

**TACT (Tenants and Council Together)**  
**Minutes of meeting held on Thursday 25 May 2023, 10.30am**  
**Room 7, The Middle Brook Street Centre, Winchester**

**Attendance:**

David Light (Chair)	Stanmore
David Chafe (Vice Chair)	Stanmore
Lin Mellish (Communications)	Kings Worthy
Carole Bull	Abbots Barton
Gillian Gutteridge	Hyde
Sandra Salter	Winnall
Monica Gill	Central
Marjorie Read	Central
Julian Perkins	Hyde
Doug Dobson	Winnall
Pat Haste	Winchester City
Victoria Pemberton	Kings Worthy
Valerie Adcock	Stanmore
Chris Bone	Abbots Barton
David and Linda Blyth	Stanmore
Delyse Timmerman	Central

**Guests:**

Cllr Kelsie Learney	
Cllr. Caroline Horrill	Shadow Portfolio Holder for Housing
Gillian Knight	Corporate Head of Housing
Amber Russell	Service Lead – Housing Operations and Community Safety
Davina Domone-Hollands	Anti-Social Behaviour Officer Lead
Lucy Spence	Tenant Involvement Officer
Bob and Paula	Hampshire Fire Service

	<b>Actions</b>
<p><b>1. Welcome, introductions and apologies.</b></p> <p>Apologies:</p> <ul style="list-style-type: none"> <li>▪ Josh and Lizzie Christian</li> <li>▪ Sue Green</li> <li>▪ Ted Shepherd</li> <li>▪ Janette Palmer, Housing Policy and Projects Manager</li> </ul>	

		Actions
<b>2.</b>	<b>Minutes of meeting on 23<sup>rd</sup> March 2023</b>	
<b>2.1</b>	<b>Corrections</b> None.	
<b>2.2</b>	<b>True record</b> Minutes proposed as being a true and accurate record. Agreed by all present.	
<b>2.3</b>	<b>Matters arising - actions from meeting on 23<sup>rd</sup> March 2023</b>  Updates and feedback on actions from the previous meeting set out in an Addendum circulated at the meeting.	
<b>3.</b>	<b>Davina Domone-Hollands – Anti-Social Behaviour Officer Lead</b> ASB in Winchester  Davina introduced herself explaining that she works in the Neighbourhood Services and Community Safety Team at Winchester City Council as the Anti-social Behaviour Lead and is part of the Community Safety Accreditation Scheme (CSAS) working across the Winchester district as part of the community safety partnership. She outlined some of the key projects she is currently involved in. <ul style="list-style-type: none"> <li>• Davina facilitates and chairs the Anti-social behaviour (ASB) panel. This is a multi-agency group that meet to discuss issues around ASB in the district. She is also a member of the Operation Fortress group. This is a police led meeting that deals with drug issues in the district.</li> <li>• Pride and Place – there have been issues across city centre car parks and the city in general with a core group of young people causing anti-social behaviour. She worked in partnership with the Neighbourhood Police Team and once identified the young people were issued with car park banning letters, signed Acceptable Behaviour Contracts and parents spoken too, we have since seen a marked decrease in ASB from these young people.</li> <li>• Sandra Tuddenham, Community Safety and Neighbourhood Services Manager was successful in applying for a grant from the office of the Police and Crime Commissioner. This has funded three deployable cameras. The referrals and locations of these will be discussed by the ASB panel.</li> <li>• April 2023 saw the launch of the summer campaign across the whole district and aims to promote awareness of how to report ASB</li> </ul>	

