Winchester City Council

Meeting	Business and Housing Policy Committee
Date and Time	Tuesday, 1st March, 2022 at 6.30 pm.
Venue	Walton Suite, Winchester Guildhall

Note: This meeting is being held in person at the location specified above. In line with relevant legislation and public health guidance the following arrangements apply. Members of the public should note that a live audio feed of the meeting will be available from the council's website (http://www.winchester.gov.uk) and the video recording will be publicly available on the council's YouTube channel shortly after the meeting.

For members of the public who are unable to utilise this facility, a number of seats will be made available at the above named location however attendance must be notified to the council at least 3 clear working days before the meeting. Please note that priority will be given to those wishing to attend and address the meeting over those wishing to attend and observe.

AGENDA

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. **Disclosure 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**
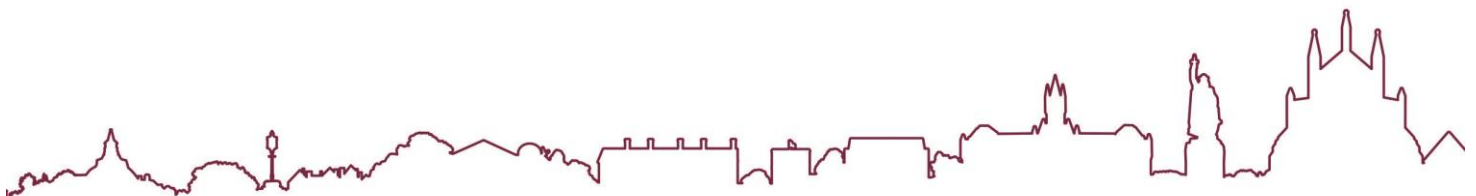
4. **Minutes of the previous meeting held on 30 November 2021** (Pages 7 - 12)
    That the minutes of the meeting be signed as a correct record.

5. **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

    NB members of the public are required to register with Democratic Services three clear working days before the meeting (see below for further details).

    Members of the public and visiting councillors may speak at the Policy Committee, provided they have registered to speak three working days in advance. Please contact Democratic Services by 5pm on 23 February 2022 via democracy@winchester.gov.uk or (01962) 848 264 to register to speak and for further details

6. **Neighbourhood Services - Engagement Programme** (Pages 13 - 20)
    (Report Ref: BHP28)

    RECOMMENDATIONS:

    1. That the Policy Committee are asked to comment upon the proposed role and remit of two additional officers within the Neighbourhood Services team.

    2. That the Policy Committee highlight collaborative opportunities for community engagement across Council teams to avoid duplication of services.

7. **Winchester City Council - Landlord Letting Policy** (Pages 21 - 40)
    (Report Ref: BHP27)

    RECOMMENDATION:

    1. That the Policy Committee are asked to comment upon the review and proposed improvement changes made to the Landlord Lettings policy.

8.   **The Homelessness Prevention Grant – Spending Plan 2022/23** (Pages 41 - 52)
     (Report Ref: BHP029)

     RECOMMENDATIONS:

     1. That the Policy Committee notes that a report seeking formal approval of the Spending Plan will be considered by Cabinet in June 2022.

     2. That the Policy Committee review and provide comment on the Homelessness Prevention Grant – Spending Plan 2022/23, and in particular consider and comment on:

        a) The overall approach supporting the Council's Homelessness Prevention service;
        b) The detailed proposals of the spending plan
        c) Proposals for managing the existing reserve.

9.   **Shop Appy** (Pages 53 - 60)
     (Report Ref: BHP26)

     RECOMMENDATION:

     The Policy committee are asked to:

     1. Note the progress made on delivery of this programme of work to date.

10. **Digital Task Force** (Pages 61 - 86)
     (Report Ref: BHP24)

     RECOMMENDATIONS:

     The Policy Committee are asked to:

     1. Comment on and endorse the A Digital Winchester District ISG report, see Appendix 1

     2. Note the key findings in the report which will be used to influence relevant policies and strategies across the council and beyond

11. **To note the Work Programme for 2021/22** (Pages 87 - 88)

                                                                Lisa Kirkman
                                                             Strategic Director

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21 February 2022

Agenda Contact: Matthew Watson, Senior Democratic Services Officer
Tel: 01962 848 317 Email: mwatson@winchester.gov.uk

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

MEMBERSHIP

Chairperson: Weir (Liberal Democrats)

Vice-Chairperson: Fern (Liberal Democrats)

Conservatives
Isaacs
Lumby
Scott

Liberal Democrats
Bronk
Craske
Radcliffe

Deputy Members

Horrill and Miller

Edwards and Ferguson

Quorum = 4 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 three days 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

This meeting will be recorded and broadcast live on the Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Access to Information Procedure Rules within the Council's Constitution for further information, which is available to view on the [Council's website](#).

DISABLED ACCESS:

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BUSINESS AND HOUSING POLICY COMMITTEE

Tuesday, 30 November 2021

Attendance:

Councillors
Weir (Chairperson)

Fern   Isaacs
Bronk   Lumby
Craske

Apologies for Absence:

Councillors Radcliffe and Scott

Deputy Members:

Councillor Ferguson (as deputy for Councillor Radcliffe)

Other members in attendance:

Councillors Clear, Cutler and Learney

[Audio and video recording of this meeting](#)

1. **APOLOGIES AND DEPUTY MEMBERS**
   Apologies from committee members were noted as above.

2. **DISCLOSURE OF INTERESTS**
   Councillor Lumby declared a non-pecuniary interest concerning items upon the agenda that may be related to his role as a County Councillor.

3. **MINUTES OF THE PREVIOUS MEETING HELD ON 21 SEPTEMBER 2021**

   RESOLVED:

   That the minutes of the previous meeting held on the 21 September 2021 be approved and adopted.

4.   **PUBLIC PARTICIPATION**
David Chafe and David Light of Tenants and Council Together (TACT) spoke regarding agenda item 5 – "Housing Revenue Account (HRA) Asset Management Strategy". They advised that TACT supported the proposal regarding the provision of fire doors in the medium-rise flats at Winnall as ultimately it would improve the safety of residents. Regarding bathrooms, they felt that the replacement period should be reduced. On the wider issues described within the Asset Management Strategy, they advised that they were meeting with officers shortly to review the report in greater detail.

5.   **HOUSING REVENUE ACCOUNT (HRA) ASSET MANAGEMENT STRATEGY**
(Report Ref BHP021 and CAB3264)

The Corporate Head of Housing introduced the report and provided the committee with an overview of the rationale of producing the strategy and its key aspects. Members were advised that its purpose was to ensure the council made the best use of its housing stock for current and future housing needs. The three big challenges for the council's housing stock were summarised as the safety of homes, reducing carbon emissions of homes, and increasing the supply of local, affordable homes. The Corporate Head of Housing advised that the strategy would be presented to Cabinet in 2022 and officers sought the committee's views regarding the priorities and principles of the HRA Asset Management Strategy and specifically

a)   The Asset Management Strategy's overall outcomes (section 11.3 of the report)

b)   The criteria for disposals and acquisitions. Where an asset was identified in the first instance as being surplus to requirements that it be appraised through an options appraisal and an asset was assessed for purchase using the acquisition eligibility criteria. (section 16.4 of the report)

c)   The proposal to fund the provision of fire door sets to leasehold properties in the medium-rise flats at Winnall (section 16.2 of the report)

The committee asked questions on a range of subjects including:
- whether there was adequate provision to meet the costs for retrofit of energy efficiency & carbon reduction measures.
- clarifying the policy regarding the needs of older persons and accessible bathrooms.
- concern over the ability to acquire and/or develop sites in rural areas.
- liaising with South Down National Park Authority (SDNPA) concerning the availability of land.
- creating green and open spaces to form part of this strategy.
- consideration to be given to buying land to assist with nitrate mitigation.
- did the strategy make specific reference to climate change challenges?

- demand levels increasing above expected numbers following the next intake of students with the University of Southampton.
- within the disposal criteria, what action would we take on a property that we were disposing of because of the costs to improve its carbon efficiency were too great?
- within the disposal criteria, the criteria that refers to "unsuitable for future needs of the council" – could this be amended to also say "and also couldn't be made suitable for future needs of the council"?
- whether in rural areas that housing allocation and local demand be closer aligned to local need.
- awareness of schemes and models that had the potential for external partners to forward fund carbon reduction measures within new build properties.
- balancing the requests for adaptations that may give rise to cases of under occupancy.
- the current housing provision and support for older residents with mental health issues.

On the specific proposal regarding fire doors at Winnall, the following questions and comments were made:
- what are the obligations of leaseholders?
- is this approach being undertaken elsewhere in the district?
- why is WCC prioritising the medium rise blocks at Winnall?
- what is the value of the door?
- what are the disadvantages of an updated lease - could the benefits of the updated lease be added to the cabinet paper?
- could the door be changed even if an invitation to vary the lease was declined?

The questions were responded to by the Cabinet Member for Housing and Asset Management, the Deputy Leader and Cabinet Member for Finance and Service Quality and officers accordingly.

RESOLVED:

a) That the Cabinet Member and officers note the comments of the committee

b) that the overall outcomes of the strategy were noted, and specific reference was made to the importance and challenges of the retrofit programme and how this could kickstart activity in the private sector

c) that the criteria for disposals and acquisition were noted with specific reference being made to the importance of bathroom replacements

d) that the committee had general support for the proposal to fund fire doors as outlined in the report

6.   **WINCHESTER DISTRICT HIGH STREETS' PRIORITY PLAN – UP-DATE AND PROGRESS REPORT**
(Report BHP023)

The Corporate Head of Economy & Community introduced the item and provided the committee with an overview of the contents of the report. The report provided the committee with an updated High Streets Priority Plan, a progress report on its delivery and a forward plan of activity to be delivered under the plan to March 2022. The report sought to update the committee on these points and asked the committee to make comments and provide direction on the proposed forward plan of work to March 2022.

The committee asked questions on a range of subjects including:
- difficulties experienced by market towns in accessing the relevant funding.
- the "5 things to do" campaign.
- the confidence of getting all actions done in the timescales set.
- the measures of success being used.
- the reduction in use of the car park in Wickham.
- promotion/awareness of Busket Yard and the potential use of Busket Yard as part of the lights festival.
- the food market.
- comparator plans for when updates were provided.
- the awareness and performance of "shopappy".
- the reach of the radio advert.
- the appearance of some of the public realm and its impact to visitors to the city.

The questions were responded to by the Corporate Head of Economy & Community.

RESOLVED:

The committee agreed:

a) to thank officers for their support to local businesses and welcome the additional resources to the team.

b) that the committee's comments be noted

c) that an update on "shopappy" and the digital islands be provided at the March 2022 meeting of the committee

7.   **DIGITAL UPDATE - VERBAL UPDATE**
The Chairperson provided a verbal update on behalf of the task and finish group. On 23 November 2021, the group hosted an open conversation attended by over sixty participants which discussed the four key topics of infrastructure, access, opportunity, and future potential. A summary of the discussions would be available on the city council's website. Several outcomes were identified which particularly related to reliable connectivity, digital change impacting local and national growth, that a digital divide exists in the district, whilst online retail was vital residents valued the high street. The Chairperson advised that the group would report back again to this committee. Members raised several points following the update which related to access and connectivity issues in their wards.

RESOLVED:

a) That the update be noted

b) That Councillor Bronk become a member of the task and finish group.

8.   **TO NOTE THE WORK PROGRAMME FOR 2021/22**

RESOLVED:

That the work programme be noted.

The meeting commenced at 6.30 pm and concluded at 8.30 pm

Chairperson

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REPORT TITLE: NEIGHBOURHOOD SERVICES – ENGAGEMENT PROGRAMME

1 MARCH 2022

REPORT OF CABINET MEMBER: Councillor Kelsie Learney, Cabinet Member for Housing and Asset Management

Contact Officer: Amber Russell   Tel No 01962 848 299 Email arussell@winchester.gov.uk

WARD(S ALL

PURPOSE

This report sets out to provide an overview of the roles and responsibilities of the Neighbourhood Services team.

The report proposes improvements to current service provision in relation to community development and resident engagement, delivered through the introduction of two new Neighbourhood Services Engagement Officer roles.

RECOMMENDATIONS:

1. That the Policy Committee are asked to comment upon the proposed role and remit of two additional officers within the Neighbourhood Services team.

2. That the Policy Committee highlight collaborative opportunities for community engagement across Council teams to avoid duplication of services.

1   RESOURCE IMPLICATIONS

1.1   Cabinet Report (CAB3334) Housing Revenue Account Budget 2022/23 has identified £0.300m to support initiatives addressing issues arising from the Housing White Paper, which includes funding for two posts within the Neighbourhood Services team.

1.2   The funding would be required to cover:

- Two FTE grade 4 posts – anticipated cost per annum £70,000

- Two electric fleet vehicles - £7,400 per annum plus charging costs

- Training, uniform, other one off costs - £3,200

2   SUPPORTING INFORMATION:

Background

2.1   The Neighbourhood Warden Service was merged with the Housing Estate Service in 2019 as part of the corporate restructure of council services. The teams were merged to provide a better resourced and joined up service and to reduce duplication of effort as the two teams were delivering similar functions to council tenants and to the wider community across the district.

2.2   The merger effectively streamlined the tasks now undertaken by the re-formed Neighbourhood Services team. These core functions are summarised as:

- Health and safety checks at general needs and sheltered housing sites with communal areas ensuring compliance and fire safety management

- Proactively managing and leading on anti-social behaviour (ASB) issues in conjunction with partner agencies

- Investigating and enforcing fly tip cases – this responsibility together with the resource will shortly be moving to the Environment team

- Contract compliance, in particular grounds maintenance and cleaning in communal areas

- Delivering the estate improvements programme, £400k per annum is set aside for these works until 2029/30 with allowances for slippage and inflation over the period

- Ensuring statutory duties in relation to crime and disorder and community safety are met

- Assisting other Housing and Council priorities such as COVID related support during the pandemic, new homes programme.

2.3   The team is currently resourced through 12 officers and a Service Manager. A structure chart for the Neighbourhood Services team is included as Appendix 1.

