



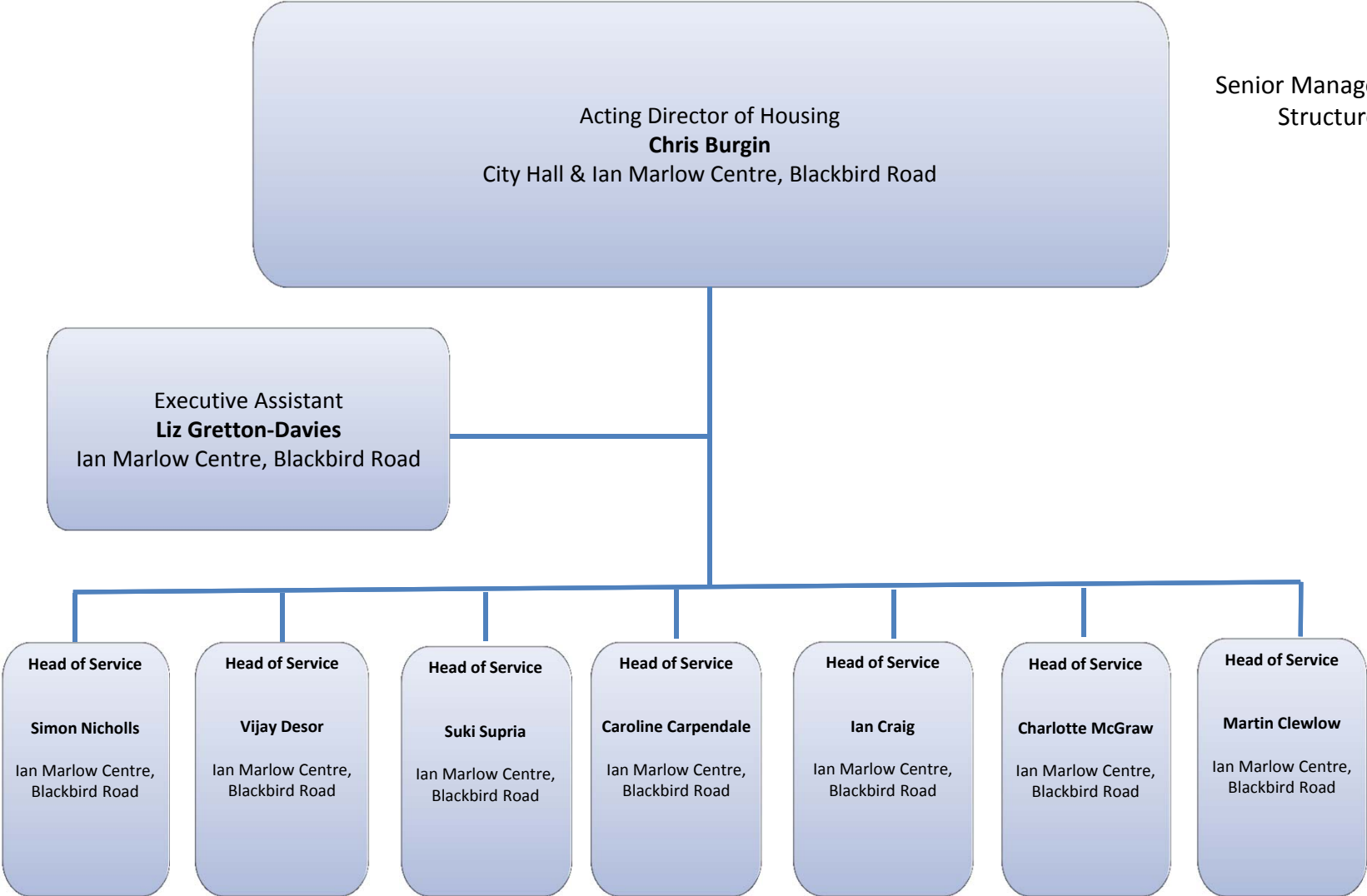
Leicester
City Council

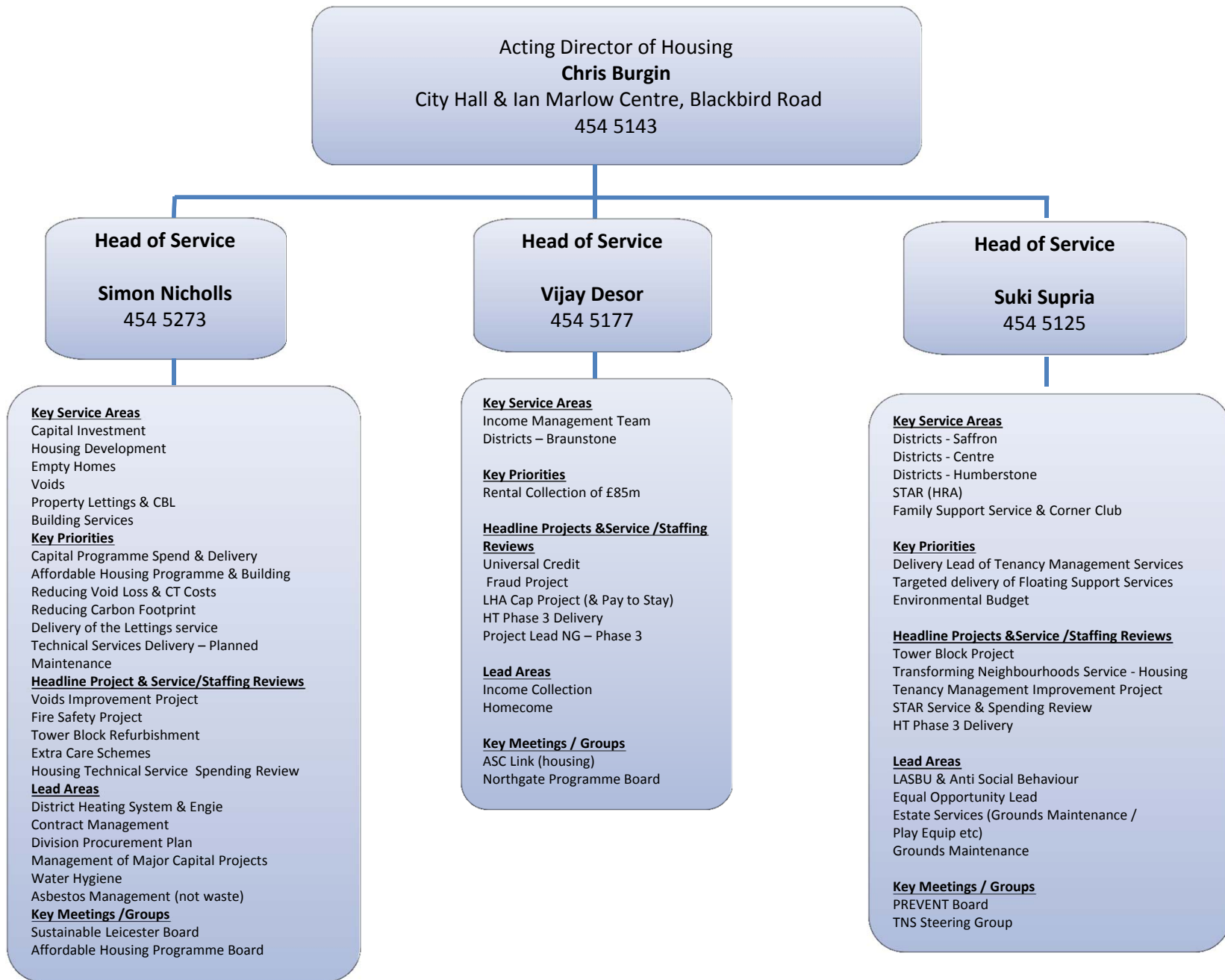
Housing Division Structure Chart



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)
HTP 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