



# The Tenants' Forum

**22<sup>nd</sup> May 2024**  
**The Guildhall**  
**10am to 12.45pm**

	<b>DISCUSSION</b>	<b>Action by</b>
<b>75</b>	<b><u>Welcome and Introductions</u></b>	
<b>75.1</b>	The relevant housekeeping rules and fire evacuation procedures were explained by the Chair, and she also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked.	
<b>75.2</b>	<p>The Chair then gave an update on the following points to the Tenants' Forum:</p> <ul style="list-style-type: none"> <li>• Herself and the Vice Chair had been invited to a meeting with Matt Jukes – Chief Executive of Hull City Council at his request to discuss the Tenants' Forum and partnership working in the future. The Chair reported that the meeting went well and that the Chief Executive was very much behind the Forum moving forward.</li> <li>• On the back of this meeting the Chief Executive would be invited to a future meeting of the Tenants' Forum.</li> <li>• Repairs and Maintenance was also discussed as there is an upcoming meeting to be held on 30<sup>th</sup> May. Following this another meeting with the Chief Executive and Michael Ross – Leader of the Council would be arranged again with the Chair and Vice Chair for feedback and a way forward.</li> <li>• The Chair and the Chair of the Great Thornton Street TARA were now members of the Housing Ombudsman Panel which was a first for the Tenants' Forum. This was a great way to influence the national campaign and was also a sounding board to receive tenant's views of the service.</li> </ul>	<p><b>TPO to action</b>  <b>Post meeting</b>  <b>notes: CE will</b>  <b>attend the TF</b>  <b>on 21<sup>st</sup> ctober</b></p>
<b>75.3</b>	CRob asked if the meeting with the Chief Executive had been minuted for the Tenants' Forum to read through.	



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75.4	The Chair responded that it had not, however this was why she was giving an update now, and future meetings would also be reported back to the Forum in this way.	
76	<b><u>Minutes of Previous Meetings and Matters Arising</u></b>	
76.1	<p>The minutes of the Tenants' Forum for the 18<sup>th</sup> April 2024 were checked and agreed with the following updates provided.</p> <p>Proposed by C Smith Seconded by C Palframan</p>	
76.2	<p>CW asked if the £60k that had been available last year to the Tenancy Sustainment Service, referred to in Minute 68.8 had been extended this year to tenants, and if so, would this be publicised?</p> <p>Officers replied that £30k had been made available from April to September 2024 through £3 million being given to the Council from Central Government. At a meeting of the ruling Cabinet, the decision was made that much of the funding was to be spent on free school meals for the holiday period.</p> <p>No publicity would be released as the £30k would be used following referrals from Officers in Tenancy Sustainment.</p>	
76.3	<p>CRob ask if water meters could be installed in blocks of flats?</p> <p>Members of the Forum replied that they could, and people would have to apply.</p>	
76.4	<p>CW referred to Minute 69.2 about the former William Booth House and its future. Had there been any updates?</p> <p>Officers replied that there was no news at this stage.</p>	
76.5	<p>EW interjected that due to the former William Booth House having certain grant clauses in force, all parties were working to un-pick these before the Council could use the building.</p>	
76.6	<p>The Chair gave the following update in relation to Minute 68.23:</p>	



