



# Tenants' Forum

## Newsletter

### Forewords

**Jan — Mar 2024**  
**Issue no — 14**



Welcome to the 14<sup>th</sup> Edition for the Tenants' Forum newsletter.

This quarter was very busy for the Tenant Involvement activities as usual, during this quarter we have arranged four Tenants' Forum meetings. We met with the Assistant Director of Neighbourhoods and Housing to raise any issues and concerns. We met with the Social Housing Regulator in January 2024.

Along with Tenant Participation Officers (TPOs), one of the volunteers and I visited Berneslai Homes, in Barnsley to review a series of videos that have been produced as part of a "Digital Housing Academy". This is a project that the Tenant Participation Team have been working on with several other housing providers across the Yorkshire and Humber region. In May Wakefield District Homes will visit Hull to shadow Neighbourhood Champions to observe the Estate Walk activity.

The TPOs arranged two sessions regarding Government consultation on "Awaab's Law" and "Allocations Policy Reforms" and TPOs submitted the responses. The Tenant Participation Team (TPT) arranged Housing Revenue Account consultation for the active tenants.

The TPT organised First Aid Training and Building Safety Training for active volunteers. The TPOs also attended different community events to promote tenant involvement.

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

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

On behalf of the Tenants' Forum Committee, 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.

Maureen Bristow

Chair – Hull Tenants' Forum

# The Tenants' Forum (TF)



**Police and Crime Commissioner  
16<sup>th</sup> January 2024**

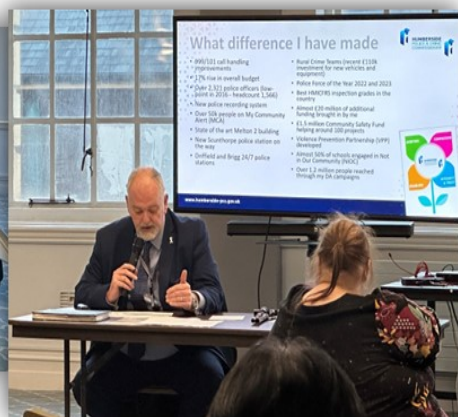
Police and Commissioner delivered a presentation on what inspired him to take this role, aims of police and measuring success, what difference he has made, funding opportunities for communities.

## What inspired him take this role?

- ♦ Be a local representative for policing and community safety
- ♦ Wanted to engage more with public and local communities – rural, coastal and urban
- ♦ Strong sense of purpose and desire to improve people's lives
- ♦ Be a fully committed advocate representing aspirations of the communities of Hull, East Yorkshire, North and North East Lincolnshire
- ♦ Having safety and wellbeing of communities at heart

## Aims of Police and Crime Plan

- 1- Engaged, resilient and inclusive communities – pathways for everyone to contribute
- 2- Safer communities – focused activities on interventions that significantly impact local crime levels
- 3- Effective organisations – make the system work better for local communities



## Measuring success

- ♦ Assurance through Accountability Board and My Governance approach
- ♦ Challenge from Police and Crime Panel
- ♦ Quarterly reporting on key measures through website
- ♦ Annual Report to update on successes
- ♦ Six-monthly update report via My Community Alert



### Public Confidence

- ◆ Issue for all police forces
- ◆ Clear link to integrity issues and anti-corruption
- ◆ Public confidence measured by Crime Survey for England and Wales
- ◆ Humberside level is 4.4% higher than National average
- ◆ 71% had overall confidence in local police (2.1% higher than previous)
- ◆ 19 place improvement in National rankings (compared to 2020)
- ◆ Local confidence measured on monthly basis through Humber Talking

He shared following points to explain the difference he has made

- ◆ 999/101 call handling improvements
- ◆ 17% rise in overall budget
- ◆ Over 2,321 police officers (low-point in 2016 - headcount 1,566)
- ◆ New police recording system
- ◆ Over 50k people on My Community Alert (MCA)
- ◆ State of the art Melton 2 building
- ◆ New Scunthorpe police station on the way
- ◆ Driffield and Brigg 24/7 police stations
- ◆ Rural Crime Teams (recent £110k investment for new vehicles and equipment)
- ◆ Police Force of the Year 2022 and 2023
- ◆ Best HMICFRS inspection grades in the country
- ◆ He almost brought £20 million of additional funding
- ◆ £1.5 million Community Safety Fund helping around 100 projects
- ◆ Violence Prevention Partnership (VPP) developed
- ◆ Almost 50% of schools engaged in "Not in Our Community" (NIOC)
- ◆ Over 1.2 million people reached through my DA campaigns

### Benefits of PCC

- ◆ Named advocate for local people – directly accountable
- ◆ Quicker decision-making and improved budget-setting
- ◆ Ability to convene local partners
- ◆ Power to hold Chief Constable directly to account
- ◆ Process to review complaints
- ◆ Commission local victim services and fund crime prevention services
- ◆ Work with national and local policing and criminal justice partners

### Funding

- ◆ Approx 70% from Central Government and 30% from local Precept
- ◆ Almost £20m additional funding brought in



- ◆ Police budget around £240m for coming year
- ◆ PCC budget £5.1 million - majority is partnership and community grants (direct office costs approximately £1.6 million)

### Response times

- ◆ Focus on rural and urban response times have improved
- ◆ Force has dedicated response teams in place
- ◆ 15% improvement in rural response times in the last year
- ◆ Target 15 minutes urban and 20 minutes rural

### Other issues

#### Offences:

- PCC no involvement in sentencing powers - this is for the courts to decide

#### Drugs:

- Running a drugs campaign in the future
- Increase in Stop and Search use
- Use of dogs for night-time economy

#### Graffiti:

- Running ASB conference in coming months
- Many people see graffiti as anti-social and something that needs sorting in partnership

#### Electric scooters:

- Survey (1,500 responses) showed misuse of motorbikes and scooters (on and off-road) as 2nd most important issue public want local police to tackle (1st was drugs/dealing, and 3rd was speeding/reckless/dangerous driving)
- 41% said they'd been affected by vehicle-related nuisance, but many had not reported this to the police - they did not think there would be any chance of catching perpetrator's or were not confident that anything would happen, clearly this is something we need to look at further.

ASB and drugs remain significant issues to local people. We are investing in both these areas, for example - provided £1m into drugs services across the Humber region and investing into support for combatting drugs partnership.

PCC also responded the questions which were sent to him prior to the Forum



and also raised at the Forum.

