



Meeting	Cabinet Committee: Housing
Date and Time	Tuesday, 14th November, 2023 at 10.00 am.
Venue	Walton Suite, Guildhall, Winchester and streamed live on YouTube at www.youtube.com/winchestercc

Note: This meeting is being held in person at the location specified above. Members of the public should note that a live video feed of the meeting will be available from the council's YouTube channel (youtube.com/WinchesterCC) during the meeting.

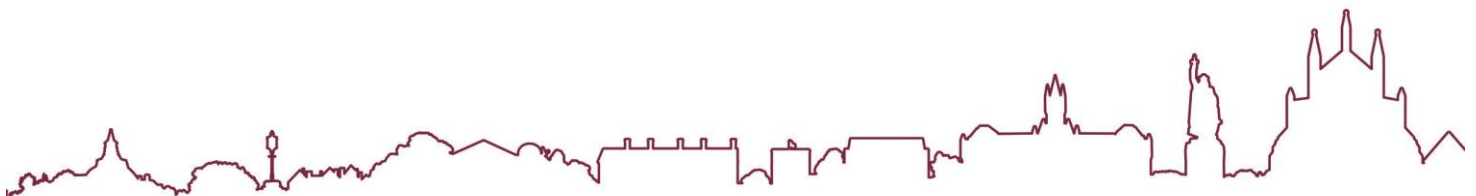
A limited number of seats will be made available at the above named location however attendance must be notified to the council at least 3 working days before the meeting. Please note that priority will be given to those wishing to attend and address the meeting over those wishing to attend and observe.

AGENDA

PROCEDURAL ITEMS

- 1. Apologies**
To record the names of apologies given.
- 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, personal and/or prejudicial interests in accordance with legislation and the Council's Code of Conduct.
- 3. To note any request from Councillors to make representations on an agenda item.**
- 4. Public participation**
NB members of the public are required to register with Democratic Services three clear working days before the meeting (contact: democracy@winchester.gov.uk or 01962 848 264).

Members of the public and visiting councillors may speak at this Committee, provided they have registered to speak three working days in advance. Please contact Democratic Services **by 5pm on Wednesday 8 November 2023** via democracy@winchester.gov.uk or (01962) 848 264 to register to speak and for further details.



BUSINESS ITEMS

5. **Minutes of the previous meeting held on 10 July 2023** (Pages 5 - 10)

6. **Chairperson's announcements**

7. **New Homes Programme Update (verbal update)**
Presentation to follow

8. Housing Strategy 2023-2028 (Pages 11 - 68)

Key Decision (CAB3410(H))

9. Tenant Satisfaction survey results (Pages 69 - 140)

Key Decision (CAB3429(H))

10. Date of next meeting

5 February 2024

- New Homes programme update (standing item)
- Housing Engagement and Communication Plan

Laura Taylor
Chief Executive

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6 November 2023

Agenda Contact: Nancy Graham, Senior Democratic Services Officer Email: ngraham@winchester.gov.uk or phone 01962 848 235

MEMBERSHIP

Cabinet Committee: Housing

Councillors Westwood (Cabinet Member for Housing – Chairperson), Becker and Cutler

Non-voting invited councillors: Councillors Batho, Horrill, Miller and Rutter

Non voting TACT representatives: Two representatives and one deputy (names tba)

In the event of any member of Cabinet not being available for a meeting of the Cabinet Committee another member of Cabinet may deputise where no conflict arises. Deputies for the non-voting invited councillors can be appointed from any group at the Chairperson's discretion.

Quorum = 2 voting members

TERMS OF REFERENCE

Cabinet Committee: Housing – Included within the Council's Constitution (Part 3, Section 2)

Public Participation at meetings

Representations will be limited to a maximum of 3 minutes, subject to a maximum 15 minutes set aside for all questions and answers.

To reserve your place to speak, you are asked to **register with Democratic Services three clear working days prior to the meeting** – please see public participation agenda item below for further details. People will be invited to speak in the order that they have registered, subject to the maximum time period allowed for speaking not being exceeded. Public Participation is at the Chairperson's discretion.

Filming and Broadcast Notification

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CABINET COMMITTEE: HOUSING

Monday, 10 July 2023

Attendance:

Councillors
Westwood (Chairperson)

Becker

Cutler

Non-voting invited councillors

Councillors Batho, Horrill and Miller

Non-voting invited TACT representatives

Mr D Chafe and Mr D Light

Apologies for Absence:

Councillors Scott

[Video recording of this meeting](#)

1. **APOLOGIES**

Apologies were received as noted above.

2. **DISCLOSURE OF INTERESTS**

There were no declarations of interest made.

3. **PUBLIC PARTICIPATION**

Ian Tait spoke regarding the new homes programme update and CAB3406(H) and his comments are summarised under the relevant minutes below.

4. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED:

That the minutes of the previous meeting held 21 March 2023 be agreed as a correct record.

5. **CHAIRPERSON'S ANNOUNCEMENTS**

The Chairperson announced that following the receipt of the Local Authority Housing Fund (LAHF) government grant of £2.7m to assist with proposals to house refugees which was reported to the Committee at its March meeting, the

council had successfully contracted to purchase 16 former houses in multiple occupation and reinstate them as family homes. Following an approach to the Department for Levelling Up, Housing and Communities (DLUHC) the Council has been offered additional LAHF funding to finance the acquisition of 22 additional homes. This requires approval of a revised memorandum of understanding and a report will be submitted to Cabinet on 13 September 2023.

6. **NEW HOMES PROGRAMME UPDATE (VERBAL UPDATE)**

Ian Tait spoke during public participation as summarised briefly below.

He reiterated his suggestion made at previous meetings that the council required a site capable of delivering a far greater number of homes in order to meet its targets. He queried whether there were any current proposals for new council homes at Pitt Vale. He also asked how the phosphates issue was impacting on the new homes programme. Finally, he queried the current situation regarding affordable housing provision on the North Whiteley MDA.

Councillor Westwood and the Head of New Homes Delivery responded to the comments made, including confirming that the emerging local plan did not include any proposals for development at Pitt Vale.

The Head of New Homes Delivery gave a presentation which was available on the council's website [here](#) and responded to questions and comments raised by members on the following:

- a) car parking provision at Southbrook Cottages and Woodman Close.
- b) update on the progress of the Passivhaus plus scheme at Micheldever.
- c) update on the provision of an extra care scheme at Kings Barton.
- d) the anticipated demand for the new one-bedroomed flats at Winnall.
- e) the enhanced open space provision at Abbots Barton in relation to the Dyson Road development.

RESOLVED:

That the update be noted.

7. **ESTABLISHING A LOCAL HOUSING COMPANY (LESS EXEMPT APPENDICES)**
(CAB3406(H))

Councillor Westwood introduced the report which set out the financial business plan for consideration and referral to Council for approval.

Ian Tait spoke during public participation as summarised briefly below.

He highlighted the number of years the council had been discussing the proposal for a local housing company and queried what the benefits would be. He was unsure about the financial modelling and believed that the additional housing proposed could have been offered in conjunction instead with a registered housing provider. He also queried why the housing company had not been used to purchase the 16 HMOs referred to under the chairperson's announcements above.

The Strategic Director responded to the comments made, including outlining the benefits to the HRA of the housing company.

The Strategic Director, Corporate Head of Housing and Corporate Head of Finance responded to questions and comments from members and TACT representatives on the following:

- a) The acknowledged potential risk and impact on the General Fund through the VAT treatment on expenditure;
- b) The requirement to produce financial accounts in two different formats.
- c) The level of the proposed management charges to be deducted by Venta Living Ltd from rent collected prior to passing over to the council.
- d) Whether the company had sufficient flexibility to take on different housing projects in the future.
- e) The liability of the company directors.
- f) The governance arrangements for monitoring and reports back from the housing company.
- g) The calculation of the fee for services provided by the council to the housing company, including confirmation that this would be reviewed annually.

The Committee members (including invited councillors) then moved to exempt session to discuss the contents of the exempt appendices before returning to open session to consider the recommendations as set out below.

The Cabinet Committee agreed the following for the reasons set out above and outlined in the report.

RESOLVED:

1. That the draft financial business plan included at exempt Appendix B of the report be recommended for approval at full council.
2. That subject to approval of the financial business plan by full Council, the Strategic Director with housing responsibility be authorised to:
 - a) Finalise the lease of one block of 41 one-bedroom flats at Winnall from the council to Venta Living Ltd.
 - b) Approve General Fund capital expenditure of £150,000 for the equity investment in Venta Living Ltd by the council, which is a sufficient level of funding for working capital purposes.
3. That the soft marketing of the units at Winnall by Venta Living Ltd be authorised so tenancies commence with the minimum of delay following completion subject to full Council agreeing the reserved matters.
4. That appointment of Fiander Tovell Ltd as external auditors be referred for approval to full Council.

That it be recommended to Council*:

5. That the draft financial business plan included at exempt Appendix B of the report be approved.

6. To approve the appointment of Fiander Tovell Ltd as external auditors to Venta Living Ltd as recommended by Cabinet Committee: Housing.

8. **DATES OF NEXT MEETINGS**

Councillor Westwood confirmed that he was happy to receive suggestions for future items for consideration at this committee.

RESOLVED:

That the dates of the future meetings of the Committee be noted.

9. **EXEMPT BUSINESS:**

RESOLVED:

1. That in all the circumstances, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

2. That the public be excluded from the meeting during the consideration of the following items of business because it is likely that, if members of the public were present, there would be disclosure to them of 'exempt information' as defined by Section 100I and Schedule 12A to the Local Government Act 1972.

<u>Minute Number</u>	<u>Item</u>	<u>Description of Exempt Information</u>
10	Establishing a Local Housing Company (exempt appendices)) Information relating to the) financial or business affairs of) any particular person (including) the authority holding that) information). (Para 3 Schedule) 12A refers)

10. **ESTABLISHING A LOCAL HOUSING COMPANY (EXEMPT APPENDICES)**
(CAB3406(H))

The Strategic Director, Corporate Head of Finance and the Monitoring Officer responded to questions from members and provided further assurance on the following some concerns expressed regarding the potential risk and impact of the VAT treatment on expenditure and whether there were any further risks

created by the government's current rent reform proposals. It was confirmed that the model proposed for the housing company had been used previously by other local authorities and the council had sought and received assurances from external legal advice.

RESOLVED:

That the contents of the exempt appendices be noted.

The meeting commenced at 10.00 am and concluded at 11.45 am

Chairperson

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REPORT TITLE: HOUSING STRATEGY 2023-2028

14 NOVEMBER 2023

REPORT OF CABINET MEMBER: Cllr Chris Westwood

Contact Officer: Gillian Knight Tel No: 01962 848 577 Email
gknight@winchester.gov.uk

WARD(S): ALL

PURPOSE

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.

The current strategy expires in 2023 and a review is appropriate.

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 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.

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.

This is a Housing Strategy that recognises our achievements, acknowledges our challenges, but most importantly looks to the future.

RECOMMENDATIONS:

1. That Cabinet Committee: Housing approves and adopts the Housing Strategy 2023-2028.

IMPLICATIONS:

1 COUNCIL PLAN OUTCOME

- 1.1 Tackling the Climate Emergency and Creating a Greener District
- 1.2 'Greener Homes' is one of the key strategic objectives within the Housing Strategy 2023 to 2028 and will help develop and support a greener district and address the climate emergency. Delivering high-quality energy efficient new homes, improving existing council homes through the retrofit carbon reduction programme and by promoting government energy efficiency schemes to help improve poor energy performing homes within the private sector housing stock.
- 1.3 Homes for All.
- 1.4 'More Homes for all' is a key strategic objective within the housing strategy to achieve the development of high quality and affordable homes and to enable other housing providers to maximise the amount of new affordable housing delivered across the district.
- 1.5 Vibrant Local Economy
- 1.6 The delivery of the housing strategy brings benefits to the local economy, there is a clear connection between good quality housing and a vibrant economy.
- 1.7 Living Well
- 1.8 Where we live and the quality of our immediate environment has a huge impact on the quality of life and wellbeing of our residents. The key strategic objectives of the Housing Strategy will help people to live well through the positive impact a safe, and affordable home has on residents, neighbourhoods, and communities.
- 1.9 Your Services, Your Voice
- 1.10 The housing strategy as a 5-year live document will engage with tenants and residents across the district with an aim to capture wider representative views through digital surveys, focus groups, meeting with established community and faith groups and through organised neighbourhood and community events.

2 FINANCIAL IMPLICATIONS

- 2.1 The HRA budget and business plan will ensure the key objectives of the housing strategy remain deliverable over the 5-year delivery plan.

- 2.2 The strategic housing General Fund budget, reserve fund and various housing grants directly received from central government are in place to help deliver on the strategic homelessness objectives within the Housing Strategy. However, reductions in government homelessness support through the annual allocation of the Homeless Preventing Grant may reduce or stop the delivery of the discretionary grant elements of the housing options service.
- 2.3 There is the potential of Hampshire County Council - Social Inclusion budget cuts which may result in the loss of key supported housing providers resulting in an increase of homelessness presentations made to the council.
- 2.4 National housing policy may shift its focus and new priorities emerge, but it is anticipated that the key objectives within the housing strategy will remain relevant but the way we fund and deliver them over the 5-year plan may need to change.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The Local Government Act 2003 requires all local housing authorities to publish a Housing Strategy setting out a vision for housing within its district. The council has a range of statutory duties relating to housing, homelessness and reviewing housing conditions. The housing strategy will assist the council in meeting those duties.
- 3.2 All works commissioned to meet the housing strategy objectives included in this strategy will be procured in accordance with the council's contract procurement rules.

4 WORKFORCE IMPLICATIONS

- 4.1 There are various workforce implications from the provisions of the strategy itself in addition to the impact of existing and the potential of new legislation. For example, full asylum dispersal, the Housing White paper and the Social Housing Regulation Act, the Renters (reform) Bill and other government initiatives which may evolve during the term of this strategy.
- 4.2 Any increase in the new build programme and any additional rounds of the Local Housing Authority Fund (LAHF) will have resource implications for the service and other services such as the New Homes team, Finance and Legal teams. As is the potential to move towards a policy focused on acquiring new homes already built on s106 sites.
- 4.3 Any changes to funding such as the reduction of the government's Homeless Prevention Grant, Homes for Ukraine, the Disabled Facilities Grant allocation

will all impact on teams and service resources and the ability to maximise the opportunities presented.

- 4.4 Any legislation and policy impacts to this strategy during its term will be assessed at that time and either the workforce or the strategy will be adjusted accordingly.

5 PROPERTY. AND ASSET IMPLICATIONS

- 5.1 The housing strategy will seek to make best use of all housing assets and links within provisions of other related strategies and policies such as the Local Plan, New Homes Development Strategy and the HRA Asset Management Strategy.

6 CONSULTATION AND COMMUNICATION

- 6.1 The housing strategy has been developed in consultation with residents and tenants, key stakeholders from statutory organisations and voluntary agencies, Registered Providers and Letting agencies. It also captured senior officer, and key Member views and staff views through focus groups. Consultation was in the form of a resident and a stakeholder online survey, virtual meetings, and workshops.
- 6.2 An online survey was developed to better understand the housing strategy priorities of residents. Survey questions were asked on a series of multiple-choice questions that enabled residents to suggest their priorities of concern. The survey encouraged residents to select their top 5 housing challenges. Over 406 residents responded to the survey.
- 6.3 Top Five Survey Challenges:
1. A shortage of affordable housing.
 2. A shortage of properties for people to buy.
 3. A shortage of private rented housing.
 4. Limited alternative housing options of low-cost home ownership; shared ownership or homes for mid-market rent.
 5. A lack of accessible housing for people living with health problems or disabilities.
- 6.4 The emerging draft housing strategy was presented at the Business and Housing Policy Committee on 19 September 2023. David Chafe, Chair of the tenant's group 'Tenants and Council Together' (TACT) was present at the meeting and supported the aims of the housing strategy. Mr Chafe was

particularly supportive of the strategy objectives that help young people and families to access local housing options. The Housing Strategy and its objectives were debated at length at the committee by Members, the strategy was well received by the committee with the key strategic objectives endorsed. Committee and TACT feedback is captured in the BH&P Committee minutes at Background Information of the report.

- 6.5 An individual consultation meeting was held on 18 October 2023, with the Shadow Member for Housing, Corporate Head and Director of Housing Services and the Portfolio Holder for Housing. Several observations and feedback suggestions were discussed with several actions incorporated in the housing strategy.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 The housing strategy aims to minimise the environmental impact of the existing housing stock and future housing development in the interest of climate change. Throughout the 5-year life span of the strategy, the council will work with policy makers, developers, and private and social landlords to maximise resource efficiencies and to ensure optimum use of sustainable construction techniques.

8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 The strategy will impact positively on significant numbers of individuals in housing need by increasing the supply of affordable homes in the district and by providing good quality housing advice to all. The strategy will prevent and relive homelessness in the district and create sustainable and diverse communities.
- 8.2 The EIA at Appendix 3 has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.

9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 None

10 RISK MANAGEMENT

Risk	Mitigation	Opportunities
Financial Exposure Insufficient strategic housing budget to meet the statutory	Budgetary control processes in place.	Proactively seek and submit potential funding opportunities including

<p>homelessness function due to the reductions in the government Homeless Preventing Grant. Discretionary housing support may be reduced or stopped.</p> <p>Hampshire County Council – Social Inclusion Budget reduction consultation. Potential loss of supporting funding for local key homelessness stakeholders.</p> <p>HRA Budget restraints to deliver the New Homes Development Programme due to high interest rates and construction costs.</p>	<p>Partnership working and a review of the current Winchester homelessness pathway and models of provision is underway to complete this year to ensure best use of homelessness resources.</p> <p>Current internal review underway to explore ways of addressing the funding gap. Lobbying HCC in partnership with the Strategic Housing Officer Group of Hampshire Local Housing Authorities.</p> <p>Remodelling the HRA Business Plan. Exploring alternative development options with Registered Providers and other stakeholders.</p>	<p>DLUHC bids where applicable and appropriate.</p>
<p>Innovation</p> <p>The housing strategy is a high-level strategic plan that sets out the council's vision and housing objectives (2023-28) to meet the housing aspirations and needs of residents.</p>		<p>The council delivers on its strategic housing role, enabling households to live in safe homes and sustainable neighbourhoods.</p>
<p>Reputation</p> <p>The risk of not delivering on the housing strategy</p>	<p>The risk of not delivering on the housing strategy is</p>	<p>The housing strategy is a positive 5-year high- level</p>

	mitigated through the monitoring and governance measures contained within the housing strategy supported by the delivery plan.	plan that sets out the council vision for housing within its district, including on how the authority intends to manage and deliver its strategic housing role.
<p>Achievement of outcome</p> <p>Economic factors can lead to an increase in demand for statutory housing services. The housing market and the economy become unstable and therefore unable to meet some of the housing strategy key objectives due to an increased demand on existing resources.</p>	<p>Budgetary controls and processes in place.</p> <p>Robust monitoring of changes to the housing market and wider economy and review of demand figures.</p> <p>Developing joint working opportunities with partnership organisations. Maximise government investment and funding opportunities.</p> <p>Annual monitoring of the housing strategy delivery plan.</p>	
<p>Property</p> <p>Not delivering and increasing the supply of affordable homes within the district.</p>	<p>Making best use of all housing assets and links within provisions of other related strategies and policies such as the Local Plan, New Homes Development Strategy and the HRA Asset Management Strategy.</p>	
Community Support		

Not improving the community housing opportunities of vulnerable and excluded households.	All stakeholders and partners commit to actions required in the Housing Strategy delivery plan. Continue to build on effective partnerships to deliver shared objectives.	Stakeholders, tenants, and residents have had the opportunity to contribute to the housing strategy key objectives and will be involved in the 5-year delivery plan.
Timescales. Not meeting the housing strategy delivery plan timescales.	The housing strategy is a 5-year live plan inviting scrutiny and benchmark performance to be reviewed annually by the Cabinet Committee: Housing.	
Project capacity	There is current project capacity within various team delivery resources. The Impact of local and national initiatives will be monitored by the Housing Service. Where appropriate support will be provided.	

11 SUPPORTING INFORMATION:

11.1 **Introduction**

11.2 The council's current housing strategy expires in 2023. A new housing strategy and delivery plan is required for 2023-2028

11.3 The housing strategy is a high-level strategic plan that sets out the council's housing vision and strategic objectives to ensure it meets the housing aspirations and needs of residents.

11.4 The housing strategy takes its lead from the Council's Plan and complements other council strategies and policies. The housing strategy is particularly closely aligned with the council's Local Plan, but the strategy has a specific focus on a narrower range of communities compared to the Local Plan. The housing strategy aims to focus on those who are unable to exercise a reasonable degree of choice regarding their housing circumstances.

11.5 The strategic objectives that are set out in the housing strategy are high level and provide an overarching framework for the more detailed plans that are formulated or refreshed to deliver the objectives on more specific housing

issues. Such as the New Homes Development Strategy, Preventing Homelessness and Rough Sleeping Strategy, Private Sector Renewal Strategy, HRA Asset Management Strategy and the Housing Revenue Account Business Plan.

- 11.6 The housing strategy will be implemented through actions and investment of the council in conjunction with stakeholders, the voluntary sector, and strategic partnerships.
- 11.7 The housing strategy is a short strategic document with a delivery plan. The plan will be for 5 years and will focus on the 4 established objectives, it is not able to cover everything the council aspires to deliver on housing.
- 11.8 **The Housing Strategy Vision and Objectives.**
- 11.9 The housing strategy vision is not just to create new homes but to create high quality homes and adaptable new homes to meet local need, including a range of sizes and tenures. Homes that are energy efficient and affordable to run and that protect the natural environment. As well as investing in the existing housing stock to decarbonise the housing stock and reduce energy costs for our tenants.
- 11.10 The strategy will work to improve the quality and management of the Private Housing Sector to ensure it is fit for purpose and helps meet the challenges of climate change. The housing strategy is truly cross-tenure and will deliver choice and quality regardless of age or income.
- 11.11 **The Housing Strategy Vision and Objective.**
- 11.12 The housing strategy vision is to make a difference through the positive impact more homes for all have on our neighbourhoods and communities. It will promote the delivery of healthier and greener homes, meeting different housing need and creating safe and better neighbourhoods.

Housing Strategy Vision:

'By 2028 there will be healthier and greener homes meeting housing need within better neighbourhoods'

The Housing Strategy - Strategic Objectives:

Objective 1 - More Homes for All

Objective 2 - Greener Homes

Objective 3 - Homes that Better Meet Different Needs.

Objective 4 - Better Managed Homes, Better Neighbourhoods

More Homes for all

11.13 More homes for all will deliver high quality and affordable new homes, that meet identified need and address the climate change emergency, creating housing that people choose to live in and are proud to call their home.

Where we will be in 2028:

- Developed 659 of new affordable housing targeted to meet needs identified by the council's housing register demand.
- Developed an agreed Council and Registered Provider Development Strategy.
- Delivered a joined-up approach for the enabling and council delivery of low-cost shared ownerships properties that are affordable.
- Established and supported work with Registered Providers and the council's Registered Provider Partnership/forum to increase levels of affordable homes.
- Worked on the 'Next Generation Winchester' project to explore and address barriers to buy a home and privately rent.
- Maximised Home England investment and funding to deliver more affordable social rented homes.
- Worked with local communities and Parish Councils to deliver affordable housing in rural areas.
- Delivering different tenure offers through the Local Housing Company, Venta Living Limited,
- Regularly reviewed our approach to affordable housing development in the light of identified local needs, market and economic conditions and environmental objectives.

Greener Homes

11.14 Providing greener homes help support the delivery of high-quality new homes that limit carbon emissions and are energy efficient in construction. Promoting new homes that are healthy to live in and affordable to run to help reduce levels of fuel poverty.

Where we will be in 2028:

- All new council developed homes built to high energy efficiency and Local Plan Standards
- Delivered on the existing council housing retrofit carbon reduction programme to achieve more energy efficient performing council homes, reducing energy costs.
- Delivered on the 'Social Housing Decarbonisation Fund' programme to upgrade the energy efficiency of the worst performing council homes.
- Delivered on the Home Upgrade Grant (HUG 2) programme to help upgrade the energy efficiency of the private sector housing stock, supporting residents who are off the gas grid and on low incomes.
- Exploring financial incentives and green grant opportunities through the 'Warmer Homes Initiative' to help improve poor energy performing homes within the private sector housing stock.
- Introduce a climate change/greener homes tenant engagement and carbon literacy training programme.

Homes that Better Meet Different Needs

11.15 Homes that better meet different needs will improve the housing opportunities of vulnerable households, those in housing need, homeless, or at risk of becoming homeless and for an ageing population which often require specialist accommodation.

Where will we be in 2028:

- Developed an Older Persons Accommodation Strategy.
- Increased the delivery of age friendly housing, different models for different needs.
- Developed specialist accommodation - extra care and remodelling existing provision.

- Making best use of the Disabled Facilities Grant, providing adaptations, advice, and guidance to enable people to live well at home.
- Reviewed and developed specialist temporary accommodation, supported housing and Housing First models of provision for those who are street attached.
- Developed a Supported Housing Strategy.
- Improve the quality and management of the Private Housing Sector to ensure it is fit for purpose and helps meet the challenges of climate change.
- Provided sanctuary to those escaping conflict and domestic abuse to settle and remain in the district.

Better Managed Homes, Better Neighbourhoods

11.16 Better managed homes and neighbourhoods will have a huge impact on the quality of life and wellbeing of our residents. This includes the physical environment, the cleanliness of streets and quality of green place; but also, how residents feel safe and have a sense of community.

Where will we be in 2028:

- Be proactive in resident engagement to create better neighbourhoods and improve customer insight.
- Delivered on the proposals set out in the governments ASB action plan in response to the feedback of the tenant satisfaction survey.
- Responded to the new private sector housing regulatory requirements.
- Improved the physical quality of social and private rented homes - setting out the next steps for damp and mould.
- To have reviewed and updated the Fire Safety Policy and the Housing Fire Safety Strategy to keep tenants safe in their homes.
- Achieved the Domestic Abuse Housing Alliance accreditation to improve the lives of those who are subject to domestic abuse.
- Developed a Registered Provider forum to set the standard that residents can expect from any affordable housing landlord in the district.

