

Minutes of the Meeting of the Tenant Services Management Board held on 23 April 2018 at 6.00pm in Meeting Room C in Flook House at The Deane House, Belvedere Road, Taunton.

Present: Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty and Mr K Hellier.

Officers: Sue Tomlinson (Accommodation Programme Manager), Joe Wharton (Project Manager), Rachel Searle (Development Manager) and Clare Rendell (Democratic Services Officer).

(The meeting commenced at 6.00pm)

1. Apologies

Apologies were received from Mr I Hussey, Councillor C Booth and Councillor R Bowrah, BEM.

2. Minutes

The Minutes of the meeting of the Tenant Services Management Board held on 26 March 2018 were signed and taken as read.

3. Public Question Time

No questions were received for Public Question Time.

4. Declarations of Interests

Mr A Akhigbemen, Mrs J Bunn, Mr D Galpin, Mrs J Hegarty and Mr K Hellier declared personal interests as Taunton Deane Borough Council Housing Tenants.

5. Update on Building Renovation Works

The Accommodation Programme Manager and the Project Manager presented an update on the Deane House Accommodation Project.

The Project Manager advised the Committee of the timelines for the reoccupation of the refurbished office space within the Deane House.

Phase one would take possession in late May and early June 2018 and included some of the first floor open plan office space and the ground floor reception.

Phase two would take possession in September 2018 and included the remainder of the first floor open plan offices, the ground floor office space for let and the Avon and Somerset Police area.

Phase three would take possession in February 2019 and included the conference chambers (committee meeting rooms) and the second floor office space for let.

There would be new access to the Deane House that included level access into the new reception area which would be covered by a glass canopy, the existing lift would be replaced with a new lift and a second lift would be installed to the rear of the building.

The new reception area would reopen in June 2018. The following were the key goals for the new facility:-

- Self-service where possible;
- Flexible space that could adapt to the customer needs and demands;
- Technology that supported interactions wherever they took place;
- Removal of barriers to encourage a respectful, informal and softer approach;
- Removal of services to align with the new structure (the dedicated service desks would be removed and staff would be trained with a broader knowledge base)

The Project Managers were aware that there would be challenges for staff that included a completely different way of working, a step into the unknown and that the Accommodation Project coincided with other significant changes in the work place (Transformation and the formation of the New Council).

However, there would also be opportunities for staff. The Project was 100% backed by the Senior Leadership Team. Additional training would be provided to enhance staff skills and valuable experience would be gained.

The Project Manager presented several floor plans which showed the Board Members what the Project Team's aspiration for what the new reception area would look like for customers. The new area would include the following:-

- Self-service machines (ideally touch screen devices);
- Pods, which would have a second screen facility and offer a private space for customers;
- Podium arrangements for easy access for staff and customer interactions; and
- Booths, which would offer a different kind of seating for staff and customer engagement.

During the discussion of this item, Board Members made the following comments and asked questions (Responses shown in italics):-

- Board Members queried how many staff would be located within the Deane House.
There would be approximately 450 desks in the Deane House and there would be 10 staff for every 6 desks. The ratio was calculated as a result of an occupancy survey that had been carried out.
- Board Members were keen to be included in the open days for the new reception area.
Officers would request that the Board Members were included in the working groups.
- The Project Managers queried whether the Board Members had any ideas for what to call the new reception area.
The Board Members did not have any strong preferences towards the names suggested.
- Board Members queried whether there would be any bike racks located by the new front door.
Yes the bike racks would be replaced once the building works on the entrance were finished.
- Concern was raised that if an officer was not available when a customer came into the office, that they would be turned away.
The customer would not be turned away. There would be provisions in place so that staff would either be able to request that another officer could see the

customer or that they would be able to make an appointment for the customer to come back when the officer was available.

Resolved that the Board noted the Officer's update.

6. Exclusion of the Press and Public

Resolved that the press and public be excluded from the meeting for the following item because of the likelihood that exempt information would otherwise be disclosed relating to Clause 3 of Schedule 12A to the Local Government Act, 1972 and the public interest in withholding the information outweighed the public interest in disclosing the information to the public.

7. Confidential Update on the Woolaways Project

Considered report presented at the meeting regarding the confidential development updates on the North Taunton Woolaway Project and other developments in the Taunton area that included Moorland Close, Weavers Arms and Laxton Road.

(The meeting ended at 7.05pm)