

Item No:	Classification Open	Date: 29/07/2003	EXECUTIVE
Report title:	Best Value Review of Housing Management – Future Area proposals (Number and Boundaries).		
Ward(s) or groups affected:	All Southwark Housing Tenants and Leaseholders in all Wards.		
From:	Strategic Director of Housing		

RECOMMENDATION

The Executive agree:

1. To establish 8 Management Areas as recommended by Leaseholder Council and all those Neighbourhood Forums that made a recommendation on the number and boundaries of future Areas.
2. To note the requests of individual T&RAs in Cherry Gardens & Abbeyfield Forums to switch to other 'Areas' but believes that unless there is an overwhelming reason (e.g. a split estate), all Tenant and Resident Associations remain within the designated geographical management areas for the reason outlined in point 19 of this report.
3. That each management area has a 'main' office but that ongoing discussion is held regarding the location of main offices and sub-offices and is linked to the Council's review of face-to-face provision. That a report on the overall outcome be presented to Executive in October/November 2003.
4. That officers arrange individual consultation days in the 8 Areas to finalise Neighbourhood Forum proposals and report back to Executive in October/November 2003.

BACKGROUND INFORMATION

5. Following the completion of the Best Value Review of the Housing Management Service, the final vision for the future of the service was considered at the Executive meeting held on 3rd December 2002. The decision of the Executive was called into Overview and Scrutiny on 18th December and referred back to Executive on 6th January 2003.
6. At the 6th January meeting Executive confirmed their agreement for the final vision for the service and supported Option 4, which included proposals for a reduction in the number of Neighbourhoods to a smaller number of Areas to be between 6 and 8. The boundaries of the Areas to be considered in line with the proposals for Community Councils.
7. The report to Executive also advised, that a further report on the number and boundaries (to be between 6 and 8) for the areas to be adopted, would be submitted to the Executive during the implementation phase of the review.
8. This report seeks a definitive decision on the number (between 6 and 8) and boundaries of the future Areas within the Housing Management service.

KEY ISSUES FOR CONSIDERATION

Consultation

9. During March to May 2003, all Neighbourhood Forums, Tenant Council and Leaseholder Council have had the opportunity to consider and receive a presentation on this issue. A copy of the report submitted to Forums is attached as Appendix A.
10. In addition a copy of the report to Neighbourhood Forums was sent to all Secretaries/Points of contact in every accredited Tenant and Resident Association on 11th April 2003 for information and to inform their input to Neighbourhood Forums.
11. A schedule of the Forum, Tenant and Leaseholder Council dates where the item was considered is attached as Appendix B.

Areas and Boundaries

12. The **Neighbourhood Forum** recommendations on the number of Areas and Boundaries is summarised as follows:

6 Areas – Area Forum boundaries	7 Areas – original Community Council boundaries	8 Areas - agreed Community Council boundaries	Report not discussed/deferred/ other decision
None	None	Denmark Hill	West Camberwell
		Lynton Road	Pelican
		Acorn	Alfred Salter
		Cherry Gardens	Crown House
		Rosemary Gardens	Library Street
		West Walworth	Harris Street
		Abbeyfield*	Remain the same i.e. 16
		Rodney Road*	Taplow
			Parkside

* Stated would prefer 16 but if have to choose would be 8

Forums in new structure

13. The **Neighbourhood Forum** recommendations on the number of Forums in the new Area structure is summarised as follows:

Proposed new Area	Neighbourhood Forum	Proposed number of Forums	Other Comments
Dulwich	Denmark Hill Crown House	1	Report deferred
Camberwell	Denmark Hill Crown House Pelican Harris Street West Camberwell	2 possibly 3	1 to cover Denmark Hill end/1 to cover Camberwell end. Report deferred Report not accepted Report not taken Report & presentation rejected
Walworth	West Walworth	3	Wants more than 1 but supports retaining 3.

	Taplow	3	Retain existing number
	Rodney Road	3	
	Harris Street West Camberwell		Report not taken Report & presentation rejected
Borough	Library Street Leathermarket Gardens		Report not yet taken. Forum retains its existing structure with Leathermarket and Tabard straddling 2 Areas.
Bermondsey	Lynton Road	2	Suggest N and S of Area.
	Cherry Gardens	2	Four Squares, Southwark Park, Keetons and St Crispins T&RAs wish to be considered as part of Rotherhithe Area.
	Alfred Salter Abbeyfield		Not considered. No recommendation made.
Rotherhithe	Abbeyfield	1	Rennie TA wants to remain in this Area.
	Lynton Road		No recommendation made.
Peckham	Rosemary Gds Acorn	1	No recommendation made.
Nunhead	Crown House Parkside		Report deferred No recommendation made. Report not accepted
	Pelican Acorn		No recommendation made. No recommendation made.
	Rosemary Gardens		No recommendation made.

