

HOMES

1 April 2019



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

1. Minutes and Matters arising
2. Future Management Arrangements
3. ASB
4. Community Wi-Fi
5. Future procurement
6. AOB
7. Future Meetings

Agenda



Future Management arrangements: Traverse work

- Commissioned Traverse to deliver resident consultation on:
 - How residents want their council housing to be managed in the future.
 - How residents want to be involved in future discussions and decision-making about their homes
- Led by resident steering group
- Regular updates to TCC and HOMES



Events & Participation

Method	# Residents
Open public events	188
Community groups	20*
Email response	3
Website response	13
Total	224



Recommendation

- HOMES group take part in a task and finish group to work with RBKC and the Tenant Consultative Committee on developing a Resident Engagement Strategy, membership of this group to be opened up to the all residents.



ASB

- Policy development began August 2018 through ASB Task & Finish Group
- Clear message – lack of communication from Housing when ASB reported
- Policy's key themes: response target times & minimum standards set
- Embedding the standards, training, communications, performance
- This is not the end: ASB T&F Group to meet 6 months time
- Review performance together – continuously seeking to improve
- Any comments on the draft policy: housingconsult@rbkc.gov.uk



Digital Connectivity

Aims:

- Provide access to high speed broadband
- Improve choice
- Leverage community benefit
- Ensure safety through collaboration

