



Meeting	Cabinet Committee: Housing
Date and Time	Monday, 5th February, 2024 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 the committee, provided they have registered to speak three working days in advance. Please contact Democratic Services by 5pm on 30 January 2024 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 14 November 2023** (Pages 5 - 10)
6. **Chairperson's announcements**
7. **New Homes programme and retrofit updates (verbal update) - presentations to follow**
8. Housing Revenue Account (HRA) Budget 2024/25 (CAB3445)
Councillors and TACT representatives are asked to refer to report CAB3445 which will be published with the [6 February 2024 Scrutiny Committee agenda](#) (to be published on 29 January 2024) and make any comments to the Cabinet Member for Housing to refer to Cabinet for consideration at its meeting on 8 February 2024.
9. Social Housing regulation inspection regime (Pages 11 - 20)
(CAB3450(H))
10. Housing Engagement and Communication Plan (Pages 21 - 108)
Key Decision (CAB3434(H))
11. Homelessness Prevention Grant Allocation - Trinity (Pages 109 - 126)
(CAB3449(H))
12. Date of next meeting
8 July 2024
 - New Homes programme and retrofit updates (standing item)5 November 2024
 - New Homes programme and retrofit updates (standing item)
 - Accommodation strategy for homeless households3 February 2025
 - New Homes programme and retrofit updates (standing item)
 - HRA budget 25/26

Laura Taylor
Chief Executive

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provide a number of copies of the agenda front sheet at the meeting which contains the QR Code opposite. Scanning this code enables members of the public to easily access all of the meeting papers on their own electronic device. Please hold your device's camera or QR code App over the QR Code so that it's clearly visible within your screen and you will be redirected to the agenda pack.

26 January 2024

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: David Chafe and Monica Gill

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

The terms of reference are available on the Council's website [here](#)

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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[website](#). Please note that the video recording is subtitled but you may have to enable your device to see them (advice on how to do this is on the meeting page).

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CABINET COMMITTEE: HOUSING

Tuesday, 14 November 2023

Attendance:

Councillors
Westwood (Chairperson)

Cutler

Learney

Non-voting invited councillors

Councillors Batho, Horrill, Miller and Rutter

Non-voting invited TACT representatives

Mr D Chafe and Mrs M Gill

Apologies for Absence:

Councillors Becker (Councillor Learney deputised)

Members in attendance who spoke at the meeting

Councillor Wallace

Other members in attendance:

Councillor Pett

[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 items 6 and 7 and his comments are summarised below.

4. **MINUTES OF THE PREVIOUS MEETING HELD ON 10 JULY 2023**

RESOLVED:

That the minutes of the previous meeting held 10 July 2023 be agreed as a correct record.

5. **CHAIRPERSON'S ANNOUNCEMENTS**

There were no announcements made.

6. **NEW HOMES PROGRAMME AND RETROFIT UPDATES (VERBAL UPDATE)**

Councillor Westwood announced that this standing update had been widened to include an update on the retrofit programme and this would be continued for future meetings of the committee.

The Head of New Homes Delivery gave a presentation on the new homes programme which was available on the council's website [here](#).

Ian Tait spoke during public participation as summarised briefly below.

He expressed disappointment regarding the recent decision of the Planning Committee to refuse the application to build eight new affordable homes at Dyson Drive, Abbots Barton given the great need for such new housing. He emphasised the long process the scheme had been through prior to the planning application, including a great deal of public and ward councillor consultation and a decision at Cabinet Member Decision Day in October 2021. He queried whether the Council would appeal against the decision?

Councillor Westwood responded to the comments made, including stating that the scheme would be reviewed to ascertain whether adjustments could be made to bring forward a new scheme which alleviated concerns expressed at the Planning Committee. The Monitoring Officer advised that as the landowner, the Council did not have the legal right to appeal the decision.

The Head of New Homes Delivery and Councillor Westwood responded to questions and comments raised by councillors and TACT representatives on the presentation as follows:

- a) The opportunity to learn from experience regarding the length of time taken at Southbrook Cottages to agree parking provision.
- b) Confirmation that the scheme at Sparsholt had been accidentally omitted from the presentation but was still progressing.
- c) Confirmation that the programme was for the provision of 1000 new homes over a ten year period.
- d) Confirmation that ward councillors would be consulted before wider consultation was undertaken in relation to Winecross Cottages.
- e) Possible future proposals in the West of Waterlooville area.
- f) Working with the South Downs National Park authority in relation to Dykes Farm.

The Energy Manager gave a presentation on the retrofit programme which was available on the council's website [here](#).

The Energy Manager and Councillor Westwood responded to questions and comments raised by councillors and TACT representatives on the presentation as follows:

- a) Clarification regarding the time period for the completed properties reports.
- b) How councillors could help promoting the scheme and alleviating some tenants' concerns. It was confirmed that the scheme included a comprehensive communications plan.
- c) Clarification of how the scheme was being rolled out, including the use of pilot schemes where appropriate.

RESOLVED:

That the updates regarding the new homes programme and the retrofit programme be noted.

7. **HOUSING STRATEGY 2023-2028**
(CAB3410(H))

The Corporate Head of Housing introduced the report and confirmed that the Strategy would be updated prior to final publication to include the most up to date statistical information.

Ian Tait spoke during public participation as summarised briefly below.

He generally welcomed the report but questioned whether it addressed the core issue of the shortage of affordable housing. He believed that the best way to achieve this would be for the council to find sufficient land to enable a new council housing estate to be built. He also emphasised that more housing could be supplied on existing sites if schemes were built to a higher density. He highlighted that a 2021 report (CAB3290) had allocated a £10m investment for new homes.

Councillor Westwood and the Head of New Homes Delivery responded to the comments made including highlighting the importance of the emerging Local Plan in prioritising affordable housing and the practical difficulties in terms of cost of land and rising building costs.

At the invitation of the Chairperson, Councillor Wallace addressed the meeting as summarised briefly below.

He welcomed the reference to the climate emergency and the commitment to greener homes but believed little progress had been made in recent years. He requested that more specific and measurable targets be set regarding the environmental measures to enable effective monitoring against progress and the process for monitoring the specific metrics be clarified. This should include the promoting measures to improve energy efficiency in private housing. He also requested that the recent declaration by the Council of a nature emergency be referenced

Councillors Westwood and Learney responded to the comments made, including confirming the intention to amend the Strategy to incorporate the declaration of a nature emergency. The Service Lead – Strategic Housing agreed to provide an update to committee members regarding the numbers of private households that had taken up the offer for energy efficiency upgrades as part of the HUG2 programme.

The Strategic Director, Corporate Head of Housing and the Service Lead – Strategic Housing responded to questions and comments from members on the following:

- a) Whether the proposed objectives sufficiently addressed issues facing tenants in the commercial rented sector market.
- b) Clarification that stipulating the percentage of affordable homes within new developments was for discussion within the formulation of the council's Local Plan and not within the remit of this committee.
- c) Proposals for the provision of retirement and older persons housing needs. It was noted that an update on this matter would be submitted to the Business and Housing Policy Committee in January 2024.
- d) Confirmation that the Strategy would be submitted for annual review by this committee.

The Committee agreed that an additional recommendation be approved (as set out in resolution 2 below) to ensure the Strategy was updated to reflect updated metrics and to reference to the Nature Emergency declaration.

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

RESOLVED:

1. That the Housing Strategy 2023-2028 be approved and adopted.
2. That authority be delegated to the Strategic Director with responsibility for housing, in consultation with the Cabinet Member for Housing to correct any typographical errors, update metrics and statistics and to add to the Housing Strategy Delivery Plan (as set out in Appendix 2 of report CAB2310(H)) reference to the Nature Emergency declaration and action being taken.

8. **TENANT SATISFACTION SURVEY RESULTS**
(CAB3429(H))

The Housing Policy and Projects Manager introduced the report, outlining the methods used to collect responses and outlining the key issues raised by tenants. The report made service review recommendations based on the survey results.

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

- a) Proposals to address complaints regarding anti-social behaviour.
- b) A request that the breakdown of wards included within “rural north” and “rural south” be provided.
- c) The ARP client group.
- d) Proposals to address complaints regarding repairs and maintenance.
- e) Concern expressed by tenants regarding the cleanliness of communal areas and ideas regarding how tenants might be able to assist in monitoring of the cleaning contract. It was agreed that cleanliness of communal area be included as an additional area for action and improvement.
- f) The proposed new engagement model for under 35s. It was noted this would be part of the Housing and Engagement Communication Plan which would be submitted to the next committee meeting in February 2024.
- g) A request that a member briefing be arranged on the survey results. Councillor Westwood agreed to consider this further as part of a wider briefing for councillors on housing matters.
- h) A request that a delivery plan be produced to correspond with the service improvement and actions proposed.
- i) A request that all those that completed the survey be contacted and advised of the key findings and suggested actions.

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

RESOLVED:

1. That the survey results be noted.

2. That the recommendations for service improvement and actions in section 12.5 of report CAB3429(H) 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
- g) Communal areas kept clean and maintained.

9. **DATE OF NEXT MEETING**

RESOLVED:

That the date of the future meeting of the Committee be noted.

The meeting commenced at 10.00 am and concluded at 1.00 pm

Chairperson

REPORT TITLE: SOCIAL HOUSING REGULATION INSPECTION REGIME

5 FEBRUARY 2024

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

Contact Officer: Gillian Knight Tel No: 01962 848 577

Email: gknight@winchester.gov.uk

WARD(S): ALL

PURPOSE

This report summarises forthcoming changes to the regulatory regime of the Regulator of Social Housing (RSH) following the introduction of the Social Housing Regulation Act 2023.

RECOMMENDATIONS:

That the report be noted.

IMPLICATIONS:1 COUNCIL PLAN OUTCOMETackling the Climate Emergency and Creating a Greener District

1.1 None.

Homes for all

1.2 A fundamental part of the regulatory framework will be the introduction of a revised set of consumer standards that will set the requirements that landlords must meet to deliver improvements to the quality of housing and management services for residents.

1.3 The Tenant Satisfaction Measures Standard requires landlords to collect and process information specified by the regulator relating to their performance against 22 tenant satisfaction measures (TSMs) including satisfaction that the home is well maintained and safe.

Vibrant Local Economy

1.4 The introduction of the housing regulatory regime ensures that social housing landlords aspire to meet new customer standards resulting in good housing conditions, thriving local neighbourhoods and vibrant local economies.

Living Well

1.5 The TSMs include a measure on whether residents feel the council makes a positive contribution to the neighbourhood. This is the first time this issue has been tested and provides an opportunity to see how the council compares with other housing providers.

Your Services, Your Voice

1.6 Addressing the needs and expectations of residents and providing them with the opportunity to make their voice heard underpins the reviewed regulatory regime.

2 FINANCIAL IMPLICATIONS

2.1 Social housing landlords will be inspected as part of the regulatory regime and will be expected to cover the full cost of regulation including its expanded consumer standards remit and inspection regime circa £40,000.

2.2 Self-assessment against the new consumer standards is a priority for the Housing service as a means of identifying necessary improvements. Associated financial implications when identified will be incorporated within a future HRA Business Plan.

3 LEGAL AND PROCUREMENT IMPLICATIONS

3.1 None at present.

4 WORKFORCE IMPLICATIONS

4.1 The work and self-assessment process of the new social housing regulatory standards is expected to be achieved within existing staffing resources. The project work will be regularly reviewed to ensure the required staffing capacity remains in place.

5 PROPERTY AND ASSET IMPLICATIONS

5.1 The 2023 tenant satisfaction survey identified that repairs and maintenance of the home is a driver to overall tenant satisfaction. The new regulatory framework and set of consumer standards is a driver for all social housing landlords to provide high quality, well maintained and safe homes.

6 CONSULTATION AND COMMUNICATION

6.1 TACT have been regularly briefed on the emerging regulatory changes since the publication of the social housing white paper in November 2020. Members of TACT also promoted the 2023 Tenant Satisfaction Survey, encouraging tenants to participate.

7 ENVIRONMENTAL CONSIDERATIONS

7.1 The environmental impact of the new regulatory regime and consumer standards will be realised through the remit of regulation and the inspection regime that all social housing providers build and maintain high quality homes.

8 PUBLIC SECTOR EQUALITY DUTY

8.1 Service improvements arising from self-assessment of the Housing service against the new regulatory standards will be subject to equality impact assessment once identified.

9 DATA PROTECTION IMPACT ASSESSMENT

9.1 None.

10 RISK MANAGEMENT

Risk	Mitigation	Opportunities
Financial Exposure Potential for RSH fines for non-compliance	Planned and appropriately resourced self-assessment and improvement programme in place	

Potential costs of implementing improvement plans	Timely response to performance improvement plans	
Exposure to challenge		
Innovation		
Reputation Failure to submit TSM data and/or to meet prescribed standards. Adverse inspection outcome	Planned and appropriately resourced self-assessment and improvement programme in place.	
Achievement of outcome	N/A	
Property	N/A	
Community Support	N/A	
Timescales	N/A	
Project capacity	N/A	
Other	N/A	

11 SUPPORTING INFORMATION:

Background

- 11.1 The principal aim of the Charter for Social Housing Residents: Social Housing White Paper (November 2020) was to deliver on the Government’s commitment to the Grenfell community that “*never again would the voices of residents go unheard*” and on its 2019 manifesto pledge to empower residents, strengthen regulation and improve the quality of social housing.
- 11.2 More recent events, including the death of Awaab Ishak¹ and the regular findings of severe maladministration by the Housing Ombudsman have reinforced the need for an overhaul of the regulation of social housing and this set the context for the Social Housing Regulation Act which received Royal Assent in July 2023. Many of the provisions are not yet in force and are subject to further regulations made by the Secretary of State. However, it is anticipated that most aspects of the Act will take effect on 1 April 2024 when the proposed new consumer standards come in.
- 11.3 The Act itself describes its purpose as being to “*reform the regulatory regime to drive significant change in landlord behaviour*”. It is widely regarded as the most important piece of legislation for social landlords in recent years and one

¹ [Government to deliver Awaab’s Law - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/government-to-deliver-awaab-s-law)

which will fundamentally alter the landscape for social housing and the expectation on social landlords.

Tenant Satisfaction Measures (TSMs)

- 11.4 The Tenant Satisfaction Measures Standard (April 2023)² requires all social landlords with more than 1,000 homes to report on TSMs. The first TSM reporting year is April 2023 – March 2024 and data must be submitted by 30 June 2024.
- 11.5 There are 22 TSMs. 10 relate to management information which landlords will complete themselves, and there are a further 12 tenant perception TSMs which are based on questions that landlords must ask tenants. They include repairs, complaints handling and safety. A summary of the TSMs will be found at **Appendix 1**.
- 11.6 The TSMs are a key component of the RSH's new toolkit and will, along with a range of other regulatory data and the inspection programme, be used to scrutinise landlords' performance. They will also be used to provide reliable information to tenants so they can hold their landlord to account. On publication of its data return guidance in December 2023, the RSH noted that *"the TSMs are one part of our stronger regulation, which will include new consumer standards and inspections from April. We will be ready, and landlords need to make sure they are too."*
- 11.7 TSM data has been collected across the Housing service during the current financial year and in some instances for far longer. It has been relatively straightforward to adapt previous performance measures to reflect the TSMs and the data will be available for submission to the RSH in time for the June deadline.
- 11.8 Members will recall that the first tenant satisfaction survey conducted under the new TSM format was undertaken in 2023 and the results were reported to this committee in November 2023 (CAB3429(H)). The 12-tenant perception TSMs were collected through the survey, the purpose of which was to allow residents to have a say about their homes, the services they receive and how these could be improved in the future.

Reshaping consumer regulation

- 11.9 Consultation by the RSH on the revised regulatory consumer standards ran from July to October 2023.³ Final, and yet to be unpublished standards are expected to become effective from April 2024. There are four draft standards which build on the existing consumer standards, and they have been revised to reflect the expanded remit of the RSH. They set out the expectations and outcomes that all social landlords will be expected to achieve:

² [TSM Standard \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

³ [Consultation on the consumer standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

- The Safety and Quality Standard – requires landlords to provide safe and good quality homes and landlord services to tenants.
- The Transparency, Influence and Accountability Standard – requires landlords to be open with tenants and treat them with fairness and respect so that they can access services, raise complaints, when necessary, influence decision making and hold their landlord to account.
- The Neighbourhood and Community Standard – requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- The Tenancy Standard – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

11.10 The proposed requirements, which will be accompanied by a Code of Practice to help social landlords understand how they might achieve compliance, will help to deliver the RSH’s consumer regulation objective which is to:

- Support the provision of social housing and is well-managed, safe, energy efficient and of appropriate quality.
- Ensure that social landlords act in a transparent manner in relation to their tenants of social housing.
- Ensure that actual or potential tenants of social housing have an appropriate degree of choice and protection.
- Ensure that tenants of social housing have the opportunity to be involved in its management and to hold their landlords to account.
- Encourage social landlords to contribute to the environmental, social and economic wellbeing of the areas in which the housing is situated.

Revised enforcement and regulatory powers

11.11 On 7 November 2023, the RSH published a further consultation paper on its proposed enforcement powers as amended under the Social Housing Regulation Act 2023.⁴ This updates the enforcement powers that were last published in 2019 and the consultation exercise ended on 16 January. A decision statement from the RSH will set out its decision on the final form of the statutory guidance in March 2024 with publication alongside the new consumer regulatory regime in April 2024.

11.12 Although most powers are amendments to existing ones, a new power brought in under the 2023 act enables the RSH to require landlords to produce performance improvement plans (PIPs). These may be required in

⁴ [Consultation on Statutory Guidance under section 215 of the Housing and Regeneration Act 2008 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/statutory-guidance-under-section-215-of-the-housing-and-regeneration-act-2008)

the event of a failure to meet the consumer standards, and it is expected that they may be used relatively frequently as an alternative to the imposition of fines and other penalties.

