

Newham Housing Services Improvement Programme Resident Challenge Board

Wednesday 23 July 2025
6-8pm
Canning Town Library

Welcome

newham.gov.uk

WE ARE NEWHAM.

Agenda

Time	Item	Lead
6.00pm	Welcome and Check-In (Board members)	Chair
6.10pm	Record of meeting approval	Chair
6.15pm	Action Plan update	Vice-Chair
6.25pm	Presentation	DW/MT
7.05pm	Break	Chair
7.10pm	Discussion and Feedback	Chair
7.30pm	Next Steps and Forward Plan	Chair
7.45pm	Any other business	Chair
7.50pm	Check-out (Board Members) – a word or phrase only	Chair
7.55pm	Next meeting	Chair

Check-In

Record of Meeting Approval

Action Plan Update

Presentation - Repairs Backlog Response

Danny Waite and Michael Thayne



Repairs Challenge Board: Tackling the Backlog

Repairs Backlog Response

Repairs Backlog: Understanding the Journey

Increased Repair Volumes

- Years of systematic underinvestment in properties
- Impact of government-mandated rent caps
- Service disruption during Covid-19 pandemic
- Brexit-related material and supply chain challenges

National Skills Shortage

- Critical shortage of qualified tradespeople
- Insufficient property management expertise
- Leadership vacuum in housing maintenance

Governance & Structure Issues

- Inadequate strategic oversight
- Outdated policies and procedures
- Absence of clear operating model
- Fragmented organisational structure

Backlog Reduction Progress

1

November 2023: Ombudsman Intervention

Housing Ombudsman Maladministration case triggered recognition of systemic issues

- Work in progress (WIP): 9,000 cases
- Out of target (OOT): 56% (4,997 cases)

2

May 2024: Regulatory Scrutiny

RSH Inspection resulted in C4 Grading, prompting leadership changes

- Work in progress (WIP): 5,800 cases
- Out of target (OOT): 56% (3,261 cases)

3

June 2025: Current Position

Following further leadership additions and revised change plans

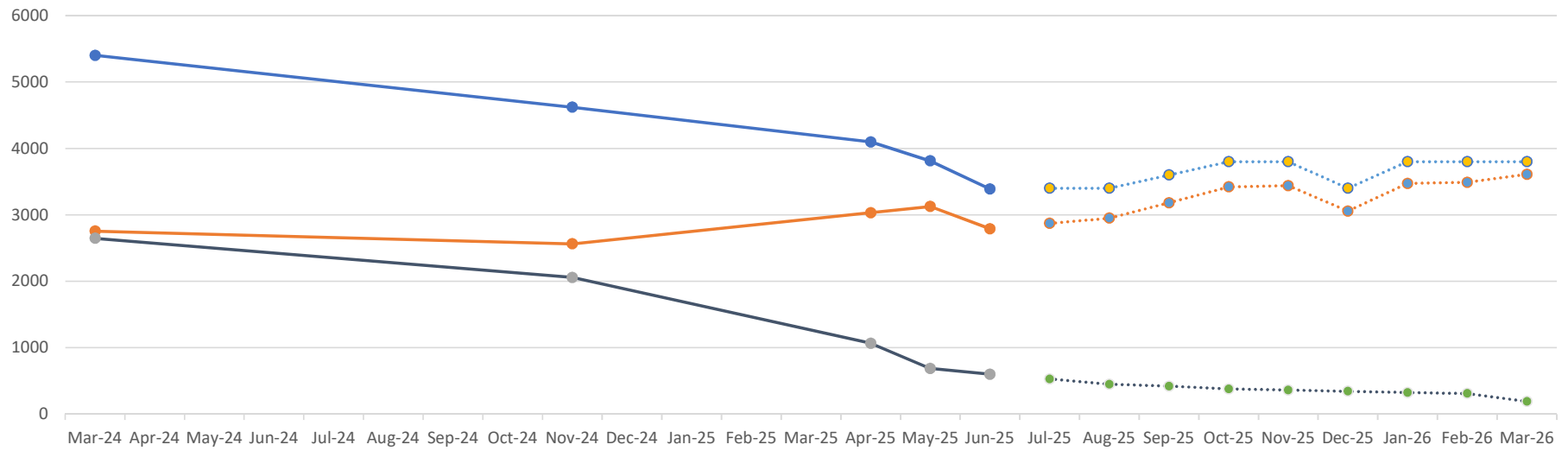
- Work in progress (WIP): 3,390 cases
- Out of target (OOT): 17% (599 cases)



WIP (Job Orders & Out of Target reduction aims)

