



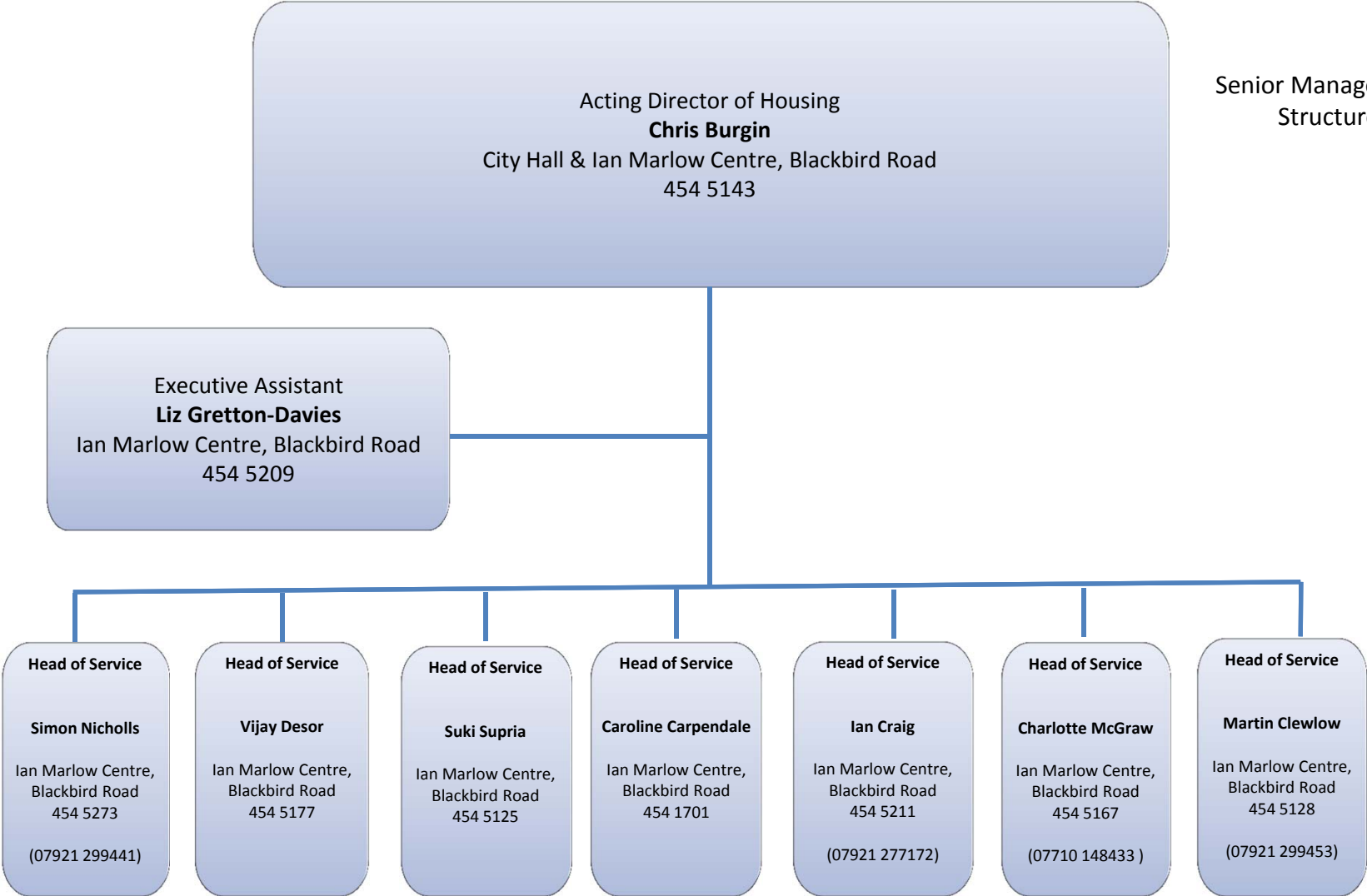
Leicester
City Council

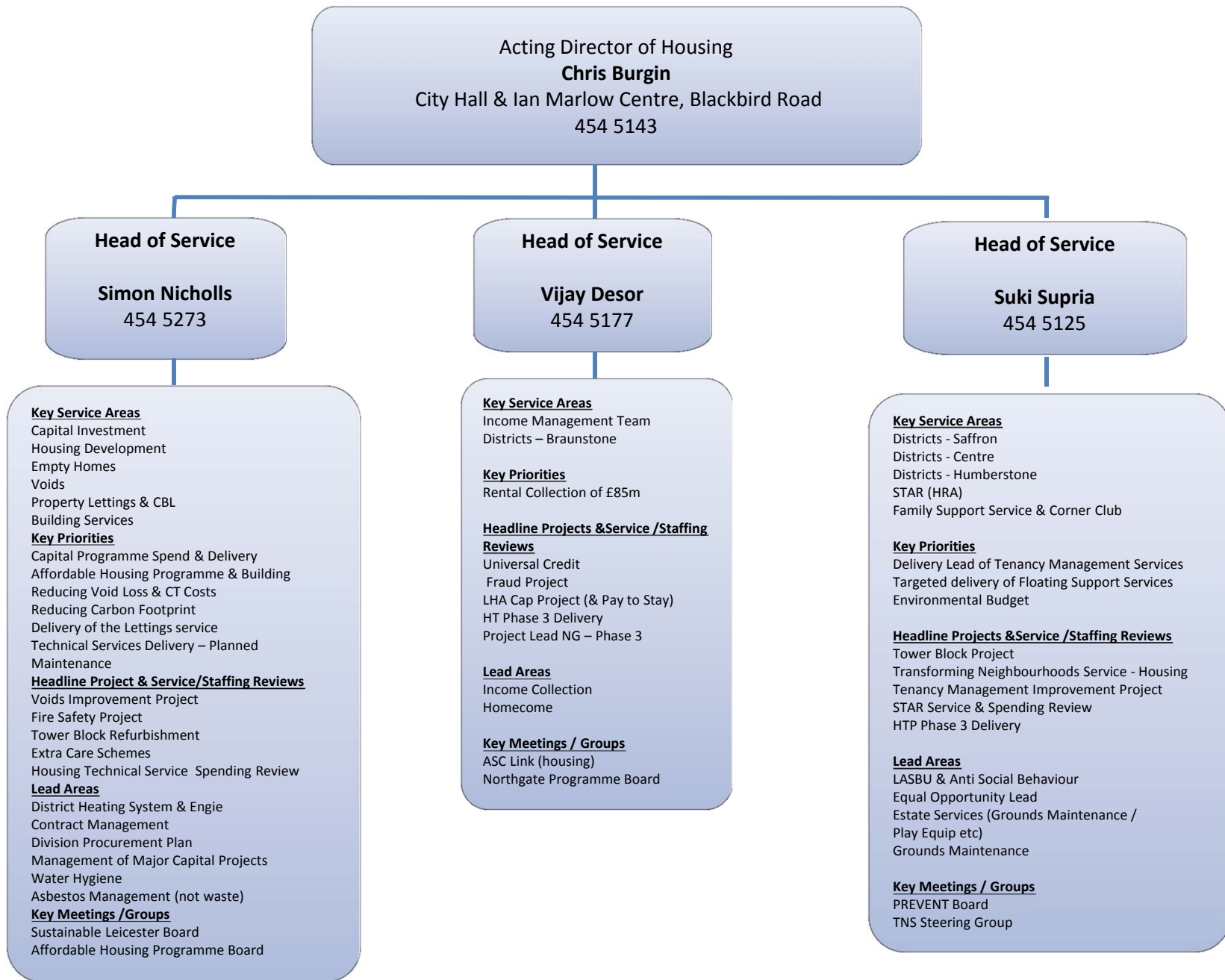
Housing Division Structure Chart



The Housing Division is responsible for Council Services to meet the aim of providing “a decent home within the reach of every citizen in Leicester”

