

**Minutes of the meeting of the Tenant Services Management Board held on Monday 21<sup>st</sup> January 2013 at 6:00pm in The John Meikle Room, The Deane House, Belvedere Road, Taunton.**

**Present:** Mr Dustyn Etherington (Chairman),  
Mr Mark Edwards (Vice-Chairman),  
Councillor Robert Bowrah and Councillor Steve Brooks, Mrs Jessie Bunn, Mr Dennis Galpin, Mr Ian Gould, Mr Kevin Hellier, Mr Robert Middleton, and Mrs Tammy Urquhart.

**Officers:** Shari Hallett (Business Support Lead), Caroline White (Housing Development Project Lead), James Barra (Health and Housing Manager), Martin Price (Tenant Empowerment Manager), Steve Boland (Housing Services Lead), Steven Clarke (Tenant Services Development Officer), Joy Wishlade (Strategic Director), Norah Day (Housing Estate Manager), Phil Webb (Housing Manager – Property Services), Rosie Reed (Tenant Services Development Officer), and Emma Hill (Corporate Support Officer).

**Others:** Councillors J Warmington and Councillor F Smith  
Graham Vickery from Halcon North Tenants & Residents Association

(The meeting commenced at 6.00pm)

**1. Apology**

Mrs E Drage and Mrs J Hegarty

**2. Minutes**

The minutes of the meeting held on the 17 December 2012 were taken as read and signed.

**3. Declaration of Interest**

The Chairman requested that the Members of the Tenant Services Management Board declare any additional declarations to be made, not already on the attached list of declarations.

Councillor Brooks declared a prejudicial interest as tenant of a Council owned property.

**4. Verbal Report and Demonstration of Housing Information Technology Systems.**

The Business Support Lead gave a verbal report and demonstration to the Members of the Board on the Housing IT systems Academy, CodeMan and COSY.

All three IT systems were not currently interlinked. The advantage of being able to link the New Deane DLO system to Academy and CodeMan would allow officers to access a wider variety of information but also to include the use of PDA's whilst officers were away from the office including updating and closing Job Tickets. This process is still done manually using the COSY system.

The 'Choice Based Letting' system, which was also not linked in with any other system, would be another possible link to share and widen the information base available to Officers. Although, currently there were restrictions on the level of information staff can access. This was linked to the requirements of their job.

The Academy system is a Capita produced programme and currently in use for five years. Housing Services continually refines the system to make it fit for use. The information contained on the system was based on the individual properties and tenancies.

Under the Property section of the programme were detailed breakdown on individual repair jobs for each property. These also included details about the property itself and any adaptations for disabilities, comments and notes section as well as any linked cases (these included reports of ASB) were also highlighted and the storage of any scanned documents such as certificates and communications

An additional facility was a system of pop-up messages acting as a reminder for officers.

With the Tenancy section of the Academy system, this would display details of the individual tenancy agreements including rent payments, rent arrears, term of tenancy and comments/notes. This would also include details of SWIPE Card for rent payments. Also displayed would be any information gathering during consultations including personal details about the tenants themselves.

Another future vision for these software systems was the ability to produce reports from the data stored within. Currently, only certain trained members of staff negotiate complex spider diagrams to produce information reports but the vision would be to develop the system to collate and produce regular reports and use this as a scheduling tool for job tickets and work programmes.

The COSY system was a Green Screen style system used by the DLO to open, maintain/update and close Job Tickets. Also CodeMan (known as AMP4) was used to record details of the Council's Stock Condition. This system was linked to hand held PDA's devices last year to enable offsite updates, when on site visits.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- The new DLO software, how well would it interface with existing Housing software?  
*This would be considered as part of the procurement process but using another Capita based system would be advantageous for such interfacing and linking the systems.*
- What would the current timescale for opening and closing job tickets?  
*Actual timescales for job tickets can vary depending on the job. But there currently were four staff dealing with Job Tickets. You would be looking at days not weeks but this depends on the job. The vision for the future would be PDA's.*
- Could the Council spread out the rent arrears payments?  
*Normally, separate arrangements would be made for the re-payment of rent arrears but normally the Council ask for this as a full payment.*

- What were the current safeguards for protecting tenant personal information stored on these systems?  
*The safeguards were that only staff that their job requires them to access this information was allowed. As to outside sources hacking into the servers and through the laptop encryption screen, this wouldn't be possible. Also TDBC doesn't share information that would be gathered through such medias as Consultation.*

**Resolved** that the officer's report be noted.

**5. Introduction from Housing Development Project Lead.**

The Housing Development Project Lead introduced herself and gave a verbal report to the Members of the Board in relation to the role of the post.

**Resolved** that the Board Members welcomed the officer and noted the Officers report.

**6. Verbal Update on Phase One New Housing Developments.**

The Health and Housing Manager gave a verbal update regarding the Phase one developments.

During the discussion of this item, board members made the following comments and asked questions. Responses shown in italics:

- I think there is no need to change the amount available for the TRGs by the responses given. Other Board Members gave general support for this.

**Resolved** that the officer's report be noted.

**7. Verbal Update on Welfare Reform.**

The Housing Services Lead gave a verbal update regarding Welfare Reform

**Resolved** that the officer's report be noted.

**8. Confidential Update on Halcon North Development.**

Councillor Brooks left the room before the discussion of this item after declaring a prejudicial interest.

The Tenant Services Management Board went into confidential session. The Health and Housing Manager gave a confidential verbal update on the Halcon North Regeneration Project.

**Resolved** that the officer's report be noted.

(The meeting ended at 8.00pm)