**Customer Information Points and Community Hub Pilots  
Head of Service (Area & Neighbourhood Management)  
&  
Head of Customer Service  
23<sup>rd</sup> January 2024**

The officers delivered a presentation on Customer Information Points and Community Hubs. During their presentation they explained the following presentation:

### **Customer Information Points**

There are 4 Sites across the City

- ⇒ Bilton – Greenwich Avenue
- ⇒ Longhill – Shannon Road
- ⇒ Greatfield – Elmbridge Parade
- ⇒ Bethune – Gower Road

### **Area Housing Teams**

- \* 9 office bases for staff across the city which includes 4 information points
- \* Modernising the front facing offer to customers across the city

### **Customer Behaviours**

- \* Following Covid – customer behaviours have changed
- \* More customers contact on-line.
- \* Smarter IT software to support customer contacts
- \* Home visits increased by housing staff
- \* Residents use local places for support

### **Customer Access**

- \* A different approach was needed
- \* Steering group set up to consider how as a LA we could provide face-to-face customer engagement at the local level
- \* Community-based model to deliver multi-agency services to customers
- \* Existing Customer Information Points are not fit for this approach – due to age /condition





### Family Hub presence

- ◆ Fenchurch Family Hub (Tuesday 10am to 12pm)
- ◆ Priory Family Hub (every fortnight, Tuesday 10-12pm)
- ◆ Wheeler Family Hub (every fortnight, Thursday 10-12pm)
- ◆ Acorns Family Hub (Thursdays, 10am to 12pm)

### Community Hub Project Group

Hull City Council currently have a number of customer service surgeries at being held at

- ◆ Elmbridge Parade – Shop unit
- ◆ Spring Bank Community Centre
- ◆ Spring Bank Mosque, Pearson Park Mosque
- ◆ Johnny Whiteley Club
- ◆ Pennine Way Community Centre
- ◆ Sutton Methodist Warm Centre
- ◆ Housing surgeries in Children's Centres across City

### Coming soon....

- ◆ Christopher Pickering School
- ◆ Longhill community Centre – Eastmount

### Community Hub Summary

Place	Description	Day and time a customer service advisor is present	events	Ave customers per hour.	Top 3 enquiries	Other services present
Elmbridge Parade	Swap shop third sector delivery	3 days per week. Tues to Thurs.	Swap and Shop Cost of Living themes	2	Housing Waste Housing repairs	Probe, Housing,
Sutton Methodist	Church Hall	Monday 10:30am – 12:00pm	Warm Welcome Club.	3	General enquiries General enquiries Housing	Befriending support
The Pennine	Community cafe	Tuesday 9 am to 1 pm	Knitting natter	2	Waste General enquiries Housing	Riverside Housing
Hull Mosque and Islamic Centre & Pearson Park Mosque	Mosque – after Friday prayer room	Friday – alternate weeks	Friday prayer	8	Waste Council Tax Housing	None



### Community Hub Summary

Place	Description	Day and time a customer service advisor is present	events	Ave customers per hour.	Top 3 enquiries	Other services present
Spring Bank Community Centre	Community centre	Wednesday 10:00am-2:00pm		2	Council Tax Housing Home search	Free Internet Access IT support,
Johny Whitely club	Sports/events club	Wed/Thurs alternate 10am-2:00pm	Thursdays - Over 50 s club Wednesday - Veterans	2	General enquiries Council Tax Housing	
Hull Minster	Church hall	Thurs 10am to 12pm	Morning Coffee Club.	2	Waste Homeless Housing	Renew (drug/alcohol) Support.
Eastmount Community Centre	Community Centre	Thursday 1pm - 4pm	Afternoon Coffee and Line Dancing Group			

#### Future investment in areas



Local Centre/Neighbourhood investment	• £6m over 4 years
Levelling Up Fund	• £1m over 2 years
Formal closure of the Information Points is required to ensure these centres can be included in any future investment plans	

#### Future options – Customer Information Points

The officers also explained the future options of Customer Information Points.

- ◆ Possible community asset transfer
- ◆ Redevelopment of the site for new housing
- ◆ New Community facilities required
- ◆ All subject to funding/engagement with local communities - mini master plans
- ◆ Housing presence will remain in each area of the City

### Next Steps

- Article in future Tenant's newsletter to include alternative options for face to face contact
- Formal sign off to take a new approach going forward
- Future investment options to be considered

### Hosing Performance against Business Plan

### Business Insight and Quality Manager

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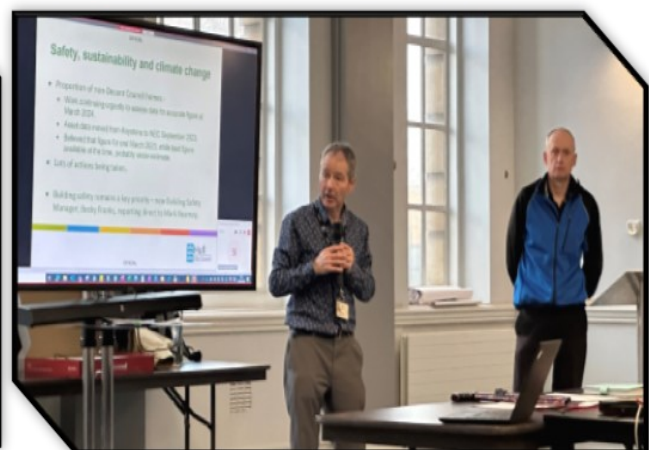
### Performance Manager

20<sup>th</sup> February 2024

The officers gave a 6 monthly updates on the progress against of the 5 housing business plan objectives. They explained the following points during their presentation.

### Tenant Satisfaction Measures (TSMs)

- ⇒ Regulator of Social Housing requires figures on 22 Satisfaction Measures after the end of March every year.
  - 12 of the TSMs are measures of tenant satisfaction.
  - 10 of the TSMs are management information.
- ⇒ Regulator will use this information alongside information from the Housing Ombudsman for example to decide how soon and how regularly we should inspected.