2.4   The team is funded from both the Housing Revenue Account and the General Fund. In addition, a further £40,000 is allocated to the Neighbourhood Service from the Town Forum. A breakdown of staffing budgets is included in Appendix 2.

Community Engagement Focus

2.5   Following the successful merger of Estate Services, Neighbourhood Services and Community Safety, the remodelled Neighbourhood Services team is now fully integrated and staffed at capacity. A number of emerging factors have contributed to a review of the current service to identify gaps in delivery and highlighting future areas for investment and improvement opportunities.

2.6   The publication of the Housing White Paper – 'The charter for social housing residents' in November 2020 coupled with the pandemic have identified many social housing tenants who are struggling without access to suitable green open spaces to enjoy, having to cope with loneliness, isolation and ASB. Investing in community development and resident engagement will help to ensure our neighbourhoods are safe and inviting places to live and our communities are supported.

2.7   At present there is limited capacity within the Neighbourhood Services team to deliver functions outside of the core activities. Historically the Neighbourhood Wardens delivered proactive engagement services to communities, often in partnership with members, other community leaders and partnership agencies. Although the team endeavour to provide community focused services, this is restricted to the resources available, competing demands and at times corporate priorities.

2.8   Functions delivered include:

- Welcome to the neighbourhood – support to students living in private houses in multiple occupation. Previously involved visits and a booklet to students detailing Council services and responsibilities. Since 2020 the team have focussed on digital support only in terms of safety messaging.

- City centre patrols – no longer a dedicated patrol officer working exclusively in the city centre. Officers within the team do work in collaboration with partnership agencies to address ASB, drug and alcohol related issues across the city and surrounding areas. New post recently identified within the Environment Service to lead in this area.

- Estate patrols – reduced patrol activity specific to the estates of Stanmore, Weeke, Winnall and Highcliffe, usually twice weekly. Other areas in the district receive a reactive presence only, when for example responding to issues of community concern or crime and disorder activity.

- Community engagement – the provision of proactive engagement/community contact in the form of street briefs, walkabouts, supporting events and forums is no longer deliverable. Engagement services are predominantly reactive, such as attending occasional public meetings on request, delivering enforcement powers and responding to ASB complaints.

Details of Proposal

2.9 CAB3334 Housing Revenue Account Budget 2022/23 recommends a proposal to fund £0.300m new initiatives around the Housing White Paper and investing in additional resources. The additional HRA funding provides the ability to fund two additional Neighbourhood Services posts and an opportunity to establish a broader and targeted community engagement offer.

2.10 It is proposed the two new posts, Neighbourhood Services Engagement Officers, would be focussed on delivering community engagement opportunities across the district. These initiatives would be planned and should meet local need with evidenced service outcomes.

2.11 There would be an expectation that the post holders would be CSAS accredited, in line with other Neighbourhood Officer roles to ensure resilience across the wider team. Both posts would also be expected to work in collaboration with other council services/teams, such as the Wellbeing and Social Inclusion Officer (Housing Tenancy Sustainment Service), Tenant Engagement team (Housing) and the Council's Community Service.

2.12 The post holders would have a number of shared responsibilities for community engagement activities across the whole district, including:

- Partnership engagement – working collaboratively with a diverse range of partner agencies to achieve identified community outcomes

- Community events – working with other council services to support organising and attending events, groups and meetings. Identifying and establishing new events and groups where service gaps and need exists

- City and town forum patrols – increased visible presence on estates, proactive patrolling for community reassurance and deterring crime and anti-social behaviour

- Street meets and walkabouts – plan, hold and promote opportunities for communities to voice their concerns about local issues

- Campaigns – organise targeted activities in relation to specific local issues or wider council and national campaigns

- General communication, planning and delivery – effective liaison with schools, community centres, neighbourhood forums on issues that are important to them

2.13   It is envisaged that each post will have a specialism. Either being the single point of contact for Winchester University and district colleges such as Peter Symonds, Winchester School of Arts, Sparsholt or the Parish and Town council's across the district.

2.14   The team will seek views from Cabinet Members, local Ward Councillors and TACT Members, together with council officers on the development of the Neighbourhood Services Engagement roles. Consultation opportunities and feedback will assist with the development of the roles and responsibilities of the new posts and future service planning.

3   OTHER OPTIONS CONSIDERED AND REJECTED

3.1   The option for community development to be delivered within the current staffing structure is rejected. It is not realistic for community development and engagement functions to be delivered by the current 5.6 FTE officers. The team is currently resourced to deliver reactive services based on their core functions. A reactive only service is unable to fully meet the requirements outlined in the Housing White Paper or meet Member and community aspirations.

3.2   Maintaining current service provision with no enhancements for community engagement is not recommended. From 2023 a new consumer standard for social housing will be introduced. Landlords will be required by the regulator to assess their performance in line with 22 tenant satisfaction measures. Responsible neighbourhood management is one of five themes covering ASB, keeping communal areas clean, safe and well maintained and making a positive contribution to neighbourhoods. Poor performance in these areas is likely to lead to the regulator imposing penalties and special measures on the landlord.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3334 - Housing Revenue Account (HRA) Budget 2022/23 - 17 February 2022
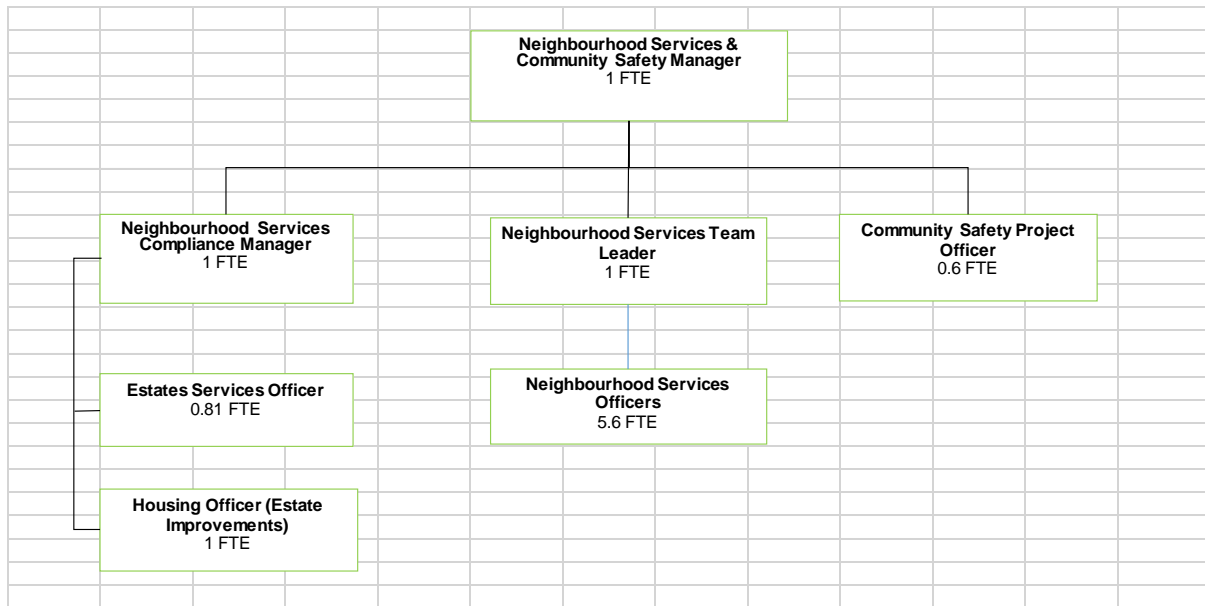
Other Background Documents:-

None

APPENDICES:

Appendix 1: Neighbourhood Services team structure
Appendix 2: Neighbourhood Services team funding

APPENDIX 1

Neighbourhood Services team structure

APPENDIX 2

Neighbourhood Services post budgets

	Post No.	Post	CC	FTE	Recharge / Notes
GF	141	Nhd Services & Community Safety Manager	3157	1.00	HRA recurring recharge 50%
	131	Community Safety Project Officer	3157	0.61	
	145	Neighbourhood Services Team Leader	3159	1.00	HRA recurring recharge 40%
	146	Neighbourhood Services Officer	3159	1.00	HRA recurring recharge 100%
	705	Neighbourhood Services Officer	3159	1.00	
	1006	Neighbourhood Services Officer	3159	1.00	
				5.61	
HRA	645	Neighbourhood/Estates Compliance Officer	2560	1.00	
	1112	Estate Services Officer	2560	0.81	
	278	Housing Officer (Estate Improvements)	2560	1.00	
	1351	Neighbourhood Services Officer	2560	1.00	
	241	Neighbourhood Services Officer	2560	1.00	
	242	Neighbourhood Services Officer	2560	0.61	
				5.42	

BHP027
BUSINESS AND HOUSING POLICY COMMITTEE

REPORT TITLE: WINCHESTER CITY COUNCIL – LANDLORD LETTING POLICY

01 MARCH 2022

REPORT OF CABINET MEMBER: COUNCILLOR KELSIE LEARNEY CABINET MEMBER FOR HOUSING AND ASSET MANAGEMENT

Contact Officer: Amber Russell Tel No: 01962 848229 Email arussell@winchester.gov.uk

WARD(S): ALL

PURPOSE

This report proposes changes to improve the council Landlord Letting Policy as part of a policy review.

The council is a member of the Hampshire Home Choice sub-regional choice based lettings scheme. Each local authority within the scheme maintains its own landlord Scheme of Allocation which contains separate polices to reflect local priorities and to address housing need specific to its location. As a stock holding authority the council also has its own landlord letting policy for its council owned social and affordable properties.

It is the review of the council's Landlord Letting Policy that sits outside of the Hampshire Home Choice Framework that Committee are asked to comment upon.

RECOMMENDATION:

1.   That the Policy Committee are asked to comment upon the review and proposed improvement changes made to the Landlord Lettings policy.

1   RESOURCE IMPLICATIONS

1.1   There are no resource implications associated with the revised council Landlord Letting Policy or the proposed changes contained within the document.

2   SUPPORTING INFORMATION:

        Introduction

2.1   The council is a member of the Hampshire Home Choice sub-regional choice based lettings scheme in partnership with East Hampshire District Council, Eastleigh Borough Council, Havant Borough Council and Test Valley Borough Council.

2.2   The scheme operates through a jointly agreed Hampshire Home Choice Framework. The policy details all aspects of the allocation process, including the responsibility for decisions, policy on offering choice to applicants, how application will be assessed, processed and how decisions will be made across the partnership.

2.3   Each local authority maintains its own local Scheme of Allocation which contains separate polices to reflect local priorities and to address housing need specific to its location.

2.4   As a stock holding authority the council has its own landlord lettings policy for its council owned social and affordable properties. The policy outlines the measures in place from initially advertising a property to signing up the successful applicant. To cover the measures in place when offering a tenancy, the suitability of applicants and the circumstances in which the council may refuse an applicant nominated through the Hampshire Home Choice Framework. The policy provides consistency of practice and ensures council homes are let in a fair and equitable manner.

2.5   It is the review of the council's Landlord Letting Policy that sits outside of the Hampshire Home Choice Framework that Committee are asked to comment upon.

2.6   The proposed revised lettings policy (with changes highlighted) is provided in Appendix 1.

2.7   Policy Review

2.8   In 2021 the council undertook a review of its current landlord lettings
        policy. The review came about as a result of a small number of challenges
        in relation to how older persons housing was allocated. One area of
        challenge was grounds for refusal in relation to unacceptable behaviour.
        There were other parts of criteria within the policy that needed
        strengthening and some sections needing to be updated to reflect
        changes in practices and/or new issues, for example adopting a different
        approach when letting less popular properties.

2.9   As part of the policy review other local social housing landlords polices
        were considered, in particular Sovereign, Aster and Vivid. Views were also
        sought from housing colleagues within the Strategic Housing Options and
        Allocations teams.

        Key Areas of Change

2.10   The policy has not been significantly amended and most criteria remains
        current. The changes made are as follows:

2.11   Refusals (6.3.) – A new clause added providing a timescale of when
        refusal decisions will be re-assessed. This may be applied when an
        applicant has been refused a property on the grounds of their behaviour
        and the council would not wish to consider them again in the near future
        due to the nature of their behavioural issues. In these cases it is unlikely
        the council's landlord position will change until significant behaviour
        change is demonstrated and this is now set to be reviewed at 6 months.

2.12   Advice and Support (8) – A new section is added outlining the advice and
        support provided to those seeking access to council housing. The section
        includes information about support offered, including access to translation
        services and assistance for those with identified vulnerabilities.

2.13   Older Persons Housing (11.2) – In this section the age restrictions for
        sheltered housing and housing designated for older persons, for example
        bungalows has been be further clarified. The definition is set out as
        *'applicants must be 60 years or over and anyone else in their household
        must be over 50 years of age. Exceptions may be applied for carers
        and/or partners on a case-by-case bases.*

2.14   Hard to let (12) – This section is expanded to include further criteria
        regarding how the council landlord will let hard to let properties, in
        particular two bedroomed general needs flats. Bidding on 2 bedroom flats
        has reduced in the last 3 years. Compared to 2019/20 bids have reduced
        by 62% on properties in the Winchester City Centre and 44% in all other
        Winchester district areas.

Average number of bids on council housing stock properties in the past 3 years. (Excluding age designated properties, adapted and direct matched properties):

Areas	2019/20	2020/21	2021/22
Winchester City Centre	26	18	10
All Other Areas	25	16	14

With the exception of Havant Borough Council (which has significantly less properties available), 3 other local authorities within the Hampshire Home Choice sub-region have also seen a reduction in the number of bids on 2 bed flats. Winchester has seen the biggest reduction in bids at 48% compared to other Hampshire Home Choice partner councils.

In order to address hard to let properties, optimise void performance and minimise rental loss occupancy, criteria has been changed to allow under occupancy providing applicants can meet the affordability test. This change in position has already been adopted by other social landlords operating within the local district such as Vivid and Sovereign.

2.15 Grounds for Refusal Categories (Appendix 1) – The categories for the refusal grounds have been amended to make them clearer. 'General Grounds' has been removed and 'Suitability' and 'Eligibility' have been added.

