

Thurrock - An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

Housing Overview and Scrutiny Committee

The meeting will be held at **7.00 pm** on **21 November 2023**

Committee Room 2, Civic Offices, New Road, Grays, Essex RM17 6SL

Membership:

Councillors James Halden (Chair), Sue Shinnick (Vice-Chair), Steve Liddiard, Maureen Pearce, Joycelyn Redsell and Neil Speight

Sue Hodgson

Substitutes:

Councillors Qaisar Abbas, Alex Anderson, John Cecil, Aaron Green and Lynn Worrall

Agenda

Open to Public and Press

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1 Apologies for Absence	
2 Minutes	5 - 8
To approve as a correct record the minutes of the Housing Overview and Scrutiny Committee meeting held on 28 September 2023.	
3 Urgent Items	
To receive additional items that the Chair is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972. To agree any relevant briefing notes submitted to the Committee.	
4 Declaration of Interests	
5 Housing Complaints Process, Regulation, Business Intelligence and Performance Report	9 - 22

6	Blackshots Estate - Update on Demolition and Redevelopment	23 - 30
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Queries regarding this Agenda or notification of apologies:

Please contact Jenny Shade, Senior Democratic Services Officer by sending an email to Direct.Democracy@thurrock.gov.uk

Agenda published on: **13 November 2023**

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DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

When should you declare an interest *at a meeting*?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

What is a Non-Pecuniary interest? – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

Pecuniary

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

Unless you have received dispensation upon previous application from the Monitoring Officer, you must:

- Not participate or participate further in any discussion of the matter at a meeting;
- Not participate in any vote or further vote taken at the meeting; and
- leave the room while the item is being considered/voted upon

If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps

Non- pecuniary

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.

Our Vision and Priorities for Thurrock

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

1. **People** – a borough where people of all ages are proud to work and play, live and stay
 - High quality, consistent and accessible public services which are right first time
 - Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
 - Communities are empowered to make choices and be safer and stronger together

2. **Place** – a heritage-rich borough which is ambitious for its future
 - Roads, houses and public spaces that connect people and places
 - Clean environments that everyone has reason to take pride in
 - Fewer public buildings with better services

3. **Prosperity** – a borough which enables everyone to achieve their aspirations
 - Attractive opportunities for businesses and investors to enhance the local economy
 - Vocational and academic education, skills and job opportunities for all
 - Commercial, entrepreneurial and connected public services

Minutes of the Meeting of the Housing Overview and Scrutiny Committee held on 28 September 2023 at 7.00 pm

Present: Councillors James Halden (Chair), Sue Shinnick (Vice-Chair), Steve Liddiard, Maureen Pearce, Joycelyn Redsell and Neil Speight

Sue Hodgson, Housing Tenant Representative

Apologies: None

In attendance: Ewelina Sorbjan, Assistant Director Housing and Development
Keith Andrews, Housing Development Manager
Chris Seman, Intelligence and Performance Manager
Mohammed Ullah, Repairs & Planned Maintenance Manager, Adults, Housing & Health
Lucas Critchley, Chief Operating Officer, Mears
Gary Luscombe, Head of Operations, Mears
Bruce Chibesa, Senior Housing Development Project Manager
Donna Noble, Note Taker

Before the start of the Meeting, all present were advised that the meeting was being recorded, with the audio recording to be made available on the Council's website.

9. Minutes

The minutes of the Housing Overview and Scrutiny Committee held on the 20 June 2023 were approved as a correct record.

10. Urgent Items

There were no urgent items of business.

11. Declaration of Interests

There were no declarations of interest.

12. Housing Ombudsman Report: Spotlight on Damp and Mould - Thurrock Council's Response

The report presented updated Members on how the council was addressing the management of damp and mould within its housing stock, and in the context of the Housing Ombudsman's Spotlight on Damp & Mould Report published in October 2021.

Points Raised:

The committee discussed how different approaches were taken with residents, namely alternative treatments, revisits, educational tools.

Officers had approached the issue of damp and mould via proactive engagement, resulting in a higher number of repairs this year, but the feedback is good.

Discussions were had regarding Blackshots, namely the vacating of flats and the checks and maintenance needed on the empty properties to ensure safety of active tenants.

Questions asked regarding whether we have any responsibility for privately let properties. Ewelina Sorbjan said we have a responsibility to refer to enforcement teams and can issue fines via Court.

Actions:

Chris Seman to provide breakdown of damp and mould reports by ward/property type/town to individual Councillors. This action was completed after the meeting.

RESOLVED

- 1. The Housing Overview and Scrutiny Committee is invited to comment on the Council's progress on the management of damp and mould within the housing portfolio in relation to the Ombudsman's Spotlight report on Damp and Mould.**
- 2. The Housing Overview and Scrutiny Committee is invited to comment on the Council's measures that are still in development on the management of damp and mould.**

13. Housing Development Programme Update

The report presented updated Members on progress on various sites considered for housing development. The report set out a reduction in the overall programme of new homes for rent within the housing development pipeline since last reported to this committee. This number now stood at 338. The reduction was a consequence of scheme amendments and a number of projects no longer progressing.

Actions:

Chair raised concerns regarding seeking disposals rather than continuing/halting projects due to temporary external circumstances. Agreed this was a question of strategy, Ewelina Sorbjan to discuss with Finance colleagues and report back.

Chair will write to Chief Executive urgently to discuss legal advice regarding site disposals.

Councillor Pearce asked for updates on Teviot Flats, Keith Andrews to provide the consultation report.

RESOLVED

The Housing Overview and Scrutiny Committee

- 1. Noted the updates on sites being considered for housing development.**
- 2. Noted that the sites at Aveley Library, Darnley Road, Corve Lane and the CO1 building as part of the civic estate were no longer being considered for Housing Revenue Account housing development.**

14. New Recommendation Log

Members noted the recommendation log.

15. Work Programme

Members noted the work programme and made the following comments:

Councillor Redsell asked for an update on the painting of the garages. Ewelina Sorbjan commits to providing a briefing note for the ward.

Discussed upcoming meetings. An additional meeting should be scheduled in February.

Action:

Ewelina Sorbjan to meet with Jenny Shade and rework the workplan.

The recording of the meeting can be found from the following link:

[Housing Overview and Scrutiny Committee - Thursday 28 September 2023, 7:00pm - Thurrock Council committee meeting webcasts \(public-i.tv\)](#)

The meeting finished at 8.28 pm

Approved as a true and correct record

CHAIR

DATE

**Any queries regarding these Minutes, please contact
Democratic Services at Direct.Democracy@thurrock.gov.uk**

21 November 2023		ITEM: 5
Housing Overview and Scrutiny Committee		
Housing Complaints Process, Regulation, Business Intelligence and Performance Report		
Wards and communities affected: ALL	Key Decision: Non-Key	
Report of: Chris Seman, Intelligence and Performance Manager (Housing)		
Accountable Assistant Director: Ewelina Sorbjan, Assistant Director of Housing and Development		
Accountable Director: Ian Wake, Executive Director of Adults, Housing & Health		
This report is Public		

Executive Summary

This report is being presented to the Housing Overview and Scrutiny Committee primarily to provide committee members with an explanation of the complaints handling process for complaints relating to the Housing service. The report also provides additional information on the new regulatory tenant satisfaction measures relating to complaints handling, an overview of the use of Power BI within the Housing service relating to complaints and key complaints statistics and performance for the 2022/23 financial year.

1. Recommendation(s)

1.1 The Housing Overview and Scrutiny Committee is requested to note, comment on and scrutinise the contents of this report.

2. Introduction and Background

2.1 A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, our staff, or those acting on our behalf, affecting any individual, groups of individuals or businesses.

2.2 On average over the last three full financial years (2020/21, 2021/22 and 2022/23), the Council received 599 complaints per annum relating to various services delivered by the Housing service.

3. The Housing Complaints Process

- 3.1 Complaints relating to the Housing service are investigated as part of a two stage complaints process.
- 3.2 Stage one complaints are investigated and responded to by a member of staff from the service which the complaint relates to and the timescale for responding to stage one complaints is 10 working days from the date the complaint was received. Should the complainant be dissatisfied with the response they receive, they are able to request that the complaint is escalated to stage two.
- 3.3 When a complaint is escalated to stage two, a senior officer in the corporate complaints team will investigate the complaint. The timescale for responding to stage two complaints is 20 working days. Should the complainant be dissatisfied with the response they receive, they are able to refer the matter directly to the ombudsman responsible for the subject which the complaint relates to. The Housing Ombudsman investigates complaints about Housing services, where the Council is the landlord. The Local Government and Social Care Ombudsman investigates complaints about allocations, homelessness and private sector housing.
- 3.4 For any case that is escalated to either the Housing or Local Government and Social Care Ombudsman, the ombudsman will undertake an initial assessment to determine whether formal investigation is required and, in such cases, a request for information will be submitted to the Council's complaints team. Upon receipt of this request, the complaints team will co-ordinate the collection of this information from all relevant teams and services and will arrange for the submission of a single response back to the ombudsman. The ombudsman considers complaints about how the Housing service has responded to reported concerns and considers what is fair in all the circumstances of a particular case. Once the investigation is completed, the ombudsman will issue their findings which is known as a determination. Any recommendations or remedies following a determination are monitored by the complaints team.

4. Learning From Complaints

- 4.1 One of the most important elements of complaints handling is learning lessons from failings identified as part of the process of investigating and responding to a complaint. This is key to prevent failings from re-occurring in the future.
- 4.2 As part of the process for complaints handling, depending on the levels of upheld complaints as determined by the complaints team, the Housing service is required to provide the complaints team with details of how the service has learned from each complaint in the form of a learning action plan.

- 4.3 Learning action plans are completed monthly based on complaints upheld during each month and provided to the complaints team to be logged in the Council’s complaints system (Respond). A learning action plan comprises of three key sections.
- 4.4 The first key section is “what went wrong”. This section of the learning action plan contains a summarised, high-level account of the issue which led to the complaint being upheld following the investigation of the complaint.
- 4.5 The second key section is “what action to address the cause of the problem is required to avoid this happening again”. This section of the learning action plan contains an overview of the mitigating actions which have been taken by the Housing service, its partners or both to prevent re-occurrences of the issue which has led to the complaint being upheld following the investigation of the complaint.
- 4.6 The third key section is “what evidence is available to confirm implementation of learning?”. This section of the learning action plan evidences that the Housing service or its partners have learned from the complaint and have implemented the necessary remedial action to prevent the re-occurrence of the issue which led to the complaint being upheld.
- 4.7 Each learning action plan for each upheld complaint also contains details relating to the lead officer, the timescale and the status. An example of a completed learning action plan for responsive repairs is shown below.

Figure 1: Responsive repairs learning action plan example

What went wrong?	What action to address the cause of the problem is required to avoid this happening again	What evidence is available to confirm implementation of learning
Delays due to a repair not being raised in the first instance and the supervisor not progressing works following review	All staff have been reminded of the correct processes relating to repairs being undertaken in the first instance and the progression of works following supervisor attendances.	A new process has been put into place to capture and manage supervisor visits to ensure works are progressed without any delays. This is monitored weekly by Mears Contracts Manager. Visits are logged and filed in a dedicated folder and reviewed regularly. Should this continuously reoccur then this will be managed in line with internal performance reviews.

- 4.8 Lessons learnt from learning action plans feed into service commitments each municipal year for the purpose of reducing the likelihood of common complaint themes re-occurring.
- 4.9 Progress updates on these service commitments are provided to the complaints team as part of its complaints reporting framework. The responsive repairs service commitments made for the 2022/23 municipal

year, as well as the progress made during the year relating to each commitment for is shown below.

Figure 2: Responsive repairs service commitments and progress (2022/23)

Service commitments submitted by the service for the year 2022/23	Progress summary provided by the service
Follow on works process to be reviewed with a view to improving communication with residents and the Council with regard to new or existing works orders.	The follow on works processes have been reviewed along with the implementation of new processes relating to the overall management of works orders across all contract types. This will continue to be monitored as part of quarterly process reviews.
Mears Customer Service – MAPD (Making A Positive Difference) training to be undertaken with all Mears staff.	All MAPD training was completed as required.
Mears MCM Training – Development to create refresher training on MCM via E – Learning with a test (better managed with knowledge and demonstrating learning) – to be undertaken with all Mears staff.	Mears MCM training is still in development stages. Mears Management team continue to support all staff where required with system changes and refreshers of MCM usage. This commitment will therefore be carried over to the next year.
Review of responsive repairs appointment management - incorporated checklists to ensure key tasks such as status/diary review are completed, this will assist with missed appointments inhouse. Continuing with Portal usage within monthly meetings with subcontractors. Daily review of the MCM system and specific reports for subcontractors to ensure all works are issued correctly and updated where required.	A review of day-to-day business processes for our repairs contractor has been undertaken, including a review of key tasks. This continues to be reviewed on a weekly basis. Daily and weekly reviews of the system particularly relating to appointment management is undertaken and new reporting also introduced to assist with work order management. Each subcontractor now also has a dedicated planner assigned to assist with system housekeeping.
A Customer Liaison Officer (CLO) has been appointed within Mears from April 2022. Post inspections and site visits will be undertaken to assist in monitoring works and keeping residents informed.	A CLO was appointed however, due to complaint volumes along with some further resourcing changes, visits and post inspections have been undertaken by the Customer Success Manager (CSM) and operational management team.
Recruitment to vacant posts within Technical Services. This will in turn assist in the demand across the team and allow for works to be swiftly progressed and monitored following a property inspection.	There continues to be ongoing recruitment within this area.

4.10 Learnings from complaints are shared with the Council’s Tenants Excellence Panel and is also a key part of our communication schedule, with learning information provided through housing newsletters and resident engagement social media channels.

5. Effective Complaints Handling Tenant Satisfaction Measures

5.1 The Regulator of Social Housing (RSH) has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer

standards, this will involve a set of tenant satisfaction measures (TSMs) that social housing landlords must report to the RSH annually starting in 2024/25.

- 5.2 There are 22 TSMs in total which cover five key themes, one of these themes is Effective Handling of Complaints. There are three tenant satisfaction measures linked to the Effective Handling of Complaints theme which include:
- CH01: Complaints relative to the size of the landlord
 - CH02: Complaints responded to within Complaint Handling Code timescales
 - TP09: Satisfaction with the landlord's approach to handling complaints
- 5.3 CH01 will be based on the number of complaints the Housing service receives for each 1,000 homes of the relevant stock type.
- 5.4 CH02 will be based on the percentage of complaints the Housing service responds to within the timeframes set by the Housing Ombudsman's Complaint Handling Code.
- 5.5 TP09 will be measured by a tenant perception survey and will be based on the percentage of tenants who say they are satisfied with the approach to handling complaints.
- 5.6 Performance relating to the three TSMs which are part of the Effective Handling of Complaints theme for 2023/24, along with the other 19 TSMs, will be reported to the RSH in the summer of 2024 and will be subsequently published by the RSH in the Autumn of 2024.

