

**Decisions taken by the Cabinet Committee: Housing on Tuesday, 14 November 2023**

Agenda Item No	Topic	Decision	Reasons	Alternative Options
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**Part A – Items considered in public**

A7	Housing Strategy 2023-2028	<ol style="list-style-type: none"> <li>1. That the Housing Strategy 2023-2028 be approved and adopted.</li> <li>2. That authority be delegated to the Strategic Director with responsibility for housing, in consultation with the Cabinet Member for Housing to correct any typographical errors, update metrics and statistics and to add to the Housing Strategy Delivery Plan (as set out in Appendix 2 of report CAB2310(H)) reference to the Nature Emergency declaration and action being taken.</li> </ol>	<p>The Local Government Act 2003 requires all local housing authorities to publish a Housing Strategy setting out a vision for housing within its district, including housing objectives, targets, and policies on how the authority intends to manage and deliver its strategic housing role.</p> <p>The current strategy expires in 2023 and a review is appropriate.</p> <p>The Housing Strategy 2023 to 2028 is a high-level strategic plan that sets out the council’s vision and housing objectives to ensure we meet the housing</p>	<p>It is a legal requirement of all local housing authorities to publish a housing strategy setting out a vision for housing within its district, including on how the authority intends to manage and deliver its strategic housing role.</p>
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			<p>aspirations and needs of our residents. It sets out how we will enable households to live in energy efficient, safe homes and sustainable neighbourhoods within the context of National Housing Policy, the Council Plan and Local Plan.</p> <p>The Housing Strategy has 4 key objectives setting out where we will be in 2028. The actions to deliver on the objectives is outlined in the Delivery Plan at appendix of the report CAB3410(H).</p> <p>This is a Housing Strategy that recognises our achievements, acknowledges our challenges, but most importantly looks to the future.</p>	

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A8	Tenant Satisfaction survey results	<ol style="list-style-type: none"> <li>1. That the survey results be noted.</li> <li>2. That the recommendations for service improvement and actions in section 12.5 of report CAB3429(H) be approved.                             <ol style="list-style-type: none"> <li>a) Repairs &amp; maintenance – actions to address outstanding repairs and improve performance in relation to listening to views</li> <li>b) Examine how the housing service can improve its approach to anti-social behaviour</li> <li>c) Investment in customer excellence training</li> <li>d) New engagement</li> </ol> </li> </ol>	<p>Tenant satisfaction surveys are an important tool to find out what’s important to tenants and what they think about the service. The council has carried out these surveys for over 20 years under a mix of statutory and discretionary regimes.</p> <p>Report CAB3429(H) presents the results from the first survey conducted under the new regulatory Tenant Satisfaction Measures (TSMs) format. This format has been introduced by the Regulator of Social Housing (the regulator); to standardise the questions asked and make it possible to compare the performance of housing providers on issues that matter to tenants.</p> <p>There are 12 TSMs which</p>	<p>Listening and engaging with our residents is a key priority for the council and we do this in many ways, through day-to-day services, TACT and formal surveys. Our existing survey approach has been reviewed to allow careful and rigorous comparison in the sector and although the questions are specified the method of delivery is not.</p> <p>Consideration was given to a quarterly survey conducted on a rolling programme i.e. surveying a proportion of all tenants each quarter. An annual survey was considered the most effective and time efficient approach. It removed both the burden of analysing the results several times throughout the year and the consideration that would be required in</p>

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		<p>model to appeal to under 35 year olds</p> <p>e) Investigate differences in satisfaction levels across the different district areas through community engagement activities</p> <p>f) Improve complaints handling performance</p> <p>g) Communal areas to be kept clean and maintained</p>	<p>housing providers are required by the regulator to collect through an annual tenant satisfaction survey. This report also provides results where comparison has been possible with previous years as the text of questions remains unchanged.</p> <p>There was a 46% response rate to the survey. The council's results mirror the sector wide trend of reduced satisfaction levels across the indicators. The results for most of the TSMs are broadly in line with the average ARP Research (the organisation commissioned to carry out the survey on the council's behalf) benchmark median of other landlords for whom they have conducted surveys with TSM questions over the last</p>	<p>respect of possible seasonal fluctuations. It was decided that one annual survey would be the most efficient way to map trends and inform business planning.</p>
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			<p>18 months.</p> <p>The report makes service improvement recommendations based on what tenants have said. The development of the service improvement plans will take place with the new tenant engagement structures to be considered later this year.</p>	