2.16 Behaviour Grounds for Refusal (Appendix 1) – The grounds for refusal in relation to behaviour have been both strengthened and made clearer. This includes clauses (26 & 29) in relation to applicants who have been previously evicted for ASB and who have a history of substance misuse which may have resulted in ASB or criminal proceedings. Previously action was limited to committing serious ASB and/or criminal behaviour within the last 2 years. Additional clauses (33, 34 & 35) have been added to address previous concerns in relation to allocations at supported housing properties (designated units at White Wings).

2.17 Conclusion

The proposed revised lettings policy seeks to provide greater clarity and transparency on how the council landlord allocates and lets its housing stock, the support it can provide and to set out clearer definitions and circumstances in which an applicant may be refused a property.

Committee members and TACT views are sought on the proposed policy changes before the policy is finalised.

3   OTHER OPTIONS CONSIDERED AND REJECTED

3.1   To not review and update the Landlord Letting Policy is rejected as it leaves the council with an outdated policy, potentially unsuitable letting of council homes, and open to policy challenge.

3.2   BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

None.

Other Background Documents:-

None.

APPENDICES:

Appendix 1 – Draft Lettings Policy

Winchester City Council – Housing Services
Policy and Procedure

Title	**Lettings Policy**
Housing Team	Housing Management
Author Name & title	Laura Doyle
Version Number & Date Finalised	V2. February 2022

Review Date	3 years
Title of officer with responsibility for maintaining and updating	Laura Doyle, Tenancy Services Manager

Headline Summary of Lettings Policy

Introduction

The policy sets out our approach to how we let our social and affordable housing and the checks carried out prior to offering a tenancy with Winchester City Council. The policy is relevant to applicants on the Council's housing register, ensuring consistency of practice in the allocation and letting of our properties, supporting tenants to sustain their tenancies and minimising the risk of anti-social behaviour or rent arrears.

Purpose/Aim

We are committed to providing good quality, affordable homes to people in communities where they want to live and the aim of this policy is to outline how Winchester City Council allocates its general needs and sheltered housing.

The Council will aim to allocate its rented housing in a fair and non-discriminatory way to ensure that all sections of the community regardless of the protected characteristics (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity) have equal access to housing.

Scope

We want to offer housing solutions to customers through a range of housing products. We will do this by:

- Letting our homes in a fair and transparent way

- Making the best use of available stock

- Minimising rent loss and maximising income

- Letting our homes in accordance with our Void standard

- Identifying and providing assistance for those customers who are vulnerable or require additional support

Ratification Details - i.e. where policy decision was finalised and by whom e.g. Committee paper references, Portfolio Holder Decision Ref, policy determined under scheme of delegation, DMT or other relevant meeting details & dates where policy	
	Date

determined. Include details in order that context of policy can be checked if necessary	
Other Related Policy and Procedures	Tenancy Policy 2018 – 2023 Sign Up Policy & Procedure Extra Care Policy & Procedure Garage Policy & Procedure Hampshire Home Choice Allocations Framework WCC Scheme of Allocation

1.   Introduction

1.1   This policy outlines how we let our social housing from initially advertising a property to signing up the successful applicant. It outlines the measures we take to ensure the suitability of applicants to properties and confirms the circumstances in which we may refuse an applicant.

1.2   This policy should be read in conjunction with the Tenancy Policy which sets out our approach to tenancy management and the types of tenancy we offer.

2.   Advertising a Vacant Property

2.1   We will advertise our empty properties through the Hampshire Home Choice, choice based lettings scheme. This is a sub-regional scheme which includes Winchester City Council, East Hampshire District Council, Eastleigh Borough Council, Havant Borough Council and Test Valley Borough Council where a common approach for the allocation of social housing across the five local authority areas has been agreed.

2.2   We aim to provide as much detail as possible on the advert about a property and will include a photograph of the exterior to enable applicants to make an informed choice when bidding. Wherever possible we will highlight any specific features, for example potential access concerns, where there is a separate dining room, large garden and so on.

2.3   In certain circumstances we may request that a property be directly allocated to an applicant which is known as a direct match. The advert will clearly state that the property has already been allocated to an applicant with a specific need. This could relate to an applicant requiring a specifically adapted property to an applicant being subject to Multi-Agency Public Protection Arrangement, requiring specific accommodation in a specific area.

2.4   In a small number of cases it may be appropriate to request that a property be let sensitively. This is in order to create sustainable and cohesive communities in relation to individual lettings where there may be a need to redress the balance of the community. The details of the sensitive letting will be clearly displayed on the property advert.

2.5   Where a property is adapted for the needs of a disabled person/s we will attempt to let the property to a person/s that also requires such aids and adaptations. This is to ensure we make best use of existing adaptations in properties and avoid costly removal and re-installation of adaptations wherever possible. Details of the adaptations will be provided in the property

advert together with a notification that priority for the property will be given to applicants who require the adaptations in the first instance.

2.6   All village vacancies (S106 and non S106) will be advertised with priority given to those with a local connection to the village/parish. A local connection is met through residency, previous residency <mark>with close family still resident there</mark>, employment or close family. Information regarding village vacancies will be clearly displayed on the property advert.

2.7   On occasion we may request a Local Lettings Plan be implemented for first lets, for example on a new build development scheme. This can be an important tool to either create balance and mix of communities. It can allow priority to applicants with a local connection and can protect existing stable communities. Information regarding Local Lettings Plan allocations will be clearly displayed on the property advert.

3.   Nominations

3.1   On receipt of a nomination we will contact the applicant promptly to discuss the property, arrange a viewing and make an appointment to complete a pre-tenancy assessment. If we are unable to make contact with the applicant within 2 working days of the first attempt, we will refuse the nomination. We will try to contact the nomination by 'phone and email where these contact details are provided, and also the Hampshire Home Choice message system.

4.   Pre-tenancy Assessments

4.1   Before we offer an applicant a tenancy we will meet with them to ensure they meet our lettings criteria. It is important we ensure the property is suitable and affordable for the applicant. We will ask for general information about the applicant and any other members of their household including pets, support needs, current and/or previous criminal convictions and/or anti-social behaviour, previous tenancy/housing history and other relevant information. We will also undertake a financial assessment including a benefits check.

4.2   <mark>We will ask for proof and verify the identification of all applicants, preferably photographic ID such as a passport or driving license.</mark>

5.   Making an Offer

5.1   Once we are satisfied that an applicant is suitable and can afford the tenancy we will offer them a tenancy. The applicant will be issued with an offer letter

and will be provided with a copy of the tenancy agreement so they can make sure they understand this before signing up for the tenancy.

5.2   We will endeavour to show applicants around the property they have been successful for or a similar property. Where this is not possible, we will provide as much information as possible to the applicant, such as photographs and floor plans of the property.

6.   Refusals

6.1   We may refuse a nomination for reasons set out in **Appendix 1**. In making our decision we will:

- Consider each case on its own merit and take into account all relevant information
- Assess the applicant to see if they are able to sustain their tenancy
- Allow a move to proceed in exceptional circumstances, even if the person falls into one of these categories. This will be at the discretion of the Tenancy/Income Services Manager or where necessary the Service Lead - Housing Operations & Community Safety
- Allow applicants the right to appeal to the Tenancy Services Manager/Income Services Manager against the decision within 10 working days to ensure we are applying our Lettings policy and grounds for refusal correctly. If they are dissatisfied with this response they can appeal through the Council's formal complaints procedure. A manager (not involved in the initial refusal) will carry out the review and their decision is final.

6.2   If an applicant is refused a tenancy, the Housing Officer will explain the reasons for this and give advice and guidance on how they can seek to improve their housing situation. This will be done verbally and confirmed in an email or letter if there is no facility to email.   If appropriate, information will be provided about Council teams/services and statutory/voluntary agencies which may be able to offer assistance.

6.3   We may include a timescale for when our refusal decision will be re-assessed. This will not normally be less than 6 months from after our original decision date. The applicant will not be considered for any of our properties during this period.

7.   Sign Up

7.1   During the sign up, a clear explanation will be given explaining the rights, responsibilities and obligations on the part of the landlord and tenant, before

asking the applicant to sign the tenancy agreement and associated tenancy documentation.

7.2 We will ask all applicants being offered a property to pay one month's rent in advance prior to us signing them up for a tenancy.

7.3 A photograph will be taken of the tenant to help us manage the tenancy and reduce the risk of tenancy fraud.

8. Advice and Support

8.1 We will:
- Provide applicants for our homes with advice and guidance on accessing housing, including support with the application process and bidding process when needed.
- Provide information on becoming a Winchester City Council tenant and holding a tenancy with us, the services we offer and the support available.
- Offer translation services to applicants who do not speak English as their first language and others who have difficulties with written English.
- Work closely with applicants and partner agencies to identify any vulnerability or support needs and ensure support is in place.

9. Tenure Type

9.1 We currently offer introductory and secure tenancies in accordance with our Tenancy Policy.

10. Property Size

10.1 We aim to maximise the occupancy of our properties and will apply the criteria set out in the Hampshire Home Choice Allocations Framework and Council's Scheme of Allocation with regards to bedroom entitlement.

10.2 Our property adverts will confirm the maximum and minimum number of permitted occupants. We may allow our properties to be over or under occupied in exceptional circumstances. This will be dependent on the household situation, including the ages of children and will be at the discretion of the Housing Operations and Community Safety Service Lead.

10.3 We classify our properties as having a double bedroom if the room is 10 sq. meters or more. Single bedrooms ideally are over 7 sq. meters. Where a bedroom is smaller than 7 sq. meters we will highlight this on the property advert.

10.4   Where our properties have a separate dining room these can be used as an additional bedroom and our adverts, including the permitted occupancy will reflect this and advise accordingly.

10.5   We will make applicants know if they will be impacted by Welfare Reform, particularly with respect to affordability, under occupancy charges and the benefit cap.

11.   Housing Type

11.1   Some of our properties are designated for particular groups, for example sheltered housing, extra care housing, housing designated for older persons and supported housing.

Accommodation in sheltered housing schemes and housing designated for older persons

11.2   As this accommodation provides housing for older people, applicants must be 60 years or over and anyone else in their household must be over 50. Exceptions may be given for carers and/or partners on a case-by-case basis and with the consent of the Service Lead for Housing Operations and Community Safety.

11.3   We may allow housing register applicants (this does not include members of the applicants household) who are under 60 to be housed in our older person's accommodation in special circumstances, for example those in receipt of higher rate mobility benefit who would benefit from this housing type. Each request is carefully considered, taking into account proof of benefit entitlement, support from medical professionals and any other relevant information.

11.4   For those requiring extra care accommodation, we will assess the applicant's needs with the assistance of Hampshire County Council and care provider in accordance with our Extra Care Policy & Procedure.

11.5   For those requiring supported accommodation, we will assess the applicant's needs with the assistance of Hampshire County Council and support provider in accordance with our Supported Housing Policy & Procedure.

12.   Hard to Let

12.1   We recognise that from time to time some of our housing stock may be difficult to let. By this we mean that a property is consistently refused by

applicants or no/low number of bids are placed. We may in these circumstances look to allocate the property differently.

12.2   We may extend our hard to let properties to any applicant within the Hampshire Home Choice sub-region. In these circumstances we will continue to give first priority to applicants with a local connection to the Winchester district.

12.3   We may allow our hard to let properties to be under occupied. In the case of our hard to let 2 bedroom general needs flats, we may extend these properties to applicants with an assessed one bedroom need. In these cases, priority for under occupancy will be given to couples/joint applicants in employment. Applicants will be required to pass our financial assessment to ensure affordability and will be made aware of potential under occupancy charges should their circumstances change. We will still give first priority to applicants with an assessed two bedroom need.

12.4   Any such cases will be reviewed and determined by the Service Lead - Housing Operations & Community Safety.

13.   Tenancy Policy

13.1   Please refer to our Tenancy Policy for information on our approach to tenure types, minors and tenancies, rent setting, tenancy agreements and responsibilities, tenancy reviews and visits, tenancy rights (succession, assignment, mutual exchange), tenancy changes, tenancy sustainment and tenancy fraud. Our Tenancy Policy can be found on our website using the following link https://www.winchester.gov.uk/assets/attach/18132/tenancy-policy.pdf

14.   Garages

14.1   We have a portfolio of garages we let to existing tenants and the wider community. Charges to our tenants will not incur VAT. Private renters will be charged VAT on all garages they rent. Garages will be allocated with priority given to Council tenants, Council leaseholders and persons with a disabled parking badge and will not be allocated to current and former tenants and garage licensees where they owe outstanding monies to us. Further information about our approach to letting our garages is contained within our Garage Policy & Procedure.

15.   Monitoring & Review

15.1   We will monitor the performance of our lettings service by:

- Periodic reports via our performance monitoring scorecard and systems
- Core reports
- Local Authority Housing Statistics (LAHS) returns
- Equality monitoring
- Team/service meetings to discuss performance
- Team checking procedures to ensure the quality and accuracy of adverts/lettings

Appendix 1 – Grounds for Refusal

We may refuse an applicant for housing if:

Suitability

1. The property is unsuitable if the applicant would be overcrowding or under occupying without agreement or may be impacted by benefit restrictions.

2. The property is subject to a local lettings plan and the applicant does not meet the agreed criteria for letting.

3. The property is subject to a Town and Country Planning Act Section 106 Agreement and the applicant does not meet the required criteria.

4. The applicant has pets that are not permitted at the property.

5. The property is subject to a sensitive letting and the person is not considered suitable or does not meet the criteria as set out in the letting advert.

Eligibility

6. We've been unable to make contact with the applicant by either phone, email of systems messaging within 2 working days of our first attempt about their nomination for a property.

7. We have no documentary evidence that the applicant has the right to reside in the UK and/or has no access/recourse to public funds.

8. The applicant has not provided documentation supporting their application or requested by us as part of the assessment process within a set timescale.

9. There has been a change in the applicant's circumstances which means they are no longer the successful bidder.

10. The applicant has an interest in an alternative property and they are legally and reasonably able to reside in it. This includes properties owned by the applicant where they have let the property. Exceptions will be considered, these include but are not limited to circumstances where someone is applying for extra care accommodation.