- 11.13 There is also a power that will enable the RSH to arrange for the inspection of a social landlord.⁵ Landlords will be subject to regular “Ofsted style” inspections in accordance with the RSH inspection plan and, in the circumstances set out in that plan, may also be subject to non-routine inspections.

Preparing for inspection

- 11.14 It is anticipated that the Housing Service will be subject to inspection within the next four years and getting “regulator ready” is a priority. The cycle of inspections will be risk-based with regulatory engagement targeted according to the risk of standards not being met. For this reason, there is some confidence that the service will not be subject to early inspection.
- 11.15 Social landlords will receive six weeks’ notice of an inspection and will be expected to cover the full cost of regulation including its expanded consumer standards remit and inspection regime circa £40,000.
- 11.16 Self-assessment against the new consumer standards will inform the existing business planning process to ensure that the required time and resources are made available to address any identified shortcomings. Self-assessment will be ongoing from April 2024, and it will engage staff, residents, councillors, and other key stakeholders. Amongst other issues, the process will explore:
- Is all our data accurate?
 - Have we surveyed all our homes and communal areas? If not, when?
 - Are our homes safe? What tests have we run?
 - Are we tailoring services around our residents? Are residents’ voices heard loud and clear?
 - Does our service delivery take account of diversity and vulnerability?
 - Can we explain why satisfaction varies amongst residents?
 - Are we learning from complaints?
 - Do we have a plausible improvement plan?
 - Do we have the funding to pay for improvements?

12 OTHER OPTIONS CONSIDERED AND REJECTED

⁵ [Draft guidance note 2: Sections 201-203A – Inspections \(regulatory power\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/draft-guidance-note-2-sections-201-203a-inspections-regulatory-power)

12.1 None, compliance with the regulatory regime is mandatory.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3429(H): *Tenant Satisfaction Survey (TSS) Results*
Cabinet Committee: Housing, 14 November 2023

Presentation: *Social Housing White Paper – The Charter for Social Housing Residents*
Economy and Housing Policy Committee (formerly Business and Housing Policy Committee), 28 February 2023

Other Background Documents:-

None.

APPENDICES:

Appendix 1- Summary of Tenant Satisfaction Measures

Appendix 1

Summary of Tenant Satisfaction Measures

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

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CAB3434(H)
CABINET COMMITTEE: HOUSING

REPORT TITLE: HOUSING ENGAGEMENT AND COMMUNICATION PLAN

5 FEBRUARY 2024

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

'Listening better' is a priority identified within the Council Plan and the Social Housing (Regulation) Act 2023 provides an important foundation for giving tenants a greater voice and focuses on ensuring that all tenants are heard by their landlord.

It is an ambition of the HRA Housing Service to improve engagement with all its tenants. Looking at new channels and ways of communicating, digital surveys were introduced under the previous engagement strategy to expand the range of households who actively engage with the council. While these have been successful in engaging a more diverse mix of tenants; the service is keen to extend the reach of our tenants ensuring that the tenant voice is at the heart of the service.

In November 2023 the Listening Better survey tested the various initiatives and found that younger households favoured options that were quick and digital. The survey also tested interest in an Advisory Board under the Tenant and Council Together banner.

This paper is the next stage in the review process, recommending a new tenant structure under the branding of Tenant and Council Together (TACT) and programme of informal activities. The structure proposal is in place to hold the council to account, and to identify any service delivery critical issues and improvement areas. The proposed structure provides for co-production work with residents and provides forums for representative and impactful resident engagement to ensure that the tenant voice is at the heart of the service.

RECOMMENDATIONS:

That Cabinet Committee: Housing agree:

1. To establish the TACT Board.
2. The terms of reference for the TACT Board as at Appendix 6.
3. That non-councillor TACT board members will receive compensation for attendance at the TACT board.
4. To approve the Housing Engagement and Communication Plan.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

- 1.1 Tackling the Climate Emergency and Creating a Greener District
- 1.2 Effective engagement and communication with tenants are key to the success of the programme to decarbonise housing. It directly affects the interest in changing to low carbon systems and once installed ensures maximum benefit can be derived through how they are operated.
- 1.3 Homes for all
- 1.4 Housing provision can be improved by listening to tenants' views on what's important to them and their housing.
- 1.5 Vibrant Local Economy
- 1.6 Good housing and strong local communities link with vibrant local economies. Making it easy for tenants and other residents to give the council their views and then using this information to structure how the council operates and how the service it provides impacts on the economy.
- 1.7 Living Well
- 1.8 The connection with housing provision and living well is well established. The importance of a structure and processes that enable tenants to easily talk to their housing landlord about their housing issues is crucial and has most recently been highlighted through Awaab's Law. The law requires all landlords to fix reported health and safety hazards within a strict timeframe. Good engagement is fundamental and should reach all household groups to achieve the goal of ensuring everyone is heard when designing policies, processes, and improvements and when agreeing service priorities. This plan aims to address the weaknesses and gaps of current structure.
- 1.9 Your Services, Your Voice
- 1.10 The aim of the new engagement plan is to widen the reach of those working with the council to develop services and engage those seldom heard to improve the diversity of views on which housing service improvements and priorities are determined. This ensures that the tenant voice is heard in housing service delivery and informs continuous improvement opportunities.

2 FINANCIAL IMPLICATIONS

- 2.1 CAB3429 (H) set out that responding to what tenants said through the tenants' satisfaction survey would require investment in developing digital capabilities. While the housing service is currently exploring the options and opportunities available within current systems its understood that investment maybe required to address identified limitations and provision has been made

for this is included in the HRA Business Plan. Costs associated with training to develop the skills required to enable involved tenants to challenge the council's landlord performance, actively collaborate with service development and design can be contained within existing budgets.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 In addition to improving how the engagement service operates; these changes are also aimed at preparing the council for the new regulation regime set out in the Social (Housing) Regulation Act 2023.
- 3.2 The role of TACT has been part of the council's governance arrangements since 1995.
- 3.3 The intention is to retain the TACT brand but to update how it operates. The current arrangements where involved tenants link in closely with the governance of the council is recognised as good practice and valuable. The changes are aimed at strengthening how this operates.
- 3.4 Any procurement required because of this report will be conducted in accordance with the Council's Contract Procedure Rules (CPRs) and the Public Contract Regulations 2015 (PCR2015).

4 WORKFORCE IMPLICATIONS

- 4.1 The plan has been designed in reference to what can be achieved within existing resources. The formal and informal activities set out in the HECP will be supported by tenant involvement officers.
- 4.2 As stated in BHP40 customer insight and good data management has been a recurring message throughout the research. Investing in a resource to lead on this function would equip the service to meet future demands and operate with improved efficiency and effectiveness. This priority for investment was confirmed as a recommendation in the Housing Quality Network review. The Regulator for Social Housing has an expectation that housing providers know who their customers are and what's important to them to enable providers to design services around them and target resources appropriately.

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 Tenants' views are integral to how HRA assets are used and maintained.
- 5.2 The feedback from tenants through the 2023 satisfaction survey clearly identifies repairs and maintenance of the home as a driver to overall satisfaction and many used the open text opportunity to raise issues around communication and respecting the views of tenants in relation to work to properties. This reinforced the verbal feedback given at the Listening to Views focus groups held in the summer of 2022.

5.3 Effective engagement and collaboration in the design of processes therefore has key implications for property and asset management.

6 CONSULTATION AND COMMUNICATION

6.1 Ensuring residents' voices are heard was a central theme of the Government's social housing white paper which was developed in conversation with tenants across the country. Listening better is a corporate priority for the council and is at the heart of everything it does.

6.2 Comprehensive engagement has been a core part of the review of tenant involvement and development of the HECP and comprised of numerous activities. Details of each stage and the outcomes were set out in Appendix 1 of BHP40. Consultation that has taken place since the Business and Housing Policy meeting in February is presented in Appendix 2.

6.3 Housing Quality Network, engaged to conduct an independent review of the draft HECP following Business and Housing Policy Committee, made various recommendations to address the shortcomings of the current approach to tenant involvement which included suggestions for making the formal structure more inclusive. The HQN findings and recommendations were presented to TACT at feedback sessions in August and discussed with TACT at their AGM in September 2023 and a new structure drafted on this basis. This draft structure was sent to TACT Committee as well as being presented to the Tenant Involvement Steering Group on 3 October 2023.

6.4 The proposed new informal initiatives in the draft plan and interest in the proposed Board were tested through an online survey in November 2023. The results of the survey are presented in section 12.

6.5 The draft structure was discussed with TACT on 11 January 2024. Their comments and response were as follows:

- Direct communication with officers is valued and it's important that changes to the engagement structure continues to provide that opportunity.
- How would tenants go about raising service queries with officers through the new structure or requesting to hear from officers delivering specific elements of the service.
- A group that operates as a higher level of scrutiny is needed but this needs to operate so that it doesn't alienate the other groups in the structure.
- How would the council go about ensuring that the Board was diverse?
- The structure needs to operate to facilitate 2-way feedback between the consumer service groups and the Board.
- Concerns over whether there would be sufficient interest in joining the Consumer Delivery Groups as the council struggles to get sufficient interest in the current Service Delivery Groups

- Whether it would be possible to keep both the new TACT Board and the existing TACT Group
- Clarification is required on the whether the Board is recruited or elected as well as the frequency of meetings.
- Concerns were raised over the impact of compensation on benefits.
- Ensure other means of incentivising involvement are offered in addition to financial ones.
- Recognition that the Board follows a similar model to that operated by registered social housing providers.

6.6 Responses given at the meeting to the feedback were as follows: -

- Opportunities for face-to-face conversations with council officers is still provided in the new structure especially through the Consumer Standards Groups but needs to be balanced with the informal activities that collect views from a wider group of tenants and provides feedback opportunities for those for whom face to face meetings are unattractive
- The responses to the Listening Better survey were that compensation would attract younger households and therefore potentially more inclusive of those with different lived experiences. *Promoting the opportunities through diverse methods would be key.*
- Facilitating involvement groups in addition to those proposed would make demands on officer resources that it would not be possible to accommodate within existing resources.
- Places on the board would be determined through a recruitment exercise against clearly specified roles.

7 ENVIRONMENTAL CONSIDERATIONS

7.1 The environmental impact of the plan is considered low; however, engagement activities aim to be sustainable, ethical, and local wherever possible. Including transport and printing policies and putting an emphasis on using local suppliers for catering and gifts of appreciation.

8 PUBLIC SECTOR EQUALITY DUTY

8.1 As set out in BHP40 the premise of the plan is to improve the representative profile of engaged households by having measures in place to tackle the things that may prevent people from sharing their views with the council: it aims to ensure all households are equally able to influence the service they receive.

8.2 The impact assessment looked beyond the potential disadvantage, based on the protected characteristics set out in the act but also considered measures required to ensure that the plan was inclusive of other groups such as those living in rural communities, those with caring responsibilities, those living on low income and those digitally excluded and with limited access to transport.

8.3 The original impact assessment on the draft plan completed on 17.01.23. A desktop refresh was carried out in January 2024 following the changes made in reference to the findings of the HQN Review and the feedback to the Listening Better survey Nov 2023.

8.4 The changes made, focus on activities and structural changes which are more likely to appeal to younger households or households the council seldom hears from.

9 DATA PROTECTION IMPACT ASSESSMENT (DPIA)

9.1 The approach taken in general to ensure compliance with data protection legislation is set out in the Tenant Involvement Team's policies and procedures. These are supplemented by DPIA exercises for specific engagement activities such as the Tenant Satisfaction Survey.

10 RISK MANAGEMENT

10.1 The main risks to the delivery of the plan outcomes broadly depend on the following: -

- a) Commitment and drive from the senior management team to provide the resources required and respect the priority of the programme of work against competing tasks.
- b) Experienced and skilled engagement team
- c) Good communication with existing involved tenants to explain the reasons for change, how this will benefit all tenants along with their role and the importance of their continued involvement under the structure introduced to address the improvement needed.
- d) All housing staff recognise that engagement is their responsibility too and embrace the role they play.
- e) Recruiting tenants with the skills required to meet the expectations of formal roles.

Risk	Mitigation	Opportunities
Financial Exposure: Minimal risk of non-compliance with regulatory requirements leading to fines.	Proposals contained in this and other reports to reduce the low risk of fines.	
Exposure to challenge: Low	Engagement and consultation with stakeholders reduce the already low risk of	

	challenge to adoption of the plan.	
Innovation None		
Reputation Failing to meet the requirements of the Regulator of Social Housing to ensure that engagement is representative of all household groups. Not providing evidence that tenants' views have been heard and have influenced service provision.	Commitment and support from service leads to deliver the plan. A Communication plan that includes a variety of feedback mechanisms which include social media, webpage, and direct email feedback along with newsletters and annual reports.	The Council's reputation could be enhanced if engagement and communication improve and is more tailored to individuals' preferences – greater use of digital channels for example.
Achievement of outcome The plan brings a change to a structure that has been in place for many years, and some may find the change challenging which could inhibit the delivery of the plan despite the sound basis on which the new structure has been based on and the need for compliance. All housing staff don't recognise that engagement is part of their role. Relies on other teams recognising the	Collaboration in the design of the refreshed structure. Clear communication of the basis on which changes are proposed. Consultation which is representative and engages those seldom heard. Strong senior management team that leads and embeds the principles of engagement.	Engagement of new households to provide a wider range of viewpoints to be better informed when determining service improvements which should lead to better designed services that benefits all stakeholders, staff, and residents.

<p>importance of customer respect and listening better when delivering their services on overall performance.</p> <p>Success depends on involved tenants with appropriate skills to meet the challenge of the roles.</p>	<p>Investment in customer excellence training for all housing staff.</p> <p>Job descriptions clearly set out the expectations of the roles for Board representatives along with terms of reference which sets out the commitment required.</p> <p>Approach to recruitment that works to reach those with the skills required.</p> <p>Skills audit, training plans, induction processes and mentoring support from engagement officers.</p>	
Property - None		
Community Support – none		<p>Locally based engagement activities provide an ideal opportunity to raise awareness of support available or gaps in provision.</p>
<p>Timescales and Project capacity</p> <p>Success depends on: -</p> <ul style="list-style-type: none"> • Recruitment and retention of appropriately skilled team engagement team. • Plan delivery being allocated a priority within work programmes. 	<p>Plan driven and monitored by senior management.</p> <p>Commitment from Housing DMT, Strategic Leads and other stakeholders to</p> <ul style="list-style-type: none"> • allocate the resources required to deliver the Plan. • Delivery of the plan recognised as a work 	

• Plus, commitment and support from all staff and involved tenants	programme priority against competing projects and tasks	
Other – none		

11 SUPPORTING INFORMATION:

11.1 The white paper a Charter for Social Housing and the Social Housing (regulation) Act 2023, is a driver a change and sets the following requirements:

- a) Tenant voice to be at the heart of housing providers' service.
- b) Engagement to be representative and impactful.

11.2 New customer standards sit alongside the Social Housing Regulation Act. They require landlords to be open with residents and treat them with fairness and respect so that they can access services, raise complaints, when necessary, influence decision-making and hold their landlords to account.

Tenant Satisfaction Measures (TSMs) help show how well social housing landlords are doing at providing good quality homes and services. They help tenants hold their landlords to account and landlords must show the results of their surveys. 12 TSM's must be collected through tenant perception surveys and 10 through landlord data. They cover five themes, including repairs, building safety, effective complaint-handling, respectful and helpful tenant engagement and responsible neighbourhood management.

11.3 Housing have been conducting a review and research of good tenant involvement practice within the sector to prepare for the new requirements of the Social Housing (regulation) Act 2023, Customer Standards, TSM's and future inspections. This was referred to in the BHP 040.

11.4 The Tenant Satisfaction Survey in June 2023 found that younger households continue to be less satisfied than older households for all indicators and confirmed the importance of providing an engagement structure that appeals to younger people to find out why this is and engage them in designing service improvements.

11.5 Based on the findings of this research in February 2023 a draft HECP, developed together with tenants, which set out proposals for new initiatives was presented to Business and Housing Policy Committee.

11.6 These proposals along with the council's approach to engagement have been tested through an independent review by Housing Quality Network (HQN). HQN made recommendations on how the council could improve and advised finding out which of the new initiatives proposed would most appeal to

younger households to enable the council to focus resources on developing those which were most likely to achieve the objective of the HECP plan.

- 11.7 The HQN review and subsequent report evaluated the service and what it aimed to achieve against sector good practice and the expectations of the Regulator of Social Housing. The HQN Presentation of Findings are set out in Appendix 3.
- 11.8 The outcomes of the review were recommendations from HQN on how the council could improve; identifying the following areas to be addressed -
- a) Representativeness across all tenant groups
 - b) Making engagement impactful
 - c) Improving feedback on how tenant views have influenced change.
 - d) Developing good customer insight
- 11.9 At the same time as HQN reported the findings of its review; the results of the Tenant Satisfaction Survey identified that, under 55s and under 35s especially, reported statistically significant lower levels of satisfaction compared to the older households. This highlighted the importance of engaging more widely as being fundamental to successfully shape the service on what's important to all tenants.
- 11.10 The HQN findings; ways to address the identified shortcomings of the current structure and how to meet the needs of the new regulation requirements were discussed in breakout groups at the TACT AGM on 21 September 2023. Feedback received included retaining the Tenants and Council Together identity was important to both tenants and members. One suggestion made by tenants was the idea of an overarching board under the Tenants and Council Together banner. A draft structure was developed on this basis, where the idea of the overarching board was translated into the Tenants and Council Together Board.
- 11.11 HQN recommended testing the new informal initiatives proposed in the draft HECP with all tenants to find out which would most appeal to younger households to enable the council to focus resources on developing those which were most likely to achieve the objective of the plan. In November 2023 the Listening Better survey was conducted to test the various initiatives as advised but also to find out the level of interest in the proposed Board.