6. Power BI

- 6.1 The Housing service has developed, tested and made a Power BI dashboard available on complaints, enquiries and compliments relating to the Housing service. The dashboard utilises data collected corporately on complaints within the Council's complaints system (Respond) and was developed in order to democratise this data by making it available on demand, providing staff within the Housing service with a better understanding of volumes and performance around complaints.
- 6.2 The dashboard is maintained on a monthly basis using data extracts from Respond and contains visualisations which enable staff to track complaints and enquiries volumes, track complaint outcome metrics and track complaints timeliness performance.
- 6.3 The dashboard is dynamic and allows staff in the Housing service to access and consume complaints business intelligence relating to the Housing service as a whole but also provides the ability to drill down into granular detail relating to individual service areas. This provides the Housing service with the ability to better understand complaints metrics and enables the service to easily identify individual services with high volumes of complaints, high rates of upheld complaints and low rates of complaints responded to on time.

6.4 The dashboard is comprised of five pages including enquiries received, compliments received, complaints received, complaint outcomes and complaints timeliness. Some examples of pages from the housing complaints dashboard are shown below.

Figure 3: Dashboard page example - housing enquiries received

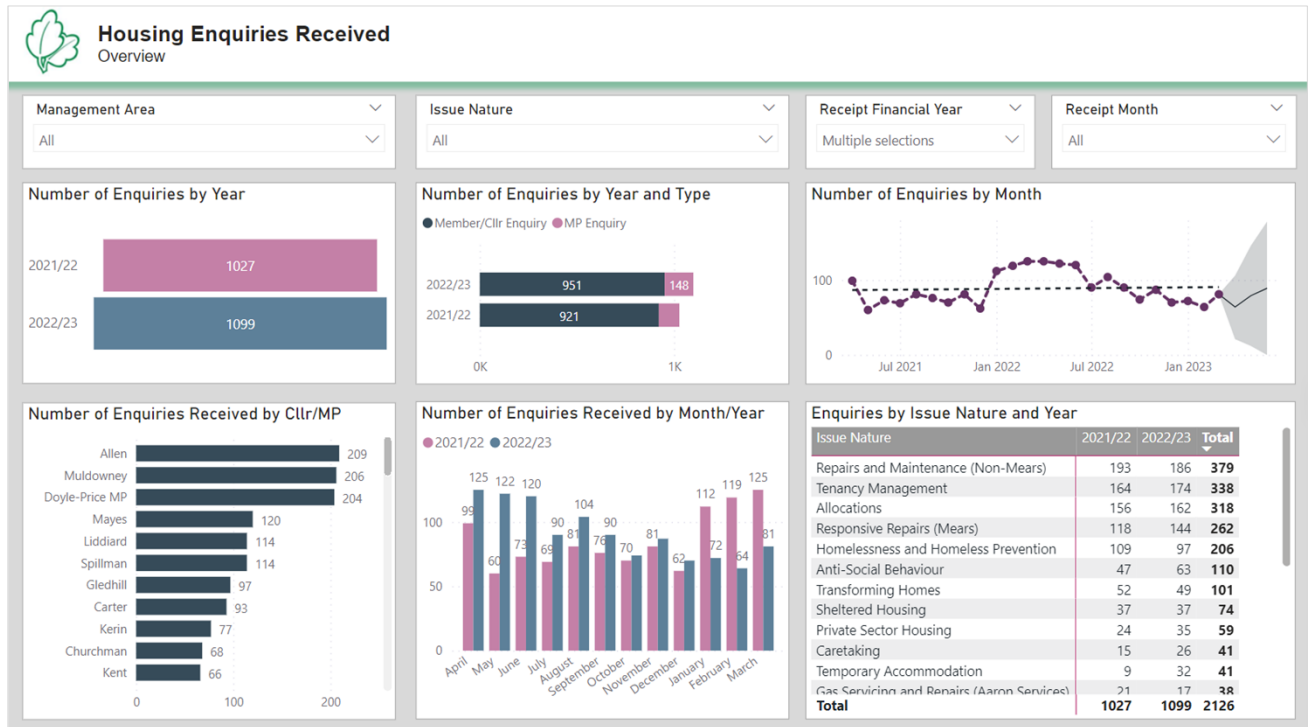


Figure 4: Dashboard page example - housing complaints received

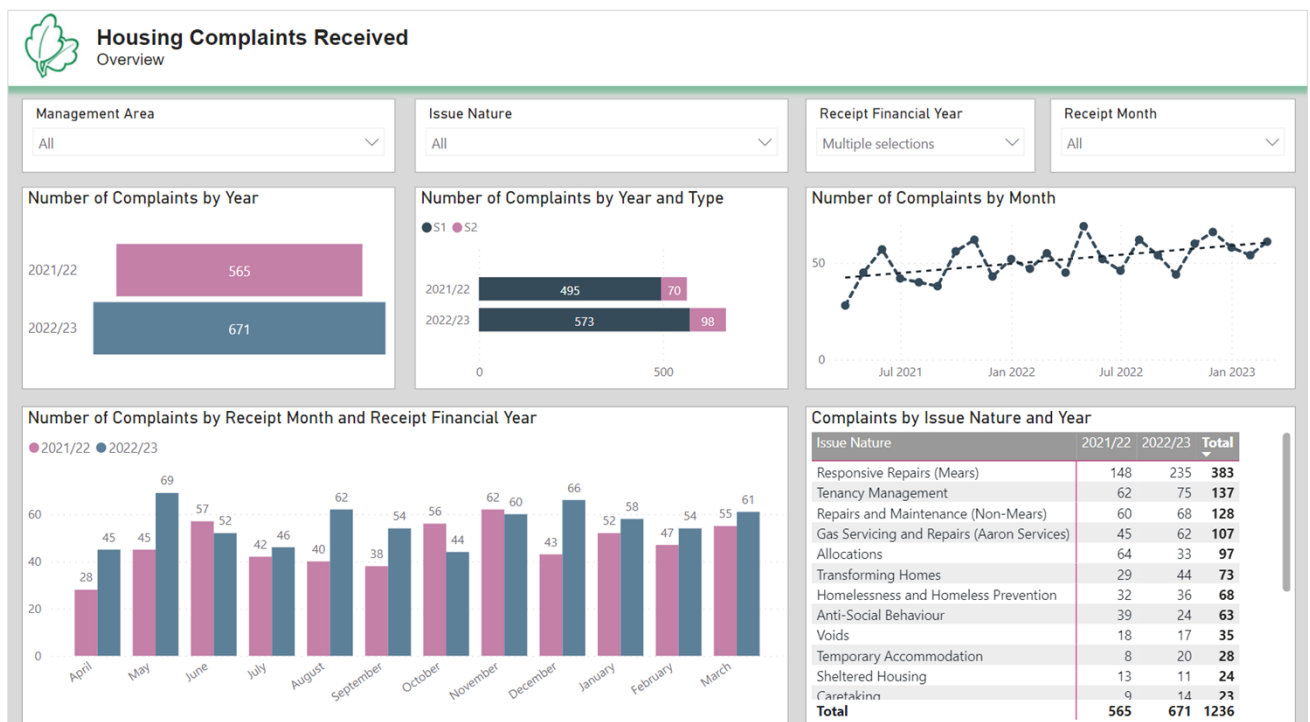
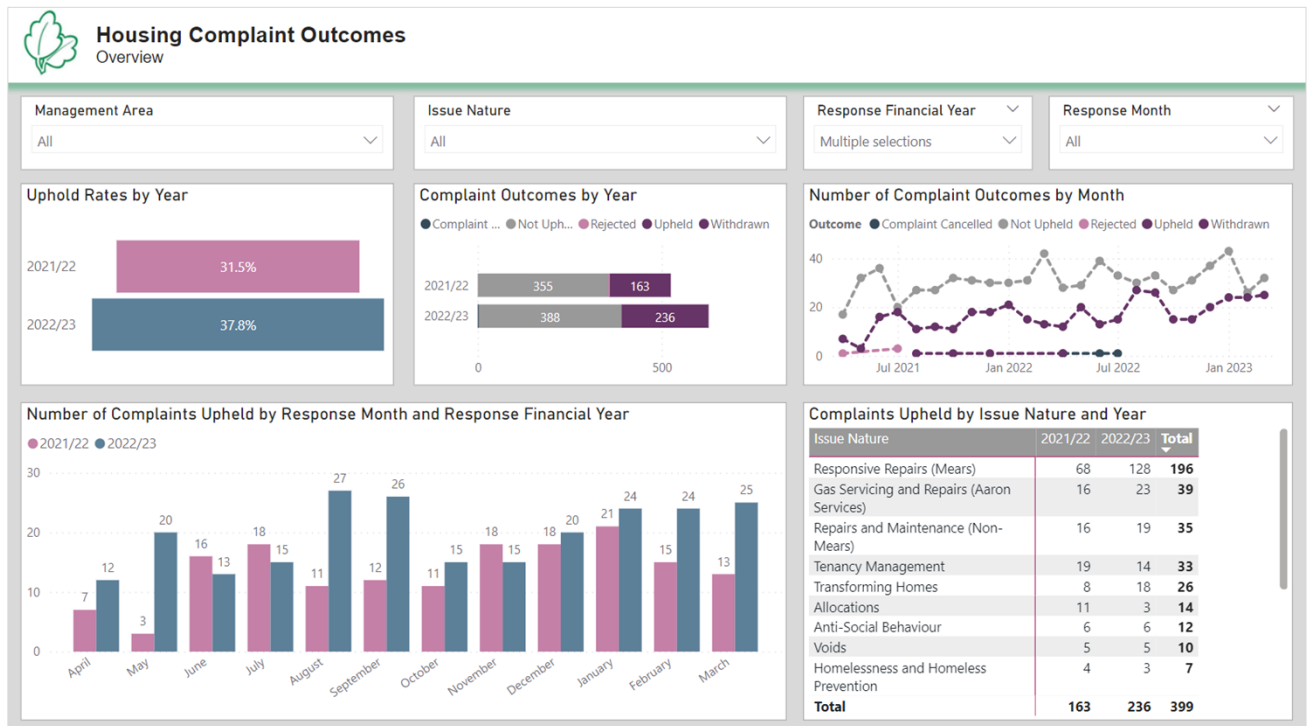


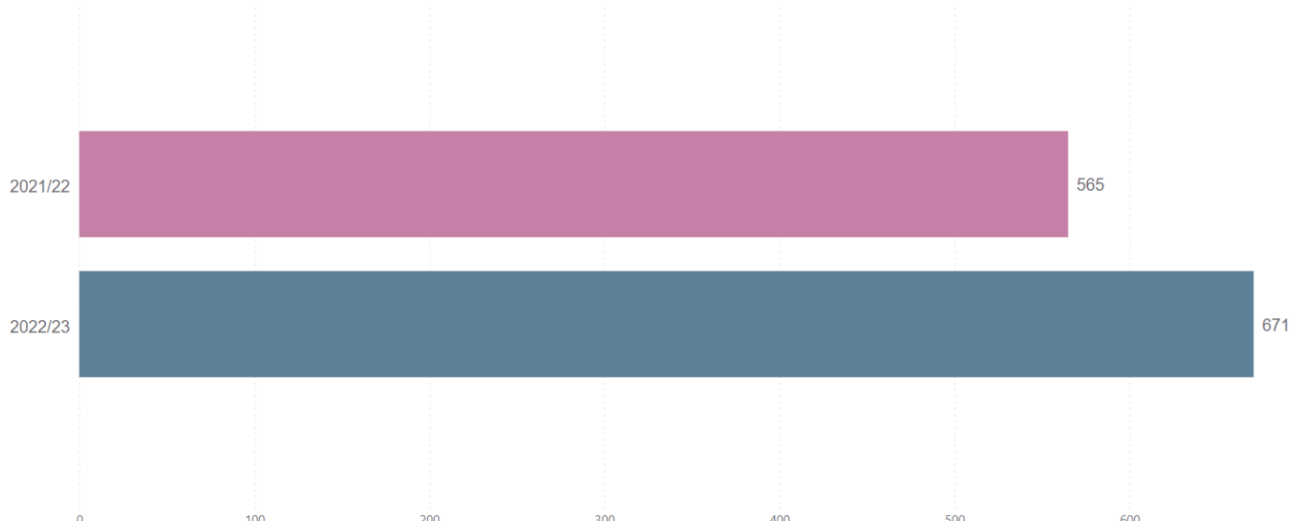
Figure 5: Dashboard page example - housing complaint outcomes



7. Statistics and Performance (2022/23)

7.1 During 2022/23, a total of 671 complaints were received relating to the Housing service and was made up of 573 stage one complaints and 98 stage two complaints. This represents an 18.8% increase on the number of complaints received in 2021/22.

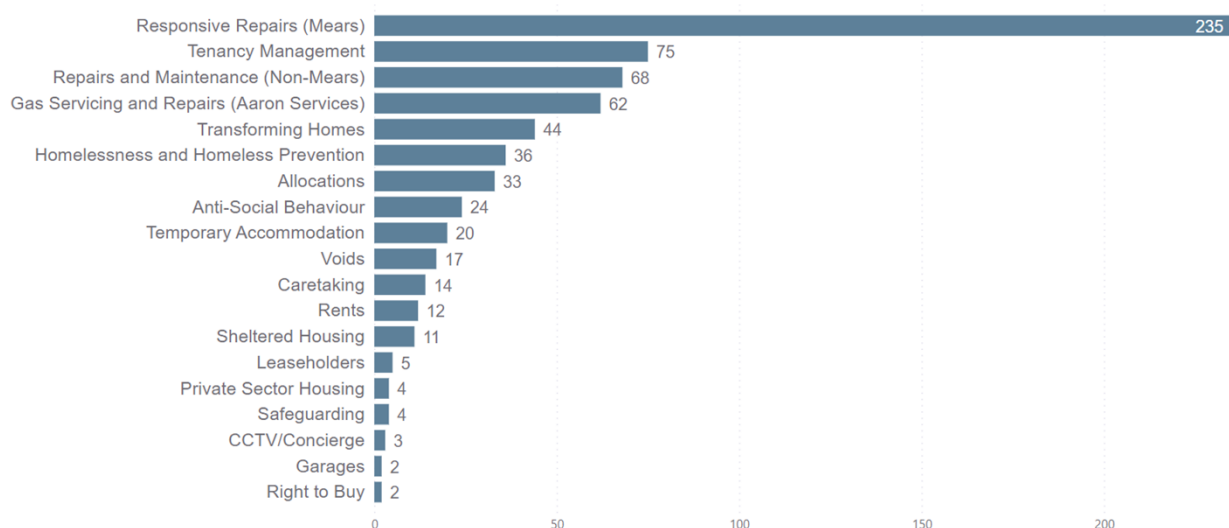
Figure 6: Complaints received by financial year (2021/22 vs. 2022/23)



7.2 Of the 671 complaints received during 2022/23, 484 (72.1%) related to five distinct issue natures. 235 complaints (35%) related to responsive repairs delivered as part of the responsive repairs contract, 75 complaints (11.2%) related to tenancy management, 68 complaints (10.1%) related to repairs and

maintenance not delivered as part of the responsive repairs contract, 62 complaints (9.2%) related to gas repairs and gas servicing and 44 complaints (6.6%) related to transforming homes.

Figure 7: Complaints received by issue nature (2022/23)



7.3 In comparison with 2021/22, an increase in complaint numbers was observed across 10 distinct issue natures in 2022/23 with responsive repairs experiencing the largest increase numerically by a significant margin. In addition, a decrease in complaint numbers was observed across 10 distinct issue natures in 2022/23 with allocations experiencing the largest decrease by a significant margin.

