

**REVIEW OF REDDITCH BOROUGH COUNCIL'S
HOUSING STOCK FURTHER TO COMMUNITY
CONSULTATION**

APPENDIX 16

CHANGE MANAGEMENT PROCESS

Change Management Process

Attached is the process which has been adopted as the approved approach to change management. This process should be followed wherever significant change is proposed to older persons' housing.

The process is based on the EROSH Good Practice Guide to Decommissioning. How we manage that process has been determined based on the findings from consultation and local factors. Principally we will provide quality information, listen to individual's requirements and act sensitively and professionally.

Where the project involves change of use of the property, without actual remodelling or disposal of the buildings, then guidance suggests that it is sufficient to follow Level 1. Where more significant change is involved, then both Levels 1 and 2 will be used.

After the decisions have been made by Full Council further consultation with affected residents will take place. The Consultation will include housing options advice in the most appropriate format dependant on individual needs.

The Council will engage with residents and meet regularly with the "My Home, My Future, My Choice Residents Group" to agree appropriate consultation channels and timescales.

An independent Advocacy group and peer interviewers from the 'Older Persons Forum' will be available for support if required.

LEVEL 1

Detail	Description/Action
Scheme name	
Units affected	
Any units not affected	
Reasons for proposal	
Objectives of proposal	
Lead Officer for implementation	Liz Tompkin
Other staff implementing	Project Team, Housing Management Team, Home Support Service
Consultation with (select): Tenants, Family & friends Home Support Officers Partner agencies Councillors Council Departments	All
Special considerations Disability Special Needs	All
Contracts affected	Supporting People
Media Plan	<ul style="list-style-type: none"> • Press releases • Newsletters • Bulletins • Posters • Invitations • Website • Officers – (Project team, Home Support Officers, Tenant Participation Officers)
Consultation commencement	September 2009
Consultation end	November 2009
Communication Plan	<ul style="list-style-type: none"> • To continue provision of quality information beyond end of consultation date as required • Set up a focus group • Project group to offer one-to-one consultations if required and on call telephone support • Regular bulletins to be issued to schemes
Management Plan Including lettings plans	Consider introduction of local lettings plans Review allocation process into older persons accommodation
Review Lead Officer	LIZ TOMPKIN – Head of Housing
Review Dates	August 2010 – Review change management process further to decision of full council

LEVEL 2

Option Appraisal Remodelling Change of Use Disposal social or other Replacement Landbanking Subletting	
Considerations: Policy drivers Redditch priorities Current physical conditions Mortgage Grant conditions Cost of works Costs of de-commissioning Income gain and loss	
Budget, to include: Valuation fees Legal fees Redundancy costs Staff costs Security costs Loss of rent Home loss and disturbance Council tax Income from sales	
Interim measures: Decant arrangements Staff Security Maintenance Responsibility handover	
Risk Assessment	
Lead Officer for appraisal	
Other staff involvement	
Date appraisal to commence	
Referral body for findings	
Due submission date	
Nature of approval	
Decant process, if needed	
Ensure all Level 1 tasks are completed at appropriate points of the Level 2 process. Consultation should begin at the appraisal commencement date.	