



**CUSTOMERS AND COMMUNITIES COMMITTEE**

**12 September 2019**

**PRESENT:**

**Directors**

Robert Buckley (Chair)  
Sheila Bouitieh  
Eileen Gill  
Jim Turnbull

**Advisers**

Neil Bouch	Interim Managing Director
Marie John	Head of Business and Development
Deborah Ewart	Head of Support Services
Martin Poulter	Business, Performance and Customer Services Manager
Stuart Gibson	Governance and Risk Lead

**Also Present**

Alan Guest

**Apologies**

Elizabeth Bird  
Joanne Carr  
Michael Hood

**1 MINUTES**

The minutes of the last meeting of the committee held on 1 July 2019 were approved as a correct record.

**2 REVIEW OF LEASEHOLD MANAGEMENT POLICY AND SERVICE UPDATE**

The Leasehold Management Policy had been reviewed. The revised policy was submitted with changes from the previous policy highlighted.

Further consultation still needed to be concluded with the Council and Keelman Homes.

The committee also received an update on the following work of the Leasehold Services Team in conjunction with the Leasehold Service Improvement Group throughout 2018/19: -

- Financial assistance packages
- Lease Guidance for Tenants purchasing through Right to Buy
- Gas Servicing Scheme
- Subletting

- Service Charge collection
- Customer satisfaction and performance
- Shared Ownership
- Right to Acquire

The point was made that over one third of leaseholders were sub-letting their properties. It was noted that all leaseholders received a comprehensive leasehold handbook and would be aware of their legal obligations when sub-letting.

The committee welcomed the financial assistance packages available to leaseholders for payment towards improvement works.

RESOLVED – (i) That the Board be recommended to approve the Leasehold Management Policy, subject to the following minor amendment: -

- Deletion of the word 'management' in paragraph 6.3.

(ii) That further consultation on the policy be undertaken with the Council and Keelman Homes with a view to presenting the policy to the Board for approval in November 2019.

(ii) That the committee is satisfied with the performance and progress update for Leasehold Services in 2018/19.

### **3 CUSTOMER INVOLVEMENT ACTIVITY – FIRST QUARTER 2019/20**

The committee received an update on customer involvement activity for the first quarter of 2019/20.

During the period, 79 involvement activities took place with customers participating in activities on 1,501 occasions, though some may have been involved in more than one activity.

The committee also received updates on the Customer Involvement Strategy, involvement structure, scheduled meetings, E-Engagement, involvement database, Moving Forward customer training – annual update and performance against service standards. The committee also received a summary of additional and future activities.

It was suggested that there might be an opportunity to connect with One Voice to get Looked After Children involved in the development of the new website.

RESOLVED – That the committee is satisfied with the customer involvement activity for the final quarter 2019/20.

### **4 PERFORMANCE AND SERVICE STANDARDS – FIRST QUARTER 2019/20**

The Key Performance Indicator and Service Standards results for the first quarter 2019/20 were reported.

There were currently 12 Key Performance Indicators reported to this committee on a quarterly basis. At the first quarter, all 12 of the indicators were not yet measurable or set with a baseline target. Eight were linked to the bi-annual

survey which would be conducted later in the year. The other four indicators would be reported quarterly and were set with a baseline target for 2019/20.

There were currently six Service Standards reported to this committee on a quarterly basis. At the first quarter: -

- Four indicators were traffic lighted green. This showed that the annual targets for these indicators had been achieved.
- No indicators were traffic lighted amber.
- No indicators were traffic lighted red.
- Two indicators were reported quarterly and was set with a baseline target.

RESOLVED – That the committee is satisfied with the Key Performance Indicator and Service Standard results at the fourth quarter 2019/20.

## **5 ANTI-SOCIAL BEHAVIOUR PERFORMANCE UPDATE – APRIL TO JUNE 2019**

The committee received an annual update of the following work undertaken to tackle anti-social behaviour (ASB) and associated performance between April and June 2019: -

- Domestic abuse cases
- Hate Incident cases
- Safeguarding – Adults and Children
- Complex Offenders Meeting
- Multi-Agency Public Protection Arrangements
- Multi-Agency Adult Referral Team
- Missing Sexually Exploited and Trafficked Group – Adult and Children
- Hoarding
- Children and Families
- Families Gateshead

The company was starting to see positive results by taking a different approach to dealing with hoarding cases.

The committee asked what mechanisms were in place for the company to work with other departments in the Council when dealing with complex cases. It was noted that there were multi-agency groups in place that considered complex cases. It was advised that the company was working with the Council and partners as part of the public service reform agenda working to support residents as well as inform and develop future options for service delivery.

RESOLVED – That the committee is satisfied with the annual update on working undertaken to tackling ASB and associated performance between April and June 2019.

## **6 DATE AND TIME OF NEXT MEETING**

The next meeting of the committee would be held on Thursday, 14 November 2019 at 2pm in Room S21, Gateshead Civic Centre, Regent Street, Gateshead.