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<p>, working in partnership with partners such as the Police in previous hot spot locations.</p> <ul style="list-style-type: none"> <li>• Ways you can report ASB – <ul style="list-style-type: none"> <li>○ Phone 101: this is Hampshire Constabulary 24-hour non-emergency number to report a crime that doesn't require an urgent response (always phone 999 if your life is in danger or you require an immediate response).</li> <li>○ You can report incidents of ASB via the WCC website – click on the Anti-social Behaviour icon <a href="https://www.winchester.gov.uk/apply">https://www.winchester.gov.uk/apply</a> . This can be done as a guest, but if you want to be contacted about your report you need to state so we can make contact when requested.</li> <li>○ For WCC housing tenants, you can phone the council housing department and speak to a tenancy duty officer on 01962 848 197.</li> <li>○ You can report ASB via Davina if you see her out and about.</li> </ul> </li> <li>• Davina explained she is currently consulting with relevant partners in order to renew and continue the current Alcohol Control Zone also known as the Public Space Protection Order.</li> </ul> <p>Questions</p> <ul style="list-style-type: none"> <li>• A comment was made about the city centre BID Rangers. A tenant witnessed them receiving a lot of abuse. What authority do they have? Davina explained that they work for Venture Security but are employed by Winchester Bid to support the businesses with shoplifting incidents and anti-social behaviour. They also carry a shop watch radio and wear body cams. They are not police officers and have a very different role. Another TACT member stated they had a very good experience of the BID Rangers doing a great job and being very helpful. Davina commented that the BID Rangers are a valuable asset to incident gathering such as giving evidence, descriptions on those begging in the city centre.</li> <li>• What are Davina's working hours? Davina responded stating that she works Monday to Friday 9am – 5pm, however, she works outside of these hours to take part in joint operations or community meetings.</li> <li>• A question about using personal devices to record incidences of ASB and where would someone stand doing this. Davina responded by saying that she would not advise someone recording and putting themselves in a position of risk or danger. Being an independent witness is good enough.</li> </ul>	

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<p><b>4. Fire Service</b> Community engagement, fire safety information and stats for the local area.</p> <p>Bob (Fire Fighter) and Paula (Hampshire &amp; IOW Fire &amp; Rescue Community Safety Officer) introduced themselves and handed out an information booklet on the history of Winchester Fire Station.</p> <ul style="list-style-type: none"> <li>• There are 4 vehicles based at Winchester Fire Station <ul style="list-style-type: none"> <li>○ 2 Fire Engines</li> <li>○ Animal rescue</li> <li>○ DIM (Detect Identify and Measure) vehicle.</li> </ul> </li> <li>• The station receives approximately 1000 calls a year, 50% of these are auto fire alarms and no action is required.</li> <li>• They attend more car crashes than fires.</li> <li>• The animal rescue receives about 50 calls a year, mainly to attend to horses and cows where a life is potentially at risk.</li> </ul> <p>A question was asked about electric scooters and whether there is a risk to charging them in flats. Paula stated that their advice would be to check what the police within your individual scheme is as to what is allowed and what you should do in the event of a fire. In terms of charging scooters – as long as the correct chargers are being used, they are generally safe. However, if counterfeit chargers are used, they may be fire risk.</p> <p>The number of car crashes attended was questioned, and whether these tended to be older drivers? Bob explained that they attend when someone has to be cut out of the vehicle. Because older drivers tend to drive slower, they are less likely to need to be cut out.</p> <p>Within the locality, Winchester is the highest area for car crashes. They tend to be more on A roads than motorways.</p> <p>The fire doors at Lawn House were raised. The tenant stated that they were not consulted on the change and what has been put in place are trip hazards. The tenant wondered if an alternative could have been found. Gilly Knight and Amber Russell both said they would take this comment away and discuss with property services about what has been put in place.</p> <p>UPDATE from Property Services – Not discussed at the meeting.</p> <p>WCC are aware of some tenant's having issues with the pressure of the closers on the new fire doors but unfortunately due to the nature of the doors needing to close and latch to ensure smoke tightness the closers cannot be removed or reduced. We have undertaken research and have tried alternative closers, but they are of comparable pressure for this reason. If any tenants have specific issues with their new fire door,</p>	

