

REPORT TO: Housing Committee – 20 February 2006
Personnel Committee – 13 March 2006

REPORT ON: Housing Department - Caretaking and Concierge Services

REPORT BY: Director of Housing and Assistant Chief Executive (Management)

REPORT NO.: 45-2006

1. PURPOSE OF REPORT

- 1.1. To propose a strategy for managing the staffing implications for caretakers and concierge arising from the ongoing rehousing of tenants of multi storeys already declared surplus in the City.

2. RECOMMENDATIONS

It is recommended that the Housing Committee approves the following recommendations:-

- 2.1. the separation of concierge cleaning and security duties;
- 2.2. remit the Director of Housing to negotiate a contract with Tayside Contracts, or an appropriate alternative provider, for the cleaning of surplus multi storeys in the Central area with the resultant contract reported to a future Housing Committee;
- 2.3. the Director of Housing brings forward and implements staff and tenant consultation strategies related to the proposed changes to the service.

It is recommended that the Personnel Committee approves:-

- 2.4. the deletion of 28 posts of Concierge graded MW3. The posts will be deleted on a phased basis as arrangements are put in place for cleaning duties and multi storeys are vacated.
- 2.5. that the Director of Housing and Assistant Chief Executive (Management) take forward options for redeployment/retraining/voluntary early retirement of the 23 current postholders who will become supernumerary in conjunction with the trade unions

3. FINANCIAL IMPLICATIONS

- 3.1. The deletion of 28 Concierge posts will deliver a gross saving of approximately £670,000.
- 3.2. Offset against this will be the costs for redeployment including any cash conservation and the costs of outsourcing the cleaning element of the current concierge duties.
- 3.3. The savings generated by these actions will assist the Housing Department in its efforts to achieve the Scottish Housing Quality Standard.

4. LOCAL AGENDA 21 IMPLICATIONS

- 4.1. Nil.

5. EQUAL OPPORTUNITIES IMPLICATIONS

5.1. Nil.

6. BACKGROUND

- 6.1. At its meeting of 18 October 2004, the Housing Committee approved the demolition of six multi storey blocks at Derby Street and Maxwelltown. At its meeting of 18 April 2005, the Committee approved the demolition of a further five blocks at Menzieshill.
- 6.2. Since these decisions were taken, the department has been rehousing the remaining tenants and this has led to a reduction in occupancy levels.

The Derby Street and Maxwelltown blocks are supervised by teams of Concierge staff and the Menzieshill blocks are supervised by Day and Night Caretakers.

6.3. The full staffing complement is as follows:-

Derby Street:	Bucklemaker Court]	4 teams of 5 Concierge = Total 20
	Butterburn Court]	
Maxwelltown:	Carnegie Tower]	4 teams of 6 Concierge = Total 24
	Maxwelltown Tower]	
	Jamaica Tower]	
	Wellington Tower]	
Menzieshill:	Hillside Court]	2 Day Caretakers +10 Night Caretakers = 12
	Gowrie Court]	
	Glamis Court]	
	Ninewells Court]	
	Balgay Court]	

In total, 56 Caretaking/Concierge posts will be deleted from the staffing structure during the course of the demolition process.

7. MAIN TEXT

- 7.1. The speed of rehousing the remaining tenants varies from location to location.
- 7.2. In Menzieshill, the highest void rate in any of the five surplus blocks (as at November 2005) is approximately 40%.
- 7.3. For the purposes of this analysis, it is proposed that all 12 Caretaking posts in Menzieshill remain until the blocks are empty or until a further review takes place. Recent practice has been to retain a Day and Night Caretaking presence in surplus blocks while tenants remain in residence.
- 7.4. The situation in the multi storeys in Central area is somewhat different.
- 7.5. In Central area, a full Concierge service is provided to the six surplus blocks. The service encompasses security and cleaning duties and tenants pay a service charge for a proportion of the total cost of providing these services. Rehousing progress has been quicker in some of these blocks than in others. As at November 2005, two of the Maxwelltown blocks are approximately 50% vacant.

- 7.6. In an effort to allow staff to be redeployed at an early stage in the process, it is proposed that the cleaning duties be split from the current Concierge duties and outsourced to an appropriate provider. This will allow a reduced staff complement to concentrate exclusively on security duties and maintain these at current levels.
- 7.7. It is proposed that the current Concierge staff complement of 44 in Central area be reduced to 16 comprising 8 teams of 2.
- 7.8. Tenants would continue to receive a full Concierge service and would therefore still be liable for the service charge.
- 7.9. Reducing the staffing complement would generate a gross saving of approximately £670,000. This saving will assist the Housing Revenue Account meet the savings required to achieve the Scottish Housing Quality Standard.
- 7.10. Set against this gross estimated saving would be the cost of provision of an alternative cleaning service and the cost of any early retirements.
- 7.11. Of the 28 posts to be deleted, five are currently vacant leaving 23 postholders to be accommodated. The Director of Housing will consider requests from employees to be considered for voluntary early retirement and a further report will be submitted to Committee in due course. Where an appropriate vacancy is identified a period of retraining will be provided, if necessary. The duration of training will be determined on an individual postholder and job basis.
- 7.12. As and when any of the supernumerary postholders are redeployed there may be a cost to the Department in terms of cash conservation which will be offset against the savings to be made.
- 7.13. The trade unions have been fully consulted and discussions are still ongoing in relation to certain aspects of the report. A further report will be brought back to Committee if required.

8. **CONSULTATION**

- 8.1. The Chief Executive, Depute Chief Executive (Finance), Depute Chief Executive (Support Services) and all Chief Officers have been consulted regarding the contents of this report.

9. **BACKGROUND PAPERS**

- 9.1. None.

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Director of Housing

(DATE)

J C Petrie
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(DATE)