

REVIEW OF OPENING HOURS – CO-LOCATED OFFICES

Report of the Director of Housing & Customer Service

1. SUMMARY

Derby City Council has approved new opening times for libraries which take effect from 1 July 2011. These changes affect the services Derby Homes delivers at three co-locations:

- Alvaston
- Mackworth
- New Sinfen

2. RECOMMENDATION

To approve the proposed revisions to opening hours at Alvaston, Mackworth and New Sinfen to take effect from 4 July 2011.

3. MATTER FOR CONSIDERATION

- 3.1 Through a general review of services Derby City Council has approved new opening times for the library service. These changes affect the service we operate at Alvaston, Mackworth and New Sinfen offices.
- 3.2 We have undertaken footfall monitoring at all local offices between October 2010 and February 2011 as part of our overall service access review. A report will be brought to the City Board in August 2011 on the wider proposals but it is important that we work in parallel with the Council in terms of the co-located offices.
- 3.3 Details of the changes approved by the Council are attached at Appendix 1.
- 3.4 Detail of the current and proposed opening times are shown below for each office.
- 3.5 **Alvaston Office**

This office is currently open Monday, Tuesday, Thursday and Friday from 9.30 am to 4.30pm. The proposal is to move to Tuesday and Friday 10.00am to 12.00 and Monday and Thursday 2.00 to 4.00pm.

In terms of footfall analysis the Alvaston office deals with an average of 2.1 customers per hour in the morning and 1.45 customers in the afternoon. This is a reduction of 16 hours per week but given that there is not a high level of usage we believe that the reduced and revised hours are justified.

3.6 Mackworth

This office is currently open Monday 10.00am – 1.30pm, Tuesday and Thursday 12.00 to 4.30pm and Friday 10.00am – 1.30pm. The proposals is to move to Monday 10.00am – 12.00pm and Tuesday and Thursday 2.00pm – 4.00pm.

The Mackworth office is currently busiest on a Monday morning and Thursday afternoon. The revised opening hours still accommodate and reflect this demand. On Mondays the office deals with an average of 4.5 customers per hour and on Thursdays 3.1 customers per hour. This is a reduction of 10 hours per week.

3.7 New Sinfín

This office is currently open Monday, Tuesday, Thursday and Friday, 9.30am – 1.00pm. The proposal is to move to Monday 2.00pm - 4.00pm and Friday 10.00am – 12.00.

The current usage of the Sinfín office is generally spread quite evenly over the week. Of the 14 hours a week that the office is currently open we deal with on average 1.5 customers per hour.

This is a reduction of 10 hours per week but given that there is not a high level of usage we believe that the reduced and revised hours are justified.

4. CONSULTATION IMPLICATIONS

- 4.1 These proposals were discussed at Chairs briefing on 31 May 2011. Due to the urgent nature of the proposed changes by Derby City Council it has not been possible to consult with customers more widely on the proposals.
- 4.2 Notices are displayed detailing the proposed changes in each office, subject to approval from the City Board.

5. FINANCIAL AND BUSINESS PLAN

- 5.1 Business transformation requires Derby Homes to achieve savings of £1.2M over the next four years. The review of frontline housing management and customer service will contribute to these savings.
- 5.2 Within the Customer Service Strategy Derby Homes Board have already agreed to expand electronic access to services. The introduction of improved self-service options through the website are currently being promoted to customers as a 24/7 option for customers needing services and advice from Derby Homes.

6. PERSONNEL

- 6.1 These proposals are part of a wider service access and structure review affecting the provision of front line housing management. A further report will be presented to the City Board in August 2011 which will give more detail.
- 6.2 Staff and trade unions are currently being consulted concerning these proposals.

- 6.3 Wider consultation will take place with customers on any changes affecting local office opening hours through Derby Homes News and Housing Focus Groups.

7. EQUALITIES IMPACT ASSESSMENT

- 7.1 The analysis of footfall at each office has taken account of the age of customers. This shows that at each office the highest level of use is from customers in the age bracket 35-44 years. At all offices the lowest usage was from customers above the age of 55 years. We do not expect that the revision and reduction in opening hours will disadvantage any group of customer. We will ensure adequate publicity is given to the changes and alternative methods of service access.

8. HEALTH AND SAFETY

- 8.1 Health and Safety requirements stipulate that a minimum of two staff should be present during opening hours at any local office. Working outside of the library opening times would mean that two employees of Derby Homes would need to be present to operate an enquiry service. This would place additional pressure on front line resources. Combining resources with the library service will enable Derby Homes to concentrate more on pro-active housing and estate management duties.

The areas listed below have no implications directly arising from this report:

- Legal and Confidentiality
- Environmental
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information:
Supporting Information:



DERBY CITY COUNCIL

Derby City Libraries proposed new opening hours from July 2011

Derby City Libraries proposed new opening hours from July 2011

The Home Library Service is not affected by these proposed changes.

For further information please contact Fran Renwick at Libraries Headquarters,
tel. 01332 641726 email fran.renwick@derby.gov.uk

Central Library Monday 9.30am-5.30pm Tuesday 9.30am - 7pm Wednesday closed Thursday 9.30am - 7pm Friday 9.30am-5.30pm Saturday 9.30am - 1pm	Chaddesden Library Monday 1pm - 7pm Tuesday 1pm – 7pm Wednesday 9.30am-5.30pm Thursday closed Friday 9.30am – 5.30pm Saturday 9.30am - 1pm
Allenton Library Monday 9.30am –5.30pm Tuesday 1pm – 7pm Wednesday 1pm – 7pm Thursday closed Friday 1pm – 5.30pm Saturday 9.30am – 1pm	Chellaston Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am – 5.30pm Saturday 9.30am - 1pm
Alleestree Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am –5.30pm Saturday 9.30am - 1pm	Derwent Community Library Monday 9.30am – 5.30pm Tuesday 1pm – 7pm Wednesday closed Thursday 1pm – 7pm Friday 1pm – 5.30pm Saturday 9.30am – 1pm

Alvaston Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am– 5.30pm Saturday 9.30am - 1pm	Local Studies Library Monday 1pm – 7pm Tuesday 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am- 5.30pm Saturday 9.30am – 1pm (From Jan 2012*)
Blagreaves Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am– 5.30pm Saturday 9.30am - 1pm	Mackworth Library Monday 9.30am – 5.30pm Tuesday 1pm – 7pm Wednesday closed Thursday 1pm – 7pm Friday 1pm – 5.30pm Saturday 9.30am – 1pm

Mickleover Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am – 5.30pm Saturday 9.30am - 1pm	Spondon Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am – 5.30pm Saturday 9.30am - 1pm
Pear Tree Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday 1pm – 7pm Thursday closed Friday 9.30am – 5.30pm Saturday 9.30am - 1pm	Springwood Library Monday, closed Tuesday, 9.30am – 5.30pm Wednesday 1pm – 7pm Thursday 1pm – 7pm Friday 9.30am – 5.30pm Saturday 9.30am - 1pm
Sinfin Library Monday, 1pm - 7pm Tuesday, 9.30am – 5.30pm Wednesday closed Thursday 1pm – 7pm Friday 9.30am – 5.30pm Saturday 9.30am - 1pm	

* Derby Local Studies Library is currently operating at reduced hours to enable staff to catalogue the collection. Whilst the cataloguing project is an immense task that will take some time to complete we anticipate moving to the opening hours listed in this document in Jan 2012.