Overall Tenant Satisfaction 2023/24	Hull 70.8% National 72.3% Local Authorities 68.7%
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## Age profile of respondents

Age Range	Overall Satisfaction			Number of Responses		
	Postal	Online/SMS	TOTAL	Postal	Online/SMS	TOTAL
16-24 years	-	54.50%	<b>54.60%</b>	0	22	<b>22</b>
25-34 years	50.00%	64.70%	<b>64.40%</b>	2	133	<b>135</b>
35-44 years	80.00%	62.90%	<b>63.40%</b>	5	197	<b>202</b>
45-54 years	77.80%	66.00%	<b>67.00%</b>	18	197	<b>215</b>
55-64 years	84.40%	65.50%	<b>68.90%</b>	32	148	<b>180</b>
65-74 years	82.50%	78.20%	<b>79.60%</b>	57	119	<b>176</b>
75 years and over	89.30%	81.50%	<b>87.80%</b>	112	27	<b>139</b>
age not given	88.90%	40.00%	<b>71.40%</b>	9	5	<b>14</b>
<b>TOTAL</b>	<b>85.50%</b>	<b>66.70%</b>	<b>70.80%</b>	<b>235</b>	<b>848</b>	<b>1,083</b>

**“Building great places together, putting residents first”**

### 1- Focussing on customer experience

- Wait times for customers ringing the Council on 300300 remains a concern

- myHousing app launched 17<sup>th</sup> January will hopefully take pressure off 300300
- We are working on emergency repair reporting

### **2- Putting residents first and meeting their needs**

- Reducing relet times for Council homes is now a top priority for the whole Neighbourhoods and Housing service
- The relet process is complex, with many teams across the service and our partners like KWL playing a role in improving performance.
- Project actively being led by Mark Nearney.

### **3- Safety, sustainability and climate change**

- Proportion of non-Decent Council homes
  - ⇒ Work continuing urgently to assess data for accurate figure at March 2024.
  - ⇒ Asset data moved from Keystone to NEC September 2023.
  - ⇒ Believed that figure for end March 2023, while best figure available at the time, probably under-estimate.
- Lots of actions being taken.
- Building safety remains a key priority – new Building Safety Manager, reporting direct to Assistant Director Neighbourhoods and Housing.

### **4- Strengthening Hull's neighbourhoods and communities**

- The standard of communal areas, especially in blocks of flats, continues to be a focus for officers.

### **5- Investing in modernisation and organisational development**

- Four new Consumer Standards – officers will be sharing our self-assessment with the Tenants' Forum Committee 6th March.
- This will inform our action plan.

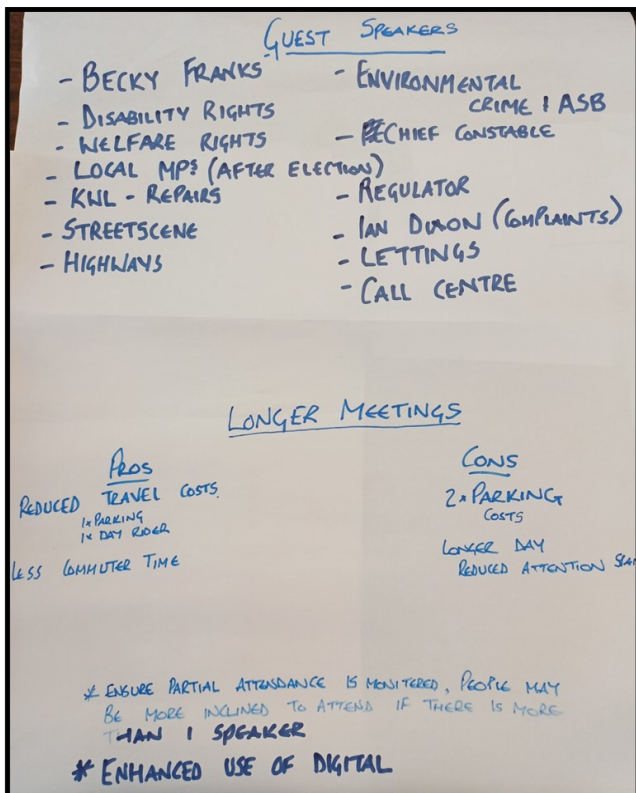
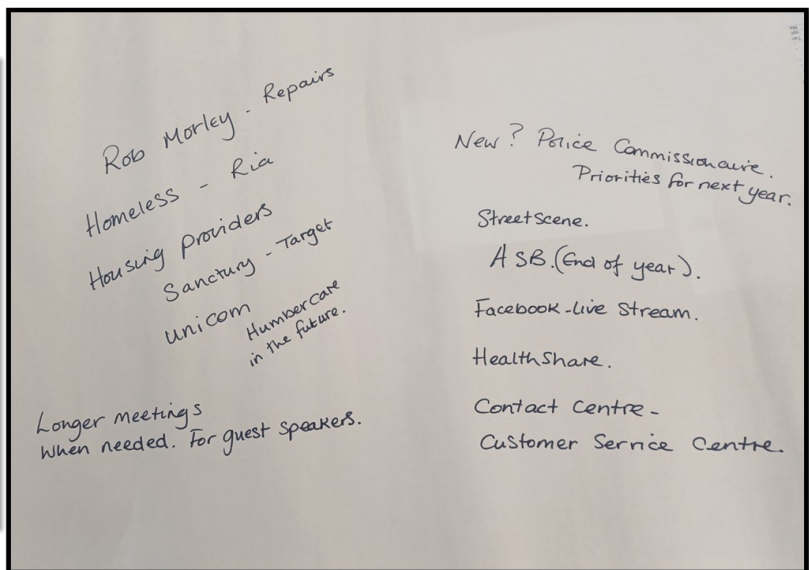




## Workshop to discuss Future Guest Speakers

### 19th March 2024

Members split into 3 separate tables to discuss how we improve the Tenants' Forum during 2024 and suggestions were made for different speakers and topics.







BISCUITS

LESS MEETINGS BUT LONGER  
NO MEETINGS IN JANUARY.  
PRIORITISE UN ADDRESSED ITEMS I.E. FEED BACK ON NEXT T/F.

