

Agenda item no. 5 - Questions from members of the Council

Question Number	Questioner	Question	Question to
PQ 1	Cllr Ben Proctor	"In response to a question I asked to Cabinet on 25 th April Cllr Gandy informed me that the Housing Solutions phone line should be moved to an improved system within a couple of weeks. Can the Cabinet confirm that this has now been done and advise what information is now collected on call volumes, call patterns, failure demand, rework and latent demand for this service?"	Cllr Carole Gandy/Hilary Hall/Hayley Crane
<p>Response: The response I provided in April was on the basis of information made available at the time that the pilot scheme would be trialled by Housing in about two weeks following the Cabinet meeting. Since then, the Housing Solutions Team has been in dialogue with Hoople to implement the new telephone system. Unfortunately, due to annual leave and other diary commitments, the implementation has been delayed. As originally stated, Housing Solutions is piloting the new system and as a result, a number of teething problems have been identified which have needed to be worked through. For example, one issue was the system struggling to link with mobile phones which the outreach workers use as they are frequently away from the office working with individuals.</p> <p>I am pleased to confirm that all these issues have been resolved and the work has been agreed and signed off by the Housing Solutions Team. It is estimated that the setup will take around two weeks to put in place and I am assured that it will be operational by the end of July. If, for any reason the project is further delayed, I will update Cllr Proctor accordingly.</p>			