



# Tenants' Forum

## Newsletter

### Forewords

**Oct — Dec 2023**  
**Issue no — 13**



Welcome to the 13<sup>th</sup> Edition for the Tenants' Forum newsletter.

This quarter was very busy for the Tenant Involvement activities. We have arranged four Tenants' Forum meetings and a Thank You event. The Assistant Director of Neighbourhoods and Housing has offered the Tenants' Forum Committee to meet him on bi-monthly basis to raise any issues and concerns.

The Social Housing Regulator are visiting Hull and their focus will be on what are tenants' expectation from their landlord and what are their concerns. The Tenants' Forum Committee (tenants only) are meeting with regulator as part of the visit. We will provide an update from this meeting at the Tenants' Forum.

Active tenant volunteers have tested "myHousing" app, this app will improve the digital offer to the residents and will be launched in early 2024.

The winners and participants of the garden competition have been awarded the trophies and certificates at the Thank You event. With additional categories awarded by the two volunteer judges due to the high standard of entries.

Active volunteers carried out litter picking, Neighbourhood walks, benchmarking, attending project & focus group meetings and Tenant and Resident Associations (TARAs) were very busy as well with their activities.

If your neighbour or friends would like to join us in bringing positive changes in your area and the City overall, contact Tenant Participation Team via 612010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk). The Tenant Participation Officers will get in touch and will arrange an induction.

I would like to thank all the active volunteers for their time, skills, and enthusiasm to bring positive change to the Housing Service and City overall during this year. On behalf Tenants' Forum Committee, I wish you all a happy 2024.



Maureen Bristow

Chair – Hull Tenants' Forum

# The Tenants' Forum (TF)



## The Tenants' Forum Committee meeting



## The Tenants' Forum (TF)

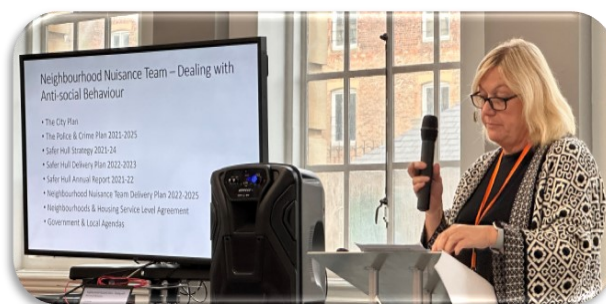
### Neighbourhood Nuisance Manager

16<sup>th</sup> October 2023

The Neighbourhood Nuisance Manager for Anti-Social Behaviour gave a presentation on their work and explained following topics: -

### Neighbourhood Nuisance Team – Dealing with Anti-social Behaviour

- ◆ The City Plan
- ◆ The Police & Crime Plan 2021-2025
- ◆ Safer Hull Strategy 2021-24
- ◆ Safer Hull Delivery Plan 2022-2023
- ◆ Safer Hull Annual Report 2021-22
- ◆ Neighbourhood Nuisance Team Delivery Plan 2022-2025
- ◆ Neighbourhoods & Housing Service Level Agreement
- ◆ Government & Local Agendas



### Neighbourhood Nuisance – breadth of services

#### ⇒ Core Service

- ◆ Tackling nuisance ASB which effects residents, communities and businesses

regardless of tenure

- ◆ Hull City Council's Statutory Landlord function regarding tackling ASB
- ◆ Risk Assessing & Managing Vulnerable Victims of ASB
- ◆ Risk assessing & managing repeat victims & offenders of hate related cases
- ◆ Community Trigger
- ◆ Parenting – City wide lead
- ◆ Proactive ASB prevention (caseload demands permitting)
- ◆ Responding to emerging issues such as Organised Crime at a strategic and an operational level across the city
- ◆ Tactical Tasking and Co-ordination group – inputs and outputs

### ⇒ **Tackling Place Based ASB issues**

- ◆ Managing perceptions and fear of crime and ASB
- ◆ Bus ASB/ Crime Initiative
- ◆ Not Where I Live Week
- ◆ Tiered Review – Adults & Young People
- ◆ Early Help/ Intervention (East Hull lead)
- ◆ Contextual Safeguarding (operational lead)
- ◆ Reducing Parental Conflict
- ◆ Operation StaySafe
- ◆ Housing Enhanced Offer

### **ASB Victims and their vulnerability**

- ◆ Victim led – ASB Risk Assessment (3100 in last 12 months)
- ◆ Individual tailored 'Supporting You Plans' (3000+ in last 12 months)
- ◆ 226 Victims assessed to be High Risk last year
- ◆ 155 Victims assessed to be High Risk in the first 6 months of this year
- ◆ An analysis of high-risk victims showed 14% had tried/ planned to take their life.
- ◆ 98% of complainants were satisfied with the support given to them by the ASB Officer during their case.
- ◆ 94% of complainants were satisfied with the outcome of their anti-social behaviour complaint.
- ◆ 99% of complainants would be happy to report anti-social behaviour to us in the future

### **High Rise Living**

Noise

Safety – Door control

Rough Sleeping





- ♦ Chaotic lifestyles – Drug users
- ♦ Issues re dogs in high rise flats
- ♦ Direct reports to Neighbourhood Nuisance Team / ASB Officer

**Place Based Tasking**

- ♦ Littering/ Fly Tipping
- ♦ Neighbourhood Policing Teams
- ♦ Tasking - Partner Agencies – Renew, Registered Social Landlords, Businesses, Area Teams, Street scene, Parks & Gardens, Voluntary Sector, Housing
- ♦ Problem Solving Approach – scan, analysis, response, assessment
- ♦ Action Focused Approach

Officer also provided figures about ASB complaints and how they dealt or supported them

3197 complaints of ASB	Supported over 3100 victims and witnesses suffering ASB	<ul style="list-style-type: none"> <li>• Noise nuisance</li> <li>• Intimidation, harassment &amp; verbal abuse</li> <li>• Drug related ASB</li> </ul>	<b>NWILW (Not Where I Live Week)</b> <ul style="list-style-type: none"> <li>• 1200 letter drops to encourage reporting in problem locations</li> <li>• 12 ASB Surgeries held in communities</li> <li>• 8 multi agency patch walks in hot spot locations</li> <li>• 11 community engagement events held</li> </ul>
Dealt with over 1200 perpetrators	98% of victims were satisfied with the way their anti social behaviour complaint was dealt with	99% of victims would be willing to report ASB again	

**Building Better Communities**

- ♦ Residents are Communities
- ♦ Build a picture/ case
- ♦ Legal Services/ Court System
- ♦ Victims Champion, Let's Talk, Connect Well
- ♦ Informal V Formal
- ♦ Community Trigger/ Case Review
- ♦ Corporate Complaint Procedure

**Impact**

- ♦ Victim & Witnesses feel safe in their homes and community
- ♦ Early Identification of Community Tensions/ Hot Spot Locations



- ◆ Value for Money
- ◆ Tiered Approach – low-cost intervention & earliest opportunity
- ◆ High-rate client satisfaction
- ◆ Informal Sanctions VS Formal Sanctions

**Housing Strategy**  
**17<sup>th</sup> October 2023**

The Strategy Programme Lead attended the Forum and delivered a presentation overview of the draft strategy and key strategic hooks.