12 **Listening Better survey results**

- 12.1 The survey was conducted in October-November 2023. 492 respondents returned the survey – a response rate of 11%. A report from the survey is available in Appendix 4.
- 12.2 It should be noted that the survey results were not representative of all tenants and that older age groups are overrepresented. It should also be noted that no statistical tests have been carried out on the results and as such

the survey serves only to give a flavour of the views of tenants and can't be used to determine statistically significant results. The survey provides a helpful interim direction while arrangements can be made to conduct a more robust test through the 2024 Annual Tenant Satisfaction Survey if required.

The headline findings are: -

Preferred methods – tenants from all age groups –

- Email surveys were significantly more popular than other options – 23%.
- Least attractive was being asked for views while waiting outside the school (1% - although may link with age profile of respondents) or supermarket (4%).
- Equally preferred - Community events (10%), WhatsApp survey and formal tenant meetings (9%), paper survey to home (8%).

Under 35s - preferred methods –

- Email
- WhatsApp/Text survey.
- Community events.
- Regular focus groups.

Under 35s - least attractive methods.

- Paper surveys.
- Anniversary calls.
- Talking outside schools and supermarket.
- Formal tenant meeting.
- Task & finish focus groups.

35 – 44 years - preferred methods -

- Email
- WhatsApp/Text survey.

35 – 44 years - least attractive methods.

- Nearly all other options.

Key factors to engaging – all age groups.

- Quick
- Online
- Incentives
- Evidence of making a difference

Key factors to engaging – under 35s.

- Online (27%)
- Quick (24%)

Key factors to engaging – 35 – 44 years.

- Quick (25%)

- Online (21%)
- Incentives (18%)

13 **Formal structure proposal**

Appendix 5 is a diagrammatic outline of the structure proposal.

The new structure proposal demonstrates how the supporting engagement process will operate. It should be noted that the structure is not a hierarchy of approvals, all groups are of equal importance with a golden thread running through the structure. Once the structure is approved further work on the proposed draft structure will be co-produced with tenant, leaseholders, and stakeholders.

The structure proposal is in place to hold the council to account, and to identify any service delivery issues and improvement areas. The structure provides for co-production work and provides forums for representative and impactful tenant and leaseholder engagement to ensure that the tenant voice is at the heart of the service.

Tenants and Council Together (TACT) Board

The purpose of the TACT Board is to hold the council to account and to ensure the voice of tenants' and leaseholders' is heard in the provision and development of Housing Services. The Board will monitor the performance of Housing Service against key performance indicators and be consulted on key issues that affect the service. New Customer Standards Groups (see below) are being introduced with a new council governance structure, in the same way that a registered housing providers' board operates. The board is expected to have at least 8 representatives, membership will include tenants and leaseholders, an independent representation and initially chaired by the Cabinet Member for Housing. More details are set out in the draft Terms of Reference in Appendix 6.

Those tenants who express an interest to take up a position on the board will be chosen through a recruitment process (for recruitment approach see the Terms of Reference for the Board in Appendix 6). This clearly sets out the experience and knowledge required to meet the board membership role. Training and support will be provided for all board members to ensure they can fulfil the requirement of the board positions.

A positive outcome of the Listening Better survey is that one third of all respondents and over 50% of under 35-year-olds were interested in knowing more about the TACT board group. Although most tenants said that being paid for these roles would not make them more likely to apply. However, when this response is considered by age group there is a clear difference in the responses with households younger than 44 years more likely to be interested if there was financial compensation compared to older groups surveyed.

Consumer Standards Groups

The introduction of Consumer Standards Groups will have an operational focus on the housing service delivery and is designed based on the current tenant/officer Service Delivery Group model. A model that the HQN review supported and found to operate effectively.

The Consumer Standards Groups will be a forum for tenants and officers to regularly meet to bring and discuss detailed operational service changes and policy proposals having engaged with tenants through surveys and various other informal activities (see Appendix 1). The co-production work will provide a forum for representative and impactful tenant engagement and ensure that the tenant voice is at the heart of service continuous improvement opportunities. Bespoke officer advice, support and service data will be provided to each group as required. It is recommended by HQN that the customer standard groups inform discussion and should centre around the Regulator for Social Housing's proposed new Consumer Standards as set out below. This approach will help support and prepare the service in readiness for the Regulator of Social Housing inspection regime.

- **Safety & Quality:** providing safe and good quality homes and landlord services to tenants.
- **Transparency, Influence & Accountability:** being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, when necessary, influence decision making and hold their landlord to account.
- **Neighbourhood and Community:** engaging with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.
- **Tenancy:** sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

The Terms of Reference for the Customer Service Groups will be co-produced with the groups themselves.

Informal activities

The Listening Better survey objective was to inform and understand which of the informal initiatives proposed in the new HECP were most engaging and most attractive to tenants, especially for younger households. This will help to ensure the tenant Involvement programme is representative and impactful for tenants and will help focus resources to those activities most likely to reach groups that are seldom heard.

It is accepted that despite the Listening Better survey being conducted online, the responses still had an older person bias and surveys may not connect

with those for whom the digital format doesn't work. Therefore, one of the priorities of the informal activities of the HECP will be to find an alternative way of connecting with those households – the 'Finding the silence' initiative.

The informal tenant engagement element of the new tenant involvement structure will help provide targeted, representative, and evidenced feedback across bespoke groups. The gathered tenant feedback will inform both the Customer Standards Groups and the TACT Board.

Conclusion.

In conjunction with tenants, the housing service has been reviewing its tenant involvement activities and structure for some time following the recommendations of the Social Housing White Paper and to prepare for the new social housing regulation regime along with meeting the council's Listening Better corporate priority.

The new structure is being developed based on:

- a) Focusing on a model and tenant activities which are more likely to engage the full tenant demographic to include those households seldom heard.
- b) HQN recommendations to expand the current service delivery group model around the 4 consumer standards of the Regulator, improving the balance between formal and informal engagement activities.
- c) Researching effective structures in place at other housing providers
- d) TACT feedback support of the overarching board suggestion.
- e) Listening to what tenants told us about their engagement preferences through the November 2023 Listening Better survey.

Housing will prioritise introduction of the new formal structure in parallel with the new informal initiatives such as WhatsApp/text surveys aimed at improving representativeness along with other areas of work such as improved reporting of the changes made based on what tenants have told us and developing the customer insight function.

The new structure has been developed in partnership with the TACT Committee, the TACT Support Group, Service Delivery Groups, other tenants through survey opportunities, Members, and officers.

The new structure model is due to be introduced in April 2024 and will be regularly reviewed.

14 OTHER OPTIONS CONSIDERED AND REJECTED

- 14.1 BHP40 - sets out the details of previous proposal which focused on informal activities and new ways to capturing feedback. Following the HQN review changes to the engagement structure were widened to include the formal

engagement activities and how the representativeness of the structure could be improved.

BACKGROUND DOCUMENTS: -

Previous Committee Reports: -

CAB3429 (H) – Tenant Satisfaction Survey (TSS) Results – 14.11.23

BHP40 – Draft Housing Engagement and Communication Plan – Business and Housing Policy Committee – 28 February 2023

Other Background Documents: -

None

APPENDICES:

Appendix 1 – Housing Engagement and Communication Plan (HECP) - 2024-2026.docx

Appendix 2 – Consultation Details – March 2023 – December 2023

Appendix 3 – HQN - WCC-engagement review presentation – August 2023.pptx

Appendix 4 – Listening Better Report – Nov 2023.

Appendix 5 – Formal Structure Proposal – April 2024

Appendix 6 – TACT Board Draft Terms of Reference

Appendix 7 - HECP Equality Impact Assessment Desktop Refresh – Dec 2023

Winchester City Council

Housing Engagement & Communication Plan (HEC Plan) – 2024 - 2026

The Council Plan 2020 - 2025 priority – Your services, your voice

We want to have high quality, good value services that are continuously improving to address the changing needs and expectations of residents, tenants, visitors, businesses and non-profit organisations across our district –and are accessible to all, whatever their circumstances.

We want our residents to have the opportunity to make their voice heard and be able to see and understand how the council makes its decisions.

What we want to achieve

- Know our tenants and their priorities, and shape our business on balanced feedback
- Make it easy for **all** tenants and other residents to share their views
- Understand tenant priorities so they either become our priorities or we explain why they can't be
- Tenants are respected, their views are valued and listened to
- Tenants feel able and confident that it's worthwhile sharing their views with the council
- Engagement is representative
- Engagement leads to improvement

The benefit to tenants of the Housing Engagement and Communication Plan

‘Listening better’ is at the heart of everything the council does.

Getting engagement right means better services for tenants as they will be designed around an understanding of what’s important to all tenants or they’ll know the reasons why meeting expectations isn’t always possible.

What does ‘listening better’ mean to tenants?

The following has been determined through talking with Winchester City Council tenants and other stakeholders along with learning from housing sector professionals.

Key message

The council has a good structure for engagement through traditional methods. Future activities will continue those activities that work well and focus on developing the formal structure to reach a more varied mix of households and finding informal engagement methods to make it easier to capture views from a wider group of tenants.

Other messages

- Listen
- Provide engagement options that require minimal effort for tenants
- Make it easy for tenants to step into what interests them
- Have a menu of engagement options that offer something for everyone’s level of commitment
- Offer ways to capture the valuable comments that on site staff pickup
- Engagement is part of the day job for every team - generate a positive ethos to respect this
- Good feedback on what has changed as result of listening
- Honest and transparent when things can’t be changed
- Be honest about where you’re failing
- Know who the tenants are and what’s important to them and design services around them
- Go to tenants rather than expect them to come to the council
- Find different ways to listen especially from those we don’t hear from
- People want to easily share local issues

How will the Plan be delivered?

- **Methods of Engagement**

Tenants able to share their views with the council in the way that best fits their life circumstances, their interests, the time they have available and what they want to get out of talking to the council. (see pages 6 onwards for details)

- Maintain what works well in the existing structure e.g. digital surveys, Service Delivery Groups
- Introduce new options to improve the approach to both formal and informal engagement prioritising those that appeal most to households not currently represented

- **Customer insight**

Invest in data management to make it easier to design services around what's known about tenants

- **Respect and value**

Improve awareness that engagement is central to everyone's role

- **Performance**

Use the Regulator for Social Housing's Tenant Satisfaction Measures (TSMs) along with local agreed indicators to measure success

- **Monitoring and Review**

The new Consumer Standard Group for Transparency, Influence and Accountability to check performance and delivery of the plan. The Tenant Involvement Annual Report presented to the Tenant and Council Together Board and will set out the progress made including details of tenants' views have influenced service delivery

<p>Communication principles</p> <ul style="list-style-type: none"> • Listen • Use straight forward language • Use various methods/formats to meet all needs • Consult on subjects where tenants have a genuine opportunity to influence the outcome • Only arrange engagement activities when we have something to tell you • Commit to testing out what we hear to check whether it's a majority view • Explain bad news as well as communicating achievements and successes • Give comprehensive feedback when issues are complex to show what options have been considered and why 	<p>Housing Engagement Charter Expectations, roles and responsibilities;</p> <p>Tenants and leaseholders</p> <ul style="list-style-type: none"> • Will report any issues relating to their specific tenancy direct to Winchester City Council through the appropriate means. • Ensure complaints are channelled through the formal complaint system. • Abide by the relevant Terms of Reference (and Code of conduct) for the involvement activity. <p>WCC</p> <ul style="list-style-type: none"> • Will treat all service users with respect • Test out individual feedback with a wider tenant group • Ensure it is accepted that tenant engagement is the responsibility of all housing teams. • To communicate effectively and work toward developing better working relationships with tenants. • Will provide training opportunities relevant to tenant's roles. • Work in a flexible way to adapt to the needs of tenants. • Arrange meetings that are virtually enabled at locations and times that represent the whole district. • Respond to tenant queries, constructively and in a timely manner. • Senior management and Service leads will attend meetings when appropriate. • Abide by the relevant Terms of Reference (and Code of conduct) for the involvement activity. • To feedback annually achievements of the Tenant Involvement Team. • To be compliant with regulatory requirements in relation to tenant involvement. <p>Councillors</p> <ul style="list-style-type: none"> • Councillors are responsible and accountable for policy and strategic decisions and ensuring legal requirements are met. • A councillor will (either individually or through council systems) consult, communicate and address the needs of tenants when policies are amended and developed. • Be honest, listen and be non-judgmental when approached by tenants for a change of housing plan. • Be supportive and strengthen links with tenants to promote an understanding of local community issues. • Support an Equality and Diversity policy. • Will attend tenant meetings as and when appropriate.
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Benefits to tenants of being involved

In addition to benefits for the individual, becoming involved tenants will also improve the service provided to all tenants by sharing their experiences and opinions on service improvements.

- Influence the service tenants receive
- Acting as an advocate for those living in council housing
- Finding out what’s happening and why
- Work to change things for all tenants
- Work to improve where you live
- Meet others with shared views and experiences
- Talk directly to decision makers
- Building knowledge and skills
- Being able to direct others to where they can get help with their queries or concerns
- Understand how the council values tenants’ views

We value your contribution

Listed below are just a few ways the council shows its appreciation of the time and commitment given by tenants to work together to design services

- Love to Shop vouchers
- Annual prize draw entry for those who’ve completed online surveys
- Activity specific prize draws
- Refreshments and seasonal thank you events
- Investment in training
- Opportunities to attend national engagement events fully funded

Making engagement accessible

Here are some of the things we do to find solutions to things that may prevent people from sharing their views with the council. Get in touch with Tenant Involvement Team (contact details at the end) to discuss arrangements needed if you are interested in being involved but the options available don’t meet your needs.

- Transport costs and provision
- Training to develop skills and knowledge
- Hybrid offer – on line option for face to face meetings
- Equipment loan – laptops
- Hearing loop provision in meeting rooms
- Respect known communication needs – for example - large print, translation, arrangements for lip readers, plain English
- Outreach workers & tenants’ advocates welcome to share views on the behalf of others
- Accessible venues
- Evening and weekend activities

How can I get involved? Menu of engagement options

Formal options

Activity	Overview	Frequency	Level of Commitment Needed from tenants
Tenants and Council Together Board <i>NEW FOR 2024</i>	<p>A group with representatives that will be a mix of tenants, elected members and independents.</p> <p>This group represents tenants' and leaseholders' interest in the provision and development of Housing Services. The Board will monitor the performance of Housing Service against key performance indicators and be consulted on key issues that affect the service linked with new Customer Standards Groups (see below) and the council's governance structure.</p>	4 meetings a year	Very high – with requirement to attend training events and conferences
Consumer Standards Groups <i>NEW FOR 2024</i>	<p>Operational/Policy Groups</p> <p>These Groups have an operational remit designed around the Service Delivery Group model and will centre around the Regulator for Social Housing's new Consumer standards i.e.</p> <ul style="list-style-type: none"> • Safety & Quality – building safety, repairs and maintenance • Transparency, Influence & Accountability – meeting diverse needs, hearing tenant views, complaints processing • Neighbourhood and Community – dealing with anti-social behaviour • Tenancy – letting and managing tenancies <p>These groups will be a forum for officers to discuss service changes and policy proposals and for tenants to raise queries.</p>	Four meetings a year.	High

Scrutiny	<p>Scrutiny is a specific housing sector engagement function – supported by frameworks, good practice guidance and where supporting organisations which work with housing providers can apply for accreditation.</p> <p>It's where a small group of tenants are invited to undertake a specific and detailed examination of a particular service area to see if the service is performing to the benefit of tenants. All members of a scrutiny group are trained before they begin the exercise and are supported by both internal and if required external organisations to complete.</p> <p>Example – Grounds maintenance scrutiny exercise – tenants formed a task and finish group that collected evidence, visited sites, talked to tenants, the council and contractors to collect information about the service and made recommendations to the council how it could be improved.</p>	<p>Task and finish activity</p> <p>Several meetings and activities within a set timeframe.</p>	<p>Very High</p> <p>Training provided to those involved before activity starts</p>
Readers Panel	The Readers Panel look at all written material produced by council Housing Services to make sure it is easy to read, can be understood and does not contain any unnecessary jargon.	As required – online or postal	Medium
Contract procurement	Work with the council when it's looking to engage contractors to provide certain services such as cleaning.	<p>Task and finish activity</p> <p>Several meetings, activities within a set timeframe.</p>	Medium to high

Informal options

Activity	Overview	Frequency	Level of Commitment
Transactional surveys – Repairs, Anti-social behaviour, Complaints, Temporary accommodation, New Homes	Completed by customers about services that have recently received to gauge satisfaction, identify shortcomings and learn how we can improve	As required	Low

Tenant Satisfaction Survey	Survey commissioned to collect views from a random sample of tenants to improve our services and see how we perform compared with other housing providers.	Annual	Medium only if included in sample
Online survey	All tenants have the opportunity to participate in consultations without the requirement to be part of a physical group	Average of six surveys a year. Tenants choose which to complete.	Low Step in only if interested
Mini survey	Short 1 or 2 question survey following up on an engagement activity	As required	Low Step in only if interested
Focus groups	Small informal face to face groups organised to discuss a specific topic or new ideas	As required	Medium Step in if interested
One off community events	Events organised around a specific community interest or concern; local residents are invited to come along and talk to the council	One off opportunity	Low
Mystery Shoppers	Help test the services the council provides.	As required	Medium
Tenant Monitors • Grounds Maintenance	Work with Housing Estate Services to help maintain communal and local areas by monitoring the contracted services.	Regular – following contractor visit	Medium
Estate Improvements	Consultation with the local community regarding proposals for area improvements such as communal garden space, installation of a door entry system, improved lighting and additional parking.	Task and finish activity	Low Step in only if interested

New informal options for 2024- 2026

The following will be developed in reference to the Listening Better Survey Nov 2023 i.e. priority will be given to those activities that appeal to groups not currently fully represented and are at the top of the list.

