



Tenants' Forum

24th March 2026
The Guildhall C1
10am – 12.00noon

	DISCUSSION	Action by
47.	<u>Welcome and Introductions</u>	
47.1	<p>The Chair opened the meeting and followed the usual format of housekeeping rules and fire evacuation procedures. She also informed the members that the code of conduct was in place and reminded people not to talk over others that were talking during the meeting and to put hands up if a question needed to be asked. The Chair informed the members that passes to go through the barriers are at the back table if anybody wishes to use the facilities.</p>	
48.	<u>Adult Social Care</u>	
48.1	<p>CG – Service Development Officer (Participation and Engagement), RB – Practice Lead Manager, Hospital Team and LB – Adult Social Care Feedback and Complaints Officer delivered a presentation on adult social care, how to access the service and receive support. Copies of the presentation are available on request.</p> <p>The main highlights of the presentation were:</p> <ul style="list-style-type: none"> • What is Adult Social Care? • What is Adult Social Care? – Hospital Team • Adult Social Care 3-year plan, its development, implementation and on the ground delivery • How people can get involved in shaping Adult Social Care • The vision of the service • Paying for care and support • Analysis of findings, finding out what is important to people 	
48.2	<p>CW asked who carried out the financial assessment for people wishing to access the service?</p> <p>Officers replied it would be Officers from Adult Social Care who carried out the assessment, with full information and knowledge gained beforehand about the said person.</p>	



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<p>48.3</p> <p>48.4</p> <p>48.5</p> <p>48.6</p>	<p>CW asked that at such meetings, were the full circumstances of the persons welfare and funding arrangements also discussed?</p> <p>Officers replied that a full review of all circumstances would take place.</p> <p>DC asked what was the procedure to contact the Adult Social Care Team during weekends and bank holidays as she had had to ring the service during this time due to an issue with her son and found it very difficult to access the service?</p> <p>Officers replied that Adult Social Care worked 24 hours a day, 7 days a week, there is an out of hours team who could be contacted through the normal channels who could deal with queries when they arose via 300300 or 247111.</p> <p>CW asked why the issue of “bed blocking” was still happening in hospitals, and were plans in place to eliminate this?</p> <p>Officers replied that delays in setting up care packages for people meant that this issue remained, however, with correct support procedures now being implemented then this should bring down the length of time people were having to wait to go home.</p> <p>The Officers were thanked for their presentation and attendance.</p>	
<p>49.</p> <p>49.1</p> <p>49.2</p>	<p><u>Minutes and Matters Arising</u></p> <p>The minutes of the Tenants' Forum 17th February 2026 were checked, proposed and agreed.</p> <p>The minutes were proposed by JS and seconded by PW.</p> <p>Minutes from the last meeting updates:</p> <ul style="list-style-type: none"> • 37.3 – Email sent to the Energy Efficiency Advice Officer, and response received, advising that the company have now attended and have sorted the hatch door with new insulation. • 40.3 and 40.4 (CL comments about the Community Hub and leaflet) – Points were raised and addressed at the Customer Access group at the beginning of the month. 	



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	<ul style="list-style-type: none"> • 40.3 – A private pod/space has been created within the library to allow for private conversations to take place, and privacy screens are being installed between advisors. • 40.4 – Leaflets for the Community Hubs – Leaflets for different areas of the city are currently in development and will be shared in due course. An example of the leaflet/poster was showed at the Customer Access group on 5th March. • 40.5 DM asked what was happening to Bellfield House, what were the long-term plans for the site? Response from Corporate Property Team - Bellfield House was fully vacated some time ago and the property is being prepared for demolition. Lovell (the housebuilder) have acquired the site, and it is their intention to build houses on it. • 40.6 - DM spoke of street parking and whether there was an out of hours number for people to report parking issues, as the Police did not deal with such issues any longer. Response from Neighbourhood Coordinator: - She had arranged with parking enforcement to visit the affected area relating to Shaftesbury Avenue on Friday 20th February. Officer will chase up with parking enforcement before responding directly to DM 	
<p>50.</p> <p>50.1</p>	<p><u>Feedback from Groups</u></p> <p>The Groups provided summaries of their activities to the Tenants' Forum:</p> <p>Customer Access Focus Group</p> <p>The Customer Access Focus Group met earlier this month with the Customer Operations Manager to receive an update on the Bransholme Customer Service Centre re-location, as well as an update on the Orchard Customer Service Centre and future plans for the Community Hub Network.</p> <p>The Operations Manager explained that the strategy behind the "Face to Face" contact is ultimately to have one Customer Service Centre (The Wilson Centre), complimented by a network of Community Hub locations across the city. Customer Services staff are working with ward members to increase provision in their wards. Hubs have increased over recent years from 3 to 21.</p>	



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The group were informed that the Bransholme CSC was relocated into Hubs based on the strategy and feedback received from visitors. Visitors expressed that they struggled to get to a central location, therefore the decision was made to go out into community hubs. The group were also informed that the Orchard Customer Service Centre is due to relocate as the area is being converted into an Adult Social Care hub, however a date for this move is still to be decided. Local community centres are being considered, including St Mike's Youth Centre, the Parks Family Hub, and the North Hull Community Centre – all within a short distance of the current CSC.