11. The applicant is under 18 years of age and has failed to provide an appropriate guarantor.

12. The applicant (or anyone else in the household) has failed to provide accurate disclosure of their circumstances to Winchester City Council and therefore have attempted to obtain a tenancy by fraud or deception.

13. The property is designated for older people and/or there are restrictions in place in relation to age of the applicant and/or members of the household.

Financial Status

14. The applicant is an existing Winchester City Council tenant or leaseholder who owes money to us, either for rent, service charges, court costs, rechargeable works orders, garage charge or any other debt - unless agreed as part of an approved management move or a downsizing move.

15. New applicants or our former tenants who have a housing related debt such as rent arrears, court costs, recharges, either with us or another housing provider, including private landlords.

16. The applicant has an interest in an alternative property, either by way of a financial interest, being named on a mortgage agreement or named as a tenant of another property and, can reasonably be expected to raise funds to secure alternative accommodation in the private sector. Exceptions will be considered, these include but are not limited to circumstances where someone is applying for extra care accommodation.

17. The applicant or households financial status is in excess of £60,000 per annum and/or has savings/assets over £16,000 and there is no overriding medical condition or other exceptional circumstances. These include but are not limited to circumstances where someone is applying for extra care accommodation.

18. The applicant is not able to produce evidence of access to sufficient funds to show they can afford the property, which includes rent, service charges and associated living expenses.

19. The applicant is assessed as not being able to afford the property and/or there are other concerns regarding the applicant's finances. This could include a history of rent arrears or other debt that hasn't been repaid on a regular basis. Where this has been the case it's expected that they will work with a charity or a support agency for a period of time until they can demonstrate improved money management.

Support Needs

20. A suitable confirmed support package is not in place which would provide the help needed to maintain the tenancy.

21. The applicant has failed, or is refusing to engage with relevant support services in relation to an existing or proposed support package.

22. The applicant's needs (either physical or mental health) exceed what our service can provide after considering all relevant information from key support providers.

23. Where we do not have the ability to reasonably adapt the property to the specific needs and requirements of the applicant.

24. The applicant has applied for a property that does not meet their immediate need, e.g. an adapted property where the applicant does not need the adaptations provided or needs adaptations which are not deemed not to be reasonable and practical to complete at the property.

25. An applicant for extra care has complex behaviours or needs which may impact on the welfare, safety or wellbeing of other residents or staff. This may include applicants with:

    - severe mental health issues
    - a history of drug and/ or alcohol abuse
    - complex behavioural needs
    - a history of violence
    - convictions for serious offences
    - a requirement for nursing care

Behaviour

The applicant/s, or member/s of the household:

26. Have been evicted for ASB, another breach of tenancy or abandoned a previous tenancy.

27. Have been subject to tenancy enforcement action in the last five years for ASB. This could include domestic abuse, harassment or other violent criminal offences.

28. Have committed ASB or criminal activity in the last 2 years, or in the 2 years since being released from prison. If the behaviour was very serious, we may refuse applicants even if it occurred more than 2 years ago. A previous conviction does not mean that we will automatically refuse an applicant housing.

29. Have a history of or have existing substance (including drugs and/or alcohol) misuse which could have resulted in ASB or criminal proceedings.

30. Have previously used rented accommodation for illegal or immoral purposes.

31. Have behaved unacceptably in their current or previous home/s and we would have considered tenancy enforcement action if they had been our tenants.

32. Have been assessed as presenting a considerable risk to neighbours or the wider community and/or our staff/contractors/partner agencies.

33. Have been assessed as being unsuitable for communal living.

34. Have been assessed as requiring more support than would be available at the supported accommodation.

35. Are a Scheduled Offender as defined by Multi-Agency Public Protection Arrangements (MAPPA) or are a Registered Sex Offender (RSO). This will be considered on a case by case basis in consultation from MAPPA and other agencies.

36. Have been threatening, abusive, or has been persistently vexatious towards an employee or contractor of the Council, or any partner agency.

37. Have not maintained their current property and it does not meet our lettable standard.

38. Have caused significant damage to a property during a tenancy.

Discretion maybe given in cases where the applicant/s, or member/s of the household, have shown a commitment to rehabilitation. We will take into consideration engagement with support agencies and any references supporting the application. This will be done on a case-by-case basis.

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BHP029
BUSINESS & HOUSING POLICY COMMITTEE

POLICY COMMITTEE REPORT

REPORT TITLE: THE HOMELESSNESS PREVENTION GRANT – SPENDING PLAN 2022/23

1 MARCH 2022

REPORT OF CABINET MEMBER: Cllr Kelsie Learney, Cabinet Member for Housing and Asset Management

Contact Officer: Karen Thorburn Tel No: 01962 848 076 Email kthorburn@winchester.gov.uk

WARD(S): ALL

PURPOSE

This report proposes and sets out the spending plan for the 2022/23 Homeless Prevention Grant (HPG) of £308,247.00 allocated by the Department for Levelling Up, Housing and Communities (DLUHC). The grant enables Local Authorities control and flexibility in managing homelessness pressures and supporting those who are at risk of homelessness.

The paper sets out for discussion the proposed spending options to prevent homeless and to support the most excluded within our communities.

This grant incorporates an additional £8152.00 to cover the cost of new burdens associated with the expansion of priority need to those forced into homelessness by domestic abuse in line with the Domestic Abuse Act of 2021.

RECOMMENDATIONS:

1. That the Policy Committee notes that a report seeking formal approval of the Spending Plan will be considered by Cabinet in June 2022.

2. That the Policy Committee review and provide comment on the Homelessness Prevention Grant – Spending Plan 2022/23, and in particular consider and comment on:

   a. The overall approach supporting the Council's Homelessness Prevention service;
   b. The detailed proposals of the spending plan
   c. Proposals for managing the existing reserve.

IMPLICATIONS:

1   COUNCIL PLAN OUTCOME

1.1   Homes for all

1.2   Provision of good quality affordable housing options meet the needs of our most vulnerable and socially excluded residents, maximising opportunities to support people out of homelessness.

1.3   Vibrant Local Economy

1.4   Provision of good quality affordable housing contributes to the local economy and with greater employment opportunities provides a pathway out of poverty and homelessness.

1.5   Living Well

1.6   The provision of good quality housing is linked to and has a direct impact on wellbeing and health inequalities often faced by those vulnerably housed or homeless.

1.7   Your Services, Your Voice

1.8   Working with TACT to ensure tenants have a direct say in service priorities and delivery to include tenant led "scrutiny reviews" of Housing services.

1.9   Delivering on the Governments White Paper - ensuring residents in social housing are listened to and have account to redress should things go wrong.

2   FINANCIAL IMPLICATIONS

2.1   Should the council commit fully to its' agreed 2022/23 spending plan for the Homeless Prevention Grant (HPG) the council will commit to spending its full allocation off £308,247. The grant determination is set each year and so this is a one off spend for the financial year 2022/23. It should be noted that there is no guarantee the council will be awarded this level of funding for future years.

2.2   The reserve fund currently stands at £426,000. There is a current underspend of this year's grant of £200,927 (this figure my decrease by year end). The underspend of grant has been generated through a significant increase over the past two years of HPG awards and a number of exceptional 'one time only' grants issued by the government. The government funding is awarded to the council to react to Covid-19 pressures regarding homelessness and in-particular rough sleeping initiatives and these funds are unlikely to be reciprocated in 2022/23.

2.3   The current HPG reserve and 2021/22 underspend of grant has been earmarked to support;

- A potential reduction in the government's HPG allocation due to a new formula being applied to local authority grant determinations in 2023/24.

- To prepare for significant funding reductions following the HCC Balancing the Budget consultation and likely cuts to the council's allocation of the social inclusion grant in 2023/24.

- To commission or match fund local established homelessness services that may lose a percentage of funding through the HCC Balancing the Budget consultation to provide continuity of service.

- To revaluate post pandemic service delivery to meet the increasing complex demands associated with homelessness and appropriate provision, such as new Domestic Abuse duties, private sector evictions and associated increase in homelessness due to a cost of living crisis.

  The Department of Levelling Up, Housing and Communities (DLUHC) acknowledge that the current formula used to calculate the allocation and local award of HPG needs revising. The grant formula for 2023/24 will change to ensure funds are distributed fairly to those areas in greatest need to protect the public purse and to ensure allocation of grant is best value for money. As mentioned this presents a potential risk to the council if the annual allocation of the government grant is reduced.

  'One time only' grants include £62,923 to assist private sector housing tenants (vulnerable renter's fund) to support those who have been adversely affected by Covid-19. And Year 4 of Rough Sleepers Initiative (RSI) funding of £132,000.

3   LEGAL AND PROCUREMENT IMPLICATIONS

3.1   The council holds a statutory homelessness duty under the Homelessness Reduction Act 2017. The legislation places a duty on the council so that everyone who is homelessness or at risk of homelessness has access to meaningful help as long as they are eligible for assistance. Councils must try to prevent people from becoming homeless in the first place.

4   WORKFORCE IMPLICATIONS

5   To be resourced within the existing staff structure and through partnership working opportunities with voluntary sector and statutory partners sharing staffing resources and grant funding through the governments Preventing Homelessness Grant and council core grants programme.

5.1   Delivering the programme as set out in this report relies on an additional staff resource. It is proposed that two additional posts are funded directly from the HPG grant as set out is section 12.20.

6   PROPERTY AND ASSET IMPLICATIONS

6.1   Recommendations within the report have no immediate impact on council property and assets.

7   CONSULTATION AND COMMUNICATION

7.1   Consultation with local voluntary and housing partners took place on the proposed Preventing Homelessness Grant spending plan through the homelessness pathway group.

7.2   The front line Housing Options team were consulted and provided input regarding service delivery gaps and identified future spending needs.

7.3   Consultation through a spending review workshop was held with the Portfolio Holder for Housing and Asset Management and the Corporate Head of Housing.

7.4   Consultation with a partnering local authority acting as a critical friend to provide challenge and advice on the spending plan initiatives and projects.

8   ENVIRONMENTAL CONSIDERATIONS

8.1   Improved city centre environment through reduced street homelessness and associated street activity by offering sustainable housing provision and support, quality housing options, outreach and community support.

9   EQUALITY IMPACT ASSESSEMENT

        Cabinet approved a new Public Sector Equality Duty (PSED) policy and corporate approach for the Council on 19 January 2022. This new approach will require every service in the Council to be reviewed with regards to the PSED.

        Discrimination against homeless people is acts of treating people, or people perceived to be homeless unfavourably. The spending plan and its initiatives seeks to mitigate such impacts and discrimination.

        The spending plan will be Equality Impacted Assessed as part of the Cabinet report for June 2022

10   DATA PROTECTION IMPACT ASSESSMENT

10.1   Any subsequent change to council service delivery and policy will undergo a Data protection Impact Assessment with service privacy statements reviewed.

11 RISK MANAGEMENT

Risk	Mitigation	Opportunities
Financial –. Risk of not committing resources in line with spending plan Risk of Govt not continuing funding in future years.	Core duties met from General Fund budget. Grant used to enhance and improve service provision All proposals set out in report are "one-off" or fixed term and create no long-term liability on the General Fund Budget monitoring and reviews. SLA with partner agencies	Increasing and promoting earlier intervention and homelessness prevention services. Exploring alternative and discretionary housing options. An opportunity to offer enhanced and wider community support to the most excluded and vulnerable residents.
Exposure to challenge	Compliance with the council's Preventing Homelessness duties is a legislative statutory duty.	
Innovation – Opportunities for the council to work in partnership with statutory and voluntary partners on joint preventing homelessness initiatives above its statutory duties.		Opportunity to positively enhance the council's reputation through discretionary and joint preventing homelessness initiatives and projects funded through the HPG spending plan.
Reputation- Risk of failing to deliver the councils statutory preventing homelessness duties.	Prevent and relief homelessness duties implemented at the earliest opportunity. .	Opportunity to positively enhance the council's reputation by reducing homelessness and increasing alternative housing options. Good news stories publicly opportunities
Achievement of outcome- Meeting homelessness statutory duties. Making best use of the governments Preventing Homelessness Grant. Demonstrating best practice service delivery through partnership working and discretionary grant funding.	Government statistical returns. Budget monitoring and reviews. SLA with partner agencies.	Opportunity to positively enhance the council's reputation through discretionary and joint preventing homelessness initiatives and projects funded through the PHG spending plan.

12   SUPPORTING INFORMATION:

12.1   **Background**

12.2   The 2022/23 Homelessness Prevention Grant (HPG) of £308,247 as awarded by the Department of Levelling Up, Housing and Communities (DLUHC) is to enable local authorities to have control and flexibility in managing homelessness pressures and to support those who are at risk of homelessness.

12.3   It is recognised that the council cannot prevent or solve homelessness alone. As such the homelessness prevention spending plans sets out areas of spend that best support partnership working opportunities whilst underpinning the council's statutory housing responsibilities to ensure preventative initiatives are central to service delivery.

12.4   The HPG is the primary central government funding stream to assist the council and wider community in delivering their homeless services. The grant is ring fenced to ensure local authorities are fully resourced to take action to prevent homelessness and to continue to embed the changes required through implementation of the Homelessness Reduction Act (2017)

12.5   The purpose of the HPG grant is to;

•   Support the council to continue to meet its legislative duties under the Homelessness Reduction Act 2017.

•   To prevent and end rough sleeping by increasing activities to prevent single household homelessness.

•   Reduce the number of families living in temporary accommodation by maximising family homeless prevention opportunities.

•   To reduce the use of bed and breakfast and emergency accommodation for families providing more stable interim housing opportunities.

12.6   The government has significantly increased homelessness grant funding over the past two years to enable local authorities to respond to the changing complex nature of homeless with focus on reducing rough sleeping and to help meet the challenges and positive changes in practice identified during the pandemic.

