

**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION LIMITED**

**TMO BOARD – 5<sup>TH</sup> JULY 2007**

**REPORT BY THE DIRECTOR OF POLICY & DEVELOPMENT**

**REVIEWS OF TECHNICAL SERVICES AND NEIGHBOURHOOD  
MANAGEMENT DIRECTORATES AN UPDATE**

**1 Purpose of the Report**

- 1.1 The purpose of this report is to advise the TMO Board of the current position regarding the reviews of the Technical Services and Neighbourhood Services Divisions and to seek one nomination from resident Board members to join the original steering group. See paragraph 4.2

**FOR DECISION**

**2. Introduction**

- 2.1. A paper was presented to the Board in December last year on the Neighbourhood services review which provided feedback on the consultation carried out with both staff and resident representatives. A review of the Technical Services division was also pending for this year. It has been decided to pull these reviews together and form a staff project group to work on both reviews as changes to either of these services will mutually impact on the other. So far an initial meeting has taken place in June which was to establish the future direction of the review.

**3. The Project Board**

- 3.1. The Project Board is led by the Director of Policy and Development. There are also key representatives from housing management and technical services. The Project Sponsors are the Directors of Technical and Housing Management Services.
- 3.2. The project board has so far agreed to:
- Write terms of reference for the group
  - Establish project plans for the two reviews

- Keep all staff informed and to utilise the Communications Team to make sure that is carried out effectively.

3.3 The project board is clear that this is a process that must be handled sensitively as such a comprehensive review can have an impact on staff morale and motivation. In order to address staff uncertainty Unison will be regularly consulted about project progress.

#### **4. The Board Steering Group**

4.1 A Board Steering Group had originally been agreed in December last year to direct the Neighbourhood Services review. The nominees received then were:

Michael Beverley  
Sheila Murphy  
Ben Cann  
Allen Erickson  
Aisha Braithwaite

4.2 However as the Board composition has changed as a result of last week's Board elections, Aisha Braithwaite is no longer a Board member so one further nomination is now required.

#### **5. Review timetable and resident consultation**

5.1 The timescale for this review is tight. It is anticipated that the initial findings of the Project Board will be presented to the TMO Board in October, and residents' views will be sought from the Neighbourhood Conference the following week. This will allow enough time for the financial implications of this review to be considered by the Executive team as part of the budget setting process, which starts in November.

5.2 Further consultation will be carried out with the Area Review Boards in November to look at the more detailed implications of the review. This will be an opportunity to make any further changes prior to the final proposals being confirmed to staff.

5.3 The new structures and service recommendations will be implemented in April 2007.

#### **6. Comments of the Head of Human Resources**

6.1 Managers have already met with unison individually and via the JCC to discuss formative proposals. The reviews will be conducted in line with the TMO's re-organisation and assimilation processes.

## **7. Legal Issues**

- 7.1 Legal issues will be considered in more detail as part of further exploration of the options for the future delivery of Technical and neighbourhood Services delivery

## **8. Comments of the Director of Financial Services**

- 8.1 The review of both these services will contribute towards making efficiency savings required as a result of the financial challenges facing the HRA.
- 8.2 The Board are requested to note the contents of this report and to nominate one more member to join the steering group. A full report will be presented to the Board on completion of the review.

**Sheila Belgrave**  
**Director of Policy and Development**