



Meeting	Business and Housing Policy Committee
Date and Time	Monday, 7th October, 2019 at 6.30 pm.
Venue	Walton Suite, Guildhall, Winchester

AGENDA

PROCEDURAL ITEMS

- 1. Apologies and Deputy Members**
To note the names of apologies given and Deputy Members who are attending the meeting in place of appointed Members.
- 2. Disclosures of Interests**
To receive any disclosure of interests from Members and Officers in matters to be discussed.

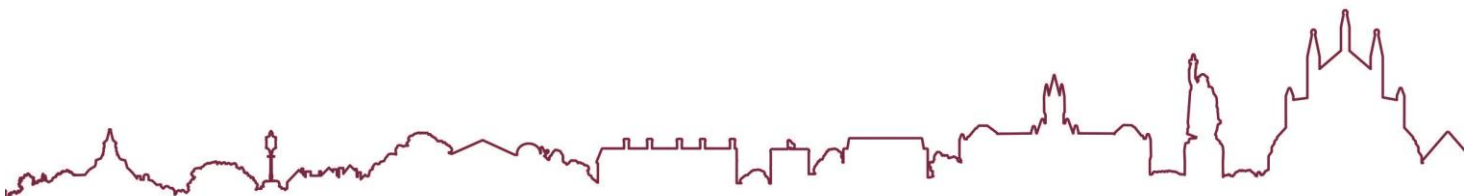
Note: Councillors are reminded of their obligations to declare disclosable pecuniary interests, and non disclosable interests in accordance with legislation and the Council's Code of Conduct.

If you require advice, please contact the appropriate Democratic Services Officer, prior to the meeting.

- 3. Chairperson's Announcements**
- 4. Minutes of the previous meeting held on 18 June 2019** (Pages 5 - 12)
- 5. To note the Work Programme for 2019/20** (Pages 13 - 14)

BUSINESS ITEMS

- 6. Public Participation**
To receive and note questions asked and statements made from members of the public on matters which fall within the remit of the Committee.



7. **Tenant Survey results - Presentation** (Pages 15 - 30)
8. **New Council Strategy - presentation (to follow)**

Lisa Kirkman
Strategic Director: Resources and Monitoring Officer

Members of the public are able to easily access all of the papers for this meeting by opening the QR Code reader on your phone or tablet. Hold your device over the QR Code below so that it's clearly visible within your screen and you will be redirected to the agenda pack.



27 September 2019

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**With the exception of exempt items, Agenda, reports and previous minutes are available on the Council's Website www.winchester.gov.uk*

MEMBERSHIP

Chairperson: Hiscock (Liberal Democrats)

Vice-Chairperson: Rutter (Liberal Democrats)

Conservatives
Humby
Lumby
Scott

Liberal Democrats
Craske
Gottlieb

Deputy Members

Godfrey and Horrill

Bronk and Clear

Quorum = 3 members

PUBLIC PARTICIPATION

A public question and comment session is available at 6.30pm for a 15 minute period. There are few limitations on the questions you can ask. These relate to current applications, personal cases and confidential matters. Please contact Democratic Services on 01962 848 264 in advance of the meeting for further details. If there are no members of the public present at 6.30pm who wish to ask questions or make statements, then the meeting will commence.

FILMING AND BROADCAST NOTIFICATION

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BUSINESS AND HOUSING POLICY COMMITTEE

18 June 2019

Attendance:

Councillors
Hiscock (Chairperson) (P)

Craske (P)
Gottlieb
Humby (P)

Lumby
Rutter (P)
Scott (P)

Deputy Members:

Councillor Horrill (Standing Deputy for Councillor Lumby)

Others in attendance who addressed the meeting:

Councillors Weir (Cabinet Member for Local Economy)

1. **DISCLOSURE OF INTERESTS**

Councillor Humby declared a disclosable pecuniary interest in respect of items under consideration which may have a Hampshire County Council involvement due to his role as a County Councillor. However, as there was no material conflict of interest regarding these items, he had a dispensation granted by the Monitoring Officer to participate and vote in all matters which might have a County Council involvement.