She also explained outcomes from the previous strategy



Hull Housing Strategy 2017 – 2020			
Vision	Much more than just bricks and mortar, housing in Hull provides people with a solid foundation on which to build healthy, happy and fulfilling lives. Housing here creates opportunities for anyone to succeed and supports the development of mixed and inclusive neighbourhoods.		
Themes	Housing	People	Neighbourhoods
Priorities	Deliver better use of housing across the existing stock	Understand the housing needs of our most vulnerable households and provide housing and support options which meet their needs	Build more quality homes in well designed neighbourhoods
	Improve standards in the private sector	Provide support and develop sustainable housing options for those affected by welfare reform	
	Reduce the number of empty properties across the city	Increase financial inclusion	Improve existing neighbourhoods through the delivery of renewal works and integrated interventions
	Increase the energy efficiency of existing homes and reduce fuel poverty	Improve residents' health and wellbeing through the delivery of housing and housing services	

- ◆ Applying for the **homelessness** funding pots
- ◆ Some of the biggest **retrofit schemes** in a single area
- ◆ Leverage **Homes England** grant (for all new build schemes)
- ◆ Provided rationale underpinning the case to the Secretary of State for compulsory purchase to get **Preston Road** development underway
- ◆ Informs **Planning Policy**

- ◆ Provided foundation of business cases for **shared tenancies**, new **children's homes**
- ◆ Development of **Supported Accommodation Review Team** – driving up quality of supported housing and UK first

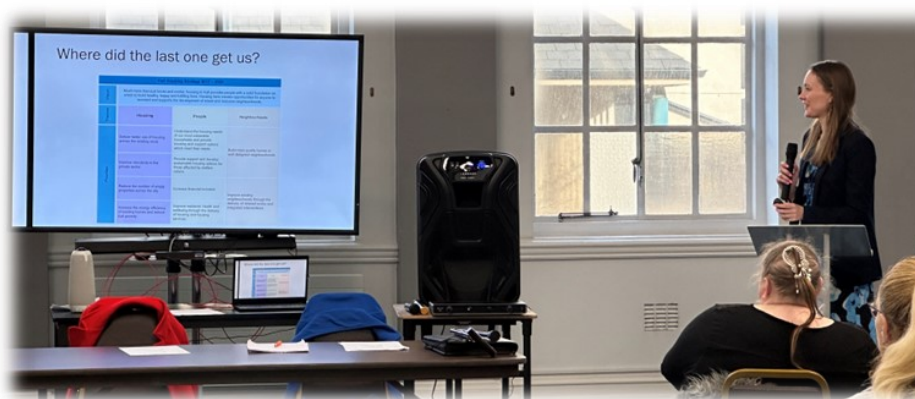
She also explained what has changed?

Everything... and kind of nothing

- ◆ **Covid, Brexit** and global/national leadership taking the **climate emergency** seriously – huge issues likely to affect everything we do forever, cost of living crisis, increased homelessness in the city.

Where do Hull Housing need to focus on now and to 2030?

- ◆ Sectoral response to **Covid-19** – how homes are used, how places are designed, how services are delivered and what lessons do we need to learn.
- ◆ The **Climate Emergency** and **Carbon Zero** – likely to be the prevailing issue of the day and next ten years are critical. Must be ahead of the gold rush.
- ◆ **Social Housing White Paper** and **Building Safety** – Hull City Council in hand... but need to ensure smaller providers don't get left behind and neighbourhood management back in the frame
- ◆ **Affordability** and driving **new supply** – key challenge here will be building what we need (social and affordable rented) as opposed to what grant givers push us towards (intermediate housing/ownership products)



- ◆ **Private housing** condition and quality...
- ◆ **Homes for life** and **complex needs**– the ageing population, our increasingly complex cohorts and ensuring housing meets the needs of a changing demographic



## So what will be the key principles?

### People

- Good advice, sustainment and timely access to housing
- Meeting the housing needs of vulnerable households
- Decent housing – the foundation of a healthy life

### Housing

- Energy efficient housing stock – working towards net zero
- Make best use of housing in Hull
- A high quality private rented sector and a housing market that provides choice

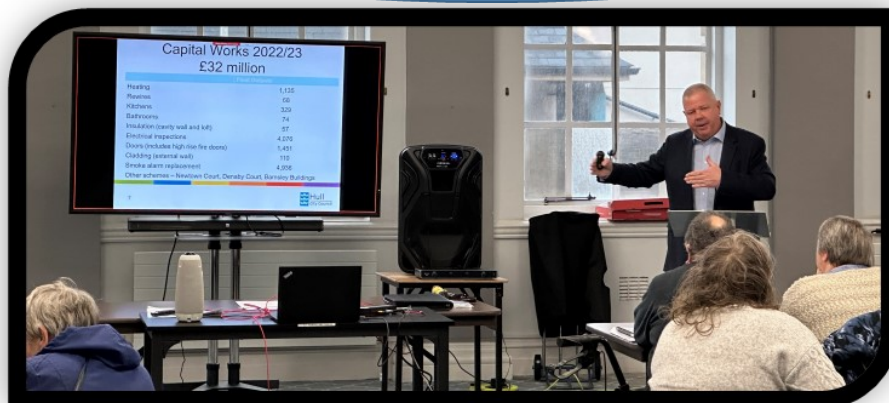
### Place

- Housing growth – delivering enough homes of the right type
- Energy efficient homes
- Homes that fit community place shaping aspirations and healthy neighbourhoods



## Housing Investment Team

21<sup>st</sup> November 2023



Housing Investment Team attended the Forum to deliver a presentation on their projects, repairs and maintenance. They touched on the following points during their presentation:



**Performance: Repairs**

PERFORMANCE INDICATORS	2022 / 2023		2023 / 2024	
	TARGET	PERFORMANCE	TARGET	PERFORMANCE
% Emergency repairs completed within target	99.5%	99.4%	99.5%	99.6%
Average time to complete responsive repairs	12 days	17.3 days	12 days	18.5 days
% appointments kept	95.0%	98.9%	95.0%	99.3%
<b>TENANT SATISFACTION</b>	<b>TARGET</b>	<b>PERFORMANCE</b>	<b>TARGET</b>	<b>PERFORMANCE</b>
Quality of work	95.0%	83.4%	87.0%	82.4%
Repair being done right first time	-	78.6%	-	77.4%
Overall satisfaction with the service	-	81.0%	-	80.1%

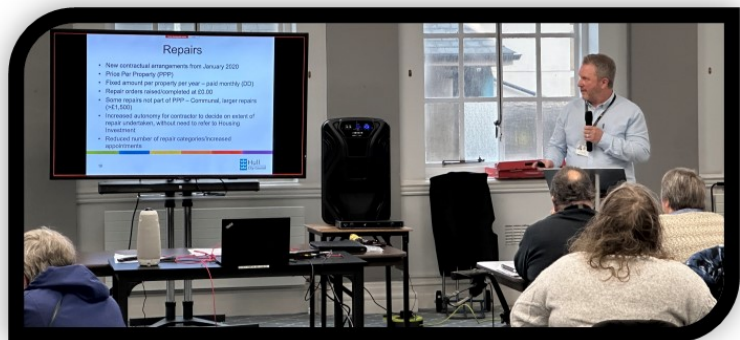
**Performance: Voids**

PERFORMANCE INDICATORS	TARGET	PERFORMANCE	TARGET	PERFORMANCE
Routine Voids: average time to repair property	19 days	46.1 days	19 days	31.8 days
Routine Plus Voids: average time to repair property	33 days	66.8 days	33 days	51.9 days

Officers also explained following:

**Planned work**

- ◆ Painting / Pre-Painting
- ◆ External
- ◆ composite door renewal
- ◆ PVCu Door and Window renewal
- ◆ Roofing
- ◆ Fire safety/protection
- ◆ Communal maintenance / safety
- ◆ 110 homes received insulation improvement works last year (3,000+ in last 8 years)



### Insulation improvement work

- ◆ A whole house approach has been adopted to also include new roofs, new windows/doors, access ramps, ventilation etc. outhouses/sheds
- ◆ Improvements will help to improve the quality of life for the residents by lowering energy bills and increasing energy efficiency levels