- Phase 1 – 2024-2025 – Outcomes will be reviewed ahead of moving to Phase 2

Activity	Overview	Frequency	Level of Commitment
Investigate text messaging / WhatsApp surveys/ surveys generated by housing systems	Messages that ask 1 or 2 questions only	Dip in, dip out	Low Step in only if interested

Collect feedback from Leaseholders	Leaseholder and Right to Buy satisfaction surveys	As required	Low
Tenant Monitors <ul style="list-style-type: none"> • Cleaning • Inspectors 	Work with Housing Estate Services to expand the areas where tenant monitors are used to check service delivery.	Regular – following contractor visit	Medium
Finding our silence	Contact with random selection of tenants by officers from all housing teams whom the council doesn't hear from	One off opportunity	Low

- Phase 2 – 2025-2026

Activity	Overview	Frequency	Level of Commitment
Coffee, cake and chat	A programme of visits to where people already meet across the district and asking 'How are things?'. Focus on underrepresented groups.	One off opportunity	Low
School gate/Supermarket engagement	Ice-cream van / pizza with officers asking – what works well, where do we need to improve	One off opportunity	Low
Tenant Involvement Team tenant 12 month anniversary phone calls	Calls to ask 'How are things?'	One off opportunity	Low

Other Areas of Engagement work

Outcome	Activity
Know who our tenants are - understand differences between tenant communities	Improve approach to collection, management, analysis, application of customer insight data and use to inform service delivery and priorities
Comments made to staff on site and in tenant homes are captured	Developing a systematic method of collecting the feedback made to front line staff and ensuring this information is actively used. Report back to tenant
Community spirit generated	Work with corporate community team to promote community & neighbourliness
All those providing housing services are respectful and courteous.	Briefing sessions with all teams providing housing services
Community Engagement Officers	Work together with the local community (people and parish) to empower them to input to the decision making process within the council and to 'have a say' about their local environment (crime & disorder

	concerns, estate issues). Work in partnership with those with responsibility for matters outside of housing's remit.
--	--

More information

If you'd like to more about how this plan was developed visit the Tenant Involvement Webpage – link below

Details of how to get in touch

[Tenant and Leaseholder Involvement - Winchester City Council](#)

Phone: **0800 716 987**

Email: tenantinvolvement@winchester.gov.uk

Facebook Page: www.facebook.com/WinchesterTenants

Or join our [Tenants' Facebook Group](#)

Other document formats

If you'd like this Plan in another format or language contact the housing@winchester.gov.uk

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Consultation Details – March 2023 – December 2023

following BHP040 presentation – 28 February 2023

March 2023 - TACT

Housing Quality Network (HQN) review of engagement – information gathering – the tenant perspective – HQN meet with tenants from 3 different engagement activities

- TACT
- Service Delivery Group representatives
- Tenants not currently engaged

August 2023 – Tenant feedback sessions with the author of HQN report

September 2023 – TACT Support Group meeting

Discuss of AGM and approach to debating with wider TACT how to take HQN recommendations forward:-

- Refresh/reminder of the background / national picture and the reason for the review (Green paper, White paper, Bill and Social Regulation Act, most of the legislative changes come into force April 2024) and HQN Review findings.
- Tenant reference to the overarching board idea - that all other groups feed into

21 September 2023 - TACT AGM

- Break out session to debate three questions.
 - How do we reach younger households?
 - What should our structure look like to ensure we are listening to all our tenants?
 - What are the burning issues for tenants?
- Overarching board idea repeated by tenants
- No other definite structure ideas given – but lots of thoughts around how groups should run

3 October 2023 – Tenant Involvement Steering Group

- HQN Presentation of review findings
- Discussion on how to take forward
- Outline of a structure with an Advisory Board as the overarching board and details of the next stages (also emailed to TACT Committee)

Oct – Nov 2023 – Listening Better Survey

- Find out what options for engagement work for those groups not currently heard from to inform work programme priorities
- Appendix 4 – sets out survey responses

For details of consultation activities prior to 28 Feb 2023 BHP see Appendix 1 – BHP 040 - Consultation details

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Resident engagement review Winchester City Council

The first things to say...

- This review is designed to challenge Winchester to:
 - Ensure you deliver positive practice in respect of resident engagement
 - Assist in widening your span of engagement
 - Ensure you listen to and take action as a result of the resident voice
 - Help you engage with a representative proportion of your resident base
 - Meet regulatory expectations
- Engaged residents should be valued (and you do value them)
 - They give up their valuable time to help shape services
 - They are the “voice on the ground”
- But society has evolved over the years...and your engagement approach must evolve to meet changing expectations

Proposed consumer standards

- Safety & quality
 - Stock quality
 - Decency
 - Health & safety
 - Repairs and maintenance
 - Adaptations
- Transparency, influence & accountability
 - Fairness & respect
 - Diverse needs
 - Engagement with tenants
 - Information about landlord services
 - Performance information
 - Complaints
- Neighbourhood & community
 - Maintenance of shared spaces
 - Local cooperation
 - Safer neighbourhoods
 - Domestic abuse
- Tenancy
 - Allocations and lettings
 - Tenancy sustainment and evictions
 - Tenure
 - Mutual exchange
- Tenant Satisfaction Measures

The (proposed) transparency, influence & accountability standard

- Currently subject to consultation - due to replace the current tenant involvement standard
- Required outcomes include:
 - Diverse needs - Take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants
 - Engagement with tenants - Take tenants' views into account in their decision-making about how landlord services are delivered
 - Performance information - Collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services

The (proposed) transparency, influence & accountability standard

- Specific expectations include:
 - Diverse needs:
 - Understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs;
 - Assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services
 - Engagement with tenants:
 - Give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services
 - Assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services
 - Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims

Service highlights

- There is clear commitment at all levels to deliver impactful engagement
- Resources (across the council) appear decent – it's also everyone's responsibility – but you need to decide where to apply those resources
- The Housing Engagement and Communication Plan proposes a wide range of engagement activities
- There are several current activities designed to help shape/improve services
- But challenges remain:
 - Formal engagement membership does not reflect your diversity
 - The outcomes of resident engagement are not yet evident to any great extent

Housing Engagement and Communication Plan

- Revised strategy – subject to review/amendment following this review
- Objectives
 - Know tenants and priorities and shape the business accordingly
 - Easy for all residents to share views
 - Resident priorities become WCC priorities
 - Residents are respected, valued and listened to
 - Residents feel able and confident that worthwhile to engage
- You may wish to add
 - Engagement is representative
 - Engagement leads to improvement
- Plan presents wide range of opportunities, including
 - Formal and informal
 - Scrutiny
 - Reality checking
 - Surveys
- Once finalised, we recommend an annual plan of activity and a formal means of evaluating outcomes

Know your customers

- This is a key area of importance for the Regulator
- The Regulator spoke at a recent HQN event and stressed the importance of knowing your homes and knowing your tenants and advised “don’t just do it for us”.
- It is important to collect the data to shape services not just comply with expectations
- Recommendation - Carry out a customer data collection exercise to understand the make-up, diversity and needs of your resident base

Formal engagement

- Currently primarily via TACT and SDG(s)
- TACT is a formal part of the council's governance framework
 - Treated with due importance – significant matters are considered
 - Very formal setting – might this put some people off?
 - Membership not representative of wider resident base
 - Some thought it a time-intensive activity
 - Differing views on effectiveness – our view that outcomes relatively limited in terms of achieving real improvements for residents
- SDG(s) – currently combined and more representative of tenure
 - Members and officers were more positive about its effectiveness
 - Are they more effective due to focus?
- Challenge is whether you can make TACT more representative and impactful

Formal engagement (continued)

- Tenant scrutiny – WCC had sound approach with evidenced outcomes but ceased at time of pandemic and not relaunched since
- Recommendation - unless you can make present arrangements representative and impactful, consider a change of structure/approach:
 - Moving to four consumer standard groups each focused on a standard
 - Consider less formal surroundings – perhaps even fully virtual to aid representation
 - Consider appointment of director-level support (from elsewhere in the council) to support development
 - Carry out a wide (and targeted) recruitment campaign

Informal engagement

- Wide range of initiatives either offered or planned to be
 - Estate walkabouts/street meets/block briefs
 - Resident inspectors and mystery shopping
 - Social inclusion activities
 - Electronic engagement
- Ensure they are well advertised & stakeholders invited
- Based on sound principles
 - Informal dip in/dip out
 - Ideas that have been tried and tested elsewhere
- Recommend review of offer following publication of proposed standards
 - To incorporate key areas of concern such as fire and health & safety
 - Consult with residents over menu of engagement – what levels of interest do you have for activities?

Informal engagement (continued)

- Develop an e-engagement strategy/programme utilising relevant social media to appeal to differing communities

Conclusion

- Your engagement plan is a sound footing to deliver an effective range of ways in which tenants and homeowners can influence service improvement
- There are some key priorities:
 - Data collection exercise to understand your resident profile
 - Make your formal framework more representative or revise it to make it more attractive to the wider resident base
 - Ensure you can deliver the informal activity that will be attractive and meaningful (consider the appropriate resource allocation across formal and informal engagement)
 - Carry out a wide recruitment exercise to attract more people to get involved
 - Ensure you measure the outcomes of engagement and keep activities under review

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Winchester
City Council

CAB3434 (H) – Appendix 4 - Listening Better Survey

Report of Headline Results

Lucy Spence
November 2023

HOUSING FOR 
WINCHESTER

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Introduction

We were told in the summer tenant satisfaction survey that younger households are less happy with housing services compared to older tenants.

We are currently offering a variety of ways for tenants to give us their views. These options appear to appeal more to older tenants, which means we need to find other methods to find out from younger tenants how we need to change.

We want to know what methods would appeal or work best when talking to all tenants about how to improve the service they receive.

Methodology

The survey was sent to all tenants for whom Winchester City Council hold an email address to be completed online. It was an open survey on the Winchester City Council consultation page of the website. It was posted on the tenant Facebook page and given as a QR code to other engagement officers who may be in contact with tenants. Tenants who have requested a Polish translation received a further email in Polish.

The extra measures planned to reach those for whom an online survey isn't a preferred method of communication haven't been completed at this stage. This is important to take into consideration when reading the results as there will be a bias toward digital as views were asked through a digital avenue. Further work is also required to reach the under 35s. This may be in the form of a telephone survey.

An incentive was offered as a thank you for taking part.

The online consultation ran from 19/10/2023 to 20/11/2023.

The initial tenant email was sent to 4658 email addresses. Of these there was a successful delivery rate of 98.2%¹, an email open rate of 55.12%² and a click rate of 11.4%³. Two weeks after the initial email was sent a reminder email was sent. This email had an open rate of 51.5% and a click rate of 7.3%.

The online survey was completed by 492 respondents. (11% of total emails sent.)

When analysing the responses, the 'not answered' responses have been removed. The numbers have then been recalculated. The responses shown in this report represent the recalculated numbers and percentages. This will explain the change in totals throughout.

¹ 83 emails bounced back and 3 unsubscribed.

² The industry average for local government is 39.7% according to the email provider Mail Chimp.

³ Click tracking allows you to see if contacts have clicked the links in the email. The industry average for local government is 9.1% according to email provider Mail Chimp.

Survey results in full

1. Profiling Questions

The 'About you' questions were asked at the end of the survey but have been presented in this report before the main survey questions.

Chart 1 - Age

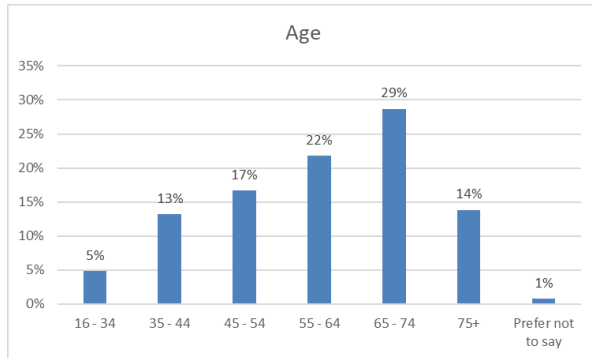


Chart 1.1 - Age profiling comparison to whole tenant population⁴

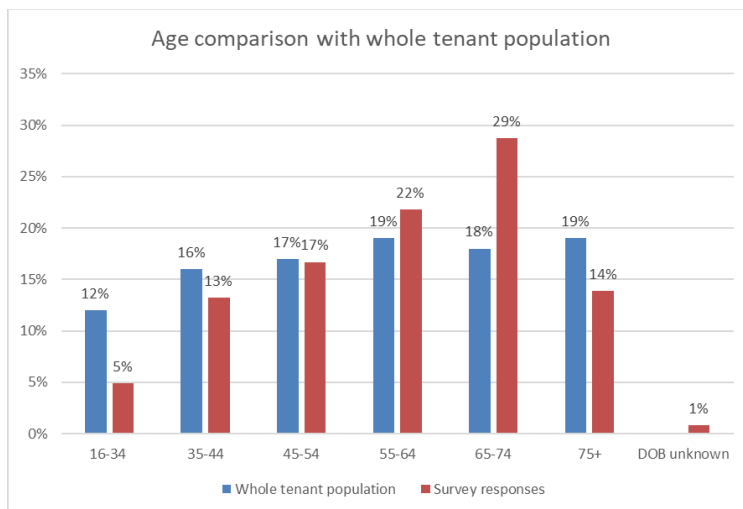


Chart 1.2 - How would you describe your household? With free text responses

How would you describe your household?	Percent
One adult under 60	10%
One adult aged 60 or over	31%
Two adults both under 60	11%
Two adults, at least one 60 or over	17%
Three or more adults, 16 or over	5%
1 parent family with child/ren; at least one under 16	9%
2 parent family with child/ren; at least one under 16	9%
Prefer not to say	2%
Other, please specify	5%

⁴ All Tenants Profiling prepared for or from Tenant Satisfaction Survey 2023

Chart 1.3 - Area and profiling comparison to whole tenant population⁵.

A definition of the areas is available in Appendix 1.

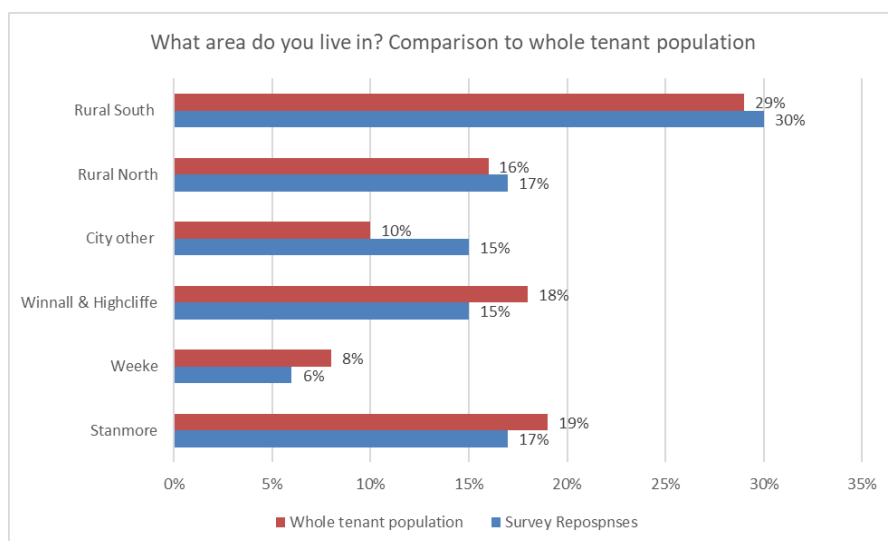


Chart 1.4 - What type of housing do you live in?

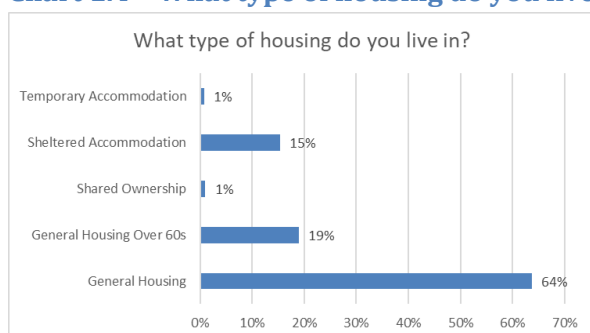
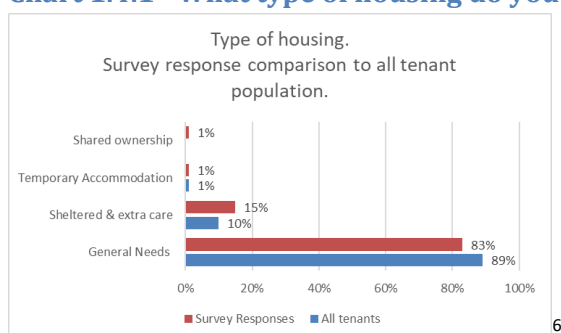


Chart 1.4.1 - What type of housing do you live in? Profiled by tenant population.



To retain confidentiality, due to the small numbers in some of the ethnic group categories, for this report, they have been combined under the broad categories below. The chart on the left highlights the survey responses. The chart on the right is a comparison to the whole tenant population⁷.

