

KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION

Programme Board - 28th August 2014

Present: Robert Black
Yvonne Birch
Sacha Jevans
Anthony Parkes

In attendance: Nick Rendle
Jane Clifton

Action by

1. Matters arising from the meeting held on 1 July

1.1 Grenfell Tower - confirmation was given that Roger Keane had been invited to internal meetings so RBKC were kept informed of progress, but he had not yet attended a meeting.

2. A&R update

Peter Maddison attended for this, and following items, and gave an update:

- Capital programme: was going well, and we had now started procurement for next year's programme
- Tenders for both the consultants and contractors' frameworks were due back in late September. They would be evaluated in October, and reports would come to Board in January.
- It was agreed that the Board workshop on the framework be set up as a pre-meeting either before the Board meeting on 11th September, or the Operations Committee on 1st October rather than setting a separate date. It was hoped to get Board members involved in the evaluation process.
- A supplementary paper on a supply chain proposal had been circulated, which would give us greater control over costs, and better guarantees and warranties. Haringey and Hackney were in a collaborative club, and the TMO could benefit from this. The Supply Chain Management Group (SCMG) had provided a 15% reduction in costs at Haringey. However, if we joined the group, we would not always have to use the scheme, but would have flexibility to use a contractor's traditional supply chain. It was understood that

JC

we would not be involved in the administration although we would be putting money into the club. Confirmation was given that there would be no impact on leaseholders as the group would be treated as a sub-contractor. It was also noted that Lambeth and Newham had withdrawn from the club, and further information to be obtained on this. Further clarification to be obtained on the business case before evaluation of the framework tenders in October, including details of the management and structure of the company, any legal issues, and a breakdown of the £100k costs. The Board to be briefed at the workshop discussion on 11th September. A briefing to be provided for Laura Johnson/Steve Mellor.

PM

- An application for the upper tribunal had been made to the LVT for a determination on the framework which would be a long process with a result not expected before summer 2015. Therefore, we were planning to procure a programme of internal works for 2015/16, and any external works involving leaseholders would be postponed to autumn 2015.

3. Resident Engagement on the A&E programme

Resident engagement at all stages of the capital programme had been looked at. A Resident Asset Management Panel had been set up, and wider consultation with residents would be launched at the residents' conference on 13th September. There would be a series of roadshows entitled FutureFit, and also small scale local engagement on individual projects in the programme i.e. Notting Barns, Pond House, and the finger blocks at Lancaster West. Residents would be able to give feedback on proposed works for their estate/block.

The KPI on the investment standard had not yet been defined, which would replace the old decent homes' standard. As we were now six months into 2014/15, Peter Maddison to consider the KPI with David Burns.

PM

A decision on the worse performing stock as defined by the Savills' assessment was not expected for sometime, but we could have a target for other stock.

4. Grenfell Tower

This project was on track. Kiran Singh had met Cllr Blakeman on site about the removal of the ramp, but she had since raised further concerns. As a result we are writing to residents in the finger blocks to get their comments, and at the same time asking

about their priorities for works. Cllr Blakeman was raising the case of two people who had a problem with the removal of the ramp, and she would be advised that we would find a resolution for these individual cases. A Freedom of Information request had been received about permission for changing the location of the community rooms.

5. Hidden Homes and other regeneration projects

The Whistler Walk hidden homes' project was out to tender. It was queried what was happening about other projects in the pipeline. Funding was now available, and both David Gibson and David Burns were involved. However, Ruth Angel, RBKC, was managing the feasibility side.

The Treverton regeneration project was going ahead in September, and the redevelopment of the school on this site was also going ahead. Ruth Angel was looking at what could be done with Treverton, and we could put forward a business case on what we could offer. The way forward was considered, and it was proposed that Sacha Jevans discuss with Laura Johnson and Ruth Angel as we wanted a role in the project rather than just 'sitting at the table.' It was agreed that the way forward was to talk to Laura Johnson, and Robert Black and Sacha Jevans would discuss further outside the meeting.

SJ/RB

Peter Maddison left the meeting at this point.

6. Parking enforcement

Gil Komur and John Parrott attended the meeting for this item. Introductions were made to John Parrott who was working on pre-enforcement order works and communications. The project was on track for 1st April 2015, and milestones were being achieved. Fola Kafidiya was involved in the memorandum of understanding. A risk was finding that we had sub-standard bays which had not been picked up by the surveys. Cremorne was politically contentious as the residents association was split on the parking policy, and the bays were not big enough. In order to move to a better standard, we would lose eight bays, but World's End was nearby with under-utilised parking.

Minor amendments had been made to the Parking Policy, which would improve visitor parking, but the changes to motor cycle parking may be controversial. We would be taking away about 20 motor cycle bays which had been free, but free parking would remain on the streets. Previously there had been ad hoc arrangements for parking motorcycles, but now we would be

charging motor cyclists for parking. Once the new approach had been agreed by Programme Board, there would be consultation on the changes. The amendments to the policy were agreed in principle, and would go to the Board on 11th September. Overall the changes were beneficial to residents. The Programme Board agreed the changes to the Parking Policy in principle.

