

Appendix 2

Progress Update – Review of Consolidation of Thirteen Housing Group

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Review of Consolidation of Thirteen Housing Group
Link Officer/s:	Jane Edmends
Action Plan Agreed:	July 2019

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 2:	Thirteen Housing Group continue to seek positive relationships and strong communication with all Ward Members, and have robust plans in place for Ward Member engagement following the Local Elections in 2019.
Responsibility:	Thirteen
Date:	June 2019
Agreed Action:	<p>Bi-monthly update for Ward Members re: High-Rise scheme</p> <p>Introduction of (new) Ward Members to the Relocation Coordinators, Team Leader and Managers via Party Leader &/or previous Ward Members with whom relationships already well established and positive.</p> <p>Inclusion of Ward Members at community events, their support promoting etc.</p> <p>Pre-planning discussions & scheme updates held as appropriate.</p>
Agreed Success Measure:	<p>Regular 2-way engagement via various/preferred methods of communication.</p> <p>Positive feedback from Ward Members and LA's (to Thirteen and Partners and within the media where appropriate).</p> <p>Support of Ward Members at community events.</p>
Evidence of Progress (October 2020):	<p>Details below are examples of engagement with local councillors on the redevelopment of the Anson and Hudson House site (High Rise scheme):</p> <ul style="list-style-type: none"> • Regular informal updates and more formalised reports e-mailed to ward Councillors individually and via the TIA Lead Councillor.

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	<ul style="list-style-type: none"> • Pre-planning consultations held (11 September 2019 face to face; end May 2020 telecon; 25 August 2020 telecon). • Pre-demolition planning consultations held 21 November 2019 and to be re-held once demolition contract let to discuss further details. • Regular updates provided to Thornaby Town Council Mayor and published within Thornaby Pride magazine (quarterly). • (Reactive) Follow up response to any enquiries or concerns from Ward Cllrs regarding relocation process or tenant concerns – all met with Cllr satisfaction. <p>Narrative in ‘Evidence of Progress: Recommendation 1’ also details wider ward member engagement.</p>
Assessment of Progress (October 2020): (include explanation if required)	2 (on track)
Evidence of Impact (October 2020):	<p>Following pre-planning feedback from ward Cllrs:</p> <ul style="list-style-type: none"> • increased number of visitor car parking spaces and ‘green’ area within design proposals • retained the large tree (now TPO’d) within the new build scheme <p>Ward Councillors have been entirely supportive of Thirteen colleagues and the relocation process.</p> <p>Decommissioning (surveys, gas/electric/water) underway at Anson House.</p> <p>Demolition tender package in progress and contract to be let by year end 2020.</p> <p>Planning application for new build (37 units) due for submission in Sept 2020.</p>
Evidence of Progress (July 2021):	<p>Thirteen continue to have/maintain very productive relationships with ward members. By way of example a member briefing was held on 26 April 2021 which was well attended which included a presentations from the Director of Operations, Head of Housing Services and Head of Care and Support alongside operational managers. The presentation covered investment works, performance update, new build schemes, services delivered in care and support and also the new tenancy support service.</p> <p>These meetings were also followed up by operational meetings with some ward members where site visits have taken place around individual issues of concern within wards, or walkabouts have been arranged where required. Members have contact details and regular contact from their local patch colleagues</p>

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Assessment of Progress (July 2021): (include explanation if required)	1 – Fully Achieved
Evidence of Impact (July 2021):	Anson and Hudson consultation around scheme design has been completed. Relationships remain strong with operational contact between Thirteen and ward members with agreed contact arrangements.