GUESTS SPEAKERS

KWL  
LOCAL HEALTH WATCH.  
MARK NEARNEY  
CITIZENS ADVICE.  
NEIGHBOURHOOD + COMMUNITIES.  
HIGHWAYS -  
FINANCE / BUDGETS -  
INVITE TSI ANNUALLY LOCAL M.P.'S WITH ADDED TIME  
CHIEF CONSTABLE

### Guest Speaker

- Repairs – invite KWL
- Homelessness
- Other Housing providers – Sanctuary Housing, unicom, Humbercare etc
- Police and Crime Commissioner – to discuss priorities for next year
- Street Scene
- Anti-Social Behaviour Team
- Health Share
- Contact Centre and Customer Service Centres
- Assistant Director Neighbourhoods and Housing
- Citizen Advice
- Neighbourhood and Communities
- Highways
- Finance / budgets
- Invite local MPs and Chief constable with added time
- Building Safety Manager
- Disability Rights
- Welfare Rights
- Environmental Crime
- ASB and Chief constable
- Regulator
- Complaints



- Lettings

### Suggestions for the Forum

- Longer meetings when needed
- Less but longer meetings
- Facebook livestream
- No meetings in January
- Prioritise unaddressed items i.e. Feedback on next TF
- Longer meetings
- ⇒ Pros – reduced travel time + parking and day rider and less commuter time
- ⇒ Con's – parking costs and longer meetings may reduce the attention.
- Ensure partial attendance is monitored, people may be more inclined to attend if there is more than one guest speaker.
- Enhanced use of digital.

The Chairs / Vice Chairs of the Neighbourhood Management, Designated Panel, Communication & Publication, Multi Storey Living, Tenant Scrutiny Panel and Customer Access Focus & Project Groups continue to provide regular updates of their activities and projects at the Tenants' Forum on a monthly basis.

## 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 (TPT), who support them in finding a resolve to the issues/concerns 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 TPT a ring to discuss this further.

### **Bayswater Court TARA**

The Affordable Warmth Grant just keeps giving, with more hot food days over the coming months. In January, February and March the TARA cooked and



delivered chilli and rice, stew and dumplings and curry and rice. The hot food days have been very successful and enjoyed by all. Committee members Darren and Craig who are qualified in energy advice, have been giving out help weekly to tenants in the pop in and they continue to hold dominoes, darts, and bingo 3 times a week.

**Bayswater  
Court Food day**



In February local Councillors, and the Housing Tenancy Manager for the High Rise Team along with the TPO attended a pop in meeting for tenants and residents to raise their concerns.

Following strong winds some garages to the main car park became damaged which has resulted in them being demolished in February. This has given tenants an extra 14 car park spaces.

In March the TARA held their annual Easter event outside the front entrance. The tombola and raffle were very popular and the prizes went down well. Donations given will help towards future events.



Members of the TARA also attended a first aid course in March and passed with flying colours.

They also received a donation of wild flower seeds from Compendium living to brighten up the garden.



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 groups in the involvement structure including the Multi Storey Living Group, Estate Management Project Group and the Tenants' Forum.

## Charterhouse Community TARA

The Affordable Warmth Grant for the group has been spent and finalised, and again this has been welcomed by those who have received energy saving lightbulbs, soup makers, and body warmers, bought and distributed by the group.

Also, throughout this quarter, group members and the facilitating TPO have discussed and where necessary actioned the following issues:

- ◆ Plans for the year ahead
- ◆ Anti-social behaviour in the area
- ◆ Allotment rejuvenation
- ◆ Fund raising

For 2024, the group had planned and arranged an egg giveaway for Easter, delivering to the children of the area eggs and sweets. A fun day will be planned for August and the group hoped to involve all in the area. The group are also working with the local secondary school to taken on and improve the allotment so that pupils can gain skills and donate produce to people in the local area. Local Area Walks would continue to be carried out along with litterpicks.

## Great Thornton Street TARA

GTS Committee have bought air fryers, slow cookers, heaters, electric blankets, snoodies, energy saving bulbs, hats, scarves and gloves with the Affordable Warmth Funding. These items have delivered to all the people who expressed interest and meet the criteria to receive these items.

GTS TARA held their meeting in March for all the residents of Great Thornton Street. The Neighbourhood Coordinator, Housing Officer, and Anti-Social Behaviour Enforcement Officer attended the meeting and provided





An update on the issues which were raised at the previous meetings. The GTS TARA committee continue to meet regularly to discuss the issues relevant to the blocks and to plan activities.

## Litterpicking



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](https://www.facebook.com/groups/gtstara) or <https://www.facebook.com/groups/gtstara>

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

## Muswell Court TARA

Thanks to the Affordable Winter Warmth Grant the TARA have been busy spending the last of the grant on more items to keep tenants warm. After asking tenants what they would benefit from they purchased, more blankets, hot water bottles, hand and foot warmers, which have been gratefully received. New tenants have also benefitted with a slow cooker and blankets. They also was able to provide a hot meal from the grant, 61 residents enjoyed free Fish and Chips, peas, curry or gravy on Good Friday.



In February it was the 1<sup>st</sup> Anniversary of the TARA forming a committee, they held their first Annual General Meeting. They received compliments to say what a great job they are all doing and to continue as they are. The committee remained the same and continue to make plans for their community.

In March they secured a successful grant from City Health Care Partnership for £1942.50 to make more improvements to their community garden, work is to commence for a new path and seating area. They also received a donation of wild flower seeds from Compendium living to brighten up the garden.



In February they held a meeting with Councillors, Housing Tenancy Manager for the High Rise Team and the Building Safety Manager 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 a weekly cards and craft afternoon. In March they had another lucky winner on the Bingo who won the roll over jackpot of £230.

The Chair and Vice Chair attended a first aid course in March and passed with flying colours.



## **Oakington Garth TARA**

The Affordable Warmth Grant for the group has been spent and finalised, and again this has been welcomed by those who have received energy saving lightbulbs, soup makers, and body warmers, bought and distributed by the group. And greatly appreciated. A resident on receiving these items said, *“The items given from the TARA have helped significantly with saving money and these people have given up their own time to provide such items, they support their community, and it has made a great difference to our lives”*.

Throughout this quarter, group members and the facilitating TPO have discussed and where necessary actioned the following issues:

- Communal fencing in the area
- Anti-social behaviour issues
- Help for vulnerable new residents
- Communal gardens

For 2024, the group hope to arrange events for the Garth and carry out Local Area Walks and litter picks to improve the communal areas.

## **Dorchester Road and Midmere Avenue Association**

The group have met 3 times during this quarter and have discussed the following:

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

The group held their Annual General Meeting in January 2024, and 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 January with colleagues from Customer Services to hear updates on the latest call centre and Customer Service Centre performance. The group also received updates on the new



myHousing App from the Senior Transformation Officer for Housing.

