

Agenda Item 6(e)

Organisational Re-engineering (Landlord Services (voids & allocations, estate management & rent and money advice) Management Report

**LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP) – 11 SEPTEMBER  
2014 CONSULTATION ON RELEVANT DRAFT CABINET REPORT**

**6. ORGANISATIONAL RE-ENGINEERING (LANDLORD SERVICES (VOIDS & ALLOCATIONS, ESTATE MANAGEMENT & RENT AND MONEY ADVICE) MANAGEMENT REPORT**

Consideration was given to the joint draft report of the Assistant Director Housing and Regeneration and Transformation Manager, 'Organisational Re-Engineering (Landlord Services (Voids & Allocations, Estate Management & Rent and Money Advice) Management Report, which provided details of the OR Review that had taken place.

The Organisational Re-Engineering Manager(OR) attended the meeting and gave a presentation, supported by a series of slides, on the undertakings of the review, its findings and recommendations, referencing details within the report and appendices.

In discussion comments and questions were raised in respect of the following:

- Promotion of an “on-line” electronic service – back-up systems (electronic and paper); support for applicants, including the vulnerable and older generation.
- Utilisation of services in a more pro-active way – locations of on-line facilities within housing areas (use of Libraries; Community Centres and other suitable community locations); link to the introduction of Universal Credit (UC).
- Access to locations - flexible opening hours (evening and weekends); on-line out-of-hours support; training / availability of support staff at locations to provide information and assistance.
- Housekeeping provisions (key holder locations).
- Practical considerations related to a move to a “paperless” system – effect on clients in rural areas and non-internet users.
- Payment systems – options (direct debit / standing orders / use of credit unions, “unbanked” clients); link to introduction of UC.
- Communication – extending the use of technology (“smart phones”); customer interaction (satisfaction levels; support / information on-line and officer interaction / knowledge)
- Tenancies – under-occupancy and factors relating to a reluctance to take a “tenancy”.
- Restructuring of “Teams” – flexibility of approach.

The Assistant Director Housing and Regeneration, OR Manager and Rent & Money Advice Services Manager, responded to questions and provided clarification on issues raised.

The Chairman and Committee members thanked the OR Manager for the informative presentation and the work that had been undertaken on the Review and for briefings on it.

RESOLVED: That, as a consequence of the discussion on this item, it was agreed:

- (a) the recommendations, as detailed at paragraphs 2.1 and 2.2 of the OR – Landlord Services (Voids & Allocation, Estate Management and Rent & Money Advice) Management Report, to Cabinet (16 September 2014), be supported.
- (b) the thanks of the Landlord Services Committee (Cabinet Working Group) to the Organisational Re-Engineering Manager for the work undertaken to produce the Report, referred to at (a) above, be recorded.