

COUNCIL HOUSE CUSTOMER SERVICE BOOTH

Report of the Head of Personnel

1. SUMMARY

- 1.1 The Derby Homes Customer Service Booth at the Council House is open 8.30 am – 5.00 pm Monday to Friday.
- 1.2 The majority of Derby City Council's booths close at 3.00 pm, we would like the Operational Board to approve a change to Derby Homes' booth opening times in line with the City Council's.

2. RECOMMENDATION

- 2.1 To change the opening times of the Customer Service Booth to 8.30 am – 3.00 pm Monday to Friday.

3. MATTER FOR CONSIDERATION

- 3.1 Currently we provide a face to face customer enquiry service at the Council House five days a week from 8.30 am to 5.00 pm.
- 3.2 Derby City Council changed their booth opening hours in May 2015. From 3.00 pm onwards the majority of the Derby City Council booths close.
- 3.3 This presents a health and safety concern for advisors working on the Derby Homes booth after 3.00 pm as it is about as far as you can get from the main reception desk and is quite isolated.
- 3.4 There are security guards working in the reception area but we are aware of at least one occasion when a member of the public has managed to get past them and into unauthorised access area at the Council House.
- 3.5 Customer Service advisors have raised, at team meetings, the issue of being isolated and potentially vulnerable.
- 3.6 Members of my team feel isolated and a bit vulnerable after 3.00 pm when the other booths close, as they are essentially sat on their own.
- 3.7 Since May we have seen an increase in the number of people coming to the booth to request non Derby Homes services. The Customer Service Advisors spend a considerable amount of time advising them how to access Council services.

- 3.8 On average since April, 12 people per week have visited the booth after 3.00 pm; approximately 50% of these are for non-Derby Homes enquiries.
- 3.9 Bringing the booth opening times in line with the Council's won't affect customer service as the advisors working hours will not be reduced. After 3.00 pm they will continue to deliver the service over the phone and via the website.

4. HEALTH & SAFETY IMPLICATIONS

- 4.1 Changing the booth opening time will have a positive impact on the health, safety and well-being of the Customer Service advisors as they won't be required to work in isolation.

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
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Annabelle Barwick / Customer Service and Equalities Manager/ 01332 888402 / annabelle.barwick@derbyhomes.org

Background Information: None
Supporting Information: None