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	<p>Response from Housing Access Manager</p> <p><b>Issue with arrears</b> - In most cases yes, although if those arrears were still outstanding, they would likely be 'down banded' on our housing list, which meant they would be given the lowest priority for rehousing. However, the Housing Act required us to take 'behaviour' into account at the time of an application, so if someone proved that more recent tenancies they had held have not been left in arrears, the down banding would be lifted.</p> <p>In cases of very significant arrears that resulted in eviction, we could disqualify people from the housing list, meaning they were not allowed to be considered for accommodation. However, as with the above, we could allow them back on if they proved to us that more recently, they had held tenancies successfully (even if the council arrears were still outstanding, in theory).</p> <p>In most cases we would expect to see an effort to repay the council debt as part of demonstrating 'improved behaviour' although in the current climate we would not expect this to happen at the expense of keeping any current contractual rent commitments they had.</p> <p><b>People in temporary-</b> The homelessness legislation was only concerned with a person's last settled address. The local authority would owe someone a main homeless duty if they were eligible for homelessness assistance, homeless, in priority need and not homeless intentionally. If the Council determined that their last settled address was not lost because of something they did (or failed to do), then a homelessness duty to find them settled accommodation would apply. One of the ways we might do this was with a council property. It was entirely possible that people could be owed a homelessness duty and therefore had a high priority on our housing list but had historic rent arrears from a previous council tenancy, in these circumstances.</p>	
<p>77</p> <p>77.1</p>	<p><b><u>Business Change Manager and Head of Service (Business Development and Change)</u></b></p> <p>Jason Gould – Business Change Manager and Emma Warwick (via Teams) – Head of Service (Business Development and</p>	



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	<p>Change) for Housing gave a presentation on Social Housing (Regulation) Act 2023 Consumer Standards – Update to the Tenants' Forum. (Copies of the presentation are available on request).</p>	
<b>77.2</b>	<p>The following points were raised:</p> <ul style="list-style-type: none"><li>• Background on the Act, Consumer Standards, the Regulator of Social Housing, the new grading system.</li><li>• Co-Regulatory/Self-Referral</li><li>• The four themes, Safety and Quality, Transparency, Influence and Accountability, Neighbourhoods and Community and Tenancy.</li><li>• The Councils approach</li><li>• Service Improvement Board</li><li>• Housing Service Improvement Program – Structure</li><li>• Opportunities for Tenant Influence and work streams</li><li>• Safety and Quality – Chair – Mark Nearney (Assistant Director, Neighbourhoods and Housing)</li><li>• Transparency, Influence and Accountability – Chair - Sara Laverack (Legal Services)</li><li>• Neighbourhoods and Community – Chair – Tracy Harsley (Assistant Director – City Safe)</li><li>• Tenancy – Chair – Emma Warwick (Neighbourhoods and Housing)</li><li>• Cross cutting work, KWL operational review, data and organizational development and culture</li><li>• Evidence library</li></ul>	
<b>77.3</b>	<p>Questions were then taken from the Forum members:</p>	
<b>77.4</b>	<p>CR asked if Occupational Health would be involved in this process and why was it the case that people with no health issues were being placed in sheltered accommodation?</p> <p>Officers stated that on point 1 – all parties would be involved in certain subgroups for their input, and on point 2 – whether the person was vulnerable or not, each case was determined on an individual basis and their needs.</p>	



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<p><b>77.6</b></p>	<p>MS stated that there used to be a Housing and Disability Focus Group, what happened to this and who deals with this issue now?</p> <p>Officers replied that at present, for example, the Tenant Scrutiny Panel was reviewing the Adaptations Service with Officers.</p>	
<p><b>77.7</b></p>	<p>CR stated that the current tenancy agreement was not being adhered to by certain tenants and the Council was not able to enforce the terms of the agreement either on the issues such as dogs in flats. How would the Council overcome this?</p> <p>Officers responded that each case was dealt with on an individual basis, and that Legal Service required evidence to support these cases before it went to court, hence the filling out of diary sheets. However, the communication needed to be improved and the complainant needed to be kept informed at every stage to ensure feedback and transparency.</p>	
<p><b>77.8</b></p>	<p>The Officers were thanked by the Forum for their presentation.</p>	
<p><b>78</b></p> <p><b>78.1</b></p>	<p><b><u>Healthwatch Hull Delivery Manager</u></b></p> <p>Ellie Whitfield – Delivery Manager for Healthwatch Hull gave a presentation (copies available on request) to the Tenants' Forum on the following:</p> <ul style="list-style-type: none"> <li>• All about Healthwatch</li> <li>• Healthwatch – Statutory Functions, Other Functions, and relevant practices</li> <li>• Approaches the service used</li> <li>• How the service determined their priorities</li> <li>• Key pieces of work over previous years</li> <li>• People experiencing homelessness – Yorkshire Ambulance Service project</li> <li>• LGBTIA+ barriers to healthcare</li> <li>• Primary Care engagements</li> <li>• Secondary care and mental health engagements</li> <li>• Cost of living</li> </ul>	



