



Title: Petitions Update

Report of: Interim Managing Director

Purpose of report

1. To provide the Board of progress with petitions received since the last update in May 2018.

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.
4. Two petitions were received in October 2018. Progress with these is detailed in the Appendix.

Link to Values

5. This report relates to the Company values of being
 - Customer focused
 - Open and honest
 - Accountable

Risk Management Implications

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

Value for Money Implications

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

Equality and Diversity Implications

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

Financial Implications

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

Health Implications

10. 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

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

Consultation carried out

12. 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.
13. 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

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

Recommendation

15. 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
5.10.18	1/18	Petition received from the residents of Beacon Lough East	Petition requesting the reinstatement of CCTV around Beacon Lough East Shops.	Lead petitioner and local ward councillors have been informed that following last year's budget proposals, a decision was taken by Gateshead Council to remove this and several other CCTV cameras in the borough where there were significant costs arising from maintenance implications. We are working in partnership with other agencies to deal with anti-social behaviour issues in the area. <i>Once reported, this will be removed from the schedule</i>
5.10.18	2/18	Petition received from the residents of Beacon Lough East	Petition requesting the removal of bushes from Harebell Road, Beacon Lough East	Lead petitioner and local ward councillors have been informed that the work to remove the hedges at the side of Boxlaw shops will start during the week commencing 12 November 2018. <i>Once reported, this will be removed from the schedule</i>