



Report of: Service Director – Housing Needs and Strategy

Meeting of:	Date	Agenda item	Ward(s)
Housing Scrutiny Committee	02 December 2014		All

Delete as appropriate	Exempt	Non-exempt
Report Type	Information	

SUBJECT: TMO SCRUTINY REVIEW UPDATE

1. Synopsis

- 1.1 This report provides a refreshed action plan for the TMO Scrutiny Review that took place in 2011. The full action plan is attached as an appendix to this report.

2. Recommendations

- 2.1 That the report is noted by the committee.

3. Background

- 3.1 The Communities Review Committee undertook a review of the 25 Tenant Management Organisations (TMOs) in Islington in 2011. The overall objective was to carry out a balanced scrutiny of TMOs whilst exploring their strengths and weaknesses and their relationships with the council, Homes for Islington (since integrated back into Islington Council) and residents. The scope of the review aimed to assess their effectiveness in providing services to residents along with their financial structures and viability. The review also looked at the support these organisations receive from the council.
- 3.2 In October 2011 the Executive approved the final report with recommendations arising from the review.
- 3.3 In January 2012 the Executive noted the action plan.

4. Key progress

4.1 The following sets out progress in relation to key themes and issues arising from the original scrutiny review report:

London Living Wage (action plan item 1) – All TMO employees are paid at or above the London Living Wage. Wenlake TMO is an accredited Living Wage employer.

Support for LBI staff (item 5) – The TMO Team attend annual NFTMO (National Federation of TMOs) conferences and quarterly LACOG (Local Authority Co-operative Officers Group) meetings for good practice sharing around working with TMOs. The team also provides regular briefings and guidance to council colleagues on how TMOs work and how working relationships can be improved with them.

Surpluses and business plans (item 7) – Seven TMOs now have business plans in place that include ideas for using their surplus funds for improvements on the estates they manage. A further seven are currently developing business plans.

Consultation (item 9) - Property Services are currently reviewing their policy on consultation and will take into account feedback from the recent TMO Satisfaction Survey and Residents' Taskforce Review. Additionally, the TMO Team is working with Property Services to build awareness and understanding of TMOs and their functions amongst technical staff to help improve the outcomes from work on TMO estates for residents and the council. A number of TMOs have also been supported in delivering their own cyclical works.

Reporting and monitoring (item 14) – The council's monitoring systems have been reviewed and the reporting requirements for TMOs pared down and made less onerous. All TMO monitoring is now contained in one spread sheet for each TMO for easier reference.

TRAs (item 17) – The Community Conversations Network has been set up by the council and provides a forum for TRAs and TMOs to come together. Newsletters have been circulated as a result of this network and an event is planned for autumn 2014, following the success of an initial event in 2013. Bemerton TMO have also hosted events for TRAs to promote the idea of local management and TMOs.

Joint TMO Liaison Committee (item 21) – Regular TMO Liaison Committee meetings are now held and provide TMOs and the council with the opportunity to better understand each other's priorities areas, learn about changes that will affect them and invite colleagues to present on specific areas of work and interest.

5. Implications

5.1 **Financial implications:**

These are contained within the action plan in items 6, 7 and 8.

5.2 **Legal Implications:**

There are no legal implications for this report.

5.3 **Environmental Implications:**

The actions within the TMO scrutiny action plan do not have any environmental impacts.

4.4 **Equality Impact Assessment:**

The council must, in the exercise of its functions, have due regard to the need to eliminate

discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

6. Conclusion and reasons for recommendations

- 6.1 The majority of actions within the action plan are now completed, with a number to be reviewed on an on-going basis.

Appendices: TMO Scrutiny Review Recommendations Action Plan (updated August 2014)

Background papers: Final TMO Scrutiny Review Report Oct 2011 (available online or on request)

Final report clearance:

Signed by:

Director for Joint Board/Committees or Exec
Member if going to the Executive

Date

Received by:

Head of Democratic Services

Date

Report Author: Ross Treseder
Tel: 020 7527 4223
Email: Ross.Treseder@islington.gov.uk