

Decisions taken by the Cabinet Committee: Housing on Monday, 3 February 2025

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

A9	Housing Strategy 23-28 progress and update	<ol style="list-style-type: none"> 1. That the progress of the objectives against the Housing Strategy 2023-28 Delivery Plan be noted as outlined in the report CAB3491(H). 2. That the emerging challenges that have arisen since November 2023 be noted. 3. That the amended delivery action plan for 2023-2028 be approved. 	<p>Report CAB3491(H) directly aligns with the council's priority of delivering 'Homes for All,' which is integral to the Council Plan.</p> <p>It builds upon the Housing Strategy 2023 to 2028, adopted by the Cabinet Committee: Housing (CAB3410(H)) in November 2023. The Housing Strategy provides a high-level vision and the framework for achieving housing aspirations and meeting the diverse needs of residents. Its focus is on ensuring that households can live in energy-efficient, safe homes, within sustainable neighbourhoods, all in line</p>	<p>No other options have been considered and rejected as when the Housing Strategy 2023/28 was approved at Cabinet Committee: Housing in November 2023 a commitment was made that the delivery plan setting out the agreed key housing strategy objectives would be annually reviewed to monitor progress at Cabinet Committee: Housing. This is the first annual review report.</p>
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			<p>with national housing policy, the Council Plan, and the Local Plan.</p> <p>The Housing Strategy 2023 to 2028 outlines four key objectives, each aimed at improving the housing landscape by 2028. To ensure successful implementation, a delivery plan was also adopted in November 2023.</p> <p>It was agreed at Cabinet Committee: Housing in November 2023 that an update would be provided to the committee regarding the progress of the four objectives in the action plan. This report highlights the progress made towards achieving these objectives since the strategy's adoption, identifies challenges encountered during this</p>	

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			<p>period, and discusses emerging challenges that have surfaced since November 2023. Additionally, it updates the action plan, outlining the next steps to continue to achieve the four key housing objectives.</p>	
<p>A10</p>	<p>Social Housing Regulation</p>	<ol style="list-style-type: none"> 1. That it be noted that the self-assessment has been undertaken against the consumer standards. 2. That the action plan at Appendix A of report CAB3479(H) be agreed. 	<p>At its meeting in February 2024 Cabinet Committee: Housing received a report on social housing regulation and the implementation of the Social Housing Regulation Act from April 2024. The committee agreed that a report should be brought back to the committee later in the year with an assessment of the housing service against the new consumer standards and what would be required to meet them. The service has conducted the assessment against the</p>	<p>The option to do nothing is not recommended. This would not provide the best possible services to our customers and would lead to regulatory intervention. All social housing landlords will be inspected by the RSH within the next three years.</p> <p>Develop an alternative improvement plan to the plan at Appendix A has been considered and rejected. The proposed action plan is based on industry leading advice commissioned from</p>

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			<p>consumer standards and is implementing agreed strategies such as the tenants and resident engagement strategy to demonstrate compliance and drive-up service standards.</p> <p>The purpose of report CAB3479(H) is to appraise the committee of the self-assessment that has been undertaken including an independent assessment. The service has already begun work to address areas for improvement where there are gaps between previous requirements and the new consumer standards and produced an action plan. The service has self-referred to the Regulator of Social Housing (RSH) to work with them to ensure that the new regulatory standards are</p>	<p>external experts and it would not be in the council's interest or resource to develop alternative plans.</p>

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			<p>achieved as soon as possible through the delivery of the action plan.</p> <p>Budgetary requirements to achieve the regulatory requirements have been built into the 2025/6 Housing revenue account (HRA) budget.</p>	
A11	Tenant satisfaction measures	<ol style="list-style-type: none"> 1. That the survey results be noted. 2. That the work that is underway or proposed to address the three indicators that are below median benchmark be noted. 	<p>Tenant satisfaction surveys are an important tool to find out what's important to tenants and what they think about the service. The council has carried out tenant surveys for over 20 years under a mix of statutory and discretionary regimes.</p> <p>This report presents the results from the second survey conducted under the new regulatory Tenant Satisfaction Measures (TSMs) format. This format</p>	<p>Undertaking an annual tenant satisfaction survey is a regulatory requirement and as such there is no other option available.</p>

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			<p>has been introduced by the Regulator of Social Housing (RSH) to standardise the questions asked and make it possible to compare the performance of housing providers on issues that matter to tenants.</p> <p>There are 12 TSMs which housing providers are required by the regulator to collect through an annual tenant satisfaction survey. This report also provides results for the previous year TSM results as a comparison. The housing service results are above Housemark median benchmark for 9 of the 12 indicators, at benchmark for complaints handling and below benchmark for making a positive contribution to neighbourhood, communal</p>	

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			<p>areas being clean and well maintained and dealing with Anti-social behaviour. Nevertheless, there has been a 7% increase in satisfaction scores in dealing with anti-social behaviour.</p> <p>There was a 45% response rate to the 2024/25 survey carried out between September-November 2024. The council's results mirror the sector wide trend of reduced satisfaction levels across the indicators. The results for most of the TSMs are broadly in line with the average ARP Research (the organisation commissioned to carry out the survey on the council's behalf) benchmark median of other landlords for whom they have conducted surveys with TSM questions over the last 18 months.</p>	
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			<p>Handling of complaints and anti-social behaviour (ASB) are in line or slightly below the benchmark results.</p> <p>Report CAB3497(H) makes service improvement recommendations based on tenant feedback from this year's survey results.</p>	
A12	Venta Living Ltd - business plan 25/26 (less exempt appendices)	That the updated financial business plan as included in exempt Appendices A and B of report CAB3482(H) be recommended for approval to Cabinet.	<p>Providing Homes for all is a key priority within the Council Plan, which includes supporting households who struggle to access affordable longer-term market housing. To support this priority the council has established a wholly owned local housing company, Venta Living Ltd.</p> <p>Report CAB3482(H) brings forward a financial business plan for consideration required under the shareholder agreement with</p>	No other options were considered.

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			<p>Venta Living Ltd, with an illustrative business model based on leasing 41 flats in Winnall.</p> <p>Although there is no proposal to expand the remit of the company in 2025/26, the business case allows for future opportunities to be considered on a case-by-case basis and fulfils the council’s policy objectives to provide homes for all.</p> <p>Approval of the updated financial business plan will allow Venta Living Ltd to continue trading in 2025/26 based on the recommended business plan.</p>	