

Item 92b/09

Summary of Customer Services Committee Meeting 4th February 2009

In Attendance Committee: Helen Bushell, Steve License, Marie Wright, Stef Nelson	Apologies Committee: Maureen Macfarlane, Sheila Large
In Attendance HHT: Noel Sharpe, Teresa Tierney, Simon Edge, Katie Hamlett, John Maddox	Apologies HHT: None
Subject	Key Issues
Sheltered Housing Review	<ul style="list-style-type: none">• Committee noted the contents of the report and the findings of the Sheltered Housing Review• Committee confirmed the continued provision of sheltered housing service by the Trust• Committee approved the development of an Old Peoples' Supported Housing Strategy
Customer Satisfaction Survey - BME Responses	<ul style="list-style-type: none">• The report provided Committee with further detail from the 2008 STATUS survey• Committee approved the actions outlined in the Customer Satisfaction Action Plan
Oakland Street Investigation	<ul style="list-style-type: none">• Committee noted the report
Voids Project Budget Update	<ul style="list-style-type: none">• Committee noted the report