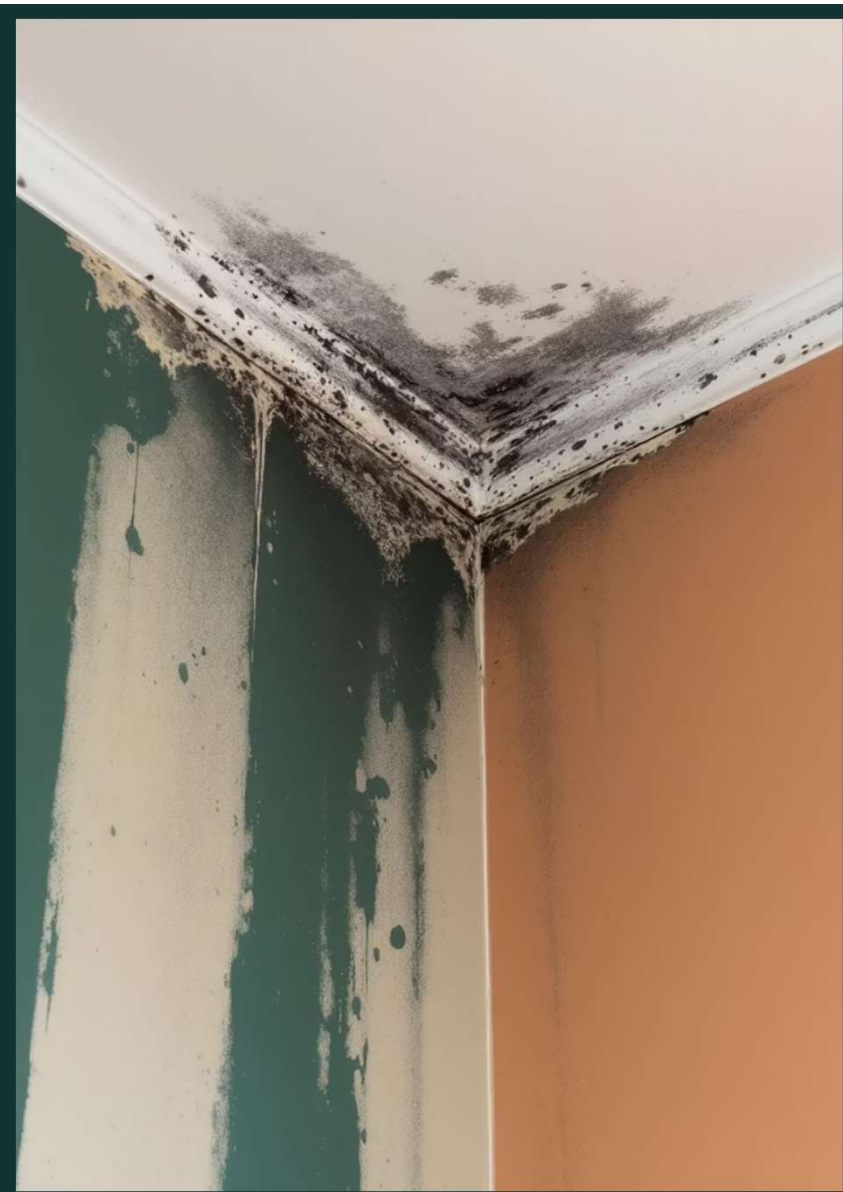


RMS - WIP Actual & Forecast



	Mar-24	Nov-24	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Wip Orders	5400	4620	4096	3812	3390									
Repairs in Target	2754	2564	3031	3126	2791									
Repairs Out of Taraget	2646	2056	1065	686	599									
Forecast WIP						3400	3400	3600	3800	3800	3400	3800	3800	3800
Forecast In Target						2871	2950	3180	3420	3439	3057	3474	3490	3610
Forecast Out Target						529	450	420	380	361	343	326	310	190

—●— Wip Orders
 —●— Repairs in Target
 —●— Repairs Out of Taraget
 -.-●-.- Forecast WIP
 -.-●-.- Forecast In Target
 -.-●-.- Forecast Out Target



Awaab's Law: Addressing Damp and Mould

Our improvement plan focuses on aligning Damp & Mould Team operations with new legislative requirements whilst addressing the backlog of outstanding job orders.

Named after 2-year-old Awaab Ishak who died from exposure to mould in social housing, this legislation establishes clear timeframes for landlords to investigate and remediate hazardous conditions.

MHCLG Requirements: Statutory Timeframes

1

Investigation Timeframe

Investigate potential hazards within **10 working days** of becoming aware

⚠️ Emergency Response

For emergency situations, investigate and action repairs within **24 hours**

2

Documentation Requirement

Provide written summary to residents within **3 working days** of investigation

📄 Alternative Accommodation

If property cannot be made safe within specified timeframes, landlord must offer suitable alternative accommodation at landlord's expense

3

Safety Remediation

Make property safe within **5 working days** and complete full remediation within **12 weeks**

Key Actions for Awaab's Law Readiness

Target implementation date: 27th October 2025



Awaab's Law Alignment Strategy

Comprehensive strategy developed and revised following MHCLG guidance to ensure full compliance



Leadership Recruitment

Loretta Chalkley appointed as Head of Property Services to bring renewed leadership to team and project



Updated Delivery Plan

Delivery plan undergoing revision to incorporate MHCLG updates and new leadership direction

Backlog Reduction Strategy



Applying Lessons from Response Repairs

- Clear backlog of damp and mould cases to agreed service levels
- Establish robust structure and resource framework
- Implement effective demand management systems
- Deploy digital tracking tools for case progression
- Regular reporting against key performance indicators

Next Steps & Resource Planning

Resource Business Case Development

Comprehensive business case being prepared to secure adequate staffing and budget

- Define optimal organisational structure
- Identify resource requirements to manage demand
- Calculate financial implications and ROI

Operational Readiness

Preparing systems and processes for Awaab's Law implementation

- Training for frontline and technical staff
- IT system configuration for new timeframes
- Development of resident communication templates

Compliance Monitoring

Establishing robust tracking to ensure adherence to statutory timeframes

- Dashboard development for real-time compliance visibility
- Regular reporting to Challenge Board and Regulator
- Case audit programme to verify quality standards

Break – 5 minutes

Presentation - Repairs Backlog Response

Discussion and Feedback

Next Steps and Forward Plan

Any other business

Check out (word or phrase)

**Next meeting – Monday 18th August 6-8pm at
Canning Town Library**