

REVIEW OF OPENING HOURS – CO-LOCATED OFFICES

Report of the Director of Housing and Customer Service

1. SUMMARY

Derby City Council has approved further revised opening times for libraries which take effect from 23 January 2012. These changes affect the services Derby Homes delivers at two co-locations:

- Alvaston
- New Sinfen.

2. RECOMMENDATION

To approve the proposed revisions to opening hours at Alvaston and New Sinfen to take effect from 23 January 2012.

3. MATTER FOR CONSIDERATION

3.1 Through an ongoing review of services Derby City Council has approved new opening times for the library service. These changes affect the service we operate at Alvaston and New Sinfen offices. The changes proposed for the Mackworth library do not affect our current opening hours and therefore there will be no changes that affect our customers.

3.2 Details of the changes approved by the Council are attached at Appendix 1.

Alvaston Office

3.3 The City Council has agreed to cease opening the library on Mondays. At present a Derby Homes surgery operates between 10.00 am and 12 noon. In line with the Council's decision we will no longer operate this surgery. Our surgeries on Tuesday, Thursday and Friday will remain un-changed.

3.4 New Sinfen

The Council has agreed to cease opening the library on Fridays. At present a Derby Homes surgery operates between 10.00am and 12noon. It is proposed to move this surgery to operate on Thursday afternoons when the library will be open. Our surgery on Monday will remain un-changed.

4. CONSULTATION IMPLICATIONS

- 4.1 These proposals were discussed at the Chair's briefing on 9 January 2012. Due to the urgent nature of the proposed changes by Derby City Council it has not been possible to consult with customers more widely on the proposals.
- 4.2 Notices are displayed detailing the proposed changes in each office, subject to approval from the Board.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Within the Customer Service Strategy the Board has already agreed to expand electronic access to services. The introduction of improved self-service options through the website are currently being promoted as a 24/7 option for customers needing services and advice from Derby Homes.

6. EQUALITIES IMPACT ASSESSMENT

We do not expect that the revision and reduction in opening hours will disadvantage any group of customer. We will work alongside the Council to ensure adequate publicity is given to the changes and alternative methods of service access.

7. HEALTH & SAFETY IMPLICATIONS

Health and Safety requirements stipulate that a minimum of two staff should be present during opening hours at any local office. Working outside of the library opening times would mean that two employees of Derby Homes would need to be present to operate an enquiry service. This would place additional pressure on front line resources. Combining resources with the library service enables Derby Homes to concentrate more on pro-active housing and estate management duties.

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

Legal and Confidentiality
Council
Personnel
Environmental
Risk
Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None.

Supporting Information: None.

Appendix 1

REVISED CITY COUNCIL LIBRARY HOURS

CURRENT DERBY HOMES OPENING HOURS

Mackworth	Monday	10am	5pm	Mackworth	Monday	10.00 am	12.00 noon
	Tuesday	1pm	7pm		Tuesday	2.00 pm	4.00 pm
	Wednesday	CLOSED			Wednesday	CLOSED	
	Thursday	1pm	5pm		Thursday	2.00 pm	4.00 pm
	Friday	CLOSED			Friday	CLOSED	
	Saturday	10am	1pm				

Alvaston	Monday	CLOSED		Alvaston	Monday	2.00 pm	4.00 pm
	Tuesday	10am	5pm		Tuesday	10.00 am	12.00 noon
	Wednesday	CLOSED			Wednesday	CLOSED	
	Thursday	10am	7pm		Thursday	2.00 pm	4.00 pm
	Friday	10am	5pm		Friday	10.00 am	12.00 noon
	Saturday	10am	1pm		Saturday		

Sinfin	Monday	10am	7pm	Sinfin	Monday	2.00 pm	4.00 pm
	Tuesday	10am	5pm		Tuesday	CLOSED	
	Wednesday	CLOSED			Wednesday	CLOSED	
	Thursday	10am	5PM		Thursday	CLOSED	
	Friday	CLOSED			Friday	10.00 am	12.00 noon
	Saturday	10am	1pm		Saturday		