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Recommendation 4:	Thirteen Housing Group provide assurance around the process of re-housing Anson House and Hudson House tenants to ensure, as far as possible, that people remain in that locality in the tenure of their choice (if this is their wish).
Responsibility:	Thirteen – Senior Regeneration Manager
Date:	Summer 2020
Agreed Action:	<p>70/78 tenants from Anson relocated.</p> <p>47/80 tenants from Hudson relocated including Leaseholder.</p> <p>Face to face individual meetings held with customers, alongside weekly drop-in session.</p> <p>Tenants offered Thirteen Home Standard (Decant) in new property and full disturbance support from Relocations Team.</p>
Agreed Success Measure:	<p>Decant of customers from Anson and Hudson Houses by July 2020.</p> <p>Feedback from customers (perception surveys, gifts/hospitality register, customer account videos where appropriate).</p> <p>Customers re-housed within 1st or 2nd choice areas.</p>
Evidence of Progress (October 2020):	<p>All customers (78 living in Anson House in June 2018) were relocated from the high-rise block by mid-December 2019 and the building secured for decommission.</p> <p>Hudson House leaseholder relocated November 2018.</p> <p>Weekly drop-in sessions held at Anson House (Monday and Thursday) and then moved to Hudson House in November 2019, until lockdown when weekly telephone contact was made with remaining tenants.</p> <p>Homeloss paid (less rent arrears where appropriate) plus required disturbance payments e.g. postal redirection. Thirteen standard (new) home offered with kitchen/bathroom refurbishments and decoration throughout (as required), carpets and white goods of cooker, washing machine and fridge/freezer gifted to customer (unless not wanted).</p> <p>Of the 80 customers living in Hudson House in June 2018, all but 5 have been relocated (<i>Sept 2020</i>) and all are anticipated to be relocated by the end of October 2020 (<i>**up to date position on decants to be provided verbally in the meeting</i>).</p> <p>N.B. Covid-19 lockdown delayed relocation progress by 3 months.</p>
Assessment of Progress (October 2020): (include explanation if required)	2 (on track)

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Evidence of Impact (October 2020):	<p>Of the 158 customers living in Anson & Hudson Houses in June 2018, all but 5 have been relocated (<i>Sept 2020</i>) and all are anticipated to be relocated by the end October 2020. (<i>**up to date position on decants to be provided verbally in the meeting</i>).</p> <p>All customers have been relocated to first or second choice areas / houses. All customers advised satisfied or very satisfied with support/service, relocation process and new home.</p> <p>Ward Councillors have been entirely supportive of Thirteen colleagues and the relocation process.</p>
Evidence of Progress (July 2021):	Both blocks are now empty with all customers rehoused.
Assessment of Progress (July 2021): (include explanation if required)	1-Fully Achieved
Evidence of Impact (July 2021):	Blocks are empty and redevelopment plans underway

Recommendation 5:	Thirteen Housing Group provide assurance that the new Thirteen digital platform will accommodate the Council’s requirements. If this assurance is not possible, Thirteen to provide assurance that it will include an effective interface with the current CBL operating scheme.
Responsibility:	<i>Joint action</i> SBC – Housing Services Manager Thirteen – Director of Business Development
Date:	Testing ongoing during summer 19
Agreed Action:	<p>SBC (as part of the wider Tees Valley Lettings Partnership) and Thirteen will both move forward with new, modern, digital lettings platforms:</p> <ul style="list-style-type: none"> - Work is currently ongoing to ensure the integration of these 2 new platforms (i.e. a single point of access for customer). - The new platforms will be developed and tested by both parties during the summer 19. <p>Thirteen have revised their initial implementation timeline to accommodate this process.</p>
Agreed Success Measure:	Integrated, customer focused lettings platforms which positively supports those seeking accommodation within the borough.
Evidence of Progress (October 2020):	System testing is ongoing – this will ensure a seamless interface between the two new digital lettings platforms. There continues to be a regular weekly