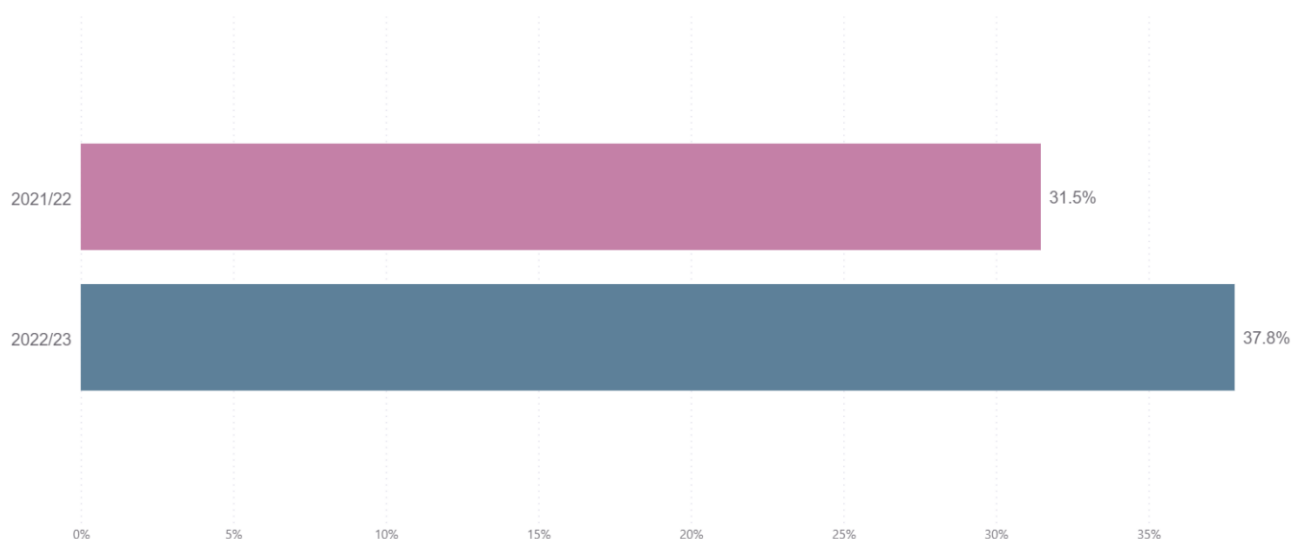
Figure 8: Complaints received by issue nature (2021/22 vs. 2022/23)

Issue Nature	2021/22	2022/23	Variance	% Variance
Responsive Repairs (Mears)	148	235	87	58.8%
Gas Servicing and Repairs (Aaron Services)	45	62	17	37.8%
Transforming Homes	29	44	15	51.7%
Tenancy Management	62	75	13	21.0%
Temporary Accommodation	8	20	12	150.0%
Repairs and Maintenance (Non-Mears)	60	68	8	13.3%
Rents	6	12	6	100.0%
Caretaking	9	14	5	55.6%
Homelessness and Homeless Prevention	32	36	4	12.5%
Private Sector Housing	3	4	1	33.3%
CCTV/Concierge	3	3	0	0.0%
Adaptations	1		-1	-100.0%
Garages	3	2	-1	-33.3%
Mutual Exchange	1		-1	-100.0%
Right to Buy	3	2	-1	-33.3%
Voids	18	17	-1	-5.6%
Sheltered Housing	13	11	-2	-15.4%
Safeguarding	7	4	-3	-42.9%
Leaseholders	11	5	-6	-54.5%

Anti-Social Behaviour	39	24	-15	-38.5%
Allocations	64	33	-31	-48.4%

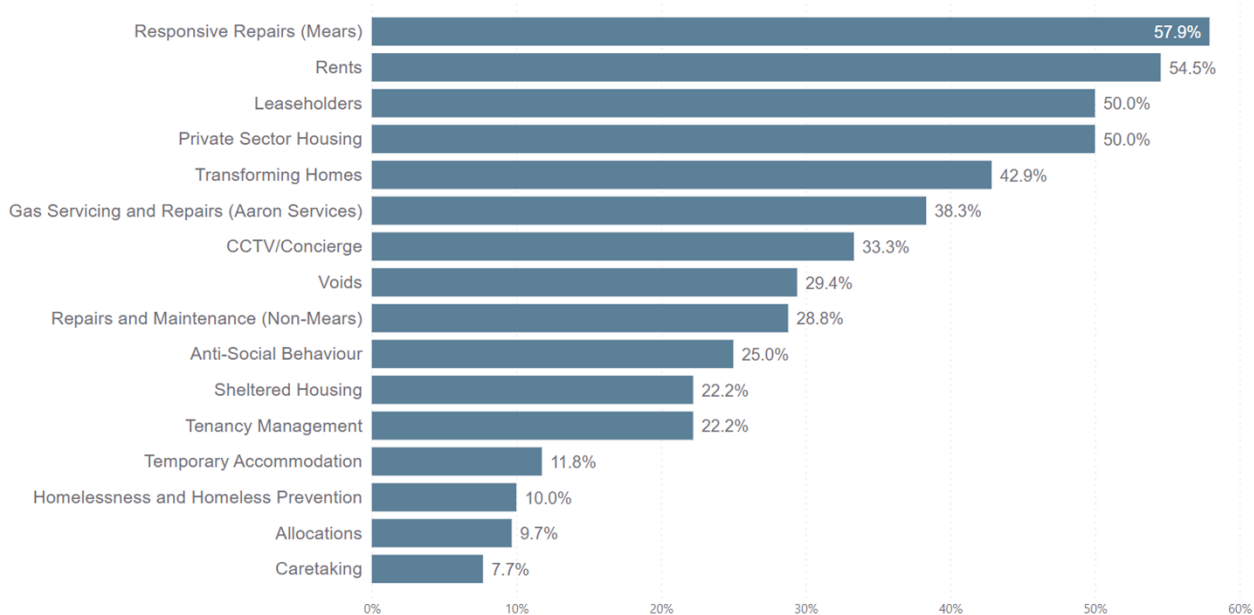
7.4 Of the complaints responded to during 2022/23 with a distinct outcome of “upheld” or “not upheld”, the percentage of complaints upheld in 2022/23 was 37.8%, increasing from 31.5% in 2021/22.

Figure 9: Percentage of complaints upheld by financial year (2021/22 vs. 2022/23)



7.5 Overall five distinct issue natures had in excess of 40% of complaints upheld during 2022/23. Responsive repairs delivered as part of the responsive repairs contract had the highest rate of upheld complaints with 57.9% (128/221) of complaints upheld. This was followed by rents with 54.5% (6/11) of complaints upheld, leaseholders with 50% (3/6) of complaints upheld, private sector housing with 50% (2/4) complaints upheld and transforming homes with 42.9% (18/42) of complaints upheld.

Figure 10: Percentage of complaints upheld by issue nature (2022/23)



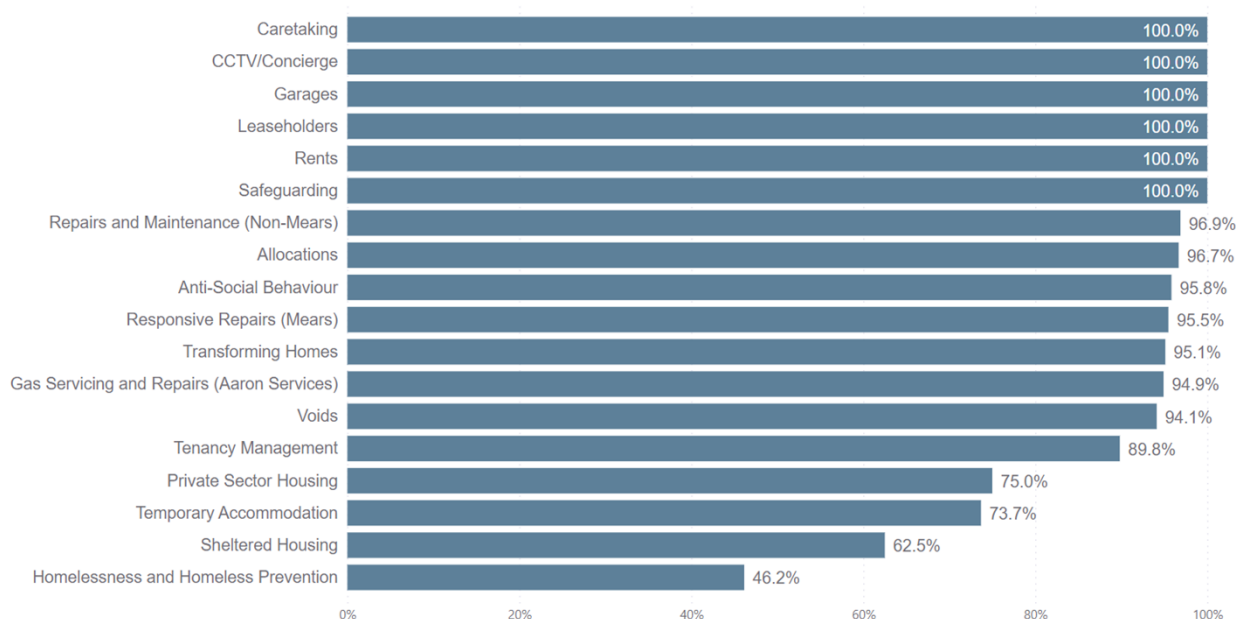
7.6 In terms of numerical differences in the number of complaints upheld in 2022/23 in comparison with 2021/22, the number of complaints upheld increased across nine distinct issue natures. Responsive repairs experienced the largest numerical increase of any issue nature with an additional 60 upheld complaints in comparison with 2021/22. Conversely, a decrease in the number of upheld complaints was observed across five distinct issue natures with allocations observing the largest numerical decrease.

Figure 11: Complaints upheld by issue nature (2021/22 vs. 2022/23)

Issue Nature	2021/22	2022/23	Variance	% Variance
Responsive Repairs (Mears)	68	128	60	88.2%
Transforming Homes	8	18	10	125.0%
Gas Servicing and Repairs (Aaron Services)	16	23	7	43.8%
Rents	1	6	5	500.0%
Repairs and Maintenance (Non-Mears)	16	19	3	18.8%
Private Sector Housing		2	2	200.0%
CCTV/Concierge		1	1	100.0%
Leaseholders	2	3	1	50.0%
Sheltered Housing	1	2	1	100.0%
Anti-Social Behaviour	6	6	0	0.0%
Caretaking	1	1	0	0.0%
Temporary Accommodation	2	2	0	0.0%
Voids	5	5	0	0.0%
Homelessness and Homeless Prevention	4	3	-1	-25.0%
Safeguarding	1		-1	-100.0%
Right to Buy	2		-2	-100.0%
Tenancy Management	19	14	-5	-26.3%
Allocations	11	3	-8	-72.7%

- 7.7 In 2022/23, the percentage of complaints responded to within timescales across all complaints relating to the Housing service was 91.8%.
- 7.8 The percentage of complaints responded to within timescales was in excess of 90% across 13 distinct issue natures and was 100% across six distinct issue natures. The percentage of complaints responded to within timescale was less than 90% across five distinct issue natures. Homelessness and homeless prevention had the lowest rate of complaints responded to on time with 46.2% and there is now a dedicated resource in place in order to improve performance on responding to complaints within timescale in this service area.

Figure 12: Complaints responded to within timescale by issue nature (2022/23)



8. Housing Ombudsman Complaint Performance

- 8.1 In August 2023, the Housing Ombudsman issued its individual Landlord Performance Report for the Housing service for cases determined during 2022/23. The Ombudsman's 2022/23 landlord performance reports are for landlords with five or more findings made in cases determined between 1st April 2022 and 31st March 2023. The data comes from the Ombudsman's casework management system and the report includes statistics on cases determined in the period.
- 8.2 During the 2022/23 financial year the Housing Ombudsman made eight determinations and in doing so made a total of 13 findings across five categories.

Figure 11: Ombudsman Findings by Category – Thurrock Council (2022/23)

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	1	3	0	0	4	0	0	8
Complaints Handling	0	0	2	0	0	0	0	0	2
Charges	0	0	0	0	0	1	0	0	1
Moving to a Property	0	0	0	0	0	0	1	0	1
Staff	0	0	0	0	0	0	1	0	1
Total	0	1	5	0	0	5	2	0	13

Note: Service failure is a form of maladministration

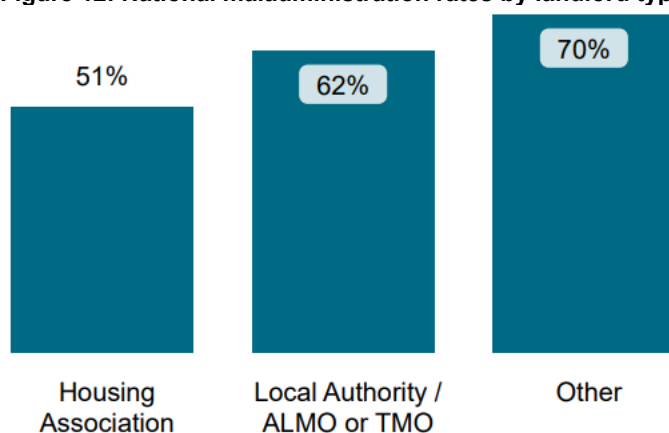
8.3 Maladministration is where a landlord is adjudged to have failed to comply with its legal obligations, its policies and procedures or has delayed unreasonably in dealing with a matter. This could result in a finding of service failure, maladministration or severe maladministration, depending on the seriousness of the failure and the impact on the tenant.

8.4 The Council’s maladministration rate for the 2022/23 financial year was 55% which is in line with the national maladministration rate which was also 55%. Of the six findings included in the maladministration rate, five were findings of service failure and only one finding was of maladministration. There were no findings of severe maladministration in 2022/23.

The maladministration rate is the combined number of findings of severe maladministration, maladministration and service failure, expressed as a percentage of the total number of findings (excluding findings of outside jurisdiction and withdrawn).

8.5 Whilst in line the national average, the Council’s maladministration rate of 55% is 4% higher than the national rate for housing associations, but 7% lower than the national rate for local authorities, ALMOs and TMOs.

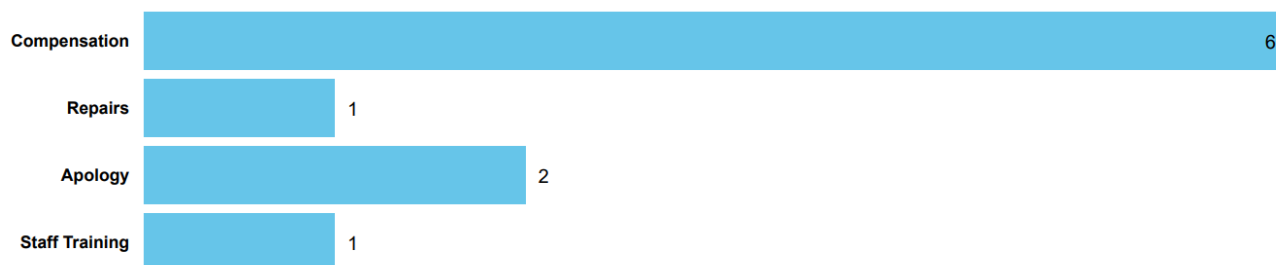
Figure 12: National maladministration rates by landlord type (2022/23)



8.6 During 2022/23, the Housing Ombudsman has made 10 orders for compensation, repairs, apologies and staff training. Orders are made where

the investigation has resulted in a finding of some level of maladministration. They are intended to put things right for the resident. The Council's compliance rate with orders made in 2022/23 was 100%.