Councillor Scott declared a disclosable pecuniary interest in respect of agenda items due to him being a Council tenant. However, as there was no material conflict of interest, he remained in the room and spoke under the dispensation granted on behalf of the Monitoring Officer to participate in all matters related to the Council house rents.

2. **CHAIRPERSON'S ANNOUNCEMENTS**

The Chairperson welcomed to the meeting TACT representatives: Mrs M Gill and Mr M Fawcitt.

A Member asked whether consideration should be given to appointing the TACT representatives as full members of the Committee rather than as invitees.

3. **APPOINTMENT OF VICE-CHAIRPERSON FOR THE 2019/20 MUNICIPAL YEAR**

RESOLVED:

That Councillor Rutter be appointed Vice Chairperson of the Committee for the 2019/20 Municipal Year.

4. **TO NOTE THE TIME OF FUTURE MEETINGS OF THE COMMITTEE**

RESOLVED:

That the timetable of meetings for 2019/20 be agreed as set out on the agenda.

5. **PUBLIC PARTICIPATION**

Representations from the public are set out under the respective item where the Chairperson invited contributions from the public and TACT representatives.

6. **ECONOMIC STRATEGY - PRESENTATION**

The Cabinet Member for Local Economy and the Corporate Head of Engagement gave a presentation on the proposed framework for an Economic Development Strategy.

During Public Participation Ian Tait asked questions and also commented in summary that:

- How did the provision of housing fit in with the strategy?
- How the 15,000 students would be retained in businesses in the local area when there was insufficient affordable housing to retain them.
- There was a mismatch of appropriate accommodation to meet the needs of Winchester.
- Could the commuted sum for not providing affordable housing in the North Whiteley development be spent in the town

Members raised questions and also commented regarding the following:

Economic prosperity

- Recognition that most rural businesses rely on diversification.
- To have clear distinction between rural businesses and land based businesses.
- Improvement of salaries to reduce commuting out of the district.
- To encourage more visitor overnight stays.
- To attract large businesses, but to also recognise the needs of small businesses.
- To encourage start up businesses of all sizes.
- Winchester required business centres so as to not underperform in the

M3 area.

- To recognise that other sectors were doing very well in addition to digital and creative sector.
- To reinvent the town area of Winchester which had large public service sectors including education and local authorities that were not so well paid in comparison to other sectors and to encourage large companies that provided better pay and a range of jobs. Better paid jobs would also discourage outwards commuting.

Housing

- That the living city centre be a place for the young, but also for the elderly who liked to be in close proximity to the centre as demonstrated by the success of the Chesil Lodge development.
- Reference to the Winchester District Local Plan and the opportunity to drive accommodation provision including smaller units and affordable homes.

Social factors

- Those residents of the town's more deprived wards should not be left behind.
- How could lower skilled employees be retained to live in the area.
- The Stanmore Planning Framework required refreshing to reflect the number of Houses in Multiple Occupation in the area and the high number of 18 – 24 year olds, which was now being experienced in other town Wards.

Transport

- Recognition of the Winchester Movement Study and its links to public transport, air quality, mobility and electrification.

Other

- Reference to the South Downs National Park Plan.
- Reference to education (University, Schools and apprenticeships) and how it drives economic growth.
- That the vision be for the District as well as Winchester town
- That a collaborative approach, both internally at the Council and externally with partnership organisations, would be welcomed.
- To be vibrant and carbon neutral and to define why Winchester leads in the digital and creative sector.

The Cabinet Member For Local Economy and The Corporate Head Of Engagement thanked Members for their input and stated that the detail would assist in developing the strategy.

RESOLVED:

That the Report be noted.

7. **HOUSING COMPANY - PRESENTATION**

The meeting received a presentation from the Corporate Head of Housing and the Housing Finance and Resources Manager regarding Winchester District Housing Company – Governance Structure Considerations.