### Key points taken from the presentations:

- ◆ Overall, the number of inbound calls continue to decrease. In December last year, the lowest volume of calls in the last 5 years was achieved.
- ◆ There has been a decrease in the average wait time throughout 2023, although there was a peak in October due to housing repairs.
- ◆ The Customer Journey Manager shared that at the end of a call, the advisor now asks a few satisfaction questions based on their experience.
- ◆ Footfall to Customer Service Centres remain consistent throughout all sites. January is typically the busiest month, however across the board, numbers remain consistent.
- ◆ The Council now have 9 Community Hubs across the city, with a particularly good turnout at Elmbridge Parade.

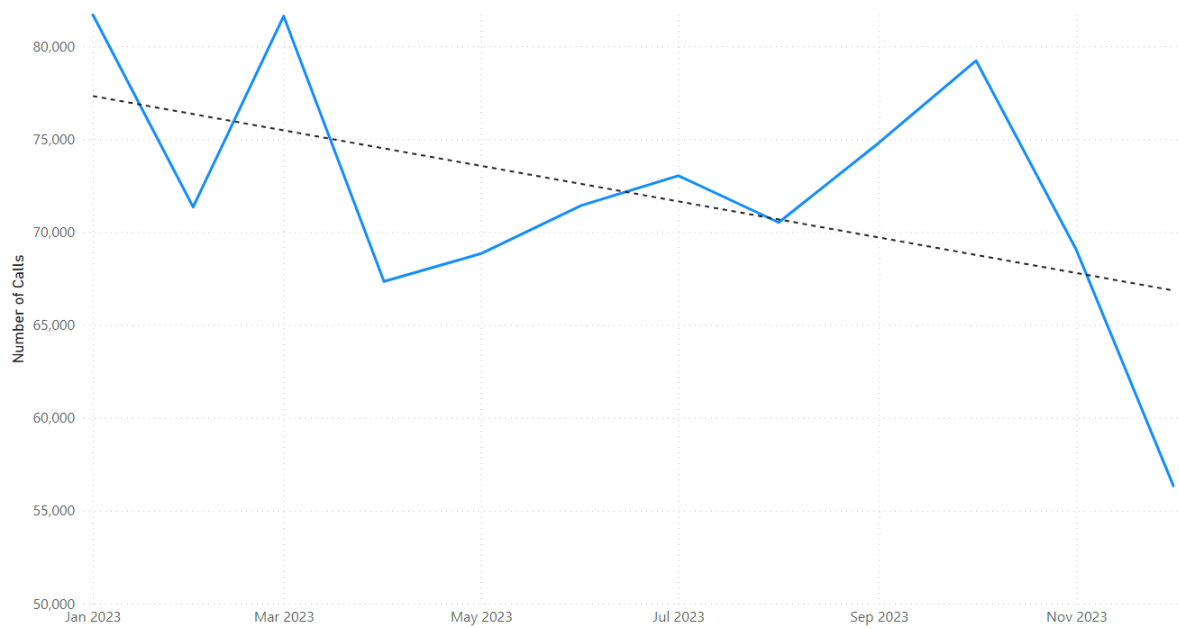
With the myHousing App, we've had over 9000 registrations, with around 6000 successful accounts being linked to their tenancy or application. It's vital that you link your account in order to access your information and to pay rent/bid for properties. If you experience any issues signing up, please contact 01482 300 300.





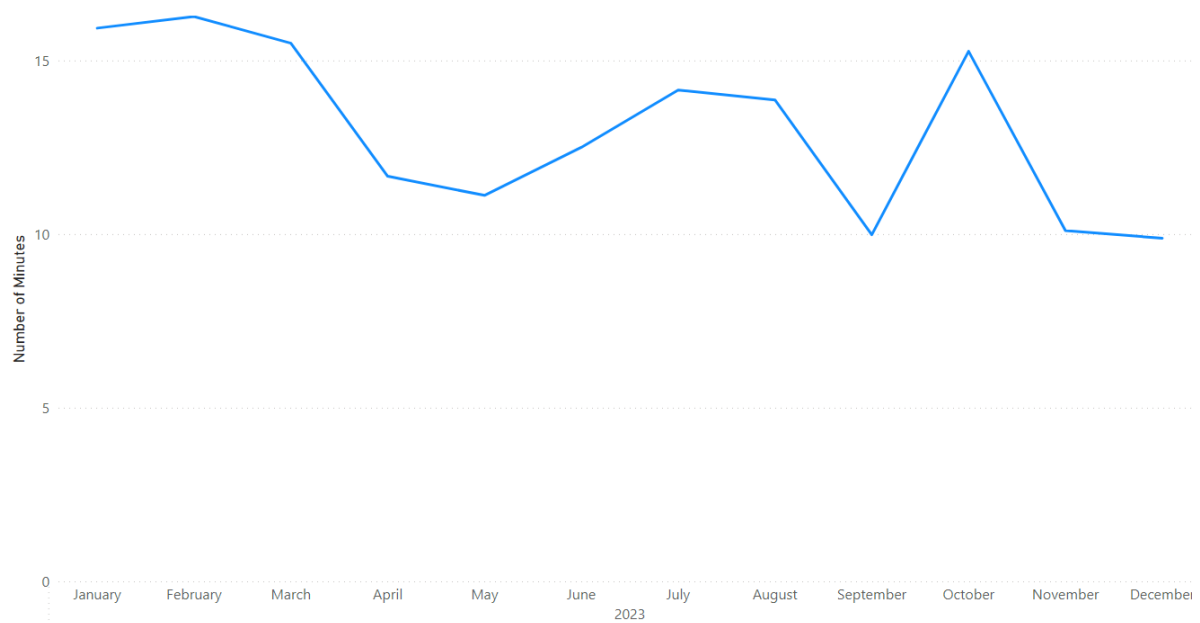
### Contact Centre – Total Inbound Calls Graph

