

<b>Item No.</b>	<b>Classification:</b> Open	<b>Date:</b> July 21 2007	<b>Meeting Name:</b> Executive
<b>Report title:</b>		Deputation requests	
<b>Ward(s) or groups affected:</b>		All	
<b>From:</b>		Strategic Director of Communities, Law & Governance	

## RECOMMENDATION

1. That executive consider whether or not to hear a deputation from a group of tenants in respect of the review of the resident involvement service.

## BACKGROUND INFORMATION

2. When considering whether to hear a deputation request, executive can decide to
  - Receive the deputation at this meeting or a future meeting; *or*
  - That the deputation not be received; *or*
  - Refer the deputation to the most appropriate committee/sub-committee.
4. A deputation shall consist of no more than six people, including its spokesperson. Only one member of the deputation shall be allowed to address the meeting for no longer than 5 minutes. After this time members may ask questions of the deputation for up to 5 minutes.
5. Any relevant resource or community impact issues will be contained in the comments of the strategic director.

## KEY ISSUES FOR CONSIDERATION

### **Deputation request from a group of Tenants in respect of the Review of the Resident Involvement Service**

6. A deputation request has been received from a group of tenants in respect of the review of the resident involvement service.
7. The tenants wish the council to establish a joint working party consisting of tenants and leaseholders, council officers and elected members to consider all the issues relating to the resident involvement review afresh.
8. Along with the request, the deputation submitted the officer report [on the resident involvement review] to tenants council dated 20 April 2009, the tenants council decision and the Tenant Involvement Working Party, best value final vision from 2004.

## SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

### Comments from the Strategic Director of Environment and Housing – Review of the Resident Involvement Service

9. The resident's involvement (RI) service moved back to the housing management division in January 2009. The restructure that is being implemented, officers believe, will deliver a RI service that is clearly aligned to the delivery of housing services, and that can act as an effective bridge between housing delivery and residents. The housing management service was substantially restructured in 2007 to create a more specialist property management wing, and a more resident focussed area management service.
10. No secret has been made of the need to make sure that the RI structure reflected the changes made to the housing management division, however in order to deliver this, changes needed to be made to the internal structure. The Council's re-organisation procedure was followed and the RI review was published to staff and trade unions on 30<sup>th</sup> March 2009 in line with this procedure. The Chair of Tenants Council was informed on the same day, and a commitment made to take a full consultation report to the next meeting of the tenants council, scheduled for 20 April 2009.
11. This internal management review does not equate to a change of policy. Rather the review is driven by internal management considerations which are the need to:
  - eliminate duplication between RI and the new resident focussed area management service
  - deliver on the HRA savings commitments agreed as part of the 2009/2010 budget setting
  - improve performance given low levels of satisfaction and unclear deliverables in the RI service
15. The strategic director of environment and housing has made clear that the objectives and targets for the team will be developed with tenants. The offer to support a working party that looked at the future direction of the RI service was put forward formally at tenants council on 20<sup>th</sup> April. The offer extended to involving tenants in an evaluation against those agreed objectives after a full year of operation. It has been made clear, however, that the re-structuring itself cannot be subject to tenants involvement. This is because we are bound to follow a clear management procedure, and because we cannot discuss the future of individual members of staff or staff groups outside of these procedure.
16. The head of housing management has formally confirmed this offer to the Chair of Tenants Council.

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Deputation Request File	Town Hall, Peckham Road, London SE5 8UB	Everton Roberts 020 7525 7221 / Paula Thornton 020 7525 4395

## Audit Trail

<b>Lead Officer</b>	Ian Millichap, Constitutional Team Manager	
<b>Report Author</b>	Constitutional Officer	
<b>Version</b>	Final	
<b>Dated</b>	July 6 2009	
<b>Key Decision?</b>	No	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments included</b>
Strategic Director of Communities, Law & Governance	No	No
Finance Director	No	No
Strategic Director of Environment and Leisure	Yes	Yes
<b>Date final report sent to Constitutional Team</b>		July 6 2009