- Delivered on the White paper- 'Charter for Social Housing Residents' and the reforms and requirements of the Social Housing Regulation Act.

11.17 Monitoring and Delivering the Housing Strategy.

11.18 It is important that the housing strategy is kept under review through the supporting 5-year delivery plan. The delivery plan will be updated as actions are completed and as the plan evolves. It will continue to monitor progress, inviting scrutiny to drive up quality and to benchmark performance.

11.19 The housing strategy delivery plan is a live document and will be reviewed annually at Cabinet Committee: Housing, the Registered Providers Forum, Homelessness Pathway Group and by tenants and residents.

11.20 The housing strategy delivery plan at Appendix 2 sets out how the council will achieve the strategic objectives of the housing strategy, outlining what will be done, when and by whom

12 OTHER OPTIONS CONSIDERED AND REJECTED

12.1 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.

BACKGROUND DOCUMENTS: -

Previous Committee Reports: -

- CAB2935 – Draft Housing Strategy (2017/18 to 2022/23) - 6 July 2017
- <https://democracy.winchester.gov.uk/olddocuments/CAB2935HSG.pdf?F=CAB2935%28HSG%29.pdf&MId=602&D=201707061630&A=1&R=0#search=%22CAB2935%22>
- Housing Strategy presentation to Business and Housing Policy Committee 19 September 2023 and minutes of the meeting

Other Background Documents: -

- Housing Strategy 2017/18 to 2022/23.
- <https://www.winchester.gov.uk/housing/housing-strategy-2013-14-2018-19#:~:text=The%20five%20priorities%20of%20the,housing%20which%20meet%20their%20needs.>

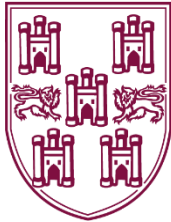
APPENDICES:

Appendix 1 Housing Strategy 2023-28.

Appendix 2: Housing Strategy Delivery Plan 2023-2028

Appendix 3: Equality Impact Assessment (EIA) Housing Strategy 2023-28

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Winchester
City Council

Housing Strategy 2023 to 2028

Winchester District Map.



Contents

Winchester District Map

Introduction

National Policy and Context

Local Policy and Context

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Introduction

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 aspirations and needs of our residents.

The Winchester district is an attractive place to live, with a thriving, vibrant, and diverse economy. The Winchester population projection suggest a 5.2% increase over the next 12 years. The most prevalent age groups predicted to rise are 65 plus with the over 85's population increasing by 65.4%.

Over 71% of residents aged between 16-74 are economically active with median earnings of £45,000 (Northern district area is £62,500) representing a higher level than regional and national medians.

Overall, the housing market in Winchester district works well. Winchester District average house prices increased by 13.7% between 2018 and 2022 and 67.5% of households in the district are homeowners.

The local private housing rented market remains expensive, with rents in Winchester typically around 17% higher than the wider Hampshire area reflecting the demand for private sector housing in the district. There are areas of the market where intervention will be required to ensure there are homes for all.

Over the life of the last 5-year housing strategy, the council has built and enabled 1,622 new affordable homes and there has been a net new build of 2,727 private housing dwellings.

The adopted Local Plan aligns with the Council Plan priorities - '*Homes for All*' making provision for 12,500 new homes (2022- 2031) with a priority given to the provision of affordable homes within the overall supply of new homes.

There are approximately 1,550 households on the councils housing register with approximately 63% of those of working age and registered as in work.

The council aims to enable and deliver 1000 homes by 2032 from 2020. The basis of good housing policy and decisions regarding affordable housing supply stems from good data on housing need and demand. As well as the number of new homes we aim deliver, our housing strategy objective is to deliver a variety of types, sizes, and tenures of homes that will be built to meet the range of housing need identified and to create mixed, sustainable neighbourhoods.

The draft Local Plan establishes strategic requirements of type, size, and tenure across the district which will help developers to deliver the right type of housing. However, markets across the district have different local requirements. The Northern and Southern Market Areas have much higher proportions of larger accommodation,

the Winchester Town Market Area has much higher proportions of smaller accommodation.

We will develop additional primary evidence when the Strategic Housing Market Assessment is next updated. This will then provide a more local response to the existing housing offer about the location, property type, and size and the tenure that people need and want. It will cut across both affordable and market housing and help to deliver a balanced housing market that offers choice to all residents.

At the time of writing this strategy we face many national challenges – climate change and decarbonisation, a cost-of-living crisis, and growing inequalities in a rapidly ageing population. Our aim is that the housing strategy remains ambitious and thinks strategically to continue to provide good quality housing as a platform for change in our communities and neighbourhoods.

We want our residents to live in the homes and communities they aspire to be in, and this housing strategy will set out how we plan to go about making it happen within the context of the Council Plan and the adopted Local Plan part 1 and 2.

The housing strategy objectives are set to direct intervention in the housing market where there is market failure. The local population is ageing, and this can present opportunities, as older people play a significant role within their families, communities, the economy, and wider society. Many older people are working past the age of 65 and many make a significant contribution within the voluntary and third sector. The challenge for the housing strategy is to ensure the creation of a housing offer supports older people to live well, at home, for longer, but to know that when they need more support, it is available for them.

For people who are most at risk of homelessness or most vulnerable, the strategic focus is to improve the accommodation offer to support independent living. Demand for accommodation and complexity of need is growing from these customer groups. We want to create new models that promote independence and enable people to get the help and support they need – in the right place, at the right time.

The housing strategy will set out how we will enable households to live in efficient, safe homes and sustainable neighbourhoods within the context of National Housing Policy, and the Council Plan.

This is a housing strategy that recognises our achievements, acknowledges our challenges, but most importantly looks to the future.

National Policy and Objectives.

The Key National Housing Priorities is to *'make sure everyone feels safe in their homes. Tackling criminal landlords and improving standards in the private rented sector. Deliver on a new deal for social housing residents. Preventing and relieving homelessness in all its form'*.

The Key National Housing Priorities include:

- Build homes for social rent and ownership.
- Improve the access to and quality of existing housing.
- Make sure everyone feels safe in their homes.
- Tackling criminal landlords and improving standards in the Private rented sector.
- Deliver on a new deal for social housing residents.
- Preventing and relieving homelessness in all its forms.
- Energy efficiency.
- Improve the physical quality of social homes – setting out the next steps for damp and mould.

Strategic Housing Market Assessment (SHMA) Objectives

The SHMA supports the identified housing need within the Council Plan and the adopted Local Plan part 1 and 2. It identifies the need for affordable housing and the relevant need for different types of housing within the National Planning Framework. It identifies the need for different types (tenure and sizes) of housing. The Housing need of specific groups including older persons, younger people, families, service families and students and the need to provide for emerging housing market segments including self-build housing and build to rent.

Local Policy and Objectives.

There are two local planning authorities for the District, Winchester City Council, and the South Downs National Park Authority.

Winchester City Council's Local Plan set out in two documents part 1 and 2 have both been adopted. The adopted Local Plan supports the Council Plan corporate priorities, in particular the *Homes for All* priority with the objective that everyone should have the opportunity to live in a high-quality, well-designed home, in sustainable, inclusive, and mixed communities that they want to live in and which they can afford.

The Local Plan makes provision for approximately 12,500 new homes (2011 to 2031). Priority will be given to the provision of affordable housing within the overall supply of new housing, with priorities including maintaining the supply of housing so that it meets a wide range of community needs (including older persons and those with disabilities),

maximising the provision of new affordable housing throughout the district, including rural areas, and increasing the supply of family housing. To support this aim, policies are included to ensure a range of housing types, sizes and tenures are provided, including affordable housing on “market led” sites, to promote and enable new homes on “land led” sites and on “exception sites” where housing development would not normally be permitted.

Housing is being provided on a range of sites across the district, from single homes to much larger strategic provisions of several thousand homes at Waterloo/Berewood, Whiteley and Winchester Town where substantial new neighbourhoods are being developed.

The Local Plan identifies the need for flexible and adaptable accommodation and the need for specialist accommodation such as homes for those with disabilities, older persons including extra care housing, student housing and private rented sector housing. There is a requirement that all new housing is built to Nationally Described Space Standards and affordable housing to high accessibility standards.

The Local Plan also contains area-based policies relating to Stanmore and Abbots Barton that provide a framework to deliver new affordable housing. A policy to plan for Housing in Multiple Occupation in the most appropriate places is also included. Policies to limit environmental impact on new development relating to energy efficiency and water consumption are contained within the plan.

The design of the built environment has a direct effect upon where we live and work, good design means delivering high quality and sustainable places. To achieve this, the Draft Local Plan requires the design of new development to respond positively to local distinctiveness, have active frontages, and encourage residents to cycle and walk through the development, as well as providing strong connections to existing communities, with access to public transport links, whilst enhancing the natural environment and addressing the challenges of climate change.

South Downs Local Plan 2014 – 2033.

The South Downs Local Plan covers the Winchester City Council area that lies within the South Downs National Park and plan for a medium level of housing growth of 4,745 homes and aims to provide a balance mix of housing, including affordable housing.

Housing Strategy (2018-2023) Achievements.

Since the development of the 2018 to 2023 strategy the following significant outcomes have been achieved:

- Delivery of 239 new affordable council homes and 1,383 Registered Provider homes from 2018/19 to 2022/23.
- Introduced higher energy efficiency standards for new council homes and energy efficiency improvement measures for our existing council homes.
- Met the council housing stock Decent Homes Standard.
- Delivered high performing housing management services.
- Maintained low levels of homelessness, rough sleeping, and street activity.
- In the top 25% quartile of LA's for preventing homelessness.
- Renewed the Private Sector Housing Renewal Strategy and Empty Homes Policy.
- Developed a discretionary Disabled Facilities Grant policy.
- Established a Local Housing Company to provide an alternative private sector housing offer.
- Welcomed to date 519 Ukraine guests to Winchester.

The Housing Strategy 2023 – 2028 Evidence Base.

The detailed Housing Strategy 2023 – 2028 facts and evidence base and stakeholder consultation documents can be downloaded from the council's website at www.winchester.gov.uk

The evidence was used in consultation to set the 4 objectives of the Housing Strategy.

Secondary source data includes primary stakeholder feedback on tenure, dwelling stock including EPC property data. The population change and the age of the population and household profile. It looked at postcode level data on household income and local house prices from 2012 to 2022 by dwelling type and the total number of private letting and rent levels over the last 5 years. It included the household income required to afford different types of property. The current homelessness data and performance which has seen the demand for housing options services increasing over the past 4 years with a 36% increase in approaches made to the service in 2022/23.

The need for affordable housing and shared ownership options is supported by stakeholder feedback that homes to buy or rent are too expensive for local people on average or below average wages to afford to buy or rent. This is particularly relevant to those aged 40 and below for purchasing and for all ages seeking rented accommodation. Stake holder feedback included Registered Providers and letting agent feedback on current activity and performance of the housing market.

The Challenges

The popularity of the Winchester District and its relative affluence means the local housing market works well, with high levels of demand in the sales market and with values of property resilient in the face of economic levels.

The challenges and need for local intervention in the housing market include increasing Homelessness demand and the need to deliver more affordable rented homes by the council or Registered Providers.

There is a generation that want to own their home and remain living in the Winchester district yet find it too expensive. This supports the need to deliver more low-cost shared ownership homes including access to a more affordable local private sector housing offer.

There are parts of the community that need specific homes to meet their needs, older persons, those living with disabilities or support needs. There is a need to make sure housing development or changes to the existing housing stock better meet those needs, as well as encouraging a market response.

A challenge to decarbonise the housing stock and reduce energy costs for those on low incomes. The need to insulate homes and support and promote the take up of grant funding to help private households decarbonise their homes.

There is the growing challenge of reducing anti-social behaviour in neighbourhoods and making sure that those living in an affordable home can enjoy a good level of service regardless of who their landlord is.

Housing Strategy Vision and Strategic Objectives.

The Housing Strategy vision is not just to create new homes but to create high quality homes and adaptable new housing to meet local need, including a range of sizes and tenures. Homes that are energy efficient and affordable to run and that protect the natural environment. We will invest in our current housing stock to decarbonise the housing stock and reduce energy costs, and I work to improve the quality and management of the Private Housing Sector to ensure it is fit for purpose and helps meet the challenges of climate change.

The housing strategy is truly cross-tenure and will deliver choice and quality, regardless of age or income.

The housing strategy vision and strategic objectives is to make a difference through the positive impact more homes for all have on our neighbourhoods and communities. It will promote the delivery of healthier and greener homes, meeting different housing need and creating safe and better neighbourhoods.

The Housing Strategy Vision:

By 2028 there will be healthier greener homes meeting housing need within better neighbourhoods.

The Housing Strategy – Strategic Objectives:

Objective 1 - More Homes for All

Objective 2 - Greener Homes

Objective 3 - Homes that Better Meet Different Needs

Objective 4 - Better Managed Homes, Better Neighbourhoods

Objective 1 - More Homes for All

More homes for all will deliver and enable high quality and affordable homes, that meet identified needs and address the climate change emergency, creating housing that people choose to live in and are proud to call their home.

Through the council's own development programme and by enabling others it will maximise the amount of new affordable housing provided by:

Delivering 659 of affordable and energy efficient council homes by 2028/29 and council commissioned new build housing through:

- S106 new build acquisitions
- Off the shelf new build acquisitions
- Off the shelf purchase of existing properties
- Acquiring land for development
- Working in partnership with others.

Ensuring a joined-up approach between the housing strategy and Planning, including the Local Plans for both Winchester and South Downs National Park, Development Management decisions and by reviewing the current Winchester Affordable Housing Supplementary Planning Document. Through council asset management to provide a pipeline of sites for additional council homes and by working with other providers of affordable housing, Homes England, and the Government.

New council development will be financially supported through the Housing Revenue Account Business Plan, maximising the use of right to buy receipts and work with Government, Homes England, South Downs National Park Authority, and affordable housing providers to maximise inward investment to deliver more affordable homes.

The housing strategy will ensure that affordable new homes meet identified local need and support the objective of creating sustainable communities to include homes for Social Rent and Affordable Rent and Low-Cost Home Ownership with priority given to homes for Shared Ownership within a range of housing types and sizes and with priority given to providing more family housing. Where affordable housing is secured through planning policy the housing strategy will ensure the mix of types and sizes reflect the wider development and that market and affordable tenures are well integrated with each other.

By ensuring all new homes are built to at least Nationally Described Space Standard and that new affordable housing is designed to meet the needs of its intended residents and that they have access to suitable, high quality open space. Where practical and viable, ensuring all new homes are built to at least Building Regulations Part M4(2) accessibility standards together with a proportion of homes built to Part M4(3) accessibility standards.

By proactively working with local communities and parish councils to deliver affordable housing in rural areas.

To develop and enable the provision of homes for those with specialised and supported housing needs, including those who wish to move to homes that help the transition to the right home at the right time.

To enable and support older persons and those living with disabilities to live independently in their own homes by providing new extra care housing in Winchester and the southern parishes incorporating Technology Enabled Care solutions.

To diversify housing choice by providing housing for market rent through the council's housing company - Venta Living Ltd. The company will provide high-quality energy efficient homes to those who struggle to rent privately who are just outside of the council's housing register priorities. The company will provide more flexibility to deliver affordable and market housing and to utilise any generated income to invest further in more homes or in improved housing services.

Where we will be in 2028:

- Delivered 659 of new affordable housing targeted to meet needs identified by the council's housing register.
- An agreed Council and Registered Provider Development Strategy programme.
- Delivered a joined-up approach for the enabling and council delivery of low- cost shared ownerships properties that are affordable.
- Established and supported work with the Registered Providers and the council's Registered Provider partnership/forum to increase levels of affordable housing.
- Worked on the Next Generation Winchester project – to explore and address barriers to buy a home and privately rent.
- Maximised Home England investment and funding to deliver more affordable social rented homes.
- Worked with local communities and Parish Councils to deliver affordable housing in rural areas.
- Delivering different tenure offers through the Local Housing Company - Venture Living Ltd.
- Regularly reviewed our approach to affordable housing development in the light of identified local needs, market and economic conditions and environmental objectives.

Objective 2 - Greener Homes

The housing strategy will develop and support the delivery of high-quality homes to meet resident housing need by promoting new homes that limit carbon emissions. That are energy efficient in construction and in use, are healthy to live in and affordable to run to help reduce fuel poverty.

The Local Plan requires the design of new development to respond positively to local distinctiveness, and to encourage residents to cycle and walk, as well as providing strong connections to existing communities, with access to public transport links. The inclusion of LETI energy efficient standards in the Local Plan ensures that most new residential developments permitted under the plan will aim to build to be net-zero carbon. The Local Plan considers the overall housing supply in the area, including the provision of new affordable housing.

Whilst the district's existing housing stock is generally good across all sectors there are, however, instances of poor property energy efficiency in some types of housing, which particularly impacts low-income households.

Whilst council homes and those owned by Registered Providers are maintained to high standards, we know that some homeowners will struggle to make their homes more energy efficient. In developing the housing strategy, we have listened to what residents think our priorities should be. One of their important priorities is that homes are warm, energy-efficient, and affordable to heat.

As a member off a consortium of local authorities who work together to secure funding from the government's Sustainable Warmth programme, we actively support the implementation of measures to improve the energy efficiency of homes for households in fuel poverty on low incomes. We will continue to promote this service and the governments Home Upgrade Grant (HUG 2) to help upgrade the energy efficiency of the private housing stock supporting those residents on low income.

A delivery strategic objective of the housing strategy is to explore financial incentives and green grant opportunities through the 'Warmer Homes Initiative' to further help improve poor energy performing homes within the private housing sector housing stock.

We will continue to deliver on the existing council housing retrofit carbon reduction programme to achieve more energy efficient performing council homes, helping to reduce energy costs for our tenants and seeking funding opportunities to support the on-going work.

Where we will be in 2028

- All new council developed homes built to high energy efficiency and council Local Plan standards.
Delivered on the 'Social Housing Decarbonisation Fund' programme to enhance the energy efficiency of the worst performing council homes.
- Delivered on the existing council housing retrofit carbon reduction programme to achieve more energy efficient performing council homes, reducing energy costs.
• Delivered on the Homes Upgrade Grant (HUG2) programme to upgrade the energy efficiency of the private housing stock, supporting residents on low incomes.
- Exploring financial incentives and green grant opportunities through the 'Warmer Homes Initiative' to help improve poor energy performing homes within the private sector housing stock.
• Introduce a climate change/greener homes tenant engagement and carbon literacy training programme.

Objective 3 - Homes that Better Meet Different Needs.

Improving the housing opportunities of vulnerable households, those in housing need, homeless, or at risk of becoming homeless and for an ageing population which often require specialist accommodation.

There has been a significant growth in those aged over 80 years in recent years, with the over 85's population increasing by 65.4%. Where and how people live in later life depends on individual needs and aspirations, some people will live independently all their lives, some will need help to remain living in their existing homes and others as vulnerability increases will need more specialist accommodation and support such as extra care provision.

It is an objective of the housing strategy to develop an older person's accommodation strategy across all tenures and types of housing to increase the delivery of age friendly housing with different models for different needs. To ensure that all new homes built in Winchester are built to meet the needs of current and future generations. We will undertake a review of existing older persons accommodation owned by the council to consider future investment and provision opportunities to meet the housing aspirations of our tenants and residents. We will consult with older communities to better understand their views and aspirations and use the most recent evidence available to inform our older persons housing delivery objectives.

We will continue to make best use of the Disabled Facilities Grant providing adaptations, advice, and guidance to enable older people and those living with disabilities to live well at home. The comprehensive council adaptations service recognises that investment in futureproofing existing housing stock with relatively low-cost adaptations can be an effective way of meeting older people's housing needs and promote wider use of minor adaptations to enable people to remain living independently at home.

We will develop specialist temporary accommodation, supported housing, and Housing First models of provision. There is reduced supported housing provision available in the city with a lack of move-on accommodation resulting in residents unable to access the accommodation they need to help move them out of homelessness.

The needs of the most vulnerable and excluded groups have significantly increased and those individuals with complex needs and substance dependence in temporary accommodation, supported housing and those rough sleeping have become more severe. A review of the supply and demand of current and future local homelessness provision will be undertaken to identify gaps in provision for homeless single people and homeless families within the district to create pathways to permanent homes. An objective of the housing strategy is to review and refresh the Homelessness and

Rough Sleeping Strategy and to effectively communicate and deliver housing options to those in housing need.

The Private Rented Sector is generally of a good standard and a programme of accreditation has helped ensure high management standards but there are high levels of houses in multiple occupation in the Winchester Town area. We will continue to investigate and inspect poor quality houses in multiple occupation and ensure that landlords have improved access to information about better management and housing standards.

Winchester City Council is welcoming refugees who are seeking a safe place due to the ongoing Ukraine crisis and responding to the Afghanistan Resettlement Scheme and its commitment to the full asylum dispersal scheme. The housings strategy recognises the on-going need to provide sanctuary through assisted government programmes to those escaping conflict.

Where we expect to be in 2028:

- Developed an Older Persons Accommodation Strategy.
- Increased delivery of age friendly housing, different models for different needs.
- Developed specialist accommodation – extra care and remodelling existing provision.
- Making best use of the Disabled Facilities Grant, providing adaptations, advice, and guidance to enable people to live well at home.
- Reviewed and developed specialist temporary accommodation, supported housing, Housing First models of provision.
- Developed a Supported Housing Strategy
- Improve the quality and management of the Private Housing Sector to ensure it is fit for purpose and helps meet the challenges of climate change.
- Provided sanctuary to those escaping conflict and domestic abuse to settle and remain in the district.

Objective 4 - Better Managed Homes, Better Neighbourhoods

Where we live and the quality of our immediate environment has a huge impact on the quality of life and wellbeing of our residents. This includes the physical environment such as the cleanliness of streets and quality of green space; but also, how residents and communities feel about their neighbourhood – whether they feel safe, have a sense of community, and get on with their neighbours.

We want to strengthen our partnerships with Registered Providers, building longer term relationships, creating joint solutions to our challenges, sharing risk and reward, and delivering with a focus on the needs of local people. We will work more closely with those organisations that focus on supporting us to deliver the type of housing we need, in the locations and neighbourhoods we need it, to help rebalance communities and demonstrate that new homes can be affordable for local people.

We will develop a Registered Provider Forum to set the standard that residents can expect from any affordable housing landlord in the district. We will outline our commitments and work with a preferred number of Registered Providers who are able to make commitments to the council about future investment and resources over longer time periods. We want quality, as well as quantity of new social housing and well managed new and existing homes. Registered Providers will be encouraged to work to their strengths both in terms of expertise and geographical impact.

We will improve the physical quality of social housing and private rented homes through the development of a joint damp and mould policy and by proactively identifying and remedying homes with damp and mould exploring digital detection solutions.

We are responding to the Domestic Abuse Act 2021 and aim to achieve the 'Domestic Abuse Housing Alliance' (DAHA) accreditation to improve the lives of those who are subject to domestic abuse. The DAHA framework and accreditation equips housing providers to intervene early and improve the lives of residents who experience domestic abuse. To ensure that domestic abuse is identified early, to offer an effective and safe response at the first opportunity to reduce the length of time that victims and survivors suffer from domestic abuse. Strengthening the ability of survivors to stay in their homes safely to help reduce the need to disrupt children's schooling or move away from family and friends and preventing future homelessness.

Whilst Winchester is an affluent area there are small pockets of social deprivation within the district. The strategy objectives recognise that good housing and neighbourhoods contribute to people's life chances. We will be proactive in resident engagement to improve customer insight to create better neighbourhoods and to help improve the health and wellbeing of our residents. Ensuring methods of engagement

take account of the need to involve seldom heard groups including those with protected characteristics and the most vulnerable or excluded.

Tackling anti-social behaviour (ASB) by delivering on the proposals set out in the governments ASB action plan in response to tenant feedback through the recent tenant satisfaction survey. ASB can have a devastating impact on people's lives which can hugely impact on their health and well-being. We understand these challenges and are committed to working with other statutory and voluntary agencies to agree effective measures to prevent anti-social behaviour from occurring within our neighbourhoods. The housing service lead on the Community Safety Partnership to tackle disorder and ASB across the district which includes the delivery of an annual crime and disorder strategic assessment and development of a priority themed action plan aimed at reducing the incident and opportunity for crime and disorder in our neighbourhoods.

We will deliver on the White Paper - 'Charter for Social Housing residents' reforms and requirements of the Social Housing Regulation Act 2023

that sets out the actions the government will take to ensure that social housing residents are safe, are listened to, live in good quality homes, and get things put right if they go wrong. The social housing white paper is welcomed and is a very significant and important change within the housing sector and as a council landlord we welcome the charter and are proactively responding to it.

The overarching themes of the reforms and requirements of the Social Housing Regulation Act 2023

include building customer safety, and the customer voice. Listening better' is a priority identified within the Council Plan. The tenancy engagement plan co-produced with tenants builds on our existing tenant engagement model and proposes new ways of working to make it easier for more tenants to influence the service they receive. We will identify ways to capture the views of a wider representative group of tenants who may not be interested in committing to regular and formal engagement opportunities but who may prefer to step in and out when subjects particularly interest them.

As a council landlord we are very well placed to manage the changes being brought in from the Social Housing White Paper and the Social Housing Regulation Act and in many ways have begun the process. We have already reviewed our approach to fire safety management in consultation with residents which ensures fire safety advice is provided to residents of all council owned blocks. It includes fire safety advice for new tenants when they move into their homes, a new fire safety webpage with an online reporting fire safety concern that is open to all district residents.

Where we will be in 2028:

- Be proactive in resident engagement to create better neighbourhoods and improve customer insight.
- Delivered on the proposals set out in the governments ASB action plan in response to the feedback of the tenant satisfaction survey.
- Responded to the new Private Sector Housing regulatory requirements.
- Improved the physical quality of social and private rented homes – setting out the next steps for damp and mould.
- To have reviewed and updated the Fire Safety policy and Housing Fire Safety Strategy, to keep tenants safe in their homes.
- Achieved the ‘Domestic Abuse Housing Alliance’ accreditation to improve the lives of those who are subject to domestic abuse.
- Developed a Registered Provider Forum to set the standard that residents can expect from any affordable housing landlord in the district.
- Delivered on the White Paper – ‘Charter for Social Housing Residents’ reforms and requirements of the Social Housing Regulator Act.