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	<p>dialogue between SBC (leading the project on behalf of Compass CBL partners) and Thirteen with regards to the interface and working arrangements.</p> <p>We have an agreed data set and structure to underpin the application process for customers ensuring that the switch will be as seamless as it can be. Communications with customers commenced earlier in 2020 and a roll out plan is in place to support all customers through the transition period. The assurance is in place that the Thirteen platform will support the continued working together. As we move through roll out this will continue to be tested and revisited as part of working together through business as usual</p>
<p>Assessment of Progress (October 2020): (include explanation if required)</p>	<p>2 (on track).</p> <p>MyThirteen live November 2020. The new 'Tees Valley Lettings Partnership' (replacement for Compass) will follow (anticipated Spring 2021).</p> <p>Both parties have ongoing contact/joint working with our appointed digital partner to ensure a 'seamless' interface when the two new digital lettings platforms are live.</p>
<p>Evidence of Impact (October 2020):</p>	<p>Shared data tables are all in place to deliver the requirements of both parties. This will continue to be revisited as part of working together through business as usual.</p>
<p>Evidence of Progress (July 2021):</p>	<p>The Tees Valley Lettings Partnership (the 5 Tees Valley LA's plus Beyond, Home Housing and North Star) will launch its new lettings platform Tees Valley HomeFinder on 2.8.21. This lettings portal will synchronise customer accounts with MyThirteen i.e. an applicant only needs to register on 1 lettings portal (Tees Valley HomeFinder or MyThirteen) and once they have accepted the terms and conditions of the other, they will be registered on both and will be able to register their interest on all suitable properties.</p> <p>In preparation of the above, all customers with a live COMPASS account have been written to and support provided to ensure their smooth transition to Tees Valley HomeFinder. Customers with an existing MyThirteen account are not required to register, they only need to accept the terms and conditions of Tees Valley HomeFinder.</p>
<p>Assessment of Progress (July 2021): (include explanation if required)</p>	<p>1 – Fully Achieved</p>
<p>Evidence of Impact (July 2021):</p>	<p>Seamless interface for current and potential applicants. No longer a requirement to register on both lettings' portals.</p>

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Recommendation 9:	Thirteen Housing Group give an undertaking to work jointly with the Council to ensure consistent communication and messages to residents / customers leading up to and post Thirteen’s exit from CBL.			
Responsibility:	<i>Joint action</i> SBC – Housing Services Manager Thirteen – Director of Business Development			
Date:	In accordance with an agreed Exit Plan			
Agreed Action:	<p>As noted in recommendation (5) Thirteen and the Tees Valley Lettings Partnership are working to implement new, integrated digital lettings platforms.</p> <p>Key to this will be a mutual Exit Plan, which is intended to ensure consistent communication from both parties for residents / customers / wider stakeholders.</p> <p>Thirteen and SBC have jointly agreed key milestones as part of the exit plan and will continue to work towards these timescales.</p> <p>Consultation events will be held for both customers and partners as part of this process.</p>			
Agreed Success Measure:	Residents / Customers and wider stakeholders fully understand the proposed changes and are able to access/use the new integrated lettings systems.			
Evidence of Progress (October 2020):	Initial letter distributed to all applications and stakeholders was made jointly by SBC and Thirteen. Messages are being shared and discussed through roll out.			
Assessment of Progress (October 2020): (include explanation if required)	2 (on track)			
Evidence of Impact (October 2020):	Initial letter as noted above was sent out by all parties who are current members of the current Tees Valley Lettings Partnership (including Thirteen).			
Evidence of Progress (July 2021):	Mutual Exit Plan implemented. Nomination Agreement signed and implemented with SBC Lettings & Nominations Team			
Assessment of Progress (July 2021): (include explanation if required)	1 – Fully achieved			
Evidence of Impact (July 2021):	<p>Customer queries were (as expected) received in the early days of Thirteens exit from the Partnership. However these have ceased as customers have become more familiar with MyThirteen and Compass (recently replaced by Tees Valley HomeFinder).</p> <p>As stated in the update narrative to Recommendation 5, both parties will from 2.8.2021 be delivering a ‘seamless’ integration of our respective letting portals.</p>			
Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved

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