

**COUNCIL CABINET
17 JANUARY 2006
MINUTE EXTRACT**

**236/05 Derby Homes Service Access Review Proposed
Closure of Local Housing Office**

The Council Cabinet considered a report on the Derby Homes Service Access Review Proposed closure of Local Housing Offices. Derby Homes conducted a Best Value Service Access Review over a nine-month period up until March 2005. It examined the way in which Derby Homes customers make contact and how the organisation delivers its front line services. In order to make sure that services are delivered efficiently, within the Best Value framework, they examined the long-term sustainability of the local housing offices. This followed an earlier, operational decision to close cash offices later in 2005.

Options Considered

1. To close all ten offices where cash offices were closing because of their falling efficiency levels. These were the current nine part-time offices plus Stockbrook Street. This would mean the closure of Chellaston, Spondon, Littleover, Chaddesden Park, Osmaston, Austin, Cowsley, Old Sinfen, Stockbrook Street and Brook Street.
2. Derby Homes had been asked, as at recommendation 2.3 to carry out further consultations and to bring back further recommendations on how to rationalise and improve front line services by the summer of 2006.

Decision

1. Subject to the views of the Community Regeneration Commission:
 - (1) To approve the new arrangements proposed for four full-time offices, three part-time offices and a further five offices offering more limited opening for the time being, as outlined at 1.14 in the Director of Resource's report.
 - (2) To approve the closure of the three part-time offices, as soon as practicable, at Littleover, Chellaston and Spondon.
 - (3) To ask Derby Homes to carry out further consultations, with the aim of resolving the situation by summer 2006, on the closure of three of the limited opening offices referred to in 2.1 of the report at Cowsley, Chaddesden Park and Osmaston. This would allow time for:
 - further examination of their potential as part of the Council's neighbourhood access strategy

- monitoring the continuation of improved performance standards for the Enquiry Centre
 - evaluating the success of surgeries.
2. To authorise the Cabinet Member for Housing and Social Inclusion to approve the recommendations following consideration of the comments from the Community Regeneration Commission.

Reasons

1. The Best Value Service Access Review concluded that there was no longer a justification for sustaining 15 local offices.
2. Derby Homes' management fee is reducing because of Right to Buy – RTB – sales, and this reduction in revenue is projected to continue which means that Derby Homes needs to make savings.