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<p>please contact Property Services and we will arrange for an inspection of the door.</p> <p>A tenants Gas safety check was raised as the fire alarm was left on the side and not fitted properly. She was of the understanding this should be part of the check. <u>Gilly Knight said she will check with property services.</u></p> <p>A tenant of Godson House complained that she has been told another alarm is going to be fitted in her property. She said she doesn't want them all going off and it doesn't look good. Amber Russell responded that as a landlord we will fit what is required to ensure the tenants safety. This was endorsed by the fire rep at the meeting who added it is a good practice example of a responsible landlord especially for older persons accommodation as residents will be able to better hear the alarm.</p> <p>Paula explained some of her role as a Community Safety Officer in the fire service. She visits residents to complete 'Safe and Well' visits. These look at individuals needs within their homes. One of the key areas of homes that are checked are the kitchens. This is where most house fires start. For example, checking the location of the toaster, is it under a cupboard? Another area of fire risk that is looked at is plug sockets and whether they are overloaded. Paula will also meet with carers and refer to other agencies if needed.</p> <p>A tenant raised the fact that their bungalow only has one door. Is this a fire risk? Paula said that if she was to complete a Safe and Well visit, she would look at the property and give advice on how to keep safe. Cllr Horrill stated that she is aware of the one door bungalows.</p> <p>A tenant asked whether there has been a rise in the use of candles as a way of saving money on the electric. Paula stated that she is not aware of an issue with the use of candles rising. The fire service gave out winter warmer packs during the cold months.</p> <p>Amber Russell commented that the Tenancy Sustainment team can help if a tenant is concerned about not being able to use their electricity or heating. Amber also explained that if a tenant raises the issue that they do not have sufficient number of plug sockets, we will assess the situation and property services can add extra sockets where this is practical and reasonable to do so.</p> <p>If you would like a Safe and Well visit you can refer yourself or ask a member of housing at WCC and a referral will be made for you. Three</p>	<p>Gilly Knight</p>

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	<p>members of TACT requested visits. Lucy Spence will pass these details on to refer.</p> <p>Cllr Horrill asked what is happening to the left-over cost of living funds as she is aware there are some left over funds. <u>Gilly Knight replied that she will look into this.</u></p>	Gilly Knight
5.	<p><b>TACT Chair</b> AGM and Committee update</p> <p>TACT members have been made aware that there were not enough nominations for committee positions to fill the spaces. The TACT committee met with Gilly Knight and Janette Palmer to discuss postponing the election and AGM. The reasons for the postponement are to wait for the outcomes from the review of engagement being carried out by HQN and tie the AGM and election process into any recommendations.</p> <p>A TACT member stated that the committee has run with just two members in the past, why can't we do that again now?</p> <p>David Chafe stated that when putting in his nomination he was not aware David Light would not be standing for the position of Chair again, he therefore put himself forward for vice-chair.</p> <p>Lin Mellish stated that she attended the meeting with Gilly Knight and Janette Palmer to discuss the committee and AGM, but felt she was a bit blindsided as what was discussed was not what they were expecting. With hindsight the committee felt that the AGM should have gone ahead.</p> <p>Gilly Knight commented that it is a shame that the committee haven't made contact before this meeting to discuss their feelings. Gilly has always said they can contact her to talk things through.</p> <p>TACT members commented that they felt the tasks on the role profiles are too daunting and that they were like reading a job description from 20 years ago. It was explained that the role profiles were written as a list of everything that might be expected of the person. And that everything was put down so it would not be a surprise. There is not an expectation that everything on there happens all the time.</p> <p>The possibility of having a job share was discussed, to give someone the opportunity to gain experience in the role. Reassurance from a current committee member was given, that you can make the role fit around you.</p>	

		<b>Actions</b>
	Gilly Knight stated that the constitution and processes will be looked at again. But these are all tasks that take time. Part of the idea of delaying the AGM and elections until after the review report comes back from HQN is to prevent duplication. If the review suggests changes, then that will require the constitution to be reviewed. We don't want to spend time doing this twice. The fact that there were not sufficient nominations to fill all committee positions at this time seemed a sensible moment to pull everything together.	
<b>6.</b>	<b>Any Other Business</b>  Gilly Knight informed the group that the new cabinet member for Housing is Cllr Chris Westwood. Unfortunately, he was away for this meeting, but he will be invited to TACT meetings in the future as all Councillors are.	
<b>7.</b>	<b>Forthcoming meetings</b>  To be arranged.	