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**Title:** Petitions Update

**Report of:** Managing Director

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### **Purpose of report**

1. To provide the Board of progress with petitions received since the last update at meeting of the Board on 14 May 2013.

### **Background**

2. The Board agreed, at its meeting on 13 April 2006, a protocol for the handling of petitions received by the company.
3. The protocol requires that a quarterly progress report be submitted to the Board for information. Progress with outstanding petitions is detailed in the Appendix.

### **Link to Values**

4. This report relates to the following company values: -
  - Being customer focused, innovative and professional.
  - Being honest, accountable and transparent,
  - Being a listening and learning organisation.

### **Risk Management Implications**

5. There is a risk of impact on customer satisfaction if petitions are not handled effectively.

### **Value for Money Implications**

6. There are no value for money implications directly arising from this report.

### **Equality and Diversity Implications**

7. There are no equality and diversity implications directly arising from this report.

### **Financial Implications**

8. There are no financial implications directly arising from this report.

### **Health Implications**

9. Although there are no direct health implications as a result of this report, the successful handling of the petitions would have positive impact on the health and well being of Gateshead residents.

### **Environmental Implications**

10. There are no environmental implications arising from this report.

### **Consultation carried out**

11. The protocol for handling petitions received by the company requires that the Managing Director or Strategic Employee will arrange for the ward Councillors to receive a copy of the petition and seek their views on the content. The Councillor who submitted the petition will also be consulted if he or she is not one of the ward Councillors.
12. The protocol also requires that it will be appropriate to undertake one or more of the following actions: -
  - holding a meeting with the (lead) petitioner/s and/or any other relevant parties, e.g. ward Councillors, the police, strategic partners;
  - holding a site visit;
  - carrying out a consultation exercise with tenants on the issues raised by the petition.

### **Impact on Customers**

13. Depending upon the outcome of a petition submitted, there could be an impact on customer, for example a change in policy.

### **Recommendation**

14. To note progress with petitions received since the last update.



### PETITIONS SUBMITTED TO THE GATESHEAD HOUSING COMPANY

Date received	Ref	From	Issue	Action to date
26.06.12	4/12	Residents of Regent Court	Opposed to installation of sprinkler system at Regent Court	Since the last update in May 2013, the full contract is now expected to be completed on 25 October 2013. 159 of the 160 homes now have sprinkler protection and the communal areas are now also substantially complete. A further best practice visit has also been held with TWFRS and Cheshire West & Cheshire Council, showcasing the success of the scheme.
16.10.12	6/12	Petition received from residents of Beacon Court, Fell Court and Lough Court	Petition regarding replacement of windows	It was previously reported that Gateshead Council's Cabinet approved a report on the scheme on 16 April 2013 and work was progressing to develop the scheme to tendering stage. The tender submission date for the Energy Company Obligation contract has been put back following a request for an extension time. It will now close on 4 September 2013. The customer consultation on the proposed scheme took place on 14 May. 73% of residents took part with 97% in favour of the proposals. The Ward members and all the residents were provided with a summary of the results.
13.11.12	7/12	Petition received from residents of East Street flats	Petition regarding replacement of windows	Ward members and the lead petitioners at East Street were advised in June 2013 that a further update would be provided once the pilot energy scheme at Beacon Lough had been completed (as referred to in 6/12 above).
14.11.12	8/12	Petition received from residents of Felling	Petition regarding the relocated housing office within Felling Sure Start	Following the discussions with ward members a report was presented to Customers and Communities Committee 9 May 2013. As agreed with ward members, the surgeries at Felling Hub have been reviewed. Customer information on how to access services is being update to reflect the changes.

Date received	Ref	From	Issue	Action to date
27.7.13	1/13	Petition received from residents of Leam Lane	Requested that a particular tenant should remain in the bungalow they are residing in	Resident and lead petitioner were visited to discuss concerns and to confirm tenancy had been agreed with effect from Monday 2 September 2013. The ward member and lead petitioner have been updated.