John Parrott introduced the communications plan for the Parking Policy. Residents to be aware that the Traffic Management Order was only being introduced because of changes in legislation, and the need to protect HRA income. The audiences for the communication plan were listed in section 4, and included all staff. There would also be consultation with staff who were personally affected as they parked on the estates. Disabled residents would be treated as a separate group. Staff consultation had already commenced with Managers' Forum, and the call centre had been briefed.

The Parking Policy would be going to the Scrutiny Committee in November. There would also be consultation at the residents' conference although it was being held early on in the process.

7. Parking review: commercial usage

Good progress had been made, and the final lease had been completed for Walnut Tree House garage with the deposit already paid. Fortbox would be on site on 1st September, and would be fitting out until November. Once they began trading, a press release would be issued with RBKC. Because design changes required by planning amended the area being of the delay on the leased, we would now receive an additional £4k a year in income.

Minor amendments were being made on the Acklam Road lease, and a planning application would be made on the design work on how it would operate. A bid may be made for more capital money.

It was queried what was happening with Lowerwood Court now regeneration was not going ahead. Richard Egan, Corporate Property, had proposed that a joint bid be made with the General Fund, and a proposal presented to Cabinet. Peter Maddison/ David Burn's view was that it was not a priority for the HRA because it was a £2m investment. It was proposed that this project be brought to the October meeting by David Burns.

PM/DB

At the Scrutiny Committee, Cllr Marshall had queried whether we were achieving commercial rates on lease renewals for commercial car parks. It was queried what were Cllr Feilding-Mellen and Laura Johnson's views on this. Grant opportunity also

SJ/PM

to be pursued in Alex Bosman's absence by Sacha Jevans/Peter Maddison.

8. CRM

Clare Davis, Gil Komur and Nural Miah attended for this item, and risks to progress on the project were considered. Executive Team had already agreed an additional £20k for the W2 developer. However, it was now proposed that the way forward was to review the staffing for the project, and recruit a junior developer to work with Lee Amos in a systems administrator role, and sit in ICT. The new policy officer, also to be recruited, would cover the improvements' side, and Siobhan Bowman's performance role be linked to the data monitoring role. The junior developer role would be permanent rather than for one year, and full time, so we would be able to maintain momentum.

The new proposal would be an increase in staffing, although the W2 developer could be initially charged to the project before being added to the ICT establishment.

It was queried how much risk there was to the project from competing priorities. At present, the parking project had higher priority on Gil Komur's time, and other projects such as the tenancy audits would take up Neighbourhood Management's time. We also had no policy officer in post who would be working on the workflows although we had started to catch up with the scripting. Clare Davis was also discussing delays on the disrepair workflow with Alex Bosman, and would also talk to Peter Maddison so he was aware of the tensions around priorities. Vicky Gilbey was leaving so there would be delays on CSC training. However, training on scripts and gaining knowledge of other service areas by shadowing teams was continuing. It was proposed that any conflicts between the two priorities, parking and CRM, be considered by the project boards below Programme Board.

CD

It was recognised that the option was to put more resources into the CRM project, or delay the project. Gil Komur to come back with further detail on potential details, and a framework to address these. Other factors causing delay to the CRM project also to be taken into consideration. Timescale for recruitment to be set.

GK

In the meantime, other CSC improvements had had an impact as quality of calls had improved, and shadowing was going ahead. The main delay was on the technology. The new posts to come to Executive Team for formal sign off. It was queried whether there was a risk that the benefits of the CRM introduction would not be realised due to the delays, and the situation would be monitored.

YB

Neighbourhood Management were doing some monitoring on reports, and this would be brought back to Programme Board as a highlight report.

CD

Gil Komur/Clare Davis left the meeting at this point.

9. Telephone system

The new telephone system would be going live on 24th October following a delay by BT. The project had gone to the Managers' Forum, who had welcomed the changes. A testing group of five people would look at the system before it went live. The new system would consolidate the existing telephone system, and would be more user friendly. It would be possible to send messages via the phone, and have group chats. It would also be possible to check whether someone was available, and overall would improve internal communications.

There would also be a link with home working as it would no longer be necessary for staff to forward their office phone to their mobile which would free up desk phones. There would be more conference call functions, and we would consider introducing cameras in the future. It would be possible to set up links between the three offices.

Confirmation was given that the new mobile phones were currently being rolled out.

Nural Miah left at this point.

10. Community Centre review

Good progress had been made until the unavoidable, long term absence of the Community Centre Officer. Nick Rendle to discuss the way forward with Yvonne Birch, and residents involved in the review to be informed. In the meantime, a minimum lettings standard had been drawn up with David Burns, and surveyors to report back on how the community rooms could be improved. A report to come back to Programme Board from David Gibson.

NR/DG

RB/JDC
3.9.14