Inbound Calls to Contact Centre



### Contact Centre – Average Wait Time Graph

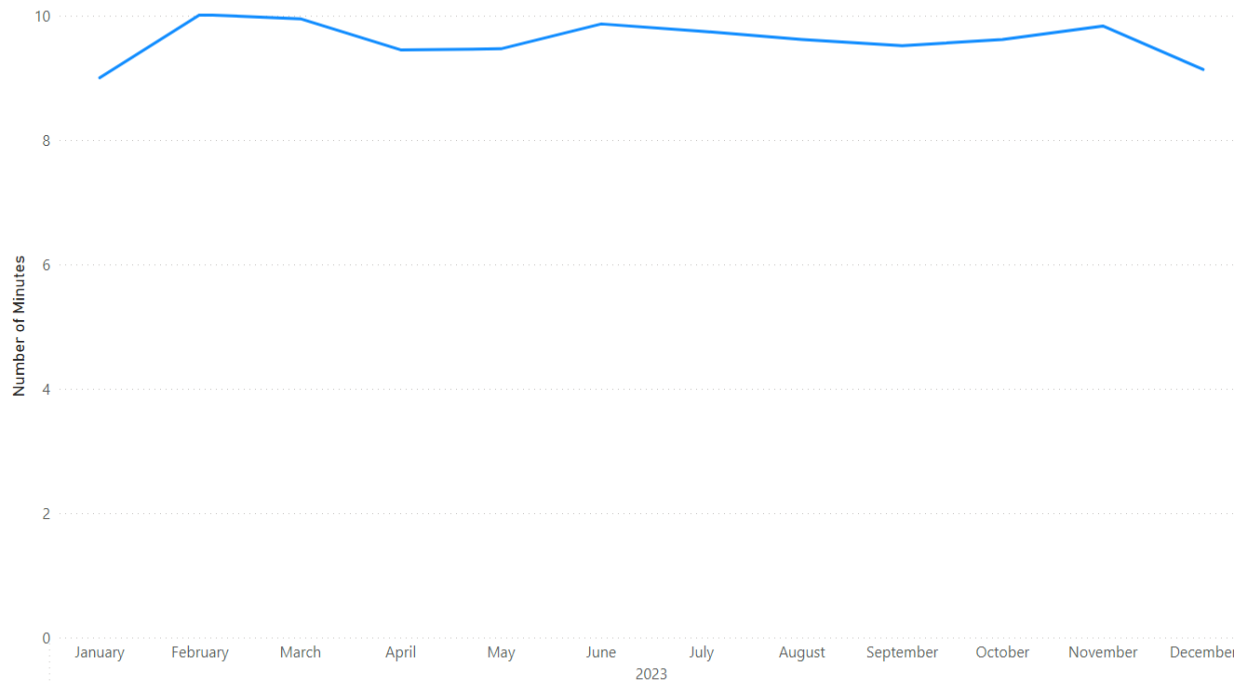
Average Wait Time (AWT)





### Contact Centre – Average Handling Time Graph

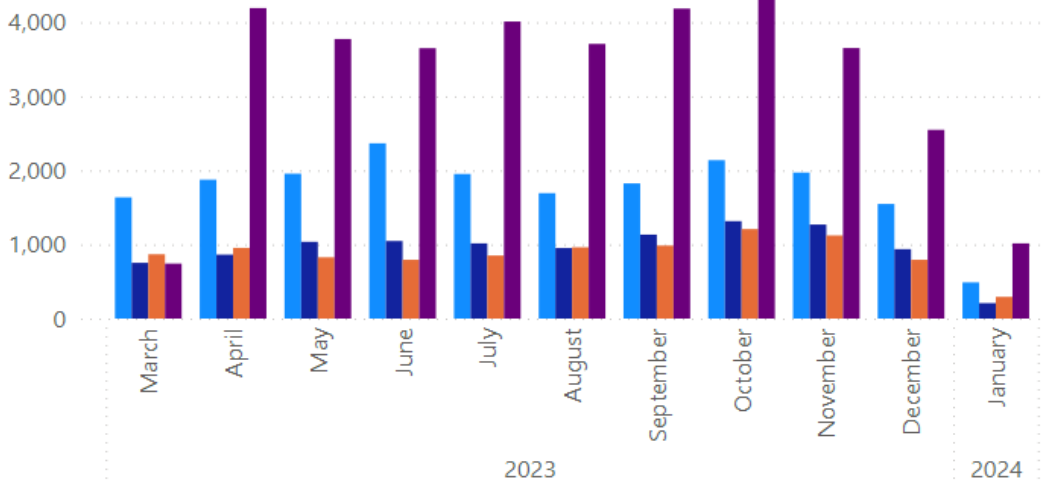
Average Handle Time (AHT)



### Customer Service Centres – Footfall Graph

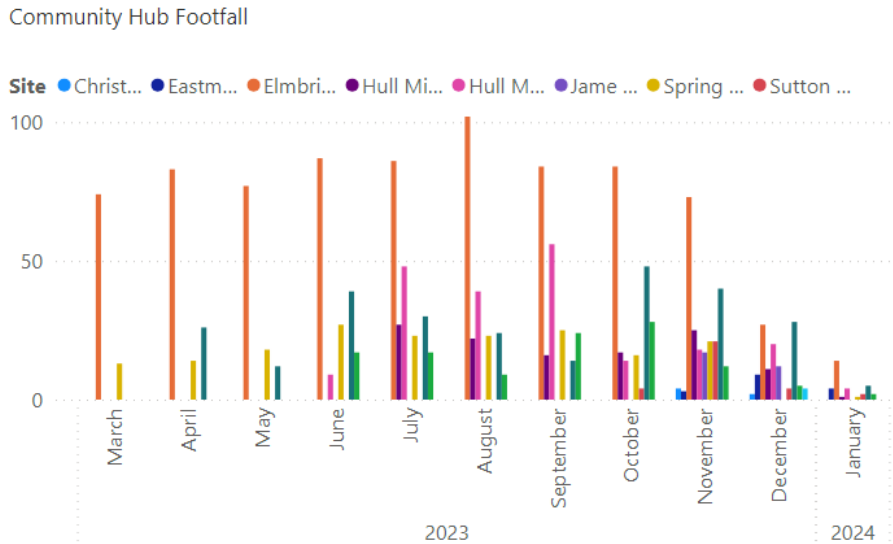
CSC Footfall

Site ● Bransholme ● Kenworthy ● Orchard ● The Wilson Centre





### Community Hubs Footfall



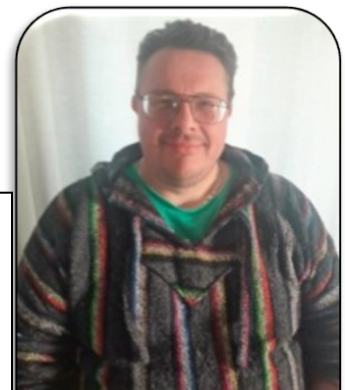
### Multi Storey Living Project Group

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 January we welcomed the Housing Tenancy Manager, for the High Rise Team, to give an update on what the great work the caretakers and Tenancy Officers have been doing. They have been speaking to lots of tenants at their pop ins to find out what their priorities are to improve the communal areas.