### Other highlights

- ◆ A pilot scheme has started to install mechanical ventilation to kitchens/bathrooms
- ◆ 218 surveys have been completed to low rise blocks of flats requiring additional internal fire safety measures, including fire doors and escape windows
- ◆ 1,255 shed and service cupboard doors to be upgraded to fire doors within the low-rise flats across the city
- ◆ Shed replacements to blocks across the city



### Other compliance

#### 1- Gas

- 22,500 Landlord Gas Safe Records
- 15,000 Repairs

#### 2- Electrical

- 5,000 Electrical Installation Condition Reports
- 100 Rewires

#### 3- Legionella

- Communal Inspections
- Risk Assessments
- Outlet Flushing

#### 4- Asbestos

- Communal Condition Reports
- Managing Risks

#### 5- Lifts

- Monthly Inspections
- 6 Monthly Inspections Maintenance

#### 6- Health & Safety

- Construction, Design and Management
- Department Safety



### Compliance Challenges

**Culture**

Skills, Knowledge, Experience  
Attitudes

**Data**

Data Gathering  
Maintaining Data  
Accuracy  
Control

**Resident Engagement**

Stronger Residents Voice  
Maintain Relationships  
Openness & Transparency  
Technology

**Gas performance**

**Procurement**

Budget Pressure  
Unable to Transfer Risk  
Organisational Reputation  
Legal Duty  
Risk V Cost

**Rising Costs**

Introduction of Building Safety Act  
External Influences  
Regulator Fees  
Rising Material Costs Control

**Access**

Expensive  
Labour Intensive  
Organisational Risk

	2022/23		2023/24	
PERFORMANCE INDICATORS	TARGET	PERFORMANCE	TARGET	PERFORMANCE
% Emergency repairs completed within target	99.5%	97.5%	99.5%	99.8%
Average time to complete responsive repairs	2.7 days	6.1 days	3 days	3.6 days
% appointments kept	95.0%	98.2%	96.5%	99.3%
% properties with landlord gas safety record	100%	99.99% (3 overdue)	100%	99.98% (4 overdue)
TENANT SATISFACTION	TARGET	PERFORMANCE	TARGET	PERFORMANCE
Quality of work	95.0%	90.2%	90.0%	87.3%
Repair being done right first time	-	85.0%	-	83.3%
Overall satisfaction with the service	-	87.8%	-	87.2%

Officers also explained specialist & planned works, building safety challenges and how the housing service is meeting them.

**The Challenge**

- ◆ Grenfell Tower
- ◆ Moving from Compliance to Building Safety Culture
- ◆ Large Scale Changes and Introduction of Legislation

- ◆ Introduction of a New Regulator
- ◆ Demonstrate Safety
- ◆ Golden Thread
- ◆ Skills, Knowledge & Experience
- ◆ New processes for Undertaking Works
- ◆ Ultimate Accountability

### How are we Meeting the Challenge

- ◆ Introduction of a Dedicated Team
- ◆ Skills, Knowledge & Experience
- ◆ Shared Knowledge and Collaborative Working
- ◆ Action Plan Developed
- ◆ Upgrade Works Commenced
- ◆ Active Residents

### Your Voice Heard

The Officers shared that the statistics show that:

- ◆ 2022/23 - 563 complaints received (less than 1% when set against the volume of work delivered)
- ◆ Quarterly Customer Insight Reports identify themes and trends coming from feedback
- ◆ Monthly meetings with KWL identify service improvements
- ◆ Customer Insight Report shared with tenant volunteers (via the Designated Tenants Panel group)
- ◆ All feedback is golden – we will continue to learn and improve
- ◆ Tell the Council if you are satisfied or dissatisfied with any repairs or improvement works
  - You can report on-line via the Council's website
  - Or by calling 300 300





- Work carried out by suppliers and contractors is in scope of the framework but with the registered provider as the responsible body.

He further informed the Forum that regulatory framework / consumer standards are not optional to the business – these are now core business.

He explained the consumer standards

- 1- Safety and Quality Standard**
- 2- Transparency, Influence and Accountability Standard**
- 3- Neighbourhood and Community Standard**
- 4- Tenancy Standard**



The officer explained Rent 24/25 and shared that

- ♦ September CPI = 6.7%
- ♦ Implies rent increase of 7.7%
- ♦ Government retains right to cap rent increases at 7% but no indication – yet
- ♦ Last year of rent settlement – consultation due on what comes from 25/26 onwards

He also shared that recently we had consultation with tenants around how we should charge service changes for cleaning & electricity – average across all Multi Storey blocks or block by block. He further added that discussions to take place with Members.

Officer provided figures of disrepair and figures for the next seven years on new build proposal. Full presentation is available on request by the Tenant Participation Team.



**The Tenants' Forum  
Thank You Event  
6<sup>th</sup> December 2023**

The Tenants' Forum Committee in partnership with the Housing Service held the annual Thank You Event for all the active volunteers. 100 volunteers, councillors and officers attended the event. The Leader of the Council, Deputy Lord Mayor, Portfolio Holder Housing, Head of Service Business Development & Change and Assistant Director Neighbourhoods & Housing paid gratitude to all the volunteers for their time and skills to improve the housing services. The Deputy Lord Mayor presented the awards and certificates to the winners and participants of the garden competition. The Business Insight & Quality Manager,



Business Change Manager and Head of Service Area & Neighbourhood Management also attended the event. On behalf of the Tenants' Forum Committee and the members of the Tenants' Forum, I would like to thank Tesco, Boyes and Hull Housing staff for donating the raffle prizes.



One of the judges of the garden competition receiving the flowers as a thank you for her time and expertise.



### Winners of the Garden competitions



## Tenant and Resident Associations (TARAs)

The TARAs are carrying out face to face meetings and have been actively feeding issues from their members to the relevant service areas, carrying out local area walks and litter picking and block walks to improve the kerb appeal of their areas.

Committee members have been in regular contact with the Tenant Participation Team, who support them in finding a resolve to the issues/concern they may raise.

If you think your area would benefit from having a tenant and residents' group and there is enough interest in your community, give the Tenant Participation Team a ring to discuss this further.

### Bayswater Court TARA

Thanks to the Affordable Warmth Grant which they received a total of £6770 the TARA have been able to provide free hot food days. In October they held a Halloween party and served chilli with jacket potatoes, November they cooked mince and mash and December sausage and mash. The hot food days have been very successful. Tenants were given the option of sitting in the pop in, collecting from the pop in or having the food delivered to their flat. The TARA are planning another free hot food day in January. Committee members Darren and Craig have also been successful in passing their Level 2 award in fuel debt advice. They are now giving energy advice weekly to tenants in the pop in. They also continue to hold dominoes, darts, and bingo 3 times a week.

In October they held their annual general meeting, the committee remain the same and have showcased the group by adding their names and photos to the notice board in the foyer.

In November they welcomed Councillors and Housing representatives to the pop in for a meeting to raise concerns

Bayswater Court Food day



## Tenant and Resident Associations (TARAs)



and go through their action log. Housing manager Sue Houlton praised the tenants that they are the first high rise block to have 100% flats with the new smoke alarms installed.

In December the TARA held a Christmas raffle and tombola, despite holding this outside to keep the foyer area clear the event was well attended. Tenants also enjoy free mulled wine and a mince pie. They raised a total of £150 for future events.

Well done to Bayswater for being awarded the Exemplar Best Communal Garden 2023. The committee accepted the award at the Thank you event.

The committee members continue to feed all issues that are brought to their attention on behalf of their members through meetings. They have representation on the main groups in the involvement structure including the Multi Storey Living Group, Estate Management Project Group and the Tenants Forum.