⁵ Area profiling as of Orchard report 12.05.20

⁶ Type of housing data prepared for or from Tenant Satisfaction Survey 2023

⁷ Ethnicity as of Business Objects Report 13.07.23

Chart 1.5 – Ethnic group – survey responses

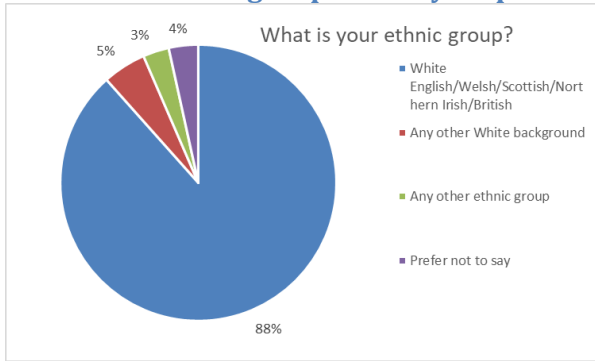
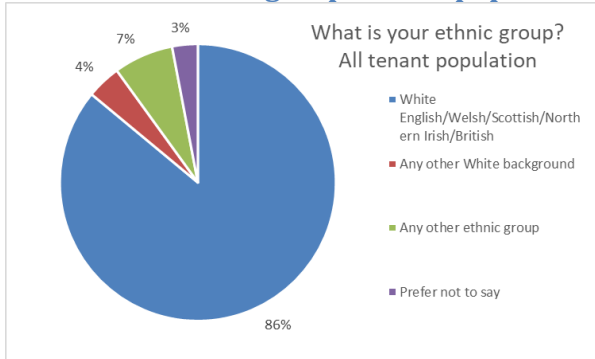
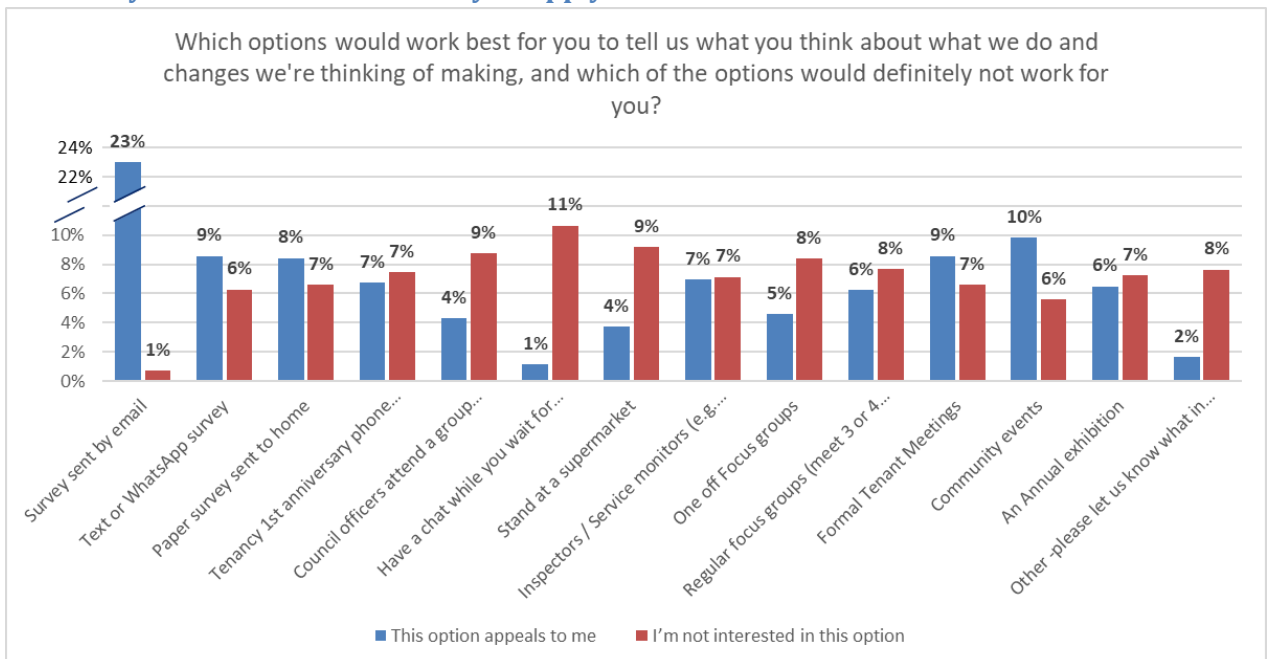


Chart 1.5.1 – Ethnic group – tenant population



2. What would appeal to you?

Chart 2. - Which options would work best for you to tell us what you think about what we do and changes we're thinking of making, and which of the options would definitely not work for you? Please select as many as apply.



Beneath the question ‘What options would work best for you?’ a drop-down menu was provided giving more information about some of the options.

Tenancy 1st anniversary phone call from WCC	A year after new tenants have moved in an officer calls to ask ‘How are things?’
Council officers attend a group you already go to - coffee, cake and chat	Council officers go along to a group tenants already attend e.g. parents and toddler, half term football, youth clubs, support groups, to ask ‘what works well, where do we need to improve?’
Have a chat while you wait for school pick up	Officers and an ice cream van wait outside schools to ask any tenants with children at the school ‘what works well, where do we need to improve?’
Stand at a supermarket	Officers wait outside local supermarkets to ask tenants – ‘what works well, where do we need to improve?’
Inspectors / Service monitors	Work with the contract manager for the services to monitor the service and report how well it is being carried out. <ul style="list-style-type: none"> • Cleaning • Grounds maintenance • Estate
One off Focus groups	Meets only once, usually for only a couple of hours, to discuss a specific topic e.g., energy saving homes, changes to the mutual exchange policy, changes to the garage letting policy, how we deal with complaints.
Regular focus group	Meets 3 or 4 times a year to talk about a specific part of the housing service matched with the Government's new consumer standards . These are, <ul style="list-style-type: none"> • Property safety and quality <ul style="list-style-type: none"> ○ Stock Quality ○ Decency ○ Health & Safety ○ Repairs & Maintenance ○ Adaptations • Tenancy matters <ul style="list-style-type: none"> ○ Allocations and lettings ○ Tenancy sustainment and evictions ○ Mutual exchanges ○ Anti-social behaviour ○ Garage lettings ○ Estate improvements • How the council listens to tenants views <ul style="list-style-type: none"> ○ Fairness and respect ○ Engagement with tenants ○ Performance information ○ Complaints • Neighbourhood and community

	<ul style="list-style-type: none"> ○ Maintenance of shared spaces, cleaning and grounds maintenance ○ Safer neighbourhoods ○ Domestic abuse
Formal Tenant Meetings	Attending formal established (TACT) face to face meetings where tenants can speak with council officers, service providers, decision makers and councillors and link in with the council committee structure.
Community events	Usually in response to local concerns, for example 'pop-up events' in relation to parking or anti-social behaviour.
An Annual exhibition	One big event with stands manned by council officers on topics such as Tenancy support, cost of living support measures, repairs and maintenance & neighbourhood services.

Following on from the previous question a further question was asked,

'Using the same options given above, please select the ONE option you would prefer above all others'.

The responses to this question have been profiled by age. The email option had so many returns in comparison to the other options that this has been displayed in a separate graph.

The percentages displayed in these graphs are grouped by age bracket.

Chart 2.2 - Email option only - select the ONE option you would prefer above all others.

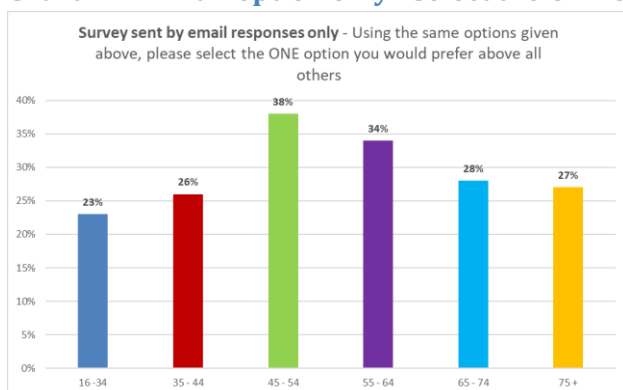


Chart 2.2.1 - Using the same options given above, please select the ONE option you would prefer above all others. All other options.

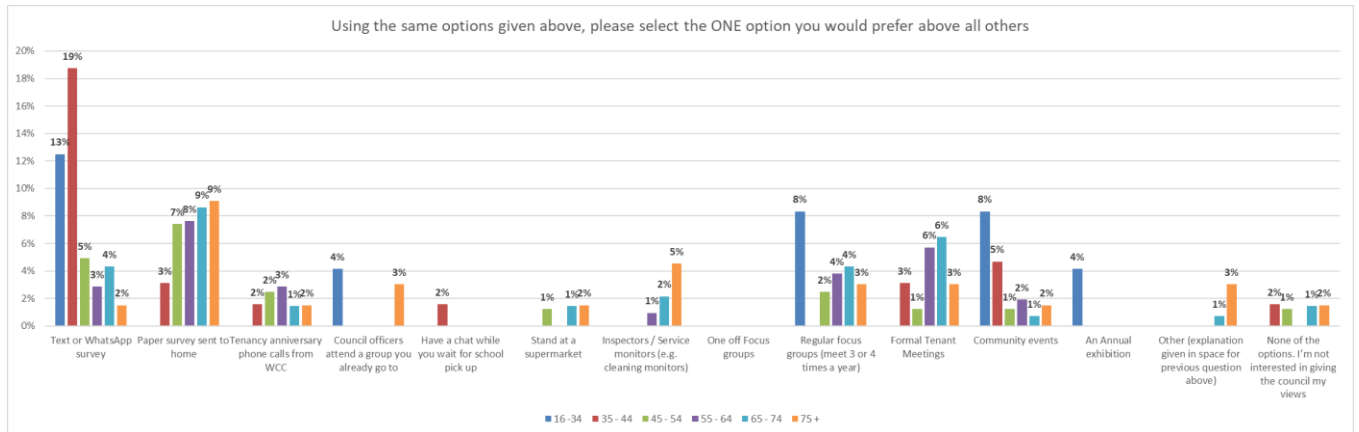


Chart 2.3 - Looking at the list below, what is most important to you when thinking about giving feedback? Select as many as applicable.

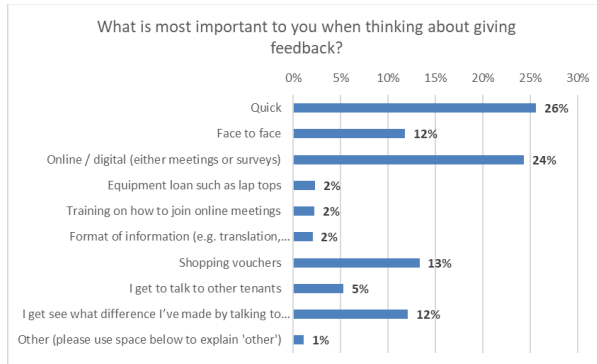


Chart 2.3.1 - Looking at the list below, what is most important to you when thinking about giving feedback? Select as many as applicable - profiled by age.
 The percentages shown are by age category.

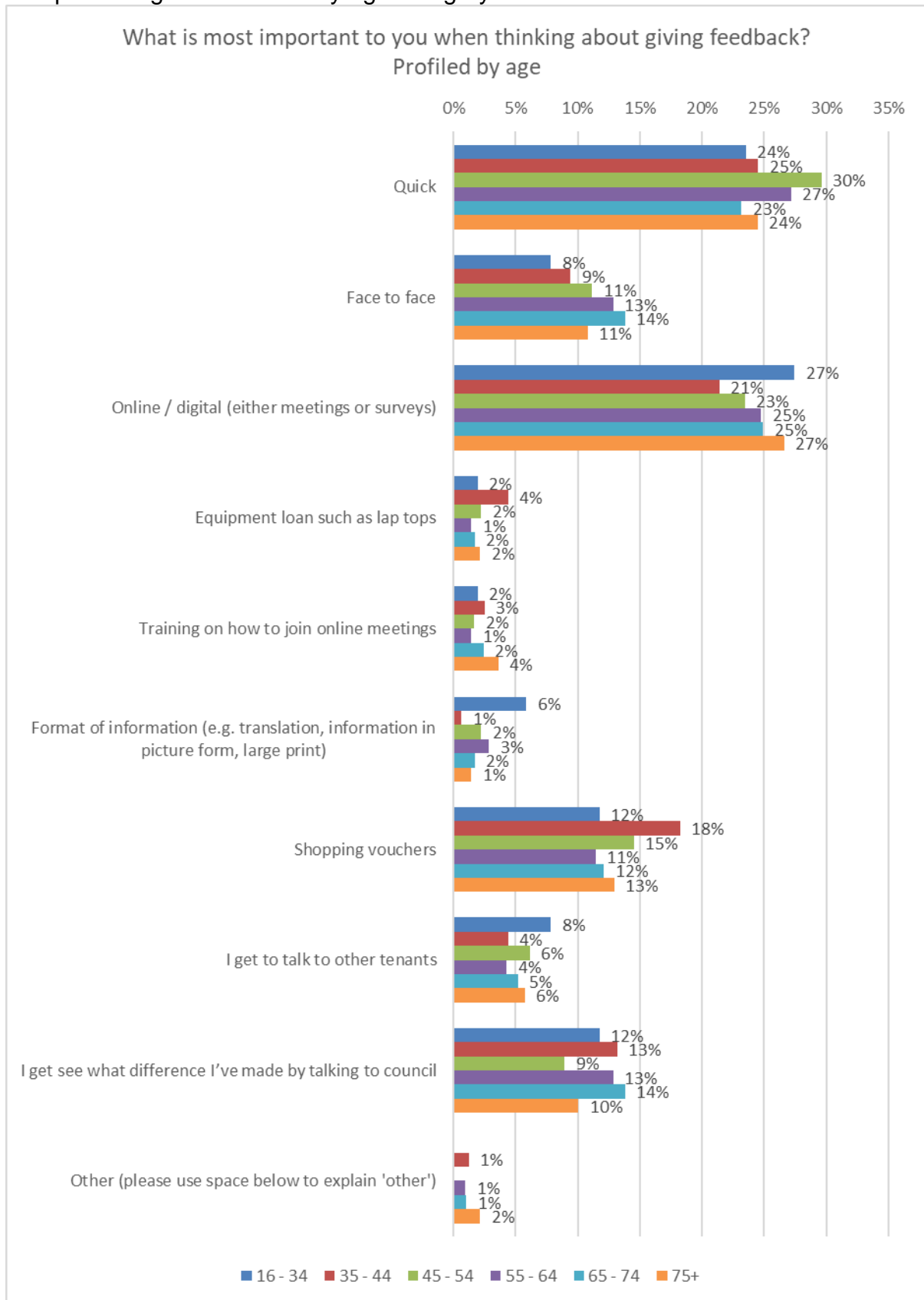


Chart 2.4 - What would get you to come along to FACE TO FACE / IN PERSON meetings?

This question asked respondents to select as many options as applied to them. There were sub-questions, displayed in charts below asking for further detail regarding time of day and what / where they mean when saying 'local'.

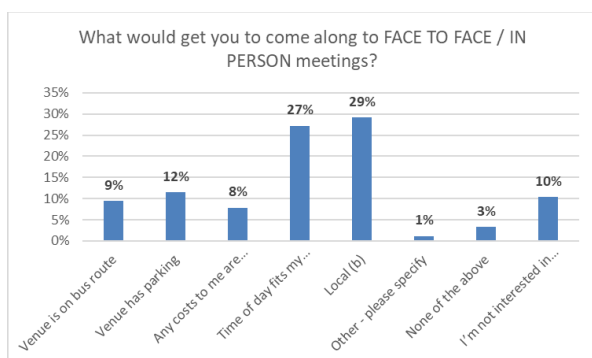


Chart 2.4.1 - Time of day that fits my commitments.

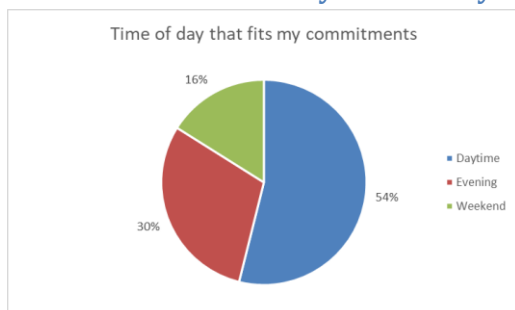


Chart 2.4.2 - Free text responses to the 'local' option.

A free text box was provided under the 'local' option 'Please say where this would need to be i.e. estate, village, town. The answers have been sorted into broad categories.

Misc.	6	
Estate	55	
Local building	17	
Winchester	93	
Village	21	
Sheltered block	6	
North Rural	4	
Southern Parishes	59	
Southern Parish locations with 3 or more mentions have also been categorised separately	No more than 2 mentions	12
	Alresford	10
	Bishops Waltham	13
	Colden Common	5
	Curdrige	3
	Denmead	3
	Swanmore	3
	Whiteley	3
Wickham	7	

Examples of Misc. responses include, At home and Anywhere.

The 'Estate' category includes 10 mentions of Kings Worthy, 14 Stanmore and 8 Weeke.

Winchester Central includes 8 mentions of the City Offices.

North Rural is made up of 2 mentions of Sutton Scotney and 2 Micheldever.

The greyed sections are the Southern Parishes broken down to specific locations.

Chart 2.4.3 What would get you to come along to FACE TO FACE / IN PERSON meetings? – Profiled by age.

This question has been profiled by age and displayed in age category to demonstrate what’s important to each group.

What would get you to come along to FACE TO FACE / IN PERSON meetings? Profiled by age.	16 -34	35 - 44	45 - 54	55 - 64	65 - 74	75 +
Venue is on bus route	13%	9%	7%	7%	9%	17%
Venue has parking	4%	11%	12%	11%	13%	12%
Any costs to me are reimbursed – travel, care costs	15%	9%	10%	8%	5%	7%
Time of day fits my commitments	27%	30%	31%	27%	27%	20%
Local	27%	24%	28%	31%	32%	30%
Other - please specify	0%	3%	1%	1%	0%	2%
None of the above	4%	2%	3%	3%	4%	3%
I’m not interested in coming to face to face meetings	10%	13%	10%	11%	9%	10%

3. Advisory Group

The following information was given on the survey, followed by three questions.

‘We are thinking about setting up an advisory group to check how well we find out what all tenants think.

Tenants would be invited to apply to be part of this group. Detailed information would be given on what’s expected of tenant representatives along with the aim of the group. Group members would be offered training to develop the skills they feel they may need to carry out their role.

We are thinking about offering a payment for being part of this group and therefore applicants will be expected to say how they would work with the council to the benefit of all tenants.’

Chart 3 – Does being part of the advisory group appeal to you?