12.7   The current HCC commissioning grant for homelessness support services in Winchester totals £407,000 per annum with supporting agency contracts in place until 2023/24. The HCC grant supports the most vulnerable single household clients with complex needs across 52 homelessness beds, with a small contribution towards outreach services targeted at people rough sleeping. However, the grant funding allocated to the Winchester district is proposed to significantly reduce in 2023/24, as part of HCC Balancing the

Budget consultation. The spending plan and decisions within this report takes account of the potential HCC cuts to local homelessness services.

Proposed Spending Plan

Homeless Prevention Activity	**Proposed Spend**
Social Inclusion Grant to HCC	£50,000.00
Flexible Prevention and Rent Deposit Fund	£40,000.00
SWEP and Cold Weather Placements	£20,000.00
Young Persons Emergency Beds	£10,000.00
The Beacon	£10,000.00
Mental Health Step Out Pathway	£50,000.00
Homelessness Out of Hours Provision	£10,000.00
Enhanced Outreach Service	£20,000.00
Personalised Budget for Outreach Provision	£10,000.00
City of Sanctuary	£15,000.00
Staffing resource(Fixed term contracts)	£72,672.00
Total	**£307,672.00**

12.8   The council's Homelessness Prevention Grant spending plan for 2022/23 focuses on change and building on positive housing sector initiatives, practices and partnership working. The spending plan also supports service recovery plans and meet the objectives of the Preventing Homelessness and Rough Sleepers Strategy 2019-2024.

12.9   The introduction of the HRA 2017 which was enacted in April 2018 significantly changed the council's homeless statutory duties and administrative burdens. The council now has a statutory duty to prevent homelessness which is blind to priority need and local connection. The Government acknowledged that these new duties were unlikely to be delivered from existing funding sources and as such the allocation of the HPG to the council was significantly increased. If the HPG is not spent on initiatives to prevent homelessness, funds would have to be found from an alternative source or the council would be at risk of not being able to fulfil its statutory duties.

12.10 **Social Inclusion Grant.** The council currently co-commission with Hampshire County Council (HCC) accommodation and support for the most complex single homeless households. A contribution of £50,000 secured from the HPG will help support the provision of 29 units of accommodation at West View House and 13 units of accommodation at Sussex Street. HCC's contract has been extended to March 2023 and the joint commission of services ensures that suitable accommodation is available to prevent people from rough sleeping by targeting support to the most excluded and in need. Proposed spending budget of £50,000

12.11 **Flexible Prevention and Rent Deposit Fund.** A flexible prevention and rent deposit fund of £40,000 to allow front line Housing Options Officers to prevent and relieve homelessness through spend to save initiatives. Including securing accommodation in the private rented sector to cover rent in advance, deposits and security bonds. The fund offers financial help to prevent homelessness through eviction, assisting with court costs to secure a stay of eviction and help to clear current or historic rent arrears or other debts, acting as a barrier to securing and sustaining accommodation. The fund is critical to prevent vulnerable households seeking high interest loans from loan sharks placing them further into poverty and homelessness.

The fund will also be used to reduce digital exclusion. The link between poverty and digital exclusion means the poorest and most vulnerable are less likely to be online preventing them to digitally connect with benefit, employment and health services. Officers will be able us the fund to purchase basic mobile devices and/or help with Wi-Fi charges. Proposed spending budget of £40,000

12.12 **Severe Weather Emergency Provision (SWEP) and Emergency Cold Weather Payments.** The council has a responsibility to deliver SWEP to ensure safe emergency accommodation is available to anyone sleeping rough during periods of extreme cold or hot weather. The COVID-19 government advice to local authorities is that shared accommodation spaces are no longer suitable as SWEP and expect councils to provide self-contained emergency accommodation. The council works in partnership with Trinity Winchester and Two Saints who offer emergency placements and support within their housing provision to assist the council to meet its SWEP duties. The council offers financial assistance to meet the costs incurred by of both agencies, should demand increase the council may also need to make use of hotel or other accommodation to meet its housing duties. A budget of £20,000 is suggested to cover SWEP costs. Proposed spending budget of £20,000

12.13 **Young Persons Emergency Beds.** To continue to fund 2 emergency beds with high level support for local homeless young persons aged 16-21 years that are accommodated at A2 Dominion supported housing project commissioned by HCC. Proposed spending budget of £10,000

12.14 **The Beacon Winchester.** To cover void costs incurred by The Beacon Winchester when homeless clients referred by the council fail to attend. Funding the loss of revenue incurred by The Beacon Winchester provides the financial security to allow them to hold the vacancy for a limited time and to continue to prioritise council referrals above other agency referrals. The fund helps to support local homeless people out of rough sleeping. Proposed spending budget of £10,000

12.15 **Mental Health Step Out Pathway.** There has been an increase in people accessing mental health services during the pandemic. Households who leave mental health in-patient services are more at risk of being placed in unsuitable accommodation on discharge increasing demand on statutory services. Households with complex mental health needs are also at a higher risk of losing their home. Identifying and securing suitable housing pathways is identified as a significant enabler for successful discharges and sustainment of tenancies.

The mental health step out pathway is a specialist area of work for the housing options team to undertake and the HPG allows an opportunity to trial a secondment with a dedicated Mental Health Practitioner to bridge the knowledge and skill gap between homelessness services and mental health services. Providing an in house specialist resource to direct mental health assessments and coordinated support for a complex caseload of service user's unable to move on from the council's temporary accommodation. The post will support those rough sleeping who present for assistance with undiagnosed or crisis mental health issues. The post will work in partnership with the Community Mental Health Team to meet joint homelessness outcomes. Proposed spending budget of £50,000.

12.16 **Homelessness Out of Hours Provision:** The council has a statutory duty to provide a comprehensive homeless service that requires members of the team providing a homelessness duty service on evenings, weekends and bank holidays throughout the year. The associated cost for the out of hour's service standby rates is £10,000 per annum. Proposed spending budget of £10,000

12.17 **Enhanced Outreach Service:** Gaps have been identified in the current outreach service to help people out of rough sleeping. An enhanced outreach service will include working evening and weekend shifts and include support across the wider Winchester district. The council will work in partnership with Winchester Trinity and The Beacon Winchester to scope objectives and requirements to provide an enhanced outreach service with joint identified outcomes to prevent rough sleeping. Proposed spending budget £20,000

12.18 **Agencies Personalised Housing Budget.** To provide Winchester Trinity and The Beacon Winchester with a small grant of £5000 each to fund non statutory interventions that prevent homelessness and help to reconnect households to their home area. Proposed Spending Budget £10,000

12.19 **City of Sanctuary.** To continue the council's commitment for Winchester to be a City of Sanctuary, enabling households who are fleeing violence and/or persecution to settle and remain in the district, creating sustainable communities. Working in partnership with key charities, community groups and other support organisations to support the building of cohesive communities that welcome households seeking sanctuary to make their home in Winchester. Proposed Spending Budget £15,000

12.20 **Staffing Resources.** To continue to employ, on fixed term contracts, a front line Housing Options Officer and Strategic Housing Support Officer paid through the homelessness grant to manage the increased burdens and the council's responsibilities under the Homelessness Reduction Act 2017 and the Domestic Abuse Act 2021. The additional resource provides the staffing resilience to meet the council's statutory preventative homelessness duties. Proposed spending budget of £72,672

13 OTHER OPTIONS CONSIDERED AND REJECTED

13.1 The option of not committing the grant for the whole year is rejected as it would significantly reduce early intervention and preventative homelessness work due to a short term commitment of funding. With a potential to increase costly statutory duties to accommodate homeless households when councils are required to prevent people from becoming homeless in the first place.

13.2 The option of retaining the HPG grant to balance the general fund or to underpin the core homelessness service is rejected as not sustainable as the government grant is not guaranteed and is awarded on a yearly basis.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

BHP004, PREEVNTING HOMELESSNESS & ROUGH SLEEPING STRATEGY & ACTION PLAN 18 JUNE 2019

BHP019 HRA WELFARE FUND AND HOMELESSNESS PREVENTING GRANT SPENDING PLANS 22 June 2021.

Other Background Documents:-

None

APPENDICES:

None

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BHP26
BUSINESS AND HOUSING POLICY COMMITTEE

REPORT TITLE: SHOP APPY

1 MARCH 2022

REPORT OF CABINET MEMBER: Cllr Martin Tod, Cabinet Member for Economic Recovery

Contact Officer: Andrew Gostelow   Tel No: 07980 732149 Email agostelow@winchester.gov.uk

WARD(S): ALL

PURPOSE

This report provides the Policy Committee with a progress report on the delivery of an e-commerce platform offering virtual high streets across the district, funded by the Welcome Back Fund and which forms part of the Winchester District High Streets Priority Plan.

RECOMMENDATION:

The Policy committee are asked to:

1.   Note the progress made on delivery of this programme of work to date.

1.   RESOURCE IMPLICATIONS

1.1   The e-commerce platform is being delivered by ShopAppy and the contract is being overseen by the Economy Team.

1.2   The delivery of this project has been made possible by aligning the activity to that of the funding the council received under the Government and ERDF programmes:

1.2.1   Reopening High Street Safely (RHSS) - £110,972 from June 2020 to March 2021 and extended to July 2021

1.2.2   Welcome Back Fund (WBF) - £110,971 from April 2021 to March 2022

1.3   ShopAppy was awarded the contract following a competitive quotation process in accordance with the council's contract procedure rules and ERDF procurement rules. The value of the delivery contract was £16,600 plus VAT and an additional marketing contract of £4,000 plus VAT

1.4   Support for business engagement on the platform has been provided by local bodies including the Winchester BID via its Independents Group.

2.   SUPPORTING INFORMATION:

2.1   Background

2.2   The requirement for a district wide e-commerce platform aligns with the Winchester District High Streets Priority Plan priorities and in particular including:

- Build on our high streets' brand and build confidence.

- Create a better connection between residents and their local centres.

- Foster business resilience so that our high street businesses survive, capitalise on change, grow and prosper.

2.3   Stakeholder input

2.3.1   The concept was market tested with stakeholders across the district prior to inception. The feedback was extremely positive about the need for a platform to support independent businesses who either did not have an online presence or for those that did, an additional online route to market. Respondents both from the independent business community across the district, including the city centre independents group along with representative stakeholders supported the approach proposed.

2.4   Selection of supplier

2.4.1   ShopAppy was selected following a competitive quotation process in line with
        ERDF procurement rules and the councils contract procedure rules, against
        the following requirements:

- Offer an effective and economic e-commerce solution to businesses.

- Be complementary to and operate effectively with businesses existing
  website and e-commerce systems.

- Offer a simple solution to establishing an on-line e-commerce presence to
  those businesses who currently do not offer this service to their client
  base.

- The priority should be on offering retailers a collaborative on-line
  presence. However additional functionality which would support other
  sectors located on the high street and similar locations, such as the food
  and drink sector providing an online route to market supported by a local
  delivery service would be considered as added value.

- Offer a free of charge service to those businesses and consumers
  engaging on the platform for at least the first 6 months of operation.

- Ideally offer a co-ordinated approach to on-line payment transactions,
  consumer ordering and delivery.

2.3.2   The service provider was required to meet the following delivery and outputs:

- Actively engage businesses to ensure an effective number and type of
  businesses/product offer are achieved in order to offer a viable and
  attractive range to consumers at launch.

- Continue to engage more businesses and retain effective and helpful
  operating relationships with all business operating on the platform.

- Support businesses with profile set up, product photos and getting live on
  the platform quickly and effectively.

- Support businesses in terms of their own promotion of this additional
  service.

- Ensure an effective volume and range of businesses are operating on the
  platform at the end of the initial 6 month funded period to ensure that it will
  operate sustainably in the future. ShopAppy matched this free funding
  period and businesses and consumers are able to access this platform for
  free for one year from launch.

- Promote the service directly to a priority local audience across the district
  ensuring that traffic generated makes it viable for businesses to retain their

presence on the platform. Promotion of the service to a wider audience would be seen as added value.

2.5 Virtual High Streets launch

2.5.1 Businesses were engaged initially during the summer 2021 via a range of engagement activities. A soft launch to consumers took place in July 2021. The full platform was actively promoted to consumers from September 2021.

2.6 Marketing Activity

2.6.1 Posters and banners

A banner across the city high street was in place for the weeks of 20 September 2021, 04 October 2021 and 08 November 2021. Posters were displayed in key locations where available.

2.6.2 Print Media

The Winchester Magazine carried a display advert and associated editorial along with FB coverage (circulation 8500 print copies and exposure to 10,000 Facebook followers) and the story was also carried in The Chronicle and website coverage (circulation 344,000 print copies and exposure to 2.7m website users per month). Business to Business and Business to Consumer postcards were produced and given out directly to businesses as a leave behind following initial engagement meetings. The consumer postcard was used to raise awareness via various channels including the Hampshire Farmers Markets, where ShopAppy took a presence.

2.6.3 Social Media and online content

ShopAppy and the Tourism team undertook a number of promotions via Facebook and Twitter, including location based campaigns for the city, Alresford, Bishops Waltham and Wickham. The reach of the activity undertaken by the council is 6478 consumers to date. B2B promotions were included in editions of the Business Bulletin between August and December 2021 (circulation 850 business email addresses each edition). The council are partnering in ShopAppy's national on line #lovelocal campaign to drive business around Valentine's Day.

2.7   Performance of the Virtual High Street

2.7.1   As at 31 January 2022 there are over 176 independent businesses from across the district registered to ShopAppy, offering over 3669 products and services. The number of businesses by location is reported as outlined in the table below:

Winchester City	98
Alresford	34
Bishop's Waltham	21
Wickham	23

2.7.2   Between the trading period of 1 October and 31 December the ShopAppy Virtual High Street attracted over 1800 consumers viewing over 20,000 pages on the ShopAppy website.

2.7.3   The average number of page views per consumer using the site is 9. ShopAppy report that this is significantly higher than the average 5 across their other platforms in destinations across the county.

2.7.4   Over £9,000 of transactions have been undertaken from 1 October to 31 December directly on the platform. Delivery has been available via click and collect, aggregated delivery, organised by the Visitor Information Centre with sustainable delivery offered by Zedify e-bikes. ShopAppy's economic modelling illustrates that the platform has influenced over £17,000 of additional spend in independent businesses across the district from 1 October to 31 December.