In February Business Insight & Quality Manager and Cleaning Manager Property & Assets gave an update on benchmarking performance. Thanks to the great work the volunteers do we are able to highlight any problem areas and make improvements were necessary.

In March the group elected a new Chair, Craig Smith has taken on this role. As a block champion Craig has a great knowledge of high- and low-rise flats. He is looking forward to working in partnership with the TPT and Housing colleagues.



**Craig Smith**



We also welcomed the new Building Safety Manager. Although this is a new role, she is no stranger to many members as a Program Manager she has attended TARA meetings. She explained the importance of building safety and how the changes in legislation have brought in new safety procedures.



We have many block champions who meet with TPOs 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 January to March 2024 there has been 1 meeting of the group where Officers from Housing and Streetscene attended to take questions and update the group on issues affecting the service area.

### Neighbourhood Management Issues

The level of improvement of services was the topic of conversation and Streetscene were thanked for their work, however there were still “hotspots” in some areas which needed to be addressed. Housing Officers also provided the group and with an update of what data has been collated this quarter. The Area Housing Teams continue to collate information via Photobook, and this has provided a clearer picture of the issues in the City, and how the Housing Service can determine what action to take. At the present time the percentage of issues graded by using the national Housemark Scheme grading system was 26%, this quarter it is 3% which is fantastic

For 2024, the group is going to continue to build on the successes it has achieved and work with TP to promote the Local Area Champion program to ensure more people engage to improve their areas.

### 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 117 participants, yes you read it correctly, 117 participants, who are happily recording issues at their own pace and reporting them to Officers. Here is the January to March 24 summary of what has happened:





### **Local Area Walks this quarter**

- Number of assisted Local Area Walks carried out = 18
- Number of solo walks carried out = 32

### **Service Requests raised this quarter**

- Number of assisted service requests raised = 30
- Number of solo service requests raised = 29

### **Number of Untidy Gardens and Good Gardens letter sent this quarter**

- Untidy gardens noted = 7
- Tidy garden letters sent out = 3

### **For the year April 2023 – March 2024 (financial year)**

- Number of assisted Local Area Walks carried out is 77
- Number of solo walks carried out = 80
- Number of assisted service requests raised = 95
- Number of solo service requests raised = 190
- Untidy gardens noted = 52
- Tidy garden letters sent out = 80
- 

### **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 = 615

Number of bags of litter to recycling for this quarter = 127

Total number of tonnes of rubbish collected for 2024 is = 3.7

- The total number of litter collected during litterpicks in the city for 2023 to 2024 = 2521
- Total number of bags of recycling collected during April 2023 to March 2024 (financial year) = 269
- Total number of bags of rubbish collected during March 2023 to April 2024 (financial year) = 2252
- Total tonnage for 2023 to 2024 = 12.52 tons

## Communications and Publications Project Group

The Communications and Publications Project Group continue to work hard with colleagues to produce the Spring edition of Hull Housing News. Articles for the Spring edition included:

- Top Tips
- Annual STAR Survey Performance Results
- The new Building Safety Manager
- Loan Sharks
- The new myHousing App
- Spotlight on the Oakington Garth TARA

The Group have also started to look at the various posters displayed at The Wilson Centre, with a view of updating them. The current posters have been in place for a number of years, so now is a good time to refresh them.





## Tenants Scrutiny Panel

The Tenants Scrutiny Panel has been in operation for some years now, reviewing several service areas.

In 2021 the Panel reviewed and made final 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 delivery of the service provision now, the Tenants Scrutiny Panel met in January to revisit the report done in 2021 and to scrutinise the service been given to users, to see if improvements can be made.

Officers from the service area were supporting this Scrutiny, providing relevant information on the proposed changes to the service and implementation of digital methods of recording data, making it easier to use longterm.

Since January there have been 2 meetings of the Panel, where Officers have attended to provide updates and show the Panel what is taking place digitally to improve service provision along with online referral forms that can be accessed. They have also discussed staffing levels, number of void adapted properties that need to be relet and what actions were in place to put the issues right.



## Designated Panel

The Scrutiny 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 Scrutiny Panel examined the following issues during the review:





## Designated Panel

- ◆ 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 Scrutiny Panel has now concluded its review; their report is being finalised and will be available shortly.

## Tenants Trainings

Since January 2024 the TPT delivered 2 training sessions.

1. First Aid training – 12 volunteers attended.
2. Tpas Building Safety Consultation - 8 volunteers attended along with 4 housing officers.

The TPT is currently in the process of developing the Housing Academy. The Housing Academy is a series of training modules based around 15 sections of the Neighbourhoods and Housing Service.

1. Tenant Involvement - Now and in the Future
2. The Housing Service in Hull
3. Overview of Housing Strategy
4. Overview Housing Benefit and Universal Credit
5. Lettings Policy and Practice
6. Rent Collection and Dealing with Failure to Pay
7. Dealing with Anti-Social Behaviour
8. Overview of Housing Finance

9. Overview of Housing Law
10. Environmental and Neighbourhood Management
11. Overview of Housing Investment & Decent Homes
12. Overview of Housing Repairs & Maintenance
13. Equalities and customer service
14. City Plan the key roles of the partnership & strategy
15. Private Sector Housing Access

The Housing Academy is scheduled to take place over the course of 15 weeks. The session will be held weekly between 28th August 2024 and 22nd January 2025.

## Government Consultation

Since January, volunteers have taken part in 2 Government Consultations and submitted a response under “Hull Tenants’ Forum”.

Following the tragic death of Awaab Ishak as a direct result of exposure to mould in the home, Awaab’s Law was introduced. The Law requires landlords to investigate and fix reported health hazards within specified timeframes. As part of the consultation, attendees looked at the hazards which would be included under the law, and discussed the timeframes for which issues need actioning within.

As well as this, the Government started consultation on changes to the Social Housing Allocations Policy. The consultation looks at proposals to change the rules around who is eligible for an allocation of social housing and also a new ground for eviction. Attendees discussed the proposals put forward, and a response was submitted to the Government.