During Public Participation Ian Tait commented in summary that:

- The proposals were similar to proposals put forward in November 2017.
- He asked what was hoped to be delivered and who would be helped?
- The proposal would benefit the void that presently existed for those that missed out on affordable housing, but the numbers helped would be small.
- There was an aspiration to commit more resources in the future.
- He questioned whether there was merit in proceeding with £10mn proposed to be allocated.

Members raised questions or commented regarding the following:

Housing Revenue Account considerations

- The proposals for social housing provision were welcomed and it was key that tenants were involved.
- It was asked whether the proposals would compete for HRA sites or detract from the HRA.
- The proposals should not be at the expense of social housing and the HRA.

Purpose of the Company

- There needed to be a good understanding for whom the homes were being built for.

Process and governance arrangements

- Were there other Councils that could provide advice on finance and the legal aspects of establishing a Housing Company.
- The proposal of the Strategic Directors and the responsible Cabinet Member to consider development opportunities was the correct approach.
- The Board of Directors required officer support at the highest level and to be subject to independent scrutiny, with an external Company Secretary appointed, and financial and legal advice to allow it to operate as a commercial company.
- It should aim to be self financing after the initial seed money was spent.
- The Company appeared difficult to establish and would the administration and associated costs justify the outputs.

- A small number of schemes could be carried out and the scheme then be reviewed.
- It gave the opportunity for the Council to act further as an exemplar landlord.
- Was the Housing Company required when the cap on borrowing had been lifted?
- What would be the skills set of the Directors and the cost of staffing; how would the success of the Directors be measured and be held to account and what would be the metrics employed to assess return on performance.
- The approach of an 'ethical landlord' was supported.

The TACT representatives commented that TACT had considered the proposals in March 2019 and were in favour of them. Tenants would wish to see value for money if Housing Revenue Account money was used.

RESOLVED:

That the content of the presentation be noted.

8. **PREVENTING HOMELESSNESS AND ROUGH SLEEPING STRATEGY**
(Report BHP004 refers)

The officers provided responses to questions raised by Members in respect of:

- The operation of the Gold Standard for homelessness prevention to ensure that people were not excluded because they fell outside of the Housing Strategy.
- The actions taken to mitigate against reductions in central government grants in service provision, including those affected by substance abuse.
- The eligibility classification for 'homeless'.
- How the large number of priorities identified would be taken forward and given focus.
- The importance of partnership working with Hampshire County Council and other partners.

The TACT representatives asked questions regarding people who preferred to be rough sleepers and preferred not to go into housing. The officers responded that this was where the Housing First model applied.

RESOLVED:

That the key priorities and action plan set out in the draft Preventing Homelessness and Rough Sleeping Strategy be supported.

9. **MUTUAL EXCHANGE POLICY**
(Report BHP005 refers)

The officers provided responses to questions raised by Members in respect of:

- Were tenants that wished to mutually exchange given a full interview to

assess their financial circumstances, as was the case of those subject to a regular tenancy.

- If tenants did not meet the financial requirements why did the letting proceed and was it possible to refuse an exchange to a property which had one bedroom more than their assessed bedroom need following the financial assessment.
- That downsizing should be promoted.

The TACT representatives commented that TACT had been involved as part of the focus group that developed the policy. Questions were also asked on what constituted 'exceptional circumstances'.

A Member registered a strong objection to the recommendations on the grounds that the policy could take away a bedroom from tenants in greater housing need for such a bedroom and there should be the option to refuse applications on the grounds of financial circumstances. In addition, the definition of exceptional circumstances was unsatisfactory.

RESOLVED:

1. That the proposed amendment to the Mutual Exchange policy which currently allows tenants to move to a property which has one bedroom more than their assessed bedroom need be noted.
2. That the proposal that consent be refused for exchanges where the accommodation is more extensive than is reasonably required by the tenant be supported unless one or more of the following conditions apply:
 - i. The tenant is downsizing;
 - ii. The tenant is exchanging to older persons accommodation;
 - iii. The tenant has a confirmed medical or welfare need for a property which is larger than their assessed bedroom need;
 - iv. There are other exceptional circumstances as determined by the Council.

