

## **Report to Corporate Director & Chief Financial Officer**

**Subject:** Provision of face to face services for Gedling Homes

**Date:** 21<sup>st</sup> January 2016

**Author:** Service Manager Customer Services, IT & Digital Services

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### **Wards Affected**

All

### **Purpose**

This report seeks approval to enter into a contract in respect of the delivery of face to face services by Gedling Borough Council to customers of Gedling Homes from 1<sup>st</sup> April 2016.

### **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 budget reduction process, the Council have been asked by Gedling Homes to provide this service on their behalf for which payment will be made.

### **Proposal**

2 It is proposed that Gedling's Customer Service function provides face to face assistance at the Civic Centre. Specific interactions have been identified which include:

- 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 will be to encourage and assist customers of Gedling Homes to migrate to self-service.

Gedling Homes have also requested the use of one of the Council's Interview rooms for one ½ day per week where they intend to see customers themselves with more complex matters.

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Transactions volumes are low and will not impact adversely on the core services provided by Gedling's Customer Service function.

### **Alternative Options**

- 3 The Council could decide not to provide the services as described in this report in which case the current 'Gedling Homes Contact Point' at the Civic Centre would naturally end on the 31<sup>st</sup> March 2016.

### **Financial Implications**

- 4 The annual payment for the provision of the services described is £9,500. The approved base budgets include expected income of £7,500 in respect of the rental of the space currently occupied by Gedling Homes. The net difference is therefore £2,000 of additional income for the Council. The annual payment of £9,500 is made up of £8,000 to provide the face to face services and £1,500 in respect of the rental of Interview room space.

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(s)**

#### **THAT:**

- (a) Approval is given to allow Officers to enter into a contract in respect of the provision face to face service to customers of Gedling Homes.
- (b) Approval is given to allow Officers to enter into a contract in respect of the rental of Interview room space for the use of Gedling Homes on one ½ day per week.

### **Reasons for Recommendations**

- 7 The loss of the Gedling Homes face to face access point at the Civic Centre would not support the priority of "improving the customer experience of dealing with the Council"