

OPENING HOURS OF LOCAL HOUSING OFFICES

Report of the Director of Derby Homes

SUMMARY OF REPORT

1. This report makes proposals for changing opening hours at Local Housing Offices. The main aim of these changes is to redirect staff time towards addressing issues identified in the Best Value Review of Front Line Housing Services and Sustainable Estates.

RECOMMENDATION

2. That the Board
 - approves the draft report
 - notes that, subject to further consultation, a final report will be brought back to the Board in July 2002.

MATTER FOR CONSIDERATION

- 3.1 The existing opening hours at the 15 local housing offices were last reviewed in 2000. The Best Value Review of Front Line Housing and Sustainable Estates included an improvement action plan to review the opening hours again.
- 3.2 The main aim of the proposed new opening hours is to
 - ensure accessible, responsive services are provided in the most efficient manner
 - release staff time to be directed at estate based work and visits to tenants' homes
 - direct savings in staff resources towards other duties, such as a repairs enquiry service, specialist arrears work, and specialist work to tackle anti-social behaviour.
- 3.3 The attached report is a 'draft' and a final version will be brought back to the Board for approval once the consultation has been completed. The aim is to implement the new opening hours from 1 October 2002.

CONSULTATION IMPLICATIONS

4. It is proposed that this report be considered by tenants and leaseholders at Community Panel meetings, through an article in Housing News and by publicity at Local Housing Offices. Consultation will also take place with staff, trade unions and the Council.

FINANCIAL IMPLICATIONS

5. There are no financial implications associated with the revised opening hours. A further report will be brought to the Board giving detail of the proposed late-night opening at New Sinfen which will incur additional staffing costs.

LEGAL IMPLICATIONS

6. None.

PERSONNEL IMPLICATIONS

7. The impact of reduced opening hours will be monitored, any staff savings will be achieved by natural turnover.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

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