

**HOMES PRIDE COMMITTEE
RESOURCES COMMITTEE
SERVICE IMPROVEMENT COMMITTEE
31 JULY 2003**

**ITEM 8
ITEM 10
ITEM 9**

DERBY HOMES ENQUIRY CENTRE

Report of the Director of Derby Homes and Assistant Director & Company Secretary

SUMMARY OF REPORT

1. This report contains proposals for the creation of an Enquiry Centre to be located on Floor 3, Cardinal Square. The proposals have been developed in partnership with Capita Services Ltd.

RECOMMENDATIONS

- 2.1 That this Committee recommends to the Derby Homes Board the proposals for the creation of an Enquiry Centre based on the document submitted by Capita Services Ltd.

MATTER FOR CONSIDERATION

- 3.1 Discussions have been held between officers of Derby Homes and Capita on the creation of an enquiry centre.
- 3.2 In the initial phase, the enquiry centre will focus on providing a co-ordinated repairs enquiry centre for tenants.
- 3.3 Attached to this report is an extract from the proposal received from Capita, covering the introduction, management summary and indicative costs. Members of the Resources Committee have been provided with the report in full.
- 3.4 The benefit of creating an enquiry centre include
 - meeting an identified improvement of the Best Value Review of Housing Management
 - improving the repairs service by enabling a consistent, co-ordinated response to be provided by better trained employees
 - offering an extended service from 8.00 am – 8.00 pm Monday to Friday
 - better definition of repairs required through use of a diagnostic tool
 - integrating other services into the enquiry centre, such as arrears chasing and customer enquiries on allocations, in subsequent phases.

- 3.5 The enquiry centre will be set up initially with 8 operators and a manager. The 8 operators will be posts transferred from local housing offices. This transfer has been incorporated into the restructuring of service provision at local offices, already agreed by the Board. The Manager post is a new post and provision for this has been built into the operating budget for 2003/4.

CONSULTATION IMPLICATIONS

- 4.1 We will create a process improvement team, including tenant representatives, to work with the new manager on the implementation of the enquiry centre.
- 4.2 We will consult with trade unions on the implications for posts transferred from local offices to work in the enquiry centre.

FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 5.1 The proposal from Capita provides indicative set up costs of £118,685 with annual running costs of £11,262.

- 5.2 The cost of the Manager post is £23,086.

- 5.3 No additional costs will be incurred on posts transferred.

- 5.4 The additional project costs will be financed by

Capital Programme 2003/4	£100,000
Derby Homes Revenue 2003/4 already identified	£23,086
Derby Homes Revenue 2003/4 commitment of IT development	£29,947
	<hr/>
	£153,033

- 5.5 Ongoing revenue costs will be met from fee income.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None arising from this report.

PERSONNEL IMPLICATIONS

7. There will be personnel implications arising from this report. Employees from Housing Offices will transfer to the enquiry centre and an additional post will be created to manage the centre.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

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Derby Homes Ltd

**Enquiry Centre
Discussion Document**

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CAPITA

Enquiry Centre Proposal

Document History

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0.1	28/03/03	Initial draft for discussion on 1 st April	Helen Gorman
1.0	04/04/03	Submission to Derby Homes	Helen Gorman
2.0	6/6/03	Amendments following discussion with Derby Homes	Ann Williamson
2.1	17/07/03	Clarifications following Ann Williamson's discussion with Lorraine Watson	Helen Gorman
2.2	23/07/03	Amendments made, version not issued	Helen Gorman
Limited	23/07/03	Issue to Lorraine Watson	Helen Gorman

Authorisation / Sign-off

Organization	Role	Version	Date
Capita Business Development	Director		
Capita Technical Design Unit	TDA		
Integration and Technical Services	Director		
Capita Regional Services	Regional Desktop Manager		

Document Distribution

Name	Organization	Role
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1 INTRODUCTION

Derby Homes Ltd is considering introducing an Enquiry Centre to enable, in the first instance, customers (tenants) to telephone a central point to report their requirements for a Responsive Repair to an aspect of the property that they rent from Derby City Council through their managing agents, Derby Homes Ltd.

Derby Homes have spent some time considering this requirement, including discussions and visits to other organisations providing a similar service to their tenants. An initial project plan, including indicative time scales, was produced by Steve Humenko of Derby Homes. This led to outline discussions with Capita IT Services.

This proposal has been produced in response to a subsequent request from Derby Homes to scope their requirements for such an Enquiry Centre and provide recommendations and indicative costs for the implementation of a Repairs Enquiry Centre.

This document makes recommendations relevant to a base solution to fulfil the above requirement, and states options for future (or immediate) expansion from the original remit given to Capita IT Services.

2 MANAGEMENT SUMMARY

Contained within this document are the findings of the investigations and discussions undertaken by Helen Gorman (Capita IT Services Project Manager), the personnel specified within the Project Requisition and Authorisation form and Derby Homes personnel.

It includes indicative costs for a Repairs Enquiry Centre, and various options for expansion or immediate implementation. Costs will be finalised based on a response from Derby Homes on which options are preferred.

The principle recommendations are:

- Derby Homes implement a 10 seat Enquiry Centre on Floor Three of Cardinal Square to respond to calls about responsive and planned repairs, with an option to include a supervisor. Derby Homes have expressed their desire to, initially, implement an 8 seat centre for review after 12 months.
- That such deployment is on resilient and suitable hardware and telephony platform that is both suitable and scalable.
- That Derby Homes implements an IP addressing restructure in order to support additional staff, activities and technology at Cardinal Square. This work is not included within the scope of the Enquiry Centre project and can be undertaken at a later date if required. Additional details are contained within a separate proposal – Additional Recommendations.
- That Derby Homes takes steps to rectify any difficulties currently experienced tracking the progress and costs of these repairs with both the Direct Labour Organisation (DLO) system and the City of Derby Accounting System (CODAS). This work is not included within the scope of the Enquiry Centre project and can be undertaken either simultaneously or at a later date if

Enquiry Centre Proposal

required. Additional details are contained within a separate proposal – Additional Recommendations.

- That Derby Homes brings back into use the Customer Services Module of their Academy Housing Management Database. This work is not included within the scope of the Enquiry Centre project and is currently being addressed through additional work as described in the proposal – The Way Forward.
- That Derby Homes enters into discussions with Capita IT Services and Avaya (proposed telephony provider) with consideration to replacing their existing FeatureNet system in its entirety. This work is not included within the scope of the Enquiry Centre project. Additional details are contained within a separate proposal – Additional Recommendations.
- That a diagnostics tool – OmFax – is utilised as part of the functionality provided by the Enquiry Centre employees.

2.1 RECOMMENDATIONS

Capita IT Services believes that, if the above recommendations are implemented, the service Derby Homes provides to its customers will be enhanced, costs of repairs will be more easily accounted for and reconciled and telephony charges will be reduced in the future.