



Title: Petitions Update

Report of: Managing Director

Purpose of report

1. To provide the Board of progress with petitions received since the last update at meeting of the Board on 14 September 2014.

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
16.10.12	6/12	Petition received from residents of Beacon Court, Fell Court and Lough Court	Petition regarding replacement of windows	<p>Work continues to be carried out to assess the options for a building solution for the three Courts. With the involvement of Gateshead Council discussions are continuing that will enable new windows, and insulation improvements to be provided. Subject to finalising funding proposals works to these blocks are expected to be delivered as part of the Capital Programme in 2015/16.</p> <p>Grant funding proposals that support the delivery of windows and a wider scheme to the blocks have been received. The 2015/16 Capital Programme is scheduled for Cabinet in January 2015.</p>
13.11.12	7/12	Petition received from residents of East Street flats	Petition regarding replacement of windows	<p>The company and council are working with partners to explore all options for work to Multi Storey blocks, including insulation and window replacement.</p> <p>The lead petitioner was updated as part of the November 'Multi-storey Service Improvement Group' meeting. An update was provided on the town centre heating scheme (CHP), recently approved by cabinet. Details on the CHP will be developed in conjunction with Gateshead Council after which further updates will be provided to residents in these blocks.</p>
16.10.13	2/13	Petition received from residents of Birtley Villas	Residents have raised concerns about access to the blocks	<p>The scheme costs are complete for all elements including the door entry system. Residents have been consulted on the extent of works and the scheme will be delivered as part of 2014/15 Programme. An order for the works has been placed and designs are currently being finalised. Works are programmed to be completed by the end of this financial year.</p>

Date received	Ref	From	Issue	Action to date
11.7.14 Submitted to Council	2/14	Petition received from residents of a named street in Pelaw	Petition regarding ASB and a tenant in a named street in Pelaw	Legal action was underway with this case and a Notice of Termination was served 6 November 2014 to end the tenancy. The tenant did not submit an appeal and has subsequently ended the tenancy. Ward councillors and the lead petitioner have been updated. This can be removed from the schedule.
1.8.14 Submitted to Council	3/14	Petition received from residents of Coverdale, Leam Lane Estate	Petition requesting the removal of porta-cabins	The compound was established to support the energy efficiency works that were being delivered on the estate. Following government announcements on the reduced grant funding. The scheme is currently demobilising and the cabins have been removed. The contractor has been asked to return to the site in the new year to make good the grassed area when it can be seeded. This can be removed from the schedule.