10. **ESTATE IMPROVEMENT PROGRAMME**
(Report BHP007 refers)

The officers provided responses to questions raised by Members in respect of:

- Could more be spent on estate improvements to meet the Council's strategic priorities, including reducing carbon emissions?
- The involvement of wider tenant participation to generate ideas for improvements, in addition to those forthcoming from TACT.
- Were there alternatives to car parking schemes to reduce costs (which were the substantial part of estate improvement costs), for example schemes to promote cycling for residents.
- Was there an over emphasis on car parking schemes at the expense of other environmental improvements.

- The methodology undertaken by officers and Members on prioritising improvement schemes.
- Working with Hampshire County Council and other partners who were making a significant investment in cycling and walking and making improvements to free up the movement of buses that might otherwise be delayed due to inconsiderate car parking.

The TACT representatives commented that this matter would be better considered by the full TACT group rather than its committee due to its impact on the Housing Revenue account (HRA). Comment was also made as to whether better use could be made of Council garages.

RESOLVED:

1. That the ongoing achievements of the Estate Improvement programme be noted.
2. That the increasing of the provision in the Housing Revenue Account Business Plan to £400,000 from £250,000 for 2019/20 be supported.
3. That increasing the benchmark cost per parking bay to £4,000 be supported.
4. That the Programme consider improvements to promote cycling (including electric bikes and cycle stores) and electric charging points for vehicles to make a greater contribution to the Climate Emergency action plan.

11. **THE WORK PROGRAMME FOR 2019/20**
(Report BHP001 refers)

It was suggested that items on the work programme be brought forward in groups of a similar theme in order to aid consideration at the Committee.

RESOLVED:

That subject to the inclusion of the Decent Homes Standard Policy and the Hampshire Home Choice Policy, the Work Programme for 2019/20 be approved.

The meeting commenced at 6:30 pm and concluded at 9:20 pm

Chairperson

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BUSINESS & HOUSING POLICY COMMITTEE – WORK PROGRAMME FOR 2019/20

18 JUNE 2019					
	BUSINESS	LEAD OFFICER	COMMITTEE DATE		STATUS/COMMENT
			Original	Revised	
	Preventing Homelessness and Rough Sleeping Strategy	Kenna-Sian Young	18 June 2019	18 June 2019	BHP004
	Mutual Exchange Policy	Amber Russell	18 June 2019	18 June 2019	BHP005
	Estate Improvement programme	Amber Russell	18 June 2019	18 June 2019	BHP007
	Housing Company	Richard Burden	18 June 2019	18 June 2019	Presentation
	Work Programme 2019/20	Dave Shaw	18 June 2019	18 June 2019	BHP001
	Economic Strategy	Susan Robbins	18 June 2019	18 June 2019	Presentation
7 October 2019 (Formerly 17 SEPTEMBER 2019) - Reports below to be allocated in due course					
	BUSINESS	LEAD OFFICER	COMMITTEE DATE		STATUS/ COMMENT
			Original	Revised	
	Tenant Survey (STAR) Results	Gillian Knight	17 September 2019	7 October 2019	
	New Council Strategy	Simon Howson	17 September 2019	7 October 2019	
12 NOVEMBER 2019 – Reports below to be allocated in due course					
	BUSINESS	LEAD OFFICER	COMMITTEE DATE		STATUS/COMMENT
	Housing Revenue Account Budget Options 2020/21	Richard Botham	12 November 2019		
	Business Rate Retention	Terri Horner	12 November 2019		

	Procurement Strategy	Amy Tranah	12 November 2019		
11 FEBRUARY 2020 – Reports below to be allocated in due course					
	BUSINESS	LEAD OFFICER	COMMITTEE DATE		STATUS/COMMENT
	Community and Wellbeing Strategy	Susan Robbins			
	Housing Development Strategy	Andrew Palmer			
	Review of downsizing incentive scheme	Gillian Knight			

Other reports due to come forward to the Business and Housing Policy Committee later in 2019/20 are as follows: (Meeting date to be confirmed)

