



# STROUD DISTRICT COUNCIL

Council Offices • Ebley Mill • Ebley Wharf • Stroud • GL5 4UB  
Telephone 01453 766321 • Facsimile 01453 750932  
www.stroud.gov.uk

## Agenda Item 11

### Member Question to Housing Committee – 28 March 2017

QUESTIONS FROM	QUESTIONS TO
<b>Councillor Liz Peters</b>	<b>Councillor Mattie Ross</b>
<p>1. I visited George Pearce House last week and was told by the residents that they hadn't seen a housing officer for some time, and feel rather neglected. Why hasn't a housing officer visited?</p>	<p>Each sheltered scheme has a site officer, who represents the council as the first point of contact. Residents will see their site officer daily and will also see a support worker if they require assistance on a case basis. We no longer employ 'housing officers', members may recall that the service redesign, agreed by this committee last year, split this role into income management officers and tenancy management officers, who both work on a case basis. They will only visit in the event that there is an individual issue to be dealt with, whereupon they will visit the resident concerned. I would be interested to learn whether there has been a need for an income or tenancy management officer to visit, and if so, whom it was reported to?</p>
<p>2. The printer doesn't work, Cllr Philip McAsey has offered to look into this, but why hasn't anyone contacted this sheltered unit - and the residents have left messages on the phone, but no one has come back to them. Why don't our tenants have replies to their telephone calls?</p>	<p>The printer has been gifted to tenants along with a computer by USAP (who purchased them with a grant partly funded by the council). We will not maintain or fix this equipment it is not council property and is communally owned by residents. If help is needed, the first point for contact would be the site officer, who is on the site every day and who may be able to find or offer advice and assist in tasks such as changing an ink cartridge, they will not; however, be able to undertake a repair. I would be interested to learn whether this person has been contacted?</p> <p>I am unaware of cases where officers do not return phone calls and your question is not specific about who was contacted. I am happy to have this matter investigated, if you can provide me with further information.</p>

3. They would like IT training, but are the Council able to finance this please?	The council cannot provide or fund IT training to residents. I would advise tenant to therefore contact their local college, as I understand several offer free beginners IT courses.
--	---

<b>QUESTION FROM</b>	<b>QUESTION TO</b>
<b>Councillor Karen McKeown</b>	<b>Councillor Mattie Ross</b>
<p>“What work is currently being undertaken by the Council, both as a responsible authority and with partner agency and the voluntary sector, to support Syrian refugees moving to the area”.</p>	<p>Stroud District Council agreed at a meeting on 16<sup>th</sup> October 2015 to help in resettling between 5 and 10 families under the government’s Syrian Vulnerable Persons Resettlement Scheme. This scheme takes in the most vulnerable refugees directly from the camps bordering Syria. The agreement was that the families would be housed in private sector accommodation.</p> <p>Following meetings with the other housing authorities and Gloucestershire County Council, it was agreed that the county council would lead for the county by liaising with the Home Office and controlling the budgets in order to simplify the process.. Gloucestershire Action for Refugees and Asylum Seekers (GARAS) are providing the countywide support for the families. The process is as follows.</p> <p>Stroud District Council identifies a property which may be suitable and GARAS confirm they have the staff resources available. The county council then offers the property to the Home Office. The Home Office matches a family and colleagues in health education and social care confirm they have the resources to meet the needs of the family. Once the property and family are successfully matched, GARAS assist the family moving in and set up support.</p> <p>So far, four families consisting of 18 persons have been settled in Stroud District with another family due to move in shortly.</p>