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	<ul style="list-style-type: none"> <li>• Social worker communication project</li> <li>• Healthwatch Hubs – Core 20 connectors</li> </ul>	
<b>78.2</b>	Questions were then taken from the Forum:	
<b>78.3</b>	<p>PR asked that as Healthwatch scrutinises NHS service in Hull, how do Officers report back on their achievements?</p> <p>The Officer stated that all the services work and achievements is fed back to a variety of Boards such as Health and Wellbeing, Clinical Commissioning Groups and forums.</p>	
<b>78.4</b>	<p>CW asked if the Patient Partnership Groups still existed?</p> <p>The Officer replied that they did and were supported by Healthwatch and Commissioners for Care Service in their work on issues such as dentistry.</p>	
<b>78.5</b>	<p>CS and CRob asked if Healthwatch only had 4 staff, what did the service rely on to carry out surveys or consultations?</p> <p>The Officer replied that the service has 34 volunteers who assisted with all kinds of work for the service. They received in house training and relevant training from NHS England to carry out their role.</p>	
<b>78.6</b>	<p>CW asked if someone complains about the service they have received, did Healthwatch offer assistance?</p> <p>The Officer replied that they did and liaised with PALS, and relevant GP Practice Managers and NHS services to resolve issues.</p>	
<b>78.7</b>	<p>CW also asked if there were any issues with certain medications being available in the Country, did this affect Hull in any way?</p> <p>The Officer replied that Hull had seen no decline in medication supply, however, in certain parts of the country there had been.</p>	
<b>78.8</b>	The Officer was thanked for her presentation.	



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79	<p><b><u>Feedback from TARA's</u></b></p>	
79.1	<p>Chairs of the TARA's or their affiliated spokesperson gave an update to the Tenants' Forum.</p>	
79.2	<p><b><u>Bayswater Court</u></b>          The Vice Chair gave an update on Bayswaters activities and raised the following information:</p> <ul style="list-style-type: none"> <li>• Final "Hot Food Day"</li> <li>• BBQ on 26<sup>th</sup> May</li> <li>• New library in the Pop In now up and running</li> <li>• Raised beds revamped</li> <li>• TPAS and WDH Homes visits</li> <li>• Benchmarking</li> </ul>	
79.3	<p><b><u>Dorchester Road and Midmere Avenue</u></b>          The Vice Chair gave an update on DRAMA's activities and raised the following information:</p> <ul style="list-style-type: none"> <li>• Meeting on 13<sup>th</sup> May</li> <li>• Telegraph poles, installation of more in the area, internet providers reluctance to listen to residents' concerns and the Council being unable to stop the present works.</li> <li>• Digital Communication Ministers update that local Planning sections did have the right to appeal the putting up of poles in areas if they wished.</li> </ul> <p>CR stated that the putting up of too many poles created environmental issues and people had a right to live in a safe home and area.</p> <p>SSm also stated that at the meeting pavements and "Bring out your Rubbish" days were spoken about.</p>	
79.4	<p><b><u>Great Thornton Street</u></b>          GTS TARA Committee members keep on working in the communal gardens, carrying on litter picking to keep the area tidy and livable. Members of GTS Committee always attend the Tenants' Forum, MSL and other tenant involvement activities.</p>	



