

## **USE OF ALVASTON LIBRARY**

Report of the Director of Housing and Customer Service

### **1. SUMMARY OF REPORT**

This report details a proposal to revise the opening hours at Alvaston Library.

### **2. RECOMMENDATION**

That the Local Housing Board notes the level of customer contact at Alvaston Library on a Wednesday and agrees to support the ending of this service on a Wednesday morning and other dates throughout the year that the Library is closed.

### **3. MATTER FOR CONSIDERATION**

- 3.1 Since the closure of Alvaston Local Housing Office, a housing service has been provided at Alvaston Library. The Library is not open on a Wednesday. Despite this Derby Homes has still been providing a housing service on a Wednesday and other dates throughout the year when the Library has been closed.
- 3.2 We have an average of 5 customers that visit the Library on a Wednesday morning, usually to use the phone to ring Derby Homes Enquiry Centre to report a repair or to view the Derby Home Finder list. Others do call but just to ask if the Library is open.
- 3.3 A housing service at Alvaston Library is provided from 9.30 am to 4.30 pm on a Monday, Tuesday Thursday and Friday.
- 3.4 Our customers will still be able to contact the Derby Homes Enquiry Centre directly to report housing issues by phone or by the internet. The Allenton Housing Office is open on a Wednesday morning if customers want to visit an office.

### **4. CONSULTATION IMPLICATIONS**

The proposal has been discussed and supported at the Housing Focus Group.

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

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

**If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, [phil.davies@derbyhomes.org](mailto:phil.davies@derbyhomes.org) - Tel 01332 711010**

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**Background Information:** None

**Supporting Information:** None