

ITEM 15 – APPENDIX J

WAVERLEY BOROUGH COUNCIL EXECUTIVE – 1ST OCTOBER 2013

Title:

REVIEW OF THE LANDLORD SERVICES TEAM IN THE HOUSING SERVICE

[Portfolio Holder: Keith Webster]

[Wards Affected: All]

Note pursuant to Section 100B (5) of the Local Government Act 1972

An annexe to this report contains exempt information by virtue of which the public is likely to be excluded during the item to which the report relates, as specified in the specific Paragraphs of the revised Part 1 of Schedule 12A to the Local Government Act 1972, namely;-

1. Information relating to an individual.
 3. Information relating to the financial or business affairs of any particular person (including the authority holding that information); and
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Summary and purpose:

To seek approval on the proposed development of the Landlord Services Team in light of the Landlord Services Manager position being vacant. The proposed structure is attached at Annexe 1.

How this report relates to the Council's Corporate Priorities:

The recommendations in this report support the Corporate Priority – Value for Money – offering customer focussed services at the best value

Financial Implications:

Financially neutral and this is detailed in Exempt Annexe 2.

Legal Implications:

There are no legal implications.

Introduction

1. The Housing Service has significant challenges around staff engagement: communication, morale, trust, empowerment and work loads.
2. It is proposed to delete the Landlord Services Manager post and redirect the resources to front-line services by establishing an additional Tenancy & Estates Officer and an additional Rents Arrears Officer.

3. The flatter management structure will allow:
 - Fast and clear communication
 - Quicker decision making
 - Empowerment
 - Effective response to opportunities and threats
4. The Landlord Services Managers post was a barrier to the Head of Housing communicating with the front-line staff.
5. Moreover there was a lack of clarity on who was responsible for the development of policies and procedures for the service, the Landlord Services Manager or the Service Development Team. Under this proposal the Service Development Team will have the responsibility.
6. The proposals would allow the Head of Service to build a professional and committed Landlord Services Management Team that would deliver a 'joined up' customer focussed service.
7. The proposal will allow the service delivery 'patches' to be reconfigured to allow equal workloads for the Officers.

Comments from Audit Committee 17 September 2013

8. At its meeting on 17 September 2013, the Audit Committee considered a number of overdue audit recommendations relating to the Housing service. The Committee felt that more support was needed in order to ensure that future recommendations were met by their due dates and as such they wished to endorse the Head of Housing Operations's proposal for restructuring and additional resources.

Recommendation

That the Executive recommends to the Council that:

1. The Landlord Services Managers post is deleted;
2. The establishment of an additional Tenancy & Estates Officer position; and
3. The establishment of an additional Rent Arrears Officer post.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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ANNEXE 1

PROPOSED HOUSING SERVICE STRUCTURE