Figure 13: Orders made by type (2022/23)



8.7 A total of £700 of compensation was ordered in 2022/23. Of the £700 compensation ordered, £600 was as a result of property condition and £100 was as a result of complaints handling.

Figure 14: Orders made by type (2022/23)



9. Reasons for Recommendation

9.1 The committee requested that the Housing service provides a report on complaints as part of the work programme for the Housing Overview and Scrutiny Committee.

10. Consultation (including Overview and Scrutiny, if applicable)

10.1 This report is for information purposes only.

11. Impact on corporate policies, priorities, performance and community impact

11.1 The Housing service and its performance relating to complaints contributes to and therefore has an impact on the Council's complaints handling performance.

12. Implications

12.1 Financial

Implications verified by: **Jonathan Wilson**
Assistant Director Finance

The report sets out the complaints handling process. The process and outcomes from the process are managed from within existing budgets in the Housing Revenue Account as part of the wider management of the housing stock of the Council.

12.2 **Legal**

Implications verified by: **Godwin Mangse**
Housing & Licensing Lawyer

There are no specific legal implications arising from this report.

In accordance with the remit of the Housing Overview and Scrutiny Committee, Members are asked to review and scrutinise the updates outlined in this report.

12.3 **Diversity and Equality**

Implications verified by: **Roxanne Scanlon**
Community Engagement and Project Monitoring Officer

There are no diversity implications contained in this report. The complaints process assesses each complaint based on the individuals needs and circumstances.

12.4 **Other implications** (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder, and Impact on Looked After Children

None

13. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

None

14. **Appendices to the report**

None

Report Author:

Chris Seman – Intelligence and Performance Manager (Housing)

21 November 2023		ITEM: 6
Housing Overview and Scrutiny Committee		
Blackshots Estate – Update on Demolition and Redevelopment		
Wards and communities affected: All	Key Decision: N/A	
Report of: Keith Andrews, Strategic Lead – Housing Development		
Accountable Assistant Director: Ewelina Sorbjan, Assistant Director of Housing		
Accountable Director: Ian Wake – Corporate Director of Adults, Housing and Health		
This report is Public		

Executive Summary

This report seeks to update members on progress towards the demolition and proposed redevelopment of three tower blocks and adjoining land at the Blackshots Estate.

Progress with the development of the scheme is set out in the body of the report.

At the Scrutiny meeting Members will be brought up to date on further progress and development of the scheme.

Government Intervention & Section 114

In July 2022, the Council was made aware of concerns around the valuation of specific investments. A review process commenced, and the initial findings highlighted significant concern with three investments and the position was shared informally with the Department of Levelling Up, Housing and Communities (DLUHC). On the 2 September 2022 DLUHC announced directions to implement an intervention package at the Council.

The Secretary of State exercised his powers under section 15(11) of the Local Government Act 1999 to give a Direction without complying with the requirement at section 15(9) to give Thurrock an opportunity to make representations about the Directions, as he considered the failures of the Council's compliance with its Best Value duty in respect of the functions specified in the Directions sufficiently urgent. This was because of the following:

- the scale of the financial and commercial risks potentially facing the Authority, which were compounded by the Authority's approach to financial management and the seriousness of the allegations that were made by third parties about the processes applied to the operation of the Authority's commercial strategy, and;
- the failure of the Authority to provide assurance to Ministers and the Department on the adequacy of the actions that they were taking to address the issues, taking account of the scale and pace of the response required.

The Secretary of State nominated Essex County Council to the role of Commissioner

On 19 December 2022, the Council's Acting Director of Finance & Section 151 Officer issued a report under Section 114 of the Local Government Finance Act 1988. This advises Councillors that the Council faces 'a financial situation of an extremely serious nature.'

Since that period the Council has continued to operate under the s114 Notice and is working alongside Commissioners to tighten its financial management procedures

1. Recommendation

Housing Overview and Scrutiny Committee are asked to:

1.1 Note the progress of the development of the scheme for the proposed redevelopment of the Blackshots tower blocks and comment as appropriate

2. Introduction and Background

- 2.1 In March 2023, reports were presented to this committee and subsequently Cabinet on the demolition and proposed redevelopment of three tower blocks and adjoining land at the Blackshots estate. This report provides an update on the position at the time of drafting in August 2023 in accordance with the timing of the governance process. Further updates will be provided at the meeting.
- 2.2 At the meeting in March, members agreed inter alia, the commencement of moving residents from the blocks; negotiations with leaseholders on repurchase, payments of home loss and disturbance payments to tenants and that the blocks should not be relet. Cabinet also agreed the proposed site area for the development of the scheme.
- 2.3 Previously the principle of demolishing the blocks had been established and money set aside for multi-disciplinary advice to develop the business case and the design.
- 2.4 A report bringing the final business case for the redevelopment of these blocks was projected for Cabinet in December.

3. Progress

Resident and Stakeholder Engagement

- 3.1 A programme of planned resident and stakeholder engagement commenced in July 2023 and will run over four months.
- 3.2 The programme consists of four separate onsite engagement events in July, August, September and October held either on the King Georges Field or the Blackshots Civic Hall. Each event has a specific theme from identifying residents' concerns and preferences, what might be possible, a presentation of early designs of homes and place, and a final exhibition of proposals.
- 3.3 Residents can respond to engagement events in person on the day, with council officers, on-line through the council's consultation portal, and through a dedicated phone line.
- 3.4 Key issues arising from the first two consultation events were:
 - a Concerns over loss of open space
 - b Improved Safety (ASB)
 - c Reduction of Fuel Bills
 - d Improved play spaces
- 3.5 Alongside the programme of planned events, a dedicated housing officer resource has been identified within the housing service to ensure all residents have individual discussions on their circumstances in relation to their move from the tower blocks.
- 3.6 In addition to the individual advice, support and engagement activity provided by the council an Independent Tenant and Leaseholder Advice (ITLA) service has been commissioned and a specialist consultancy appointed to provide this. Residents are able to engage directly with the consultancy who are establishing a temporary base alongside council officers in one of the tower blocks and are accessible by phone and email. Newman Francis the appointed ITLA operate independently and liaise with the Council on the residents behalf.
- 3.7 Newman Francis are also working with interested residents to establish a resident steering group to coordinate resident feedback around the decanting process and the future design.

Emptying the blocks

- 3.8 All council tenants have been contacted individually and their personal circumstances relating to the housing needs and preferences are being collected. At the time of writing, five occupants had been rehoused and a further 16 are under offer. There are 113 active rehousing applications and a

further 36 applications held pending the provision of relevant documentation. There are currently seven empty properties. It is anticipated that the vacation of dwellings will be concluded by March 2025.

- 3.9 Each qualifying tenant receives a package of financial and the offer of practical support including both a statutory home loss and disturbance payment. The Home Loss Payment is made under s30 Land and Compensation Act 1973 and is currently set at £7,800. Disturbance payments are in addition to reflect reasonable expenses. The creation of a budget for these costs was established at Cabinet in March 2023.
- 3.10 All of the 12 leaseholders have been contacted by the council's Housing Service with regard the need to purchase their property. Valuers have been appointed and offers to purchase will commence in September 2023. At present, there is no definite requirement to commence compulsory possession order (CPO) proceedings, although officers continue to monitor this. If it is not possible to resolve matters by negotiation a further Cabinet report will be required to commence CPO action.
- 3.11 Seven of the 12 leaseholders are non-resident and negotiations will be undertaken remotely. Where the leasehold properties have been let privately, it is the leaseholders responsibility to bring those tenancies to an end and so give the council full vacant possession on purchase. However, the Housing Service has made contact with each of those tenants and offered individual housing advice and support in recognition of the difficult circumstances they face and the fact that they too will be required to move home.
- 3.12 Regular officer project boards monitor progress of this work and these numbers.

Design

- 3.13 Levitt Bernstein as the appointed architects has reviewed the previous sketch drawings and are developing options for redevelopment of the site. These will be available for initial consultation at the September consultation event and for discussion with ward members.
- 3.14 Exploratory discussions have been held with the planning department and a preplanning application agreement will be negotiated, and a case officer allocated.

Viability

- 3.15 The consultancy appointed to develop the business case, Avison Young, has been building information on the costs and values of property in Thurrock, including market sale, private rented sector and affordable homes.

When the feasible design options are ready, the viability assessments will be completed and this will be included in the final business case report.

Property Issues

- 3.16 The existing Blackshots tower blocks have commercial telecom masts located on the roof. Housing development staff are working with property colleagues and legal advisers to establish an approach to relocate these.
- 3.17 The March 2023, a Cabinet report identified that part of the playing fields included within the proposed site boundary was Fields in Trust land and referred to the need to replace this. At the time of drafting, discussions and site visits are in progress and ward members are being consulted on options. Meetings with Fields in Trust will be put in hand.

Social value

- 3.18 Contracts for services and works including that with Avison Young and Levitt Bernstein incorporate social value measures to be delivered in line with the council's social value framework and supporting priorities for communities.

Ward Member Consultation

- 3.19 A Ward member steering group has been established to provide oversight of the programme and work streams. The initial meeting was held in early July with further meetings programmed bi-monthly. A meeting has also been held to consider different land parcels than those identified at March 2023 Cabinet and a site walkabout will be undertaken as a follow up.

Programme

3.20

Item	Programme 2023
Resident Engagement Events	July, August, September, October 2023
Final Design Stage for Business Case	September 2023
Financial Modelling for Business Case	To run alongside above items
Planning pre-application meeting	September/ October 2023
Business Case	October 2023
Housing Overview and Scrutiny and Cabinet	January 2024

- 3.21 Members will note that the projected dates for Housing O&S and Cabinet reporting on the Business Case has been moved from December 2023 to January 2024. This is solely because of the timetabling and governance requirements for Cabinet reports currently in place. Otherwise, at this stage the process for developing the redevelopment proposals is on time.
- 3.22 Housing Overview and Scrutiny Committee and Cabinet will be asked to consider the business case with the intention that authority will be sought to

commence procurement for a main contractor to develop and submit a planning application and construct the new homes.

4. Reasons for Recommendation

4.1 Housing Overview and Scrutiny Committee requested the opportunity to consider progress on the proposed Blackshots redevelopment.

5. Consultation (including Overview and Scrutiny, if applicable)

5.1 The details of the consultation and the results of it to date are set out in the report above.

6. Impact on corporate policies, priorities, performance and community impact

6.1 The development of housing aligns closely with the Council's vision and priorities adopted in 2018. In particular, it resonates with the "Place" theme which focuses on houses, places and environments in which residents can take pride.

7. Implications

7.1 Financial

Implications verified by: **Jonathan Wilson**
Assistant Director of Finance

The report sets out a progress update and there are no specific financial implications arising from the detail of the specific areas covered.

Further consideration of the financial implications of the scheme will be provided to members in subsequent reports including detailed consideration of the full business case.

The progression of the project will also continue to be considered as part of the Council's HRA business plan and wider prudential borrowing strategy.

7.2 Legal

Implications verified by: **Jayne Middleton-Albooye**
Interim Head of Legal Services and Deputy Monitoring Officer

There are no direct legal implications as it is an update report. Full legal implications will be given for reports relating to individual proposals outlined above. In accordance with the remit of the Housing Overview and Scrutiny Committee, Members are asked to review and scrutinise the updates outlined in this report.

7.3 **Diversity and Equality**

Implications verified by: **Rebecca Lee**
Team Manager, Community Development and Equalities

There are no direct equality and diversity implications arising from this update report. A full Community Equalities Impact Assessment has been completed and will accompany the Business Case.

7.4 **Other implications** (where significant) – i.e., Staff, Health Inequalities, Sustainability, Crime and Disorder and Looked After Children

None

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

7 March 2023 Housing Overview & Scrutiny Committee, Blackshots Estate Demolition and Redevelopment

15 March 2023 Cabinet, Blackshots Estate Demolition and Redevelopment

9. **Appendices to the report**

None

REPORT AUTHOR

Keith Andrews

Strategic Lead – Housing Development

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21 November 2023		ITEM: 7
Housing Overview and Scrutiny Committee		
Housing Strategy – Year One Update		
Wards and communities affected: All	Key Decision: None	
Report of: Ryan Farmer – Housing Strategy and Quality Manager		
Accountable Assistant Director: Ewelina Sorbjan – Assistant Director, Housing Management and Development		
Accountable Director: Ian Wake – Corporate Director, Adults, Housing and Health		
This report is Public		

Executive Summary

This report provides an update to Housing Overview and Scrutiny Committee regarding the Housing Strategy 2022-2027, which sits within the strategic framework for the Housing service alongside:

- Asset Management Strategy 2022-2027
- Resident Engagement Strategy 2022-2027
- Homelessness Prevention and Rough Sleeping Prevention Strategy 2020-2025

Once completed, the Housing Development strategy will also be included.

The monitoring and delivery of these documents is undertaken by the Housing Strategies Delivery Board (HSDB).

HSDB provides oversight and monitoring on the implementation and embedding of the above within the Housing service. It acts as a ‘pulse check’ for ongoing developments, ensuring documents are having the impact on service provision as planned.

To ensure commitment to the Housing Strategy as the overarching direction for the service, HSDB is structured around the four key aims outlined in the Housing Strategy.

Since the launch of these strategies, service delivery has been within difficult and changing circumstances:

- the government intervention of Thurrock Council, and resulting financial restrictions
- the cost-of-living crisis, implementing a limit on rent increases and the rising cost of service provision
- emerging change in priorities, such as the tragic death of Awaab Ishak pulling a heightened spotlight on damp and mould

Although service improvement has still been achieved within this context, it is important to consider the progress that could have been made if the national and local context had been less turbulent.

This report summarises the current progress against the four aims in year one, ambitions for year two and anticipated challenges.

1. Recommendation(s)

- 1.1.** Housing Overview and Scrutiny Committee are asked to note and comment on the content of this report.

2. Introduction and Background

2.1. Overview of strategies

The Housing Strategy 2022-2027, Housing Asset Management Strategy 2022-2027 and Housing Resident Engagement Strategy 2022-2027 were not developed in isolation.

Due to the simultaneous development of the Thurrock Joint Health and Wellbeing Strategy 2022-2026, the Local Plan, and the Better Care Together Thurrock: The Case for Further Change strategy, it was possible to ensure that the development of the Housing strategies was undertaken with due regard and read across to these other key strategic documents.

The upcoming review of the Homelessness Prevention and Rough Sleeping Prevention Strategy will follow the same line of development.

Throughout the Housing Strategy reference is made to the aims and ambitions of these other documents. A significant degree of alignment has been achieved, providing a foundation for all documents to have a broader reach, greater influence, stronger acceptance, and more opportunities to deliver successful outcomes than any single strategy could achieve in isolation.

2.1.1. Housing Strategy 2022-2027

The Housing strategy recognises housing and health are intrinsically linked. Access to a safe, secure, stable, warm, and affordable home will provide people with a solid foundation upon which they can better protect their health and support their wellbeing. If a home is lacking any of these factors, it will have a detrimental impact on the physical health, mental health, and general wellbeing of all those in the household.

With the above in mind, the strategy is built around the below core vision:

Every Thurrock resident will have access to a safe, secure, suitable, and affordable home that meets their needs and aspirations, serving as a foundation to support their health and wellbeing.

