

**DECISION SESSION - CABINET MEMBER FOR HEALTH,
HOUSING AND ADULT SOCIAL SERVICES**

TUESDAY, 26 JULY 2011

DECISIONS

Set out below is a summary of the decisions taken at the meeting of the Decision Session Cabinet Member for Health, Housing and Adult Social Services held on Tuesday, 26 July 2011. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

Members are reminded that, should they wish to call in a key decision, notice must be given to Democracy Support Group no later than 4pm on the second working day after this meeting.

If you have any queries about any matters referred to in this decision sheet please contact Catherine Clarke or Louise Cook.

4. HOUSING SERVICE'S SERVICE PLAN 2011-2012 **Appendix C**

- 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.

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

Appendix D

- RESOLVED:
- (i) That the report be noted.
 - (ii) That the Cabinet Member agree to continue to the undertaking of 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.