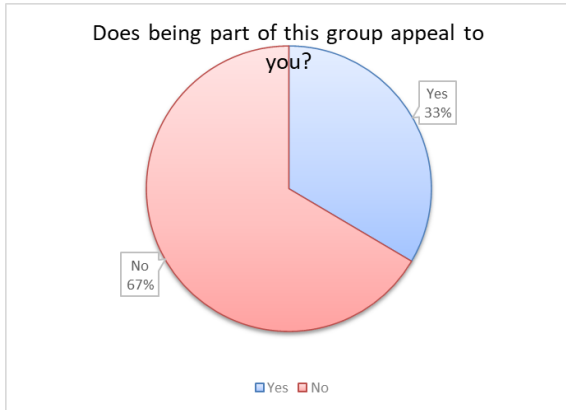


Chart 3.1 – Does being part of the advisory group appeal to you? - Yes responses profiled by age.

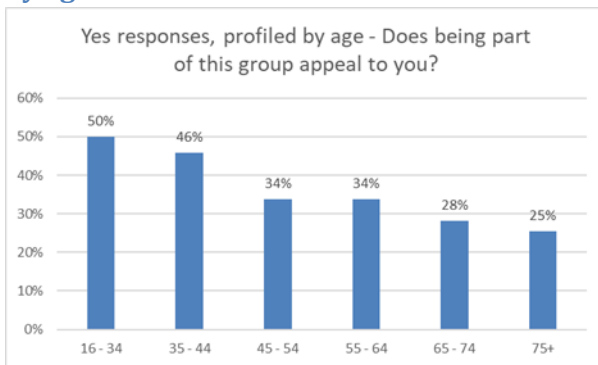


Chart 3.1.1 - Does being part of the advisory group appeal to you? - Yes responses profiled by household.

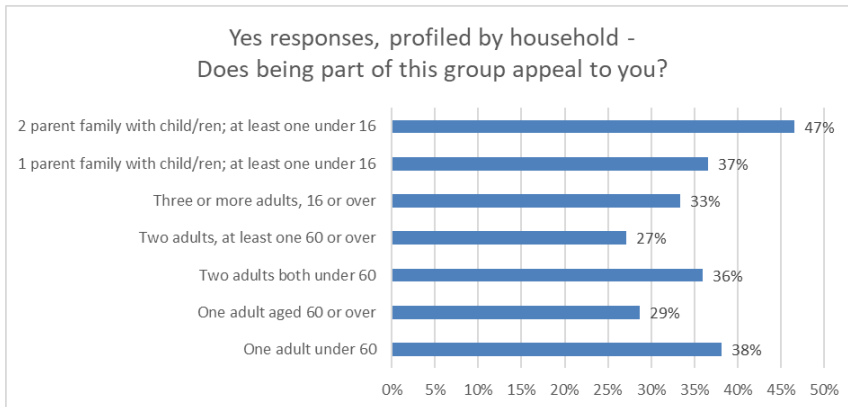


Chart 3.2 – Would you still be interested if the group was set up but without members being paid?

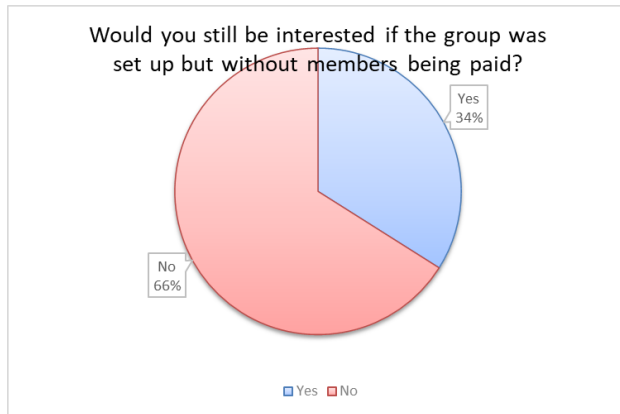


Chart 3.2.1 - Would you still be interested if the group was set up but without members being paid? – Yes responses profiled by age.

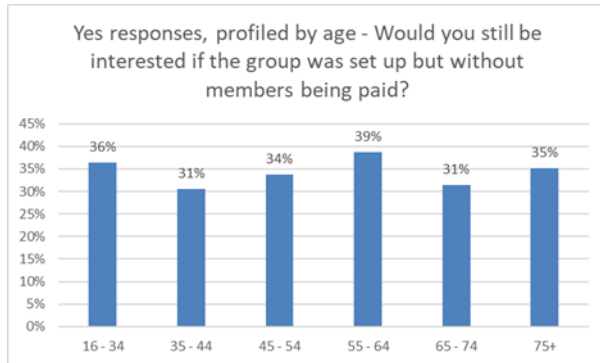


Chart 3.3 – Would you like us to send you more details if we go ahead?

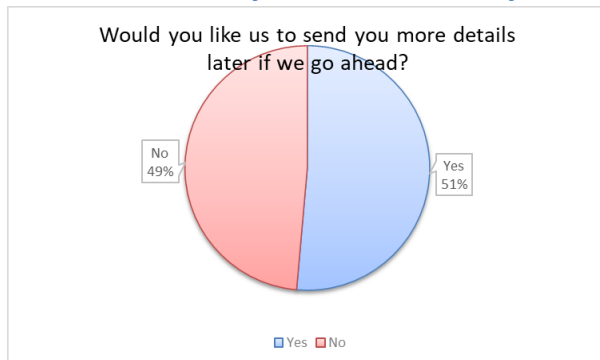
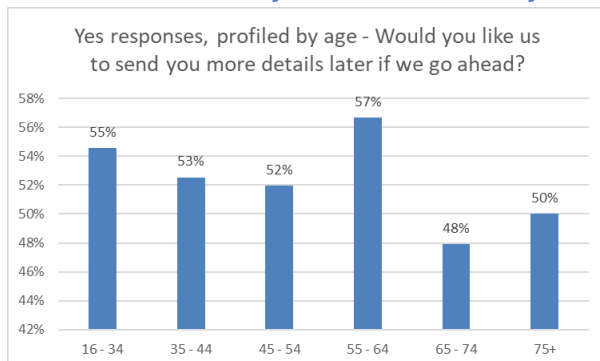


Chart 3.3.1 - Would you like us to send you more details if we go ahead? – Profiled by age



Appendix 1 - WCC District Engagement Activities area definitions

For many years housing have used district areas in preference to wards to compare the results of engagement activities as this was found to be more meaningful.

The areas used are

- Stanmore
- Weeke
- Winnall / Highcliffe
- City Other (Abbots Barton, Central Winchester, Hyde)
- Rural North
- Rural South

Changing which settlements are in which group would make data difficult to compare.

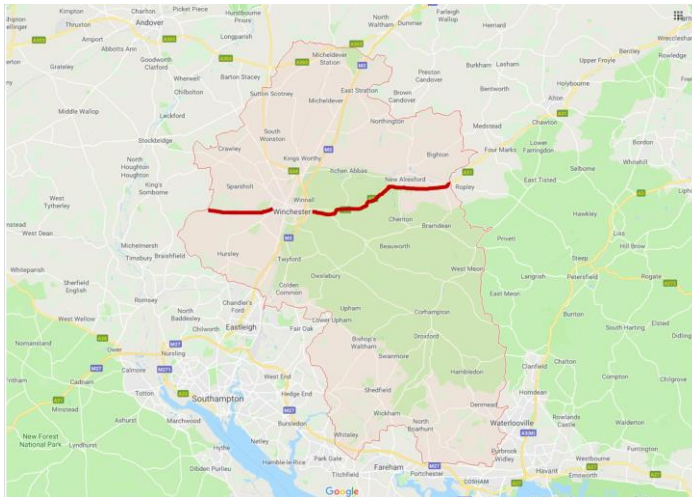
Tenants are provided the following information to determine which area they live.

Area Explanation / Definition

It is not always clear when looking at a list of defined areas where it is you live. Hopefully the explanations below help.

Do you live in Abbots Barton? This comes under City Other.

Not sure whether you live in the Rural North or South? Hopefully this map will make it clear for you. If you live above the bold line, you are Rural North. Below the bold line you are Rural South. If you are still unsure, have a look at the list below.



Rural North

Alesford, Bighton, Bishops Sutton, Crawley, East Stratton, Headbourne Worthy, Itchen Stoke, Itchen Valley, Kings Worthy, Littleton, Micheldever, South Wonston, Sparsholt, Sutton Scotney

Rural South

Bishops Waltham, Boarhunt, Bramdean, Cheriton, Colden Common, Compton, Curdridge, Denmead, Droxford, Durley, Exton, Hambledon, Hursley, Kilmeston, Meonstoke, Otterbourne, Owlesbury, Shedfield, Shirrel Heath, Soberton, Southwick & widely, Swanmore, Titchfield, Twyford, Upham, Waltham Chase, West Meon, Wickham

SUPPORTED BY COUNCIL OFFICERS AND WORK BROUGHT BACK INTO COUNCIL CONSTITUTION AS REQUIRED

TACT BOARD

PURPOSE:

- CHALLENGE PERFORMANCE AND DRIVE IMPROVEMENTS
- TO HOLD SERVICE AND COUNCIL TO ACCOUNT
- LEARNS FROM EXPERIENCE AND KNOWLEDGE OF RESIDENTS AND INDEPENDENT EXPERTS

8 MEMBERS

- CABINET MEMBER HOUSING
- SHADOW CABINET MEMBER HOUSING
- TWO INDEPENDENTS
- FOUR RESIDENTS

CONSUMER STANDARD GROUPS

- SCOPE / PURPOSE TO FOLLOW REGULATORY STANDARDS

1. TENANCY STANDARD
2. NEIGHBOURHOOD + COMMUNITY
3. SAFETY + QUALITY
4. TRANSPARENCY, INFLUENCE, ACCOUNTABILITY

INFORMAL ENGAGEMENT ACTIVITY

- ON-LINE SURVEYS
- WHATSAPP
- FOCUS GROUPS
- LOCAL ENGAGEMENT
- SEE PAGE 7/8 OF HECP APPENDIX 1

REVIEW OF STRUCTURE AND HOW IT WORKS

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SUPPORTED BY COUNCIL OFFICERS AND WORK BROUGHT BACK INTO COUNCIL CONSTITUTION AS REQUIRED

TACT BOARD



- WIDE RECRUITMENT CAMPAIGN WITH TASTER AND INFORMATION SESSION
- RECRUITMENT BASED ON PERSON SPECIFICATIONS THAT LOOK FOR EXPERIENCE AND KNOWLEDGE THAT WILL HELP THE BOARD BE EFFECTIVE
- RESIDENT APPOINTMENTS INVITED TO SIT ON ONE OF THE CSG GROUPS
- MEETINGS QUARTERLY
- ANNUAL REPORT TO CABINET COMMITTEE: HOUSING

CONSUMER STANDARD GROUPS



- BASED ON EXISTING SERVICE DELIVERY GROUPS
- DEVELOPED IN CO-PRODUCED WAY WITH RESIDENTS
- GROUPS WILL BE RENAMED TO MORE MEANINGFUL TITLES
- AS INCLUSIVE AS POSSIBLE AND INVITE TO ALL RESIDENTS
- RESIDENTS CAN DROP IN AND OUT OF MEETINGS

INFORMAL ENGAGEMENT ACTIVITY



- ONGOING AND SUPPORTING TACT BOARD AND CSG AND WIDER POLICY DEVELOPMENT
- RESIDENT SURVEYS
- MAKING EVERY CONTACT COUNT
- FOCUS GROUPS
- MYSTERY SHOPPING
- COMMUNITY EVENTS

REVIEW OF STRUCTURE AND HOW IT WORKS

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DRAFT - Tenants and Council Together (TACT) Board Terms of Reference

Please note –

- *These will be developed and refined by co-production*
- *References to tenants are taken to include leaseholders.*

1. Purpose

The purpose of the TACT Board is to enable the voice of tenants' and leaseholders' to be heard and acted upon in the provision and development of Housing Services. The Board will monitor the performance of Housing Service against key performance indicators and be consulted on key issues that affect the Service.

2. Objectives

- That tenants' priorities are represented, and their views help ensure the best possible service delivery outcomes for customers
- To ensure the council delivers a high standard housing service
- That the Housing Service is fair, equitable and tenant friendly
- That the service offers value for money
- The Housing Service reflects the council's priorities as set out in the Council Plan and the Housing Strategy

3. Activities / Functions

- To act as a consultation forum to provide feedback, advice and suggestions on Housing revenue account strategies, policies and proposals for service improvements to the cabinet member Housing and cabinet committee housing
- To agree performance targets and monitor and challenge housing service performance
- Monitor the views and needs of the council's tenants, including their concerns and complaints, and using this insight to inform decisions

4. Membership

The TACT Board will consists of;-

- The Chair of Cabinet Committee Housing who will chair the board
- A councillor nominated from the other main political party of the council
- A tenant representative from each of the 4 Consumer Standards Groups:-
 - Safety & Quality
 - Transparency, Influence & Accountability
 - Neighbourhood & Community
 - Tenancy
 - 2 independent representatives

5. Recruitment

- Job Roles & Person specifications - Requirements and expectations of Board representatives will be set out in job roles along with the essential experience and knowledge required. Examples of the skills and knowledge required will be ability to work effectively in a team to help services improve, knowledge of

housing service delivery, knowledge and involvement in the voluntary sector , experience from work life that is relevant to service delivery

- The training/support available to ensure inclusivity will also be set out – such as development of digital skills, advocacy support., housing finance and housing law
- Expressions of interest- these will be invited for both the tenant and independent posts through a variety of communication channels to ensure the widest reach.
- Candidates will be required to demonstrate the experience, knowledge and commitment that they'd bring to the role to achieve the objectives of the Board.
- Recruitment of tenant & independent board representatives will through an interview process. Appointment will be based on those considered to be best placed to serve the interests of all tenants by meeting the requirements of the role.
- Taster and information sessions will be set up for people in advance of the recruitment process so that those interested can ask questions and gain information to help them decide if they want to apply.
- Performance of Board representatives – the annual report of the board will show attendance of the recruited members.

6. Term of office

2 years subject to satisfactory attendance.

7. Code of Conduct

All Board representatives will be required to sign and abide by a code of conduct (*to be agreed by the Board*) and other relevant council policies such as equality and diversity and Data Protection.

8. Compensation for time and Expenses

Both the tenant and independent posts will be compensated for the time they invest in Board meetings. Representatives can opt not to receive this payment. The elected member positions are not eligible for any additional payment as they are separately remunerated through the Members' Allowances scheme..

Reasonable expenses incurred by tenants for attending face to face meeting and / or training/briefings will be reimbursed in line with the tenant engagement Finance Policy.

Equipment (e.g. laptop) and other supplies required by tenants to carry out the role will be provided in line with the tenant engagement policies.

9. Training and skill building

All Board representatives will be provided with key documents and undertake an induction and skills audit to develop a personalised training programme.

A requirement of the role will be that all Board representatives attend briefing/workshop events that provide background information to current housing issues as well as training (both face to face and online) considered necessary for the execution of their role.

10. Meetings

- **Frequency**
Meetings will be held at least quarterly.
- **Format / venue**
Meetings may be held either face to face or online.
- **Day / Time**
The Board will determine the best time of day/ day of week to for the meetings to take place to ensure they are inclusive.

11. Quorum

To be agreed by the Board

12. TACT Board Support

Council officers will support the Board.

13. Performance Monitoring

The Board will agree which key performance indicators to manage and how this links with the role of the Consumer Standard Groups

14. Policy Setting

The Board's function is to monitor performance, provide advice and feedback. Service proposals can be brought to the Board for consideration and to provide feedback which will be included in committee reports. The Board's feedback will be presented alongside other information in reports to council committees to enable elected members to debate and consider how service proposals will be taken forward.

15. Annual Report

The Board will be required to provide an annual report to Cabinet Committee (Housing).

16. Access to Information

The Board will determine the arrangements relating to provision of information and meeting documents such a minimum of one week prior to each meeting, arrangements for requesting additional data, reports and information to carry out their activities.

17. Transparency and Accountability

To enable customers to independently scrutinise the work of Board and hold it to account the following information and processes will be followed:

- Board meetings will be publicised on the website and through the eNewsletter.
- Minutes and meeting papers will be made available on the council's website.
- Any reports prepared for the Board will be available on the council's website and provided in other accessible formats on request.

18. Equality, Diversity, and Inclusion

The terms of reference and especially the recruitment process for tenant representatives and independents will be impact assessed to ensure adequate measures are in place to provide all tenants with the opportunity express an interest in being a Board representative.

The accessibility provisions are set out in the Housing Engagement and Communication Plan.

19. Terms of Reference Review

The Board will determine the frequency for review of these ToR

Glossary

Board	The Tenants and Council Together Board
HECP	Housing Engagement and Communication Plan
TACT	Tenants and Council Together
ToR	Terms of Reference

Equality Impact Assessment

Directorate:	Your Service Area:	Team:	Officer responsible for this assessment:	Name of the policy or project that is being assessed	Date of assessment:
Operations	Housing	All housing teams	Janette Palmer	Housing Engagement and Communication Plan 2023-2025	17 January 2023 Desktop – 19.12.23 Assessment update

Section 1 - Data Checklist

When undertaking your Equality Impact Assessment for your policy or project, it is important that you take into consideration everything which is associated with the policy or project that is being assessed.

The checklist below is to help you sense check your policy or project before you move to Section 2.