2.7.5   The owner from Alfred Brewery, who operates his business on the platform says "ShopAppy has been a brilliant initiative for local people to buy easily from local businesses. Zedify, the electric van and bike courier have also helped us to adapt our collection and delivery offer for customers in Winchester. More than 90% of what we brew is enjoyed Winchester or within 5 miles and we'll get behind anything that gets local people connected with local produce."

2.8   Next Steps

2.8.1   The free period for businesses and consumers to use the virtual high street platform will cease during the summer 2022. Ongoing marketing activity will aim to continue to:

- raise awareness of the platform to both consumers and local businesses,

- drive consumer traffic and transactions,

- increase number of independent businesses engaged on the platform from across the district.

2.8.2   We are in discussions with ShopAppy with regard to the long term future of the platform beyond the funded period ending in the summer. We will jointly liaise with independent business currently engaged and those that have not engaged to date, to garner opinion around the long term future too. Our joint priority is marketing and promotional activity to encourage as many independent businesses to actively trade on the platform and to continue to raise awareness locally and drive consumer traffic to the site

3.   OTHER OPTIONS CONSIDERED AND REJECTED

3.1   No intervention into this trading space. It was considered crucial, given the concept feedback, anecdotal intelligence and alignment with the objectives of the Winchester District High Streets' Plan

3.2   The development and delivery of a platform from within the City Council was considered but if was felt that we did not have the expertise in this field or resources available

3.3   ShopAppy were selected from a group of similar e-commerce platform suppliers. Their submission offered the most economically advantageous; met the mandatory requirements against an agreed specification and evaluated against a series of delivery outputs as outlined in 2.3.2.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

None

Other Background Documents:-

Request for Quote for the provision of an e-commerce platform offering a virtual high street opportunity to businesses and consumers across the Winchester district.

Winchester District High Streets Priority Plan – revised Sept 2021

APPENDICES:

None

REPORT TITLE: DIGITAL TASK FORCE

1 MARCH 2022

REPORT OF CHAIR OF INFORMAL SCRUTINY GROUP: Cllr Anne Weir

Contact Officer: Andrew Gostelow   Tel No: 07980 732149 Email
agostelow@winchester.gov.uk

WARD(S): ALL

PURPOSE

This report provides the Policy Committee with the concluding report from the
Informal Scrutiny Group – A Digital Winchester District and provides a summary of
the work undertaken as part of this study.

The aim of the study was to explore:

•   What a digital Winchester means for the different communities of the
        Winchester district, including residents, businesses and community groups,
        organisations and students.

•   The benefits of 5G to the city and district.

•   The experience of digital connectivity during COVID-19.

The Policy Committee has received updates on the progress of the Digital Task
Force at its' meetings during 2021.

RECOMMENDATIONS:

The Policy Committee are asked to:

1.   Comment on and endorse the A Digital Winchester District ISG report, see
        Appendix 1

2.   Note the key findings in the report which will be used to influence relevant
        policies and strategies across the council and beyond

- While there is a strong need for reliable high speed broadband, there is also a relatively low rate of satisfaction with its current provision.

- A clear plan and goal are needed to increase the quality of access, speed and reliability of broadband across the district in order to fully support the economy beyond the COVID-19 pandemic.

- Ongoing investment in infrastructure to support reliable high-speed broadband, and in the development of digital skills, is required to overcome digital exclusion and sustain the journey towards ubiquitous access.

- There are potential opportunities to exploit and deploy digital services in business, education and health sectors.

- EM3 LEP and Hampshire County Council continue to invest in infrastructure – Winchester needs to remain active to ensure it benefits fully.

1   RESOURCE IMPLICATIONS

1.1   The work to undertake the Digital Winchester task & finish group activities was delivered by staff resources from the Economy Team, which form part of the wider Economy & Communities Service.

1.2   Digital Islands were appointed to chair the Digital Winchester virtual debate, which took place on 23 November 2021 the cost of which was met from existing budget.

2   SUPPORTING INFORMATION:

2.1   Executive Summary

2.2   The study has shown widespread demand for fast, reliable broadband and for effective mobile coverage – increasingly for 5G. Public consultation indicated only 7 (out of 326 respondents) have 5G mobile coverage, yet 96.43% of the attendees at the virtual debate stated that fast and reliable digital connectivity was very important for them. If 5G is taken as an indicator of digital access, it suggests this represents is a new challenge for digital inclusion.

2.3   While there is a strong need for reliable high-speed broadband there is a relatively low rate of satisfaction with its provision.

2.4   The shift to much higher numbers of people working from home during the COVID-19 pandemic has highlighted the need for greater digital connectivity, more reliable broadband and more widespread 5G coverage.

2.5   Alongside ongoing investment in infrastructure to deliver a fast and reliable service, there is a need to foster and develop digital skills to overcome digital inequalities which can be a barrier to ubiquitous access.

3   Background

3.1   The importance of Winchester District's digital economy, including access, infrastructure and skills, led the council's Business & Housing Policy Committee to set up an informal scrutiny group (ISG) – the Digital Winchester District Task and Finish group - in Autumn 2020.

3.2   The ISG recognised that the district's professional, technical and service-led economy thrives, and is dependent on, access to excellent digital infrastructure and a highly qualified workforce. Competition for people and for market position is intense, amplified by the impact of COVID-19

3.3   The Group set itself the challenge to:

- Investigate (and define) the digital infrastructure available across the district.

- Identify issues of poor and inadequate access.

- Understand the types, impact of, digital inequalities.

- Learn about the strengths in digital innovation around the district.

- Explore the opportunities for new business – particularly supporting transformation of the economy to carbon neutrality.

- Address public concerns around advancements in digital technologies.

3.4   The objective of the work was to assemble a report and a body of evidence that could be used by the council and stakeholders, to inform decision making, support policy development, and act as a data source to attract potential investment.

4   Approach and outcomes

4.1   Digital Winchester public consultation: A public consultation was undertaken where recipients were asked to share their experiences and views.

4.2   326 individuals responded to the public survey which was hosted on citizen space. The public were offered the opportunity to complete the survey digitally or using paper copies available at a number of locations across the district. 80.6% of the respondents were residents, 15.64% were businesses and the remainder comprised community representatives and students.

4.3   Notably, 62.8% said they required high speed access for working from home pre/post COVID-19 pandemic. Others reported access that keeping in touch with friends and family and internet banking were important to them.

4.4   Only 35% and 34% were satisfied with their broadband speed and reliability respectively.

4.5   A key conclusion is to fully support the digital economy of the Winchester district after the COVID-19 pandemic, work is needed to increase the quality of access, speed and reliability of broadband across the district.

4.6   Digital Winchester Call for Evidence: A call for evidence was published to assemble relevant research and information from articles, published papers, document and options.

4.7   The research collected covers information on infrastructure, digital inclusion initiatives, 5G, case studies, and projects that could enhance the future potential of the digital economy in Winchester. The full evidence library can be found by clicking the link below:

A Digital Winchester
District - Evidence Library

4.8   The research undertaken demonstrates that there are a lot of case studies in the UK outlining potential solutions. BT have numerous ongoing projects in both urban and rural areas. There are quick wins for 5G boosting, as well as the longer-term solutions to improve connectivity.

4.9   Digital Winchester virtual debate: A facilitated on-line debate was held, supported by a panel of experts, where businesses and residents shared their views and experiences.

4.10   The 90 minute debate took place on 23 November 2021 with over 50 participants from across the District. A panel of expert witnesses supported the facilitated event, including EM3, Hampshire Superfast Broadband (HCC), BT Openreach, Geekabit, Community First and FSB.

4.11   The debate addressed topics around infrastructure; what is key to communities and the economy - including future potential; implications for jobs and working at home; issues around access and inclusivity.

4.12   The key conclusions were:

        a)   EM3 LEP and Hampshire County Council continue to invest in infrastructure – Winchester must insure it benefits proportionately.

        b)   Winchester needs to focus on achieving "ubiquitous" access.

c)   Building digital skills and overcoming digital exclusion are critical for economic health and performance.

d)   New and growing opportunities exist to exploit and deploy digital services in business, education and health sectors.

e)   If Winchester sets a clear plan and goal for building digital infrastructure and access across the district, this will play a vital part in realising the full potential of the local economy in the years ahead.

4.13   The full Digital Winchester District report, Appendix 1, gives the results in more detail.

5   **Next steps**

5.1   The findings of this study will remain available with the council's website as a source of information for policy makers, investors and influencers.

5.2   These findings will be used to inform and align with appropriate policies, strategies and development plans across the council including the Council Plan, the Green Economic Development Strategy, the Movement Strategy, the Carbon Neutrality Action Plan, Homes for all, and feed into major projects.

6   OTHER OPTIONS CONSIDERED AND REJECTED

6.1   Do nothing. Given the increase in discussions around the current positioning of the Winchester District's digital economy including access, infrastructure and skills, the council's along with the changing work patterns resulting from the COVID-19 pandemic, it was considered that doing nothing was not acceptable.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

Verbal updates at:

Printed Minutes 30th-Nov-2021 18:30 Business and Housing Policy Committee

Printed Minutes 21st-Set-2021 18:30 Business and Housing Policy Committee

Printed Minutes 22nd-Jun-2021 18:30 Business and Housing Policy Committee

Other Background Documents:-

Evidence library can be found on the link below:

[PDF]
A Digital Winchester
District - Evidence Libr

The virtual debate heard at https://youtu.be/7oTdeX3gOmY.

APPENDICES:

Appendix 1:   A Digital Winchester District Summary Report

A Digital Winchester District Summary Report

Executive Summary

Since the onset of the COVID-19 pandemic, the need has grown to deliver robust digital services and capacity across the UK. The digital sphere is where we now work from home and stay in contact with friends and to kick-start family. As work gets underway to revive and rejuvenate our communities, and reinvigorate economic development, strengthening our digital infrastructure, and closing digital divides – both economic and social - are critical to success.

In the light of discussions around the current positioning of Winchester District's digital economy including access, infrastructure and skills, the council's Business Housing Policy Committee set up an informal scrutiny group (ISG) – the Digital Winchester District Task and Finish group in Autumn 2020.

The ISG recognised that the district's professional, technical and service-led economy thrives, and is dependent on, access to excellent digital infrastructure and a highly qualified, digitally literate workforce. Competition for people to build a strong market position is intense and has been amplified by the experience of Covid-19.

The Group set itself the challenge to:

1. Investigate (and define) the digital infrastructure available across the district.
2. Identify issues of poor and inadequate access.
3. Understand the types, impact of, digital inequalities.
4. Learn about the strengths in digital innovation around the district.
5. Explore the opportunities for new business – particularly supporting transformation of the economy to carbon neutrality.
6. Address public concerns around advancements in digital technologies.

The aim of the work was to create a think piece report and body of evidence that could be used by the council and stakeholders to inform decision making, support policy development and act as a data source to attract potential investment. The goal was to encourage in depth investigations around what could be done to meet the needs of the district.

The approach

Four challenges were set to structure the work alongside a series of challenge questions to provide focus to the work ahead.

The challenges are:

1. Infrastructure

- What are the gaps in digital provision and how can they be solved?
- What are the barriers to digital connectivity?
- What infrastructure provision will achieve greatest impact and benefit?

2. Access

- What are the varying level of experience of broadband and mobile services across the district?
- Do our various communities have equal access to broadband and mobile services?

3. Opportunity

- What new business and social opportunities can be achieved through fast reliable broadband and 5G technologies?
- How are opportunities constrained? What will help overcome these constraints?
- What are people trying to achieve digitally?

4. Future potential

- What technology and digital achievement could benefit the local economy and communities in the future, and which are not currently available within the district?
- How would solutions which are not currently available aid COVID-19 recovery?
- What considerations should be taken to future proof provision?

Winchester City Council's Economy team delivered three elements of work to answer the challenges set for a Digital Winchester District.

Firstly, a public consultation, which asked residents, businesses, community groups, organisations, and students to help them understand the ever-changing digital needs of the district.

Secondly, a call for evidence to gather relevant research and information from articles, published papers, documents and opinions to build up an evidence base for these challenges.

Thirdly, a virtual event on 23 November 2021. The 90-minute debate was attended by over 50 participants and gave businesses, residents, and experts a chance to have their say on the digital future of Winchester. The key challenges were debated, and a series of polls were held during the virtual event.

Combining the three parts of this project has now created more of an understanding of the digital experience of those within the district, as well as their digital needs and future potential.

The COVID-19 pandemic has highlighted the need for stronger connectivity, more reliable broadband and Wi-Fi and more widespread 5G coverage, due to the shift in the working population working from home.

Once the three strands of this project were finalised, the evidence was reviewed with the aim of exploring:

- What a digital Winchester means for the different communities of the Winchester district, including residents, businesses and community groups, organisations, students.
- The benefits of 5G to the city and district.
- The experience of digital connectivity during COVID-19.

Project objectives

Public consultation	To understand the changing digital needs of residents, businesses, organisations, employers, innovators, and investors.
Call for evidence research	To collate research for an evidence library to understand what could be achieved and how other local authorities are moving forward
Online debate event	An online event which had expert speakers and local witnesses debating the key challenges outlined - https://youtu.be/7oTdeX3gOmY.

Digital Winchester Public Consultation

A public consultation was launched on 21 January 2021 and closed on 5 January 2022. It gained 326 responses from a mixture of businesses, community group representatives, students, and residents.

To address digital exclusion and reach those who might not be online or have the equipment to be online, we left hard copies of the survey at several different venues.