Monitoring and updating the strategy

The housing strategy has been developed in partnership, including residents accessing housing services.

The housing strategy sets out our ambitions working alongside our partners to support homes and neighbourhoods to thrive and to better meet the different needs of all our residents.

The Delivery Plan

The housing strategy is supported by a delivery plan, which sets out what will be done, when, and by whom to deliver on each of the key objectives.

The 5-year delivery plan is a live document, to be annually reviewed at Cabinet Committee: Housing, the Registered Providers Forum, Homelessness Pathways Group and by Tenants and Residents.

The delivery plan will be updated as actions are completed and as the plan evolves. It will continue to monitor progress, inviting scrutiny to drive up quality and to benchmark performance.

During the 5-year period of the strategy, new priorities may emerge, and national policy may shift its focus, but it is anticipated that the key objectives' will remain relevant but the way we fund deliver them may need to change.

Housing Strategy 2023 to 2028 Delivery Plan.

Objective 1 - More Homes for All

More homes for all to deliver and enable high quality and affordable homes, that meet identified needs and address the climate change emergency, creating housing that people choose to live in and are proud to call their home.

Key Objectives	What will we do	When will we do it	Lead Officer	Progress
<p>1. Delivered 659 of new affordable housing targeted to meet needs identified by the council's housing register.</p>	<p>Though a mixed economy of supply, including council commissioned building, acquisition of S106 homes and off the shelf purchases of new and existing homes.</p> <p>Develop a range of housing types and tenures in a variety of geographical areas to meet local needs. Including - general needs and supported housing/housing for older persons (e.g.) extra care housing) in response to priorities identified in specific strategies e.g. the Older Persons, Specialist and Supported Housing Strategies (Objective 3).</p> <p>Develop (at least) 2 new extra care schemes in the district.</p>	<p>2028</p>	<p>Service Lead - New Homes.</p>	<p>659 new affordable homes delivered that are of adequate size and design to meet both current and future needs of occupants.</p>

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<p>2. Develop and agree a Council and Registered Provider Development Strategy.</p>	<p>Co-produce a Strategy using the RP Forum as a vehicle.</p> <p>Strategic meetings with RP's to discuss scheme specific opportunities as part of RP Forum/Development Sub-Group.</p>	<p>2024</p>	<p>Service Lead - New Homes.</p>	<p>Strategy development programme is adopted, maximising all finding opportunities for affordable housing delivery in Winchester.</p>
<p>3. Deliver a joined-up approach for the enabling and council delivery of low- cost shared ownerships properties that are affordable.</p>	<p>Establish RP Forum (as above).</p>	<p>2024</p>	<p>Service Lead - New Homes.</p>	<p>An approach is agreed and adopted.</p>
<p>4. Support the Local Planning Authorities (WCC and SDNPA) to deliver additional affordable housing of a quality that meets local needs.</p>	<p>Support the Local Plan review.</p> <p>Support Development Management consider planning applications.</p>	<p>On-going</p>	<p>Service Lead - New Homes.</p>	<p>Additional new affordable homes.</p>
<p>5. Work on the Next Generation Winchester project - to explore and address barriers to buy a new home and privately rent.</p>	<p>Shared ownership - Make it more attractive / myth busting.</p> <p>Shared ownership – look at options to address limitations of shared ownership as an option for young people i.e.</p>	<p>2028 and on going</p>	<p>Service Lead - New Homes.</p>	<p>Reduced barriers to buying a home and privately renting for young people.</p>

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	<p>localised schemes and local connection.</p> <p>Review of approach to local connection. Build in flexibility to scheme of allocation.</p> <p>Develop Next Generation webpage as a resource with bite sized guides on the areas of interest.</p>			
6. Maximise Home England and other Government investment and funding to deliver more affordable homes	<p>On-going membership of Wayfarer consortium.</p> <p>Liaison with Homes England and Government Departments.</p> <p>Supporting other RPs secure funding.</p>	On-going	Service Lead - New Homes.	More Investment and other government funding is obtained to deliver more affordable homes.
7. Work with local communities and Parish Councils to deliver affordable housing in rural areas	Relaunch rural exception site enabling and promotion.	2025	Service Lead - New Homes	<p>New joint Rural Enabler post with a LA.</p> <p>More affordable housing is delivered in rural areas.</p>
8. Deliver different tenure offers through	Identify further development opportunities.	2025	Service Lead - New Homes	More of different types of tenure delivered.

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the Local Housing – Venta Living Limited.				
9. Regularly review our approach to affordable housing development in the light of identified local needs, market and economic conditions and environmental objectives.	Annual review and update of the Housing Development Strategy. Develop and implement a market engagement strategy to facilitate the acquisition of S106 and other new homes for affordable housing.	On-going 2024	Service Lead - New Homes.	Approach is reviewed, and any necessary changes to delivery are adopted as a result.

Objective 2 – Greener Homes.

Develop and support the delivery of high-quality homes to meet resident housing need by promoting new homes that limit carbon emissions. That are energy efficient in construction and in use, that are healthy to live in and affordable to run to reduce fuel poverty.

Objectives	What will we do	When will we do it	Lead Officer	Progress
1. All new council developed homes are built to high sustainability and Council Local Plan standards.	Develop sustainability objectives and standards applicable to all new council homes.	2024	Service Lead - New Homes.	New set of Employers Requirements, developed in conjunction with Employers Agent.
2. Deliver on the existing council housing retrofit carbon reduction	Move 91% of council homes to minimum SAP C rating by 2028.	2028	Service Lead – Property Services.	All Council homes being SAP C by 2030.

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programme to achieve more energy efficient performing council homes, reducing energy costs.				
3. Deliver on the 'Social Housing Decarbonisation Fund' programme to enhance the energy efficiency of the worst performing council homes.	Spend the £537k SHDF grant (plus WCC match funding) on retrofit of 19 Swedish Homes and 350 loft insulation top-ups.	2025	Service Lead – Property Services.	Grant spent, 19 Swedish homes retrofitted and 350 loft top-ups, 369 homes moved to SAP C by 2025.
4. Deliver on the Homes Upgrade Grant (HUG2) programme to upgrade the energy efficiency of the private housing stock – supporting residents on low incomes.	Promote the HUG scheme to all eligible residents, working as part of a consortium with Portsmouth City Council.	2025	Service Lead - Strategic Housing.	Increased the number of eligible households applying and being successful in obtaining grant funding for the various energy efficiency measures.
5. Explore financial incentives and green grant opportunities through the 'Warmer Homes' Initiative' to help improve poor	Promote the HUG scheme to all eligible residents, working as part of a consortium with Portsmouth City Council.	On-going	Service Lead - Strategic Housing.	To increase the number of eligible households applying and being successful in obtaining grant funding for the various energy efficiency measures.

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energy performing homes within the private sector housing stock.	To continue to investigate any new initiatives such as the Great British Insulation Scheme.			
6. Introduce a climate change/greener homes tenant engagement and carbon literacy training programme.	Develop a Resident Engagement Strategy for the Energy saving homes project.	2024	Service Lead – Operations & Community Safety.	A training programme introduced and implemented.

Objective 3- Homes that Better Meet Different Needs.

Improving the housing opportunities of vulnerable households, those in housing need, homeless, or at risk of becoming homeless and for an ageing population which often require specialist accommodation.

Objectives	What will we do	When will we do it	Lead Officer	Progress
1. Develop an Older Persons Accommodation Strategy.	Develop an older person's strategy in collaboration with statutory and voluntary stakeholders to meet the current and future housing aspirations of older persons residents.	2024	Service Lead - Strategic Housing.	Older Persons Accommodation Strategy developed and adopted.
2. Increase delivery of age friendly housing, different models for different needs.	New affordable homes to Building Regulations Part M4 2/3 standards.	2028/29	Service Lead - New Homes.	The delivery of increased provision within the district, meeting the housing needs of the residents.

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	<p>Work with Local Planning Authorities to develop planning policies to require the same standards in the market sector.</p> <p>Develop new specialised older persons/extra care housing as set out in the Older Persons Strategy.</p>			
3. Develop specialist accommodation – extra care and remodelling existing provision.	Develop 2 new extra care schemes within the district.	2028/29	Service Lead - New Homes.	2 new extra schemes completed by 2030/20231.
4. Develop a Supported Housing Accommodation Strategy.	<p>Develop a supported Housing Accommodation Strategy in collaboration with all 11 districts and Hampshire County council to include Extra Care, housing for homelessness, housing for residents with Learning Disabilities and Mental health.</p> <p>The strategy will include mapping out the private sector offer to understand the current provision.</p>	2025	Service Lead - Strategic Housing.	Supported Housing Accommodation Strategy develop and adopted.
5. Make best use of the Disabled Facilities Grant, providing adaptations, advice, and guidance to enable	<p>To continue to make best use of the DFG grant to enable residents to remain well in their home working within the new policy adopted in 2023.</p> <p>Aim to eradicate the waiting list.</p>	On-going	Service Lead - Strategic Housing.	The DFG Better care fund fully utilised to enable as many residents as possible to remain well in their own homes.

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people to live well at home.				
6. Review and develop specialist temporary accommodation, supported housing, Housing First models of provision.	<p>To review the existing provision of TA, Supported Housing Accommodation and Housing First to ensure it is still fit for purpose, meets current need and can be resilient to future need.</p> <p>Carry out a need and demand assessment and GAP analysis to drive forward future need and provision to inform future planning and funding needs.</p>	<p>2024/25</p> <p>2024</p>	Service Lead - Strategic Housing.	<p>The provision of TA, supported accommodation and Housing First is developed with a pathway to permanent housing.</p> <p>The provision is adaptable to changing need and supports the most vulnerable in our community.</p>
7. Improve the quality and management of the Private Housing Sector to ensure it is fit for purpose and helps meet the challenges of climate change.	<p>To develop a Private Landlords Forum to inform and support the Landlords and Letting Agents in our district.</p> <p>Continue to Licence HMO's.</p> <p>To explore and promote all energy efficient schemes/grants available to our residents.</p>	<p>2024</p> <p>Ongoing</p> <p>Ongoing</p>	Service Lead - Strategic Housing.	<p>The private sector landlords Forum is launched and improves private Landlord housing standards.</p> <p>Increased number of HMO homes licenced and well managed.</p> <p>Improved quality of private housing sector homes.</p>

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<p>8. Provide sanctuary to those escaping conflict and domestic abuse to settle and remain in the district.</p>	<p>To Continue to work in partnership with the Home Office, Hampshire County Council, and the Southeast Migration partnership to support households who are displaced through war and conflict (housing and community integration).</p> <p>To increase the delivery of appropriate accommodation and support services for residents who are experiencing or are/have been victims of domestic abuse so they can remain in the district.</p>	<p>On-going</p>	<p>Service Lead - Strategic Housing.</p> <p>Service Lead – Operations & Community Safety.</p>	<p>Increase the provision of safe and appropriate accommodation within the district.</p>
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<p>Objective 4- Better Managed Homes, Better Neighbourhoods</p>				
<p>Improving the immediate environment including the physical environment such as the cleanliness of streets and quality of green space; but also, how residents and communities feel about their neighbourhood – whether they feel safe, have a sense of community, and get on with their neighbours.</p>				
<p>Objectives</p>	<p>What will we do</p>	<p>When will we do it</p>	<p>Lead Officer</p>	<p>Progress</p>
<p>1. Be proactive in resident engagement to create better neighbourhoods and improve customer insight.</p>	<p>Provide two Community Engagement Officers to engage with local communities, organise street briefs, local events.</p>	<p>2023/24 On-going</p>	<p>Service Lead – Operations & Community Safety.</p>	<p>Communities feel empowered to have a say about the area where they live and feel involved in improvements to the location.</p>

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				<p>Improved TSMs performance.</p> <p>Tenants' views are integral to the development of service improvements can be evidenced.</p> <p>Service provision designed around what is known about households.</p>
2. Deliver on the proposals set out in the governments ASB action plan in response to the feedback of the tenant satisfaction survey.	<p>Street Briefs, TACT meetings in place to feedback on Tenant Satisfaction Survey.</p> <p>Task & Focus group in place to deliver against statutory duty.</p> <p>Complete Scrutiny exercises.</p>	2024/25 On-going.	Service Lead – Operations & Community Safety.	<p>Continuous feedback achieved via satisfaction surveys i.e., QR codes and citizen space surveys around feelings of safety and ASB.</p> <p>Measured improved levels of customer satisfaction.</p>
3. Respond to the new Private Sector Housing regulatory requirements.	Plan and prepare for possible new legislation in the form of: Rent Reform Bill, Awaab's Law, Review of HHSRS and review of the new Decent Homes Standard.	2023 - 2028.	Service Lead - Strategic Housing.	Implementation of new regulatory requirements within the necessary timeframes.

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<p>4. Improve the physical quality of social and private rented homes – setting out the next steps for damp and mould.</p>	<p>Implement and adopt a cross tenure Damp and Mould Strategy/Action plan inclusive of clear processes on how residents can expect the council to deal and respond to damp and mould in their homes.</p>	<p>2023/24</p>	<p>Service Lead - Strategic Housing. Service Lead – Property.</p>	<p>Implemented and adopted the Damp and Mould Policy. Reduced reports of damp and mould. Measured improved levels of customer satisfaction.</p>
<p>5. To have reviewed and updated the Fire Safety Policy and the Housing Fire Safety Strategy to keep tenants safe in their homes</p>	<p>Deliver the requirements of the Building Safety Act and the Fire Safety Act.</p>	<p>Annually.</p>	<p>Service Lead – Property.</p>	<p>Compliance with new building safety statutory requirements.</p>
<p>6. Achieve the 'Domestic Abuse Housing Alliance' accreditation to improve the lives of those who are subject to domestic abuse.</p>	<p>Set up T&F groups to manage the delivery of the 8 standards.</p>	<p>2024</p>	<p>Service Lead – Operations & Community Safety.</p>	<p>Domestic Abuse Housing Alliance' Accreditation.</p>
<p>7. Develop a Registered Provider Forum to set the standard that residents can expect from any</p>	<p>A Registered Providers forum is set up with all the social landlords within the district.</p>	<p>2023/24</p>	<p>Service Lead - Strategic Housing.</p>	<p>A Registered Providers Forum is established, sharing best practice to improve standards for tenants and residents.</p>

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affordable housing landlord in the district.				Measured Improved levels of customer satisfaction.
8. Deliver on the White Paper – ‘Charter for Social Housing Residents’ reforms and requirements of the Social Housing Regulation Act 2023.	Conduct an annual tenant satisfaction survey to collect TSM submission data. Results inform business planning.	2023/24 On- going	Corporate Head of Housing.	Improved tenant satisfaction survey results/rating. Measure performance TP06 – Listening to views. Measured Improved levels of customer satisfaction.

The 5-year delivery plan is a live document, to be annually reviewed at Cabinet Committee: Housing, the Registered Providers Forum, Homelessness Pathways Group and by Tenants and Residents. The plan will be updated as actions are completed and as the plan evolves. It will continue to monitor progress, inviting scrutiny to drive up quality and to benchmark performance.



Equality Impact Assessment (EIA) Housing Strategy

Section 1 - Data Checklist

		Yes/No	Please provide details
1	Have there been any complaints data related to the strategy you are looking to implement?	No	Housing is broad and complaints are actively monitored. No specific complaints relating to the strategy have been received
2	Have all officers who will be responsible for implementing the strategy been consulted, and given the opportunity to raise concerns about the way the strategy has or will be implemented?	Yes	<ul style="list-style-type: none"> • Regular updates through the housing Divisional Management Team • Business and Housing Policy committee briefings • Commissioned consultants met with all the service leads/staff focus groups Full details are set out the Cabinet Housing report CAB3410
3	Have previous consultations highlighted any concerns about the strategy from an equality impact perspective?	No	
4	Do you have any concerns regarding the implementation of this strategy?	Yes	<p>The housing strategy is a 5-year plan. Over that period there will many variables outside of the control of the service that could have an impact such as Government changes, grant funding, cost of living/economic environment and national policy developments.</p> <p>However, throughout the life of the Strategy, it is expected that the key objectives will remain the same regardless of these changes.</p>

		Yes/No	Please provide details
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?	No	The overarching objective of this strategy is to create a fairer environment for all groups to access suitable housing.
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	
7	Are there any other issues that you think will be relevant?	No	

Section 2 - Your EIA form

Directorate: Services	Service Area: Housing	Team: Cross section of teams from across the council.	Officer responsible for this assessment: Gillian Knight	Date of assessment: 31/10/2023
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	Question	Please provide details
1	What is the name of the project that is being assessed?	Housing Strategy 2023 - 2028
2	Is this a new or existing policy?	Refreshed strategy
3	Briefly describe the aim and purpose of this work.	The Housing Strategy 2023 – 2028 is a high-level strategic plan that sets out the council’s vision and housing objectives to ensure we meet the housing aspirations and needs of our residents.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> • More homes for all • Greener homes • Homes that better meet different needs • Better managed homes, better neighbourhoods
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> • All residents of Winchester by being able to access housing to meet their needs that the local housing market can’t provide for. • Officers benefit from a clear objective

		<ul style="list-style-type: none"> Stakeholders, to help plan their local housing offer to meet identified local housing need .
6	What are the outcomes sought from this work?	To successfully implement the objectives set out in the strategy – see question 4 above.
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> Changes in national policy Reduction in grant funding Global international relations Economic climate Further risks are set out in committee report CAB(H)3410
8	Who are the key individuals and organisations responsible for the implementation of this work?	Simon Hendey (Director) Gillian Knight (Corporate Head of Housing)
9	Who implements the policy or project and who or what is responsible for it?	Divisional management team (DMT) as set out in the strategy delivery plan.

		Please select your answer in bold . Please provide detail here.	
10a	Could the strategy have the potential to affect individuals or communities on the basis of race differently in a negative way?	N	The Strategy objectives are designed to deliver a positive impact for all residents regardless of race or ethnicity.
10b	What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> Signed up to the principles of the City of Sanctuary and are actively welcoming refugees to the district High number of Ukrainian and Afghan refugees supported LAHF property acquisition programme Strategy aims and tasks around tackling anti-social behaviour, improving race relations ad reducing hate crime in Winchester communities 	
11a	Could the strategy have the potential to affect individuals or communities on the basis of sex differently in a negative way?	N	The Strategy objectives are designed to deliver a positive impact for all residents regardless of sex or gender identity.
11b	What existing evidence (either presumed or otherwise) do you have for this?	It is acknowledged that domestic abuse affects all sexes, although predominantly women. There are strategy objectives around supporting people	

		escaping domestic abuse including seeking the DAHA accreditation.	
12a	Could the strategy have the potential to affect individuals or communities on the basis of disability differently in a negative way?		N The Strategy objectives are designed to deliver a positive impact for all residents regardless of disability.
12b	What existing evidence (either presumed or otherwise) do you have for is?	<ul style="list-style-type: none"> • Discretionary (Disabled facilities Grants) policy for disabled residents in private housing accommodation. • Council DFG adaptations service for its housing stock • Lifetime homes standards • Provision of homes that meet different needs • Future proofing existing housing stock • Investing in developing specialist accommodation • Providing new extra care housing incorporating Technology Enabled Care solutions to enable and support older persons and those living with disabilities to live independently in their own homes • The consultation process included measures and support to ensure all were able to feedback their views. Stakeholders that represent vulnerable households were also invited to give views • Implementation plan includes developing a Supported Housing Accommodation Strategy 	
13a	Could the strategy have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?		N The Strategy objectives are designed to deliver a positive impact for all residents regardless of sexuality.
13b	What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> • Strategy tackles anti-social behaviour, fostering community relations, and dealing with hate crime. • Systems / data bases have been adapted to ensure that data collection is possible and appropriate 	

14a	Could the strategy have the potential to affect individuals on the basis of age differently in a negative way?		N	<p>The Strategy objectives are designed to deliver a positive impact for all residents of all ages.</p> <p>It recognises both that there is an ageing population in the area along with the difficulties younger single households and families have in accessing the local housing market. Several tasks on the implementation plan are centred around addressing these issues.</p>
14b	What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> • Older Persons strategy • Providing new extra care housing incorporating Technology Enabled Care solutions to enable and support older persons and those living with disabilities to live independently in their own homes • Next generation Winchester – consultation exercise used to inform objectives and implementation • Student housing and work on Houses of Multiple Occupation • Support provided to HCC children services in housing for care leavers. • Resident and tenant consultation surveys. 		
15a	Could the strategy have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?		N	<p>The Strategy objectives are designed to deliver a positive impact for all residents regardless of religion or belief.</p>
15b	What existing evidence (either presumed or otherwise) do you have for this?	<p>The strategy sets aims and tasks around tackling anti-social behaviour, improving community relations and reducing hate crime.</p>		
16a	Could this strategy have the potential to affect individuals on the basis of gender reassignment differently in a negative way?		N	<p>The Strategy objectives are designed to deliver a positive impact for all residents regardless of gender identity.</p>
16b	What existing evidence (either presumed or otherwise) do you have for this?	<ul style="list-style-type: none"> • Government HCLIC and council housing register data on gender identity 		

			<ul style="list-style-type: none"> • Actions around reducing hate crime and fostering good community relations in communities.
17a	Could this strategy have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?		<p style="text-align: center;">N</p> <p>The Strategy objectives especially the Homes for all objective are designed to deliver a positive impact for all residents.</p>
17b	What existing evidence (either presumed or otherwise) do you have for this?		
18a	Could this strategy have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?		<p style="text-align: center;">N</p> <p>The Strategy objectives especially the Homes for all objectives are designed to deliver a positive impact for all residents. The Strategy recognises the affordability issues for families in the area and the opportunities to progress onto larger accommodation.</p>
18b	What existing evidence (either presumed or otherwise) do you have for this?		

As well as the protected groups listed above, the Housing Strategy also has positive impacts on other minority groups such as those in housing need, homeless, or at risk of becoming homeless. The needs of these vulnerable groups are addressed by the “homes that better meet different needs” objective. For example:

- Homelessness Strategy
- Rough Sleeping Strategy
- Supported Housing Strategy

Furthermore, working to diversify housing choice as part of this Housing Strategy will also benefit people on low incomes, people living in rural areas, and former armed service personnel.

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the strategy to discriminate against certain groups on the		<p style="text-align: center;">N</p> <p>This assessment has identified that the Housing Strategy will positively impact groups with the protected characteristics, as well as those facing multiple disadvantages that may not be legal protected (such as the homeless,</p>
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	basis of protected characteristics?			care leavers, and people with a dependency on alcohol/drugs).
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.		N	Race: Sex: Disability: Sexual orientation: Age: Gender reassignment: Pregnancy and maternity: Marriage and civil partnership: Religious belief:
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	n/a – no negative impacts have been identified by this assessment.		
22	Do any negative impacts that you have identified above impact on your service plan?		N	

Signed by completing officer(s)	Karen Thorburn 31/10/2023 Janette Palmer 31/10/2023 Anna Bodman 31/10/2023
Signed by Corporate Head of Service	Gillian Knight 31/10/2023

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REPORT TITLE: TENANT SATISFACTION SURVEY (TSS) RESULTS

14 NOVEMBER 2023

REPORT OF CABINET MEMBER: Cllr Chris Westwood, Cabinet Member for Housing

Contact Officer: Janette Palmer Tel No: 01962 848 120 Email
jpalmer@winchester.gov.uk

WARD(S): ALL

PURPOSE

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.

This report 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.

There are 12 TSMs which 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.

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 18 months.

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.

RECOMMENDATIONS:

1. The survey results are noted.
2. That the recommendations for service improvement and actions in section 12.5 be approved.
 - a) Repairs & maintenance – actions to address outstanding repairs and improve performance in relation to listening to views
 - b) Examine how the housing service can improve its approach to anti-social behaviour
 - c) Investment in customer excellence training
 - d) New engagement model to appeal to under 35 year olds
 - e) Investigate differences in satisfaction levels across the different district areas through community engagement activities
 - f) Improve complaints handling performance

IMPLICATIONS:

2 COUNCIL PLAN OUTCOME

2.1 Tackling the Climate Emergency and Creating a Greener District

- a) The council commissioned a housing research organisation to conduct the survey. The procurement process included the requirement for tenderers to outline how the approach they would take would contribute to the council's carbon reduction targets. The commissioned provider, ARP Research, included in their response details of maximising the use of digital processes (where permitted within the regulator's requirements for the survey), use of recycled and environmentally friendly products for printed materials, and how their operating model aims to keep transportation to a minimum.
- b) The survey provided the opportunity for tenants to provide additional feedback in their own words. Improving heating and energy was the most raised topic.

2.2 Homes for all

- a) The survey provides data on the key issues for tenants when providing homes. Housing provision can be improved by listening to tenant views on what's important to them and their housing.
- b) One of the Tenant Satisfaction Measures (TSMs) is how well-maintained tenants feel their home is.

2.3 Vibrant Local Economy

- a) None

2.4 Living Well

- a) Survey questions include opportunities for tenants to feedback to the council on matters relating to living well. In addition to how well maintained their home is; tenants were asked about how safe they feel in their homes, satisfaction with how the council deals with reports of anti-social behaviour along with the opportunity to provide feedback on subjects of their choice. The majority of responses to the open text question were positive in nature including how some tenants felt the council provides good support.
- b) The Tenant Satisfaction Measures (TSMs) includes a performance measure on whether tenants feel the council makes a positive contribution to the area. This is the first time this topic has been tested but will provide an opportunity to see how the council compares with other housing providers.

2.5 Your Services, Your Voice

- a) The survey is the key statistically robust engagement activity undertaken by the housing service. It provides the bedrock information on which to build service improvements and determine service priorities.
- b) Feeding back effectively the actions taken in response to what tenants have told us through the survey will be critical in achieving this council priority.

