

## **ENQUIRY CENTRE UPDATE**

Report of the Director & Company Secretary

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

This report provides an update on progress made during the last year on the extension of Enquiry Centre Services and the promotion of the Enquiry Centre as the main contact point for Derby Homes services.

### **2. RECOMMENDATION**

- 2.1 To note progress made to date.

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

- 3.1 Over the last year the Enquiry Centre has taken on further services as follows:

Area of expansion	Achieved
Completion of initial failure cases.	May 2008
Taking of rent payments by phone	June 2008
Main contact point for requesting recruitment packs	June 2009

- 3.2 The Enquiry Centre is now promoted as the first point of contact for most areas of services offered by Derby Homes. Customers are encouraged to use the Enquiry Centre instead of Local Housing Offices for routine enquiries in order to release Housing Officers for more complex cases.
- 3.3 The numbers of calls have increased but targets on answering calls are consistently being exceeded. Customers satisfaction remains above target at over 90%.
- 3.4 There is an ongoing training programme with service managers to ensure that Enquiry Centre staff remain up to date with current procedures.
- 3.5 The knowledge management tool, the Enquiry Centre 'wikipedia', has been implemented and during the next year this is being reviewed and updated.

- 3.6 We are still waiting for the implementation of the appointments module on the Housing Management System in order to move forward with housing officer appointments.
- 3.7 The Enquiry Centre is currently going through an accreditation process to the Contact Centre Association which focussed on best practice and Customer Services in Contact Centres. We aim to gain this accreditation by the end of 2009.

**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.