

Report of the Portfolio Holder for Resources and Personnel Policy

CHANGE DELIVERY MANAGER TO SUPPORT THE IMPLEMENTATION OF THE SERVICE IMPROVEMENT PLAN FOR ASSET MANAGEMENT, REPAIRS AND COMPLIANCE1. Purpose of report

To seek Committee approval for the appointment of a new two year fixed term post to support the delivery of the Asset Management, Repairs and Compliance Service Improvement Plan.

2. Recommendation

Cabinet is asked to RESOLVE that the creation of a new post of Change Delivery Manager post in the Asset Management and Development service area (as a two-year, fixed term contract at a projected Grade 15 £69,900 per annum including on costs) be approved, to be funded from the Housing Revenue Account (HRA) and General Fund balances as detailed in the report.

3. Detail

Following a detailed gap analysis and service improvement plan of the Asset Management and Development function of Broxtowe Borough Council and building on the ARK asset management strategy, the review identified the need for a Change Delivery Manager to support the implementation of the following:

- Deliver policies and procedures (Strategic asset management Retrofit, Decent Homes, Broxtowe Standard, site management and risk register)
- Support on performance management of procured activities
- To support the ARK asset management recommendations in implementing an asset performance approach through asset performance analysis.
- To support the ARK asset management recommendation in implementing an asset options appraisal approach utilising an appropriate financial appraisal system.

In regards to Housing Repairs, there has been significant work undertaken following the move of the service from Asset Management to Housing in October 2022. The first stage in the improvement plan was to implement a full restructure and fill the vacant roles on the establishment. All manager and team leader roles have now been recruited to, the Repairs Contact Centre is fully staffed and there are only a small number of vacancies in the operative teams. It is therefore appropriate to move the next stage, for which additional support is required.

This role will be key in assisting the Housing Service to:

- Review all policies and procedures used by the Repairs Service
- Work with the Performance Manager to introduce a new suite of performance reports
- Review the approach to 'first-time fixes' and recommend improvements
- Implement guidelines and templates to improve record keeping

- Design and implement a system of quality assurance checks.

This role is responsible for the delivery of a portfolio of defined projects using effective project and change management skills, ensuring best practice, project governance and the successful implementation of the underlying deliverables in this transformation programme of work with a strong emphasis upon policy and process integration.

The post holder will be managed by The Head of Asset Management and Development and will report on progress to the Housing Improvement Board given the significant strategic and operational impact across Asset Management and Repairs.

The role will be a two year fixed term full time (37 hours) position. The role has had a formal job evaluation on 9 January 2024 and the role has been graded at grade 15. The salary for this role will be advertised at £53,600.

4. Financial Implications

The comments from the Head of Finance were as follows:

The budgeted salary of the proposed Change Delivery Manager post in the Asset Management and Development service at Grade 15 is £53,600 (estimated 2024/25 pay rates), which equates to an overall cost of £69,900 including oncosts.

It is proposed that the cost of this post would be split funded between the Housing Revenue Account (HRA) and General Fund and recharged as follows:

- HRA Capital 40% - being predominantly the Head of Asset Management and Development's service areas.
- HRA Revenue 40% - being predominantly the Head of Housing's Repairs and Compliance service.
- General Fund Revenue 20% for the non-housing estate and commercial properties.

Whilst the cost of the addition of one full-time equivalent post to the establishment would be absorbed in the current financial year, full provision would need to be made in the establishment budget for 2024/25. Whilst it is proposed that part of the funding for this role will come from the Capital Programme, through the capital salaries recharges, any associated increase in prudential borrowing costs for the Housing Capital Programme will ultimately be met from the HRA.

This is proposed as a two-year fixed term post so any extension at a later stage would need further Cabinet approval.

5. Legal Implications

Comments from the Head of Legal Services were as follows:

Whilst there are no direct legal implications that arise from this report, it is important that the recruitment process is in accordance with the Council's Recruitment and Selection policy.

6. Human Resources Implications

There are no Implications

7. Union Comments

Comments from the Union were as follows:

UNISON fully support the creation of this post.

8. Key Decision

This is not a key decision.

9. Climate Change Implications

The climate change implications are contained within the report.

10. Data Protection Compliance Implications

This report does not contain any OFFICIAL(SENSITIVE) information and there are no Data Protection issues in relation to this report.

11. Equality Impact Assessment

As there is no change to a policy an equality impact assessment is not required.

11. Background Papers

Nil.