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	Cultural Strategy	Date TBC
	Coordinated approach to advertising across the Council	Date TBC
	Winnall – review of planning framework & future	Date TBC
	Hampshire Home Choice Policy	Date TBC
	Local Government Finance and Business Rates	Date TBC
	Review of the Tenant Offer	Now 2020/21
	Housing Tenancy Support Service/ Decent Homes Standard Policy	Now 2020/21

Tenant Satisfaction Survey Results 2019








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Agenda Item 7



RESULTS - BENCHMARKING QUESTIONS

(2017 RESULTS IN BRACKETS)

-  87% (91%) are satisfied with the overall service provided by the Council
-  84% (86%) are satisfied with the overall quality of their home
-  85% (87%) are satisfied with their neighbourhood as a place to live
-  84% (88%) are satisfied with the way repairs and maintenance is dealt with
-  65% (71%) are satisfied that the Council listens to their views
-  85% (88%) are satisfied that their rent provides value for money
-  66% (72%) are satisfied that their service charges provide value for money

BACKGROUND

 Carried out every 2 years

 Sample size 36% general needs, 100% sheltered

 Response options

 Email with link to digital survey

 Postal with hard copy

 Online QR code in covering letter





 Returns 709 general needs, 254 sheltered

 Overall response rate 46%





 Results accurate to +/-2.84% at 95% confidence level.

TRENDS

These remain unchanged from previous surveys:

-  Older households more satisfied than younger households
-  Stanmore households least satisfied of the district areas
-  Those on benefits more satisfied to those not entitled to benefits
-  Sheltered are more satisfied than general needs

SUMMARY HEADLINES

-  Overall results are good - Largely top quartile and above median
-  Sheltered generally top quartile performance along with repairs and maintenance overall
-  Increase in number with no view or neutral view accounts for some falls in satisfaction. Dissatisfaction levels largely unchanged
-  All results appear to be lower than 2017, however with the +/- 2.84% at 95% confidence level - largely within the same range.

RESULTS – TOP 5 SERVICE PRIORITIES

General Needs




1. Repairs and maintenance (75%)
2. Quality of home (57%)
3. Listening to views and acting on them (31%)
4. Value for money for rent (28%)
5. Dealing with anti-social behaviour (28%)

Sheltered







1. Repairs and maintenance (58%)
2. Keeping residents informed (45%)
3. Quality of home (42%)
4. The Community Alarm or Lifeline Service for older residents (38%)
5. Listening to views and acting on them (36%)

RESULTS

General Services

-  88% were satisfied that the Council treats them fairly
-  92% were satisfied that the Council has friendly and approachable staff
-  84% were satisfied with the way their enquiries are dealt with in general

Repairs and Maintenance

-  84% satisfied with their gas servicing arrangement
-  27% didn't know who their Area Property Surveyor (APS) was
-  52% had had a visit from an APS
-  88% were satisfied with the outcome of the visit from their APS
-  84% believed they were listened to by the surveyor
-  34% had to contact Housing to chase works

RESULTS CONT.

Estate Services

- 30% report that the appearance of their neighbourhood has improved in the last 3 years
- 85% are satisfied with the safety and security of their home

Sheltered

- 71% satisfied with the helpfulness of the team
- 65% satisfied with overall service
- 92% satisfied with ease of access to their home and inside the building
- Lower levels of satisfaction (89% in 2019) with ease of access to building compared to 95% in 2017 – may relate to improved security systems making it more difficult to gain access.

Contact and Communication

- 69% found getting hold of the right person easy
- 71% use the internet
- Improvements digital inclusion for older age groups
 - within sheltered this may in part be due to Wi-Fi installation at sheltered schemes

RESULTS CONT.