They also provided all residents with a winter newsletter to give an update from the last 6 months.

## Charterhouse Community TARA

The group was awarded an Affordable Warmth Grant to the total of £3398, which has been welcomed and greatly appreciated. This has helped those in need in their catchment area to stay warm over the winter months. Group members have been actively involved in local area walks and litterpicking, they have also attended the Neighbourhood Management Project Group, feeding in their local concerns for the area to the wider work streams of the Council. The wider audience of the group are kept informed by local newsletters regularly produced and hand delivered.

Moving forward to 2024, the group hopes to involve all the area in planned projects and arrange specific days where all the community can come together. The group also plans to rejuvenate the community allotment with the aid of external agencies and the wider area.

## Great Thornton Street TARA(GTS)

The group have recently been awarded an Affordable Warmth Grant to the total of £5000, which is welcomed and greatly appreciated. This will help those in need in the block stay warm over the coming months. They have provided slow cookers, air fryers, electric blankets etc to the residents through this funding to

fulfil their needs.



GTS TARA held their general meeting in November for all the residents of Great Thornton Street. The Ward Councillors, Neighbourhood Coordinator, Housing Officers, and Anti-Social Behaviour Enforcement Officer attended the meeting and provided update on the issues which were raised at the previous meetings. The GTS TARA committee meet regularly to discuss the issues relevant to the blocks and to plan activities.

The Chair and members of GTS committee regularly attend Multi Storey Living Project Group, Customer Access Focus Group, Neighbourhood Management Group, and the Tenants' Forum to raise the issues and keep residents up to date on the information received from these meetings via GTS Facebook and newsletter. GTS Chair also provided regular updates on the progress of GTS TARA at the Tenants' Forum.

GTS committee can be contacted via Facebook or email

[Great Thornton Street Estate TARA](#) or <https://www.facebook.com/groups/gtstara>

[agreatthorntonstreet@gmail.com](mailto:agreatthorntonstreet@gmail.com)

## Hutt Street Pop-In

Members of this group are keeping up to date with local area issues, by feeding into the Neighbourhood Management Project Group, they are also giving their group and a wider audience update on what work has been carried out to alleviate the issues in their local area and Citywide. Group members are also actively carrying out litterpicking on a regular basis to clean up their street, so far this quarter they have managed to collect 10 bags of rubbish and have carried out numerous local area walks.

## Muswell Court

Thanks to the Affordable Winter Warmth Grant which the TARA received a total of £5000 they have been able to provide free hot food. Tenants were given the option of sitting in the community room, collecting to take away or have the food delivered to their flat. The committee worked hard distributing the meals and setting up the community room to welcome those who wanted to sit together.

### Hot food day



## Tenant and Resident Associations (TARAs)



The TARA have been working with Wilberforce college tutors and students, not only have they been working hard in their community garden, but they have also taken part in a charity climb. Students raised funds for the Muswell Garden by climbing the stairs 280 times in total, which equates to the height of Mount Everest. They managed to raise over £500. The TARA committee were pleased to receive a cheque from Mandy the tutor at the Thank you event.

In November they held a meeting with Councillors and housing representatives to discuss issues and concerns and go through the action log.

The group continue to hold activities in the community room, Bingo, Darts and quiz nights and for a weekly cards and craft afternoon.



They also produced their first winter newsletter for all residents.

## Oakington Garth TARA

The group have been awarded an Affordable Warmth Grant to the total of £3984, which has been welcomed and greatly appreciated. This has helped those in need in their catchment area to stay warm over the coming months. Members of the TARA have been keeping up to date with local area issues, by feeding them into the Neighbourhood Management Project Group, they are also giving their group and a wider audience update on what work has been carried out to alleviate the issues in their local area and citywide. Regular newsletters are produced by the TARA to keep everyone up to date on relevant information, they also hand deliver these around the Garth. The group are carrying out local area walks, reporting any issues they find.

## Hopewell Road and District TARA

This new group was established in September of this year and held its first monthly meetings at the Bilton Grange Community Centre on Annandale Road. The groups aim is to support all its residents in the catchment area and work to make improvements where necessary. At the meetings there has been Officers from the Police, Councillors and Neighbourhood Co-ordinators taking questions and giving advice. The group has also leafleted by hand 1400 homes monthly

## Tenant and Resident Associations (TARAs)



in their catchment area to update them on the outcomes of the meetings that have taken place and forthcoming dates.

Issues that have been discussed are:

- Roads
- Anti-social behaviour in the area
- Flytipping
- Jobs information
- Energy information
- New estate paths and green space designated for public use



In 2024 the group aims to strengthen their resident base and in the catchment area and to initiate small projects to enhance the area in which they all live. All updates will be featured and the wider Hull Tenants' Forum meetings that takes place.

## Dorchester Road and Midmere Avenue Association

The group have met twice during this quarter and have discussed the following:

- Highways issues
- Anti-social behaviour
- Streetscene
- Parking

The group will be holding their annual general meeting in January 2024, and moving forward will hold their regular meetings on the 2<sup>nd</sup> Monday of every month.



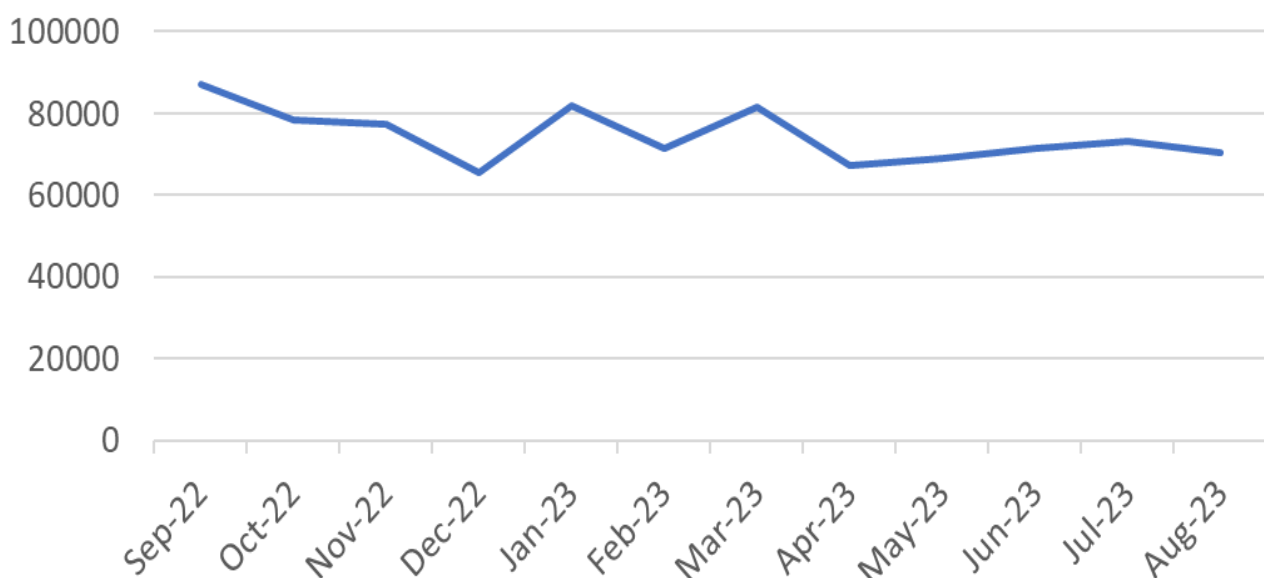
## Customer Access Focus Group

The Customer Access Focus Group met in October with colleagues from Customer Services to hear updates on the latest call centre and Customer Service Centre performance.

