

Report to Corporate Director for Organisational Development and Democratic Services

Subject: Contract to supply face to face provision for Gedling Homes

Date: 29 March 2017

Author: Service Manager for Customer Services and Communications

Wards Affected

Borough-wide.

Purpose

This report seeks approval to enter into a new contract in respect of the delivery of face to face services by Gedling Borough Council to customers of Gedling Homes from 1st April 2017.

Key Decision

This is not a Key Decision.

Background

- 1 For a number of years, Gedling Homes has delivered its face to face customer service using fully staffed outreach point at the Civic Centre in Arnold. As part of Gedling Homes' budget reduction process, the Council was asked to provide this service from the 1 April 2016, on their behalf, for which payment was made.

Proposal

- 2 It is proposed that Gedling's Customer Service function continue to provide face to face assistance at the Civic Centre, including:
 - Assistance with Rent Accounting Enquiries
 - Assistance with Responsive Repairs and Planned Maintenance Enquiries
 - Assistance with Tenancy related Enquiries

All enquiries will be dealt with by assisted access to the Gedling Homes public facing website. Part of the brief is to encourage and assist customers of Gedling Homes to migrate to self-service.

Gedling Homes have also requested the continued use of one of the Council's Interview rooms for one half day per week where they intend to see customers themselves with more complex matters.

Transaction volumes continue to reduce and will not impact adversely on the core services provided by Gedling's Customer Service function.

Alternative Options

- 31 The Council could decide not to provide the services as described in this report in which case the Civic Centre would cease to deliver face to face services on behalf of the Gedling Homes on 31 March 2017.

Financial Implications

- 4.1 The annual payment for the provision of the services described remains unchanged at £8,000. The approved base budgets include expected income of £8,000 in respect of providing the service.
- 4.2 There are no additional insurance arrangements required, the authority will not put at risk from any bad debts, the contract would not be subsidised by the authority, and the Customer Services function have the appropriate expertise to undertake the contract. The contract will not impact adversely upon the services provided for the authority.

Appendices

- 5 None

Background Papers

- 6 None identified.

Recommendation

THAT approval is given to enter into a new contract in respect of the provision of face to face service to customers of Gedling Homes for a period of 1 year from 1 April 2017, with the option to extend the term by mutual agreement.

Reasons for Recommendations

- 7.1 The arrangement generates an income for the Council and supports customers by enabling multiple issues to be dealt with in one visit, therefore the loss of this provision would not support the priority of 'improving the customer experience of dealing with the Council'