Residents will be supported at home and in their local area through connected services, neighbourhoods, localities, and communities to achieve their vision of a 'good life.'

This vision, as well as the below strategy aims, also underpin the Housing Asset Management Strategy 2022-2027 and Housing Resident Engagement Strategy 2022-2027.

2.1.2. Asset Management Strategy 2022-2027

Thurrock's Housing Asset Management Strategy 2022-2027 supplies a framework detailing how the council will manage, maintain, and invest in its assets, ensuring that they offer quality and affordable homes for current and future residents. The strategy demonstrates how the council's housing portfolio will meet its priorities. It provides the strategic direction for those involved in the day-to-day management of the stock and future housing asset investment decisions.

The Asset Management Strategy is centred on three core aims:

- Deliver High Quality Homes
- Maximise the Value of Assets
- Plan for a Sustainable Future

Further details regarding specific actions that have been proposed can be found within the Housing Asset Management Strategy 2022-2027 document.

2.1.3. Resident Engagement Strategy 2022-2027

The Housing Resident Engagement Strategy 2022-27 sets out the aims and ambitions of the Housing service in improving its interaction and communication with those who live in and around Thurrock Council's homes and neighbourhoods.

The significance of meaningful engagement with residents may never have been higher than it is currently. The impact of and response to the tragedy at Grenfell Tower shows how important it is for residents and communities to be able to access information, express their views and opinions on changes, and play an active part in the way that duties are fulfilled, and services are delivered by the Housing department.

The Resident Engagement Strategy is centred on five core aims:

- Strengthen Community Engagement and Empowerment

- Protect Resident Safety and Security
- Improve Communication and Interaction
- Enable Resident Scrutiny and Participation
- Deliver Opportunities for Engagement

Further details regarding specific actions that have been proposed can be found within the Housing Resident Engagement Strategy 2022-2027 document.

2.1.4. Homelessness Prevention and Rough Sleeping Strategy 2020-2025

The Council's current Homelessness Prevention and Rough Sleeping Strategy was adopted in 2020 and its development considered levels of homelessness in the borough, the introduction of the Homelessness Reduction Act 2017, the impact of recent welfare reforms, and newly identified opportunities for preventing homelessness.

The document represents an ambitious approach rooted by the fundamental principle that homelessness is not simply a housing issue but is instead a complex social challenge requiring true collaboration to tackle effectively.

The Homeless Prevention and Rough Sleeping Strategy is centred on four core aims:

- Partnership and Collaboration
- Health and Wellbeing
- Provision and Accessibility
- Customer Excellence

Further details regarding specific actions that have been proposed can be found within the Homelessness Prevention and Rough Sleeping Strategy 2020-2025 document.

2.2. Overview of aims

The four aims and their respective objectives set out in the Housing Strategy 2022-2027 will support the council in achieving its housing vision. They also align with and support the work and actions identified within the Joint Health and Wellbeing Strategy 2022-2026 as well as the Better Care Together Thurrock: The Case for Further Change Strategy.

2.2.1. Deliver Housing Support and Services

This aim proposes a reframing of the approach taken to support households interacting with the council. Instead of viewing a set of 'problems' requiring resolution by disconnected teams, a strengths-based 'whole person' approach instead, connected within a wider system that includes adult social care, children's services, public health, NHS partners, the wider community,

voluntary and faith sector, and existing assets within the community, that can all positively support people to live healthily and well.

2.2.2. Meet Housing Need

Identifying and understanding housing need can be complex, and any unmet need can have a significant and lasting impact on the health and wellbeing of people. This aim sets an approach to use a range of information sources to build an accurate understanding of current and future housing need, creating the evidence base for directing housing development.

This aim considers how the council can explore, understand, and address the diverse housing needs of the borough's population. It also shares residents' priorities regarding the standard of homes in Thurrock and how homes can be developed and improved in the borough.

2.2.3. Protect Resident Safety

This aim is focused on protecting people and working to prevent them from experiencing harm to their physical and mental health. It considers the physical environment relating to property conditions, fuel poverty, property accessibility and adaptations, and harm experienced from anti-social behaviour, crime, and domestic abuse. It also addresses the general perception or feeling of safety in and around the home and neighbourhood.

2.2.4. Strengthen Community Engagement and Empowerment

The COVID-19 pandemic led people to experience significant periods of social isolation and separation from their friends, family, and wider support networks. It also saw communities come together, with people supporting one another through immensely challenging and testing circumstances.

This aim considers how relationships are built and strengthened between residents, the areas in which they live, the communities of which they are a part, and the organisations and groups that provide support and the council.

3. Year One Progress

- 3.1. With the Housing Strategy having now completed its first year, a pulse check has been undertaken to review the progress made towards the four key aims. This is in relation to both the Housing Strategy itself, and the other three strategies encompassed by HSDB.

The findings of this check can be found below.

- 3.2. It is, however, important to note the complex environment of the first year and the impacts this has had on progress. A significant impacting factor has been the government intervention, not only due to its financial implications but also strategic direction. The Council is currently undergoing a substantial cultural change and aiming to embed a new vision for the organisation. This will, in turn, influence the priorities and service delivery of the Housing service, which

may not align neatly with the current strategies. Services have been balancing between strategic commitments and new directions, as appropriate.

- 3.3. A further impacting factor has been the cost-of-living crisis. As a result of this crisis, a limit was placed on how much social rents could be increased, with the maximum being 7%. This is much lower than the ongoing Consumer Price Index, with highs being reached of 10%. This has naturally created a deficit within the Housing Revenue Account, leading service provision to adapt to close the gap. When coupling this with the financial implications of the government intervention and the long-term impact of the rent reduction scheme which ended in 2020, it has been a particularly challenging financial landscape for the Housing service and wider sector.
- 3.4. A final impacting factor has been wider strategic changes, in addition to those stemming from the government intervention. For example, damp and mould has taken a higher precedent than initially anticipated. Although made a priority within the Housing Asset Management Strategy 2022-2027, the tragic death of Awaab Ishak has led to damp and mould being brought to the forefront at a national and local level. To respond to changes such as this, services have been required to balance emerging priorities with those which had already been established.

4. Deliver Housing Support and Services

4.1.1. Embed the housing core principles and person-centred approach within service provision

A notable workstream is the transformation pilot within the Stanford and Corringham locality. Using the Corringham Integrated Medical and Wellbeing Centre as a 'hub,' several services have connected to provide a person-centred approach within the community. From the success of this pilot and through working with the Centre for Public Impact, further pilots have been established:

- 'single point of contact' approach between Housing Operations, Homelessness, Mental Health services and Substance Misuse services
- collaborative work between colleagues in Children's Services and the Financial Inclusion team relating to Fuel Poverty
- establishing and working with the complex care team

Wider work is also ongoing with the pre-eviction panel, ensuring colleagues from across the organisation come together to support tenants at risk of eviction.

However, changes are also beyond Thurrock with better connections being made with colleagues at Basildon Hospital. This includes mental health services, social care, and discharge teams to promote an integrated approach to individual care.

Work has also been undertaken to ensure policies and processes are supportive of the multi-disciplinary approach. For example, there has been a particular focus on care leavers as a vulnerable group. Through reviewing current policy and process:

- greater support is provided to care leavers, [such as a housing specific guide](#)
- expectations of care leavers are better managed
- working relationships between teams are better connected and utilised

Measures have been implemented to ensure frontline staff are equipped with the skills and resources required to work in a multi-disciplinary way. For example, there is ongoing work with Children's Social Care to identify knowledge gaps and assist with the training of front-line services.

In addition, there have been opportunities established to share practice and knowledge across the Adults, Housing and Health directorate, through frontline improvement meetings and a programme of 'How, What and Why?' sessions which aim to expand understanding of key functions, responsibilities and duties in the organisation.

The current work around the decant of Blackshots demonstrates how the core principles and person-centred approach is embedded within the Housing service.

4.1.2. Develop a neighbourhood model for housing services to better focus on delivering what matters to residents in different localities

Through the Better Care Together Thurrock strategy, the Council and its health partners have identified four localities from which they wish to run their join services:

- Grays
- Aveley, South Ockendon and Purfleet (ASOP)
- Stanford and Corringham
- Tilbury and Chadwell

This is with the aim of delivering better outcomes for both individual residents and the wider community, delivering on key strategic goals as identified for each locality.

Earlier this year, Corringham was chosen to start the project as the Corringham Integrated Medical and Wellbeing Centre could be utilised as the primary location. Since then, a series of meetings and workshops have been held to bring the various teams together, to begin the process of working better together.

The initial focus was on frontline workers such as Local Area Coordinators, Social Workers, Tenancy Management Officers, and Community Nurses.

Overtime, additional teams, and services have been introduced such as Sheltered Housing and Caretaking. Most recently, this has been expanded to include services who do not work directly within the locality, but still provide services to the locality such as Housing Solutions and Private Housing.

A steering group is now being coordinated to begin work within the other three localities. For example, Accommodation Officers are working within Tilbury, and a multi-disciplinary team is working within Grays for Housing Solutions.

On a wider scale, in March 2023 the Better Care Together Thurrock: Housing, Health and Care Conference was held. This brought operational staff together from across the system to start to develop strong working relationships and professional understanding. The success of this event has led to interest in hosting smaller, locality-specific conferences to launch integrated teams further and utilising learning from the Corringham pilot.

Housing staff are also receiving training from colleagues in Occupational Therapy to enable them to undertake low-level OT assessments and produce recommendations for minor aids.

5. Meet Housing Need

5.1.1. Use housing knowledge and data to influence and support the development of the Local Plan to ensure future planning policy is representative

The research undertaken and evidence presented through the development of the Housing Strategy has been made available to colleagues preparing the council's Local Plan. The Housing service remains committed to supporting the development of the Local Plan to ensure it meets the identified needs of Thurrock residents and will provide further information, data, and analysis as and when required.

5.1.2. Identify and understand housing need in Thurrock in order to deliver more social and affordable housing for households in the borough

The mix of affordable new build provision is considered at a programme level. This allows site specific decisions to be made, according to which types and sizes of dwellings best meet the location. This also allows consideration against needs identified annually via the housing waiting list.

As of April 2022, the Housing Development programme has a greater proportion of larger homes than initially identified by housing need data. However, this will be corrected with the next phase of development proposals. The current mix is partially a result of the planned disposal of sites, where smaller units were proposed and expressed requirements for 3 bed and above accommodation.

	Total % of programme	Programme target
1 bed	12%	40%
2 beds	39%	36%
3 beds	38%	17%
4 beds	10%	7%

5.1.3. Build homes that can respond and adapt to changing housing needs through life in order to ensure individuals can live independently in suitable accommodation for longer

All new build dwellings are obligated under Part M of the Building Regulations to meet Category 1 Standards in the following categories:

- Category 1 – Visible Dwellings
- Category 2 – Accessible and Adaptable
- Category 3 – Wheelchair

The Beaconsfield Place development completed in 2022 comprises of 35 homes constructed to HAPPI standards, an example of how building schemes are committed to promoting independence.

5.1.4. Deliver at least 500 new council-owned affordable homes by 2027

Although this will remain dependent on the Council's financial position, measures are in place to ensure opportunities are maximised where possible. For example, data is collated from service demand on Temporary Accommodation and homeless presentations. This data can then be used to inform future housing provisions.

A number of new build properties will be handed over imminently, including those built directly by the council and others which will not be owned by the council, but will still contribute to meeting local housing demand within the rental sector.

Please see the below table:

Year	Number of Properties	Acquisition
2020 – 2021	75	All leased
2021 – 2022	61	All direct acquisitions, with one property still going through conveyancing
2022 – 2023	36	All direct acquisitions

5.1.5. Work in partnership across the system in order to improve access to health, care, and support services for those at risk of experiencing homelessness

The key principles of the Homeless Reduction Act 2017 have been embedded into service delivery. This ensures appropriate needs assessments are undertaken and therefore housing options are tailored to the need to the individual/household.

An innovative approach to preventing homelessness has been developed. Through the creation of the pre- eviction panel and evolution of the management move panel, a multi-agency approach to preventing homelessness amongst Council tenants has been fostered. The approach has shifted from ensuring due process is followed to enforce eviction to focusing on preventing eviction, as well as minimising the costs and impact associated with eviction and homelessness.

5.1.6. We will ensure any household requiring temporary accommodation remain within the borough wherever possible and for as little time as possible

There was a clear need for Temporary Accommodation placements to be within Thurrock unless preference or safety concerns required a placement to be out of borough.

By using monies from Right to Buy receipts, additional stock was purchased within Thurrock for the use of Temporary Accommodation. Alongside this, 'block booking' was used within the private sector to ensure further consistent housing provision. Through this approach, out of borough placements have dramatically reduced and ensured greater support and stability for local families experiencing homelessness.

This is outlined in the below table, using averages for each April in the financial year:

Year	In-Borough	Out of Borough
2021	86	80
2022	90	27
2023	84	27

5.1.7. Deliver major regeneration projects at Blackshots, CO1 and Teviot Avenue to provide modern, sustainable homes that are fit for the future

The redevelopment of CO1 as an affordable housing project has ceased. The project was no longer financially viable due to two key factors: rising project costs driven by an unprecedented period of build cost inflation and the rapid rise in cost for materials, labour, and electricity.

The Council's Asset Disposal Team is currently preparing a report for Cabinet approval to dispose of the site.

However, in March 2023 Cabinet approved a range of recommendations to progress the planned redevelopment of three tower blocks in Blackshots, subject to a final business case demonstrating viability to Cabinet. This is anticipated for October 2023. There are a total of 168 flats in the existing three tower blocks, with early designs suggesting a potential redevelopment capacity of 240 new homes. Plans to decant the blocks and repurchase any leasehold interests has commenced, with anticipated completion by March 2025.

A consultancy team is now procured to:

- develop design and cost planning
- prepare the business case
- undertake resident engagement
- provide an independent tenant and leaseholder service to the affected residents

In line with the engagement led by the consultancy team, there is the provision of:

- written information
- 1:1 visits with residents
- estate consultation events
- online consultation via the Council's portal

This is for both effected residents and the wider community encompassed within the redevelopment proposals.

Plans to redevelop three low-rise blocks at Teviot Avenue (numbers 158-228) continue to progress. The existing 36 flats are constructed of pre-cast reinforced concrete of the 'Cornish' type, designated as defective initially under the 1984 Housing Defects Act but consolidated into the 1985 Housing Act. This is due to their construction material and manufacture.

The flats have several issues, including inherent structural defects which can only be remediated by substantial reconfiguration of the overall structure. Evidence demonstrates remedial works over the next 30 years is more costly than the construction of replacement homes. Current plans indicate there will be an increase in the number of homes provided within the HRA, from 36 to 48.

Cabinet approval is due to be sought to start the process of decanting existing tenants, negotiating the purchase of leaseholder interests and to commence the procurement of a contractor to undertake the works. Planning permission is timetabled for late 2023, with the procurement of a main contractor in Summer 2024.

5.1.8. Embed active travel in new developments in order to encourage sustainable transport and improve wellbeing

It is now process for all new developments to have a travel plan as part of the planning application if development will generate significant amounts of movement. The travel plan includes an action plan that shows how sustainable transport such as use of public transport, cycling or walking, will be made accessible at the development and their use increased. Smaller projects have their transport implications assessed and developed in such a way as to support sustainable transport and healthy lifestyles.

