

DD number: 015
Decision under Delegated Powers

Officer Making the Decision

Katie Moore – Head of Strategic Housing

Recommendation

That approval is given for a permanent increase in hours of the H361 Housing Systems Officer post (from 74 hours to 111 hours per week) with effect from 1st April 2025.

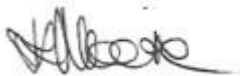
Reason

To ensure there is sufficient capacity within the Housing Systems Team for the administration, maintenance and improvement of systems used to support the delivery of the housing services.

Authority for Decision

Under Section 8 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption or services or involving a change from direct to indirect provision or vice versa or other policy implications. This has been further sub-delegated by the Chief Executive to Strategic Directors/Heads of Service in certain circumstances (DD002 021 refers).

Decision and Date



Katie Moore
Head of Strategic Housing
Approved 17/01/2025

Background

The Housing Systems Team manage the systems that are used to support the delivery of the housing services, provide support to system users and assist with the provision of service performance and management information.

Housing systems currently in use include the following:

- Civica – used for the management of housing standards and housing grants cases, such as overcrowding, disrepair, damp and mould, empty homes, disabled facilities grants (adaptations), home repair grants
- Metastreet – used for the management of the housing licensing schemes (mandatory, additional and selective)

- QL – used for the management of council properties, tenancies and related services, such as rents, repairs and support services
- Service Connect – used for management of council property repairs appointments, van stock and material management
- M3 Central – used by council tenants to request repairs
- Home Connections – used for the management of housing advice and homelessness cases, housing register applications, advertisement and allocation of council and registered provider properties
- Assure – to be used for the management of all housing standards, housing grants and housing licensing cases (to replace Civica and Metastreet)
- Docuware – to be used for document management relating to tenancy and income services
- Customer portal – to be used by council tenants to self-serve (for example to view their rent account balance, request repairs).

The Housing Systems Team currently consists of the following permanent posts:

- Housing Systems Team Leader (37 hours per week - permanent)
- Housing Systems Officer (74 hours per week - permanent).

A temporary increase in hours of the H361 Housing Systems Officer post (from 74 to 111 hours per week) from 1st October 2023 to 31st March 2025 was previously approved.

There is a long-term need for this additional resource to ensure sufficient capacity for the administration, maintenance and improvement of the housing systems, including identification, implementation and testing of upgrades and enhancements to existing systems and/or development of new housing systems.

Comments from HR

HR Advisor: Sally Dobrowolska

Summary of Comments from HR:

HR approve the proposal to make the hours against this post permanent and impact on current temporary staffing arrangements should be discussed with HR and confirmed via variation to contract e-form.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

Approximately £47,348 is required for 37 hours of the H361 Housing Systems Officer post at salary grade E (including 45% on-costs). The costs (relating to the fixed-term post) are already included within the salaries budget for 2025/2026.

The costs relating to the H361 Housing Systems Officer post are allocated as follows:

- 20% general fund
- 80% housing revenue.

The post is under budget J220.

[IAA 17/01/2025]

Risk Management

No specific risks have been identified with this report.

Equality, Diversity and Inclusion

None identified.

Climate Change and Carbon Impact

None identified.

Crime and Disorder

None identified.

Wards Affected

None identified.

Publicity Arrangements

Not applicable.

Consultations

Not applicable.

Links to the Corporate Strategy

Effective and Efficient Council	
Environment and Climate Change	
Homes and Communities	Yes
Economy and Growth	

Key Decision:

No.

Background Papers:

DD149 2023 – Housing Systems Team.