The number of inbound calls has continued to decrease since this time last year, however, there have been a few spikes here and there. Generally speaking, over the last 6 months, calls have remained steady. The biggest type of calls includes Council Tax, Repairs and Waste Management; however, a text message campaign has been carried out recently that shares useful tips on keeping warm this winter and what to do to ensure everything is working before the cold weather sets in. Call waiting times have fluctuated over the last year due to staffing levels, and call handling times have remained steady over the last year.

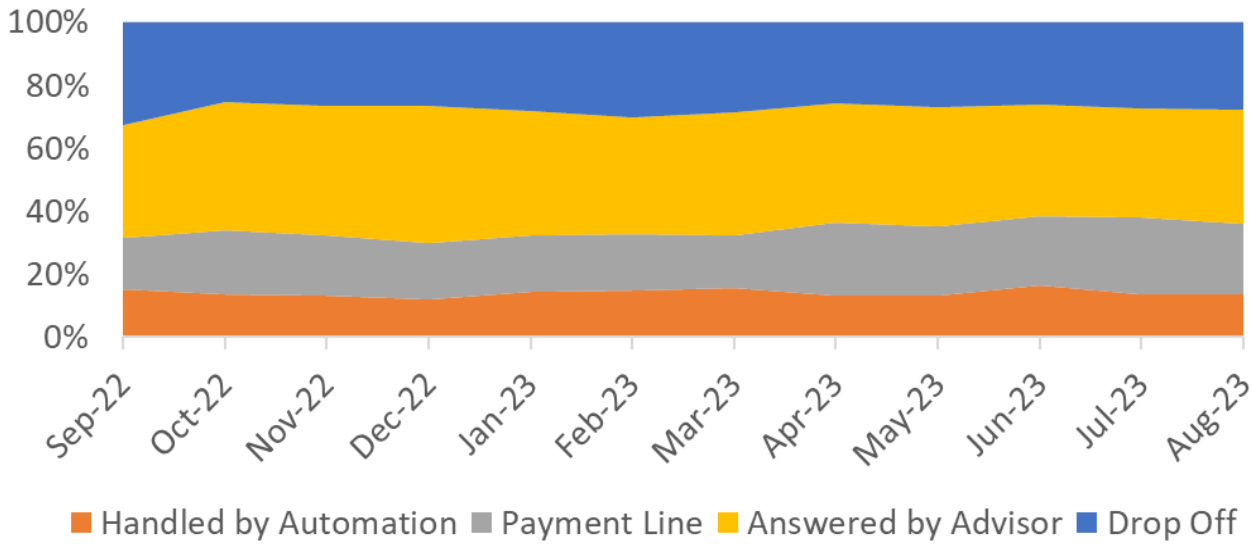
Members of the Customer Access Focus Group have also been working with colleagues in the Business Change team to help develop a new app for tenants. The new app, called myHousing, will replace the current Housing Online system, and it is hoped that the myHousing app will provide easier access to manage tenancies, report repairs and bid for properties.

### Contact Centre – Total Inbound Calls Graph

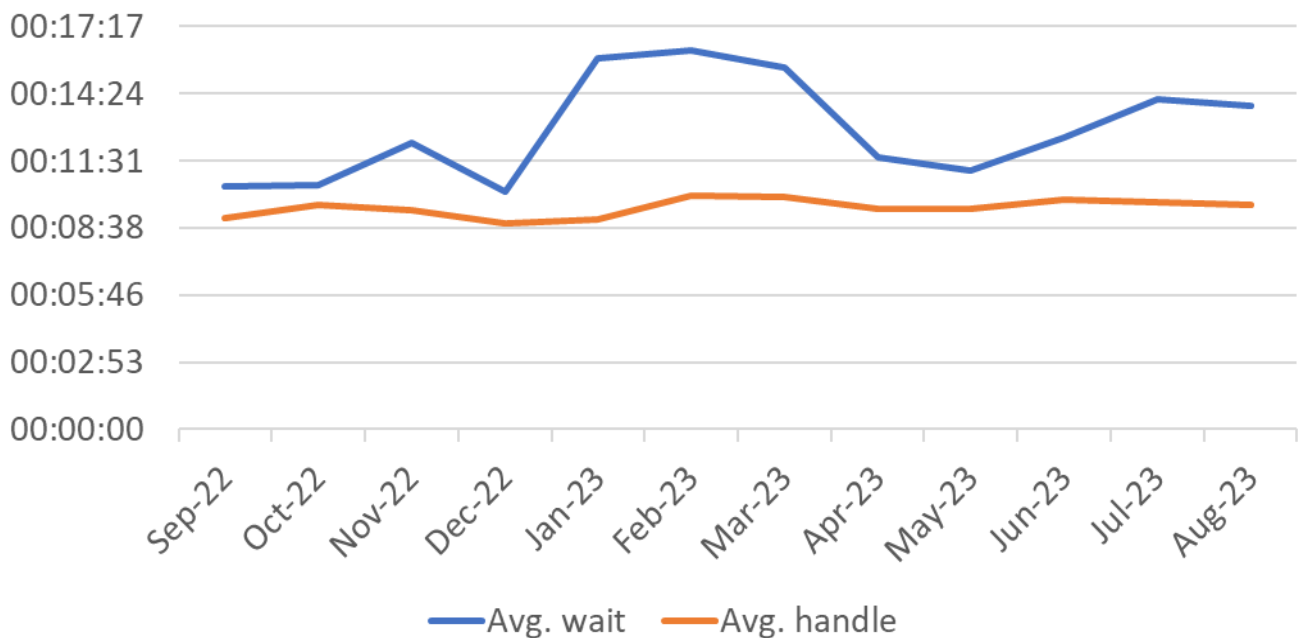




### Contact Centre – Call Handling Graph



### Contact Centre – Average Waiting and Average Handling Time Graph

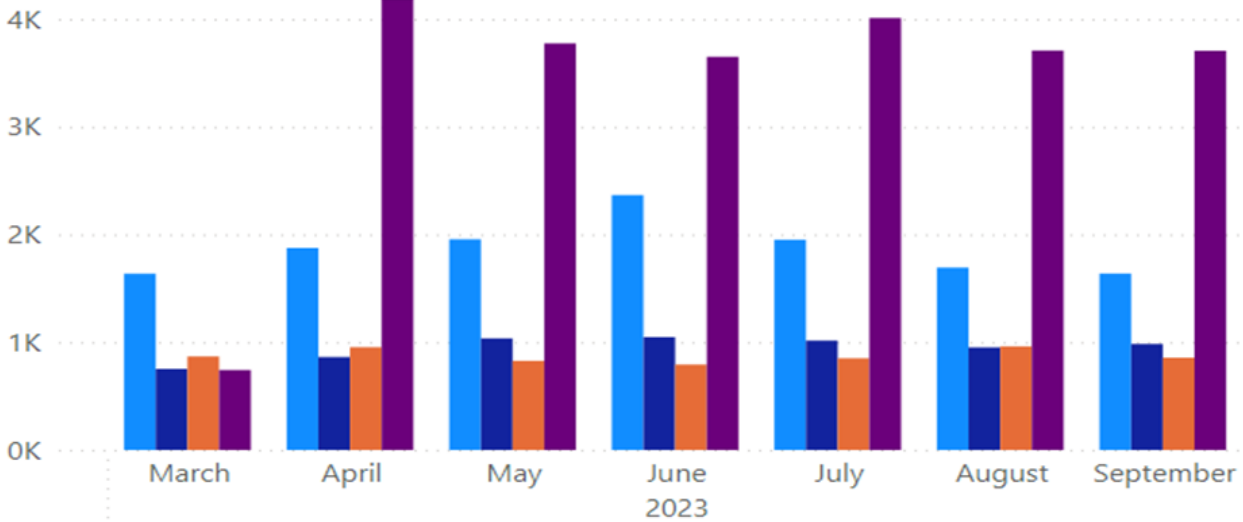


Customer Services Staff are now branching out into communities to attend various pop in events and Community Hubs. These hubs are designed to assist communities to access Council services without having to travel to a main Customer Service Centre.



