

Decision No: CMM – 14

Forward Plan No: HSG 17571

This record relates to Agenda Item 58 on the agenda for the Decision-Making

## **RECORD OF CABINET MEMBER DECISION**

**DECISION-MAKER:** COUNCILLOR MARIA CAULFIELD

**PORTFOLIO AREA:** HOUSING

**SUBJECT:** CUSTOMER ACCESS PHASE 2

**AUTHOR:** ODODO DAFE

### **THE DECISION**

- (1) That the following proposals that are being considered by phase 2 of the Customer Access Review be agreed.
  - (i) A single point of contact is established for all Tenancy Management telephone calls, emails and written enquiries.
  - (ii) That one free phone and one local number is introduced for Repairs and Tenancy management and telecoms technology is utilised to route calls to the correct destinations.
  - (iii) That some Children & Young People's Trust services are provided from the Lavender Street Housing Office as part of a co-location arrangement with local housing area staff continuing to be based at that housing office.
  - (iv) That work continues on looking at providing access to housing management services through 'Community Contact Points' in libraries.

### **REASON FOR THE DECISION**

- (1) To inform Cabinet Member for Housing of progress and gain agreement on the broad principles and recommendations in this report.

**DETAILS OF ANY ALTERNATIVE OPTIONS**

- (1) The review of customer access will consider different options for the future customer access arrangements for Housing Management.
- (2) If the review was not undertaken arrangements would remain in their current state which is not always effective, efficient or meeting all customers needs.

**OTHER RELEVANT MATTERS CONCERNING THE DECISION**

None

**CONFLICTS OF INTEREST**

**CONFIRMED AS A TRUE RECORD:**

We certify that the decision this document records was made in accordance with the Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 and is a true and accurate record of that decision

**Date:**

20 October 2010

**Decision Maker:**

Councillor Maria Caulfield  
Cabinet Member for Housing

**Signed:**



**Proper Officer:**

20 October 2010

Mark Wall, Head of Democratic Services

**Signed:**



**SCRUTINY**

**Note:** This decision will come in to force at the expiry of 5 working days from the date of publication subject to any review under the Council's Scrutiny 'Call-In' provisions.

**Call-In Period**

**27 October 2010**

Date of Call-in *(if applicable) (this suspends implementation)*

Call-in Procedure completed *(if applicable)*

Call-in heard by *(if applicable)*

Results of Call-in (*if applicable*)