



Kensington & Chelsea Tenant Management Organisation

Freedom of Information Publication Scheme

1st January 2005

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1. Background

The Royal Borough of Kensington and Chelsea (RBKC) is situated in West London. Results from the 2001 census indicate that the borough had a population of 159,100 in April 2001. Twenty one per cent of the population are from black and minority ethnic (BME) communities, with concentrated local populations of, among others, Eritreans, Somalis and Portuguese. Over 100 languages are spoken in local schools.

Although the borough is mainly residential, it is home to a number of internationally recognised attractions that draw around seven million visitors to the area each year. These include Kensington Palace, Earls Court and the Kings Road. The borough is also the venue for the annual Notting Hill Carnival.

There are 88,297 homes in the borough, of which 22,000 (24.9 per cent) are in the social housing sector. Of these, more than half (12,500) are owned by registered social landlords. The council own 9,498(8 per cent) of homes, against a London average of 16 per cent. Over 2,000 of the council homes are leasehold properties.

The Tenant Management Organisation (TMO) has managed all of the council's housing stock since it was set up in 1996. It amended its constitution and became an Arms Length Management Organisation (ALMO) in October 2002, when it also took over management of the capital programme from the council.

The Royal Borough of Kensington & Chelsea and the TMO carried out Best Value Reviews (BVR) of housing repairs and maintenance and supported housing during 2000/01. The Housing Inspectorate inspected these services in 2001 and judged both to be good "two star" services. The Inspectorate judged that the supported housing 'will probably improve' and that the repairs and maintenance service 'will improve'. RBKC also reviewed grounds maintenance services in 2000, including housing estates managed by the TMO. The Audit Commission Best Value Inspectorate inspected the service in summer 2001 and judged the service as "good and likely to improve." In 2002, the TMO carried out a BVR of housing management services. In October 2006, the Audit Commission assessed the TMO as providing an excellent "three star" service.

2 Freedom of Information Act

The Freedom of Information Act (2000) received Royal Assent in November 2000 and came fully into force in January 2005. The Freedom of Information Act provides for a general right of access to information held by public authorities. Currently, individuals have a statutory right of access to their own personal information held by public authorities under the Data Protection Act 1998. The Freedom of Information Act extends that right of access to non-personal information

As part of the Freedom of Information Act all public authorities must have an "Approved Publication Scheme" in place. A Publication Scheme sets out what

information the public authority publishes or intends to publish as a matter of course, how this information will be published, and whether the information is available free of charge or for payment.

The publication scheme is intended to promote an increasing culture of openness by encouraging the proactive publication of material held by the authority. The purpose of the Scheme is to make sure that a significant and growing amount of information is easily available without the need for individuals to make a specific request.

Once a public authority has prepared a scheme and approval for the scheme has been given by the Information Commissioner, the scheme is adopted by the public authority. On adopting a publication scheme the public authority is committed to making the information within the scheme routinely accessible, and to review the scheme periodically.

3 Our Commitment

The TMO is committed to being open and to provide information to the general public. In our business plan our mission defines our purpose as an organisation and has been revised to reflect the changing environment within which we operate.

4 The Publication Scheme

The officer responsible for the publication scheme is Janet Seward, Business Improvement Manager.

The officer responsible for maintaining the scheme on a day-to-day basis is Janet Seward, Business Improvement Manager.

Under section 19 (1) of the Act, we must review the scheme regularly. We plan to do this annually and will add classes of information as and when necessary.

We plan to make information available via our website where possible. Check (www.tmo.org.uk) for more information. Any information that is available electronically will be available from our website.

5. Asking for information

Information for all cases of information can be made by contacting Janet Seward. Detail of how to contact her are contained in section 6 of this scheme.

You may be required to pay a fee for the information you require depending on the information requested. You will be advised at the time of your request if a charge will be made and how much it will cost you.

When requesting information please include the following details:

- Your name and address
- The information or documents you would like to access
- The format you would like the information to be sent – for example, printed leaflet, via email, Braille, large print or any other languages.

We must supply you with the information you have asked for within twenty working days of receiving your request. We will always try to meet your request as quickly as possible and expect to satisfy most requests within the set timescale.

The only exception is where you have to pay for the information. If you do have to pay, our targets remain the same but we aim to provide you with the requested information in twenty working days from when you pay us, instead of when we receive your request.

6. Your Comments

We welcome your comments about the scheme. If you feel there are areas we have not covered or if we can make the scheme easier to use please contact:

Janet Seward, Business Improvement Manager, Customer Relations Team
Kensington & Chelsea TMO, 292a Kensal Road, London, W10 5BE.

Telephone 020 7605 6350 e-mail: jseward@kctmo.org.uk

7. Complaints

If you have a complaint about the scheme or failure on our part in relation to the scheme please contact the Business Improvement Manager at the above mentioned address.

If you have followed our complaints procedure and are still unhappy you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wimslow
Cheshire
SK9 5AF

Telephone: 01625 545700

8. Excluded Information

Information relating to private individuals is excluded from the scheme as this is covered under the Data Protection Act 1998.

In addition, some classes set out a range of information that is excluded from publication. This will include instances where the health, welfare and safety of our staff may be affected or where commercial interests may be harmed should we disclose the information. Where this is the case the reasons behind the decision are clearly stated.

