

**HOMES PRIDE COMMITTEE
RESOURCES COMMITTEE
SERVICE IMPROVEMENT COMMITTEE
31 JULY 2003**

**ITEM 8
ITEM 10
ITEM 9**

DERBY HOMES ENQUIRY CENTRE

Report of the Director of Derby Homes and Assistant Director & Company Secretary

SUMMARY OF REPORT

1. This report contains proposals for the creation of an Enquiry Centre to be located on Floor 3, Cardinal Square. The proposals have been developed in partnership with Capita Services Ltd.

RECOMMENDATIONS

- 2.1 That this Committee recommends to the Derby Homes Board the proposals for the creation of an Enquiry Centre based on the document submitted by Capita Services Ltd.

MATTER FOR CONSIDERATION

- 3.1 Discussions have been held between officers of Derby Homes and Capita on the creation of an enquiry centre.
- 3.2 In the initial phase, the enquiry centre will focus on providing a co-ordinated repairs enquiry centre for tenants.
- 3.3 Attached to this report is an extract from the proposal received from Capita, covering the introduction, management summary and indicative costs. Members of the Resources Committee have been provided with the report in full.
- 3.4 The benefit of creating an enquiry centre include
 - meeting an identified improvement of the Best Value Review of Housing Management
 - improving the repairs service by enabling a consistent, co-ordinated response to be provided by better trained employees
 - offering an extended service from 8.00 am – 8.00 pm Monday to Friday
 - better definition of repairs required through use of a diagnostic tool
 - integrating other services into the enquiry centre, such as arrears chasing and customer enquiries on allocations, in subsequent phases.

- 3.5 The enquiry centre will be set up initially with 8 operators and a manager. The 8 operators will be posts transferred from local housing offices. This transfer has been incorporated into the restructuring of service provision at local offices, already agreed by the Board. The Manager post is a new post and provision for this has been built into the operating budget for 2003/4.

CONSULTATION IMPLICATIONS

- 4.1 We will create a process improvement team, including tenant representatives, to work with the new manager on the implementation of the enquiry centre.
- 4.2 We will consult with trade unions on the implications for posts transferred from local offices to work in the enquiry centre.

FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 5.1 The proposal from Capita provides indicative set up costs of £118,685 with annual running costs of £11,262.

- 5.2 The cost of the Manager post is £23,086.

- 5.3 No additional costs will be incurred on posts transferred.

- 5.4 The additional project costs will be financed by

Capital Programme 2003/4	£100,000
Derby Homes Revenue 2003/4 already identified	£23,086
Derby Homes Revenue 2003/4 commitment of IT development	£29,947
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	£153,033

- 5.5 Ongoing revenue costs will be met from fee income.

LEGAL AND CONFIDENTIALITY IMPLICATIONS

6. None arising from this report.

PERSONNEL IMPLICATIONS

7. There will be personnel implications arising from this report. Employees from Housing Offices will transfer to the enquiry centre and an additional post will be created to manage the centre.

ENVIRONMENTAL IMPLICATIONS

8. None.

EQUALITIES IMPLICATIONS

9. None.

Contact Officer

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