Digital Winchester Survey Responses

- Businesses
- Residents
- Community representitives
- Students
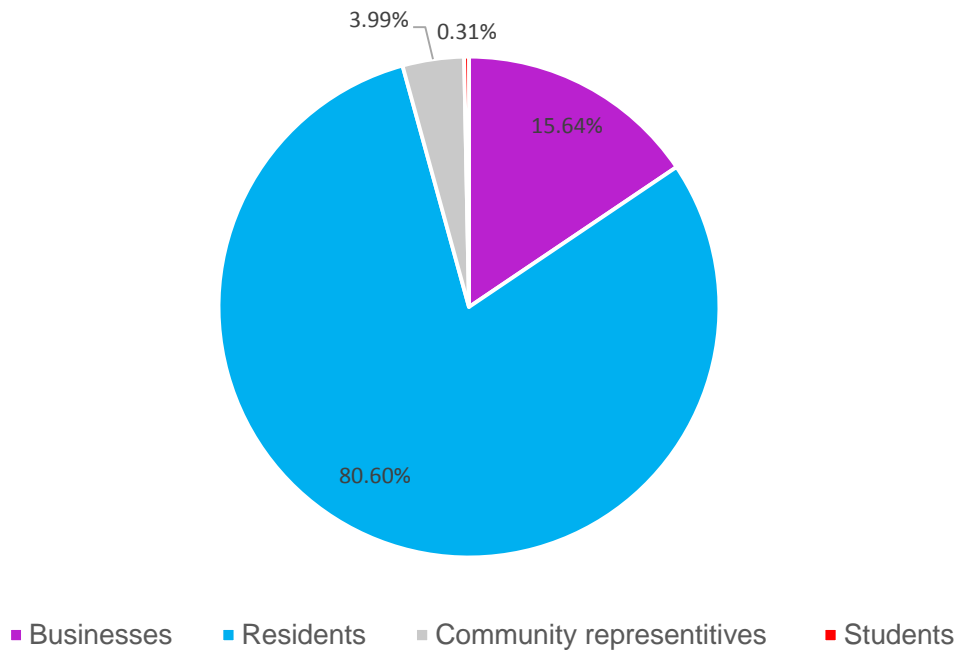
Out of the 326 respondents, 240 of them stated that they require reliable high-speed broadband to keep in contact with friends and family, 214 need it for internet banking and 205 require it for working from home pre/post the COVID-19 pandemic.

Only 35% (115) were satisfied with their broadband speed and 34% (110) were satisfied with the reliability.

7 respondents had 5G mobile coverage, 119 had access to 4G only mobile coverage. With 46 having 3G or less/limited coverage.

Summary and conclusion:

While there is a strong need for reliable high-speed broadband the rate of satisfaction with its provision is relatively low.

Work is needed to increase the quality of access, speed, and reliability of broadband across the district to fully support the digital economy of the Winchester district beyond the COVID-19 pandemic.

The full results of the survey can be found on the link below:

A Digital Winchester District full public con

Call for evidence – research

The call for evidence was published on 21 January 2021, inviting stakeholders, organisations, business, and the public to submit relevant research and information from articles, published papers, documents and opinions to build up an evidence base for these challenges.

Due to the low numbers of uploaded pieces of evidence, the Economy team carried out its own desk research.

Following the four challenges set out by the Task and Finish group at the beginning of the project, evidence has been collected to support each of them. The research that has been collected is a mixture of infrastructure facts, digital inclusion initiatives, 5G information, case studies, such as using street furniture to boost 5G, and projects that could enhance the future potential of the digital economy in Winchester.

The full evidence library can be found on the link below:

A Digital Winchester
District - Evidence Lib

Summary and conclusion

There are a lot of case studies in the UK for potential solutions.

BT have numerous ongoing projects with both urban and rural areas.

There are quick wins for 5G boosting, as well as the longer-term solutions to improve connectivity.

There are a lot of digital charities and organisations who are already working hard on decreasing the digital divide, including Digital Champions.

Examples of what other places are doing/trying to achieve:

- Use of street furniture to boost 5G roll out

- The University of Stirling is working with BT to ensure those in rural areas have access and connectivity just the same as their counterparts in urban areas. So, they can all equally enjoy the same educational opportunities.

- Bournemouth, Christchurch and Poole Council – Smart Place – Smart Place Topics – 5G in Bournemouth – Their plan to improve industry and logistics – Building a research and development consortium – Smart Place Pilot Cabinet Report

- The Welsh Government is bringing 5G mobile connectivity to support pilots across education, transport, tourism and farming in Blaenau Gwent and neighbouring Monmouthshire.

Virtual debate event
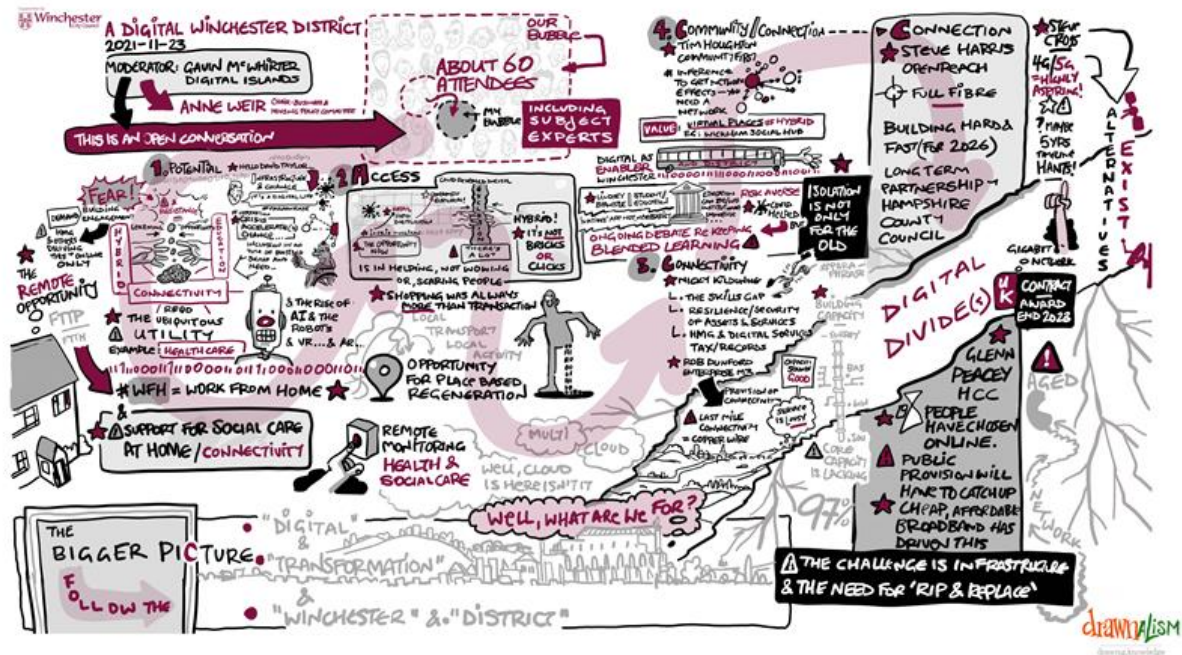
Credit: Matthew Buck at Drawnalism

The digital debate took place on 23 November 2021 at 5pm. The 90-minute debate was chaired by Gavin McWhirter from Digital Islands, who spoke to the strong line-up of experts, and encouraged attendee engagement, about the key challenges identified: digital infrastructure, access, opportunity, and future potential.

Expert name	Business/Organisation
Glenn Peacey	Hampshire Super-Fast Broadband
Jackie Mulligan, CEO	ShopAppy
Tim Houghton, CEO	Community First
Robert Dunford	Enterprise M3
Nicola Kildunne	Federation of Small Business
Stephen Cross	Geekabit
Rowlando Morgan	CEBR
Stephen Harris	BT Openreach
Lindsay Birtwhistle	University of Winchester
David Taylor, CEO	DNA6

The discussion looked at the challenges as tools to drive the debate amongst the 50+ attendees. Providing the experts, the opportunity to hear first-hand where the issues, challenges and opportunities are within the Winchester district.

The conversation sparked extensive, lively, and open discussion which covered multiple digital topics including:

- Hard infrastructure questions, including whether it is all about fibre broadband or a mix and what that might look like.
- The opportunity horizons we need to be thinking about in relation to the local economy and what is important to us.
- The implications for jobs and how people will work after the COVID-19 pandemic.
- The future potential, particularly around the areas like health and social care, education, and learning.
- The issue around access and inclusivity, which touches us all and covered the opportunities to build skills that digital connectivity can bring.

A series of polls were held during the debate, both on Slido and in the chat function. *Please note, not all attendees took part in these.*

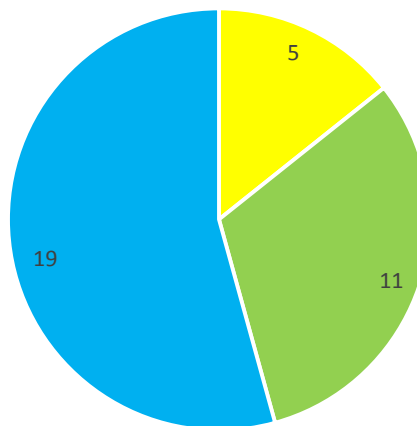Poll 1: **Why do you want faster, more reliable digital connectivity?**
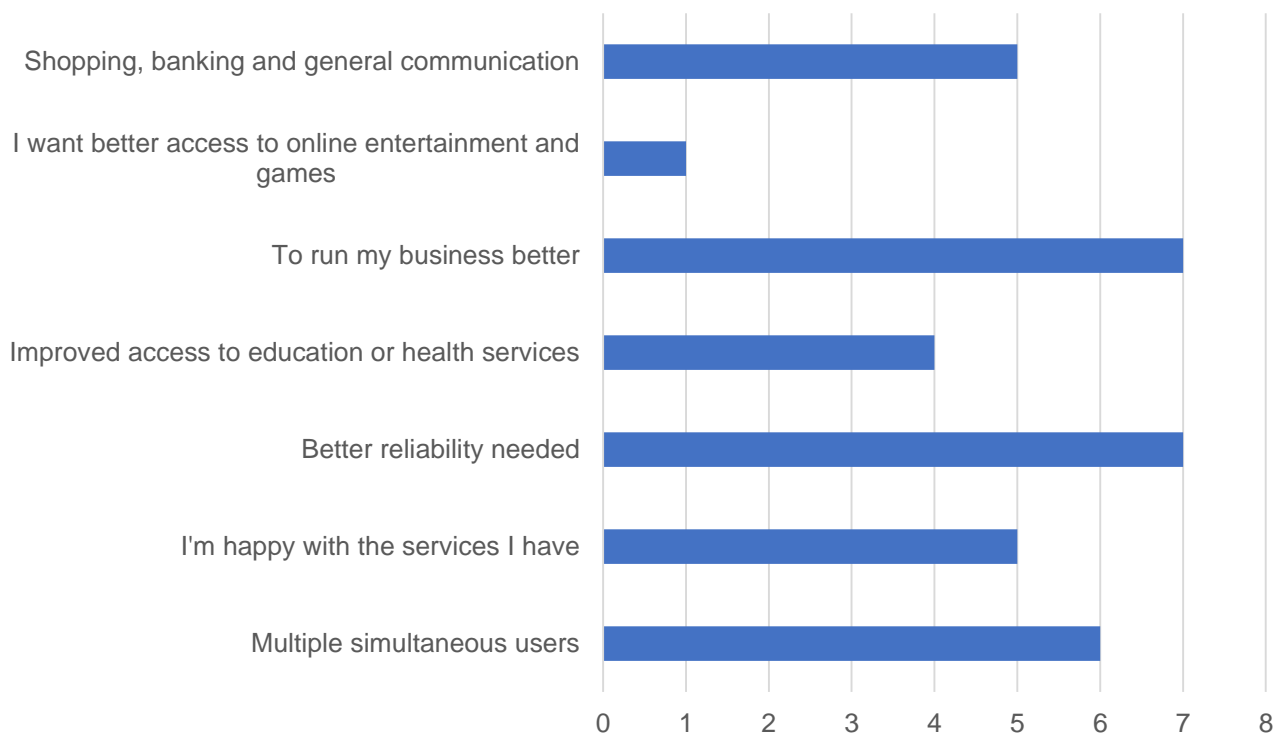
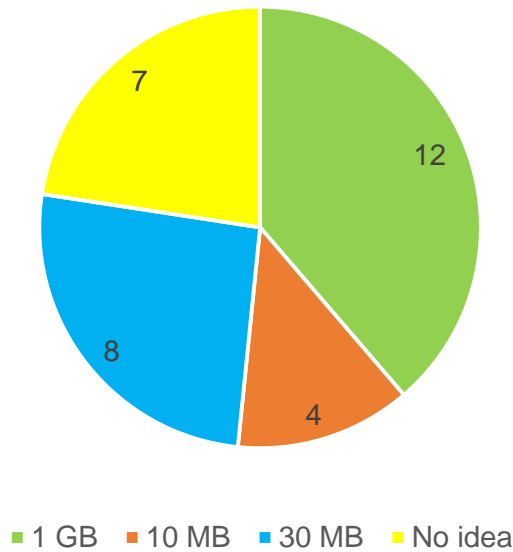## Poll 2: **How important is fast, reliable digital connectivity to your life?**
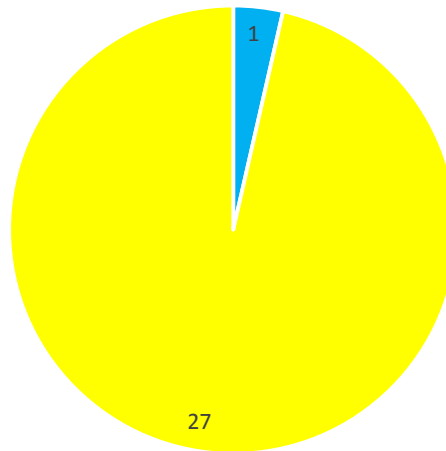
Not very Very

Poll 3: **Which is more important to you, speed or reliabiity?**

Speed Reliability Both

Poll 4: **How fast is fast enough for your digital needs?**

■ 1 GB ■ 10 MB ■ 30 MB ■ No idea

As well as the polls held on Slido, we also included three chat questions, to steer the comment box. These were:

1: If you have a mobile signal/broadband issue, who would you approach for a solution?

2: Do you think Winchester District's digital connectivity needs to be improved?

3: Are you satisfied with your mobile signal/internet data at home/work?

These aided the discussion in the comment box throughout the event and the full comment discussion can be seen on the link below:

A Digital Winchester
District - Virtual Deba

Some of key messages that were highlighted from experts and attendees of the online debate:

Infrastructure

- Rather than focusing on if we need it, we need to establish how quickly can we get ubiquitous fast access to superfast broadband and 5G coverage.