Deletion of Information

A lot of information the TMO produces is only needed for a limited period. It is not cost effective to keep information once it is no longer needed. The TMO will therefore destroy information that is no longer needed after six years. The TMO is neither allowed to withhold information requested properly nor amend or destroy information to avoid its release.

9. The TMO Aims and Objectives

The 10 strategic aims and objectives of the TMO are split into two categories. The first five are about improving our service provision and is focused on the Council's housing objectives. The second is about strengthening the organisation and these aims are focused on the company.

- Delivering Excellent Housing Management Services
- Delivering Excellent Leasehold services
- Providing Decent Homes
- Strengthening resident Involvement
- Improving quality of life
- Increasing Financial strength
- Investing in the Company
- Developing New Business
- Investing in Staff
- Building successful partnerships.

10. CLASSES OF INFORMATION

In determining the classes of information we have looked at the key areas of our business ensuring that all areas are included within the scope of this scheme.

Heading 1 – Information about the company, including Board Members

This heading covers information relating to the TMO, how it operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and accountable to local people.

Class 1.1

The Memorandum and Articles of Association how the Company operates and the rules that must be followed, the management agreement with the council and standing orders.

- Note the Memorandum and Articles of Association may be subject to a charge.

Class 1.2**Membership of the TMO**

This includes information about Board Members

Class 1.3**Organisational Structure**

Items here include details of Committee structures and organisational structures.

Class 1.4**Election of Board Members**

This includes all information relating to the election/appointment of Board members

Heading 2 – Contact Information about the TMO services

This heading includes information about how to contact the TMO

Class 2.1**Service Standards**

A comprehensive guide to the Standards set by the TMO

Class 2.2**Complaints/Compliments**

This includes the details on how to make a complaint about the TMO

Heading 3 – Information about the TMO strategies and policies

Under this heading are included current editions of the plans and strategies

Class 3.1**Policy and Strategic Management**

This class contains information on Corporate Values, Service Plan, Equal Opportunities policy and Partnership agreements

- A charge may be made for items within this Class
- Certain items may be exempted because of business interests

Heading 4 – Information about the TMO resources and financial arrangements**Class 4.1****TMO Finances**

Under this class are included summarised annual budget, statement of accounts and capital programme information. This will also include items such as financial Regulations of the organisation.

- A charge may be made for items within is class

Class 4.3**Service Agreements**

Details relating to Service Level Agreements between TMO and other agencies.

- A charge may be made for items within this class
- Certain items may be exempted because of business confidentiality

Heading 5 – Information about decisions of the TMO

This heading comprises the details of meetings: agendas, reports and minutes of the organisation. Exemptions include: (a) personal information; (b) provided in confidence; (c) exempt from disclosure by law.

Class 5.1**Agendas and reports**

This class includes the agendas and connected reports for all committees

- Note some publications in this class may be subject to a charge

Class 5.2**Minutes**

This class includes the minutes for all committees and Board meetings

- Note some publications in this class will be subject to a charge
- Some items may be exempt because of personal information or those affecting business interests

Class 5.3**Key Decisions**

This class includes the forward plan of key decisions to be made by the TMO

- Some items may be exempt because of personal information or those affecting business interests

Heading 6 – Information about improving the work of the TMO

This heading comprises information on TMO performance against locally set and nationally prescribed targets, and reports on those areas that have been reviewed.

Class 6.1

Performance information and Plans.

Items here include information on TMO performance and future plans

Class 6.2**Best Value Review Reports**

Items here relate to Best Value reviews of service and performance information

- Some items may be exempt because of personal information or those affecting business interests
- There may be a charge for items in this class

Class 6.3**Performance Indicators - TMO performance**

Items here include information on company performance against locally set and nationally prescribed targets

Class 6.4**Surveys**

Surveys undertaken by the TMO or by third parties undertaken on behalf of the TMO

- There may be a charge for items in this class
- Some items may be exempt because the information has been provided in confidence.

Heading 7 – Decent Homes and tenant services

This heading comprises information on providing decent homes for the people of the Royal Borough of Kensington and Chelsea and the provision of services to tenants.

Class 7.1**Improving the condition of the housing stock within the borough.**

Items here include information on the decent homes strategy and business planning. Information about access to repairs and are included in this category.

- Some items may be exempt because of personal information or those affecting business interests
- There may be a charge for items in this class

Class 7.2**Providing access to housing advice and information when required.**

Items here include information on housing strategy and housing business plan, payment advice and offices.

Class 7.3**Helping people to live securely and independently.**

Items here include information on older person's services and tenant support.

- Some items may be exempt because of personal information of those affecting business interests
- There may be a charge for items in this class

Heading 8 – Tenant Empowerment & communication with the general public

This includes all information relating to tenant participation

Class 8.1**Involving tenants**

Items will include our communication strategy with tenants, such as the tenant compact, newsletters etc.

Class 8.2**Tenants consultation**

Items will include the monitoring of tenant services through research and feedback

Class 8.3**Service Leaflets and General Information**

Items here will include tenants and leaseholder handbooks and advice leaflets about service provision, TMO Links etc.

Class 8.4**Press Releases**

Published press release made by the TMO

Heading 9 – Employment**Class 9.1****Vacancies**

A list of current vacancies advertised by the TMO. This information will only be relevant to posts that are being advertised at the time of the request.

Class 9.2**Job Descriptions**

All current job descriptions for employees.

Class 9.3**Staff Policies and Guidance**

Internal policies and guidance that staff are expected to follow.