



**AGENDA ITEM: 13**

**EXECUTIVE OVERVIEW &  
SCRUTINY COMMITTEE:  
29 January 2015**

---

**Report of: Assistant Director Housing and Regeneration**

**Relevant Managing Director: Managing Director (Transformation)**

**Contact for further information: Ms L. McGarry (Extn. 5233)  
(E-mail: [leigh.mcgarry@westlancs.gov.uk](mailto:leigh.mcgarry@westlancs.gov.uk))**

---

**SUBJECT: ORGANISATIONAL RE-ENGINEERING – LANDLORD SERVICES –  
PROJECT UPDATE**

---

Wards affected: Borough wide

**1.0 PURPOSE OF THE REPORT**

1.1 To provide Members with a project update in relation to the implementation of the recommendations of the Organisational Re-engineering, Landlord Services Report.

**2.0 RECOMMENDATIONS TO EXECUTIVE OVERVIEW & SCRUTINY COMMITTEE**

2.1 That the content of the progress report, attached at Appendix A and Appendix B, be noted.

---

**3.0 BACKGROUND**

3.1 Members will be aware that the Organisational Re-engineering, Landlord Services Report was approved at Cabinet on 16 September 2014. To allow for call in no action could be taken on the decisions of Cabinet until after 23 September 2014.

3.2 The following item was approved as part of the report;

*“The OR Manager has engaged with the Housing Service Development team and BTLS during the review in order to confirm, in principle, that all of the recommendations requiring ICT development are achievable. However in order*

*to obtain detailed costing's for each recommendation and to satisfy a business case for each initiative, Service Managers will continue to work closely with BTLS to produce a detailed Action plan. Accordingly, a detailed workshop will be arranged for later this month pending Cabinet's approval of the recommendations contained within this report."*

- 3.3 The workshop meeting with BTLS was held on 17 October 2014. The Implementation Manager received initial feedback from BTLS on 11 December 2014 regarding the service recommendations that require BTLS technical input. Further information has subsequently been provided to BTLS to enable detailed and accurate costing's to be produced which can then inform a business case for these particular recommendations and finalise the schedule for implementation.

#### **4.0 CURRENT POSITION**

- 4.1 An update has been provided at Appendix A in relation to the OR report service recommendations. I am pleased to report that of the 37 recommendations there are 30 which can be taken forward at this time, 100% of these are currently being progressed. 5 of the 30 recommendations have now been completed. There are 2 recommendations which the Choice Based Lettings software provider (Abitas) has now confirmed cannot be achieved, the remaining 23 recommendations are at various stages of progression which are shown in Appendix A.
- 4.2 There are 7 service recommendations that are co-dependant on corporate issues that are currently being considered. For example the replacement of the corporate CRM system which would have significant impact on integration with the Housing IT systems.
- 4.3 Delivery of those service recommendations that have a financial requirement for funding which cannot be met from existing budgets are dependent on approval of a funding bid made to Council on 25<sup>th</sup> February 2015.

#### **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 5.1 As this item is for information only there are no significant sustainability impacts associated with this report and, in particular, no significant impact on crime and disorder. The report has no significant links with the Sustainable Community Strategy.

#### **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

- 6.1 There are significant financial implications in delivering these recommendations which will require member approval at Council on 25<sup>th</sup> February 2015. There will also be staff resource implications in delivering this project. A timetable Appendix B has been produced on the assumption that all resources will be allocated to support this initiative. If this is not the case, the time table will need to be adjusted accordingly.

## **7.0 RISK ASSESSMENT**

- 7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers.

---

---

### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

### **Equality Impact Assessment**

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

### **Appendices**

Appendix A - OR Update Report 5 January 2015

Appendix B – Project Plan