3 FINANCIAL IMPLICATION

3.1 The following actions proposed in response to what tenants said have financial implications:-

- a) Development of digital capabilities and access – while initially this task will be to explore the options and opportunities available within current systems and resources; investigations may find limitations with the existing provision which can only be addressed through investment and so provision will be recommended for inclusion in the HRA business plan 2024/5.
- b) Training – investment in external customer service experts is an effective approach to embedding a culture of customer excellence. This can be covered by the existing training budget provision if maintained at the current level.
- c) Staff costs – see details in 5.1 below.

4 LEGAL AND PROCUREMENT IMPLICATIONS

4.1 The procurement of a contractor to provide the repair and maintenance service when the current contract ends will be an opportunity to work with tenants to design a specification that addresses the issues raised in the survey.

5 WORKFORCE IMPLICATIONS

5.1 The 2024/5 HRA business plan includes identification of the need for annual revenue savings which include savings from staff resources. Implementation of the work programme will be assessed in the light of any changes in staff resources.

6 PROPERTY AND ASSET IMPLICATIONS

6.1 74% of tenants responded that they were satisfied that their homes are well maintained. This and the tenant experience of the repairs service are two of the key drivers most closely associated with overall satisfaction.

6.2 At the end of the survey tenants were asked to provide any additional feedback in their own words. A fifth of respondents raised issues with the repairs and maintenance service. Their answers were focused on outstanding repairs and the information and communication around that.

6.3 Section 9.2 of the TSS report presents the property issues that were raised; heating and energy efficiency being the most common.

7 CONSULTATION AND COMMUNICATION

7.1 The Regulator of Social Housing sets out the details of how housing providers are required to conduct tenant perception surveys to generate the Tenant Satisfaction Measures (TSMs) data. As the questions can't be changed; action centred around communication.

7.2 TACT was briefed about the survey at its meeting on 23 March 2023. The briefing outlined how the 2023 survey would be undertaken and explained that this survey will be the first to collect the new TSMs data required by the Regulator of Social Housing. TACT was asked to work with the council to promote the survey and encourage tenants to complete it.

7.3 The survey was promoted through posters displayed across the district and social media posts. Housing officers were asked to add banners promoting the survey to their email signatures. The webpage was updated and gave access to Frequently Asked Questions along with a helpline to contact if they had further queries. Elected members were made aware of the survey through the Democratic Services Update.

7.4 The results will be posted on the tenant satisfaction survey webpage and included in the Housing Annual Report as well as being used to work in collaboration with TACT and the Service Delivery Groups when considering priorities for service improvements.

8 ENVIRONMENTAL CONSIDERATIONS

8.1 At the end of the survey tenants were asked to provide any additional feedback in their own words. A fifth of respondents raised issues with the repairs and maintenance service; heating and energy efficiency being the most common.

8.2 A programme of work in relation to providing Energy Saving Homes is already underway (and the subject of separate committee reports) supported by a resident engagement strategy.

9 PUBLIC SECTOR EQUALITY DUTY

9.1 An equality impact assessment was completed in October 2022 to inform the brief for commissioning a consultant to conduct the survey on the council's behalf. The survey brief included a dedicated section on meeting communication and engagement needs.

- 9.2 It was noted that the Regulator for Social Housing (RSH) had itself completed an impact assessment as the survey is a statutory requirement for all housing providers. The survey guidance produced by the regulator set out the expectations around meeting communication needs and for households who are less likely to engage.
- 9.3 While the survey questions could not be altered; the covering letters were checked with the Readers Panel.
- 9.4 Tenants had the option to either complete the survey online or in paper form (73% were postal completions, 27% were completed online). They were made aware of the survey through letters, emails and text messages. Specific measures were taken for households known to need a bespoke approach to ensure they were able to complete the survey if they wished to. This included:
- The option of completing the survey online or in paper form
 - Large print versions were sent to households which have requested written communication in this form. The response rate for these households was 44% (the average overall response rate being 46%)
 - Housing officers making contact by telephone or home visit to support as required. The response rate for these households was 58% - above the average response rate for the survey
 - The survey was structured so that advocates that support households were automatically sent the survey to be able to assist the tenant to complete. The response rate for these households was 38%
 - For tenants living in extra care accommodation or other supported living schemes - housing officers and support workers were given guidance on how to respond to queries and help tenants complete the survey.

10 DATA PROTECTION IMPACT ASSESSMENT

- 10.1 A data impact assessment was undertaken for this project given the level of personal and sensitive data being collected and transferred. The impact assessment informed the content of the Request to quote, the approach taken to the survey and the Consultancy agreement. This ensured that the appropriate arrangements were in place to keep data protected and secure throughout all the collection and transfer elements of the survey.

11 RISK MANAGEMENT

- 11.1 The council is required to conduct the survey in accordance with the regulator survey requirements. The main risk was not collecting the data in accordance with these requirements and in time for submission deadline. The survey was conducted in good time to allow for supplementary actions to be taken.

- 11.2 Few other risks are associated with the results other than ensuring that tenants receive feedback and see change in response to the views that they have taken the time to provide to mitigate against reputational risk.

Risk	Mitigation	Opportunities
Financial Exposure	Procurement exercise was conducted with the support of the Procurement team, to commission the survey and ensure VFM	
Exposure to challenge		
Innovation		
Reputation		
Fail to collect the data and meet the REGULATOR's requirements i.e. representation, confidence levels	Commission a provider with experience in running statutory surveys of this nature with the appropriate professional memberships	
Achievement of outcome Outcome required is - the survey collects the data in the prescribed form required for submission by the Regulator for social Housing	As above	
Property	None	
Community Support	None	
Timescales		
Data required for 31.03.24	The survey was conducted in good time to allow for supplementary actions to be taken if the data collected failed to meet the REGULATOR requirements.	
Project capacity	Resources and structure required plus the impact on other housing specialists and housing teams raised at Housing Departmental Managers Team in good time.	

Other		
Data breach/loss	Transfer of personalised data through a secure channel.	
Ensure tenants are aware of the results and how they will be used.	Feedback to formal tenant meetings and informal means such as newsletters and the website.	
Tenants don't feel listened to	Apply the resources and structure required to deliver the agreed actions.	

12 SUPPORTING INFORMATION:

12.1 Introduction

The council, along with other housing providers have for many years conducted tenant satisfaction surveys to find out what tenants think about the services provided by their landlord and use what they say to inform business planning priorities.

The government's 'The Charter for Social Housing Residents: Social Housing White Paper', proposed standardising the approach across all providers so it would be possible to compare performance by bringing in a set of Tenant Satisfaction Measures (TSMs) on issues that matter to tenants that providers would be required to collect annually.

This report presents the results of the council's first TSMs Tenant Satisfaction Survey. There are 12 TSMs collected through this survey; the aim of which is to allow tenants to have their say about their home, the services they receive and how these could be improved in the future.

The survey response rate was 46% (with an error margin of +/- 2.9% which comfortably exceeds the TSM target error margin of +/- 4%). When benchmarked against other clients of ARP Research the council were either in the 2nd or 3rd quartile for all indicators. The results will be submitted to the regulator in March 2024 and benchmarked against all housing providers.

A copy of the full report is provided in Appendix 1.

12.2 Summary of results

The council's results across most of the TSMs are broadly in line with the average ARP Research benchmark median of other landlords that have completed surveys with TSM questions over the last 18 months.

The main positive exceptions being higher than average results for listening to tenants and the timeliness of repairs.

Conversely the greatest shortfalls relative to benchmark targets are in the approaches to handling anti-social behaviour and complaints more generally.

12.3 Headline results

Listed below are the Tenant Satisfaction Measures and the percentage of the respondents that were **satisfied** for each measure:-

- With service overall – 78%
- That their home is safe - 79%
- That their home is well maintained - 74%
- That communal areas are clean and maintained - 64%
- With the time taken to complete their last repair – 78%
- That the council listens to views and acts on them – 67%
- That they were being kept informed – 72%
- Were treated fairly and with respect – 79%
- With the approach to handling complaints – 47%
- That a positive contribution is made to the area – 59%
- With the approach to handling anti-social behaviour – 48%

Tenants who came along to the summer 2022 'Listening to views' focus groups said that they preferred to hear which areas had the highest levels of **dissatisfaction**. Listed below are those that scored a combined (very and fairly) 15% or more dissatisfaction: -

- With the approach to handling complaints – 39%
- That communal areas are clean and maintained - 25%
- With the approach to handling anti-social behaviour – 17%
- Listens to views and acts on them – 16%
- That their home is well maintained - 15%

The lowest level of dissatisfaction was with - being treated fairly and with respect at 7%.

12.4 Comments on the results

- a) The council's results mirror the sector wide trend of reduced satisfaction levels
- b) The most influential demographic category in most tenant surveys is age group, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (88%, over 65s) and significantly lower amongst the under 35s (65%)
- c) Satisfaction is much higher in sheltered/extra care housing than in general needs stock. It is also higher in the rural districts than in the city districts
- d) There's a pattern throughout the survey of the small group of BAME respondents being significantly more satisfied than White British tenants (86% compared to 78%)
- e) There's been a sharp fall in satisfaction with tenants in Weeke – 74% from 91% for overall service satisfaction
- f) There was a strong repairs and maintenance theme within the results and feedback. One in ten of the comments made at the end of the survey were requests to complete repairs and maintenance jobs that remain outstanding, followed by 7% that asked for better information and communication on when repairs would be completed
- g) The text of a few of the questions remains unchanged from previous surveys and therefore comparisons are possible for example:
 - (i) Fewer tenants than in 2019 feel that they are kept informed about things that are important to them (72% v 81%), albeit still consistent with the average score amongst other landlords.
 - (ii) The extent to which the council listens to and acts upon the views of tenants is one area in which the council compares favourably against both its own 2019 score (was 65%) and the wider sector benchmark (63%). Listening better is a key priority for the council and recent engagement activities around this include, the consultation around the development of an engagement plan, the 'Listening to views' focus groups, visits to sheltered and extra care households by the 'Wellbeing and Inclusion Officer, and engagement around energy saving homes work programme
- h) Just under half of the sample are satisfied with the council's approach to handling anti-social behaviour (ASB) (48%), compared to 17% that

are dissatisfied. This is below the benchmark average of 53% and has also fallen by 11% since 2019

- i) Complainants satisfied (47%) with the council's approach to the handling of their complaint, is below the benchmark median of 53%. As noted in the report; many respondents that claim to have made a complaint will not have used the formal complaints system. This result should therefore be viewed as comments on how the council generally deals with issues or problems that arise

12.5 Areas for improvement

Working with our tenants and within the constraints of the HRA Business Plan our ambition is to deliver services at a standard that is the best possible. We will develop a 5 year plan to review services and aim for the best possible levels of customer satisfaction. Focus will be on the following areas for improvement:

- Repairs & maintenance – outstanding repairs and listening to views -
 - Digital offer - the Property Services service plan includes reviewing the digital service offer to improve options for reporting repairs and providing feedback, getting information on planned and cyclic maintenance programmes and for officers being able to book repairs on site during home visits
 - Performance indicators - Agree with tenants through formal tenant engagement groups meaningful areas of repairs service performance to monitor
 - Improving contractor customer excellence - work with tenants to design the service expectations of the main repairs and maintenance contract when this is next retendered
- Anti-social behaviour –
 - a scrutiny exercise will examine the council's approach to handling complaints about anti-social behaviour (for information: a housing scrutiny exercise is where tenants look at a specific service function and examine the basis for how and why a landlord delivers the service in the way it does along with any performance data. The outcome should be recommendations that result in change and improvement).
 - The team have already started looking at their approach and invested in officer training to communicate and manage expectations effectively

- Customer Service Excellence – investment in a training programme for all housing staff delivered by external providers expert in embedding a culture of customer excellence
- Engagement with the under 35s –
 - an independent review has been commissioned to review the approach to tenant engagement against the requirements of the regulator. This reported that improvement was required to the representativeness of the current approach
 - The council has drafted a menu of possible options for improvement and presented these to Business and Housing Policy committee in Feb 2023 and has started conversations with involved tenants through the existing formal structure
 - This menu of options is being tested to find out which are most attractive to those tenants who are not currently heard. The engagement plan will be finalised based on the results of the testing with a focus on reaching the under 35s
- Communal areas are clean and maintained – improvements are being made to monitoring frequency and ease of feedback with a new service provider
- Area variances – the new community engagement officers will use pop up community hub engagement opportunities to drill down into area based results to get an understanding of the reasons for dissatisfaction to design improvement actions
- Complaints – The formal complaints process has been comprehensively reviewed and the approach to monitoring improved; the expectation is that the actions above should improve tenants service experience and reduce complaints

13 OTHER OPTIONS CONSIDERED AND REJECTED

- 13.1 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.
- 13.2 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 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.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

BHP40 – Draft Housing Tenant Engagement and Communication Plan – 28 February 2023

BHP Presentation – Tenant Satisfaction Survey Results – 7 Oct 2019

Other Background Documents:-

None

APPENDICES:

Appendix 1 – Tenant Satisfaction Measures (TSM) Survey 2023

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TSM Survey 2023

for:



Winchester
City Council

Report by Scott Rumley & Adam Payne

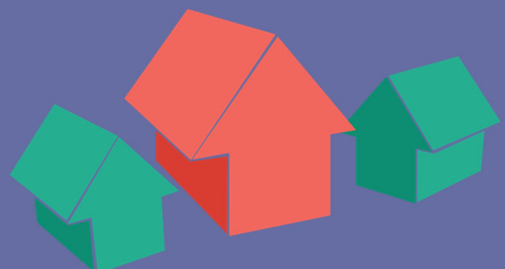
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1. Introduction

Background

This report details the results of Winchester City Council's 2023 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2019 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against ARP Research client database of recently completed TSM compliant surveys, two thirds of which are local authorities or ALMOs.

About the survey

The survey was carried out between May and June 2023. A computer-generated randomly selected one third census of general needs households were invited to take part in the survey, alongside a full census of sheltered/extra care and temporary housing.

Colour paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw.

Overall, 938 tenants took part in the survey, which represented a response rate of 46% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced age group, property type and stock type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance.

For a summary of the approach, including detailed methodology, please see appendix A.



2. Executive summary

Bench mark	2019 result	Change over time	2023 result	Tenant Satisfaction Measure
79%	87%	↓	78%	satisfaction overall
82%	85%	↓	79%	home is safe
74%	N.A.		74%	home is well maintained
63%	N.A.		64%	communal areas clean and maintained
80%	N.A.		80%	repairs service in last 12 months
73%	N.A.		78%	time taken to complete last repair
63%	65%	↑	67%	listens to views and acts on them
71%	81%	↓	72%	being kept informed
77%	N.A.		79%	treated fairly and with respect
53%	N.A.		47%	approach to handling complaints
61%	N.A.		59%	makes a positive contribution to area
55%	59%	↓	48%	approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

Overall satisfaction

1. Overall tenant satisfaction with the services provided by Winchester City Council has fallen to 78% compared to the 87% achieved in 2019, having been reasonably stable since 2015. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the pandemic, cost of living crisis, inflationary rent increases and shortages in labour and materials.
2. Indeed, the Council's overall satisfaction score is still broadly in line with the ARP Research benchmark median of other landlords that have completed surveys with TSM questions over the last 18 months (79%, section 3).
3. Most of the results across the survey are also generally around the average benchmark scores, with the main positive exceptions being higher than average results for listening to tenants (section 6) and the timeliness of repairs (section 5). Conversely, the greatest shortfalls relative to the benchmark targets are in the approaches to handling ASB and complaints more generally (sections 7 and 8).
4. The most influential demographic category in most tenant surveys is age group, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (88%, over 65s) and significantly lower amongst the under 35s (65%).
5. Satisfaction is much higher in sheltered/extra care housing than in the general needs stock (90% v 76%), the gap having doubled since 2019. It is also higher in the rural districts than in the city districts (81% v 76%).
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four strongest factors most closely associated with overall tenant satisfaction are:
 - Provide a home that is well maintained (74% satisfied, section 4)
 - Repairs service received over the last 12 months (80%, section 5)
 - Easy to deal with (76%, section 6)
 - Listen and act on tenants' views (67%, section 6)

The home

7. Around three quarters of tenants feel that the Council provides a home that is well maintained, which is also in-line with the benchmark average (74%, section 4).
8. How tenants responded is the strongest 'key driver', which means it is the best predictor of overall tenant satisfaction. This is a common survey finding in the post-pandemic era.
9. The property improvements that were mentioned most frequently in the survey comments are heating, energy efficiency and replacement windows (see section 9).

2. Executive summary

10. Since 2019 satisfaction with the safety of the home has fallen by six points to 79%, which is now slightly lower than the benchmark average of 82%. However, the proportion that are 'very' satisfied has actually gone up by 10%. This may be as a result of the wording change in TSM, the 2019 question referred to both safety and security.
11. There is increased regulatory focus on cleanliness and maintenance of communal areas. On this measure the Council's score of 64% is again close to the benchmark median of 63%, although there may be some issues in the City Winnall & Highcliffe district (40% satisfied).

Repairs

12. Four out of five respondents are satisfied with the repairs service received over the last 12 months (80%), which is an identical score to the benchmark median (section 5).
13. This question is the second strongest key driver of landlord satisfaction, which coupled with property maintenance more generally emphasises the bricks and mortar theme of this year's survey results.
14. Indeed, around one in ten of the comments made at the end of the survey were requests to complete repairs and maintenance jobs that remain outstanding (9%), followed by 7% that asked for better information and communication on when repairs would be completed (section 9).
15. Nevertheless, most respondents are still satisfied with the time taken to complete repairs after they are reported (78%), which is notably higher than average amongst other landlords (73%).

Communication

16. The secondary key drivers of tenant satisfaction were both regarding the nature of the customer relationship between them and housing services. The first of these is the extent to which housing services is easy to deal with which is often referred to as a 'customer effort' score (76%) satisfied (section 6).
17. The extent to which the council listens to and acts upon the views of tenants is the joint third placed key driver (67% satisfied). This is one area in which the Council compares favourably against both its own 2019 score (was 65%) and the wider sector benchmark (63%).
18. This rating has also jumped up by 10% for sheltered and extra care tenants (now 81%).
19. It should be noted that attention is being given to this by the Council, including the development of an engagement plan, the 'Listening to views' focus groups, and visits to sheltered and extra care households by the new 'Wellbeing and Inclusion Officer.'
20. Survey respondents are also generally satisfied that they are treated fairly and with respect (79%), with only a small minority that actively disagrees (7%).
21. Conversely, fewer tenants than in 2019 feel that they are kept informed about things that are important to them (72% v 81%), albeit still consistent with the average score amongst other landlords. It is possible that this is linked to the aforementioned issue of outstanding repairs and maintenance works.

Neighbourhoods

22. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 59% of respondents are satisfied with, compared to 13% that are dissatisfied. This is yet another measure that is broadly similar to expectations, the benchmark figure being 61% (section 7).
23. Just under half of the sample are satisfied with the Council's approach to handling anti-social behaviour (48%), compared to 17% that are dissatisfied. This is below the benchmark average of 53%, having fallen by a statistically significant 11% since 2019.

Complaints

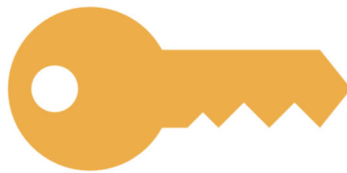
24. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a fifth of respondents answered. This result should therefore be viewed as comments on how the Council generally deals with elevated service requests, rather than a measure of how the formal complaint process performs (section 8).
25. Unfortunately, although around half of complainants are satisfied with the Council's approach to the handling of their complaint, this is somewhat below the benchmark median of 53%.



3. Services overall

78%

satisfied
overall



top 'key
drivers'

1. home that is well maintained
2. repairs service in last 12 mths
3. easy to deal with
4. listens and acts on views



Overall satisfaction has fallen significantly since 2019, but the pandemic and cost-of living have suppressed satisfaction scores across the sector



Most satisfaction scores are on par with TSM benchmarks from other ARP Research clients



Property maintenance and repairs is the strongest theme of the 'key driver' list of the best predictors of overall satisfaction



Substantial differences by age group, being much higher than average for the over 65s but much lower for under 35s

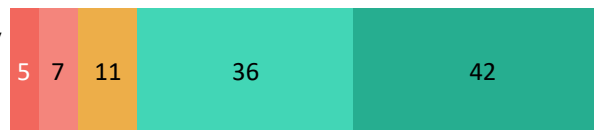
3. Services overall

3.1 Overall satisfaction

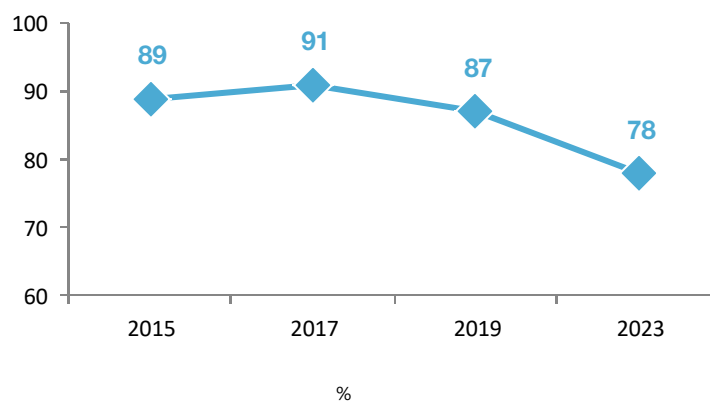
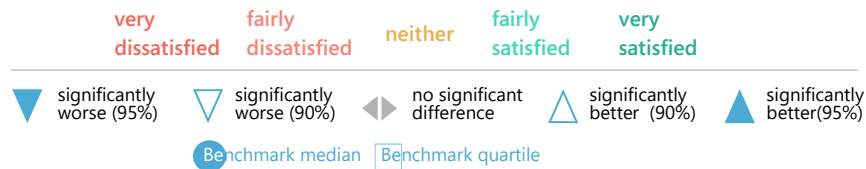
% Base 937 | Excludes non respondents



Overall service provided by Winchester City Council housing services



satisfied 2023: 78, satisfied 2019: 87, error margin: +/- 2.6, bench mark: 79



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	5	7	12	37	40	76	87	+/- 3.3
Sheltered/Extra care	288	4	3	4	34	56	90	93	+/- 3.4

Overall tenant satisfaction with the services provided by Winchester City Council housing services has **fallen** to 78% compared to the 87% achieved in 2019, having been reasonably stable since 2015.

This is a 'statistically significant' change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. The **pandemic** significantly suppressed customer satisfaction scores across the sector, with recovery further hampered by the fact that tenants are currently struggling to cope with the **cost-of-living crisis**. In addition, landlords are also affected by high inflation with most having to increase rents, as well as dealing with shortages in labour and materials.

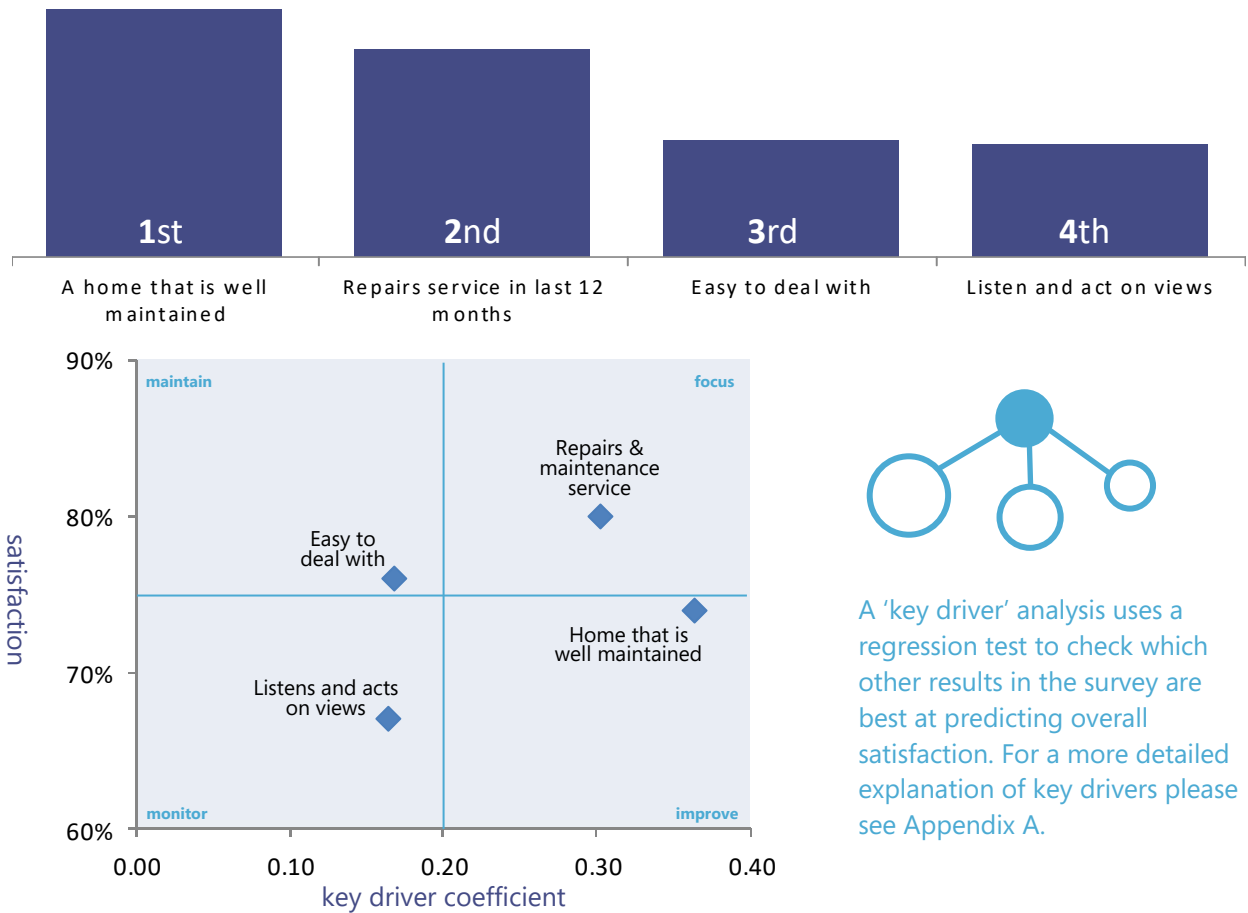
Indeed, despite being considerably lower than it had been pre-pandemic, the Council's overall satisfaction score is still broadly in line with the ARP Research **benchmark median** of other landlords that have completed surveys with TSM questions over the last 18 months (79%).

