

Subject:	Housing Management Restructure 2012		
Date of Meeting:	26th March 2013		
Report of:	Strategic Director of Place		
Contact Officer:	Name:	Rachel Chasseaud	Tel: 290753
	Email:	Rachel.chasseaud@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 A report on the service transformation and restructure of Housing Management Services was requested by members of the Housing Management Consultative-Sub Committee on 12th February 2013.
- 1.2 A presentation on the service transformation was brought to Housing Management Consultative Committee on 30th April 2012. This was followed by a report to Housing Management Consultative Sub-Committee on 29th May 2012, Housing Services The City Deserves (Appendix 1). This report explained the changes, the rationale for the changes and the process of consultation and decision making which had led to them.
- 1.3 As requested by members of the committee this reports seeks to remind members of the purpose of the restructure and the intended benefits for residents.

2. RECOMMENDATIONS:

- 2.1 That the Housing Management Consultative Sub-Committee notes the contents of this report.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Housing Management Service was restructured on 1st July 2012.
- 3.2 Legal comments in the report of 29th May 2012 (Appendix 1) informed the committee that service restructures do not require committee approval and that the Strategic Director of Place has extensive delegated powers to manage the Council's Housing Services. This was also stated, and recorded in the minutes, by the Strategic Director of Place at Housing Management Consultative Committee on 30th April 2012.

- 3.3 The restructure was carried out following consultation with residents, members and staff and was designed to meet the priorities set by members and residents at Housing Management Consultative Committee, members at Housing Cabinet and the Commissioning Framework.
- 3.4 In brief summary this was to save money that could be reinvested into the homes of residents and also to support the most vulnerable residents living in social housing.
- 3.5 These priorities were established as a result of extensive consultation with residents and members. This included consultation through the following:
- The HRA Budget Setting process
 - Customer Access Strategy
 - Social Inclusion Pilot
 - Housing Improvement Programme
 - The Commissioning Framework
 - 'Tell us What You think' events
 - Customer Satisfaction Surveys
 - Mystery Shopping; Customer Focus Groups
 - Feedback from working groups and tenant representatives
 - Feedback from compliments, suggestions and complaints.

The report to Housing Management Consultative Sub-Committee of 29th May 2012, Housing Services The City Deserves (Appendix 1), outlines the consultation and committee decision making which led to the restructure in more detail. It also explains how the restructure was designed to meet resident and member priorities.

- 3.6 This report was pre-ceded by a presentation to Housing Management Consultative Committee on 30th April 2012 where the changes and rationale for those changes were explained and discussed at length.
- 3.7 Further to this, outside of the formal committee system and prior to the restructure all members and tenant representatives were provided with written briefings on the service transformation and in particular customer access to our services. Information was provided to residents in Homing In and also posted on notice boards in council blocks and in housing offices. This was followed by a Stakeholder Event on 7th November 2012 to which all councillors were invited to meet the teams.
- 3.8 We will continue to keep our structures and the organisation of our staff under review and will make changes in the future to meet business needs and the changing priorities of residents and members.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 A comprehensive description of consultation that informed the service transformation of July 2012 is included in the report of 29th May 2012 – Appendix 1.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The restructure of Housing Management identified savings of £146,000 relating to employees costs and £31,000 for office costs for 2012/13, which were included in the Housing Revenue Account Budget 2012/13 report approved by Cabinet in February 2012. These savings have been achieved during 2012/13 and are included in HRA budget management forecasts for 2012/13. The full year effect of the introduction of the housing management restructure in July 2012 is forecast to achieve further savings of £0.130 million and these have been included in the HRA budget proposals for 2013/14

Finance Officer Consulted: Name SusieAllen Date: 25/02/13

Legal Implications:

- 5.2 As this report is only for noting, there are no significant legal or Human Rights Act implications to draw to Members' attention.

Lawyer Consulted: Name Liz Woodley Date: 22/02/13

Equalities Implications:

- 5.3 An Equalities Impact Assessment was completed at the time of the restructure and is kept under review as per the report of 29th May 2012

Sustainability Implications:

- 5.4 The report of 29th May 2012 explained that the restructure would enable more money to be released to reinvest in residents homes including sustainability projects. The restructure is also designed to create a platform for future efficiencies within the service.

Crime & Disorder Implications:

- 5.5 The service transformation included strengthening resources targeted at preventing tenancy breakdown and anti-social behaviour

Risk and Opportunity Management Implications:

- 5.6 The changes were made using a project management approach with the risks and opportunities identified and recorded in line with the council's guidelines.

Public Health Implications:

- 5.7 The Service Transformation sought to reduce inequalities by ensuring that support is targeted at the most vulnerable residents and allowing a preventative approach to tenancy breakdown which in turn prevents adverse impacts on health and social care budgets.

Corporate / Citywide Implications:

- 5.8 The benefits of improving council housing will have affects across our neighbourhoods and the city, that are not just confined to those living in council managed housing.

SUPPORTING DOCUMENTATION

Appendices:

1. Housing The City Deserves report to Housing Management Consultative Committee 29th May 2012

Documents in Members' Rooms

1. None

Background Documents

1. A council the city deserves <http://corporateplan.brightonhove.gov.uk/priority/council-city-deserves>
2. Corporate Plan <http://corporateplan.brighton-hove.gov.uk/>
3. Housing Management Customer Access Review HMCC Report 8/02/10
[http://present.brightonhove.gov.uk/Published/C00000163/M00002017/\\$\\$ADocPackPublic.pdf](http://present.brightonhove.gov.uk/Published/C00000163/M00002017/$$ADocPackPublic.pdf)
4. Housing & Social Inclusion Customer Service & Access Strategy HMCC Report 26/09/11
[http://present.brightonhove.gov.uk/Published/C00000163/M00003299/\\$\\$ADocPackPublic.pdf](http://present.brightonhove.gov.uk/Published/C00000163/M00003299/$$ADocPackPublic.pdf)
5. Turning the Tide Social Inclusion Pilot outcomes Report 14/01/11
[http://present.brightonhove.gov.uk/Published/C00000163/M00002796/\\$\\$ADocPackPublic.pdf](http://present.brightonhove.gov.uk/Published/C00000163/M00002796/$$ADocPackPublic.pdf)
6. Improvement Programme HMCC update report 26/09/11
[http://present.brightonhove.gov.uk/Published/C00000163/M00003299/\\$\\$ADocPackPublic.pdf](http://present.brightonhove.gov.uk/Published/C00000163/M00003299/$$ADocPackPublic.pdf)
7. 2012/13 Housing Revenue Account Budget Report 6/02/12
[http://present.brightonhove.gov.uk/Published/C00000163/M00003302/\\$\\$ADocPackPublic.pdf](http://present.brightonhove.gov.uk/Published/C00000163/M00003302/$$ADocPackPublic.pdf)