

**EXECUTIVE MEMBERS FOR HOUSING & ADULT SOCIAL SERVICES
AND ADVISORY PANEL**

MONDAY, 14 AUGUST 2006

DECISIONS

Set out below is a summary of the decisions taken at the meeting of the Cabinet held on Monday, 14 August 2006. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

If you have any queries about any matters referred to in this decision sheet please contact Tracy Johnson.

4. HOUSING SERVICES TENANT SATISFACTION SURVEY 2006/7 **Appendix B**

Members received a report which advised the Executive Member of the governments mandatory requirement to conduct the three yearly tenant satisfaction survey during 2006 using a postal survey method.

The report advised that during 2006/7 the Department for Communities and Local Government (DCLG) had made it a mandatory requirement for Local Authorities nationwide to use a postal survey methodology in conducting tenant satisfaction surveys. City of York Council had surveyed the satisfaction levels of it's tenants, annually, via a face to face survey for the past 16 years. Unfortunately, despite appealing to the Audit Commission who were leading the tenant surveys to allow York to continue to carry out a face to face survey, which was believed to provide more qualitative data, this appeal had been denied due to the requirement for a consistent approach nationwide. There was no further opportunity for appeal. This survey would replace the Annual Housing Service Monitor during 2006/7.

Advice of the Advisory Panel

That the Executive Member for Housing be advised to note the contents of the report.

Decision of the Executive Member for Housing

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To inform the Executive Member.

5. CONFIRMATION OF THE ARRANGEMENTS FOR THE IN-HOUSE RESTRUCTURE OF HOME CARE SERVICES **Appendix C**

Members received a report which informed the Executive Member on

the progress of the review of the In House home care service. The Executive Member agreed in June 2006 to receive a further report which detailed the consultation process with staff on the proposed restructure and contractual changes that have taken place with staff following that report.

The report advised that a number of concerns were raised through the consultation which were summarised in a table under paragraph 21.2 along with the management's response.

Two options were presented to Members:

Option1 – To endorse the proposals as laid out in the report.

Option 2 – To retain services in their current structures.

Advice of the Advisory Panel

That the Executive Member for Adult Social Services be advised to approve the proposal to establish the revised home care structure as described within the report.

Decision of the Executive Member for Adult Social Services

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To improve the efficiency and effectiveness of the in house service and ensure that the service is fit for the future and meets the needs and aspirations of customers now and in the future.