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No No	<p>No formal complaints at WCC.</p> <p>Comments made about ensuring other options are available for people to express their views are known and options to obtain information in addition to digital routes.</p> <p>Nationally its recognised that younger households are not proportionally engaged. This is an issue for many providers.</p> <p>Nationally – Govt social housing white paper looks to ensure housing providers find a way of reaching all households. The white paper states (page 47) that `There will be tenants who want to proactively engage with the policies of their landlord, and</p>

			others who simply want to know that their landlord is thinking of them in the way it implements change and is keeping them informed’
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	<p>The plan has been developed not only in consultation with officers, but also in partnership with Housing senior leadership team (DMT), tenants, leaseholders and members.</p> <p>Officer consultation</p> <ul style="list-style-type: none"> • DMT Tenant involvement service review discussions – March 2022 • 25 August 2022 – Service Lead debate regarding content of first draft of plan • 2 Nov 2022 – Tenant Engagement service lead planning meeting • 04 Jan 23 – revised draft of plan emailed to service leads • 11 Jan 23 – revised draft of plan emailed to team leads <p>Appendix – 2 of Business and Housing Policy Report - BHP40 – provides comprehensive details of the consultation activities along with the outcomes.</p> <p>The Spring/Summer 2023 HQN Review of the Engagement Service included several focus groups and interviews with housing staff from all teams to incorporate their views and what works well and where improvements are required. The feedback informs HQN recommendations. The findings of the review were that there was sufficient investment in staff resources and that housing teams largely accepted their responsibilities for engagement and that there were good links with other council teams with shared goals.</p> <p>The Tenant Satisfaction Survey results were discussed with representatives from all housing to agree the improvement plan at a meeting in October 2023.</p>
		Yes	

3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No Yes	<p>Feedback centres around communication and listening to service users in delivery of services rather than elements of the HTEC Plan.</p> <p>TACT Committee representatives verbally stated, at Business Housing Policy Committee in February 2023, the need to change to ensure that the voices of a more diverse range of tenants are heard including those from different ethnic backgrounds and younger households. Tenants who attended the feedback sessions with the author of the HQN report accepted that younger households were not part of the formal structure and reasons why were discussed and that these thoughts needed to be confirmed to determine the action needed to address the gap.</p>
4	Do you have any concerns regarding the implementation of this policy or project? <i>(ie. Have you completed a self assessment and action plan for the implementation of your policy or project?)</i>	No No	<p>No concerns about implementation.</p> <p>Self-assessment frameworks have been used for gap analysis.</p> <p>No change</p>
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?	Yes	<p>The Tenant Involvement Annual Report – May 2022</p> <p>Profile of involved tenants reported annually at TACT AGM shows a disparity between customer profile and those involved in that older households are disproportionately engaged.</p> <p>Table 2 – Number and profile of involved tenants</p>

			involved through Meetings	Digital survey respondents, tenant only (Nb ³)	attended Focus Groups (Nb ⁴)
Number	6, 165 ¹		32	589	30
16-34	11% ¹		0%	7%	4%
35-54	32% ¹		13%	23%	25%
55-74	38% ¹		47%	69%	54%
75+	19% ¹		41%	2%	18%
City	56% ²		75%	51%	62%
Rural	44% ²		25%	50%	38%
Area ⁶					
• Stanmore	17% ²		31%	17%	14%
• Weeke	9% ²		3%	6%	3%
• Winnall & Highcliffe	16% ²		6%	15%	17%
• City other	14% ²		34%	14%	28%
• Rural North	16% ²		9%	18%	10%
• Rural South	27% ²		16%	32%	28%

General Needs	89% ²	78%	87%	83%
Sheltered & extra care	10% ²	22%	13%	17%
Temporary Accommodation	1% ²	0	1%	0
Ethnicity			Nb 8	
• White British	86% ¹	97%	91%	93%
• White other	4% ¹	0%	4%	3.5%
• All other groups	7% ¹	0%	2%	3.5%
• Prefer not to say	3% ¹	3%	3%	0%
Disability ⁷	44% ²	Nb 5	Nb 9	Nb5

Table 1 Notes

1 – Business Objects Report 13.07.23

2 – Tenant Satisfaction Survey 2023 (Data prepared for or from the survey)

3 - Two ALL tenants survey sent in 2022 – TSM & Heating Systems. These represent an average of both.

4 – if tenants attend more than one focus group they're counted only once, focus groups topics were – Heating Provision, Listening to Views (August 2022), HQN Engagement Service review (March 2023)

5 - figures are calculated but are not included in the report for data protection reasons

6 – Area figures include extra care, sheltered and TA

			<p>7 – % of those who responded that their day to day activities are reduced by a condition or illness lasting 12 or more months.</p> <p>8 - Question only asked in TSM survey (not Heating Systems) will be included in future surveys</p> <p>9 – Question not asked – will be included in future surveys.</p> <p>HQN Report from review of tenant engagement service (August 2023) Found both that membership of TACT, the formal link with the council’s governance framework, was not representative of wider resident base.</p> <p>Tenant Satisfaction Survey 2023 Results were that under 55s and under 35s especially reported statistically significant lower levels of satisfaction compared to the older households. This highlighted the importance of engaging more widely as being fundamental to successfully shaping the service around what’s important to all tenants.</p>
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?	<p>Yes</p> <p>Yes</p>	<p>Plan replaces the previous Tenant Engagement Strategy 2017 – 2019.</p> <p>No change</p>
7	Are there any other issues that you think will be relevant?	No	

Section 2 - Your Equality Impact Assessment form

Directorate:	Your Service Area:	Team:	Officer responsible for this assessment:	Date of assessment:
Operations	Housing	All housing teams	Janette Palmer	17 January 2023 Desktop – 19.12.23 Assessment update

	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Housing Engagement and Communication Plan 2023-2025
2	Is this a new or existing policy?	Product of a review of the previous Tenant Engagement Strategy and Tenant Involvement Service in preparation for meeting the requirements of the Govt social housing white paper.
3	Briefly describe the aim and purpose of this work.	Know our tenants and their priorities and shape our business on balanced feedback.
4	What are the associated objectives of this work?	More people from a wide range of households find it easy to tell the council their views and understand what the council has done in response and why.

		<p>Views are captured from those for whom a formal engagement option isn't how they want to share what they think with the council.</p> <p>Engagement with a wider range of households.</p> <p>Following HQN Review – Work programme expanded to incorporate changes needed to the formal structure as well as introducing informal initiatives along with improving the balance of the resource allocation between the 2 types of activity.</p>
5	Who is intended to benefit from this work and in what way?	Tenants, leaseholders, licensees, members and the council
6	What are the outcomes sought from this work?	<p>Representative engagement – reaching younger households</p> <p>Listening better - making it possible to shape our business on balanced feedback.</p> <p>Following HQN Review – Initiatives included to improve reach to households seldom heard from.</p>
7	What factors/forces could contribute or detract from the outcomes?	<p>Lack of adequate resourcing i.e. formal engagement routes use a disproportionate amount of the engagement resources available.</p> <p>Stakeholders fail to respect the value and outcomes of less formal engagement activities.</p> <p>Current profile of involved tenants not representative of wider customer group and therefore doesn't meet the balanced feedback requirement.</p>

		Direction based on tenants views collected through Nov 2023 Listening Better survey – however shortcomings of survey recognised i.e. return bias from older households, may not reach younger households and those for whom a survey in that format is accessible. Finding the silence added to the programme to address the shortcoming.
8	Who are the key individuals and organisations responsible for the implementation of this work?	Tenant Involvement Team All other housing landlord service teams
9	Who implements the policy or project and who or what is responsible for it?	Gillian Knight Corporate Head of Housing

	<p><u>Summary – January 2023</u></p> <p>The premise of the plan is to improve the representative profile of engaged households by having measures in place to tackle what may prevent people from sharing their views with the council and ensure all households are equally able to influence the service they received.</p> <p>The Housing Accessibility statement is a key document as it sets out the measures housing takes to make it easy for all households to use its services. This has recently been updated and is now in the implementation phase.</p> <p>The Housing services will make reference to the above and the council’s EDI Statement of Policy and Plan and ‘Listening Better – our approach’ throughout service delivery.</p> <p>Potential disadvantage, based not only on the protected characteristics but due to other household limitations, may occur as follows:</p>
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- Written activities - can impact on those with poor literacy skills, those with translation needs, those with sight impairments
- Face to face activities – can impact on
 - Rural communities due to transport availability and cost
 - Disabilities – physical, hearing, sight, mental health conditions
 - Language
- Digital based activities – impact on those with poorer digital skills and lack of access to equipment and broadband connections to use
- All activities – impact of time restricted households – e.g. carers of all groups, those at work, those with multiple commitments

Special communication/accessibility arrangements are standard for engagement activities. As part of implementation process for engagement activities its standard practice to give consideration to measures required to ensure no-one has been excluded as a consequence of the approach taken. These considerations will be bespoke to the audience and the activity. Examples can be provided of this e.g. fire safety project, tenant satisfaction survey.

Other measures

- At the point of **sign up** asking service users about communication and other needs that may impact on service delivery, recording details on the Housing Database
- Customer **portal** allows households to keep their personal information and needs updated
- Independent organisation being invited to carry out an **audit of approach**. Good practice frameworks will be used for this health check as well as approach being mapped against the requirements of the white paper for social housing which focuses on ensuring housing providers reach all households
- **Accessibility messages** – invitations for involvement activities include statements around contact us to see how the council can help if you want to be involved but need help
- Monitoring of **complaints**
- Monitor the profile of engaged tenants
- **Housing Excellence Group (HEG)** –
 - HEG Training Programme – focus on meeting diverse needs and compliance with the Equality Act.
 - Action plan – service improvements based on good practice and learning

	<p>Outcomes from impact assessment:-</p> <ul style="list-style-type: none"> • Add further detail to section on plan 'Making engagement accessible' • Improvement plan action 'Coffee, cake and chat' amended to highlight that this activity will focus on underrepresented groups
	<p><u>Summary – January 2024</u></p> <p>Since the original impact assessment, a year ago there have been 2 major pieces of work which have influenced the structure of the HECP plus further learning. These are:-</p> <ul style="list-style-type: none"> • HQN Review of the Engagement Service Summer 2023 • Tenant Satisfaction Survey – summer 2023 (<i>please note special bespoke measures were taken to ensure survey representative and give all households the opportunity to express their views, see page 42 of the full report – returns from these households were by and large greater than the overall response rate</i>) • Learning from engagement events about the reality of being successfully engaging from younger households <p>The HEC Plan was changed to reflect the findings and learning above:</p> <ul style="list-style-type: none"> • The formal structure has been reviewed in conjunction with involved tenants • The key priority is representativeness across all activities • The requirement to invest in customer insight strengthened and the importance of improved knowing who our customers are and designing the service around them • Investment in Customer excellence training for all housing staff • BAME households – more satisfied than White British households <p>A Listening Better survey was conducted in Nov 2023 to test the new informal initiatives and suggested structure. This survey was not representative, so an initiative based on HQN feedback from the Regulator has been prioritised on the plan.</p> <ul style="list-style-type: none"> • 'Finding the silence' initiative to reach those who seldom heard households

	<ul style="list-style-type: none"> • Survey found that for engagement to work for all households no matter where they live or what age they are; it needs to be - <ul style="list-style-type: none"> ○ Online / digital / WhatsApp ○ Quick ○ Incentivised 			
		Please select your answer in bold . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	
10b	What existing evidence (either presumed or otherwise) do you have for this?	<p>Translated fire safety surveys.</p> <p>Interpreters contact for Tenant Satisfaction Survey</p> <p>Monthly festival details provided in the Housing Local Brief for consideration when planning events.</p> <p>TSS 2023 – conducted on a platform that enabled the survey to be translated. Results are that BAME households are significantly more satisfied that White British households.</p> <p>Listening Better survey – translated into Polish</p> <p>Through the Translation/ different formats corporate project in 2024 it may be possible to investigate the options for investing in website capabilities to provide translation options</p>		

11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?			
12a	Could the policy or project have the potential to affect individuals or communities on the basis of disability	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	<p>A variety of measures are in place for various groups.</p> <ul style="list-style-type: none"> • Lip reading guidance for TACT meetings • Hearing loop provision • Plain English writing & readability tests • Venues e.g. Walton room – meets needs of several disabled group – ground floor access, lifts, support virtual engagement, microphones for hearing impaired, near local transport provision. • Reimbursement of transport costs / taxis provision • Timing of meetings based on bus timetable, bus pass restrictions, household commitments • Large print provision • Home visits • Face to face surveys • Hard copies • Hybrid meetings or those who can't or prefer not to be present in the room 		

		<ul style="list-style-type: none"> • Dietary arrangements for catering • IT equipment loan • Contact with advocates and others for survey completion and as representatives at meetings <p>The 'Finding the Silence' initiative has been prioritised to check views of seldom heard households for ideas that would help them to share their views.</p>		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	<p>Code of conduct for volunteers to respect all those who attend formal meetings</p> <p>General qualities tenant training arranged and offered to involved tenants in committee roles (2022) but not taken up or completed by those tenants.</p> <p>Staff training to respect all groups.</p> <p>No change</p>		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	Premise of the plan is to improve the representative profile of engaged households
14b	What existing evidence (either presumed or otherwise) do you have for this?	Current profile not representative, younger households under represented the aim of the plan is to tackle this gap		

		<p>Improvement plan action `Big conversation` amended to highlight that this activity will focus on underrepresented groups.</p> <p>Monitoring to ensure balanced and representative; reported to TACT AGM. See section 5 for table on profile of involved tenants.</p> <p>The HEC Plan was changed to reflect the findings of the HQN Review and TSS as well as and learning from sector events as follows:</p> <ul style="list-style-type: none"> • The key priority is representativeness across ALL activities • The formal structure has been included within the plan to be reviewed as not representative of all tenants or housing type (i.e. overrepresented by sheltered tenants) • Improve the balance of resources channel to informal and formal activities 		
15a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?</p>	Y	N	
15b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Care taken when booking and referring to venues used for face to face activities that names don't indirectly give impressions that events are not open to all i.e. use Middle Brook Street centre rather than Hope Church. Reference</p>		

		festival information in local brief when looking at the timing of events. No change		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	Corporate roll out of optional revised email signature format to include pronoun reference. Nov 2022. Use of gender neutral language. Changes to MRI (Housing) database to include title option Mx. No change		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?			
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	

18b	What existing evidence (either presumed or otherwise) do you have for this?	<p>Respond to requirements of breast feeding mothers at face to face activities.</p> <p>No change</p>
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19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	See Summary above									
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.	Y	N	<table border="1"> <tr><td>Race:</td></tr> <tr><td>Sex:</td></tr> <tr><td>Disability:</td></tr> <tr><td>Sexual orientation:</td></tr> <tr><td>Age:</td></tr> <tr><td>Gender reassignment:</td></tr> <tr><td>Pregnancy and maternity:</td></tr> <tr><td>Marriage and civil partnership:</td></tr> <tr><td>Religious belief:</td></tr> </table>	Race:	Sex:	Disability:	Sexual orientation:	Age:	Gender reassignment:	Pregnancy and maternity:	Marriage and civil partnership:	Religious belief:
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?	<p>See section `Making engagement accessible' of the plan. The premise of the plan is to improve the representative profile of engaged households by having measures in place to tackle what may prevent people from sharing their views with the council.</p> <p>No further update</p>		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Janette Palmer
Signed by lead officer	

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CAB3449(H)
CABINET COMMITTEE: HOUSING

REPORT TITLE: HOMELESSNESS PREVENTION GRANT ALLOCATION - TRINITY

5 FEBRUARY 2024

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

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

WARD(S): ALL

PURPOSE

'Homes for all' and 'Living well' are key priorities identified within the Council Plan.

The council is committed to preventing and relieving homelessness, ensuring that everyone within the district receives housing advice and appropriate support if they are homeless or at risk of homelessness.

It is recognised that the council cannot prevent homelessness alone and works in close partnership with statutory, voluntary, and charitable organisations to achieve its outcomes.

The Department of Levelling Up, Housing and Communities (DLUHC) allocates the council an annual Homeless Prevention Grant (HPG). The grant enables local authorities to further control the flexibility of managing homelessness pressures.

In April 2023 the council was allocated £319,496 for the financial year 2023-24. A spending plan was agreed at Cabinet Housing on 21st March 2023 (CAB3393(H)). In August 2023 the council was allocated a further £277,857 HPG to recognise the increase of wider homelessness pressures.

Trinity, a partner organisation of the council has applied to the council to request a grant of £60,000 of the additional allocation of the HPG to fund the following:

£37,500 to support a Trinity Housing Manager

£22,500 to continue to employ a Move on Development Coach

RECOMMENDATIONS:

1. That the grant of £60,000 to Trinity from the HPG can be approved to fund Trinity's Housing Manager and the Move on Development Coach

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

- 1.1 The proposed allocation of part of the Council's HPG to Trinity supports the Council Plan 2020-2025 in respect of 3 key priorities of Homes for All, Living Well and Vibrant Local Community. It also supports the implementation of the Housing Strategy 2023-2028 and the Preventing Homelessness and Rough Sleeping Strategy 2019-2024
- 1.2 Homes for all
- 1.3 Provision of good quality affordable housing options meets the need of our most vulnerable and socially excluded residents, maximising opportunities to support people out of homelessness and prevent repeat homelessness.
- 1.4 Vibrant Local Economy
- 1.5 Provision of good quality affordable housing contributes to the local economy and with greater employment opportunities provides a pathway out of poverty and homelessness.
- 1.6 Living Well
- 1.7 The provision of good quality housing is linked to and has direct impact on wellbeing and health inequalities often faced by those vulnerable housed or homeless. Th ensure the council supports homeless households to integrate into our communities and to ensure all available support services are accessible.

2 FINANCIAL IMPLICATIONS

- 2.1 All housing authorities have in recent years been allocated HPG to assist with managing homelessness pressures and supporting those who are at risk of homelessness.
- 2.2 A detailed spending plan for the 2023-24 allocation of the HPG was set out in CAB3393(H) for the initial allocation of £319,496.
- 2.3 In August 2023 the council was allocated a further £277,857 to assist with additional homeless pressures.
- 2.4 It is recommended that the council approves the award of £60,000 from this additional tranche to fund Trinity to deliver the 2 projects outlined in points 12.8 and 12.9.
- 2.5 This leaves £217,857 remaining within the additional HPG allocation which the council at present is setting aside to assist in the potential increase in homeless pressures and social inclusion spending cuts currently being considered and proposed by Hampshire County Council (HCC).