The Operations Manager then moved on to talk about the publicity and promotion that will be taking place around the Community Hubs. Posters are currently being developed for the 5 main areas of the city, highlighting all the hubs in that area, where they are located, and what dates/times an advisor will be present. Posters will also be going into various newsletters.

50.2 Multi Storey Living Project Group

At the beginning of March, the group met with Officers from Building Cleaning to receive an update on the work their operatives carry out daily in the high-rise, medium-rise and low-rise blocks.

The Task and Finish Group for Building Cleaning are concluding meeting with Officers to discuss and action issues for the Building Cleaning Service Level Agreement 2026/27 with a view to signing of the document on 31st March.

TPO's along with volunteers are still focussing on low-rise inspections during 2026 and carrying out high-rise inspections during that time. If you would like to help with this activity, please see the TP Team.

50.3 Publicity Project Group

In this month's Publicity Project Group, the group planned and discussed the articles for the summer edition. The Spring edition of Hull Housing News will be going live at the beginning of April. It will be posted to Tenants and will be accessible on the Hull City Council website.



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	<p>The group had also discussed article ideas to go on the Housing News page found on Hull CC news website. This page will showcase the work the members of the Tenants' Forum do.</p>	
51.	<p><u>Feedback from TARA's</u></p> <p>TARA's to provide summaries and updates to the Tenants' Forum</p>	
51.1	<p>Bayswater Court</p> <p>The group held a pop in March with Councillors, Tenant Participation (TP) and the High-Rise Team in attendance. Main points were, intrusive surveying in the block and when it was going to start, parking in unauthorised bays, number of buses for the area, quadbikes on communal areas and items being placed on communal benches in the lobby area.</p>	
51.2	<p>Muswell Court</p> <p>The group had held their pop in at the beginning of March, with TP, Councillors and the High-Rise Team. The main topics for discussion were intrusive surveys, communal garden broken gate, unknown people accessing the block, anti-social behaviour, laundry abuse, repairs and pigeons on the roof. Also, there was a call for people to join the Wednesday Craft Club.</p>	
51.3	<p>Dorchester Road and Midmere Avenue</p> <p>The TARA had met in March, which was well attended, Councillors, TP and Neighbourhood Co-ordinators were in attendance. The focus was anti-social behaviour, paths, roads, wheelie bins, Hull Warm Zone (HEAT), scaffolding removal on completion of work and general issues. The next meeting in May was 11.05.26.</p>	
52.	<p><u>Any Other Business</u></p>	
52.1	<p>DC asked if it was the case that households were to receive 2 new blue bins to place cardboard and paper in them?</p>	



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<p>52.2</p>	<p>Officers present replied that they are not aware of an increase in blue bin collection, but the brown bin collections are increasing.</p> <p>CW asked about the central government “Pride in Place” funding that is proposed for Hull, what were the areas that it was allocated to?</p> <p>A couple of Forum members replied that the 3 areas were St Andrews and Docklands, Orchard Park and Longhill, and it was 20 million for each area, over 10 years, 2 million per year to be spent on improvements.</p> <p>The Tenant Participation Officer (TPO) advised that the Neighbourhood Nuisance Team Scrutiny Review undertaken by the Panel was now complete and copies of the report with recommendations was available at the back of the room.</p>	
<p>52.3</p>	<p>CP asked what the Panel would be reviewing next?</p> <p>Officers replied that it is the Tenants’ Forum decision, so would be put on the agenda for the next meeting.</p>	
<p>52.4</p>	<p>CL informed the Forum that her electric safety inspection had been carried out with a female officer present and that this officer would investigate her wall mould issue and report to CL direct.</p>	
<p>52.5</p>	<p>RB stated that the KWL operatives who carried out work at his property to replace fans in the kitchen and bathroom, wore blue shoe covering, were very polite and courteous.</p>	
<p>53.</p>	<p><u>Close of Meeting</u></p>	
<p>53.1</p>	<p>The meeting closed at 11.45am</p>	



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Estimated cost of meeting.

Postage, paper, photocopying: £89

Refreshments: £25.50

Expenses: £3.60

Taxis: £68.40

Room Hire: £0

Miscellaneous: £0

No of invite letters sent: 80

TOTAL COSTS £186.50**Savings: by free room, emailing and not using headed paper £93****Details of Meeting.**

No of Staff at meeting: 5

No of guest speakers: 3

Councillors at meeting: 0

Forum Quorum: 12

Tenant members: 10

Resident members: 3

None members: 0

TOTAL No of Volunteers at Meeting: 13

Duration of Meeting: 2 hrs

Pre meeting 7 hrs

During the meeting: 26 hrs

Total volunteer hours: 33hrs