**Customer Service Centres – Footfall Graph**

Site ● Bransholme ● Kenworthy ● Orchard ● The Wilson Centre



**Customer Services – Community Engagement Times/Locations**

# Community Engagement

Community Outreach is available at the following locations.

Monday

Sutton Warm Welcome – Sutton Methodist Church – 10:30am-12pm (from 23<sup>rd</sup> Oct)

Tuesday

Elmbridge Centre – Elmbridge Parade – 10am-4pm

Pennine – Pennine Way – 9am – 1pm

Wednesday

Elmbridge Centre – Elmbridge Parade – 10am-4pm

Spring Bank Community Centre – Spring Bank – 10am-2pm

Thursday

Elmbridge Centre – Elmbridge Parade – 10am-4pm

Johnny Whiteley Centre – North Road – 10am-2pm (alternate Weds and Thurs)

Hull Minster Welcome Cafe – 11am-1pm

Friday

Hull Mosque and Islamic Centre – Berkeley Street – After Friday Prayer

## Multi Storey Living Project Group

The Multi Story living group continue to meet monthly to discuss issues and updates related to high- and low-rise flats in the city.

In October MSL members met with the Business Partner (finance manager) to discuss the cleaning and communal electric charges in the high-rise flats. They gave their views and made comments which will be added to a report for cabinet in the New Year.

In November we welcomed Housing Tenancy Manager to give an update on the routine tenancy visits for the low-rise flats and planned works, the group had a good discussion and raised concerns.



In December Programme Manager for Building Safety, discussed his new role and gave a presentation about building safety. He explained the plans for developing building safety cases for all the high-rise blocks, we will be inviting Programme Manager Building Safety to our future meetings and the newly appointment Building Safety Manager.

## Multi Storey Living Project Group



We have many Block Champions who meet with Tenant Participation Officers to carry out Benchmarking inspections throughout the city. This has resulted in some positive outcomes and brought attention to areas of concern. Results are recorded on a performance app called Photobook that is fed through to building cleaning.



## Estate Management Project Group

The group meets every 6 weeks. From October to December 2023 there have been no meetings of the group due to other important matters taking president. The next scheduled meeting is in February 2024.

### Neighbourhood Management Issues

Rubbish in areas is still the topic of conversation. Housing Officers also have provided the group and wider audiences with an update of what data has been collated this quarter. Also, with the Area Housing Teams and Neighbourhood Co-ordinators collating information via Photobook, this has given a better picture of the issues in the City, and how we can determine what action to take. At this quarter the percent of unexpectable issue is 5.1%, the group agreed targets of 26% of unexpectable issues.

### Local Area Walks and Litterpicking

Our Local Area Walks programme is going from strength to strength with the intrepid volunteers out and about weekly and monthly, checking areas for a wide range of issues. The Local Area Champion programme has now 100.

participants, yes you heard it correctly, 100 participants, who are happily recording issues at their own pace and reporting them to Officers. Here is the October to December 23 summary:

### Local Area Champions



#### **Local Area walks this quarter**

Number of assisted Local Area walks carried out = 14

Number of solo walks carried out = 8

(TPO has contacted the champions monthly and they raised no issues )

#### **Service requests raised this quarter**

Number of assisted service requests raised = 12

Number of solo service requests raised = 10

Untidy gardens identified= 0

Tidy gardens letters sent out = 16

#### **Litterpicking**

Again, the momentum for this activity is growing with more people than ever wanting to carry out this activity. So far this year we have seen a massive increase in individuals and communities litterpicking in their areas. This has created some great community spirit and help build some strong friendships along the way. The data collected is also being fed into the Council's climate change agenda.

Bags of litter collected during litterpicks in the city for this quarter = 452

Number of bags of litter to recycling for this quarter = 46

Total number of tonnes of rubbish collected so far this year = 8.5



## Publicity Project Group

The Publicity Project Group continue to work hard with colleagues to produce the Winter edition of Hull Housing News. Articles for the Winter edition include:

- Winter Warmth Grants
- Money Saving Tips
- Community Hubs
- Chat with the Chair
- Introduction to the new Assistant Director for Neighbourhoods and Housing
- Celebrating 20 Years of the Tenants Forum in Hull.
- Lifeline
- New TARAs
- ...and much more!

The Group also met with the High Rise Team to review a new welcome pack that is being developed for new high- rise tenants. This welcome pack would be adapted to each block, providing useful information on living in that block (for example, details on their Housing Facilities Operative (Caretaker) or details on applicable service charges).

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## Tenants Scrutiny Panel

The Tenants Scrutiny Panel has been in operation for some years now, reviewing such service areas as:

- ◆ Legal Services
- ◆ Streetscene
- ◆ Citysafe
- ◆ Vulnerable Adults – Adaptations

In 2021 the Panel reviewed and made recommendations on the Adaptations Service, to which Officers agreed and put in place the findings of the Panel.

Following concerns raised by residents about the state of the service provision now, the Tenants Scrutiny Panel have planned to meet in January to revisit the report done in 2021 and to scrutinise the service been given to users again to see if improvements can be made. This will involve people who have accessed the service drawing on complaints and compliments made by service users following the completion of their use of the service.

Officers will also be involved from the service area and Customers Feedback to give their input into the review. Regular meetings of the Panel will then take place until this review is completed, and recommendations have been made and agreed.

## Designated Panel

The Panel undertook a review of the *Housing Ombudsman Self-Assessment January 2023* to examine if recommendations set out in *Complaint Handling Code* published March 2022 are met.

The Panel examined following issues during the review:

- ◆ The current Complaints Procedure, i.e., logging, acknowledgements, timescales, responses, protocol
- How the Complaints Procedure was administered and who managed the process
- What is a complaint? How were enquiries/complaints dealt with and logged as part of the Complaints Procedure?
- Reporting mechanisms regarding complaints and how Elected Members were informed
- What complaints had been submitted to the Local Government Ombudsman and the reasons for why they had been submitted.

