

Housing & Community Safety Select Committee

Date: 27/03/06

Review Title: Access to Tristar Services/Pre-inspection monitoring

Scrutiny Chair/Project Manager:	Contact details:
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1. Which of our strategic corporate objectives does this topic address?	
See Business Case	
2. What are the main issues?	
Results of implementation of the 39 recommendations outlined in the Housing and Community Safety Select Committee review of access to Tristar services Key results of the HQN inspection	
3. The Thematic Select Committee's overall AIM in doing this work is:	
To monitor implementation of the 39 recommendations to ensure that advised service improvements are ongoing. To comment on the key findings of the HQN inspection	
4. The main OBJECTIVES are:	
To break down and monitor 39 recommendations via reality checks, mystery shopping and officer input. To receive information relating to HQN inspection	
5. The possible OUTPUTS (changes in service delivery) are:	
Improvement of Tristar's access services, including Housing Centres, Call Centre, Tenancy Services Officer provision and the website.	
6. The desirable OUTCOMES (benefits to the community) are:	
Better access for disabled and BME residents, better equipped Housing Centres, more	

efficient call centre provision, safer working conditions for TSO's, more up to date and informative website

7. What specific value can scrutiny add to this topic?

Ability to work independently to engage and involve partners and residents and external agencies

8. Who will the panel be trying to influence as part of their work?

Tristar Board

9. Duration of enquiry? Are there specific time limits that need to be taken into consideration?

3 months To be completed before Audit Commission re-inspection

10. What category does the review fall into?

Policy Review	<input type="checkbox"/>	Policy Development	<input type="checkbox"/>
External Partnership	<input checked="" type="checkbox"/>	Performance Management	<input type="checkbox"/>
Holding Executive to Account	<input type="checkbox"/>		

11. Extra Resources needed? Who is the nominated Democratic Services Officer?

To be confirmed

12. What secondary/existing information do we need? (include here background information, existing reports, updated reports, legislation, central government documents, etc.)

Housing and Community Safety Select Committee report – Access to Tristar Services
Tristar Improvement Plan
HQN Inspection Report

13. What primary/new evidence/information do we need?

Briefing note on progress towards implementation of recommendations
Information received via mystery shopping and reality checks

14. In what form do you want this evidence/information to be presented? (short presentation, executive summary, e-mail brief)

Officer presentation and briefing note

15. Who can provide us with further relevant evidence? (Cabinet Member/portfolio holder, officer, service user, general public, expert witness, etc.)

Cabinet Member, service users

16. What specific areas do we want them to cover when they give evidence? (for exact questioning framework, see form ?)

See 12 & 13

17. Where will evidence be taken and how?

See 14 & 19

18. Would the investigation benefit from the co-option of an 'expert' or service user, for the duration of the major review? If so, who?

To be confirmed

19. What other processes can we use to feed into the review? (site visits/observations, face-to-face questioning, telephones survey, written questionnaire, etc.)

Site visit - call centre
Mystery shopping – Housing Centres

20. In what ways can we involve the public and at what stages? (consider whole range of consultative mechanisms, local committees and local ward mechanisms)

To be confirmed

21. How will tasks be divided between Members/Officers? (Please give name of each member or officer or other stakeholder when detailing each task)

To be confirmed

22. How will we monitor progress and measure the success of the review?

Project plan
Feedback received from Audit Commission inspection
Further monitoring in 12 months

Now Produce a Project Plan

Project Plan Proforma

Scrutiny Chair/Project Manager		Contact Details	
Scrutiny Officer		Contact Details	
Departmental Link Officer		Contact Details	
KEY TASK	DETAILS/ACTIVITIES	TIMESCALES	RESPONSIBILITY
Scoping of Review			
Agree Project Plan			
Obtaining Evidence:			
Written evidence			
Oral Evidence			
Other type of evidence (e.g. questionnaire, focus group, public meeting)			
Publicity of Review			
Analysis of evidence/information			
Members decide recommendations and findings			
Initial considerations of draft report.		Circulate draft report to Members for consideration.	

KEY TASK	DETAILS/ACTIVITES	TIMESCALES	RESPONSIBILITY
Final agreement of draft report			
Circulate draft report to stakeholders & appropriate Cabinet Members			
Final agreement			All Members of the Committee
Report to Cabinet	Present final report with recommendations and findings		