Furthermore, most of the results across the survey are also generally around the average benchmark scores, with the main positive exceptions being **higher than average** results for listening to tenants (section 6) and the timeliness of repairs (section 7). Conversely, the greatest **shortfalls** relative benchmark targets are in the approaches to handling ASB and complaints more generally (sections 7 and 8).

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.706 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The most obvious finding was that the extent to which tenants feel that their home is **well maintained** or their general experience of the **repairs service** over the last 12 months are the dominant factors. This focus on bricks and mortar issues is a very common theme in tenant surveys completed in the post-pandemic era, during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans and coping with the aforementioned challenges in the cost and availability of materials and labour.

What this suggests is that Winchester Council tenants are most strongly focused on the **physical fabric** of their homes, but the quality of the **customer relationship** between them and their landlord is also very important, as evidenced by the two other items in the key driver list that are both of equal strength.

The first of these is the extent to which housing services is **easy to deal with**. This is a Housemark core STAR question and is often referred to as a 'customer effort' score. The Council's performance in this regard is on par with other landlords (see section 6), but it's inclusion on this list emphasises how influential a painless customer service experience is on their broader attitudes towards the Council.

A closely related topic is the extent to which the council **listens to** and acts upon the views of tenants, which is the joint third placed key driver. This is a particularly interesting finding because it is one area in which the Council compares favourably against both its own 2019 score and the wider sector benchmark, having already been working on improving in this regard (see section 6).

3. Services overall



Change over time

- Overall satisfaction has **fallen** by a statistically significant 9%.
- This is primarily driven by a fall in satisfaction amongst **general needs** tenants from 87% to 76%. Although satisfaction in sheltered housing and extra care is also down a little, this isn't a statistically significant change.
- By district, there was a particularly sharp fall in satisfaction in **City Weeke** (74% v 91%).



By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across most results. Overall satisfaction is highest amongst retirement age tenants (88%, over 65s) and significantly lower than average amongst the under 35s (65%). For full details see table 10.11.
- Tenants that have **had a repair** in the previous year are significantly more satisfied than those that have not (81% v 66%).
- The small group of **BAME** respondents are significantly more satisfied than White British tenants (86% v 78%), a pattern that is evident throughout all the core findings (see table 10.12).



By place

- Satisfaction is much higher in **sheltered/extra care** housing than in the **general needs** stock (90% v 76%). The gap between the two has more than doubled from 6% to 14%.
- There are no significant differences between the overall score and any specific district. However, when compared against *one another*, satisfaction is significantly higher in the **rural districts** compared to the city districts (81% v 76%), albeit at the less stringent 90% confidence level.
- The single district with the highest satisfaction level is **Rural North** (84%), whilst the lowest is City Weeke (74%).
- Overall satisfaction is significantly higher than average for tenants in **bungalows** (84%), compared to 78% in flats and 77% in houses, although the latter has a significantly lower proportion that are 'very' satisfied (39%).

3.3 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
Overall	938	78
City	528	76
Rural	410	81
City Other	131	78
City Stanmore	162	76
City Weeke	84	74
City Winnall & Highcliffe	151	76
Rural North	153	84
Rural South	256	79

Significantly **worse** than average
(95% confidence*)

Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(95% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

79% 
safe

74% 
well maintained



The maintenance of the home is the strongest key driver of overall satisfaction



This is a new question, but the rating is consistent with the benchmark target score



Satisfaction with the safety of the home has fallen, but the picture is mixed because more are now 'very' satisfied



Almost two thirds of those with communal areas are happy with their cleaning and maintenance, which is about average

4. The home

The new TSM question about the standard of the property doesn't have comparable wording to the old survey, so cannot be compared directly to the 2019 results. However, three quarters of the Council's tenants are satisfied that their home is **well maintained** (74%), which is again in-line with the ARP benchmark figure.

The nearest equivalent question in 2019 which asked about the quality of the home was also broadly consistent with that year's benchmark, suggesting that any changes in perceptions of the home are consistent with the national picture.

Nevertheless, the maintenance of the property is the strongest **key driver** of overall satisfaction (section 3), which as previously mentioned is a common finding for tenant survey results at the moment with the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.

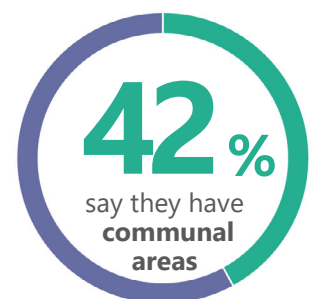
In addition, the recent consultations carried out by the Council on making **homes greener** may have focused tenant's minds around property improvements. There is also supporting evidence from tenant's additional comments made at the end of the survey with property improvements being the most common requests, especially **heating, energy efficiency and replacement windows** (see section 9).

The next question in this section, asking about the **safety** of the building, which is considered to be similar enough to be able to track over time. Since 2019 this rating has fallen by six points to 79%, which is now slightly lower than the benchmark average of 82%. However, this is not a statistically significant change because there is more going on underneath the surface – the proportion that are 'very' satisfied has actually gone up by 10%, but the proportion 'fairly' satisfied has fallen by 15%!

The survey results offer little insight into this confusing finding, including only a handful of references to safety in the open text comments. It is possible that the wording change, the 2019 question referred to safety and security, may have had a more noticeable effect than in other tenant surveys.

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Under half of the Council's tenants felt that this question applied to them, including most sheltered/extra care tenants (97%) but only a third of general needs (35%).

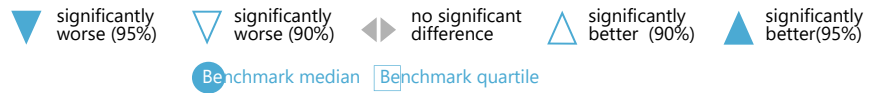
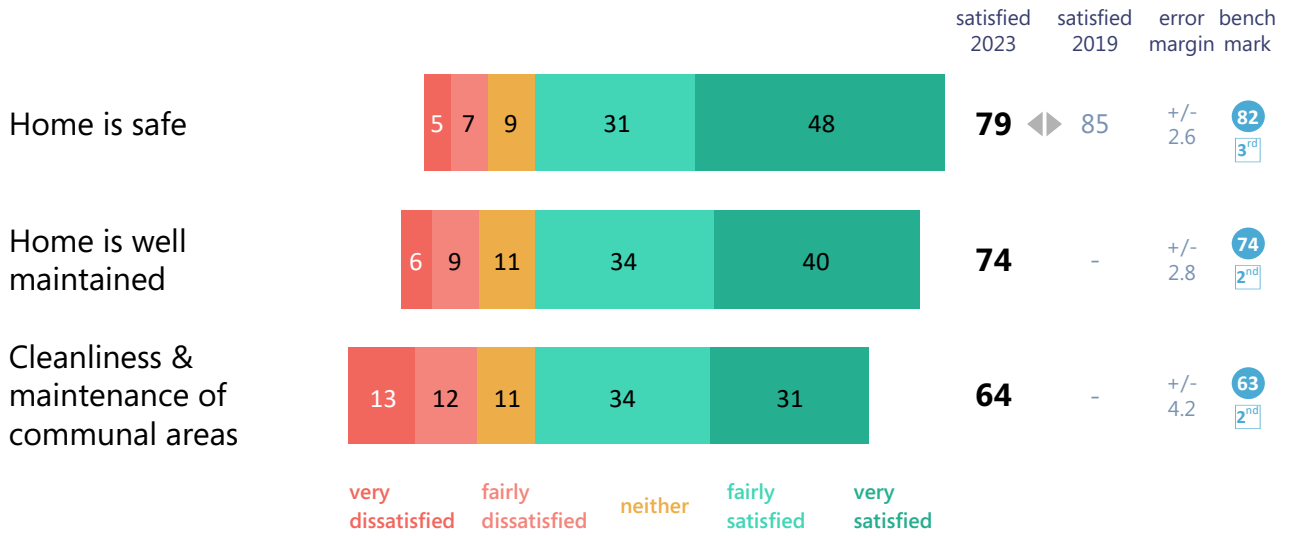
Around two thirds of these respondents are satisfied with how these communal areas are cleaned and maintained (64%), which once again is very close to the ARP Research benchmark of 63%, although there may be some issues in the City Winnall & Highcliffe district (40% satisfied).



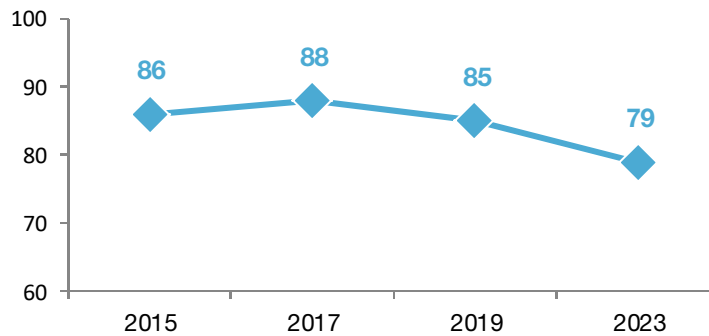
4. The home

4.1 Satisfaction with the home

% Bases (descending) 927, 928, 384 | Excludes non respondents



Home is safe



Home is safe

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	5	8	10	32	45	77	84	+/- 3.3
Sheltered/Extra care	288	1	1	7	24	67	91	95	+/- 3.4

Home is well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	7	10	11	35	37	72	-	+/- 3.5
Sheltered/Extra care	288	2	1	7	29	61	89	-	+/- 3.6

Communal areas clean and well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	15	15	14	32	24	56	-	+/- 6.5
Sheltered/Extra care	288	2	6	5	38	50	89	-	+/- 3.8

4. The home



Change over time

- Satisfaction with the **safety** of the home has **fallen** since 2019 from 85% to 79%, albeit not significantly.



By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (50% 'maintenance', 58% 'safety'). Both are rated significantly higher than average by those aged 65 or over (85% 'maintenance, 89% 'safety').
- As expected, there is a notable difference in the rating for the maintenance of the home by whether or not respondents have **had a repair** (76% v 62%).
- **BAME** respondents are significantly more satisfied with both the maintenance and safety of their homes (83% and 86% respectively), as well as the maintenance of communal areas (81%).



By place

- **Sheltered/Extra care** tenants have high satisfaction with maintenance and safety of the building (89% and 91% respectively). They are also significantly more likely than other tenants to have a positive view on communal cleaning and maintenance (89%).
- Satisfaction with the **safety** of the home is somewhat lower for tenants with communal areas than those without (76% v 81%).
- Furthermore, by property characteristic the lowest satisfaction with maintenance is 70% amongst those living in **3 bed homes**, including only 32% that are 'very' satisfied.
- Tenants in **rural areas** are significantly more satisfied than average with both the maintenance and safety ratings (78% and 85%), with satisfaction significantly below average for both in **city** regions (71% and 74%).
- Respondents in the **City Stanmore** district are significantly less satisfied than average with the safety of their home (70%).
- Satisfaction with communal areas is significantly lower than average in the **City Winnall & Highcliffe** district (40%), which is 20% lower than any other area.

4.2 The home by area

	Sample size	% positive			
		Home is safe	Home is well maintained	Communal areas clean & maintained	
Overall	938	79	74	64	
City	528	74	71	64	
Rural	410	85		65	
City Other	131	79	73	76	
City Stanmore	162	70	68	66	Significantly worse than average (95% confidence*)
City Weeke	84	76	71	60	Significantly worse than average (90% confidence*)
City Winnall & Highcliffe	151	73	71	46	Significantly better than average (95% confidence*)
Rural North	153	86	75	68	Significantly better than average (90% confidence*)
Rural South	256	84	80	63	

* See appendix A for further information on statistical tests and confidence levels



5. Repairs and maintenance

80%



service in last 12 months

78%



time taken to complete repair



Satisfaction with recent repairs received is a key driver of satisfaction



The repairs questions compare well against benchmarks, especially timeliness which is 5% higher than average



The single most common open text comment is about repairs jobs that remain outstanding, followed by more information and communication on repairs



Recent consultation on 'listening to views' also included many comments about interactions with repairs staff

Satisfaction with the repairs service over the last 12 months is the second strongest **key driver** of landlord satisfaction (section 3), which coupled with property maintenance more generally emphasises the bricks and mortar theme of this year's survey results.

However, the importance of an issue isn't necessarily linked to current performance. Indeed, the 80% that are satisfied with the **service they have received** if they had a repair in the last year is consistent with the ARP average across different landlords, whilst the 78% that are happy with the **timeliness** of their last repair is notably higher than average amongst other landlords (73%).

It is important to note here that the TSM question this year isn't compatible with the STAR wording used in previous surveys, which asked everyone about repairs and maintenance more generally regardless of recent experience.

Although this year's ratings for the repairs service are at least on par with expectations, the reasons for this service being a key driver are still there, chief amongst these maintain service levels in the face of pandemic delays and inflationary pressures. This is most in evidence within the free text responses as around one in ten of the comments made at the end of the survey were requests to complete repairs and maintenance jobs that **remain outstanding** (9%), followed by 7% that asked for better **information and communication** on when repairs would be completed (see chart 9.3).

The latter finding also supports the results from other recent consultations with tenants (see section 6 for details) that highlighted the interactions between contractors and tenants as an important element of feeling that the Council **listens to their views**.



By people



By place

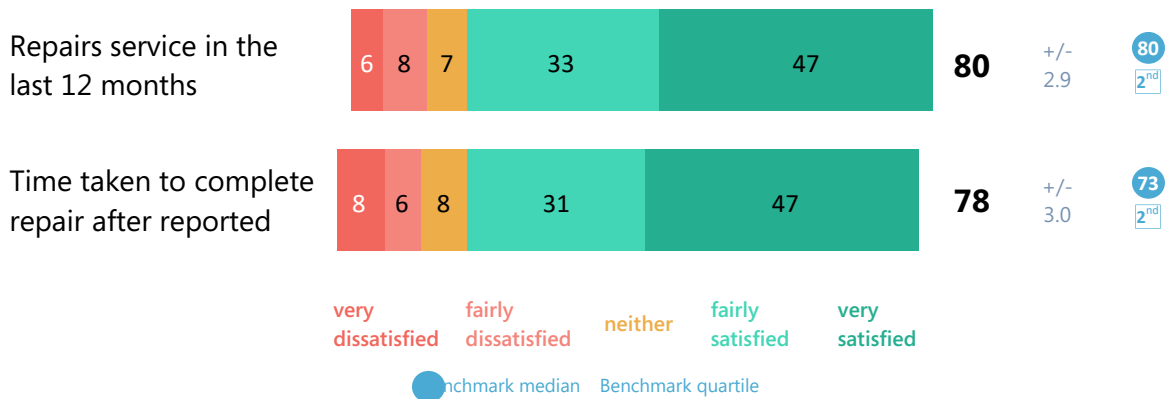
- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 month (88%), compared to just 75% of working age tenants, including only 69% of the **under 35s**.
- However, note that this age gap of 19% between highest and lowest is smaller than the nearest equivalent repairs question in the 2019 survey where the gap was 32%.
- The time taken to complete the last repair is also rated significantly higher than average by tenants aged 65 or over (84%), but again the opposite is true for under 35s (64%).
- **Sheltered/Extra care** tenants are more satisfied than general needs with the service received in the last 12 months (87% v 79%) as well as the time taken to complete a repair (83% v 77%).
- Some statistically significant differences by **district** with respondents in the Rural North area significantly more satisfied than average with the service received in the last 12 months (87%) and the time taken to complete their last repair (82%, see table 5.2).
- The service in the last 12 months is rated significantly below average in the Weeke district (78%).
- Both questions are rated just below average in **houses** (78% 'service in last 12 months', 77% 'time taken'), whereas the opposite is true for those living in bungalows (84% 'service in last 12 months', 80% 'time taken').



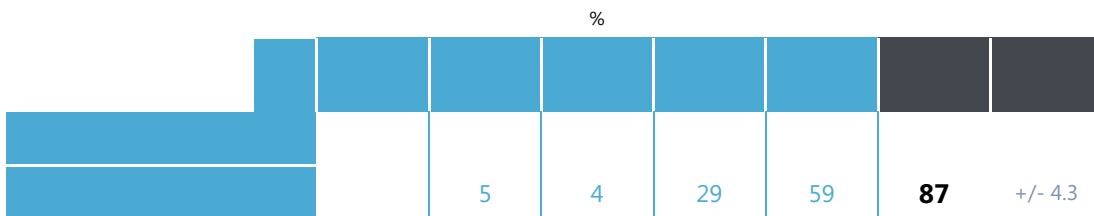
5. Repairs and maintenance

5.1 Repairs and maintenance

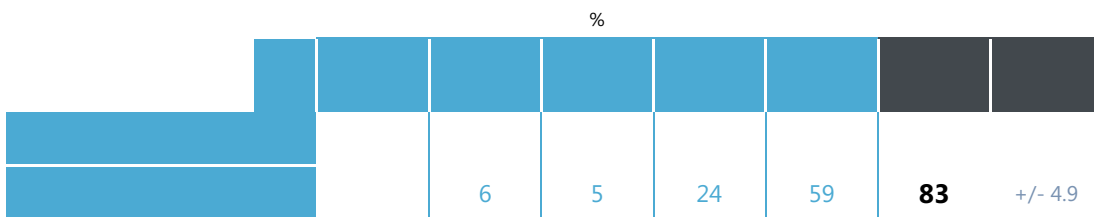
% Bases (descending) 763, 765 | Had a repair in the last year. Excludes non respondents



Repairs service in the last 12 months



Time taken to complete repair after reported



5.2 Repairs and maintenance by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	938	80	78
City	528	80	77
Rural	410	79	78
City Other	131	73	74
City Stanmore	162	84	80
City Weeke	84	78	79
City Winnall & Highcliffe	151	84	77
Rural North	153	87	82
Rural South	256	75	76

- Significantly **worse** than average (95% confidence*)
- Significantly **worse** than average (90% confidence*)
- Significantly **better** than average (95% confidence*)
- Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Contact and communication



79%



listens to views
and acts upon



The ease of dealing with housing services, and listening to tenants' views, are both key drivers of satisfaction overall



The rating for listening to tenants' views has increased slightly since 2019, including a 10% improvement amongst sheltered and extra care



Listening to tenants' views, and the opportunities to make their views known, are both rated above the benchmark average



Most tenants feel that they are treated fairly and with respect (79%) compared to only 7% that disagree

6. Contact and communication

Although the primary theme of the survey results is property maintenance and repairs, the secondary key drivers of tenant satisfaction were both regarding the nature of the **customer relationship** between them and housing services (section 3).

The first of these is a relatively new STAR core question asking if tenants find Housing Services easy to deal with, which is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. Three quarters are satisfied this was the case (76%), which once again is consistent with the ARP benchmark average.

The other clear signifier of overall tenant satisfaction in this section of the results is the rating for how housing services **listens to views and acts upon them**, a score that unlike most other year on year comparisons has increased since the last survey (albeit not significantly so). Furthermore, it is also positive to note that the Council rating of 67% satisfied is four points higher than the ARP benchmark score of 63%.

Similarly, satisfaction with the opportunities to **make your views known** demonstrated a similar pattern, being slightly higher than in 2019 and six points above benchmark (70% satisfied).

It should be noted that attention is being given to this by the Council, including the development of an **engagement plan** and the '**Listening to views**' **focus groups** with tenants last year. Furthermore, satisfaction that the Council listens to tenant's views has significantly increased by 10% for sheltered and extra care residents, and visits from the new '**Wellbeing and Inclusion Officer**' are being made with this group.

Those focus groups last year also provide insights into the main themes of the current survey. When attendees were asked what "listening to views" meant to them in practice, a common answer was that it meant contractors and other staff meaningfully engaging with them about how and when repairs were to be completed.

Indeed, the manner in which tenants were dealt with during such interactions was also mentioned during those focus groups, which leads on to another finding from the current survey about treating **tenants fairly and with respect**. Fortunately, the Council's score compared well against the benchmark (79% v 77%), with only a small minority that actively disagrees that this occurs (7%).

The last question in this section is on customers being **kept informed** about things that are important to them. In many cases this important information will include updates on repairs, so it isn't surprising that the 72% satisfaction score is below the 81% achieved in 2019, albeit still consistent with the average score amongst other landlords.

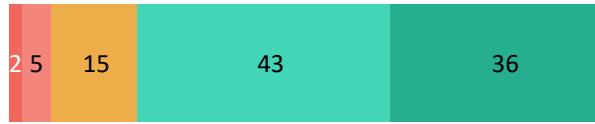
6. Contact and communication

6.1 Fairness and respect

% Bases (descending) 928 | Excludes non respondents



Treat tenants fairly and with respect



agree 2023 error margin bench mark

79

+/- 2.6

77
2nd

strongly disagree disagree neither agree strongly agree

Benchmark median Benchmark quartile

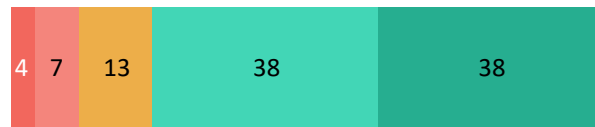
	Base	strongly disagree	disagree	neither	agree	strongly agree	agreed 2023	error margin
General needs	638	2	5	15	43	35	77	+/- 3.3
Sheltered/Extra care	288	1	2	11	40	47	87	+/- 4.0

6.2 Easy to deal with

% Bases (descending) 924 | Excludes non respondents



Housing services is easy to deal with



satisfied 2023 error margin bench mark

76

+/- 2.8

77
3rd

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

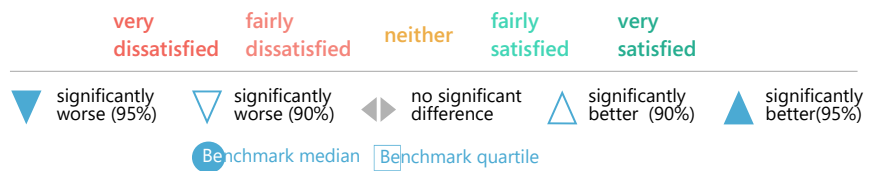
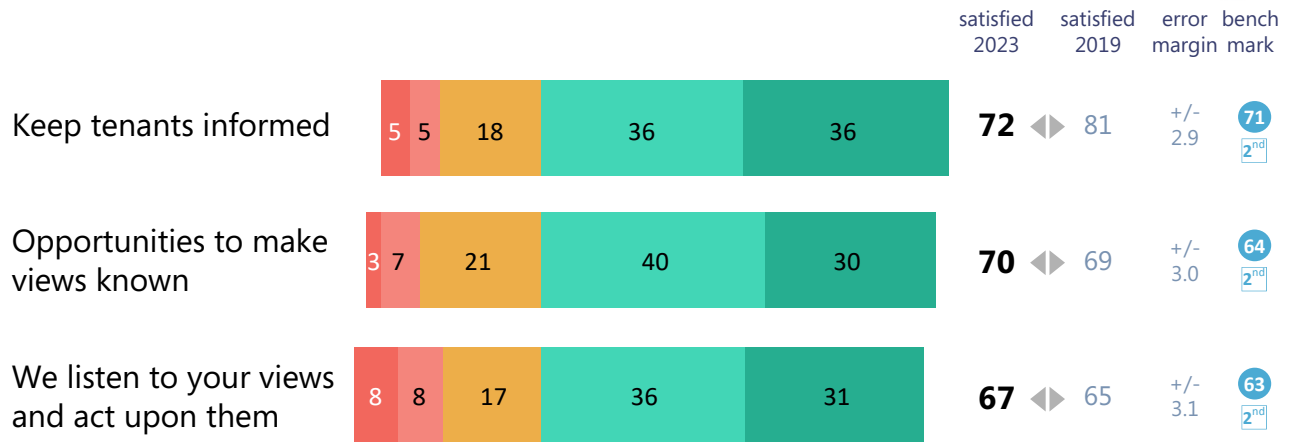
Benchmark median Benchmark quartile

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	error margin
General needs	638	5	8	13	39	35	75	+/- 3.4
Sheltered/Extra care	288	2	4	10	31	53	84	+/- 4.3

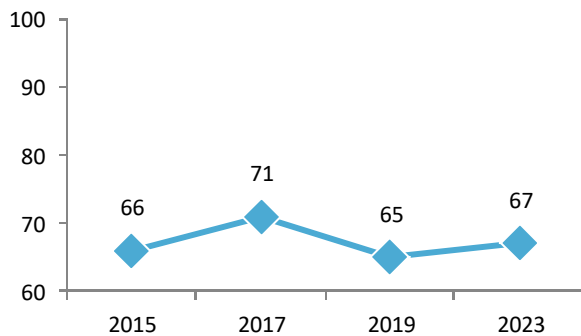
6. Contact and communication

6.3 Communication

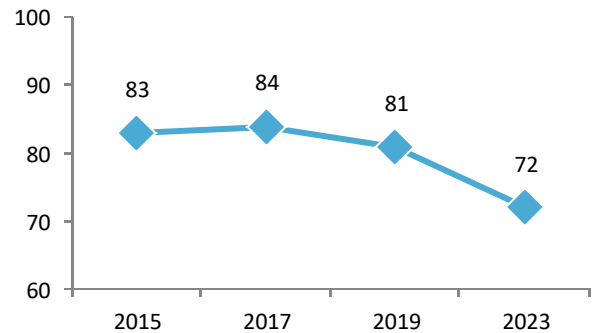
% Bases (descending) 916, 883, 888 | Excludes non respondents



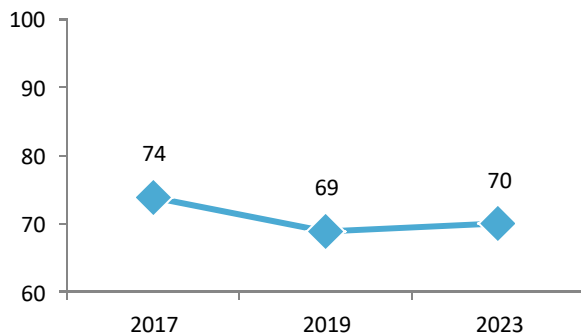
Listen to views



Keep tenants informed



Making views known



6. Contact and communication



Change over time

- Slight increases in satisfaction with **listening to** and acting upon tenant's views and the opportunities for tenants to **make their views known**.
- A statistically **significant improvement** of 10% in listening to views amongst **sheltered/extra care tenants**.
- Satisfaction with being kept **informed** has fallen from 81% to 72%, however this is not statistically significant as the proportion 'very' satisfied has improved by 6%.