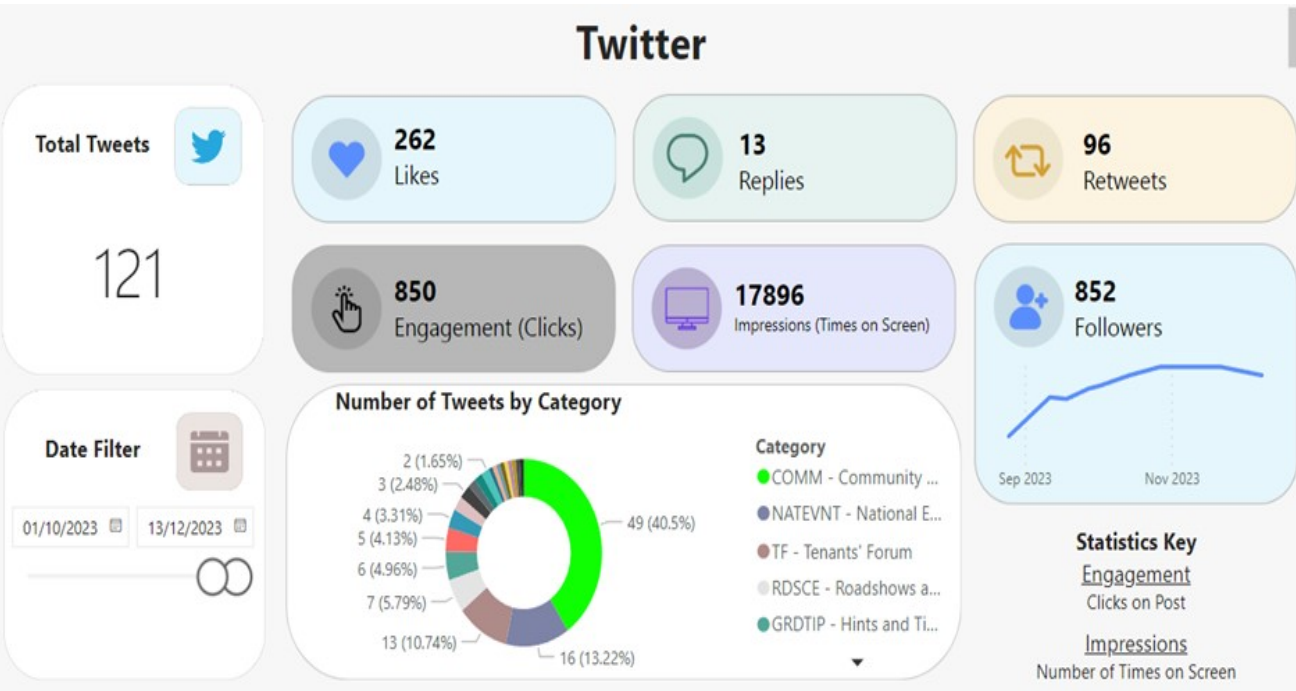
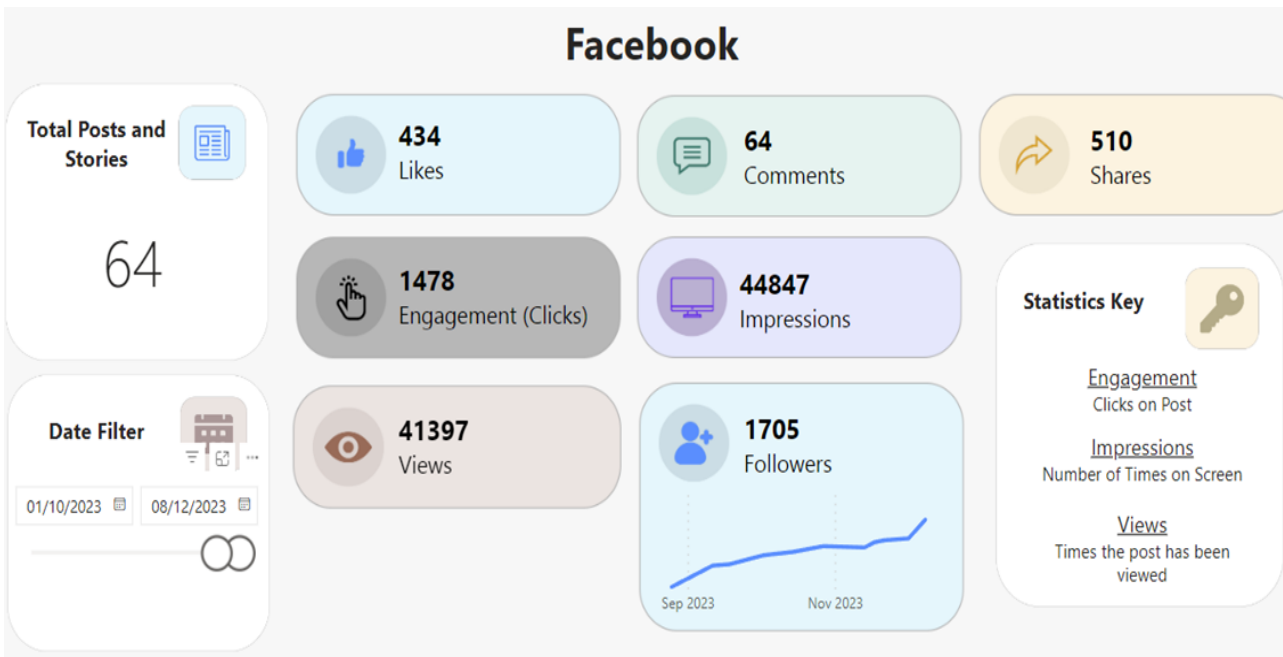
The Panel has now concluded its review; report is being finalised and will be available shortly.

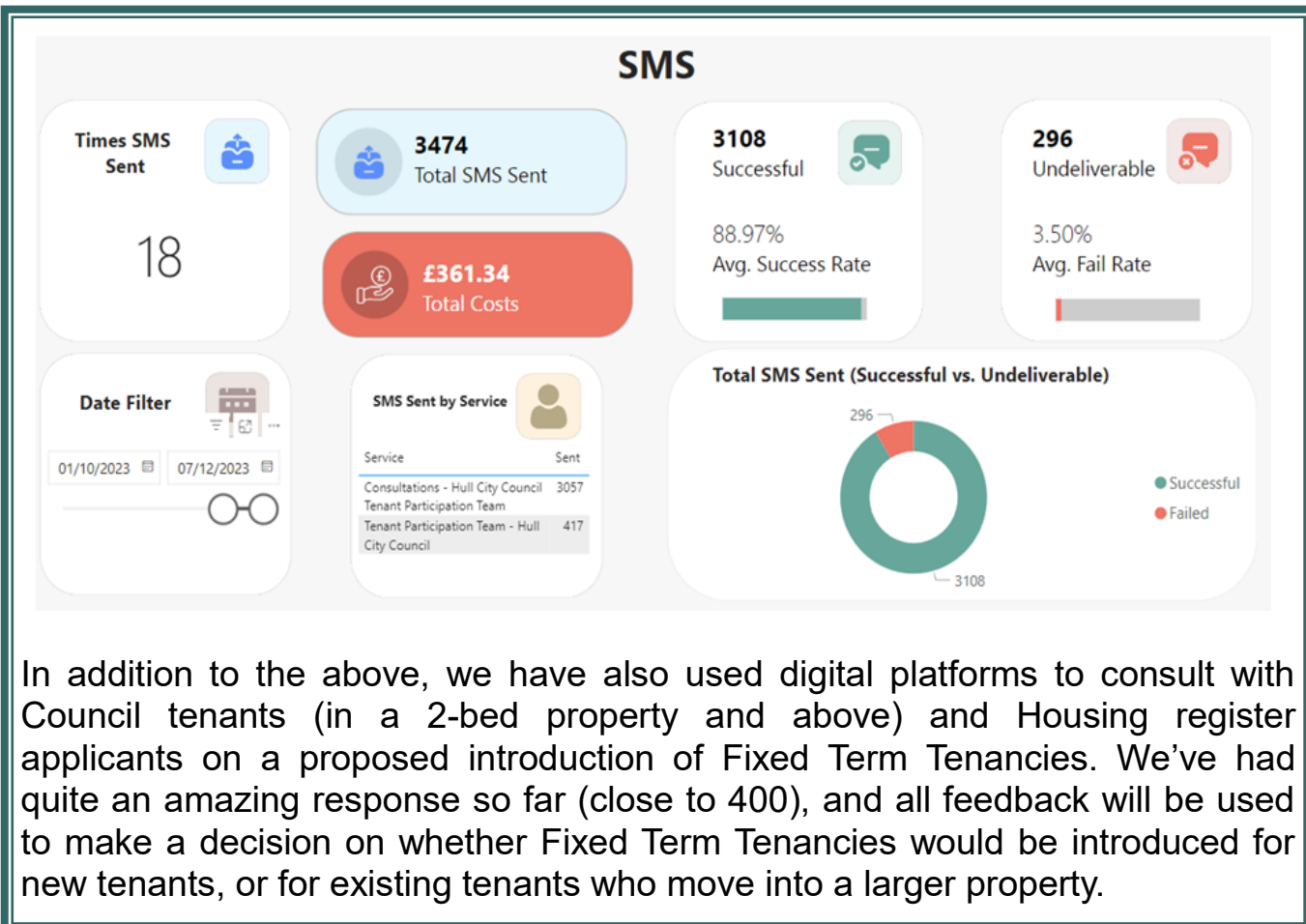




# Quarterly Digital Involvement

The Tenant Participation Team continue to use a variety of “digital” platforms to engage with both “Active” volunteers and the wider tenant and resident population. On Facebook, we’ve posted over 60 times, and we’ve received over 430 likes and 41000 views! On Twitter, we’ve posted over 120 times, receiving over 260 likes and close to 18000 views.