Tenant Information & Making Views Known




- 81% feel that the Council is good at keeping them informed about things that might affect them as a tenant
- 69% are satisfied that the Council gives them opportunities to make their views known
- 62% were aware of TACT and 37% were aware of Tenant Conference
- Reasons given for not coming to TACT
 - Don't feel comfortable in meetings (31%)
 - Haven't got the time (21%)
 - Don't know what they do, what their purpose is (21%)
 - I can't get there due to work commitments (18%)
 - I don't want to share my view in this way (13%)
- Reasons given for not coming to Tenant Conference
 - Work commitments (24%)
 - Not sure what it's about (21%)
 - Haven't got the time (17%)
 - Not interested (15%)
- 54% had heard of Tenant Voice and of those only 26% read it

FOCUS FOR SERVICE IMPROVEMENT





- 🏰 Areas of dissatisfaction of 10% and above
 - 🏰 Quality of home 11%
 - 🏰 Repairs and maintenance 10%
 - 🏰 Listening to views and acting on them 11%
 - 🏰 Service charges 10%
 - 🏰 Complaints – 10%
 - 🏰 Anti-social behaviour -10%
 - 🏰 Time taken to answer their query – 17%
 - 🏰 Final outcome of query – 16%
 - 🏰 Sheltered
 - 🏰 Frequency of presence on the scheme – 20%
 - 🏰 Frequency of face to face contact on scheme – 15%
 - 🏰 Overall sheltered service – 12%

ACTION

Repairs and Maintenance –

-  Area Property Surveyor new tenant visits - should address - face to face contact issues
-  satisfaction survey changes - collecting qualitative information about why tenants are dissatisfied
-  Repairs Maintenance Service Delivery Group discussion of results – to inform a follow up digital survey – especially to find out what chasing works relates to.

Listening to views and acting on them –



-  Take every opportunity to find out what views it is we are not listening to through -
 -  Tenant Voice Article
 -  Digital survey and focus group work
 -  Tenant Conference

ACTION cont.



Sheltered –

-  Restructure – increased face to face contact, increased presence on the scheme, change of duties , becoming more person focused than property focused

Service charges –






-  Independent review commissioned,
-  Digital survey and focus group work in programme to investigate further.

Contact and communication –



-  Corporately projects underway to make improvements to telephone contact, digital options
-  Housing hub coming up to sit in housing service.

ACTION – TENANT INVOLVEMENT

TACT Results – discuss following proposals for action with Chair, Support Group and TACT

-  Move away from meetings in sheltered common rooms
-  Continue with meetings moving around the district and blitz area with posters to promote
-  Email invites and the topics that will be covered
-  Proposal to Chair – to have the summer meeting in the evening and offer food
-  Promote transport options







Opportunities for Making views known

-  Making people aware of options available through the e-newsletter
-  Tenant Compact work will inform other measures required

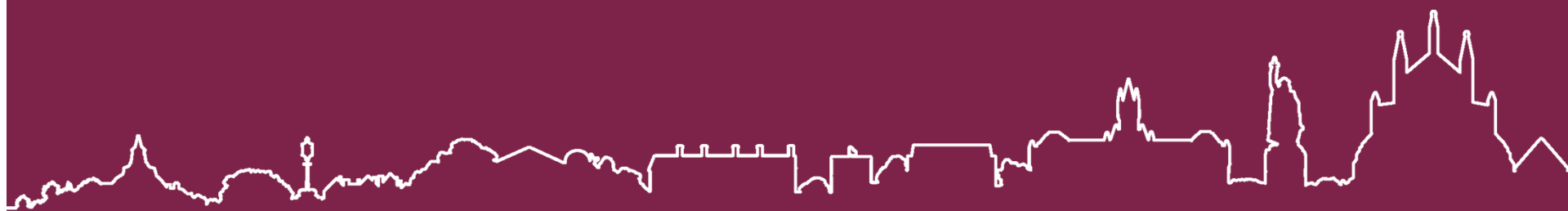
Tenant Conference & Tenant Voice

-  Discuss results with all stakeholders

REVIEW OF HOUSEMARK STAR TOOL

-  The HouseMark Tenant Satisfaction Survey framework under review
-  In Response to the Green Paper – New Deal for Social Housing
-  Impact of Grenfell Tragedy
-  Increasing importance of understanding how tenants feel their views are listened to and being respected.
-  Ensuring the Benchmarking suite delivers reliable comparisons
-  WCC is involved in the consultation programme to design the new structure

Questions



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