

**Report of:** David Longthorpe , Head of Housing Management , Housing Leeds ,  
- East and North East Leeds

**Report to:** Inner East Community Committee - Wards Burmantofts and Richmond  
- Hill , Gipton and Harehills and Killingbeck and Seacroft

**Report author:** David Longthorpe, Head of Housing Management

**Date:** 24th September 2014

## **Title - Update on Housing Leeds Restructure**

---

### **Purpose of report**

1. To update the Community Committee on the restructure progress of redesigning a single Housing Management Service for Council Housing for the whole city of Leeds following the transfer of the service into Leeds City Council from the former Leeds Arms Length Management Organisations (ALMOs) on the 1<sup>st</sup> October 2013.

### **Main issues**

2. The 3 former ALMOs had developed very different management structures to manage properties in their area from very complex specialist structures and job roles to more generic or general job roles. A single structure and way of working is required for a consistent service across the city.
3. The new structure that was approved by the Director of Environments and Housing in July has dramatically simplified the Housing Management Structure by reducing the number different job roles from 118 to 8 core roles. And a move to a more generic way of working for the whole city.
4. The main aims of the restructure are
  - To develop one single, smart and effective Housing Management Service
  - Developing a customer focused people orientated service that is the same in all parts of Leeds.
  - Align the structure and Housing Management boundaries to Community Committee boundaries

## **5. This will be achieved by**

- Reducing centralised and specialist services and introducing a generic Housing Management Service locally in communities.
- Increasing front line services by increasing staff at Housing Assistant and Housing Officer levels to reduce patch sizes to provide improved support and customer service to tenants.
- Improve accountability for Lettings by moving this role from central teams into local Area Offices under the responsibility of Area Housing Managers.
- A new smaller central Neighbourhood Services section that will provide policy and procedure development and key central functions
- Moving the management of properties in the same ward to one Area Housing Office to be consistent with Community Committee boundaries
- Standardising opening times of Housing Office across Leeds.
- A comprehensive training programme to skill all Housing Officers to deliver a generic service.

### **Other major changes**

- Former ALMO staff and management of Leeds Anti Social Behaviour Teams have moved from Housing Leeds to Community Safety within the Department of Environments and Housing. Local Housing Officers will still deal with low level and initial complaints
- Estate Caretaking Teams have transferred to Locality Teams on the 1<sup>st</sup> August to provide one combined team responsible for delivering clean and tidy estates.

## **6. Changes for Inner East Community Committee Area.**

- Lettings Teams have been decentralized to each of the 3 Housing Offices in the area.
- Pam Parker, Area Housing Manager appointed and responsible for the whole service in the Community Committee area.
- Stock and staff managing properties at Halton Moor and part of Osmondthorpe in the Temple Newsam ward have been transferred from Gipton to Swarcliffe Housing Office.
- Stock in the remainder of Osmondthorpe in the Burmantofts and Richmond Hill ward will be managed from the Burmantofts Housing Office
- Stock and staff managing properties in Chapeltown in the Chapel Allerton ward have been transferred from Burmantofts to the Moortown Area Housing Office.
- Housing Offices in the East already work to the generic model so tenants will see little change but the number of Housing Officers will increase from 32 to 40, and the Housing Officer may change.
- Average Housing Officer patch size will decrease from an average of 420 properties to an average of 300 properties under the new structure.
- There will be continue to be a specialist Housing Officers in each of the 3 Housing Offices giving debt and benefit advice.
- Housing Officers providing and sourcing support services for vulnerable tenants will be decentralized to each of the 3 Housing Offices in the area.

## **7. Conclusion**

The implementation will start from the 1st October and service to tenants will be maintained during this period of significant change. However any issues can be raised through Pam Parker or David Longthorpe. Members are asked to note the information in this report and raise any questions.