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MEETING	DECISION SESSION - CABINET MEMBER FOR HEALTH, HOUSING AND ADULT SOCIAL SERVICES
DATE	26 JULY 2011
PRESENT	COUNCILLOR SIMPSON-LAING (CABINET MEMBER)

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## **7. DECLARATIONS OF INTERESTS**

The Cabinet Member was invited to declare at this point in the meeting any personal or prejudicial interests she might have in the business on the agenda.

No interests were declared.

## **8. MINUTES**

RESOLVED: That the minutes of the last Decision Session of the Cabinet Member for Health, Housing and Adult Services, held on 28 June 2011, be approved and signed as a correct record.

## **9. PUBLIC PARTICIPATION**

It was reported that there had been no registrations to speak at the meeting.

## **10. HOUSING SERVICE'S SERVICE PLAN 2011-2012**

The Cabinet Member considered a report which outlined amendments that had been made to the Council's Housing Service's Service Plan following suggested changes to reflect Bereavement Services transferring into Asset Management. The report also included a review of performance indicators that had been undertaken, which showed that the number of indicators had reduced.

A group of Tenant Inspectors, from the Tenant Inspector Project, attended the meeting. The Inspectors were trained volunteers who had taken part in the project which assessed housing service's reception facilities and services. Their findings contributed to an improvement report and action plan, which was presented to the Cabinet Member.

The Tenant Inspectors informed the Cabinet Member of improvements to services that had been carried out as a result of their work, such as improved carpet cleaning in council properties. They felt that the project had been worthwhile and praised Officers for being receptive to their concerns.

RESOLVED: (i) That the changes to the wording of the outcomes for 'Your Place' and 'Your Service' be approved.

(ii) That the actions aligned to each of the five outcomes be agreed, and that these actions should translate into staff PDRs also be agreed.

(iii) That the performance indicators aligned to each outcome be agreed.

(iv) That the Cabinet Member receive quarterly update reports.

REASON: To ensure that Housing have a comprehensive improvement action plan which addresses issues raised through customer engagement, performance management and national and local priorities.

## **11. RESULTS OF ANNUAL HOUSING SATISFACTION SURVEY 2010/11**

The Cabinet Member considered a report which provided her with the results of the Annual Housing Services Monitor (AHSM), a postal survey of City of York Council tenants undertaken during January 2011- February 2011, to which 947 responses from tenants were received.

The Cabinet Member asked Officers questions about the figures in the report which related to;

- Internal cleaning of blocks of flats
- Anti Social Behaviour Figures
- Council House Waiting Lists

The Cabinet Member was informed that automatic access to water was not always available for cleaning within housing blocks. Although non water methods had been used, issues remained over the effectiveness, and there was also an issue of staff cover during periods of leave and prolonged periods of sickness. It was reported that Officers were looking at ways this could be tackled by being more flexible with the remaining resources.

In relation to the Anti Social Behaviour(ASB) figures, Officers reported that a perception problem existed in what constituted this type of behaviour and the actions that Council Officers could take to resolved this. It was felt that the Council's role in tackling anti social behaviour needed to be clarified.

In regards to Council Housing, the Cabinet Member was informed that Officers were currently examining bidding trends for Council properties, in particular, why certain groups of vulnerable people were not bidding for a property.

The Cabinet Member highlighted that vulnerable individuals, such as those who had literacy problems may not be aware of support available for them to fill out application forms for Council Housing. Officers responded that any individuals were welcome to contact Housing Services by telephone or in person.

RESOLVED: (i) That the report be noted.

(ii) That the Cabinet Member agree to continue to undertaking the annual satisfaction survey.

REASON: To ensure that the Council is fully aware of customer perceptions of the service and to use this information to improve the service.

Councillor Simpson-Laing, Cabinet Member  
[The meeting started at 4.35 pm and finished at 5.00 pm].

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