5.1.9. Overhaul the approach to allocating Sheltered Housing properties in order to support more people to benefit from this type of accommodation

As part of the 2022/23 review of the Housing Allocations Policy, the age criteria for Sheltered Housing were revised. This means Housing Register applicants aged 55 and over can access this accommodation, as well as applicants over 50 in receipt of certain benefits. Furthermore, the use of sensitive lettings allows the right property to be used to meet an individual's need, even if age criteria is not met.

5.1.10. Maximise the use of available funding in order to deliver improvements beyond the funding capacity of the Housing Revenue Account

Funding has been confirmed for the Non-Traditional Refurbishment programme, benefitting at least 54 properties. This includes funding under ECO4 up until 2026; a government initiative to help reduce household carbon emissions and improve energy efficiency measures. The Council are now working with E.ON to deliver the works as the appointed contractor.

6. Protect Resident Safety

6.1.1. Work in partnership to reduce local levels of crime and opportunities for crime to take place in order to reduce the number of victims of crime and make Thurrock a safer place to live

Housing has provided support to the wider corporate work to progress the Community Safety Service. For example, the Community Safety Operating Model has been held, with the Housing service remaining committed to supporting the priorities of the Thurrock Community Safety Partnership.

There is ongoing work with the Safeguarding team for the use of markers on high-risk homes. In recent contract negotiations with Temporary Accommodation providers there was a focus on ensuring contracts will provide security or other measures to minimise Anti-Social Behaviour.

The Housing service is applying a person-centred approach to residents with more varied needs and high-risk profiles, including the formation of the

complex care service. This service seeks to provide tenancy sustainment support to those at risk of crisis in council-owned accommodation or accessing Housing Solutions' services.

The use of the Management Move Panel places tenant safety at the centre, bringing together IDVAs, Safeguarding, Social Care and Housing to discuss options for keeping tenants safe.

6.1.2. Drive up the standards and quality of homes in the private sector in order to ensure greater availability of safe and suitable homes for Thurrock residents

The Private Sector Housing (PSH) and the National Residential Landlord Association (NRLA) provide joint landlord forums together. This mechanism serves the purpose to promote good practice in the Private Rented Sector (PRS), raise awareness of legal obligations of landlords, promote training opportunities and share changes in legislation.

The PSH has secured Green Energy Grant funding to deliver a Sustainable Warmth Programme in 2022/23 aimed at Homeowners and Private Landlords. This programme was aimed at properties with EPC (Energy Performance Certificate) of D and below to make them more energy efficient of grants up to £10k. The energy measures included insulation, low carbon heating systems, solar panels, ventilation, and energy efficient lighting.

The Well Homes table in Appendix A demonstrates the added value this service provides to vulnerable home occupiers and tenants in the PRS to improve housing conditions and the health and wellbeing of residents.

6.1.3. Develop a strategic approach to reduce fuel poverty in Thurrock in order to address the harm this causes to residents

A corporate steering group and operational group have both been established to tackle Fuel Poverty. Work to identify households at risk of fuel poverty is ongoing, with Financial Inclusion Officers interacting with residents on a case-by-case basis to offer support. Financial Inclusion Officers have generated an additional income of £580k, supporting 1,437 households, of which it is anticipated a sizeable number will be at risk of or experiencing fuel poverty.

6.1.4. Encourage private sector residents to access available support in order to live independently in their homes for longer

PSH has visited 121 owner occupiers and 76 vulnerable residents in the PRS in 2022/23. This totalled 197 property and Health Well Being assessments.

Following those inspections, the service improved 82 dwellings by removing or reducing Category 1 and 2 Hazards identified under the Housing Health Safety Rating System under Part 1 of the Housing Act to assess conditions and enforce housing standards. This is a risk-based tool to help local

authorities identify and protect residents against potential risks and hazards to health and safety from any deficiencies identified in dwellings.

6.1.5. Tackle hazards in the private rental sector in order to improve resident safety

At the end of March 2023, PSH removed a total of 1150 hazards. This is higher than previous years:

Year	Total number of hazards removed
March 2023	1150
March 2022	1008
March 2021	746
March 2020	1000

The below table demonstrates powers the PHS have used to remove Category 1 & 2 Hazards in 2022/23:

Enforcement Action	2022/2023 Total
Improvement Notice (S.11 or S.12)	18
Prohibition Order	0
Emergency Prohibition Order	1
Emergency Remedial Action	0
Environmental Protection Act S80	10
Hazard Awareness Notice	1
Suspended Prohibition Order	2
Suspended Improvement Notice	3
Building Act 1984 or Public Health Act 1937 – Drainage	8
Public Health 1936 Notice	1
Management Regulations	22
Electrical Safety Regulations Remedial Notice	0
Smoke and Carbon Monoxide Alarm Regulations Remedial Notice	0
Number of works in default	2
Number of prosecutions	7
Number of Civil Penalties	10

6.1.6. Support residents out of fuel poverty in order to improve health and wellbeing and quality of life

In June 2023, the Ground Source Heat Pump project will be complete, benefitting the residents of three tower blocks.

6.1.7. Increase the use of sustainable and renewable technology in our stock in order to improve energy efficiency, reduce carbon emissions and support the council’s green agenda

All new housing developments are now gas free, ensuring a 'fabric first' approach to environmental efficiency and low carbon.

6.1.8. Embed safety principles in new developments in order to reduce the likelihood of crime or anti-social behaviour in the future

The Council seeks to achieve compliance with Secured by Design - Silver Standard for all new developments. The recently completed Beaconsfield Place achieved Gold Standard.

6.1.9. Commit to tackling domestic and sexual abuse effectively, professionally, and appropriately in order to achieve the best outcomes for survivors of abuse

There has been a particular focus on domestic abuse, with specialist training provided to the Housing Solutions team on the Domestic Abuse Act, to a total of £13,600. In addition to this, a total of just under £140,000 has also been utilised to provide therapeutic support to adult and children survivors, additional funding to SERICC and the inclusion of a Domestic Abuse focused Refuge Officer.

Furthermore, the Allocations Scheme has also been updated to reflect changes made by the Act, such as how vulnerability is assessed and tailoring housing options to those fleeing domestic abuse.

6.1.10. Improve the supported and specialist housing offer in Thurrock in order to address shortfalls for vulnerable residents

The Housing First programme continues to be delivered, and an extension to this programme has been agreed with Adult Social Care with slightly different eligibility criteria.

Alongside this, several properties are in use to support adults with no recourse to public funds and there has been an expansion of provision for mental health supported accommodation through the charity MIND.

A 'complex care team' is being established which will seek to provide tenancy sustainment support to those at risk of crisis in council-owned accommodation or accessing Housing Solutions' services.

The number of people arriving in the UK to seek asylum and be relocated under the following resettlement schemes during the last 18 months, continues to be high nationwide:

- Afghan Citizens Resettlement Scheme
- Afghan Relocations and Assistance Policy
- Homes for Ukraine Scheme

The council has participated in the schemes, playing a significant and leading role in helping asylum and refugees settle in Thurrock. For example, working closely with the Home Office and East of England Strategic Migration

Partnership on asylum dispersal, engaging with the voluntary sector to help refugees and asylum seekers integrate into their community, and help sponsors to prevent homelessness of Ukrainian refugees. So far, Thurrock has accommodated the highest number of dispersed bedspaces of asylum seekers in the East of England region.

The council has 39 Afghan refugees, consisting of 8 households settled here via the Afghan Citizens Resettlement Scheme and Afghan Relocations and Assistance Policy. The distribution of Ukrainian guests across Thurrock can be seen in the below table:

Area	No of Guests
Aveley and Uplands	17
Belhus	8
Chadwell St Mary	2
Chafford and North Stifford	22
Corringham and Fobbing	4
East Tilbury	3
Grays Riverside	8
Grays Thurrock	20
Little Thurrock Blackshots	3
Little Thurrock Rectory	3
Ockendon	14
Orsett	6
Stanford East and Corringham Town	1
Stanford Le Hope West	9
Stifford Clays	2
The Homesteads	1
Tilbury Riverside and Thurrock Park	5
Tilbury St Chads	2
West Thurrock and South Stifford	9
Total	139

In 2023/24, the Private Housing Service commissioned Project 108, part of My Community Church, Chadwell St Mary via the Community Engagement Team, a local registered charity to support refugees and asylum seekers in the borough, delivering the following services. This 12-month contract has regular performance reviews to ensure the supplier fulfils their obligations and delivers end user value. The service includes:

- welcome visits to new arrivals in Thurrock
- Café Connect drop-in sessions in Chadwell St Mary and Grays ward, once every month providing support services and advocacy help to refugees
- integration opportunities with the community eg knit and natter groups, school holiday craft events, toddler groups,
- a 'Welcome Course' which is an introduction to British life aimed at new arrivals.

- Customer Satisfaction Surveys

7. Strengthen Community Engagement and Empowerment

7.1.1. Implement digital solutions in order to improve resident access to information and housing services

Work has commenced on the Housing Digital Strategy to provide a framework for the Housing service.

Information on Housing and Homelessness has been updated on the Council's website, including use of digital media to provide advice on rough sleeper service. Furthermore, there is a channel shift to a direct online portal for homeless applications and move to complete online process for the Housing Register.

7.1.2. Tackle the drivers of dissatisfaction in order to make positive changes and improvements to the things that matter most to residents

The Regulator of Social Housing (RSH) has created a new framework for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures (TSMs) that social housing landlords must report to the RSH. There are 22 tenant satisfaction measures in total which cover 5 main themes of keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective complaints handling and responsible neighbourhood management.

In March 2022, the monthly general perception tenant satisfaction survey was amended to reflect the RSH requirements for TSMs as set out in their proposals which were published in December 2021. Data collection on the proposed suite of TSMs began in April 2022, a year early, in order to collect baseline data and to begin using the resulting data to make service improvements based on residents' feedback.

In September 2022, following the publication of the final suite of TSMs, the service made a small number of amendments to its general perception tenant satisfaction survey to reflect the RSH requirements. Data collection for the final suite of TSMs began in October 2022 and reportable data collection began in April 2023.

In Summer 2024, the council will be required to submit its first year (2023/24) of TSM data to the RSH and in Autumn 2024 the RSH will publish the first year of TSM data.

7.1.3. **We will embed an approach for co-design and improvement of services in order to meaningfully involve and empower residents and communities**

The redevelopment of the Allocations Scheme was directly and indirectly influenced by resident feedback, through face-to-face sessions with residents to collect views, as well as through engagement with other stakeholders which interact with households seeking to access the Housing Register.

8. Items presenting challenge in context of government intervention

8.1. **Deliver and refresh the Council's Housing Development programme in order to identify new opportunities to provide at least 500 new social homes for rent**

The ambition to develop 500 homes for rent will remain dependant on the Council's financial capacity to fund new developments using Right-to-Buy receipts and supported borrowing from rental income.

As of April 2023, five projects formerly identified as delivering homes have been switched to disposal to support the Council's financial position. Of the 154 homes originally programmed for delivery within these 5 projects, planning policy compliant private sector delivery could achieve 91 affordable homes delivered via a Registered Provider. There remain 152 homes potentially deliverable through the HRA programme subject to funding.

8.2. **Establish and embed a clear vision and deliver against ambitious plans in order to direct future housing development and regeneration**

Completion of the housing development strategy has been delayed until 2023/24, subject to full assessment of the impact of the council's financial position on housing development activity. Focus on stock renewal has continued, with estate redevelopment projects at Blackshots and Teviot Avenue progressing.

8.3. **Rationalise Sheltered Housing stock in order to identify opportunities to provide new housing**

At this current time, due to the financial circumstances facing the council and the ongoing government intervention, this action has been reviewed and assessed, and any further Sheltered Housing stock rationalisation is being held. Should the situation change and new opportunities become apparent, this decision will be reassessed.

9. Reasons for Recommendation

9.1. It is important that there is appropriate oversight of these strategies to ensure that they remain fit for purpose, meeting the needs and addressing the priorities which are present in the wards and communities across the borough. The members of the Housing Overview and Scrutiny Committee are well

positioned to be able to provide feedback on the progress of the Housing Strategy in its the first year and direction for the priorities for year two.

10. Implications

10.1. Financial

Implications verified by: **Mike Jones**

Head of Finance - Finance

The collection of Housing Strategies outlined in this report aim to support the Housing service, wider Adults, Housing and Health directorate and overall organisation in achieving financial sustainability as quickly as possible through a rigorous programme of service rationalisation, transformation, cost control and growth.

10.2. Legal

Implications verified by: **Godwin Mangse**

**Interim Principal Lawyer Housing & Litigation
– Legal Services**

The Deregulation Act 2015 abolished the statutory requirement for English authorities to produce a housing strategy as previously required by section 87 of the Local Government Act 2003.

Section 1(1) of the Homelessness Act 2002 requires a Local Authority to review homelessness in its area and to produce a strategy under s1(3). Section 1(4) requires that Thurrock Council shall exercise that power so as to ensure that a new homelessness strategy is published within the period of five years beginning with the day on which the last homelessness strategy was published.

The strategy should reflect the new changes/duties placed on Local Authorities by the Homelessness Reduction Act 2017, implemented on 3 April 2018 to intervene earlier to prevent homelessness and to take reasonable steps to relieve homelessness for all eligible applicants, not just those that have priority need under the Act.

Meeting the Council's statutory housing obligations is reflected in the objectives of the housing strategy: statutory homelessness duty; provision of housing advice and landlord responsibilities.

The continued delivery of the Housing Strategy 2022-2027, Housing Asset Management Strategy 2022-2027, Housing Resident Engagement Strategy 2022-2027 and Homelessness Prevention and Rough Sleeping Strategy 2020-2025 will ensure that Thurrock Council is enabled and empowered to deliver on its statutory duties as both a Local Authority and a social housing provider, especially in light of pending changes to legislation and regulation

proposed through the social housing white paper and Social Housing (Regulation) Act 2023.

In accordance with the remit of the Housing Overview and Scrutiny Committee, Members are asked to review and scrutinise the updates outlined in this report.

10.3 **Diversity and Equality**

Implications verified by: **Rebecca Lee**

Team Manager – Community Development

Consultation and engagement activity took place with residents, elected members, council staff and public and third sector partners to setting aims, and objectives included within the strategies outlined in this report.

In the case of the Homelessness Prevention and Rough Sleeping Strategy 2020-2025, as set out in the Homelessness Code of Guidance, consultation activity took place with other public bodies, voluntary organisations, service users and other identified stakeholders before the new strategy was implemented.

By undertaking the homelessness review, a broad range of stakeholders throughout the community were identified and involved in the activity to develop a holistic strategy.

The results of engagement activity will help to inform a Community Equality Impact Assessment prior to implementation of the strategy to identify and address any issues affecting those within the protected characteristics.

Further Community Equality Impact Assessments will be carried out to determine the impact of any proposed changes.

