



COMMUNITY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 10th January 2013

Title: COMMUNITY ENGAGEMENT TRANSFORMATION

Report of: The Director of Community Engagement

Report reference: CD 02/13

Summary:

This report introduces proposed transformational changes within the Community Engagement Directorate. It includes a report outlining proposals for change which has been sent to all staff in the directorate

Questions for / input required from Scrutiny:

1. In the context of the current programme of the City Council, does Panel consider that the proposals in the report are appropriate?

Recommendations:

It is recommended that members consider and comment on the report.

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Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

COMMUNITY ENGAGEMENT DIRECTORATE CHANGE AND TRANSFORMATION

Proposed savings and transformation arrangements

This document contains proposals for changes within the Community Engagement Directorate. It is for consultation by all staff in the Directorate. If you have views and comments about any of the proposals please respond by 4 January 2013 either in writing or via email to Keith Gerrard, Civic Centre Carlisle CA3 8QG or keithg@carlisle.gov.uk

Unfortunately these proposed changes will result in redundancies in the Directorate. There will be a net reduction in posts. Redundancies have been kept to a minimum by, in the first instance, looking to reduce revenue budgets and seeking to increase income generation. Some posts where there are unfilled vacancies have also been deleted.

These proposals respond to both budget pressures and a need to make sure the emphasis of our work best meets the City Council's priorities.

The changes also propose some new jobs and job descriptions. To be effective there will also need to new ways of working in both Customer Contact Services and throughout Communities Housing and Health.

Savings target for the Directorate is £200,700. A summary of where it is proposed these savings are made is given below.

Work area	£1000s
Staff restructure in Customer Contact Services	131
Staff restructure in Communities Housing and Health	
Staff restructure in Partnerships	
Increased cash income from Disable Facility Grant reconfiguration	26
Cashable saving through Information Technology transformation in Customer Contact	20
Cashable savings through reduction in Communities Housing and Health revenue budget	25
Total savings (£000s)	201

PROPOSED NEW STRUCTURE

Customer Contact Centre

There will be a net reduction of 1.2 full time equivalent (FTE) posts in Customer Contact Services. Six existing posts will be deleted (5.2 FTEs):

1. Customer Service Improvement Officer (vacant)
2. Customer Services Advisor (vacant)
3. Customer Services Assistant - Meeter/Greeter
4. Civic Centre Receptionist
5. Customer Services Advisor/Telephonist
6. Telephonist

Four FTE posts of Triage Receptionists will be created. These new positions will work in a redesigned Civic Centre foyer. This will enable more customers to be served or sign-posted at first point of entry and allowing those with more complex issues to be seen by Customer Service Advisors.

Communities Housing and Health

Within the Communities, Housing and Health Service these proposals affect some staff in every team. They are as follows:

Wellbeing Team

It is proposed that there will be a net reduction of two posts in the Wellbeing Team. Five existing FTE posts would be deleted:

1. Community Development Officer Enterprise
2. Community Development Officer Young People
3. Community Development Officer Health Improvement
4. Community Development Officer Sports Development
5. Community Development Officer Inclusion

It is proposed that 3 new FTE posts will be created as follows:

1. Sports Development Officer
2. Arts Development Officer
3. Community and Families Development Officer

This will change will mean that some direct development work aligned to health and young people will be cease and other elements will be carried out in a different way. There will be a stronger emphasis on maximizing the benefit to the authority of contracts and external grant funding to Tullie House, leisure contractor (CLL), Community Centres, the Law Centre and CAB. (see new designation of Partnerships and Contracts Manager below). A clear alignment with Housing and Welfare Advice provision will be important, particularly responding to Council priorities.

The Arts Development Officer will be expected to deliver an arts programme within the Cultural Quarter and new Arts Centre. It will link with Tullie House, schools and the tourism offer. Supporting community arts activity will also be important.

The CDO Sports Post would be replaced by a Sports Development position which would include specific reference to Olympic legacy and relationship with the leisure contractor, delivery agents (such as the SPAA foundation) and Carlisle Sports Council.

The posts of Housing Support Officer, Technical Officer (all posts) and Housing Assistant will remain unchanged

The Homeless Prevention and Accommodation Team

It is proposed that the Homelessness Prevention and Accommodation Manager's post will be re-titled Housing Support Team Manager. The post would have an emphasis on managing an integrated housing team providing homelessness prevention support, housing options and welfare advice. The name of the team will change to The Housing Support Team.

Within this:

- The homelessness prevention team (Senior Homelessness Prevention Officer, Homelessness Prevention Officer and Housing Assistant) would remain unchanged. Where appropriate, working arrangements would be reviewed to ensure they enable a flexible and collaborative approach liaising with the Welfare Advice Team, Customer Contact Services and outside agencies. This would allow the provision of optimum customer facing work in anticipation of welfare reform changes.

- The Welfare Advice Team will be fundamentally unchanged but where appropriate, and as elsewhere, working arrangements would be reviewed to ensure they enable a flexible and collaborative approach to work with internal and external partners.

Administration

In the proposed new structure the Team Support Coordinator will be line managed by the Director rather than, as is currently the case, by the Communities Housing and Health Manager. (the Team Support Assistant will continue to be line managed by the Team Support Coordinator)

Partnerships

The current position of Partnership Manager would be deleted and replaced with a new post of Partnerships and Contracts Manager. The post would include operational budgetary responsibility for contract management alongside key Carlisle Partnership commitments and associated project management. It will also include contribution towards the directorate's coordination of events.

The posts of Antisocial Behaviour Reduction Officer and Antisocial Behaviour Support Advisor will be deleted.

Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?		
Age	No	
Disability	No	
Race	No	
Gender/ Transgender	No	
Sexual Orientation	No	
Religion or belief	No	
Human Rights	No	
Health inequalities	No	
Rurality	No	

If you consider there is either no impact or no negative impact, please give reasons:

(for note - In considering these changes, particular attention has been given to Equality Impact issues. Job designations and job descriptions are proposed which protect the Council commitment to equality.)