

CUSTOMER ACCESS UPDATE

Report of the Acting Chief Executive

1. SUMMARY

This report explains progress on implementation of Derby Homes Customer Services Strategy.

2. RECOMMENDATION

For noting and to agree to receive future progress reports.

3. MATTER FOR CONSIDERATION

3.1 The City Board has received previous reports on our progress achieving 'channel shift' within the Customer Services Strategy.

3.2 The strategy aims to achieve 'channel shift' by encouraging and promoting the most cost efficient means of service delivery.

Since the development of this strategy, Derby Homes has significantly built up use of our website self-service

3.3 The table below shows the percentage of contacts by contact type:

	Initial Strategy Position (%)	Strategy Target April 2015 (%)	Position at December 2012 (%)	Position at June 2013 (%)
Telephone Contact Enquiry Centre	60	60	58.4	58.8
Letter	1	1	0.4	0.3
SMS	0	10	1.1	1.0
Visits to Offices	35	10	7.0	8.2
Website Self- Service	1.5	13	33.1	31.7

3.4 The tenants' dashboard has been very successful. We now have 1488 tenants signed up which is more than 11% of all tenancies. Those tenants are now able to access a range of core services from Derby Homes without having to contact us.

- 3.5 The following table gives a detailed analysis of how tenants are accessing services across the key service channels during the last quarter:

	April		May		June	
	In	Out	In	Out	In	Out
Telephone Contact Enquiry Centre	20,487		17,014		14,986	
Letter	150	6,291	120	4,884	83	2,154
SMS	281	11,991	1,808	17,864	252	12,168
Visits to Offices	2,887		1,788		2,082	
Website – Total visits	10,574		8,510		8,072	
Total Number of Contacts	34,379	18,282	29,240	22,748	25,475	14,322

- 3.6 There were a number of conditions agreed with the Council as part of the award of Derby Homes' new contract. One of these was that we develop joint working arrangements between Derby Homes Enquiry Centre and Derby Direct. It was agreed to explore this when Derby Homes moved to the refurbished Council House.
- 3.7 We have held a number of meetings with the Council's Customer Services Department to discuss this. A project plan which gives broad scope for this has been drawn up. One of the main aims of early work is to facilitate greater channel shift from Derby Homes Enquiry Centre to the website, particularly around 'generic' calls. These are all calls other than repairs calls and are for a broad range of housing service related issues.
- 3.8 We aim to align our approach to generic calls with Derby Direct. A new telephony 'script' has been designed jointly with the Council which was implemented on 29 July 2013. We will monitor the success of this and include an update in future reports on customer access to the City Board.

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

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

<p>If Board Members or others would like to discuss this report ahead of the meeting please contact: Author: Murray Chapman / Customer Services Manager / 01332 888593/ murray.chapman@derbyhomes.org Background Information: None Supporting Information: None.</p>
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