



Tenant Services Management Board – 15th March 2011

Proposal for Satellite Housing Office In Wellington

Report of – Paul Hadley (Estates Manager – Landlord Services)

Executive Summary

This report has been produced to propose establishment of a Satellite Housing Office Based in Wellington.

In 2007 the two Housing Estates Officers who covered the Wellington area began to make greater use of the facilities at the Wellington Community Office for satellite working in order to improve service to our tenants.

A locality based working project was commissioned in the same year to look at bringing together partner agencies with a view to providing a “one stop shop” facility for such services as Housing, Benefits, Tourism, Social Services and even Police. The project did not proceed much further than a scoping phase.

1. Purpose of the Report

To provide the Tenant Services Management Board (TSMB) with the opportunity to consider and comment on the proposal of establishing a Satellite Housing Office in Wellington.

2. Background to this report

Following the review of Housing Estates Teams in Oct 2010 and subsequent team and patch changes, the new Estates Officers have been examining the possibility of using an office in the Wellington area for a more permanent satellite office as a base for working in the Wellington area.

In early 2011 an office in the Wellington Town Hall building became available to rent through TDBC.

The Building currently houses Wellington Museum and the Community Office which is situated on the ground floor, Restorative Justice, Wellington Town Council and the Council Chambers, on the 1st floor it is here that there is a vacant office which would be well suited with a little alteration for use as a satellite office.

Currently officers make an approximate 16 mile round trip on each occasion they need to work in the area, this is about 4 times each week for each officer = 128miles weekly travelling to and from Wellington.

3. Proposal

It is proposed that if support and funding can be made available that an office in the Wellington Town Council Offices owned by TDBC be rented by the Housing Service. This would allow the establishment of a satellite office base for 2 x Estates Officers who work predominately in the Wellington area.

4. Approximate Costs

Room

Rent per annum	£1,500.00
Rates per annum	£726.00
Total per annum	£2,226.90

Other

Telephones and telephone lines x 2 – TBC
Internet access x 2 – TBC
Office furniture and equipment from DLO supplies
IT Equipment moved from existing office
Improve door security to office - £111.80

5. Diversity

A more improved service delivery than can currently be achieved. The office is situated directly over the Wellington Community Office, officers would be more accessible to tenants and members of the public (although no meetings would take place in the office, staff would continue to use the community office interview room).

The office could be utilised by other officers when working in the Wellington area.

6. Consultation

Both the shadow and Housing Portfolio Holder were briefed at Housing Briefing on Monday 7th Feb 2011 and support the proposal.

Officers have consulted with local councillors and received a broadly positive response to the proposal from those that have responded.

This proposal was presented to CMT on 14th March 2011

7. Outcomes

The outcomes that can be expected from the implementation of the proposal are:

- Reduction in essential user mileage claims of approximately 5500 miles per year by the two officers (44wks x 128 miles x 46.4p) would result in a potential saving of approximately £2,500 per year.
- Reduction in carbon emissions as result of reduced mileage by officers.
- Reduction in staff time lost due to travelling to and from Wellington each week, approximately 40 minutes for each round trip dependant on time of year. This could result in a total saving in officer time equivalent to approximately £2100+ per annum (40 x 8 x 44 ÷ 60 = 235hr = 6.35 weeks. Based on Grade F SCP 29).
- The office could be utilised by other officers when working in the Wellington area.
- Improvement in the working environment in the existing Estates Team Office by the removal of one desk. Space issues were raised during a recent H & S Inspection.

8. Risks

Support and Management of affected staff will be more challenging (require effective communications between colleagues, 1-2-1 and PREDS will assist, staff will attend weekly & monthly team meetings).

Mail.

Parking (one space provided).

Deane house office duties.

9. Recommendation

In the present financial climate, looking for alternatives and incorporating new and innovative ways of working, is the way forward to a more flexible and cost efficient service provision. This proposal offers the prospect of a more accessible and responsive service to our tenants as well as being financially beneficial to Taunton Deane Borough Council.

We recommend that the Tenant Services Management Board approve the proposal to establish a Satellite Housing Office in Wellington.

10. Contact Officers:

Paul Hadley, Housing Estates Manager, 01823 356332 Ext 2642,
p.hadley@tauntondeane.gov.uk