

SERVICE ACCESS REVIEW – HOUSING SURGERIES

Report of the Director of Housing & Customer Services

1. SUMMARY OF REPORT

- 1.1 Local Housing Board North received a report on the 7 February 2008 proposing to monitor future use of the housing surgeries in the North of the City. The proposal was to return to the Local Housing Board with a recommendation to close surgeries if attendance had not improved.
- 1.2 This report updates the Local Housing Board on levels of customer attendance at housing surgeries in the North of the City.

2. RECOMMENDATION

That the Local Housing Board notes the levels of customer contact at the North East area surgeries and agrees to the closure, after consultation with residents and Ward Councillors.

3. MATTER FOR CONSIDERATION

- 3.1 Derby Homes Board approved the Service Access review on 20 April 2005. Since then Derby Homes Board and Local Housing Boards have received update reports on progress. The delivery of front line services is continually evolving.
- 3.2 At present we are currently providing local housing surgeries at the following locations in the North East of the City: Spondon Library and Roosevelt Avenue Office in the shopping parade. In the last six months attendance has been less than 60 customers overall.
- 3.3 Roosevelt Office is open 10.00 am until 12.00 noon Tuesdays and Thursdays and requires two Housing Officers in attendance plus travelling time. Spondon Library is open Fridays 11.00 am to 1.00 pm and requires one Housing Officer to attend. This is not cost effective and best use of Housing Officers time.
- 3.4 There are a number of other mechanisms for tenants to talk to housing staff.
 - With the implementation of mobile technology we can provide a more personal housing service in people's homes.
 - Neighbourhood Forums are held on a quarterly basis in both Chaddesden and Spondon and Derby Homes staff can be present to answer any queries raised.
 - Housing Focus Groups are also an avenue to liaise with our customers.

4. CONSULTATION IMPLICATIONS

Tenants will be consulted at the Housing Focus Group on the 1 September.
Ward Councillors have already been consulted.

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

- Personnel
- Financial and Business Plan
- Legal and Confidentiality
- Environmental
- Equalities Impact Assessment
- Health and 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 - Tel 01332 711010

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Background Information: None

Supporting Information: None