

## Housing and Community Safety Select Committee

A meeting of the Housing and Community Safety Select Committee was held on Thursday, 8 June 2006.

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

**Officers:** S Connolly, T Harrison, P Mennear (LD); J Allport (DNS); J Mallen-Beadle, L Minns (Tristar Homes Ltd).

**Apologies for absence** were submitted on behalf Councillors Baker, Miss Inman, Jones, Teasdale, Mrs Trainer, Walmsley and Woodhead.

### 239 Declarations of Interest

Councillor Roberts declared a personal/non prejudicial interest in respect of agenda item no.4 and no.5 – Monitoring Review of Tristar Services as she is a member of the Tristar Management Board.

Councillors Brown declared a personal/non prejudicial interest in respect of agenda item no.4 and no.5 – Monitoring Review of Tristar Services as he is a member of the Tristar Management Board.

### 240 Draft Minutes

Consideration was given to the content of the draft minutes of the meetings on 27<sup>th</sup> April and 11<sup>th</sup> May 2006 prior to their submission to Council.

Members made two minor amendments to the minutes.

CONCLUDED that the minutes of the meetings held on 27 April and 11 May 2006 be submitted to Council.

### 241 Monitoring Review of Access to Tristar Services – Housing Validity Network Mock Inspection

As part of the Monitoring Review of Access to Tristar Services, John Mallen-Beadle and Linda Minns (Tristar Homes) reported on the Housing Quality Network Mock Inspection and responded to questions from Members regarding the following key areas:-

1. The ground rules of the mock inspection, what the mock inspection involved and the point of the mock inspection.
2. The Audit Commission expectations.
3. The many changes and changing approach.
4. Putting things into perspective – ALMO ratings under the star system as of February 2006.

It was outlined that:-

- Intensive customer care training was taking place and that a code of conduct had been implemented.
- Mystery shopping would be better if undertaken by members of the public rather than Tristar Board Members.
- Basic aspects of the service had been failing but steps were being taken to improve.
- The Service Improvement Plan and the Performance Management Framework, clearly showed employees what actions needed to be carried

out and monitored the services performance which was reported to the board on a monthly basis.

- A Full Staff Conference was held with positive feedback.
- A staff survey was completed by 70% of staff with 70% identifying that they were happy, however it was indicated that morale was low.

Members requested that graphs be placed where officers and members of the public could regularly see the figure and could clearly identify the areas which required improvement.

Members also requested that efforts be made to improve morale.

CONCLUDED that the report be noted.

## **242 Monitoring Review of Access to Tristar Services**

Members discussed which activities they would be responsible for.

CONCLUDED that:

- Housing Centres would be dealt with by Councillors Mrs Fletcher and Mrs Nesbitt.
- Repairs Call Centre would be dealt with by Councillors Woodhead and Roberts.
- Mystery phone Calls would be dealt with by Councillors Mrs Trainer and Laing.
- Website would be dealt with by Councillors Mrs Fletcher and Roberts.