10.4 **Other implications** (where significant) – i.e. Staff, Health Inequalities , Sustainability, Crime and Disorder and Looked After Children

Not applicable

11. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

12. Appendices to the report

- Appendix A – Well Homes Activity by Month

Report Author:

Claire Devonshire

Housing Strategy Officer

Business Improvement – Housing

Appendix A – Well Homes Activity by Month

Well Homes Activity	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Well Homes Total
WH Assessments Completed	18	15	15	11	9	11	6	6	8	7	1	8	115
HFU 6mths visits											2	1	3
No. of Private Rented properties	8			3	3	3	1	2	2	1		1	24
No. of Owner Occupied properties	7	2	2	5	1	6	2	3		2		6	36
No. of HFU		13	14	3	5	2	3	1	6	4	3	3	57
No. of People reached - private rented	2			8	14	12	1	4	2	8		1	52
No. of People reached - owner occupiers	17	4	9	10	1	14	3	9		6		12	85
No. of people reached - HFU		25	29	7	6	5	4	2	9	5	8	16	116
Total No. of People Reached	19	29	38	25	21	31	8	15	11	19	8	6	230
Referrals to Thurrock Council Services (homelessness, DV, social services)	1	3	4	2	3	2	2			4			21
Referrals to Thurrock Lifestyle Solutions Services (handy-person, gardening, decorating)		2			0		1		1				2
Referrals to Private Housing Service (Private Rented Property Inspection Requests)				1	1	1		1					4
Referrals to Private Housing Service (Well Homes offers etc)	2				0								2
Referrals to Energy Services	1		1	5	0	2	1			1		4	15
Referrals to Income / Debt Services	4	20	11	6	5	2	3		9	7	2	16	85
Referrals to Health and Lifestyle Services	12	25	13	6	17	4	5		7	10	1		100
Referrals to Essex Fire and Rescue Services		1	1	2	0			1					5
Referrals to Local Area Co-ordinator		1			0	1	1						3
Referral/signpost to energy provider achieving boiler install												2	2
Other referrals made	15	18	21		10		1	1	16	11	2	28	123
Total Number of Referrals	35	70	51	22	36	12	14	3	33	33	5	6	320
Total Referrals from External Agencies	15	13	12	3	7	2	3	2	8	5	3	3	76

Private Housing Service - Well Homes Activity	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Well Homes Total
Total Number of Category 1 Hazards removed from privately rented properties	5	4	5	13	5								32
Total Number of privately rented properties improved	19	19	11	16	17								82
Total Number of Category 1 Hazards removed from owner occupied properties	2												2
Total Number of owner occupied properties improved	2				1								3
Total Number of Well Homes Offers Completed	2												2
Well Homes Loans													0
Security Measures		2											2
Quick Fix Grants													0
Savings to NHS by Private Sector Housing Service activity (£)	17418	29850	29839	143910	73471								294,488
Savings to NHS and Society by Private Sector Housing Service activity (£)	7793	3123	1873	11146	54551								78,486
Landlords accredited through London Landlord Accreditation Scheme													0

21 November 2023		ITEM: 8
Housing Overview and Scrutiny Committee		
Social Housing (Regulation) Act 2023		
Wards and communities affected: All	Key Decision: None	
Report of: Ryan Farmer – Housing Strategy and Quality Manager		
Accountable Assistant Director: Ewelina Sorbjan – Assistant Director, Housing Management and Development		
Accountable Director: Ian Wake – Corporate Director, Adults, Housing and Health		
This report is Public		

Executive Summary

In recent years, significant events, notably the Grenfell Tower fire tragedy in 2017, highlighted issues in social housing, particularly tenant involvement. More recent incidents, such as Awaab Ishak's death and regular Housing Ombudsman findings of severe maladministration in the sector has strengthened and maintained focus on these concerns.

Government responses like the Social Housing Green Paper (2018) and Social Housing White Paper (2020) aimed to enhance regulation, seeking to achieve better conditions in social housing across the sector, with an intolerance for failing landlords.

The Social Housing (Regulation) Act 2023, which received Royal Assent on 20 July 2023, has emerged against this backdrop.

The act triggers a proactive shift in social housing regulation, emphasising standards and addressing landlord failures. The Act outlines its purpose as being to "reform the regulatory regime to drive significant change in landlord behaviour."

This Act holds exceptional importance for Registered Providers of Social Housing (RPs), marking a transformative phase in social housing. Those overseeing RPs must grasp its significance, comprehending its impact on the wider housing landscape, landlord responsibilities, and tenant rights.

1. Recommendation(s)

1.1 Housing Overview and Scrutiny Committee are asked to note and comment on the contents of this report.

1.2 Housing Overview and Scrutiny Committee are asked to consider the topics contained within this report for the purpose of informing the delivery of future briefing notes or member-officer sessions relating to the regulation of social housing.

2. Introduction and Background

2.1 In late 2020 the Government published its social housing white paper, *The Charter for Social Housing Residents*. Within this document, the government set out its intentions to ensure that residents in social housing are safe, listened to, live in good quality homes, and have access to redress when required.

The charter outlines the following seven elements that every social housing resident should be able to expect:

- to be safe in your home
- to know how your landlord is performing
- to have your complaints dealt with promptly and fairly
- to be treated with respect
- to have your voice heard by your landlord
- to have a good quality home and neighbourhood to live in
- to be supported to take your first step into ownership

2.2 Further to establishing these aspects, the Government announced plans to strengthen the Regulator of Social Housing. It aims to empower the regulator to be proactive in monitoring and enforcing the consumer standards that social housing landlords are held to, and requiring landlords to:

- be transparent about their performance and decision-making so that tenants and the regulator can hold them to account
- put things right when they go wrong
- listen to tenants through effective engagement

2.3 The Social Housing (Regulation) Bill was laid before Parliament on 8 June 2022, with the aim of facilitating a new, proactive approach to regulating social housing landlords on consumer issues such as safety, transparency and tenant engagement, with new enforcement powers to tackle failing landlords. It received Royal Assent on 20 July 2023 and became the Social Housing (Regulation) Act 2023

2.4 The Act reforms the regulatory regime to drive significant change in landlord behaviour to focus on the needs of their tenants and ensure landlords are held to account for their performance.

2.5 The Act has three core objectives:

- To facilitate a new, proactive consumer regulation regime
 - To achieve this, the Regulator's statutory objectives will now include safety and transparency and it will have new powers to support this.

Significantly, the 'serious detriment' test will be removed paving the way for action to be taken by the Regulator in a greater number of cases of breaches of the consumer standards.

- To refine the existing economic regulatory regime
 - Whilst the emphasis is on improving consumer regulation, it is clear that this is not to be at the detriment of the economic standards. The Act also seeks to maintain and refine the Regulator's current economic regulatory role. Ensuring that providers are well governed and financially viable remains a core priority for the Regulator.
- To strengthen the Regulator for Social Housing's powers to enforce the consumer and economic regimes.
 - Strengthen the Regulator's enforcement powers The Act will strengthen the Regulator by giving it new enforcement powers, seeking to ensure it can effectively intervene when required. This is particularly the case in relation to the consumer standards in order to underpin the importance of these.

3. The Regulator of Social Housing

- 3.1 The changes introduced through the Social Housing (Regulation) Act 2023 intend to bolster economic and consumer regulation, fostering safer, transparent, and efficient social housing provision.
- 3.2 The Housing and Regeneration Act 2008 outlines the Regulator of Social Housing's core objectives: economic and consumer regulation. These objectives are amended through the Social Housing (Regulation) Act 2023 by enhancing the consumer regulation objective to prioritise "safe" and "energy efficient" social housing, as well as transparent interactions with tenants.
- 3.3 The Act mandates an "Advisory Panel" to be established to provide advice and information on matters which may impact RPs and the provision of social housing, and must include representatives from across the housing sector, with specific emphasis on tenant involvement.
- 3.4 The Regulator gains expanded authority to collect documents and information, removing previous restrictions, and also makes it an offence to knowingly and recklessly provide false information to the Regulator.
- 3.5 The Act addresses fees, permitting the Regulator to charge for unsuccessful applications and setting fees to cover all costs.

4. The Housing Ombudsman

- 4.1 The Social Housing (Regulation) Act 2023 aims to enhance collaboration between the Regulator and the Housing Ombudsman, enabling quicker information exchange for improved tenant protection. Both organisations are now obliged to publish and review a memorandum of understanding, outlining their cooperative framework. An initial memorandum was issued on 1st

September 2020, specifying communication, cooperation, and information sharing.

- 4.2 Furthermore, the Housing Ombudsman will now be consulted by the Secretary of State when establishing standards and issuing directions to the Regulator. Similarly, the Housing Ombudsman must involve the Regulator in consultations for amendments to its scheme. These changes strive to create a more unified regulatory approach and effective complaint resolution, ultimately benefiting and protecting tenants.

5. Registered Providers of Social Housing

- 5.1 The Act empowers the Regulator to conditionally register an RP based on regulatory compliance at the point of registration, expanding from the current position which only concerns constitutional, financial and management aspects. The change permits consumer standard evidence to be requested and considered before registration.
- 5.2 The Act clarifies the position regarding compulsory deregistration for significant breaches of consumer standards. It provides a simple legal basis for the removing an RP from the register. Whilst it is expected this would only be used where an RP commits a serious breach of standards and is unwilling or unable to rectify the situation, it is not necessary for this to be the case. The consequences of deregistration can be severe, affecting RP funding, tenants' rights, and may even affect their benefit claims.
- 5.3 In response to a recommendation from the Hackitt report (Building a Safer Future: Independent Review of Building Regulations and Fire Safety), the Act mandates that RPs assign a designated employee to act as a lead for their health and safety compliance. The lead's roles include monitoring, risk assessment, reporting, and advising. The Act safeguards the lead from liability, affirming that ultimate responsibility lies with the RP. Enforcement powers can be used to tackle RP non-compliance with the requirement for a health and safety lead.
- 5.4 The Act also extends Secretary of State's power to enforce electrical standards in rented accommodation to all RPs during tenancies, which may also expand to mandatory checks of electrical installations and PAT testing of all electrical appliances provided by social landlords as part of a tenancy, depending on the outcome of a consultation which began in 2022.

6. Standards

- 6.1 The Act empowers the Regulator and the Secretary of State to establish new regulatory standards. A code of practice for consumer standards, though not binding, offers detailed RP expectations.
- 6.2 The Act places particular importance on the professionalism of the Housing sector, creating an additional standard for competence and the conduct of those managing social housing.

- 6.3 The requirement is that “senior housing executives” will require a foundation degree or level 5 qualification, whilst “senior housing managers” will require a level 4 qualification in housing management. A “senior housing executive” is defined as an employee or officer of an RP who has responsibility for the day-to-day management of the provision of services and is part of the RP’s senior management.
- 6.4 “Senior housing managers” are defined by reference to the Institute for Apprenticeships and Technical Education’s definition of “senior housing and property managers” which lists the following as examples:
- Neighbourhood housing manager
 - Neighbourhood investment manager
 - Property manager
 - Voids and lettings manager
 - Assets manager
 - Incomes manager
 - Resident involvement manager
 - Supported housing manager
 - Leasehold manager
- 6.5 The "serious detriment" test for Regulator intervention has been removed, aligning consumer standards with economic ones. Until this point, the Regulator has needed reasonable grounds to suspect a breach of the consumer standards has, or could, cause serious detriment to tenants before intervening. However, this requirement has been deleted, allowing for the Regulator to exercise its enforcement powers for any breach or suspected breach proactively.

7. Tenant Satisfaction Measures

- 7.1 The Act has granted the Regulator authority to direct RPs to gather, process, and publish data on their regulatory performance, introducing Tenant Satisfaction Measures (TSMs) in line with the Social Housing White Paper commitments. These TSMs are intended to assess how well social housing landlords in England are providing good quality homes and services.
- 7.2 In December 2021, the RSH published their proposed suite of TSMs and invited landlords, tenants and anyone with an interest in social housing to give their views about the proposals. The council’s Housing service began work to understand the proposals and to pull together a cohesive response to the consultation. Our response to the consultation was submitted in March 2022, prior to the conclusion of the consultation period.
- 7.3 In March 2022, the monthly general perception tenant satisfaction survey for the housing service was amended to reflect the Regulator’s requirements for TSMs as set out in their proposals. Data collection on the proposed suite of TSMs began in April 2022.
- 7.4 In September 2022 the Regulator published a list of the new TSMs, the TSM Standard and their requirements for the TSMs. Following this publication, the Housing service made a small number of amendments to its general

perception tenant satisfaction survey to reflect the Regulator's requirements. Data collection for the final suite of TSMs began in October 2022.

- 7.5 The period for the collection of data which will be submitted to the Regulator as part of formal returns began in April 2023, in line with the Regulator's requirements. The Housing service will continue to collect the requisite TSM data throughout the 2023/24 financial year, and in all future years while the regulatory requirement remains.
- 7.6 In Summer 2024, landlords with 1,000 or more homes will be required to submit their first year (2023/24) of TSM data to the Regulator, and it is anticipated that the first year of national TSM data will be published in Autumn 2024.
- 7.7 There are 22 tenant satisfaction measures in total which cover 5 main themes with an additional overarching theme of overall satisfaction. These themes are:
- Keeping Properties in Good Repair
 - Maintaining Building Safety
 - Respectful/Helpful Engagement
 - Effective Complaints Handling
 - Responsible Neighbourhood Management
- 7.8 The Housing service has developed a Tenant Satisfaction Dashboard in Power BI to track performance on TSMs and is updated monthly with updated data from the range of satisfaction surveys undertaken. The TSM suite also features prominently on the Housing Performance Scorecard which is updated monthly with updated data.
- 7.9 At the beginning of July 2023, Housemark, a leading data and insight company for the UK housing sector, released provisional benchmarking data for all landlords who have submitted data relating to tenant perception measures for the 2022/23 year. This voluntary activity saw between 48 and 214 other RPs provide data depending on the specific TSM being assessed.
- Using this data, a TSM benchmarking dashboard has been created in Power BI and is now available across the Housing service, allowing the council to compare its performance with other participating social housing providers for the 2022/23.
- 7.10 Further details of the suite of TSMs and the results of the benchmarking activity for submitted 2022/23 data can be found in Appendix B.

8. Monitoring and Enforcement

- 8.1 The Act empowers the Regulator to expedite property condition surveys by reducing the notice period for entry to 48 hours. It also introduces the provision to obtain a warrant to allow entry if necessary, such as when a property is vacant or where entry has been refused, with the additional

assurances that the property will be left as secure as it was found after attendance.

- 8.2 The Act also empowers the Regulator to authorise individuals to swiftly enter premises for emergency remedial action, addressing failures by an RP. This authority applies when specific conditions are met, including:
- a completed survey of the property by an authorised person
 - the belief of the Regulator that the RP has failed to maintain the property in accordance with consumer standards and there is imminent risk of harm to the health and safety of occupiers as a result
 - the RP failing to comply with an enforcement notice to require it to take action to remedy the failure.

When these conditions are met, an authorised person will be instructed to conduct necessary works to prevent imminent harm. Entry is granted without a warrant, providing that there has been at least 24 hours' notice given. The Act introduces penalties for RPs or employees of RPs which obstruct authorised personnel from entering the property to conduct emergency remedial action.

- 8.3 The Act introduces provisions for the Regulator to require an RP to create and implement a performance improvement plan if regulatory standards are not met. This proactive approach replaces reliance on voluntary undertakings or enforcement notices. Grounds for plans include non-compliance or risk of non-compliance with regulatory standards, failure to follow TSMs directions, a requirement to protect the interests of tenants, or broken voluntary undertakings.
- 8.4 A notice issued by the Regulator will prompt plan creation, with the subsequently developed plan subject to the Regulator's approval. Approved plans must be shared with tenants upon request. Appeals and consequences for non-compliance include enforcement notices, financial penalties, compensation to tenants, and managerial and advisory appointments by the Regulator.
- 8.5 The Act streamlines the inspections and inquiries of the Regulator, allowing the Regulator to use its staff and appointed organisations. The Act gives the power to the Regulator to be able to issue fines to all RPs, with the previous cap of £5,000 removed entirely, potentially becoming a significant compliance tool. Managerial appointments can now be made to organizations, with a reduced representations period from 28 to only 5 days. Enforcement powers now have expanded grounds for the removal or suspension of an RP's officer where they have obstructed or failed to cooperate with an inquiry or with the regulatory functions of the Regulator.