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The principal statutory provisions relating to homelessness are set out in Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017 enacted in April 2018).
- 3.2 The legislation sets out the duties and powers that apply to a local housing authority in relation to people who are homeless, or at risk of homelessness, having access to help provided they are eligible for assistance. The 2017 Act introduced a new duty on local housing authorities to take reasonable steps to prevent homelessness. The intention behind this duty is to try and prevent applicants becoming homeless, for example, by enabling them to stay in their current accommodation or finding somewhere new to live before actual homelessness occurs. The recommendations in this report are intended to meet the council's statutory duties.
- 3.3 The proposals outlined in the report for expenditure of this grant funding are all compliant and are permitted under the subsidy control regime (grants).
- 3.4 If the grant funding is approved, clarification on whether the appointment is subject to the councils Contract Procedure Rules (CPR's) (is a contract rather than a genuine grant) will be sought and appropriate action taken.

4 WORKFORCE IMPLICATIONS

- 4.1 None

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 Recommendations within this report have no immediate impact on the council property or assets.

6 CONSULTATION AND COMMUNICATION

- 6.1 Key Strategic Housing Officers, The Strategic Director responsible for Housing and the Cabinet Member for Housing have been consulted regarding Trinity's proposal and are all in agreement of supporting the grant.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 Improved city centre environment through reduced street homelessness and associated street activity by offering sustainable housing provision, support and quality housing options. The homelessness outreach supports those out of rough sleeping and reduces the anti-social behaviour of those attached to city centre street activity.

8 PUBLIC SECTOR EQUALITY DUTY

8.1 Under s149 (1) of the Equality Act 2010 the council must have due regard, in the exercise of its functions, (and Cabinet must, as the decision maker in respect of the proposed decision, have due regard) to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Act.
- Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share them.
- Foster good relations between persons who share relevant protected characteristics and persons who do not share them.

9 EQUALITY IMPACT ASSESSMENT

9.1 An Equality Impact Assessment has been completed to assess the impact of this decision. The impact assessment can be found at appendix 1 which concluded that discrimination against homeless people is an act of treating people or perceived people to be homeless unfavourably. The assessment considered those with 'protected equality characteristics' and concluded that the allocation to Trinity of part of the Homeless Prevention Grant will not negatively impact on any of those groups.

10 DATA PROTECTION IMPACT ASSESSMENT

10.1 Any subsequent change to council service delivery and policy will undergo a data protection impact assessment with service privacy statements reviewed.

11 RISK MANAGEMENT

Risk	Mitigation	Opportunities
Financial Exposure	<p>Some of the core duties are met from the general fund budget, the grant is used to enhance and improve service provision.</p> <p>This is a one off and fixed term grant and creates no long-term liability on the General Fund</p>	<p>Increasing and promoting earlier intervention and homelessness prevention services. Exploring alternative and discretionary housing options.</p> <p>An opportunity to offer enhanced and wider</p>

	Service Lead-Strategic Housing will monitor with CoE of Trinity	community support to the most excluded and vulnerable residents
Exposure to challenge	Compliance with the council's Preventing Homelessness duties is a legislative statutory duty	
Innovation	Opportunities for the council to work in partnership with statutory and voluntary partners on joint prevention homelessness initiatives above its statutory duties.	Opportunity to positively enhance the council's reputation through discretionary and joint preventing homelessness initiatives and projects through utilising the reserve and funded through the HPG
Reputation Risk of failing to deliver the council's statutory preventing homeless duties.	Prevent and relief homelessness duties implemented at the earliest opportunity	Opportunity to positively enhance the council's reputation by reducing homelessness and increasing alternative housing options. Good news stories, publicity opportunities.
Achievement of outcome Meeting homelessness statutory duties. Making best use of the government's Homeless Prevention Grant. Demonstrating best practice service delivery through partnership working and discretionary funding.	Government statistical returns Budget monitoring and reviews SLA with partner agencies.	Opportunity to positively enhance the council's reputation through discretionary and joint preventing homelessness initiatives and projects funded through the HPG.

12 SUPPORTING INFORMATION:

12.1 The 2023/24 Homelessness Prevention Grant (HPG) of £319,496 was awarded by DLUHC to enable local authorities to have control and flexibility in managing homelessness pressures and support those who are risk of homelessness and a further £ 277,857 was awarded in August 2023

12.2 The purpose of the HPG is to:

- Support the council to continue to meet its legislative duties under the Housing Act 1996 as amended by the Homelessness Reduction Act (2017).
- To prevent and end rough sleeping by increasing activities to prevent single household homelessness.
- Reduce the number of families living in temporary accommodation by maximising family homeless prevention opportunities.
- To reduce the use of bed and breakfast and emergency accommodation for families providing more stable interim housing opportunities.

12.3 It is recognised that the council cannot prevent or solve homelessness alone. As such this report sets out Trinity's grant request demonstrating an opportunity to work in partnership with the council to deliver the objectives within the council's preventing homelessness and rough sleeping strategy 2019-24 whilst underpinning the council's statutory housing responsibilities to ensure preventative initiatives are central to service delivery

12.4 Trinity is a Winchester Based charity which addresses the effects of homelessness and vulnerability through specialist practical and emotional support, proactive prevention empowering positive change. Trinity helps people who are vulnerable to the effects of homelessness, addiction, physical and mental ill health, poverty, social isolation, and domestic abuse. Trinity offers solutions, hope, choice, and control.

12.5 Trinity supports the council's Preventing Homelessness and Rough Sleeping Strategy 2019-2024 by running a holistic day service provision for c 600 clients annually through their Bradbury House day centre, which is partly core-funded by WCC, and by providing twenty units of intensively supported accommodation to break the cycle of repeat homelessness and to prevent people from returning to rough sleeping.

12.6 Trinity's activities align with the 4 strategic priority objectives in the council's Preventing Homelessness and Rough Sleeping Strategy 2019-2024:

Objective 1 – Providing person-centred early intervention and support –
Through their in-house counselling and health partnership with NHS St Clement's Surgery Trinity support over 300 people annually presenting with mental ill-health and complex needs, to ensure residents are able to sustain tenancies and not revert to rough-sleeping.

Objective 2 – Promoting systems change through partnership

arrangements – Trinity chair the Housing Pathway and Domestic Abuse Forum and work with the Social Inclusion Group to support over 100 victims of domestic abuse annually and partner the Police and Crime Commissioner to reduce anti-social behaviour.

Objective 3 – Ensuring sufficient supply of accommodation – Trinity raised £1.5m through a capital appeal to build 12 flatlets behind the existing day centre (Bradbury View). Trinity manages 8 units of accommodation in Hyde – Alleyne House. Trinity is currently running a further capital appeal to build 5 units of move-on modular housing on land provided by WCC/HCC. Trinity have raised approximately 90% of our £500k appeal target. Over the past 2 years they have helped 47 people move through the Trinity Pathway – from Street to Home.

Objective 4 – Provide support so no one needs to sleep rough in

Winchester – The Trinity Pathway – From Street to Home is a strengths-based, trauma-informed pathway out of rough-sleeping. In 2022-23 they supported 57 people found on outreach – an enabled an emergency crash bed for SWEP provision. Trinity also work with Winchester BID to promote the ‘Spare Change for Lasting Change’ initiative

- 12.7 Trinity is seeking a grant of £60,000 over an 18-month period to support two initiatives. The amount being requested represents good value for money against the proposed outcomes to be achieved. The council will make the payment in one sum in this financial year 2023-24
- 12.8 **Trinity Housing Manager** - The Housing Manager role involves supporting people to remain in accommodation, maintaining good rent accounts and taking a strategic view of Trinity’s future development as a housing provider. **Grant Request** – Year 1 £25k – includes additional salary / NI / Pension and Year 2 £12,500. This initiative is also being part funded by the National Lottery
- 12.9 **Move-on Development Coach (MODC)** – this role will work with the 20 residents of Trinity’s accommodation together with approximately 50 users of the centre and Women’s services who are in private rented accommodation or Housing Association properties without, or with minimal support.

Since the pandemic it has become evident that many of the 103 women presenting with domestic abuse issues are ‘locked into’ residing with a perpetrator and are unable to access safe accommodation for themselves and their children.

This is not a new role and was previously funded by Nationwide Building Society, the role is increasingly focused on this need. The role has been successful, and the coach will be there to help people move on from short

term support to permanent homes. The role has already assisted 37 people back into housing. A 'move-on' coach enables people to develop tenancy life skills through group and 1:1 support and navigate their housing options once they leave Bradbury View and its intensive on-site provision. The coach also assists people 'moving in' to our Alleyne House facility giving them light-touch support in sustaining long-term tenancies before 'moving them on' to permanent social rented homes and employment. Trinity is requesting funding to continue with this role, Grant Request – Year 1 £15k – includes additional salary / NI / Pension and Year 2 £7,500

12.10 The initiatives will be monitored and evaluated through a range of hard and soft measures.

- Numbers of successful 'move-ons' through stages 2 and 3 of the Trinity pathways into independent living.
- Sustainment of tenancies & prevent homelessness.
- Improved mental health and personal outcomes, this will be measured through 1-1's and group work with the mental health practitioner.
- Outcome Star tracking-every 3 months
- Reduction in substance misuse
- Counselling outcomes using the CORE_10 method adapted for trinity users.
- Employment and volunteering opportunities secured.
- User satisfaction surveys

12.11 The council's Service Lead for Strategic Housing meets with the Chief Executive of Trinity on a bi- monthly basis and will be monitoring these projects at these meetings.

12.12 A Service Level agreement (SLA) will be drawn up between the council and Trinity

13 OTHER OPTIONS CONSIDERED AND REJECTED

To not support the grant application. If Trinity is not awarded this additional funding to resource the positions of Housing Manager and Move-On Development Coach the organisation will be less able to help residents of Bradbury View and Alleyne House to move on efficiently and effectively through the Trinity Pathway – from Street to Home. This will create significant blockages in the system and reduce available accommodation for new clients entering the pathway. This could ultimately create a situation where rough sleepers will have to spend a longer time rough sleeping before a bed becomes available, at the detrimental health and wellbeing and possible risk of life to some vulnerable people.

The impact of this will be felt by the council which will need to commit more resources to responding to emergency homelessness / move-on requests which could otherwise be handled by Trinity.

BACKGROUND DOCUMENTS: -

Previous Committee Reports: -

CABV3393(H) Preventing Homelessness Grant Spending Plan 23/24 21st March 20213

<https://democracy.winchester.gov.uk/documents/s21912/CAB3340%20The%20Homelessness%20Prevention%20Grant%20Spending%20Plan%2022-23.pdf>

[BHP004, PREEVNTING HOMELESSNESS & ROUGH SLEEPING STRATEGY & ACTION PLAN 18 JUNE 2019](#)

[BHP019 HRA WELFARE FUND AND HOMELESSNESS PREVENTING GRANT SPENDING PLANS 22 June 2021](#)

Other Background Documents:-

None

APPENDICES:

Appendix 1- Equality Impact Assessment

Appendix 1

Winchester City Council
Equality Impact Assessment
Section 1 - Data Checklist

When undertaking your Equality Impact Assessment for your policy or project, it is important that you take into consideration everything which is associated with the policy or project that is being assessed.

The checklist below is to help you sense check your policy or project before you move to Section 2.

		Yes/No	Please provide details
1	Have there been any complaints related to the policy or project you are looking to implement?	No	We haven't received any complaints regarding how the council has spent the HPG (Homeless Prevention Grant) previously
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Portfolio Holder for Housing, Strategic Director for Housing and the Corporate Head of Housing contributed to the content of the report.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No, this grant is inclusive to anyone threatened with homelessness, who is currently homeless or has a history of rough sleeping. The 2 projects outlined in the paper are more inclusive than previous years carrying over some of the good practice projects from the previous year.
4	Do you have any concerns regarding the implementation of this policy or project? <i>(ie. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	No	Effective Monitoring will be put in place to ensure the 2 projects are implemented. They are already operating.
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential	No	It will support anyone who is homeless, threatened with homelessness or rough sleeping regardless of their protective characteristics.

	problems which may impact on your policy or project?		
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	This is in addition to the yearly spending plan & review on how the local authority will spend of the annual Homeless Prevention Grant, which is allocated from the government. The service has years of experience working with government grants and has received various new grant allocations in the financial year 2023/24. Service Lead has experience at both district and county level.
7	Are there any other issues that you think will be relevant?	No	

Section 2 - Your Equality Impact Assessment form

Directorate:	Your Service Area:	Team:	Officer responsible for this assessment:	Date of assessment:
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	Question	Please provide details
1	What is the name of the policy or project that is being assessed?	Grant to Trinity to support Trinity Housing Manager and A Move-on development coach.
2	Is this a new or existing policy?	No, we've previously supported Trinity through the Homeless Prevention Grant and other council grants
3	Briefly describe the aim and purpose of this work.	<p>The 2023/24 Homelessness Prevention Grant (HPG) of £319,496 as awarded by the Department of Levelling Up, Housing and Communities (DLUHC) is to enable local authorities to have control and flexibility in managing homelessness pressures and to support those who are at risk of homelessness. In August 2023 the council received an additional allocation of £277,857 .</p> <p>It is recognised that the council cannot prevent or solve homelessness alone. As such the homelessness prevention spending plans sets out areas of</p>

		<p>spend that best support partnership working opportunities whilst underpinning the council's statutory housing responsibilities to ensure preventative initiatives are central to service delivery.</p> <p>The HPG is the primary central government funding stream to assist the council and wider community in delivering their homeless services. The grant is ring fenced to ensure local authorities are fully resourced to take action to prevent homelessness and to continue to embed the changes required through implementation of the Homelessness.</p>
4	What are the associated objectives of this work?	<p>Support the council to continue to meet its legislative duties under the Homelessness Reduction Act 2017.</p> <p>To prevent and end rough sleeping by increasing activities to prevent single household homelessness.</p> <p>Reduce the number of households living in temporary accommodation by maximising family homeless prevention opportunities.</p> <p>To reduce the use of bed and breakfast and emergency accommodation for families providing more stable interim housing opportunities.</p>
5	Who is intended to benefit from this work and in what way?	All residents of the Winchester District who are threatened with homelessness, homeless, history of or are rough sleeping or seeking general housing advice.
6	What are the outcomes sought from this work?	To prevent homelessness, reduce the risk of homelessness and eradicate rough sleeping for residents of Winchester.

7	What factors/forces could contribute or detract from the outcomes?	External factors outside the control of the council and Trinity could affect the outcome and delivery of the 2 projects due to both organisations having to respond to factors such as economic factors, the cost of living, consequences of the lifting of evictions after the pandemic, the war in Ukraine, full asylum dispersal or the possibility of the closure of one of the partnering organisations that are delivering an intervention.
8	Who are the key individuals and organisations responsible for the implementation of this work?	Strategic Housing Service and Trinity.
9	Who implements the policy or project and who or what is responsible for it?	Trinity.

		Please select your answer in bold . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	N	No-each intervention is available of any resident of WCC who is threatened with or homeless, accessible at free of point of delivery.
10b	What existing evidence (either presumed or otherwise) do you have for this?	WCC Census (2011) 91.8% residents are White British, in 2022, 85.9% of Housing options customers were White British compared to 90% in 2021 , so other race groups would have been higher represented ensuring these ethnic groups are not negatively affected by the service.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	No-each intervention is available of any resident of WCC who is threatened with or homeless, accessible for free at point of delivery
11b	What existing evidence (either presumed or otherwise) do you have for this?	The latest data from our Homeless system demonstrate; 29% male (single or with children) 42% female (single or with children) 29% couples with children		

12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>(you may wish to consider:</i></p> <ul style="list-style-type: none"> • <i>Physical access</i> • <i>Format of information</i> • <i>Time of interview or consultation event</i> • <i>Personal assistance</i> • <i>Interpreter</i> • <i>Induction loop system</i> • <i>Independent living equipment</i> • <i>Content of interview)</i> 	Y	N	<p>Trinity has disabled access to accommodation, they are key partners in delivering the interventions outlined in the spending plan.</p> <p>Trinity has their own equality polices.</p> <p>All their staff have access to translation services, such as Big Word/Language Line</p> <p>Literature can be translated into different languages, larger type, Braille.</p> <p>The City Council's provide a homeless out of hours service available 24/7, 365 days of the year which can support residents and service users of Trinity</p>
12b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>2011 Census – 15.5% registered with a disability.</p> <p>Housing Options data in 2022 recorded 32.4% applicants registered with a physical disability (not including other disabilities) compared to 22% in 2021. Those with disabilities therefore are likely to have greater access to interventions through this budget.</p>		
13a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?</p>	Y	N	<p>No-each intervention is available of any resident of WCC who is threatened with or homeless, accessible for free at point of delivery.</p>
13b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>81.7% Heterosexual 2.8% Homosexual 5.6% Other (This compares to 2% in 2021) 9.9% Prefer not to say No comparator</p>		
14a	<p>Could the policy or project have the potential to affect individuals on the</p>	Y	N	<p>No, the service will support anyone of any age.</p>

	basis of age differently in a negative way?			WCC and HCC have a joint working protocol for 16-17 year olds who are at risk homelessness or who are homeless. The council funds an alternative project from the HPG for this cohort.
14b	What existing evidence (either presumed or otherwise) do you have for this?	Funding two young person beds		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	No-each intervention is available of any resident of WCC who is threatened with or homeless, accessible for free at point of delivery.
15b	What existing evidence (either presumed or otherwise) do you have for this?	Census 2011 63% Christian, 10% Other Not recorded on HCLIC		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	No
16b	What existing evidence (either presumed or otherwise) do you have for this?	Not currently recorded.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	Interventions are in accordance with legislation, statute, the Council's Housing Strategy, Council's rough sleepers and homeless prevention strategy. The council also works within other legislation such as the as Matrimonial Act 1973, 1996 Family Law Act
17b	What existing evidence (either presumed or otherwise) do you have for this?	No data on marriage		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	Intervention available to all Extra protection in homeless legislation for pregnancy if facing homelessness or

				threatened with homelessness.
18b	What existing evidence (either presumed or otherwise) do you have for this?			

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	No
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.	Y	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?	Not applicable		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	No

Signed by completing Officers	Charlotte Quinn, Housing Options Manager 15.01.2024 Karen Thorburn, Service Lead- Strategic Housing 15.01.2024
Signed by Lead Officer	Gillian Knight, Corporate Head of Housing. 15.01.2024