By people

- Respondents aged **under 35** are the least likely to feel that their views are listened to and acted upon (58% satisfied), with this group significantly less satisfied than average. That said they are more satisfied than they were in 2019 (was 55%).
- For all five questions in this section, **retirement age** respondents are significantly more positive than average by at least eight percentage points.

- Respondents from **ethnically diverse** backgrounds are significantly more satisfied with every rating in this section than White British respondents.



By place

- Customers in **flats** typically rate each customer experience the lowest compared to those in other property types and sizes, however this will invariably be linked to the age profile with 60% of the under 35s living in flats.
- The only distinction in any of the ratings in this section by geographical area is that **Rural** respondents were more satisfied than average with being listened to (72%), being kept informed (77%) and how easy Council housing services are to deal with (80%).
- Satisfaction with being kept informed was notably low in the **City Weeke** district (59%).

Listen to views

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	9	8	18	36	30	65 ◀▶	64	+/- 3.8
Sheltered/Extra care	288	3	4	12	39	42	81 ▲	71	+/- 4.7

Keeps tenants informed

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	6	6	18	36	35	70 ◀▶	80	+/- 3.6
Sheltered/Extra care	288	2	3	15	36	44	80 ◀▶	85	+/- 4.7

Opportunities to make views known

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	satisfied 2019	error margin
General needs	638	2	7	22	41	28	69 ◀▶	67	+/- 3.7
Sheltered/Extra care	288	2	3	15	33	43	76 ▲	72	+/- 5.1



7. Neighbourhood

59% a positive contribution to the neighbourhood



approach to handling ASB

48% ▼

B The extent to which the Council makes a positive contribution to neighbourhoods is on par with other landlords



However, rural districts are more positive on this than city districts, with City Weeke's score being notably low



Satisfaction with the approach to handling ASB has fallen by a statistically significant margin and is below benchmark



Prior consultation has also identified issues with ASB handling

7. Neighbourhood

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that respondents were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 59% of respondents are satisfied with, compared to 13% that are dissatisfied. This is yet another measure that is broadly similar to expectations, the benchmark figure being 61%.

Unsurprisingly, this contribution is rated more favourably by tenants living in **rural areas** compared to the city, and there is once again a notably poorer perception of the Council's role in the City Weeke district.

For many residents the neighbourhood issue that has the biggest effect on their quality of life is **anti-social behaviour**. Just under half of the tenant population are satisfied with the Council's approach to handling anti-social behaviour (48%), compared to 17% that are dissatisfied. It is difficult for any landlord to get a high score on this topic, but the satisfaction level is now below the benchmark average of 53%, having **fallen** by a statistically significant 11% since 2019.

This major change is primarily evident amongst general needs tenants and confirms the findings from last year's 'Listening to Views' consultations where this issue was frequently raised.



Change over time

- Statistically significant change in how the sample as a whole view how **ASB is dealt with** (48%, was 59%), which is driven primarily by general needs respondents (45% v 58%).



By people

- Satisfaction with the Council's contribution to the neighbourhood is significantly higher than average for those aged **65 or over** (73%), with this group also the most satisfied with how ASB is dealt with (60%).
- Respondents aged **under 50** are significantly less satisfied with both the Council's contribution to their neighbourhood as well as how they deal with ASB (48% and 36% respectively).
- Respondents from an **ethnically diverse** background are significantly more satisfied than white British respondents with the council's approach to handling ASB (81% and 45% respectively) as well as the Council's contribution to where they live (80% and 57% respectively).



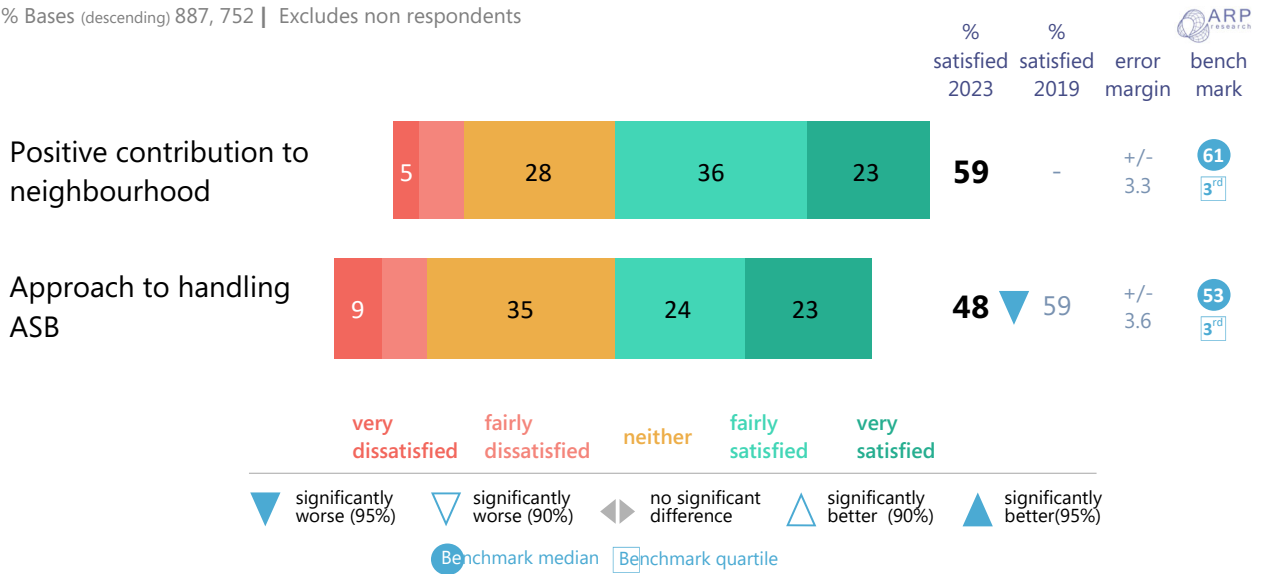
By place

- The group of **sheltered/Extra care** respondents are more satisfied than general needs tenants with the council's contribution to their neighbourhood (79% v 56%) and the approach to handling ASB (64% v 45%).
- Some variations by **area** in contribution to the neighbourhood, however only one of them is statistically significant with respondents in the Weeke district significantly less satisfied than average (46%).
- However, when compared directly against one another rather than against the global score, there is a significant difference between **City and Rural** respondents (55% and 63% respectively), with satisfaction highest in Rural South (64%).
- Similarly, satisfaction with ASB handling also varies significantly across the two main regions with those in rural areas significantly more satisfied than average (54%), whereas the opposite is true for those in city locations (44%). The **Weeke** area again gives the lowest rating, in this case only 36% satisfied.

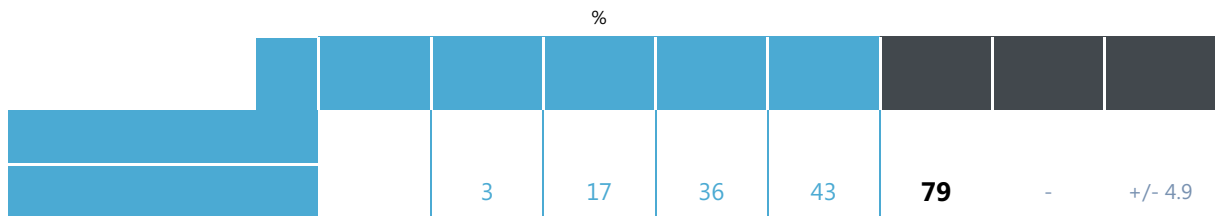
7. Neighbourhood

7.1 Neighbourhood

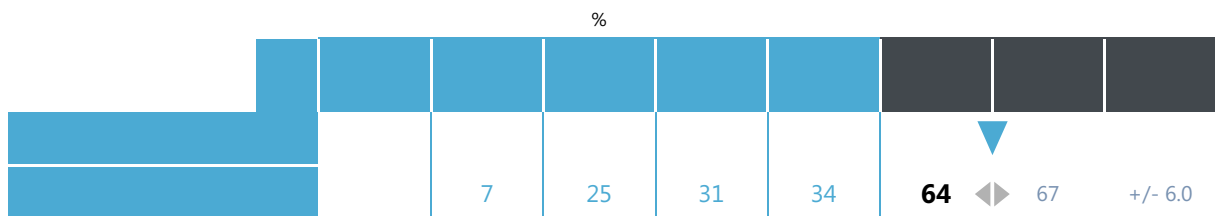
% Bases (descending) 887, 752 | Excludes non respondents



Positive contribution to neighbourhood



Approach to handling ASB

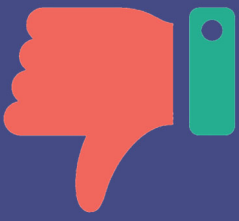


7.2 Neighbourhood and ASB by area

	Sample size	% positive	
		Positive contribution	How ASB is dealt with
Overall	938	59	48
City	528	55	
Rural	410	63	54
City Other	131	62	59
City Stanmore	162	56	41
City Weeke	84	46	36
City Winnall & Highcliffe	151	54	38
Rural North	153	63	
Rural South	256	64	

- Significantly **worse** than average (95% confidence*)
- Significantly **worse** than average (90% confidence*)
- Significantly **better** than average (95% confidence*)
- Significantly **better** than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



8. Complaints

47%



complaints handling

18%



said they complained



Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system



Tenants in City districts are far less satisfied with complaints handling compared to Rural districts (41% v 56%)



The satisfaction score is asked differently from previous years so can't be compared, but is slightly below the benchmark of 53%

8. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions in the context of the wider experience of customers when discussing repairs and other issues with their landlord, as opposed to the much narrower formal complaints procedure. It is also important to note that the satisfaction score is routed differently from the complaints question asked in previous surveys, so the two cannot be compared.

Around a fifth of tenants that responded to the survey **claim to have made a complaint** to housing services (18%), which is a somewhat smaller proportion of the sample than in other recent TSM surveys (average 25%). Experience with this question has shown that it will include relatively few who used the **formal complaints** process. Instead, this group should be better understood as those who had an elevated service request over the last 12 months that they believed housing services needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (19% v 15%).

Unfortunately, although around half of complainants are satisfied with the Council's approach to the **handling of their complaint**, this is somewhat below the benchmark median of 53%.

Indeed, although this result is a little disappointing, it is likely that any action the Council takes to address the main issues covered earlier in the report, such as property maintenance, listening to tenants and the handling of ASB, will help to improve this score.

By people

- Younger tenants aged **under 35** are more likely to have complained to the council than those of retirement age (31% v 15%).
- Respondents aged under 35 are also significantly less satisfied with complaint handling (20%), compared to 65% of the next oldest age group (35-49 year olds). However, note that the base sizes are small (30-40 people)
- The small group of **BAME** respondents are twice as satisfied as White British respondents with how the Council handle complaints (80% v 40%), despite being more likely to have made a complaint (27% v 17%).

By place

- Respondents in **flats** are more likely to have complained than tenants in houses (23% and 13% respectively), with the former also having a greater level of dissatisfaction with how it was handled (22%).
- **City** tenants are more likely to have made a complaint than tenants in rural locations (20% and 16% respectively), with the former far less satisfied with how it was handled than the latter (41% and 56%).
- The proportion claiming to have made a complaint varies little across the six main **district areas** – 16% in Rural South and rising to 23% in Weeke.
- Due to the smaller base sizes there are no statistically significant differences between these six districts on satisfaction with the approach, but the score is highest in Rural South (59%), falling to 31% in Weeke.

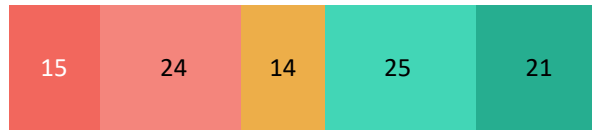
8. Complaints

8.1 Complaints

% Base 169 | Made a complaint in the last 12 month. Excludes non respondents



Approach to handling complaints



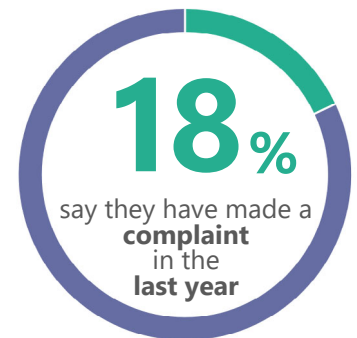
satisfied 2023 error margin bench mark

47 +/- 7.6 **53** 3rd

very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

Benchmark median Benchmark quartile

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2023	error margin
General needs	638	15	24	14	26	20	47	+/- 9.3
Sheltered/Extra care	288	14	18	20	20	29	49	+/- 13.6



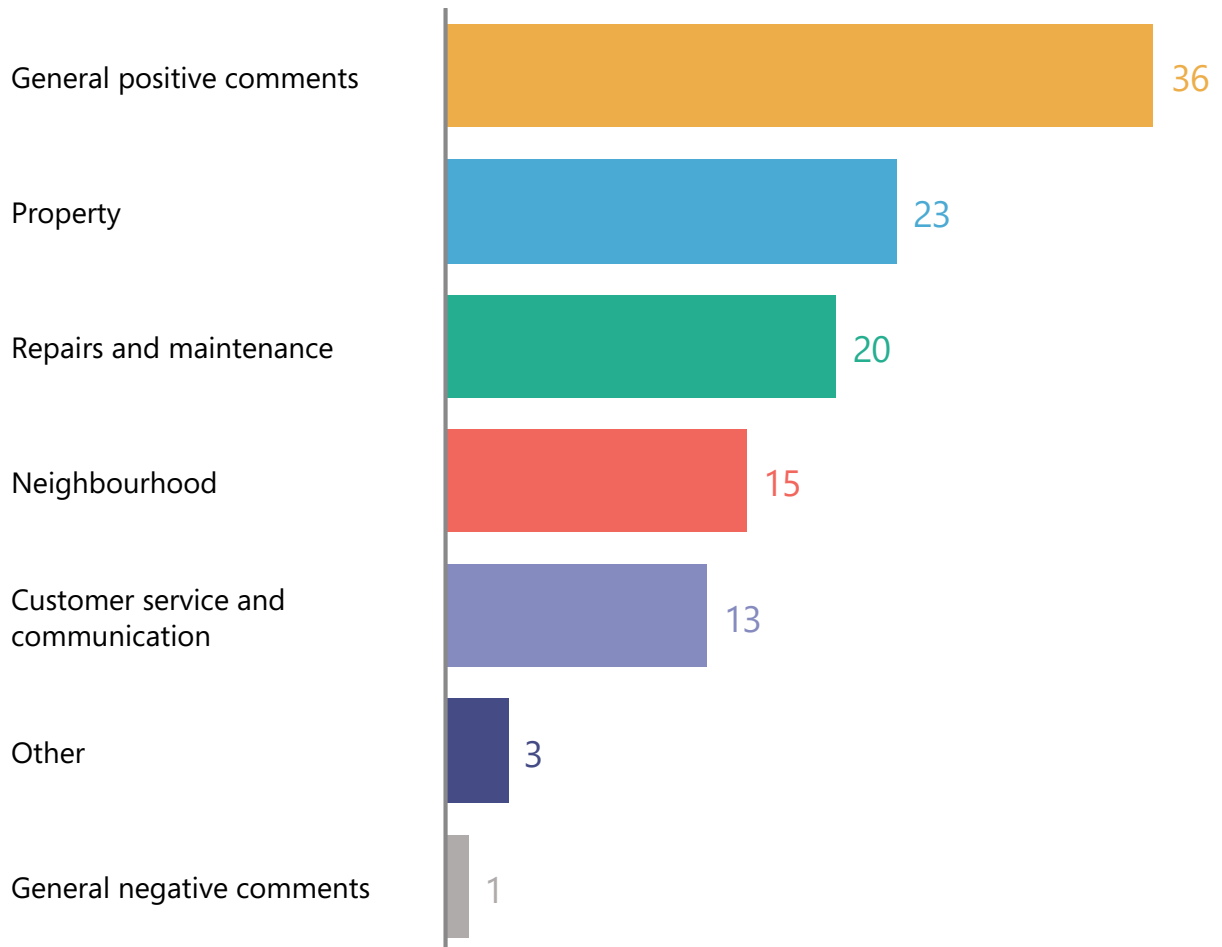


9. Further comments

42% made additional comments

9.1 Further comments - summary

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

At the end of the survey, tenants were asked to provide any additional feedback in their own words. These comments were coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fell into multiple categories.

Chart 9.1 presents this analysis in terms of just a handful of broad categories, from which it is apparent that the majority of comments were of a positive nature, followed some way back by similar numbers of comments about the property and repairs.

In terms of property issues, having a home that is well maintained and safe is the primary key driver of overall satisfaction (section 3) and as can be seen in chart 9.2 improving the heating and energy efficiency was the most commonly raised topic across the sample (5.9%). On a related theme, a number of respondents raised the need to upgrade/repair the windows. Some good examples of comments about these issues include:

“The heating issues in our house have not been corrected. A lot of head scratching but no solution.”

“I would like the Council to prioritize making my home more energy efficient with appropriate measures for a listed building, such as secondary glazing.”

“I've lived in the property many years and inside the property is in poor condition. The heating is very old. The windows are in poor condition.”

“I've been waiting almost a year for someone to fix my heating after two different engineers have condemned it.”

“My heating system is very expensive. I have Dimplex, it's new but expensive.”

“I'm still waiting for my windows to be done, they said by last September, but I have had no communications.”

“We need new windows. When a survey was done over two years ago, they said the window were well past their usage.”

A fifth of respondents raised issues with the repairs and maintenance service (20%), and their answers are heavily focused on outstanding repairs works (9.1%), followed by a need for better information and communication (7.1%) and a quicker response (5.6%). However, it is important to note that there were some comments about improving the quality of the work:

“Trying to get repairs from council is ridiculous. They don't want to fix anything nor take responsibility for anything that needs repairing due to their negligence. Even trying to get a call back to BOOK in the repairs is like trying to get blood from a stone! The customer service isn't up to standard either. Overall- 0/10. Bad.”

“I have been waiting three years for significant repairs to be carried out to my property.”

“Repairs needing a follow up are never completed. Difficult to get work completed.”

“At the moment when a property surveyor comes to inspect certain jobs, they seem more interested in saving money rather than improving the property by doing the required repairs. Also, some employee's attitudes towards dealing with the public could be improved. Housing services need constant reviews and changes to keep up with the growing needs of tenants.”

“We have 2 separate issues which were reported to the council; one 10 months ago, and one 4 months ago (classified as urgent by the surveying contractor) neither have been dealt with or remedied since they were viewed. Despite us contacting the council several times, no action or communication has taken place.”

“Housing repair issues since October 2022. Now June 2023 and still not resolved. It seems like no one in the office talks to other departments as always complete confusion when I call about repeating repairs.”

“Recent roof replacement took far too long - 14 weeks from scaffolding to completion. No roof for most/all of February and March. Absolutely freezing. Need to choose contractors more carefully.”

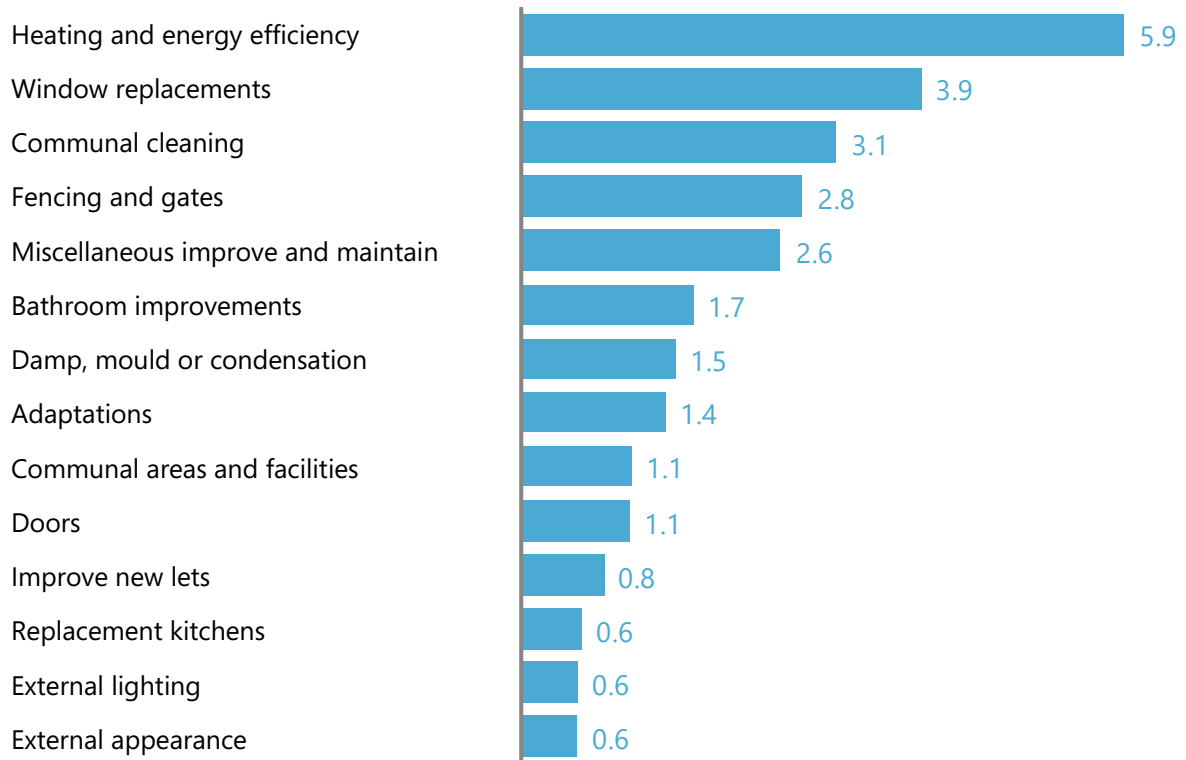
“It took 17 months to repair our leaky roof! That is not acceptable. Four times a tradesman came out to repair cracks in bathroom wall caused by water from leaky roof each time saying he can't do the job until roof is repaired. Roof repaired on 21st December 2022, reported on 14th July 2021. Now waiting for bathroom wall to be repaired.”

“Generally, very poor. Time taken for repairs to be completed is abysmal with no thought given to tenant's disruption.”

9. Further comments

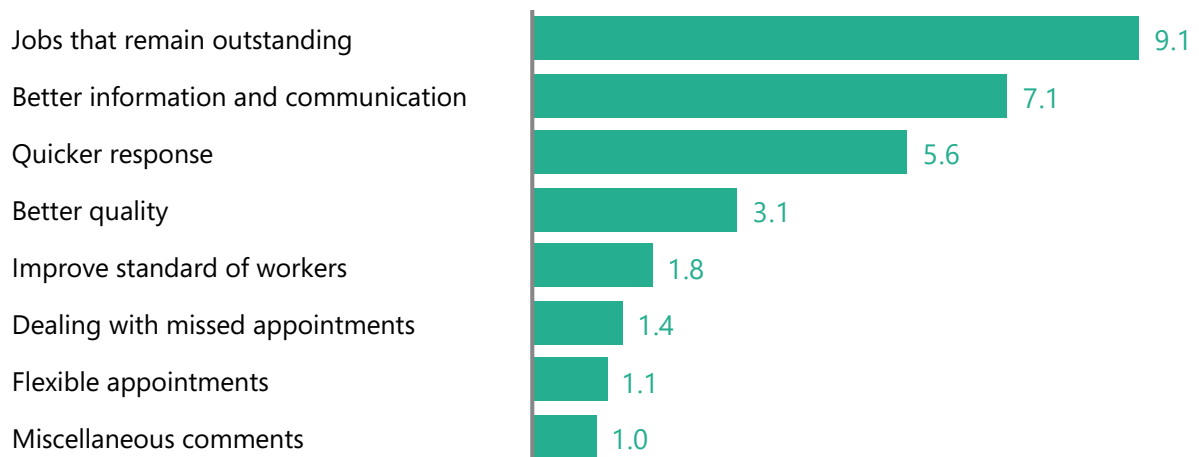
9.2 Property comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.3 Repair and maintenance comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

Around one in seven comments related to neighbourhood issues, and within this, as can be seen in chart 9.4, untidy gardens and garden maintenance was the most commonly raised topic across the sample (7.2%), even more so than how the Council deals with anti-social behaviour, with parking issues somewhere in between.

“Communal garden was left in a terrible state had to keep emailing for it to be mowed weeds were 3ft tall we couldn't sit out there. Anti-social behaviour reported nothing done police had to get involved.”

“We have made a few complaints regarding the fact that the grass hasn't been mowed since we moved in almost a years ago, there are teenagers taking drugs and leaving a lot of litter directly outside our living room and nothing has been addressed. We are both disabled and a little disappointed.”

“Grounds maintenance has slipped in recent years which is a shame as our grounds are not so pleasant these days. This not only impacts residents but members of the public too. It's not a good look! I realise money is tight.”

“Tenants should be responsible for maintaining their outside garden areas and not to be left as a mess.”

“The company that deal with gardens in the communal area could be better, area is overgrown. WCC are aware of this!”

“The council does not care about the state of gardens. I have been a tenant for 50 years and this is the worst I've seen them.”

“Blue badge bays so able to park nearer to flat.”

“More disabled access/parking required.”

“The parking around the area where I live is shocking. Contractor's vehicles taking up residents parking .