Senior Management
Structure





Acting Director of Housing
Chris Burgin
City Hall & Ian Marlow Centre, Blackbird Road
454 5143

Head of Service
Caroline Carpendale
454 1701

Head of Service
Ian Craig
454 5211

Key Service Areas
Homelessness Prevention & Outreach
Housing Options
Hostels & Supported Housing
STAR (GF)
Key Priorities
Eliminate Rough Sleeping
Delivery of Effective Homelessness Services
Phase 1 Homelessness Staffing Review
Phase 2 Housing GF Spending Review
Headline Projects & Service / Staffing Reviews
Phase 2 Housing GF Spending Review
Refugee Relocation
HB Cap – Supported Housing Model
Project Lead NG – Phase 3
Lead Areas
Housing Allocations Policy & Management of Councils
Housing Register
Statutory Homelessness
Private Sector Landlord & Tenant Functions
Rough Sleeping
Homelessness Strategy 2013-18
Voluntary Section / Faith Groups
Key Meetings / Groups
Homeless Reference Group
MAPPA 2 & 3
Corporate Parenting
Homelessness Partnership
NSNO Board
Northgate Programme Board
Domestic Violence Delivery Group

Key Service Areas
Districts - New Parks
Districts - Beaumont Leys
General Building Works
Gypsy & Travellers Site Management
Home Maintenance/Home Improvement Team
Divisional Administrative support services
Key Priorities
GBW Service Delivery
Delivery lead of Repairs Service
Technical Services Delivery – Repairs
Headline Projects & Service / Staffing Reviews
Review of Housing Administration Support Services
Responsive & Planned Repairs Improvement –
Implementation of Phase 2
H&S – (inc Hand Arm Vibration Project)
HT Phase 3 Delivery
Project Lead NG – Phase 3
CCTV Replacement
Lead Areas
Divisional & Craft Health & Safety
Leaseholders
IMC Site Management
Severe Weather & Emergency Planning
Disabled Facilities Grants
Key Meetings / Groups
Trade Union Link

Acting Director of Housing
Chris Burgin
City Hall & Ian Marlow Centre, Blackbird Road
454 5143

Head of Service
Charlotte McGraw
454 5167

Head of Service
Martin Clewlow
454 5128

Key Service Areas
Housing Transformation Team
Programme Management – HTP
Homelessness Contract Monitoring
Business Support
Programme Management – Technical Services
Programme Management – Northgate

Key Priorities
Delivery Phase 2 Staffing Review & Implementation Plans
Develop Phase 3 Spending Review
Delivery of Channel shift across all service areas
Delivery of Housing targets in Technical Services Review
Departmental Project Work

Headline Projects & Service / Staffing Reviews
Northgate Phase 2
Northgate Phase 3
Channel Shift
Hardware Tablets
Technical Services Programme
HTP – Phase 2 Staffing Review & Implementation Project
Review & Renewal of Mobile Working Solution
HTP Phase 3 Spending Review
Performance Management Reporting & Operational Use

Lead Areas
Performance Management
Tenant Involvement
Service & Business Planning
Programme & Project Management

Key Meetings / Groups
Adults & Children's Safeguarding
Technical Service Programme Board
Northgate Programme Board
HTP Programme Board

Key Service Areas
Gas
Stores & Fleet
Work Planners
Training Centre of Excellence
Apprentices / Neighbourhood Improvement

Key Priorities
Fleet Management & Delivery of Fleet Reductions
Deliver Stores savings and improved service
Divisional Training & Development
Technical Services Delivery – Fleet & Stores

Headline Projects & Service / Staffing Reviews
Stores Review
Review & Renewal of Agresso IT System
Corporate Domestic Violence Project
Fleet Reduction Project
Trackers
Review of Housing Training Services
Responsive & Planned Repairs Improvement—Overall Project Lead

Lead Areas
Workforce Planning
Out of Hours Emergency Repairs Service
Transport
Call Centre (TARS) & OOH telephone Contract
Apprentices
Waste Management Lead
Pinnacle Liaison

Key Meetings / Groups
Fleet Steering Group