



<b>Title</b>	Sustaining Tenancies establishment changes to better manage resources
<b>For further information about this report please contact</b>	Jacky Oughton Sustaining Tenancies Manager
<b>Wards of the District directly affected</b>	None
<b>Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?</b>	No
<b>Date and meeting when issue was last considered and relevant minute number</b>	Employment Committee 16th December 2015
<b>Background Papers</b>	

<b>Contrary to the policy framework:</b>	No
<b>Contrary to the budgetary framework:</b>	No
<b>Key Decision?</b>	Yes
<b>Included within the Forward Plan? (If yes include reference number)</b>	No
<b>Equality Impact Assessment Undertaken</b>	No
Not relevant to this report	

<b>Officer/Councillor Approval</b>		
<b>Officer Approval</b>	<b>Date</b>	<b>Name</b>
Chief Executive/Deputy Chief Executive	10/03/2016	Bill Hunt
Head of Service	10/03/16	Andy Thompson
CMT	10/03/16	Bill Hunt
Section 151 Officer	10/03/16	Mike Snow
HR	09/03/16	Sue Firminger
Finance	09/03/16	Kunmi Joseph
Portfolio Holder(s)	11/03/16	Councillor Peter Phillips
<b>Consultation &amp; Community Engagement</b>		
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<b>Final Decision?</b>	Yes	
<b>Suggested next steps (if not final decision please set out below)</b>		

## 1. **Summary**

This is a request to increase the hours currently allocated to the Tenancy Team Support Officer from 18.5 hours a week to 22 hours a week, and that the number of hours allocated to Warwick Response Officers is reduced by 3.5 hours a week.

## 2. **Recommendation**

2.1 That Employment Committee agree the recommendation to increase the hours of the Tenancy Team Support Officer from 18.5 hours a week to 22 hours a week. An increase of 3.5 hours a week

2.2 That Employment Committee agree to the recommendation to decrease the hours allocated to Warwick Response Officers by 3.5 hours a week.

## 3. **Reasons for the Recommendation**

3.1 On 16<sup>th</sup> December 2015 Employment Committee agreed to changes in the establishment due to telephony returning to Riverside House

3.2 The Tenancy Team Support Officer post was set up to support the Tenancy Team in taking the telephone calls that previously went to the customer service centre.

3.3 The Tenancy Team will be taking their telephone calls from the 1<sup>st</sup> April 2016. Using current data it is estimated that the number of calls the team will be taking will be 900 a month.

3.4 It is anticipated that by increasing the hours the post will be filled as soon as possible and this will ensure that that the team can offer a good customer experience to our tenants who have enquiries regarding their tenancy or are experiencing difficulties sustaining their tenancy.

3.5 Previously the Warwick Response Team consisted of various officers doing part time hours over a four week period. As staff members have left the team these hours have been rolled together and the remaining staffs are now working 37 hours a week. The team is now in a better position to deliver a better and more joined up service, using less staff hours.

3.6 It will be a better use of available resources if 3.5 hours of staffing time is allocated to Tenancy Team from the Warwick Response Team.

3.7 Both posts are on Grade G and there will be no additional cost to the Housing Revenue Account.

## 4. **Policy Framework**

4.1 The principals of Fit for the Future have been considered in the formation of the proposal.

## 5. **Impact Assessments –**

5.1 There are no new or significant policy changes proposed in respect of Equalities.

## **6 Budgetary Framework**

- 6.1 No additional funding will be required to bring about this amendment as both posts are the same grade (Grade G).

## **6. Risks**

- 6.1 The changes to the establishment may not be what is required in order to deliver the best customer service. We will monitor the future service requirements and if any further adjustments need to be made then a further report will be brought before this Committee.

## **7. Alternative Option(s) considered**

- 7.1 There are no alternative options other than for the establishment to remain as it is, however this would not deliver the best outcome for our customers.

## **8. Background**

- 8.1 The role of the Tenancy Team is to manage Tenancies and our Estates. This includes anti-social behaviour and neighbour nuisance, sub-letting, changes to tenancy, considering permission granted under the conditions of tenancy, any breach of tenancy other than rent arrears and supporting tenants to be able to sustain their tenancy.
- 8.2 The role of the Warwick Response team is to provide a 24/7 response service to tenants in our sheltered and dwelling designated for older and/or vulnerable people, as well as the installation and testing of Lifeline equipment. The telephone calls and service requests for this service are taken by our 24/7 monitoring and control centre based in Lillington.