Listening to and acting on views was one of only four key drivers of overall satisfaction (section 3). As such, it is unsurprising that in terms of the customer service experience this was a common topic raised, second only to the need to return calls or respond to emails:

“Actually listen to the needs of your tenants especially my needs as it's unfair.”

“I would prefer that complaints or issues are dealt with in a more efficient manner.”

“It would be nice to get a response on the comments (positive or negative) we put on our customer feedback forms.”

“I have contacted many times about issues - nothing is done. Promised call backs that are never done.”

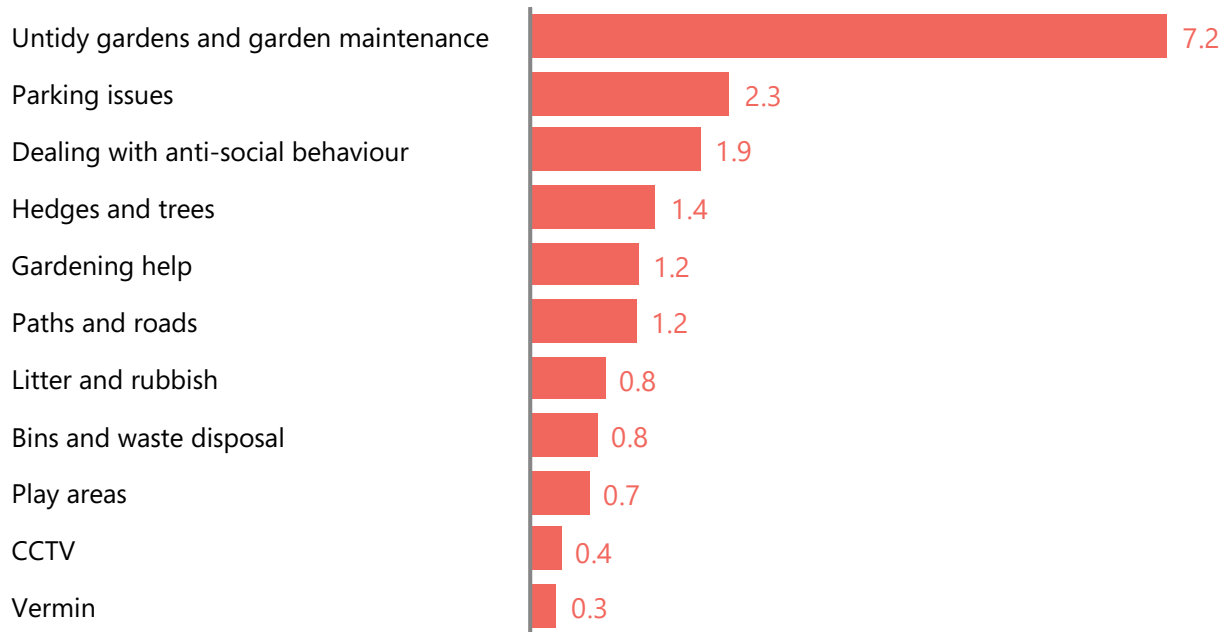
“Communication between council and tenant is extremely poor. They promise to phone back but nobody ever does! High turnover of surveyors hasn't helped my situation - I've been waiting over 2 years for the repairs/problems to be sorted!”

“Hard to get to the person you need to speak to, sometimes message box is full. They could delete them.”

9. Further comments

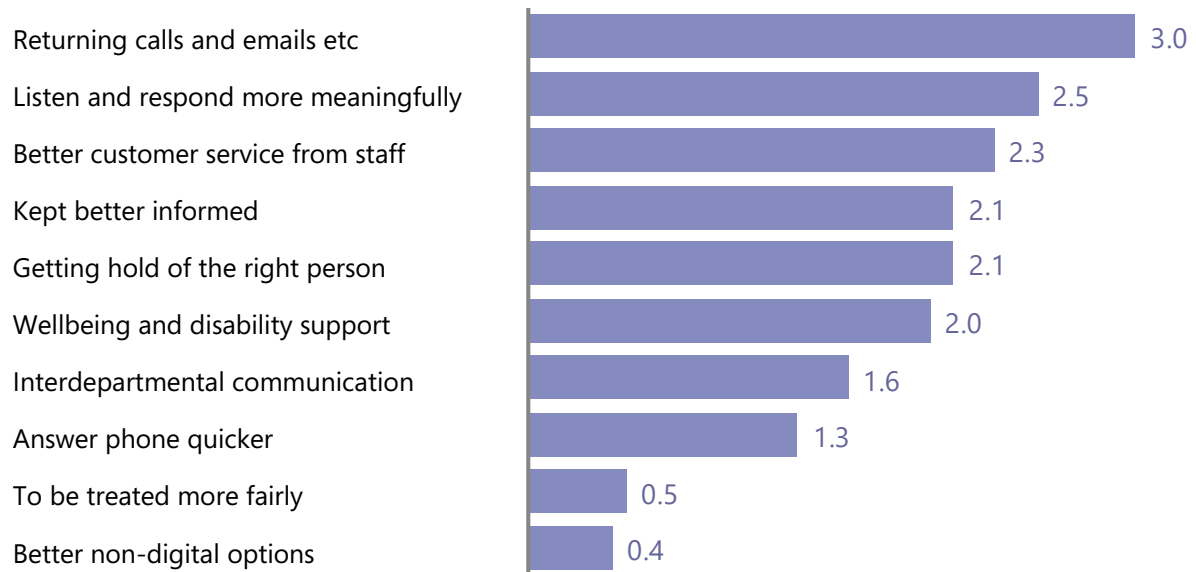
9.4 Neighbourhood comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.5 Customer service and communication comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.6 Other comments - detail

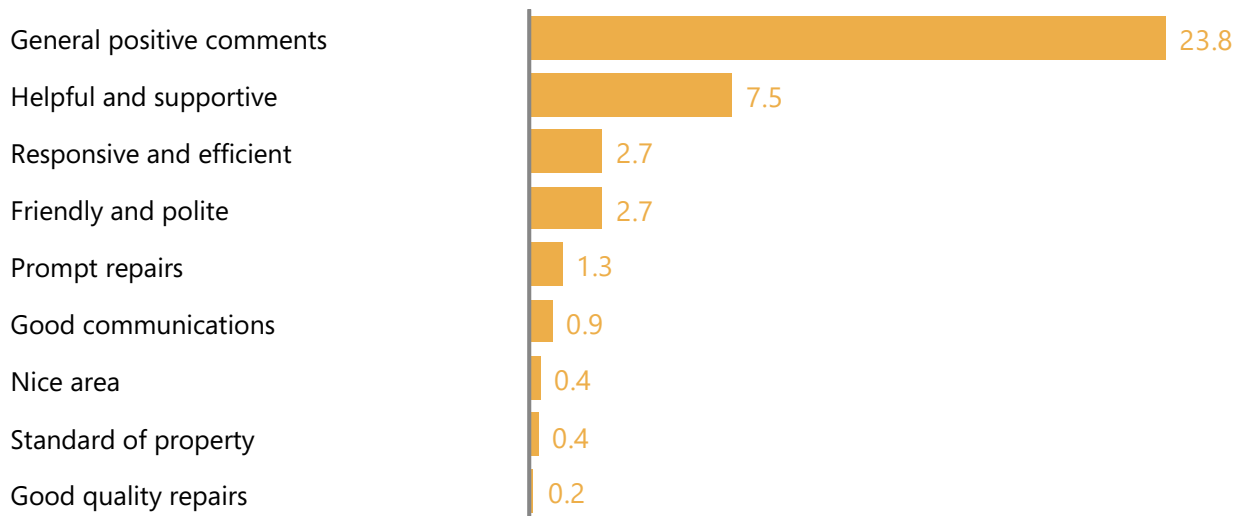
% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

9.7 Positive comments - detail

% Base 397 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



Finally, it is important to remember that just over a third of all comments were of a positive nature, and whilst the majority of these were too generic to be categorised, it was pleasing to find 8% of comments related to the help and support respondents have received. We therefore conclude with a selection of comments that highlight the positive perception of the services that many hold:

“Everything I have ever needed done or need doing has been arranged swiftly and always to a great standard! Always friendly and polite ladies and gentlemen that attended too! Winchester council is in my opinion one of the most helpful, friendly and easy to talk to councils out there! 5* ratings all round from me.”

“Winchester City Housing Services staff are always polite, helpful, and prompt when dealing with any maintenance issues. Recently spoke to a lady over the phone regarding my council tax who was very helpful.”

“As someone who is experiencing living in a council property for the first time, I am very impressed with the services provided.”

“I feel very lucky with Winchester City Council, when I hear on the news about how awful some other councils are.”

“I only have praise for housing services team. I think they do a magnificent job in often very difficult circumstances.”

“We have been living in Winchester for 9 years in a sheltered housing flat. In all that time the council have been excellent in all ways, dealing with problems and repairs. Thank you.”

“I have been your tenant for around 22 years and you have taken care of my welfare and safety and I am very pleased and grateful of your care and help, thank you.”

“I think they are extremely good, responsive, understanding, compassionate and provide a very good landlord service.”

“Any problems I’ve had are always felt with promptly! Winchester council is the most reliable council I’ve been with.”

“Services are excellent and I am most grateful for my accommodation. Thank you.”



10. Respondent profile

In addition to documenting the demographic profile of the sample, tables 10.11 to 10.15 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

10.1 City/Rural

% Base 938

	Total	%
City	528	56.3
Rural	410	43.7

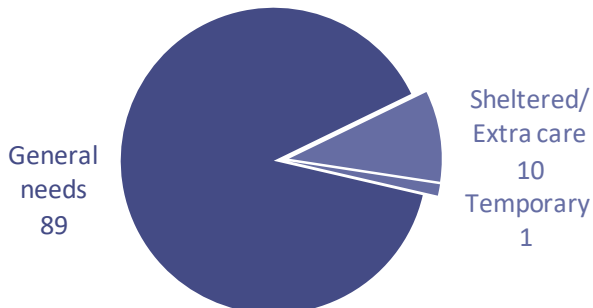
10.2 District

% Base 938

	Total	%
City Other	131	14.0
City Stanmore	162	17.3
City Weeke	84	9.0
City Winnall & Highcliffe	151	16.1
Rural North	153	16.3
Rural South	256	27.3

10.3 Stock type

% Base 938



10.4 Ward

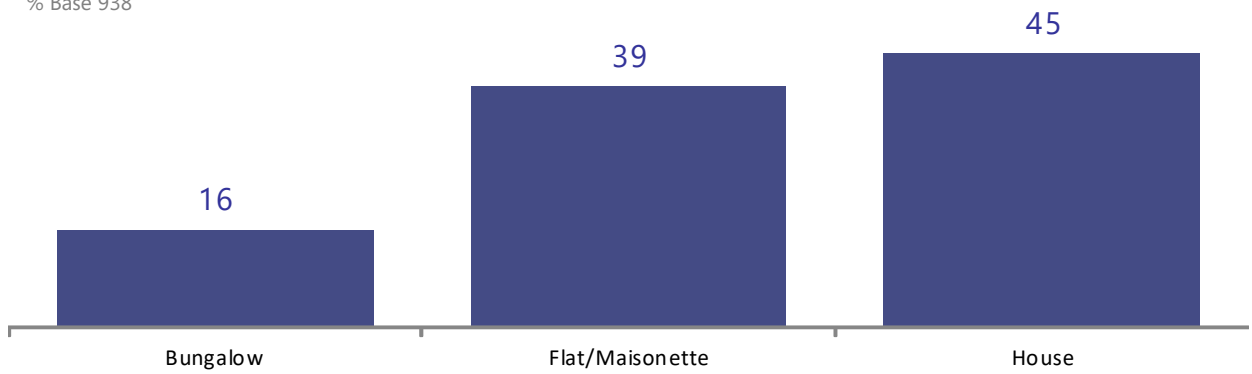
% Base 938 (Wards with ten or more respondents)

	Total	%
Bishops Waltham	48	5.1
Colden Common & Twyford	42	4.5
Compton & Otterbourne	18	1.9
Denmead	20	2.1
Itchen Valley	12	1.3
Kings Worthy	60	6.4
Owslebury & Curdridge	21	2.2
St Barnabas	84	9.0
St Bartholomew	85	9.1
St John & All Saints	177	18.9
St Luke	153	16.3
St Michael	29	3.1
Swanmore & Newton	25	2.7
The Alresfords	54	5.8
Upper Meon Valley	14	1.5
Wickham	44	4.7
Wonston & Micheldever	18	1.9

10. Respondent profile

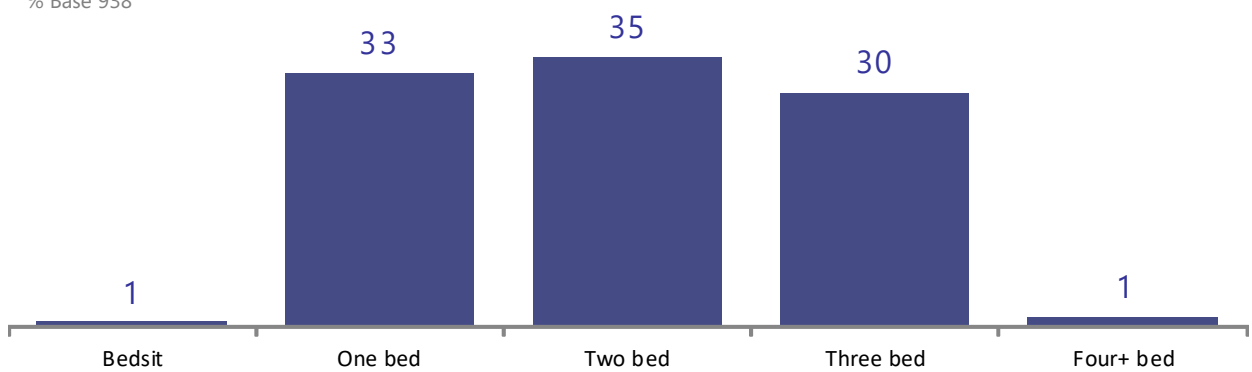
10.5 Property type

% Base 938



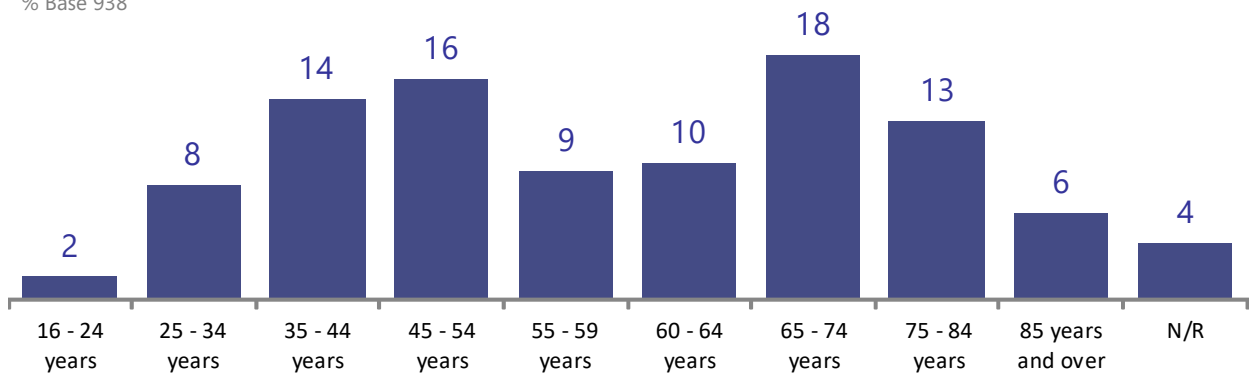
10.6 Property size

% Base 938



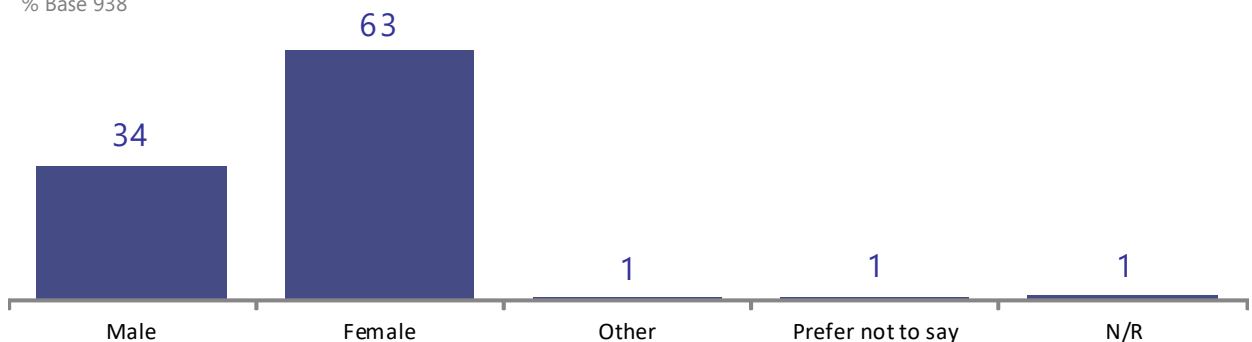
10.7 Main tenant age

% Base 938



10.8 Main tenant gender

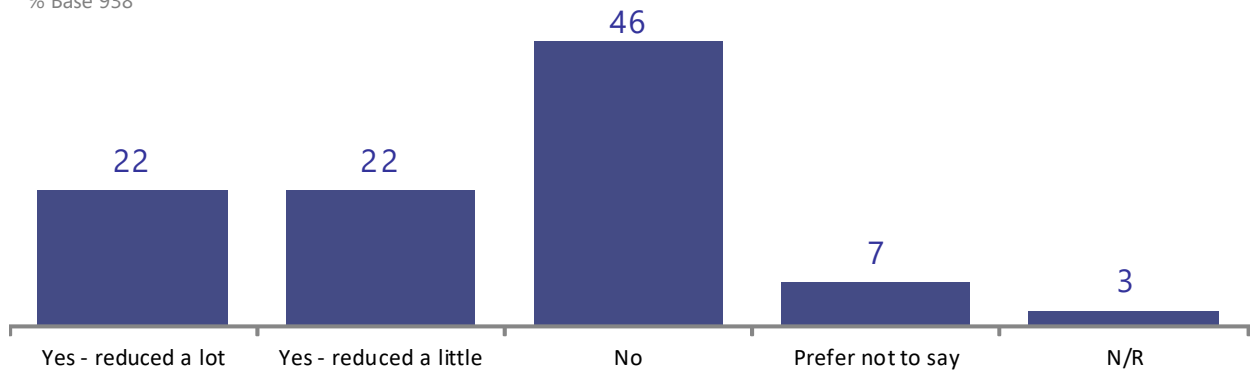
% Base 938



10. Respondent profile

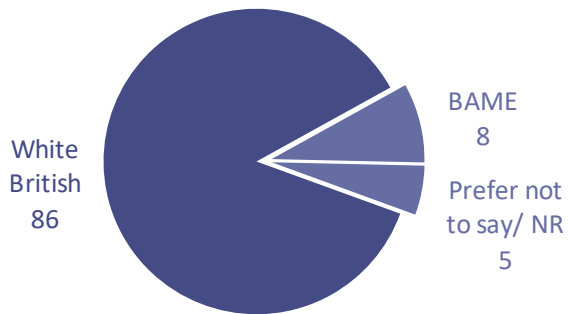
10.9 Disability

% Base 938



10.10 Ethnic background

% Base 938



	Total	%
White British	810	86.4
Any other White background	41	4.4
Mixed or Multiple ethnic groups	2	0.2
Asian or Asian British	25	2.7
Black, Black British, Caribbean or African	2	0.2
Any other ethnic group	10	1.1
Prefer not to say	29	3.1
No response	20	2.1

10. Respondent profile

10.11 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
Sample size	938	94	200	262	344
Service overall	78	65	76	73	88
Home is safe	79	58	73	77	89
Home is well maintained	74	50	71	70	85
Communal areas clean & well maintained	64	55	52	59	76
Repairs & maintenance in last 12 months	80	69	81	75	88
Time taken to complete last repair	78	64	75	77	84
Listens to views and acts upon them	67	58	58	63	78
Opportunities to make views known	70	66	68	68	74
Being kept informed	72	64	68	68	81
Treated fairly and with respect	79	72	72	78	86
Easy to deal with	76	63	70	75	83
Positive contribution to neighbourhood	59	49	47	54	73
Approach to handling ASB	48	35	36	46	60
Approach to handling complaints	47	20	65	44	50

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.12 Core questions by ethnic background

	% positive		
	Overall	White British	BAME
Sample size	938	810	79
Service overall	78	78	86
Home is safe	79	79	86
Home is well maintained	74	74	83
Communal areas clean & well maintained	64	62	81
Repairs & maintenance in last 12 months	80	80	91
Time taken to complete last repair	78	77	94
Listens to views and acts upon them	67	67	82
Opportunities to make views known	70	69	83
Being kept informed	72	71	86
Treated fairly and with respect	79	79	88
Easy to deal with	76	75	86
Positive contribution to neighbourhood	59	57	80
Approach to handling ASB	48	45	81
Approach to handling complaints	47	40	80

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.13 Core questions by disability

	% positive		
	Overall	Disability	No disability
Sample size	938	412	434
Service overall	78	76	81
Home is safe	79	80	79
Home is well maintained	74	76	74
Communal areas clean & well maintained	64	58	71
Repairs & maintenance in last 12 months	80	80	81
Time taken to complete last repair	78	80	76
Listens to views and acts upon them	67	67	70
Opportunities to make views known	70	71	69
Being kept informed	72	72	74
Treated fairly and with respect	79	75	83
Easy to deal with	76	75	78
Positive contribution to neighbourhood	59	57	61
Approach to handling ASB	48	43	53
Approach to handling complaints	47	43	50
Significantly worse than average (95% confidence*)		Significantly better than average (95% confidence*)	
Significantly worse than average (90% confidence*)		Significantly better than average (90% confidence*)	

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.14 Core questions by property type

	% positive			
	Overall	Bungalow	Flat/ Maisonette	House
Sample size	938	150	369	419
Service overall	78	84	78	77
Home is safe	79	87	74	80
Home is well maintained	74	81	72	73
Communal areas clean & well maintained	64	64	64	64
Repairs & maintenance in last 12 months	80	84	81	78
Time taken to complete last repair	78	80	78	77
Listens to views and acts upon them	67	74	64	68
Opportunities to make views known	70	70	68	71
Being kept informed	72	79	70	71
Treated fairly and with respect	79	83	73	82
Easy to deal with	76	80 <small>inc. 46% v. sat</small>	71	79
Positive contribution to neighbourhood	59	69	59	55
Approach to handling ASB	48	61	48	43
Approach to handling complaints	47	54	44	48

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

10. Respondent profile

10.15 Core questions by property size

	% positive			
	Overall	One bed	Two bed	Three bed
Sample size	938	309	328	284
Service overall	78	83	77	75
Home is safe	79	81	77	78 <small>only 39% v. sat</small>
Home is well maintained	74	76	76	70
Communal areas clean & well maintained	64	71	55	60
Repairs & maintenance in last 12 months	80	86	77	77 <small>only 41% v. sat</small>
Time taken to complete last repair	78	83	74	76 <small>only 38% v. sat</small>
Listens to views and acts upon them	67	71	66	67
Opportunities to make views known	70	69	71	71
Being kept informed	72	74	72	71
Treated fairly and with respect	79	79	77	80
Easy to deal with	76	78	72	77
Positive contribution to neighbourhood	59	64	59	54
Approach to handling ASB	48	51	47	46
Approach to handling complaints	47	49	43	54

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between May and June 2023.

Responses

Overall, 938 tenants took part in the survey, which represented a response rate of 46% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%.

There were 680 postal completions (73%) and 258 online completions (27%).

Sampling

A computer-generated randomly selected one third census of general needs households were invited to take part in the survey (1490), alongside a full census of sheltered/extra care (483) and temporary housing (58)

Fieldwork

Colour paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw of an iPad and 2x £50 shopping vouchers.

Population

The population for the survey was all 5,012 Winchester City Council LCRA households on 28 April 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. Large print questionnaires were sent to 36 household where this was their communication preference (44% response). In addition, 53 members of the sample were identified as having other communication needs and their response was monitored to ensure that it was proportional, with assistance from housing officers where required. 32 of these individuals took part in the survey, which was an above average 58% response rate.

Representativeness

The survey sample include a randomly selected third of general needs households, with an over sample of sheltered/extra case and temporary housing (both being a census). The final survey data was weighted by interlaced age group, property type and stock type to ensure that the survey was representative. Of the tenant population as a whole. The characteristics by which representativeness was determined were:

Stock

	Population	Survey
General needs (social rent)	86.2	86.2
General needs (affordable)	3.0	3.0
Sheltered	7.8	7.8
Extra Care	1.8	1.8
Temporary	1.2	1.2

District

	Population	Survey
City Other	15.1	14.0
City Stanmore	18.9	17.3
City Weeke	7.4	8.9
City Winnall & Highcliffe	15.4	16.1
Rural North	15.4	16.4
Rural South	27.7	27.3

Property type

	Population	Survey
Bungalow	16.4	16.0
Flat/Maisonette	39.2	39.4
House	44.4	44.7

Property size

	Population	Survey
Bedsit	0.6	0.7
One bed	34.4	32.9
Two bed	33.6	34.9
Three bed	30.0	30.2
Four+ bed	1.4	1.2

Age

	Population	Survey
18 - 24 years	2.0	1.8
25 - 29 years	4.0	3.5
30 - 34 years	5.6	5.1
35 - 39 years	7.9	6.8
40 - 44 years	8.2	8.2
45 - 49 years	7.9	7.1
50 - 54 years	8.8	9.3
55 - 59 years	9.0	9.6
60 - 64 years	9.8	10.2
65 - 69 years	9.7	10.2
70 - 74 years	8.7	8.2
75 - 79 years	7.3	8.3
80 - 84 years	5.1	5.1
85 - 89 years	3.6	3.5
90+ years	2.5	3.0

Ethnic background

	Population	Survey
White British	90.0	88.2
BAME	8.6	8.6
Prefer not to say	1.3	3.2

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against ARP Research’s client database of completed TSM compliant surveys over the last 18 months. For the overall satisfaction score this includes 14 landlords, amongst which 8 are local authorities and 2 are ALMOS.

