

## **Housing and Community Safety Select Committee**

A meeting of the Housing and Community Safety Select Committee was held on Thursday, 11<sup>th</sup> May 2006.

**Present:** Councillor Roberts (Chairman); Councillors Mrs Fletcher, Laing, Rix and Woodhead.

**Officers:** S Connolly and P K Bell (LD); P Diggins (DNS); J Mallen-Beadle, L Minns (Tristar Homes Ltd).

**Apologies for absence** were submitted on behalf Councillors Baker, Brown, Inman, Jones, Nesbitt, Teasdale, Trainer and Walmsley.

### **142 Declarations of Interest**

Councillor Roberts declared a personal/non prejudicial interest in respect of agenda item no.3 as she was a member of the Tristar Management Board.

Councillors Woodhead declared a personal/non prejudicial interest in respect of agenda item no.3 as he was a member of the Tristar Management Board.

### **143 Timing of the Meetings**

At the last meeting Members discussed the timing of the meetings and there was a general consensus that the meetings should commence at 2:30pm but the Chairman felt that the Democratic Services Officer should email all the Members of the Committee who were not present at the meeting to ascertain what time they would prefer.

The Democratic Services Officer had done this and there was a general consensus that the meetings should commence at 2:30pm.

CONCLUDED that all the future meetings of the Committee commence at 2:30pm.

### **144 Monitoring Review of Access to Tristar Services - Update**

As part of the Monitoring Review of Access to Tristar Services, Members received an update on the recommendations that were contained in the original report.

John Mallen – Beadle and Linda Minns from Tristar Homes Ltd were in attendance at the meeting and outlined that many of the recommendations contained within the Review report had been incorporated into the Service Improvement Group. It was also outlined that there was an on going programme of work to complete some of the recommendations e.g. the removal of the barriers.

John Mallen – Beadle requested Members carry out the mystery shopping exercise again as many of the new measures were now in place and it would be useful if Members could comment again. Linda Minns outlined that mid to the end of June would be the best time for the exercise to be carried out. Members agreed and felt that they should split up into 3 groups and that the Scrutiny Officer should email all the Members of the Committee and ask which aspect of the mystery shopping exercise they would like to be involved in.

Members discussed the actions that had been taken with regard the recommendations from the original review. The points were noted and would be included in the Monitoring Review Report.

Members requested the following information to help them with the Monitoring Review:-

1. Figurers that showed that Patch Officers are doing more home visits as the satellite offices have been closed.
2. A copy of the Patch Officers contact details leaflet.
3. The results of the staff satisfaction survey.
4. Feedback from the staff conference.

CONCLUDED that the update from John Mallen - Beadle and Linda Minns be noted.