- Enterprise M3 outlined their plans to address the data from Department for Digital, Culture, Media & Sport which shows that only 26% of England benefits from capable connectivity (1000mbps/second), well behind many other countries such as Sweden which has 75%. We heard how their digital strategy illustrated the connectivity challenges in rural locations, despite superfast broadband being available locally. The development of the digital spine, currently planned to come down as far as Basingstoke will deliver 1 GB fibre-spine to premises that cannot access broadband. This will encourage the private sector to build off the spine to increase connectivity for more people.

- Openreach investing of £15bn in the network supporting over 31m homes over the last decade with full fibre as the immediate priority for Openreach to guarantee speed and reliability. A further £15bn to reach 25million homes by 2026 is planned to include £6m to support those in the toughest to connect locations.

- In terms of Winchester, with Hampshire County Council, 5,000 homes have been upgraded to date with a further 9000 planned. This will include 4 rural locations for exchanges within the district.

- Hampshire County Council, superfast broadband explained they are to commit that 80-85% of population in Hampshire is planned to be able to access 1GB connectivity by 2025. We were reminded that the UK is the world's largest spender online of retail sales per head and the third largest globally in terms of online spend for the economy just behind US and Japan.

Access

- There is a clear digital divide both in terms of geography and demographically. A project that supported 1300 digitally isolated to get online saw 30% of the over 70s forming part of that digital isolation.

- The Federation of Small Business reported that 26% of business owners felt the limitations of their digital skills were holding back the development of their business.

Opportunity

- Digital is emerging as the fifth industrial revolution along with the need for people, process, and technology to achieve digital success.

- Two thirds of consumers are now shopping online and 60-70% of high street businesses, because of the pandemic, have developed an online presence verses 30% pre pandemic. The high street must therefore be visible in an online world with "clicks driving to bricks" – online presence driving physical and virtual footfall with a seamless connectivity between on and offline enabling consumers to effectively choose the channel that is right for them. The narrative that the high street is dead must be challenged as this is what consumers are being led to believe.

- We heard how the education sector were initially reticent to harness the opportunities around e-learning but now the COVID-19 pandemic has brought about a revolution in this area for education. The discussion now is around if this will become legacy in terms of ways of delivering education into the future.

- The need for businesses to have a digital plan to harness the opportunities of a transformational journey.

Future Potential

- The Centre of Economics & Business Research said that digital change could generate an extra £76bn in UK GDP by 2025 and £236bn by 2040, demonstrating 6.5% growth. Regional economies could benefit up to £33bn as workers re-locate and spend disposable income in areas with best digital connectivity.

- A need to be clear on what the end goal looks like and how we are going to leverage technology in the next 5 – 10 years.

Coverage and Investment

There is 97% availability of superfast affordable broadband across the county. The Winchester district falls slightly below the county coverage, with 94% having access to superfast affordable broadband. The real challenge is the remotely located 6% that don't have access to this, double the overall county position. Often access is available locally, but to provide the 6% with access requires a significant upgrade to networks that already serve many more users adequately. The cost of this is often not commercially viable, which is where government is stepping in. The Hampshire superfast programme has updated 110,000 properties in this circumstance over the last 8 years. About half of these properties have opted for the 1GB connectivity which gives a sense of appetite. There is more to do, and the government has committed to 1GB of connectivity to everybody by 2032 with an allocation of £5bn funding to deliver this ambition. The first procurement to fill the gap between the

commercial sector provision and the overall requirement has started. For Hampshire we are in priority group of Phase 1B starting in February 2022 for procurement with a contract being awarded by the end of 2022 and delivery to commence in early 2023. Supplier/s are yet to be determined as part of the procurement process. It is suggested that it will take around 5 years for this to benefit the Winchester district.

The virtual digital debate has been uploaded to YouTube, here. The recording has also been uploaded to our A Digital Winchester District webpage, here.

Summary and conclusions

EM3 LEP and Hampshire County Council are investing in infrastructure

Need to focus on ubiquitous access

Need to address digital skills and digital exclusion

Greater opportunity to exploit and deploy digital services exits in business, education, and health sectors.

Digital change has the potential to significantly contribute to the economy if there is a clear plan and end goal.

Digital Winchester District Task and Finish Group Findings

A Digital Winchester District has evidenced a very significant demand for fast and reliable broadband and for 5G mobile coverage. The public consultation which indicated that only 7 (out of 326 respondents) have 5G mobile coverage whereas 96.43% of the attendees in the digital debate stated that fast and reliable digital connectivity was very important for them, suggests there is a considerable way to go to achieve full digital inclusion.

The call for evidence research Indicates that this has been an ongoing challenge since the world became digitally reliant. It's vital that the challenges are explored further and those who could improve these services are supported.

Modern day life is increasingly turning to digital technologies to revitalise and support communities. Technology has the potential to bring value to everyone, regardless of their age, religion, career, disability, or location. However, without inclusive digital growth, those that most need this support could be left behind. Universal connectivity and access to digital skills are critical.

There is a need to continue to support and benefit from the growth of the digital economy, however all must be given the same opportunity by reducing and ultimately eliminating the digital divide and inequality.

The debate heard that there is significant investment into improving the digital infrastructure at national and local levels. As district we must ensure the case is made to secure this investment for our communities.

Conclusions

While there is a strong need for reliable high-speed broadband the rate of satisfaction with its provision is relatively low.

Increasing the quality of access, speed, and reliability of broadband in the district is essential to fully support the digital economy of the Winchester district beyond the COVID-19 pandemic.

EM3 LEP and Hampshire County Council are investing in infrastructure -Winchester needs to ensure it benefits proportionately.

There's a need to focus on ubiquitous access

A priority should be addressing digital skills and digital exclusion

Realise the potential of opportunities to exploit and deploy digital services exits in business, education, and health sectors.

Digital change has the potential to significantly contribute to the economy with a clear plan and end goal – what this means for Winchester.

There are a lot of case studies in the UK for potential solutions.

BT have numerous ongoing projects with both urban and rural areas.

There are quick wins for 5G boosting, as well as the longer-term solutions to improve connectivity.

There are a lot of digital charities and organisations who are already working hard on decreasing the digital divide, including Digital Champions.

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A Digital Winchester District – Evidence Library

Infrastructure

What is Superfast, Ultrafast and Gigabit broadband?

BCP Council - built a wholesale active fibre spine across the BCP area and the rest of Dorset. The 400km route includes 210 identified points of interest such as industrial estates, towns, educational establishments, and hospitals. Investment sought £50m-£65m.

5G Solution - Leveraging our unique skills and knowledge obtained in setting up the UK's only local authority fully owned and operated 5G testbed, we will create a business focused on the deployment of 5G private networks. Initial deployments will be at industrial sites across Dorset, followed by the capability to operate worldwide. Investment sought £30-£35m.

Place-based Data Insight System - Our Place-based Data Insight System will ingest and analyse data at scale. This capability will form the foundation upon which Smart Place solutions are built. Initial deployment to the BCP area with future replication to places worldwide. Investment sought £25-£30m.

Place-Based Integrated Applications - The Applications programme will build the technical, commercial, and operational capability to create an innovative digital public portal that allows citizens, organisations and visitors to engage with their "Place". This will become the home to a core set of place-based applications which leverage intelligence from the Smart Place Data Insight System, providing a full range of locally integrated online services, from hospitality and retail, through mobility and transport, to health and social care. Investment sought £30-£35m

PDF
OFCOM
- Information on 5G, which includes health concern reference: 5G_mobile_technolog

- Provider Ogi building better broadband for Wales

- The Welsh Government is bringing 5G mobile connectivity to support pilots across education, transport, tourism and farming in Blaenau Gwent and neighbouring Monmouthshire.

- Information from BCP Council on EMF monitoring

- RF EMF Guidelines 2020 - The ICNIRP Guidelines on Limiting Exposure to Electromagnetic Fields are for the protection of humans exposed to radiofrequency electromagnetic fields (RF) in the range 100 kHz to 300 GHz. The guidelines cover many applications such as 5G technologies, Wi-Fi, Bluetooth, mobile phones, and base stations.

- [UK Government information on low frequency electric and magnetic fields](#)

- [Government unveils plans to relax mast rules to end mobile signal blind spots](#)

- [Benefits of high-speed internet case study – Source: UK government](#)

- [Building Digital UK – Government delivering broadband to the nation](#)

- [EM3 5G Project](#)

- UK Government Digital Infrastructure Toolkit:

Digital_Infrastructure
_Toolkit.pdf

Access

- An initiative in Leeds (by the City Council) where their aim is to tackle the digital divide by working with the public to bring them online and give them the skills, they require to be digital aware: [100% Digital Leeds](#)

- [Online Centres Network](#) are working to tackle the digital and social exclusion

- [Digital Unite](#) are working the Digital Champion approach

- [Learn My Way](#) offers free courses for the public to learn digital skills and to stay safe and connected

- [BT offer free courses to help with feeling more confident and to develop digital skills](#)

Norwich City Council have worked closely with the organisation [Citizens Online](#) to identify the groups of people who are likely to need high levels of support to use the internet. The Citizens Online final report showed that the Norwich population can be broken into the following groups:

- *Owner occupiers in older-style housing in ex-industrial areas 6%*
- *Couples and young singles in small modern starter homes 8%*
- *Families in low-rise social housing with high levels of benefit need 9% - very low propensity to self-serve*
- *Young people renting flats in high density social housing 10% - very low propensity to self-serve*
- *Lower income workers in urban terraces in often diverse areas 11% - very low propensity to self-serve*
- *Elderly people reliant on state support 13% - very low propensity to self-serve*
- *Residents with sufficient incomes in right-to-buy social housing 14%*
- *Young, well-educated city dwellers 29%*

Opportunity

- Rushmoor – 'Digital Hub' is a co-working space called Rocket Desk

- The University of Stirling is working with BT to ensure those in rural areas have access and connectivity just the same as their counterparts in urban areas. So, they can all equally enjoy the same educational opportunities.

- BT and Belfast Harbour partner to build the UK and Ireland's first 5G private network for ports - Belfast Harbour (belfast-harbour.co.uk)

- Digital Catapult is working with the UK Government to advise, design and deliver programmes for the UK's digital ecosystem

- Employment and Training Support for people in Rushmoor:

Rushmoor Skills.pdf

Future Potential

- Use of street furniture to boost 5G roll out

- BT is working with Leeds City Country to drive inclusive growth and help combat the digital divide. The partnership will also support the roll-out of 5G mobile coverage to 70 percent of the area by 2023, including approximately 81 percent of the city's council houses, thereby making Leeds the largest "5G capable" city outside of London. More information - Leeds full fibre broadband build passes the 100k mark (openreach.com)

- North Lanarkshire Council teamed up with BT to create the first 5G-enabled immersive classroom to Scotland

- Gigabit-broadband in the UK: Government targets and policy

- EM3 Town Analysis – future growth

- Understanding the Impact of Digital Developments in Theatre on Audiences, Production and Distribution

- EM3 Digital Spine:

Item 8 - Digital Fibre Spine.pdf

- [The Chancellor announced in the 13 March 2018 Spring Statement the first successful wave of the Challenge Fund, providing over £95 million for 13 areas](#)

- [Project Gigabit: Phase One Delivery Plan](#)

- [Shared Rural Network (SRN) -transparency commitment publication](#)

What are other areas are doing?

- Bournemouth, Christchurch and Poole Council – [Smart Place](#) – [Smart Place Topics](#) – [5G in Bournemouth](#) – [Their plan to improve industry and logistics](#) – [Building a research and development consortium](#) – [Smart Place Pilot Cabinet Report](#)

- [Gloucestershire County Council Digital Strategy 2018-2023](#)

- [Maidstone Borough Council Digital Strategy 2018-2021](#)

- [Aberdeenshire's Digital Strategy 2020-2025](#)

- [Coventry City Council](#)

- [Oxford City Council](#)

- [Woking Borough Council Digital Strategy 2022-2025](#)

- [Basildon Borough Council Digital Inclusion Policy](#)

- [Bridgend County Borough Council Digital Strategy](#)

- [Broadband in Surrey report](#)

- [Hampshire County Council Broadband update](#)

- [Hampshire Super-Fast Broadband programme](#)

- [Rushmoor Borough Council, customer and digital strategy](#) – [Rushmoor Local Plan](#)

- [Dorset Digital and Enterprise Innovation Hubs project report](#)

- [Havant Borough Council and East Hampshire District Council](#)

- [Lancashire County Council](#)

- [West Dunbartonshire Council](#)

- [Surrey County Council](#)

- [Portsmouth City Council](#) – Smarter cities review

- [Swindon and Wiltshire](#)

OTHER

- [Citizen Online](#), a digital inclusion charity, have completed extensive projects throughout the UK towards the digital skills and divide we face as a nation.

- [BT full information on their projects across the UK](#)

- [Evaluation of the Super Connected Cities Programme: Final Synthesis Report](#)

- [Hampshire 2050](#)

- [Lloyds Bank UK Consumer Digital Index 2021](#)

- [Lloyds Bank Essential Digital Skills Report 2021](#)

- [Connected Nations 2020 report – Ofcom](#)

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WINCHESTER CITY COUNCIL – BUSINESS & HOUSING POLICY COMMITTEE WORK PROGRAMME

	Item	Lead Officer	Date for Cttee	Date for Cabinet
1	Neighbourhood Services - Engagement Programme'	Amber Russell	1 Mar 2022	
2	Winchester City Council - Landlord Lettings Policy	Amber Russell	1 Mar 2022	
3	The Homelessness Prevention Grant – Spending Plan 2022/23	Karen Thorburn	1 Mar 2022	June 2022
4	Digital Task Force	Susan Robbins	1 Mar 2022	
5	Shop Appy	Susan Robbins	1 Mar 2022	
6	Green Economic Development Strategy - Update	Susan Robbins	July 2022	
7	Housing Company	Gillian Knight	July 2022	September 2022
8	Housing Strategy	Gillian Knight	November 2022	March 2023

Agenda Item 11

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