Location of main offices/sub-offices

14. The **Neighbourhood Forum** recommendations on the location of main offices/sub-office(s) in the new Area structure is summarised as follows:

Proposed new Area	Neighbourhood Forum comment	Location of main office	Sub- Office(s)	Other Comments
Dulwich	Denmark Hill			No recommendation made.
	Crown House			Report deferred
Camberwell	Denmark Hill	Camberwell Green area	Denmark Hill	Report deferred Report not accepted Report not taken Report & presentation
	Crown House Pelican Harris Street West Camberwell			

				rejected
Walworth	West Walworth Taplow Rodney Road Harris Street West Camberwell	New office near to Walworth Rd/East St. Taplow Rodney Road		Must be within walking distance/good transport, access and parking. Retain all existing. As above Report not taken Report & presentation rejected
Borough	Library Street			Report not yet taken
Bermondsey	Lynton Road Alfred Salter Cherry Gardens Abbeyfield	Lynton Road Spa Rd area Spa Road/Canada Water	Cherry Gdns No sub-offices Cherry Gdns /Abbeyfield	All new offices should become main offices. No recommendation made.
Rotherhithe	Abbeyfield Lynton Road	Abbeyfield		Have concerns about size/facilities of existing office. No recommendation made.
Peckham	Acorn Rosemary Gdns	Acorn Rosemary Gdns		
Nunhead	Crown House Parkside Pelican Acorn Rosemary Gardens			Report deferred No recommendation made. Report not accepted No recommendation made. No recommendation made.

15. **The full set of recommendations made by the individual Neighbourhood Forums**

16. A further report giving the full feedback from Neighbourhood Forums (Appendix C) was submitted to Tenant Council on 7th July and to Leaseholder Council on 14th July 2003. The recommendations made are as follows:

(a) Tenant Council

Members of the Tenant Council/Neighbourhood Forums/Tenants and Residents Associations are opposed to the closure of any neighbourhood offices without further intensive consultation.

We are not happy with the 'consultations' so far as we believe the Council has already made up its mind to implement Option 4 when the majority of Forums went for Option 2.

We don't believe that just because the Council proposes 8 Community Council areas this should lead to a reduction in the number of housing offices and staff. The closure of offices will lead to a worse service for all residents.

We believe if call centres are set up, we will lose the personal relationship with the Neighbourhood Housing Offices.

We demand the Council begins a meaningful consultation process involving individual Tenants and Residents Associations in order to ensure the final proposal truly reflects the wishes of tenants and residents.”

(b) Leaseholder Council

The summarised comments and recommendations of Neighbourhood Forums be noted subject to Officers verifying the submission made by Cherry Gardens.

- (a) A recommendation be made to the Executive that there should be 8 future Areas
- (b) No recommendations be made to the Executive on the number of Forums that should operate in the new Area Structure or the location of the main office in each area and sub-offices(s).
- (c) The Executive be asked to provide Leaseholder Council with regular reports on all stages of the implementation of any new management structure.

Policy Implications.

- 17. There are no new policy implications to consider in this report.

Effect of proposed changes on those affected.

- 18. There are no new effects to consider in this report.
- 19. One of the main advantages of T&RAs remaining within the designated management areas – particularly the option for 8 Areas – is that it minimises the need for Councillors and other statutory bodies duplicating relationships across Area boundaries.

Resource Implications

Financial issues

- 20. Following the decision of the 6th January 2003 Executive to opt for 6 to 8 Areas (Option 4) this report merely seeks to finalise the number and as such there are no new financial implications to consider since that report.
Staffing issues
- 21. Following the decision of the January Executive to opt for 6 to 8 Areas (Option 4) there are no new staffing issues to consider in this report.
- 22. For the information of Members it was clearly identified that the adoption of Option 4 would be likely to lead to changes in the content of jobs. A workforce plan has been drawn up and phase 1 of the plan, which provides for an exercise involving collation of 'baseline' data to include composition of current workforce, job families, service provision mapping, people skills, area of concerns with recruitment and retention, etc. is currently underway. Regular

meetings are underway between senior officers of Southwark Housing and the constituent Trade Unions.

Legal implications

23. There are no new legal implications arising from this report.

Reasons for Urgency

24. A decision on the number of Areas and the boundaries of those Areas needs to be made if the timetable for the implementation of the proposals for the Best Value review of Housing Management is to be met.

Reasons for Lateness

25. Leaseholder Council were not able to consider this item until 14th July 2003 and their comments and views were considered to be important to include as part of this report.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Final Vision and associated Appendices	Housing Best Value Team	Marian Nash – Ext 51264
	As above	As above

Audit Trail

Lead Officer	Chris Brown – Acting Head of Housing Management	
Report Author	Marian Nash – Strategic Project Manager	
Version	Final	
Dated	24 th July 2003	
Key Decision?	Yes	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER		
Officer Title	Comments Sought	Comments included
Borough Solicitor & Secretary	No	
Chief Finance Officer	No	
Executive Member		No – wishes to provide verbal comments
Date final report sent to Constitutional Support Services		24 th July 2003