For each question the benchmark group is separated into 4 quartiles based on rank order, with a central median average.

In the report the data is presented as a median average score for the benchmark group on each relevant chart. In addition to the median value, the chart also indicates into which quartile the Council’s score falls relative to the benchmark group.




Appendix B. Example questionnaire



Ms A B Sample
1 Sample Street
Address line
Address line
Sample District
Sample Town
AB1 2CD



999999



arpsurveys.co.uk/wcc
scan me



your code:
9999mnmw

Dear [Contact_Name] 5 May 2023

TENANT SATISFACTION SURVEY 2023

Your views are really important to Winchester City Council and the enclosed survey is your chance to tell us what you think of the homes and services we provide as your landlord. This is part of the new annual Tenant Satisfaction Measures that the Regulator of Social Housing has just introduced. At the end of every financial year we, along with all other social housing landlords, will publish a range of standard customer satisfaction information which will include the results from this survey.

Please either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is **16 June 2023**. As a thank you, the code from all completed surveys will be entered into a **prize draw**, where one lucky person will win an **iPad** and two more will receive **£50** in shopping vouchers. Winners will be contacted by 31 July and full terms and conditions can be found online at: bit.ly/WCCdraw

We will publish the survey results on our website at bit.ly/WCCsat and in the annual report. If you want a summary of the results on paper please email us at tenantinvolvement@winchester.gov.uk or phone 0800 716 987.

We have appointed an independent company ARP Research to carry out the survey on our behalf. The survey is completely confidential, which means that your answers will be kept separate from your identity. In addition, your details will be used for this survey only and will be stored no longer than necessary.

If you have any questions or concerns, need a copy in an alternative format or need someone to help you complete it, please contact ARP Research by phone on **0800 020 9564** or by email at support@arp-research.co.uk who will be happy to help.

Remember that this survey is confidential so the council will not be able to follow up individually on any of your answers. To report a specific issue and get a response please ring the council on 01962 848 400 or email housing@winchester.gov.uk.


Yours sincerely


Gillian Knight
Corporate Head of Housing




PRIZE DRAW!
Return for a chance to win
An **iPad** or **2x £50** vouchers





TENANT SATISFACTION SURVEY 2023

return by 16 June 2023



your code:
9999mnmw

ABOUT US

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council housing services?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

REPAIRS

2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?

Yes **go to Q3 ↓**
 No **go to Q5 →**

3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied


4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

PRIZE DRAW!

Return for a chance to win an **iPad or 2x £50 vouchers**

If you DON'T want to enter the draw tick here:



YOUR HOME

5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is safe?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

COMMUNICATION

7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

9 To what extent do you agree or disagree with the following "Winchester City Council housing services treats me fairly and with respect"?

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Not applicable/ don't know

10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

12 Have you made a complaint to Winchester City Council housing services in the last 12 months?

Yes **go to Q13 ↓**
 No **go to Q14 ↷**

13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

COMMUNAL AREAS

14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?

Yes **go to Q15 ↓**
 No **go to Q16 ↷**
 Don't know **go to Q16 ↷**

15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

NEIGHBOURHOOD


16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable/ don't know

ABOUT YOU These questions are **optional**, but they help us check that the survey matches the makeup of our tenants and that we are meeting everyone's different needs.

18 How old is the **main** person filling in this survey? write in 

19 Is the **main** person filling in this survey: tick ONE only

Male Other
 Female Prefer not to say

20 Is the **main** person's ability to carry out day to day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? tick ONE only

Yes - reduced a lot No
 Yes - reduced a little Prefer not to say

21 What is the **main** person's ethnic group? tick ONE only

White English, Welsh, Scottish, Northern Irish or British
 Any other White background
 Mixed or Multiple ethnic groups
 Asian or Asian British
 Black, Black British, Caribbean or African
 Any other ethnic group
 Prefer not to say

22 Is there anything else you would like to say about the housing services that Winchester City Council provide as your landlord?

For general comments only. To report a specific issue and get a response please ring the council on 01962 848 400 or email housing@winchester.gov.uk

THANK YOU!

Please now return in the enclosed freepost envelope for your chance to win an **iPad** or high street shopping vouchers!

Freepost RTZX-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the 'valid' column of the data summary if it appears.

The 'valid' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council Housing Services?												
Base: 938				Base: 638				Base: 288				
1: Very satisfied	395	42.1	42.2	78.4	252	39.5	39.6	76.3	161	55.9	56.1	90.2
2: Fairly satisfied	339	36.1	36.2		234	36.7	36.7		98	34.0	34.1	
3: Neither satisfied nor dissatisfied	98	10.4	10.5		75	11.8	11.8		10	3.5	3.5	
4: Fairly dissatisfied	61	6.5	6.5		45	7.1	7.1		8	2.8	2.8	
5: Very dissatisfied	44	4.7	4.7		31	4.9	4.9		10	3.5	3.5	
N/R	1	0.1			1	0.2			1	0.3		
Q2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?												
Base: 938				Base: 638				Base: 288				
6: Yes	769	82.0	82.4		529	82.9	83.3		227	78.8	80.2	
7: No	164	17.5	17.6		106	16.6	16.7		56	19.4	19.8	
N/R	6	0.6			3	0.5			5	1.7		
Q3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?												
Base: 769				Base: 529				Base: 227				
8: Very satisfied	358	38.2	46.9	79.9	235	36.8	44.8	79.1	131	45.5	58.7	87.4
9: Fairly satisfied	252	26.9	33.0		180	28.2	34.3		64	22.2	28.7	
10: Neither satisfied nor dissatisfied	54	5.8	7.1		39	6.1	7.4		8	2.8	3.6	
11: Fairly dissatisfied	57	6.1	7.5		42	6.6	8.0		10	3.5	4.5	
12: Very dissatisfied	42	4.5	5.5		29	4.5	5.5		10	3.5	4.5	
N/R	175	18.7	0.8		112	17.6	0.6		65	22.6	1.8	
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?												
Base: 769				Base: 529				Base: 227				
13: Very satisfied	359	38.3	46.9	77.6	236	37.0	44.9	76.6	134	46.5	59.3	82.8
14: Fairly satisfied	235	25.1	30.7		167	26.2	31.7		53	18.4	23.5	
15: Neither satisfied nor dissatisfied	60	6.4	7.8		46	7.2	8.7		12	4.2	5.3	
16: Fairly dissatisfied	48	5.1	6.3		33	5.2	6.3		14	4.9	6.2	
17: Very dissatisfied	63	6.7	8.2		44	6.9	8.4		13	4.5	5.8	
N/R	173	18.4	0.5		112	17.6	0.6		63	21.9	0.9	
Q5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?												
Base: 938				Base: 638				Base: 288				
18: Very satisfied	369	39.3	39.8	74.1	231	36.2	36.6	71.7	172	59.7	60.8	89.4
19: Fairly satisfied	318	33.9	34.3		222	34.8	35.1		81	28.1	28.6	
20: Neither satisfied nor dissatisfied	101	10.8	10.9		72	11.3	11.4		21	7.3	7.4	
21: Fairly dissatisfied	85	9.1	9.2		66	10.3	10.4		4	1.4	1.4	
22: Very dissatisfied	55	5.9	5.9		41	6.4	6.5		5	1.7	1.8	
N/R	9	1.0			6	0.9			5	1.7		
Q6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is safe?												
Base: 938				Base: 638				Base: 288				
23: Very satisfied	444	47.3	47.9	78.6	282	44.2	44.7	76.6	190	66.0	66.9	90.8
24: Fairly satisfied	285	30.4	30.7		201	31.5	31.9		68	23.6	23.9	
25: Neither satisfied nor dissatisfied	84	9.0	9.1		61	9.6	9.7		19	6.6	6.7	
26: Fairly dissatisfied	69	7.4	7.4		53	8.3	8.4		4	1.4	1.4	
27: Very dissatisfied	45	4.8	4.9		34	5.3	5.4		3	1.0	1.1	
28: Not applicable/ don't know	4	0.4			3	0.5			1	0.3		
N/R	8	0.9			5	0.8			3	1.0		
Q7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?												
Base: 938				Base: 638				Base: 288				
29: Very satisfied	277	29.5	31.2	67.3	179	28.1	29.7	65.2	116	40.3	41.9	80.5
30: Fairly satisfied	321	34.2	36.1		214	33.5	35.5		107	37.2	38.6	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
31: Neither satisfied nor dissatisfied	153	16.3	17.2		110	17.2	18.2		34	11.8	12.3	
32: Fairly dissatisfied	70	7.5	7.9		49	7.7	8.1		12	4.2	4.3	
33: Very dissatisfied	67	7.1	7.5		51	8.0	8.5		8	2.8	2.9	
34: Not applicable/ don't know	41	4.4			29	4.5			7	2.4		
N/R	9	1.0			5	0.8			3	1.0		
Q8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
35: Very satisfied	332	35.4	36.2	71.8	217	34.0	34.9	70.4	123	42.7	43.9	80.3
36: Fairly satisfied	326	34.8	35.6		221	34.6	35.5		102	35.4	36.4	
37: Neither satisfied nor dissatisfied	160	17.1	17.5		113	17.7	18.2		42	14.6	15.0	
38: Fairly dissatisfied	49	5.2	5.3		35	5.5	5.6		7	2.4	2.5	
39: Very dissatisfied	49	5.2	5.3		36	5.6	5.8		6	2.1	2.1	
40: Not applicable/ don't know	13	1.4			10	1.6			4	1.4		
N/R	9	1.0			6	0.9			4	1.4		
Q9 To what extent do you agree or disagree with the following "Winchester City Council housing services treats me fairly and with respect"?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
41: Strongly agree	334	35.6	36.0	78.6	219	34.3	34.7	77.4	133	46.2	46.8	86.6
42: Agree	395	42.1	42.6		270	42.3	42.7		113	39.2	39.8	
43: Neither agree nor disagree	135	14.4	14.5		96	15.0	15.2		30	10.4	10.6	
44: Disagree	45	4.8	4.8		34	5.3	5.4		6	2.1	2.1	
45: Strongly disagree	19	2.0	2.0		13	2.0	2.1		2	0.7	0.7	
46: Not applicable/ don't know	2	0.2			1	0.2			2	0.7		
N/R	9	1.0			6	0.9			3	1.0		
Q10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
47: Very satisfied	265	28.3	30.0	69.5	169	26.5	28.3	68.8	118	41.0	42.6	75.8
48: Fairly satisfied	349	37.2	39.5		242	37.9	40.5		92	31.9	33.2	
49: Neither satisfied nor dissatisfied	188	20.0	21.3		129	20.2	21.6		53	18.4	19.1	
50: Fairly dissatisfied	59	6.3	6.7		44	6.9	7.4		8	2.8	2.9	
51: Very dissatisfied	22	2.3	2.5		14	2.2	2.3		6	2.1	2.2	
52: Not applicable/ don't know	48	5.1			34	5.3			7	2.4		
N/R	9	1.0			5	0.8			4	1.4		
Q11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
53: Very satisfied	350	37.3	37.9	75.8	221	34.6	35.2	74.4	149	51.7	52.8	84.0
54: Fairly satisfied	350	37.3	37.9		246	38.6	39.2		88	30.6	31.2	
55: Neither satisfied nor dissatisfied	116	12.4	12.6		82	12.9	13.1		28	9.7	9.9	
56: Fairly dissatisfied	68	7.2	7.4		50	7.8	8.0		12	4.2	4.3	
57: Very dissatisfied	40	4.3	4.3		28	4.4	4.5		5	1.7	1.8	
58: Not applicable/ don't know	5	0.5			3	0.5			2	0.7		
N/R	11	1.2			7	1.1			5	1.7		
Q12 Have you made a complaint to Winchester City Council housing services in the last 12 months?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
59: Yes	171	18.2	18.8		119	18.7	19.2		51	17.7	18.8	
60: No	737	78.6	81.2		501	78.5	80.8		221	76.7	81.3	
N/R	30	3.2			18	2.8			16	5.6		
Q13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?	<i>Base: 171</i>				<i>Base: 119</i>				<i>Base: 51</i>			
61: Very satisfied	36	3.8	21.3	46.7	24	3.8	20.3	46.6	15	5.2	29.4	49.0
62: Fairly satisfied	45	4.6	25.4		31	4.9	26.3		10	3.5	19.6	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
63: Neither satisfied nor dissatisfied	24	2.6	14.2		17	2.7	14.4		10	3.5	19.6	
64: Fairly dissatisfied	40	4.3	23.7		28	4.4	23.7		9	3.1	17.6	
65: Very dissatisfied	26	2.8	15.4		18	2.8	15.3		7	2.4	13.7	
N/R	770	82.1	1.8		520	81.5	0.8		238	82.6	2.0	
Q14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
66: Yes	385	41.0	42.0		218	34.2	35.0		274	95.1	96.8	
67: No	521	55.5	56.9		397	62.2	63.7		9	3.1	3.2	
68: Don't know	10	1.1	1.1		8	1.3	1.3		0	0.0	0.0	
N/R	22	2.3			15	2.4			5	1.7		
Q15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?	<i>Base: 385</i>				<i>Base: 218</i>				<i>Base: 274</i>			
69: Very satisfied	117	12.5	30.5	64.1	52	8.2	23.9	56.0	135	46.9	50.2	88.5
70: Fairly satisfied	129	13.8	33.6		70	11.0	32.1		103	35.8	38.3	
71: Neither satisfied nor dissatisfied	43	4.6	11.2		31	4.9	14.2		12	4.2	4.5	
72: Fairly dissatisfied	47	5.0	12.2		32	5.0	14.7		15	5.2	5.6	
73: Very dissatisfied	48	5.1	12.5		33	5.2	15.1		4	1.4	1.5	
N/R	555	59.2	0.5		420	65.8	0.0		18	6.3	1.5	
Q16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
74: Very satisfied	205	21.9	23.1	58.8	120	18.8	19.8	55.5	114	39.6	42.7	78.7
75: Fairly satisfied	317	33.8	35.7		216	33.9	35.7		96	33.3	36.0	
76: Neither satisfied nor dissatisfied	249	26.5	28.1		182	28.5	30.1		44	15.3	16.5	
77: Fairly dissatisfied	73	7.8	8.2		55	8.6	9.1		7	2.4	2.6	
78: Very dissatisfied	43	4.6	4.8		32	5.0	5.3		6	2.1	2.2	
79: Not applicable/ don't know	41	4.4			26	4.1			16	5.6		
N/R	11	1.2			7	1.1			5	1.7		
Q17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
80: Very satisfied	176	18.8	23.4	47.7	109	17.1	21.4	44.5	82	28.5	33.5	64.1
81: Fairly satisfied	183	19.5	24.3		118	18.5	23.1		75	26.0	30.6	
82: Neither satisfied nor dissatisfied	264	28.1	35.1		187	29.3	36.7		62	21.5	25.3	
83: Fairly dissatisfied	61	6.5	8.1		44	6.9	8.6		17	5.9	6.9	
84: Very dissatisfied	68	7.2	9.0		52	8.2	10.2		9	3.1	3.7	
85: Not applicable/ don't know	175	18.7			122	19.1			40	13.9		
N/R	11	1.2			7	1.1			4	1.4		
R18a Age group - 5 year	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
86: 16 - 19 years	0	0.0	0.0		0	0.0	0.0		0	0.0	0.0	
87: 20 - 24 years	16	1.7	1.8		11	1.7	1.8		0	0.0	0.0	
88: 25 - 29 years	32	3.4	3.6		26	4.1	4.3		0	0.0	0.0	
89: 30 - 34 years	46	4.9	5.1		39	6.1	6.4		0	0.0	0.0	
90: 35 - 39 years	62	6.6	6.9		52	8.2	8.5		0	0.0	0.0	
91: 40 - 44 years	74	7.9	8.2		61	9.6	10.0		0	0.0	0.0	
92: 45 - 49 years	64	6.8	7.1		56	8.8	9.2		0	0.0	0.0	
93: 50 - 54 years	84	9.0	9.3		62	9.7	10.1		3	1.0	1.1	
94: 55 - 59 years	87	9.3	9.7		63	9.9	10.3		7	2.4	2.6	
95: 60 - 64 years	92	9.8	10.2		61	9.6	10.0		31	10.8	11.4	
96: 65 - 69 years	91	9.7	10.1		50	7.8	8.2		47	16.3	17.3	
97: 70 - 74 years	73	7.8	8.1		45	7.1	7.4		45	15.6	16.5	
98: 75 - 79 years	75	8.0	8.3		35	5.5	5.7		54	18.8	19.9	
99: 80 - 84 years	45	4.9	5.1		23	3.6	3.8		35	12.2	12.9	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
100: 85 - 89 years	32	3.4	3.6		16	2.5	2.6		25	8.7	9.2	
101: 90+ years	27	2.9	3.0		11	1.7	1.8		25	8.7	9.2	
N/R	38	4.1			25	3.9			16	5.6		
R18b Age group - 10 year	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
102: 16 - 24 years	16	1.7	1.8		11	1.7	1.8		0	0.0	0.0	
103: 25 - 34 years	78	8.3	8.7		65	10.2	10.6		0	0.0	0.0	
104: 35 - 44 years	135	14.4	15.0		114	17.9	18.6		0	0.0	0.0	
105: 45 - 54 years	148	15.8	16.4		118	18.5	19.3		3	1.0	1.1	
106: 55 - 59 years	87	9.3	9.7		63	9.9	10.3		7	2.4	2.6	
107: 60 - 64 years	92	9.8	10.2		61	9.6	10.0		31	10.8	11.4	
108: 65 - 74 years	165	17.6	18.3		95	14.9	15.5		92	31.9	33.8	
109: 75 - 84 years	120	12.8	13.3		58	9.1	9.5		89	30.9	32.7	
110: 85 years and over	59	6.3	6.6		27	4.2	4.4		50	17.4	18.4	
N/R	38	4.1			25	3.9			16	5.6		
R18c Age group - 15 years	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
111: 16 - 34 years	94	10.0	10.4		76	11.9	12.4		0	0.0	0.0	
112: 35 - 49 years	200	21.3	22.2		169	26.5	27.6		0	0.0	0.0	
113: 50 - 64 years	262	27.9	29.1		187	29.3	30.6		41	14.2	15.1	
114: 65+ years	344	36.7	38.2		180	28.2	29.4		231	80.2	84.9	
N/R	38	4.1			25	3.9			16	5.6		
Q19 Is the main person filling in this survey?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
115: Male	318	33.9	34.4		210	32.9	33.4		108	37.5	38.2	
116: Female	589	62.8	63.7		405	63.5	64.4		174	60.4	61.5	
117: Other	8	0.9	0.9		7	1.1	1.1		0	0.0	0.0	
118: Prefer not to say	9	1.0	1.0		7	1.1	1.1		1	0.3	0.4	
N/R	13	1.4			9	1.4			5	1.7		
Q20 Is the main person's ability to carry out day- to-day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
119: Yes - reduced a lot	206	22.0	22.5		132	20.7	21.3		85	29.5	30.1	
120: Yes - reduced a little	206	22.0	22.5		128	20.1	20.6		89	30.9	31.6	
121: No	434	46.3	47.5		311	48.7	50.2		96	33.3	34.0	
122: Prefer not to say	68	7.2	7.4		49	7.7	7.9		12	4.2	4.3	
N/R	24	2.6			17	2.7			6	2.1		
Q20 Is the main person's ability to carry out day- to-day activities reduced due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? [simple]	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
123: Yes	412	43.9	45.1		260	40.8	41.9		174	60.4	61.7	
124: No	434	46.3	47.5		311	48.7	50.2		96	33.3	34.0	
125: Prefer not to say	68	7.2	7.4		49	7.7	7.9		12	4.2	4.3	
N/R	24	2.6			17	2.7			6	2.1		
Q21 What is the main person's ethnic group?	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
126: White English, Welsh, Scottish, Northern Irish or British	810	86.4	88.1		544	85.3	87.3		260	90.3	92.5	
127: Any other White background	41	4.4	4.5		29	4.5	4.7		12	4.2	4.3	
128: Mixed or Multiple ethnic groups	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
129: Asian or Asian British	25	2.7	2.7		19	3.0	3.0		1	0.3	0.4	
130: Black, Black British, Caribbean or African	2	0.2	0.2		1	0.2	0.2		3	1.0	1.1	
131: Any other ethnic group	10	1.1	1.1		7	1.1	1.1		3	1.0	1.1	
132: Prefer not to say	29	3.1	3.2		22	3.4	3.5		2	0.7	0.7	
N/R	20	2.1			14	2.2			6	2.1		

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
R21 What is the main person's ethnic group? [simple]	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
133: White British	810	86.4	88.2		544	85.3	87.2		260	90.3	92.5	
134: BAME	79	8.4	8.6		58	9.1	9.3		19	6.6	6.8	
135: Prefer not to say	29	3.1	3.2		22	3.4	3.5		2	0.7	0.7	
N/R	20	2.1			14	2.2			6	2.1		
D101 Tenancy type	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
136: Affordable	28	3.0	3.0		20	3.1	3.1		0	0.0	0.0	
137: Extra Care	17	1.8	1.8		0	0.0	0.0		48	16.7	16.7	
138: Sheltered	73	7.8	7.8		0	0.0	0.0		240	83.3	83.3	
139: Social Rent	809	86.2	86.2		618	96.9	96.9		0	0.0	0.0	
140: Temporary Accommodation	11	1.2	1.2		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Tenancy type [simple]	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
141: General needs	837	89.2	89.2		638	100.0	100.0		0	0.0	0.0	
142: Sheltered/Extra care	90	9.6	9.6		0	0.0	0.0		288	100.0	100.0	
143: Temporary	11	1.2	1.2		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D103 District	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
144: City Other	131	14.0	14.0		57	8.9	8.9		167	58.0	58.0	
145: City Stanmore	162	17.3	17.3		119	18.7	18.6		20	6.9	6.9	
146: City Weeke	84	9.0	9.0		61	9.6	9.5		21	7.3	7.3	
147: City Winnall & Highcliffe	151	16.1	16.1		120	18.8	18.8		0	0.0	0.0	
148: Rural North	153	16.3	16.3		107	16.8	16.7		22	7.6	7.6	
149: Rural South	256	27.3	27.3		175	27.4	27.4		58	20.1	20.1	
N/R	0	0.0			0	0.0			0	0.0		
D104 City/rural	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
150: City	528	56.3	56.3		357	56.0	56.0		208	72.2	72.2	
151: Rural	410	43.7	43.7		281	44.0	44.0		80	27.8	27.8	
N/R	0	0.0			0	0.0			0	0.0		
D105 Ward	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
152: BISHOPS WALTHAM	48	5.1	5.1		33	5.2	5.2		22	7.6	7.6	
153: BOARHUNT & SOUTHWICK	3	0.3	0.3		2	0.3	0.3		0	0.0	0.0	
154: CHERITON & BISHOPS SUTTON	7	0.7	0.7		5	0.8	0.8		0	0.0	0.0	
155: COLDEN COMMON & TWYFORD	42	4.5	4.5		30	4.7	4.7		0	0.0	0.0	
156: COMPTON & OTTERBOURNE	18	1.9	1.9		13	2.0	2.0		0	0.0	0.0	
157: DENMEAD	20	2.1	2.1		11	1.7	1.7		9	3.1	3.1	
158: DROXFORD, SOBERTON & HAMBLEDON	8	0.9	0.9		6	0.9	0.9		0	0.0	0.0	
159: ITCHEN VALLEY	12	1.3	1.3		8	1.3	1.3		0	0.0	0.0	
160: KINGS WORTHY	60	6.4	6.4		44	6.9	6.9		0	0.0	0.0	
161: LITTLETON & HARESTOCK	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
162: OWSLEBURY & CURDRIDGE	21	2.2	2.2		15	2.4	2.4		0	0.0	0.0	
163: SHEDFIELD	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
164: SPARSHOLT	6	0.6	0.6		4	0.6	0.6		0	0.0	0.0	
165: ST BARNABAS	84	9.0	9.0		61	9.6	9.6		21	7.3	7.3	
166: ST BARTHOLOMEW	85	9.1	9.1		28	4.4	4.4		149	51.7	51.7	
167: ST JOHN & ALL SAINTS	177	18.9	18.9		139	21.8	21.8		0	0.0	0.0	
168: ST LUKE	153	16.3	16.3		119	18.7	18.7		0	0.0	0.0	
169: ST MICHAEL	29	3.1	3.1		10	1.6	1.6		38	13.2	13.2	
170: ST PAUL	1	0.1	0.1		1	0.2	0.2		0	0.0	0.0	
171: SWANMORE & NEWTON	25	2.7	2.7		19	3.0	3.0		0	0.0	0.0	
172: THE ALRESFORDS	54	5.8	5.8		35	5.5	5.5		22	7.6	7.6	
173: UPPER MEON VALLEY	14	1.5	1.5		10	1.6	1.6		0	0.0	0.0	
174: WHITELEY	5	0.5	0.5		4	0.6	0.6		0	0.0	0.0	
175: WICKHAM	44	4.7	4.7		26	4.1	4.1		27	9.4	9.4	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by age, beds & tenure				Weighted by age & beds				Weighted by age & beds			
	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve	Count	% raw	% valid	% + ve
176: WONSTON & MICHELDEVER	18	1.9	1.9		13	2.0	2.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D106 Property type	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
177: Bungalow	150	16.0	16.0		93	14.6	14.6		18	6.3	6.3	
178: Flat/Maisonette	369	39.3	39.3		211	33.1	33.1		270	93.8	93.8	
179: House	419	44.7	44.7		334	52.4	52.4		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D107 Property size	<i>Base: 938</i>				<i>Base: 638</i>				<i>Base: 288</i>			
180: Bedsit	6	0.6	0.6		2	0.3	0.3		0	0.0	0.0	
181: One bed	309	32.9	32.9		158	24.8	24.7		252	87.5	87.5	
182: Two bed	328	35.0	34.9		239	37.5	37.4		36	12.5	12.5	
183: Three bed	284	30.3	30.2		229	35.9	35.8		0	0.0	0.0	
184: Four+ bed	12	1.3	1.3		11	1.7	1.7		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		

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