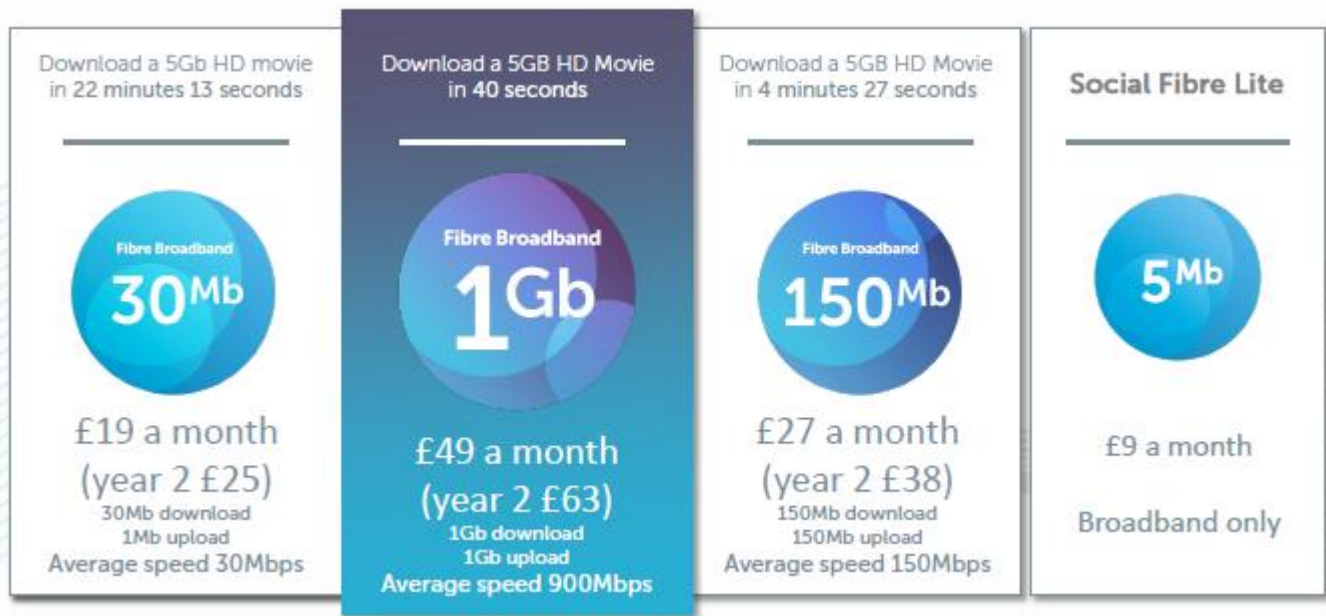


Legal and Policy Context

- National - Future telecoms infrastructure review
 - Amend the Electronic Communications Code to place an obligation on landlords to facilitate the deployment of digital infrastructure when they receive a request from their tenants.
 - Enable communications providers to use magistrates courts to gain entry to properties where a landlord fails to respond to requests for improved or new digital infrastructure.
- London – Local plan commitment
 - Facilitate the provision and delivery of the information and communications technology (ICT) infrastructure a modern and developing economy needs, particularly to ensure: adequate and suitable network connectivity across London (including well designed and located street-based apparatus)



Hyperoptic



Community Fibre

SOCIAL	BASIC	ULTRAFAST	GIGAFAST	10GIGAFAST
£10	£20	£35	£50	£200
DOWNLOAD SPEED ↓ 40 Mbps	DOWNLOAD SPEED ↓ 40 Mbps	DOWNLOAD SPEED ↓ 200 Mbps	DOWNLOAD SPEED ↓ 1,000 Mbps	DOWNLOAD SPEED ↓ 10,000 Mbps
UPLOAD SPEED ↑ 40 Mbps	UPLOAD SPEED ↑ 40 Mbps	UPLOAD SPEED ↑ 200 Mbps	UPLOAD SPEED ↑ 1,000 Mbps	UPLOAD SPEED ↑ 10,000 Mbps



Community Value



Free Wi-Fi to community centres and communal rooms in blocks	Free wi-fi to community centres and communal rooms in blocks
Employment opportunities for residents to be trained and employed as installers	Employment opportunities for residents to be trained and employed as installers and customer advisors
Free digital training to help residents to become digitally included	Free digital training to help residents to become digitally included
Funding for a Project Manager to be employed by RBKC to enable us to manage the installations	



Update from the Procurement Panel

- Meets monthly
- Task and finish group for the frameworks but wider brief
- Members currently involved in evaluating a couple of tenders
- Next meeting 17 April 2019 in the Town Hall
- Framework award before end of 2019



Items Discussed

- How the consultants and construction work is packaged
- Number of suppliers
- How the contract will work re scope of works and geography
- Learning from the mistakes of the past
- Contract management
- Key Performance Indicators
- Qualitative evaluation questions that reflect resident priorities



Review Workshops: TCC & accountability

- Who attends?
- Links with local RAs
- Links with other Forums eg Homes
- Strengthen links with elected members
- Ensure local RAs are accountable to residents
- Improve diversity of residents engaging with council
- Rationalise meetings & avoid 'overload' for residents



Review Workshops: TCC practical issue

- Make meetings more efficient – improve agendas / papers
- Improve how minutes are dealt with
- Identify resident priorities
- Improve access to senior staff
- Identify TCC training needs and providing training
- Consider independent chairing
- Improve communications with residents



Review Workshops: Local RAs and Compacts

- Improve communication between recognised RAs / Compacts & residents
- Ensure delegates attend TCC and other forums
- Council to provide support to RAs / Compacts



Review Workshops: Innovation

- Share good practice & learn from each other
- Adopt an 'ambition for excellence'
- Explore opportunities for partnerships between groups
- Innovation in meetings
- Joint reviews of service failure
- Focus on engaging more young people



Review Workshops: Measuring Outcomes

- Develop council wide impact measurement of resident engagement
- Develop local impact measurement of resident engagement
- Jointly promote success of resident engagement
- Jointly monitor progress



Forward Plan

Report	TCC	Leadership/Key Decision
Estate Management	April	May 2019
Workforce development / training	April	
Compensation	April	May 2019
Procurement	April	
TCC Terms of Reference	May	June 2019



Report	TCC	Leadership/Key Decision
Heating charges	June TBC	
Annual Report	July	



Future Meetings

2 June 2019



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