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<p>79.5</p>	<ul style="list-style-type: none"> <li>- The GTS TARA Committee is very thankful to Ward Councillors for providing a picnic bench for the communal garden.</li> <li>- GTS Committee attended the Airco event about the new fire alarm system in the flats, we met with Housing Officers and representatives from Airco and they explained the benefits and usage of these alarms for the safety of the tenants and residents who are living in the flats.</li> <li>- We have had some money unspent from Affordable Warm Funding, so GTS Committee is planning to arrange a community lunch next week for 100 residents.</li> <li>- With the support of Tenant Participation Team, we are holding a session on the myHousing app to train people how to use the app and inform the tenants of the benefits of this service.</li> </ul> <p>We will keep Forum updated on the activities of the GTS TARA at the next meeting.</p> <p><b><u>Muswell Court</u></b></p> <p>The Chair gave an update on the TARA's activities and provided the following information:</p> <ul style="list-style-type: none"> <li>• Raised beds donated by C Palframan and tyres collected by TPO for the garden</li> <li>• 3 new volunteers for the TARA Gardening Group</li> <li>• Shed painting completed</li> <li>• Summer party on 26<sup>th</sup> May</li> <li>• Beamish visit in July</li> </ul>	
<p>80</p> <p>80.1</p> <p>80.2</p>	<p><b><u>Feedback from Groups</u></b></p> <p>Chairs of the groups or the affiliated spokesperson gave an update to the Tenants' Forum.</p> <p><b><u>Neighbourhood Management Project Group</u></b>          Following a reduction in attendance to these meetings, through the Chair the meeting will now be quarterly, but the Forum will still receive monthly updates on Local Area Champions, litterpicking and service requests.</p>	





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	<p>Local Area Champions = 127  Litterpicking = 255 bags of rubbish and 77 bags of recycling  Tonnage = 1.68  Service Requests = 55</p>	
<p><b>80.3</b></p>	<p><b><u>Tenant Scrutiny Panel</u></b>  The Tenant Scrutiny Panel has met every 6 weeks to review the Adaptations Service with Officers. They have been given a wide range of information about what the Service is doing to make improvements.</p> <p>The Panel is due to meet again on Thursday 7<sup>th</sup> July, and by the end of the summer recommendations will be drafted for the report. Updates will be given to a future Forum.</p>	
<p><b>80.4</b></p>	<p><b><u>Designated Complaints Panel</u></b>  No update was received from the Panel this month.</p>	
<p><b>80.5</b></p>	<p><b><u>Publicity Project Group</u></b>  The Publicity Project Group continue to work on producing the Hull Housing News newsletter. We've started to discuss articles for the Summer Edition of Hull Housing News, and one of the articles we'd like to look at is having a spotlight on one of the project groups. This would promote Tenant Involvement and the different opportunities available to all tenants in the city.</p> <p>The group have also looked at other publicity materials, including the posters within The Wilson Centre and a new Welcome Pack for tenants living in high rise.</p> <p>As always, if you have any suggestions for a future edition of Hull Housing News, or you'd like to get involved with the group, please let a member of the TP Team know.</p>	
<p><b>80.6</b></p>	<p><b><u>Customer Access Focus Group</u></b>  The Customer Access Focus Group met in April and received presentations and updates from the Customer Operations Manager, Customer Journey Manager and the Business Planning Manager.</p>	



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<p>80.7</p>	<p>Key points taken from the presentations are:</p> <ul style="list-style-type: none"> <li>• In February, the second lowest call volume was experienced in the last 5 years. But overall, the number of inbound calls continue to decrease.</li> <li>• The average wait time peaked in January but dropped again in February. The “unofficial” target is set at 7 minutes, based on customer feedback at the end of the call.</li> <li>• Average handling time has remained steady over the last 12 months, and new advisors are due to come online by the end of the month, which will help to improve the waiting times.</li> <li>• The group have expressed an interest in visiting the Contact Centre to see what goes on behind the scenes. TPO is currently in discussions to see whether this is possible with the Customer Operations Manager.</li> <li>• At the last Tenants’ Forum meeting I reported back to you that advisors have started to ask satisfaction questions to callers based on their experience. Whilst we recognise the wait times are not ideal, overall, the experience and net satisfaction score is very good.</li> <li>• Footfall at The Wilson Centre is consistently the highest, however Bransholme and Kenworthy follow suit.</li> <li>• Footfall is also consistent across the Community Hubs, however December saw a decline in visits as many places closed for the festive period.</li> </ul> <p>If you would like to get involved with the Customer Access Focus Group, please either let myself, or a member of the Tenant Participation Team know.</p> <p><b><u>Multi Storey Living Project Group</u></b> As the group had not met in May, the next meeting would take place on Monday 3<sup>rd</sup> of June in the Guildhall, guest speaker would be S Houlton from the High Rise Team</p>	
<p>81 81.1 81.2</p>	<p><b><u>Feedback from Tenant Participation Activities</u></b> TPOs gave an update on activities to the Tenants’ Forum:</p> <p>TF informed the Forum that the Repairs and Maintenance Project Group was taking place on 30<sup>th</sup> May for tenants only to attend.</p>	