In addition to the above, we have also used digital platforms to consult with Council tenants (in a 2-bed property and above) and Housing register applicants on a proposed introduction of Fixed Term Tenancies. We've had quite an amazing response so far (close to 400), and all feedback will be used to make a decision on whether Fixed Term Tenancies would be introduced for new tenants, or for existing tenants who move into a larger property.

## “Chat and Choose” at Chiltern Primary School

During 2023 a Tenant Participation Officer has been attending the “Chat and Choose” at Chiltern Primary School monthly to give the service users who attend advice and help on Housing Services. During the session some 40-60 people attend where they can have a hot drink and use the foodbank provided by the school. Other agencies also attend to give information and advice that is



required. Some questions asked and information given has been:

- How to bid for properties?
- How to report anti-social behaviour?
- How to become a Local Area Champion?
- Who is the Housing Officer for the resident's area?
- Reporting repairs to a tenanted property
- What Childcare is available?
- What activities are available during school holidays?
- How do people access local NHS services?

## Improvements to Kendall and Coniston Houses Communal Areas

Following the installation of car park barriers in the parking area at the site, further concern was raised about the blocks, parking in the vicinity and the general state of the communal area by some residents, Councillors and Officers.



A multi-agency “Coming to You” event took place in October 23 to fully understand the needs of the people who live in this area.

The following actions took place were:

- ◆ Initial flyer delivered to all addresses in the area, advertising the “Coming to

to You” event on 25th October 2023, 11am to 3pm.

- ◆ Liaison with Officers from all 3 sections on their provision to the event
- ◆ Questions devised to ask residents, through door knocking on their thoughts for improvements to the area.
- ◆ Determination of “Quick Wins” to improve the area where people live.

The following outcomes where achieved:

- ◆ Engagement with 24 households in the blocks to gauge their opinions and signed up 1 person to the Local Area Champion program facilitated by Tenant Participation.
- ◆ Housing Investment Services have already planned in CCTV and lighting for the carparks.
- ◆ Parking bay line painting and yellow lines are planned.
- ◆ Replacement of fencing and brick wall structure strengthening.
- ◆ Preference for the placing of benches and play equipment in the derelict area onsite, whilst keeping the trees.
- ◆ Reference to linking the improvements to the history of the site and area in relation to Gustav Linnaeus – famous botanist.
- ◆ Possible mural depicting the botanist and the history of the site on the side of the building facing Anlaby Road.

## Consumer Standards Consultation – October 2023

The Regulator for Social Housing launched a consultation on a proposed set of Consumer Standards that would come into force from 1<sup>st</sup> April 2024. The proposed set of Consumer Standards would allow social housing tenants to





hold their landlord, like Hull City Council, to account.

The Regulator wanted the views of staff and tenants on these proposed standards; therefore, the Tenant Participation Team hosted a consultation session at the Guildhall where 13 tenant volunteers took part.

### The Tenants' Forum Feedback from participants

#### **16th October 2023**

- ◆ Lots of info from the ASB Team and nice to see the head of the Council popped in. It would be good if he could have stayed longer for some Q&As. Personal note I preferred meetings in a morning, I tire easily in the afternoon.
- ◆ Felt response to my query became an advert and approval of the services between discussed.
- ◆ Good meeting, I enjoyed the presentations useful information.

#### **17th October 2023**

- ◆ Another good meeting positive feedback
- ◆ Both meetings were very good
- ◆ Louise Gilpin delivered an interesting report and provided a lot of questions and some disappointment on the timescale for insulation + heating – acknowledge HCC investment so far. They produced good and informative report.
- ◆ I think is a great idea building the headscarf ladies, really enjoyed listening to it.

#### **21st November 2023**

- ◆ Room very cold-especially for elderly and disabled. The meeting was very informative and inspiring. We have some hope and trust in the Assistant Director of Housing & legal services. We will wait and watch.
- ◆ Very informative and interesting felt that a lot learned, and fact council does listen to concerns and is prepared to act on them.
- ◆ As long as the council do what they say things look very good. Listening / communication is vital for moving forward. Mark Robinson and his team were exceptional.
- ◆ Very interesting meeting

**The Tenants' Forum  
Feedback from participants**



**22nd November 2023**

- ◆ Another well organised meeting, when speakers are speaking is it possible for them to be asked to speak slowly. I cannot understand some speakers. (sorry for the moan)
- ◆ The room is too cold when people are sat for more than two hours – it affects comfort and concentration. These meetings are pre-booked so what is reason for not heating the room?
- ◆ A brilliant meeting, I enjoyed thoroughly

**TARAs update at the Thank You event**

Charterhouse



Great Thornton Street



Bayswater Court



Muswell Court



Hopewell Road and District



Dorchester Road and Midmere Avenue



**TPAS Volunteer Recognition 2023**



## Training certificates presentation



### Comments on 12<sup>th</sup> Edition

- ❖ Thanks so much for sending this through, it's great to read about all the fab work taking place in Hull.  

Lisa Holt (Membership and Events Coordinator Tpas)
- ❖ I loved the feature on how digital engagement is going. The comment from the boy from GTS who loved going on the TARA Bridlington trip was really heart-warming. It's great to see how many areas are considering forming their own formal TARA. I like reading all the comments from attendees at the Forum about what they found beneficial and what they found not so good. Once again, I really enjoyed the newsletter!  

Head of Service (Business Development and Change)

## Feedback



Your views, suggestions and feedback are very important to us and help us to improve the Tenants' Forum, Tenants' Forum Facebook and Tenants' Forum Newsletter. You can provide us your views, feedback and suggestions via:-

01482 612010

Please leave a message



@HCCTPT



Hull Tenants Forum  
Hull City Council Housing



tenant.resident@hullcc.gov.uk

FREEPOST RSJC - KKBE – ABXZ, HS—Tenant Participation Team. Kingston upon Hull City Council, PO Box 15, Hull , HU1 2AB

## Useful Contact Numbers



**Hull**  
City Council

01482 300 300



**HUMBERSIDE**  
**POLICE**

101

(Non-Emergency)

**KCOM**

Bigger than broadband

01482 602 555



**TV LICENSING**

0300 555 0286



Not sure of your  
gas supplier?

0870 608 1524

Smell Gas?

0800 111 999



**Hull &  
East Riding**

0800 144 88 48



**Hull**  
City Council

Family Information Service

01482 318 318

**Refuge**

For women and children.  
Against domestic violence.

National Domestic Abuse  
Helpline

0808 2000 247

**RE**

**RUN**



FURNITURE SERVICE

01482 801 320



**streetlink**

0300 500 0914

**NHS**

Mental Health Emergency

01482 335 790