9. Current Action

- 9.1 As previously outlined within this report, Appendix B contains an overview of the benchmarking activity which the council has undertaken to compare

against other housing providers which have voluntarily provided data so far, across perception and non-perception measures.

- 9.2 The performance indicators for the Housing service are being aligned to the TSMs as set out by the Regulator, and regular updates are shared widely. A new approach and performance improvement plan has been established which will be used across the Housing service.
- 9.3 These plans are designed to provide transparency of measures which are at risk of underperformance or are performing below expected levels. They will sit as a foundation, establishing a baseline, setting an appropriate target, identifying risks and barriers, and outlining current and future actions. The aim is to ensure that swift remedial action is taken to deliver the best possible service to residents and return or maintain the performance measure to a satisfactory level.

10. Reasons for Recommendation

- 10.1 The general role of Overview and Scrutiny Committees as outlined within the constitution includes the consideration of any matter which affects the area of Thurrock or its inhabitants.
- 10.2 From a policy development perspective, Overview and Scrutiny Committees will conduct research, community and other consultation in the analysis of policy issues or proposed projects and possible options. They will also Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas.
- 10.3 As outlined within the council's constitution, the specific functions of the Housing Overview and Scrutiny Committee listed within its terms of reference include reviewing and scrutinising:
- the formulation of policies and strategies to govern the Council's housing activities
 - service issues, including the repairs service, local budgets, customer profiling and personalised services (particularly for older residents)
 - the Housing Revenue Account budget
 - the provision, planning and performance of all housing functions
- 10.4 The legislative and regulatory changes which are introduced through the Social Housing (Regulation) Act 2023 are significant and wide-reaching, and will impact the operational and strategic approaches taken in delivering Housing services in the future.
- 10.5 With this in mind, it is appropriate that members of the Housing Overview and Scrutiny Committee receive adequate opportunity to be informed of the duties and responsibilities of the Housing service in response to the Act and have the chance to further develop their understanding through member-officer interaction and the provision of appropriate resources.

11. Engagement (including Overview and Scrutiny, if applicable)

- 11.1 In the context of this report, prior engagement is not applicable. However, this report sets a recommendation for members of Housing Overview and Scrutiny Committee to consider future opportunities for member-officer engagement regarding understanding the regulation of social housing.

12. Background papers used in preparing the report (including their location on the council's website or identification whether any are exempt or protected by copyright):

- None

13. Implications

13.1 Financial

Implications verified by: **Andy Michaelides**
Housing Accountant

An Impact Assessment was prepared for the passage of the Bill by the Government and covered the implications of the Bill for the regulator and both PRPs and local authority landlords.

It was identified that the majority of the measures did not have monetisable costs and were aimed at ensuring behavioural change in the sector. There are however non-monetisable costs associated with these measures. Some of the measures covered by the Impact Assessment identified that further development would be required to understand exactly how they will be put into practice, which may subsequently affect costs and benefits.

It has been stated that a fuller assessment of the measures will be completed by the regulator at a later stage, in relation to the regulatory requirements it sets.

It is not anticipated that there will be any costs for social housing tenants.

Based on the analysis conducted for the Impact Assessment, financial implications arising from the Bill are likely to include, but are not limited to, the following:

- Introducing new requirements for social housing landlords relating to electrical safety checks. The largest source of cost is predicted to come from the requirements on registered providers to perform 5 yearly electrical safety checks. The total cost for the electrical safety policy over the initial 10-year period is estimated at around £56.04 million for PRPs and £31.37 million for LAs.
- Requiring landlords to identify a nominated person responsible for compliance with their health and safety requirements. It is estimated that

the policy will cost the sector approximately £4.15 million in the year it is introduced. Between 2025 and 2035, it is estimated that this measure will cost housing associations £35.8 million and LAs £5.9 million.

- Requiring the regulator to establish a set of Tenant Satisfaction Measures (TSMs). These are currently in development by the regulator, and the regulator has carried out its own Impact Assessment.

Any changes to the existing fees regime to reflect the new role of the regulator in relation to consumer regulation will be subject to further consideration in the development of the new regime, including further consultation with stakeholders, and is not in the scope of this impact assessment.

The Department for Levelling Up, Housing and Communities estimates that the cost to providers of social housing as a result of the combined effect of the measures in the Bill is £173.90 million over the 10-year appraisal period.

As the council responds and reacts to this new legislative and regulatory regime, any changes in service delivery which may lead to additional expenditure or may attract opportunities for savings will be assessed and scrutinised appropriately.

13.2 Legal

Implications verified by: **Godwin Mangse**
Interim Principal Lawyer Housing & Litigation
– Legal Services

In addition to the Social Housing (Regulation) Act 2023, the main legislation relevant to the regulation of social housing is:

- the Housing Act 1996;
- the Housing Act 2004;
- the Housing and Regeneration Act 2008;
- the Localism Act 2011;
- the Housing and Planning Act 2016;
- the Homelessness Reduction Act 2017; and
- the Legislative Reform (Regulator of Social Housing) (England) Order 2018.

The main legislation relevant to the housing ombudsman scheme is section 51 of, and Schedule 2 to, the Housing Act 1996.

The Housing and Regeneration Act 2008 (HRA 2008) established the framework for the regulation of social housing. The HRA 2008 created the Homes and Communities Agency (HCA) and set out its objectives and powers. The HRA 2008 also created a new social housing regulator, the Office for Tenants, and Social Landlords, and set out its objectives and powers.

The HRA 2008 was later amended by the Localism Act 2011 in response to the Review of Social Housing 2010 (also known as the “Shapps Review”). The Review of Social Housing concluded that the Tenant Services Authority (TSA) (the operating name of the Office for Tenants and Social Landlords) should be abolished and its regulatory functions transferred to the HCA and vested in a statutory committee within the HCA. The Localism Act 2011 transferred the functions of the TSA to the HCA.

The legislative framework established by the HRA 2008 was further amended by the Housing and Planning Act 2016 (HPA 2016) which reduced regulation of social housing and local authority influence over PRPs. The HRA 2008 reduced regulation by, among other things, removing various requirements for the regulator’s consent of PRP activities and reducing the regulator’s powers to appoint managers or officers of PRPs.

In 2018, the Legislative Reform (Regulator of Social Housing) (England) Order 2018 made the regulator a standalone body separate from the HCA, in line with a recommendation from a Tailored Review of the HCA.

In accordance with the remit of the Housing Overview and Scrutiny Committee, Members are asked to review and scrutinise the recommendation outlined in this report.

13.3 **Diversity and Equality**

Implications verified by: **Rebecca Lee**
Team Manager – Community Development

Strengthened consumer regulation and the renewed focus on tenant involvement and engagement through both the Charter for Social Housing Residents and the Social Housing (Regulation) Act 2023 ensures that the resident voice is put at the heart of Housing services. It is expected that the involvement and engagement with residents through the shaping and delivery of Housing services will grow as the council’s response to new regulation and legislation matures.

As expected, any changes in service delivery as a result of this new legislation and regulation will feature the completion of a Community Equality Impact Assessment as a fundamental element of the council’s responsibilities and response to the public sector equality duty.

13.4 **Other implications** (where significant) – i.e. Staff, Health Inequalities, Sustainability, Crime and Disorder and Looked After Children

Not applicable.

14. Appendices to the report

Appendix A – Tenant Satisfaction Measures and Indicative Benchmarking

Report Author:

Ryan Farmer

Housing Strategy and Quality Manager

Business Improvement - Housing

Housing Overview and Scrutiny Committee

Social Housing (Regulation) Act 2023 Report

Appendix A – Tenant Satisfaction Measures and Indicative Benchmarking

21 November 2023

National Benchmarking – Perception Measures (Local Authorities Only)

Measure Number	Theme	Description	Quartile 1	Median	Quartile 3	Thurrock Score	Thurrock Quartile
TP01	Overall satisfaction	Overall satisfaction with service provider	81.28	74.2	65.25	71.50	Q3
TP02	Keeping properties in good repair	Satisfaction with the repairs service in the last 12 months	80.65	75.90	65.40	75.10	Q3
TP03	Keeping properties in good repair	Satisfaction with time taken to complete the most recent repair	76.05	66.00	57.50	74.40	Q2
TP04	Keeping properties in good repair	Satisfaction that home is well maintained	74.85	64.00	56.02	68.70	Q2
TP05	Maintaining building safety	Satisfaction that home is safe	84.02	79.80	71.05	74.20	Q3
TP06	Respectful/helpful engagement	Satisfaction that landlord listens to views and acts upon them	67.31	57.40	48.35	61.80	Q2
TP07	Respectful/helpful engagement	Satisfaction that landlord keeps tenants informed about things that matter to them	74.15	64.90	58.25	74.30	Q1
TP08	Respectful/helpful engagement	Agreement that landlord treats tenants fairly and with respect	80.50	72.40	64.00	83.60	Q1
TP09	Effective complaints handling	Satisfaction with landlord's approach to complaints handling	51.22	37.85	26.68	27.50	Q3
TP10	Responsible neighbourhood management	Satisfaction that landlord keeps communal areas clean and well maintained	72.00	64.80	55.00	63.80	Q3
TP11	Responsible neighbourhood management	Satisfaction that landlord makes a positive contribution to neighbourhoods	74.55	62.70	52.00	68.60	Q2
TP12	Responsible neighbourhood management	Satisfaction with the landlord's approach to ASB handling	61.15	51.40	44.75	64.10	Q1

National Benchmarking – Perception Measures (All Providers)

Measure Number	Theme	Description	Quartile 1	Median	Quartile 3	Thurrock Score	Thurrock Quartile
TP01	Overall satisfaction	Overall satisfaction with service provider	84.00	78.20	70.00	71.50	Q3
TP02	Keeping properties in good repair	Satisfaction with the repairs service in the last 12 months	83.07	78.00	67.93	75.10	Q3
TP03	Keeping properties in good repair	Satisfaction with time taken to complete the most recent repair	76.70	70.30	59.50	74.40	Q2
TP04	Keeping properties in good repair	Satisfaction that home is well maintained	76.60	69.80	58.60	68.70	Q3
TP05	Maintaining building safety	Satisfaction that home is safe	86.96	81.35	75.52	74.20	Q4
TP06	Respectful/helpful engagement	Satisfaction that landlord listens to views and acts upon them	71.15	64.00	53.98	61.80	Q3
TP07	Respectful/helpful engagement	Satisfaction that landlord keeps tenants informed about things that matter to them	79.20	71.20	62.00	74.30	Q2
TP08	Respectful/helpful engagement	Agreement that landlord treats tenants fairly and with respect	83.55	76.50	68.00	83.60	Q1
TP09	Effective complaints handling	Satisfaction with landlord's approach to complaints handling	56.10	40.00	30.25	27.50	Q4
TP10	Responsible neighbourhood management	Satisfaction that landlord keeps communal areas clean and well maintained	74.30	67.00	60.00	63.80	Q3
TP11	Responsible neighbourhood management	Satisfaction that landlord makes a positive contribution to neighbourhoods	78.22	66.00	57.45	68.60	Q2
TP12	Responsible neighbourhood management	Satisfaction with the landlord's approach to ASB handling	65.95	56.90	49.35	64.10	Q2

National Benchmarking – Non-Perception Measures (All Providers)

Measure Number	Theme	Description	Quartile 1	Median	Quartile 3	Thurrock Score	Thurrock Quartile
RP01	Keeping properties in good repair	Homes that do not meet decent homes standard	-	2.4%	-	4.7%	-
RP02	Keeping properties in good repair	Repairs completed within target timescale	93.4%	85.2%	79.6%	94.8%	Q1
BS01	Maintaining building safety	Gas safety checks	-	99.99%	-	TBC	-
BS02	Maintaining building safety	Fire safety checks	-	100%	-	100%	-
BS03	Maintaining building safety	Asbestos safety checks	-	100%	-	100%	-
BS04	Maintaining building safety	Water safety checks	-	100%	-	TBC	-
BS05	Maintaining building safety	Lift safety checks	-	100%	-	100%	-
CH01	Effective complaints handling	Complaints relative to size of landlord (rate per 1,000 properties)	12.70	27.40	46.10	56.15	Q4
CH02	Effective complaints handling	Complaints responded to within complaints handling code timescales	93.0%	80.3%	66.3%	92.6%	Q2
NM01	Responsible neighbourhood management	Anti-social behaviour cases relative to size of the landlord (rate per 1,000 properties)	23.50	49.90	76.80	68	Q3

**Housing Overview & Scrutiny Committee
Work Programme
2023/2024**

Dates of Meetings: 20 June 2023, 28 September 2023, 21 November 2023, 9 January 2024, 5 March 2024

Topic	Lead Officer	Requested by Officer/Member
20 June 2023		
Procurement of Repairs and Planned Maintenance Housing Contracts	Saheed Ullah	Officers
Houses of Multiple Occupation – Update report	Dulal Ahmed	Members
Hostel Management	Ben Tovey	Officers
Terms of Reference	Democratic Services	Officers
Work Programme	Democratic Services	Standing Item
28 September 2023		
Housing Development Programme Update	Ewelina Sorbjan/Keith Andrews	Members
Housing Ombudsman Report: Spotlight on Damp and Mould - Thurrock Council's Response	Ewelina Sorbjan/Saheed Ullah	Officers
Work Programme	Democratic Services	Standing Item

21 November 2023

Blackshots Estate - Update on Demolition and Redevelopment	Keith Andrews	Officers
Housing Complaints Process, Regulation, Business Intelligence and Performance Report	Chris Seman	Members
Housing Strategy - Year One Update	Ryan Farmer	Officers
Social Housing (Regulation) Act 2023	Ryan Farmer	Officers
Work Programme	Democratic Services	Standing Item

9 January 2024

Homelessness Update (Mental Health/Social Care)	Chris Wade	Officers
Extension Of additional HMO Licencing	Dulal Ahmed	Officers
Right to Buy receipts management/PHI Updated	Mike Jones	Officers
Teviot	Keith Andrews	Officers
Rent Setting	Mike Jones	Officers
Work Programme	Democratic Services	Standing Item

22 February 2024

VfW – Housing contracts	Alastair Wood	Officers
Rough sleeping and Homelessness Strategy	Ryan Farmer / Chris Wade	Officers
Blackshots	Tbc	

5 March 2024

Portfolio Holder Report	Cllr Johnson / ALL	Officers
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HRA	Mike Jones	Officers
Stock Condition and 30 year investment plan	Alastair Wood	Officers
Broxburn, Vigerons, Anton Road and Lyndhurst – new build schemes	tbc	
Work Programme	Democratic Services	Standing Item

Briefing Notes

Garages – Sent to members on the 20 June 2023
Headstart Housing – Peter Doherty
Lowen Road Local Lettings Policy – Ryan Farmer

Clerk: Jenny Shade
Last Updated: June 2023

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