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<p><b>81.3</b></p>	<p>SSm interjected that the Head of KWL – Rob Morley and Mark Nearney – Assistant Director for Housing would be present for this initial meeting, moving forward Repair meetings would happen regularly.</p> <p>LS informed the Forum that Equalities and Diversity training would be taking place on 23<sup>rd</sup> July, 10am to 12 noon. Other training to be organised was Safeguarding Children and Adults. The Housing Academy would begin in late August with dates being released shortly and the TPAS tenants Conference would be on 10<sup>th</sup> and 11<sup>th</sup> July.</p>	
<p><b>82</b></p> <p><b>82.1</b></p> <p><b>82.3</b></p> <p><b>82.4</b></p>	<p><b><u>Any Other Business</u></b></p> <p>MS raised the issue of grass cutting in communal areas from Tower Grange to Longhill. It had not been carried out.</p> <p>Officers responded that this issue would be raised with D Akester as she liaises with Streetscene and a response would be forwarded to a future Forum.</p> <p>CR thanked CN for taking over Muswell Court TARA following CK's move to her new post, and also commented that the TP Team were fantastic.</p> <p>CS also wanted to thank CK for all her hard work over the past couple of years with the TARA's and MSL group.</p>	<p><b>TPO</b></p>
<p><b>83</b></p> <p><b>83.1</b></p>	<p><b><u>Close of Meeting</u></b></p> <p>The meeting closed at 12.45pm</p>	



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<p><b>Estimated cost of meeting.</b></p> <p>Postage, paper, photocopying: £81</p> <p>Refreshments: £218.50 (Light refreshment)</p> <p>Expenses: £15.18</p> <p>Taxis: £</p> <p>Room Hire: £0</p> <p>Miscellaneous: £0</p> <p>No of invite letters sent: 120</p> <p><b><u>TOTAL COSTS £314.68</u></b></p> <p><u>Savings: by emailing, not using headed paper and no cost of room booking £112</u></p>	<p><b>Details of Meeting.</b></p> <p>No of Staff at meeting: 11</p> <p>No of guest speakers: 3</p> <p>Councillors at meeting: 0</p> <p>Forum Quorum: 12</p> <p>Tenant members: 17</p> <p>Resident members: 6</p> <p>None members: 0</p> <p><b>TOTAL No of Volunteers at Meeting: 23</b></p> <p>Duration of Meeting: 2.45 hrs</p> <p>Pre meeting: 12hrs</p> <p>During meeting: 63.15hrs</p> <p><b><u>TOTAL:</u> 75.15hrs</b></p>
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### Attendance list

Present	S Benali	M Bickerstaffe	M Bristow (Chair)	P Doncaster
	S Leese	J Murphy	C Palframan	A Peet
	G Pettingill	P Reynolds (V Chair)	C Rogers	C Robinson
	J Robinson	J Rodriques	M Scrimshaw	J Shepard
	K Shepard	C Smith	H Smith	H Wastling
	C Watson	P Wells	L Wilson	
Officers	M Bashir	H Cross	T Farrer	H Fitzpatrick
	J Gould	C Newsam	S Pexton	H Smith
	S Smith	L Stepniak	E Warwick	
Apologies	Cllr D Hatcher	J Fewster	R Fewster	A Hunt
	J Marrow	D Milner	B Peck	R Perez-Sheilds
	K Simpson	P Brumpton	J Stephenson	C Lynch
	F Amudi			