

Referral from Housing Committee 7 June 2023

Establishing a Housing Systems and Revenue Team

At its meeting on 7 June 2023 Housing Committee considered a report on Establishing a Housing Systems and Revenue team, and was requested to recommend to Corporate Management Committee approval for:

i. The business case for:

a. The purchase and implementation of the Anti-Social Behaviour and Customer Service Modules (as contained within the Housing Service Plan for 2023/4 and Capital Programme) to be funded from HRA Revenue Reserves

b. The establishment of a centralised Business System and Revenue function as contained within the Housing Service Plan for 2023/4

ii. The release of:

a. £50,000 provision set aside in the Capital Programme and Business Plan for this purpose.

b. £135,000 provision set aside in the HRA Revenue Budget and Business Plan for this purpose.

[Committee Report – Establishing a Housing Systems and Revenue Team](#)

[Appendix – Establishing a Housing Systems and Revenue Team](#)

[Addendum – Establishing a Housing Systems and Revenue Team](#)

Draft minutes from the meeting:

The Head of Housing Services & Business Planning advised Committee that after many years of limited investment the Housing Department was coming to the end of phase 2 of an extensive upgrade of existing systems and implementation of new modules to provide the services required by tenants and the Regulator of Social Housing.

The Housing Service Area Plan for 2023 approved by committee in March 2023 included a growth item of £50,000 for these modules and officers were seeking permission to enter into a contract with the current provider NEC to implement these modules, which fell into five distinct areas: -

1. Housing Advice
2. Housing Allocations
3. Tenancy and Leaseholder management
4. Income Collection
5. Technical Services

The proposal would create a centralised team with increased capacity and generic roles that could support all the system modules and income streams.

Corporate Management Committee approval would be required due to the need for additional posts on the establishment using the £135,000 provision set aside in the HRA Revenue Budget and Business Plan for 2023/24.

A Member sought clarification on the impact of removing the Homelessness Officer from the staff structure, and was advised by the Head of Housing Services & Business Planning that this post had initially been created from the Homelessness Reduction Act but remained unfilled based on the caseloads of existing staff being manageable. However, this would be kept under review and a request would be made to Committee in future in the unlikely event there was a need to re-establish the role.

Resolved that –

Housing Committee recommended to Corporate Management Committee:

i. The business case for:

- a. The purchase and implementation of the Anti-Social Behaviour and Customer Service Modules (as contained within the Housing Service Plan for 2023/4 and Capital Programme) to be funded from HRA Revenue Reserves**
- b. The establishment of a centralised Business System and Revenue function as contained within the Housing Service Plan for 2023/4**

ii. The release of:

- a. £50,000 provision set aside in the Capital Programme and Business Plan for this purpose.**
- b. £135,000 provision set aside in the HRA Revenue Budget and Business Plan for this purpose.**