

**Responding to Customer Demand in Cat 2.5 Sheltered Housing Schemes**

**Purpose –**

- To understand the time it will take for a mobile night team to travel to and from the 7 Cat 2.5 schemes during the hours of 22.00 – 07.00
- To identify any potential journey issues that may hinder or impact on the mobile night teams response
- To understand the time it takes for on site scheme staff to respond to customer demand between 22.00 – 07.00

**Travelling to & from the 7 Cat 2.5 schemes**

The team performed 89 journeys over a six-week period between the 7 schemes

- Ensuring we adhered to speed limits in all areas
- Paying particular attention to periods where the roads could be busier (between 06.00 – 07.00 Mon to Fri & between 23.00 – 03.30 Fri & Sat)
- Using varied routes to determine the quickest response time

By performing these journeys we have learnt that there is very little or no difference between the varied routes at any time and that the journeys do not take any longer during the periods 06.00 – 07.00 Mon to Fri & between 23.00 – 03.30 Fri & Sat)

The team are aware that there are other factors that may impact such as adverse weather conditions. We did travel during heavy rain and found that this had no impact on the journey times.

<b>AVERAGE JOURNEY TIME BETWEEN SCHEMES</b>								
<b>Journey From</b>	<b>Journey To</b>	<b>Arthur Dann Court</b>	<b>Bresler House</b>	<b>Hale Court</b>	<b>Ian Gibson Court</b>	<b>John Marshall Court</b>	<b>Nicholson Gardens</b>	<b>St John's Court</b>
<b>Arthur Dann Court</b>			6 min	9 min	11 min	9 min	10 min	8 min
<b>Bresler House</b>		6 min		10 min	10 min	10 min	10 min	9 min
<b>Hale Court</b>		9 min	12 min		4 min	2 min	3 min	3 min
<b>Ian Gibson Court</b>		12 min	12 min	4 min		4 min	2 min	4 min
<b>John Marshall Court</b>		10 min	10 min	3 min	5 min		4 min	3 min
<b>Nicholson Gardens</b>		11 min	10 min	3 min	2 min	4 min		6 min
<b>St John's Court</b>		7 min	10 min	4 min	4 min	4 min	4 min	

The table tells us that the average response time from schemes in the city to schemes out of the city (and vice versa) takes approximately 7 to 12 minutes.

The average response scheme to scheme within the city (HC/IGC/JMC/NG/SJC) will take approximately 2 to 6 minutes.

### **On site response**

This information was gathered as part of demand analysis between March and October 2008.

From this, we have picked up 267 customer demands and found an **average on site response time of 5 minutes.**

Of the 267 customer demands –

- 137 were responded to in 5 minutes (the most frequent recorded response time)
- Approximately 60 customer demands were responded to in 2 or 3 minutes
- 20 customer demands were responded to in 10 minutes

The remaining customer demands were responded to between 4 and 7 minutes