## Government Consultations



Volunteers have previously taken part in a Government consultation relating to the new consumer standards which came into force on 1<sup>st</sup> April 2024. Whilst attendees found many of the questions difficult to answer, the final report was published (with Hull Tenants' Forum being reference in the respondents list) and the new standards have now taken effect. More information on the consumer standards can be found on the Government website at <https://www.gov.uk/government/consultations/consultation-on-the-consumer-standards>

The 4 new Consumer Standards are:

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

## Improvements to Kendall and Coniston Houses Communal Areas

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

Following a multi-agency "Coming to You" event which took place in 2023, a follow-up door knock was carried out in February 2024 to gauge people's opinions on the plans for the communal area, whilst asking them about the changes already in place and whether they were happy or not.

The following ideas were put forward to the people who lived in the area:

- ◆ Mural for the side of the building facing Anlaby Road, depicting the history or the area including the first botanical gardens on the site. Officers from the High Rise Team and TP would visit the History Centre to research the area fully with a view to planning a mural with local artists
- ◆ Possible gardening group for the communal areas, as of the end of March 24, 3 people had expressed interest in the group looking after the gardens.
- ◆ Story boards around the site depicting the whole history in pictures.

## “Chat and Choose” at Chiltern Primary School

During this last year 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 sessions some 40-60 people attend where they can have a hot drink and use the foodbank provided by the school. Other agencies from across the spectrum 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?

“Thrive” the schools’ facilitators have also produced a short promotional video on why it is important to work with external partners such as the Council, and what the benefits are of doing so.

TP can then use the final version to promote their work in the future.







# Quarterly Digital Involvement

The TPT continue to use a variety of “digital” platforms to engage with both “Active” volunteers and the wider tenant and resident population. On Facebook, they have posted 86 times, and have received over 470 likes and 32300 views! On Twitter, they have posted 175 times, receiving over 530 likes and just over 24200 views. The TPT have also used text messaging and emails to contact the wider volunteer base – they’ve sent close to 500 text messages and close to 780 emails.

## Facebook

<b>86</b> <small>Total Posts and Stories</small>	<b>475</b> <small>Likes</small>	<b>72</b> <small>Comments</small>	<b>480</b> <small>Shares</small>
<b>1856</b> <small>Followers</small>	<b>1965</b> <small>Clicks (Post Engagement)</small>	<b>34485</b> <small>Impressions (No. Times on Screen)</small>	<b>32343</b> <small>Views (Post Reach)</small>

## Twitter

<b>175</b> <small>Total Tweets</small>	<b>537</b> <small>Likes</small>	<b>17</b> <small>Replies</small>	<b>196</b> <small>Retweets</small>
<b>881</b> <small>Followers</small>	<b>1636</b> <small>Clicks (Post Engagement)</small>	<b>24233</b> <small>Impressions (No. Times on Screen)</small>	<b>7.61%</b> <small>Average Engagement Rate</small>

## Email

<b>16</b> <small>Times Email Sent</small>	<b>775</b> <small>Total Emails Sent</small>	<b>667</b> <small>Successful Emails</small>	<b>12</b> <small>Undeliverable Emails</small>
<b>£0.00</b> <small>Total Costs</small>	<b>73.79%</b> <small>Average Success Rate</small>		<b>1.21%</b> <small>Average Fail Rate</small>

**Emails Deliverable by Financial Year**

Financial Year	Successful	Undeliverable
FY 23/24	667	12
<b>Total</b>	<b>667</b>	<b>12</b>

**Email Sent by Service**

Financial Year Service Used	FY 23/24		Total	
	Success	Failed	Success	Failed
Outlook	187	5	187	5
Tenant Participation Team - Hull City Council	480	7	480	7
<b>Total</b>	<b>667</b>	<b>12</b>	<b>667</b>	<b>12</b>

**Date Filter**

01/01/2024  19/03/2024

## SMS

<b>9</b> <small>Times SMS Sent</small>	<b>495</b> <small>Total SMS Sent</small>	<b>408</b> <small>Successful Messages</small>	<b>16</b> <small>Undeliverable Messages</small>
<b>£0.00</b> <small>Total Costs</small>	<b>83.88%</b> <small>Average Success Rate</small>		<b>3.01%</b> <small>Average Fail Rate</small>

**SMS Spend by Financial Year**

Financial Year	Cost
FY 23/24	£0.00
<b>Total</b>	<b>£0.00</b>

**SMS Sent by Service**

FinYear Service	FY 23/24		Total	
	Success	Failed	Success	Failed
Tenant Participation Team - Hull City Council	408	16	408	16
<b>Total</b>	<b>408</b>	<b>16</b>	<b>408</b>	<b>16</b>

**Date Filter**

01/01/2024  14/03/2024



### 16<sup>th</sup> January 2024

- ⇒ Good constructive meeting and nice atmosphere.
- ⇒ Room was very cold, and mic was not very clear
- ⇒ The PCC was very informative. The newsletter should be discussed at the future TF meeting. an officer / councillor should be invited to the TF to discuss the benefits the city has received from “Levelling up” funding. Hopefully tenants will benefit in some way. I look forward to your response.
- ⇒ Very useful interesting information clarity of speech appreciated volume of speech, no fudging of awkward questions. Constructive replies to questions, gave means of future communication. Positive feedback regarding Humberside Police Force compared to national statics.
- ⇒ Very interesting meeting would have liked more time with the Commissioner to raise more questions.

### 24<sup>th</sup> February 2024

- ⇒ As always very interesting meeting. would have preferred more time with speakers and better print out – text too small and I wear glasses.
- ⇒ Can I have bigger paper / print format for meeting.
- ⇒ Great meeting valuable and useful information given with the large context that is relevant.
- ⇒ Personally, I prefer earlier times on Monday 10 – 12. Some of the slides were difficult to see both in print and on screen need to look at the colours and font size.

### 19<sup>th</sup> March 2024

- ⇒ Good meeting with lots of involvement, future meetings look good if we can get good guest speakers. I personally would prefer a longer Forum to ensure that I can attend.
- ⇒ Well organised and productive Forum, thank you for giving us the opportunity to join in and see such a good practice.
- ⇒ Really enjoyed attending and great schedule. looking forward to attending future meetings.
- ⇒ Another well-presented meeting. keep up the good work. Interesting workshop, good ideas and good workshop really enjoyed the meeting.



I always enjoy seeing plenty of photos – it tells me as much as the words about who is attending and whether it's having an impact. I also always appreciate the sections on what the TARAs are doing—hopefully, it inspires others to copy the ideas that have been successful!

**Head of Service  
Business Development and Change**

**Comments on  
13<sup>th</sup> Edition**

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



Hull Tenants Forum  
Hull City Council Housing



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