



Meeting	Cabinet Committee: Housing
Date and Time	Monday, 3rd February, 2025 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.

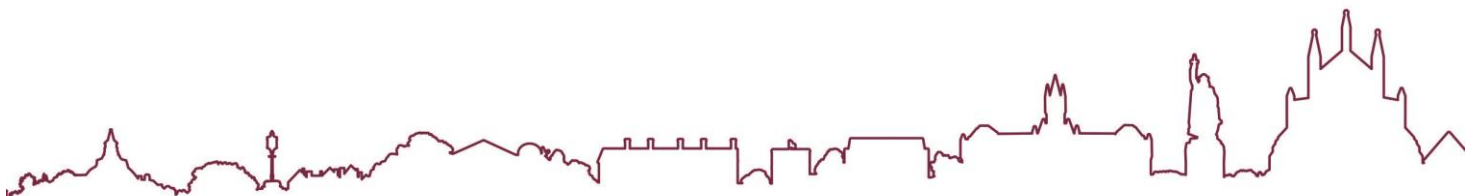
A limited number of seats will be made available at the above named location however attendance must be notified to the council at least 3 working days before the meeting. Please note that priority will be given to those wishing to attend and address the meeting over those wishing to attend and observe.

AGENDA

PROCEDURAL ITEMS

- 1. Apologies**
To record the names of apologies given.
- 2. Disclosure of Interests**
To receive any disclosure of interests from councillors or officers in matters to be discussed.
Note: Councillors are reminded of their obligations to declare disclosable pecuniary interests (DPIs), other registerable interests (ORIs) and non-registerable interests (NRIs) in accordance with 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 Tuesday 28 January** 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 5 November 2024** (Pages 5 - 12)

6. **Chairperson's announcements**

7. New homes programme update (verbal update) (Pages 13 - 18)

8. Retrofit programme update (verbal update) (Pages 19 - 26)

9. Housing Strategy 23-28 progress and update (Pages 27 - 58)

Key Decision (CAB3491(H))

10. Social Housing Regulation (Pages 59 - 72)

Key Decision (CAB3479(H))

11. Tenant satisfaction measures (Pages 73 - 136)

Key Decision (CAB3497(H))

12. Venta Living Ltd - business plan 25/26 (less exempt appendices) (Pages 137 - 144)

Key Decision (CAB3482(H))

13. EXEMPT BUSINESS:

To consider whether in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

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

14. Venta Living Ltd business plan (exempt appendices) (Pages 145 - 154)

Key Decision (CAB3482(H))

**Laura Taylor
Chief Executive**

All of the Council's publicly available agendas, reports and minutes are available to view and download from the Council's [Website](#) and are also open to inspection at the offices of the council. As part of our drive to minimise our use of paper we do not provide paper copies of the full agenda pack at meetings. We do however, 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.



24 January 2025

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 Clear, Horrill, Power and White

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

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

Quorum = 2 voting members

TERMS OF REFERENCE

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

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

Disabled Access

Disabled access is normally available, but please phone Democratic Services on 01962 848 264 or email democracy@winchester.gov.uk to ensure that the necessary arrangements are in place.

CABINET COMMITTEE: HOUSING

Tuesday, 5 November 2024

Attendance:

Councillors
Westwood (Chairperson)

Cutler

Non-voting invited councillors

Councillors Clear, Horrill, Power and White

Apologies for Absence:

Councillors Becker

Deputy Members:

Councillor Tod

[Video recording of this meeting](#)

1. **APOLOGIES**

Apologies were received from Councillor Becker, for whom Councillor Tod deputised, as noted above.

2. **DISCLOSURE OF INTERESTS**

Councillor Tod declared a personal (but not prejudicial) interest in respect of agenda item 10 (Temporary Accommodation Plan & Pathways) due to his role as a county councillor.

Councillor Horrill declared a personal (but not prejudicial) interest in respect of agenda item 10 (Temporary Accommodation Plan & Pathways) as her husband was a Trinity board member.

3. **PUBLIC PARTICIPATION**

Ian Tait spoke regarding items 7 and 9 and his comments are summarised under the relevant minutes below.

4. **MINUTES OF THE PREVIOUS MEETING HELD ON 5 FEBRUARY 2024**

RESOLVED:

That the minutes of the previous meeting held 5 February 2024 be agreed as a correct record.

5. **CHAIRPERSON'S ANNOUNCEMENTS**

There were no announcements made.

6. **TACT BOARD REPORT BACK**
(CAB3487(H))

Councillor Westwood introduced the report and welcomed to the meeting Lin Mellish (TACT Board member and resident).

Councillor Westwood and officers present responded to questions and comments raised by councillors on the report as follows:

- a) Whether formal minutes would be taken and reported back to the Cabinet Committee Housing, or if the current method of reporting would continue. It was confirmed that there would in future be an annual report of the TACT Board to the committee.
- b) How the views of tenants across the district would be ensured, particularly those in more remote areas.

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

RESOLVED:

That the matters that were considered at the first meeting of TACT board be noted.

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

Ian Tait addressed the committee during public participation as summarised briefly below.

Questioned the viability of the Council's Cornerhouse affordable housing scheme, highlighting that the proposed flats fall below the minimum space standards. He expressed concern that this could set a precedent for other housing providers to propose substandard housing and also that the Council seemingly had disregarded its own local plan policies regarding dwelling size. Inquired about the status of Dykes Farm, a site previously included in the future new homes programme. He emphasised its sustainable location and potential to deliver a significant number of homes.

In response, the Service Lead (New Homes) advised that the Cornerhouse proposal had recently been consented planning permission. There were to be further modifications to its overall design which would be presented to Members in due course. Regarding Dykes Farm, it was confirmed during the subsequent presentation to the Committee that there was further discussion underway with the landowner of the site regarding their requirements at the site. However, it was confirmed that the site remained in the programme.

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

The Service Lead – New Homes, Councillor Westwood and other officers present responded to questions and comments raised by councillors on the presentation as follows:

- a) The status of the Wine Cross (Boarhunt) development, noting its absence from the presentation.
- b) The forecast for registered provider housing in the West of Waterlooville MDA area.
- c) The impact of registered providers' financial constraints on the commencement of new developments.
- d) Whether there had been any assessment of the impact of the recent budget regarding provision of affordable housing.
- e) The exact location of some of the new homes developments as indicated on the map in the report.
- f) The council's ongoing relationship with registered providers and the likelihood of achieving projected numbers of units over the specified period.
- g) The criteria used to move sites from the 'to-do' list to the 'doubtful' list in the programme.
- h) The inclusion of the Central Winchester regeneration site in the list of potential sites for affordable housing.
- i) The council's rural strategy and its future plans for ensuring sustainable accommodation in villages.
- j) The repurposing of council-owned sites to maximise their potential, with specific reference to East Acre.
- k) The council's approach to ensuring that housing developments were demand-led and how this was monitored and measured.

RESOLVED:

That the update regarding the new homes programme be noted.

8. **RETROFIT PROGRAMME UPDATE (VERBAL UPDATE)**

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

The Retrofit Manager and other officers present responded to questions and comments raised by councillors on the presentation as follows:

- a) Were the experiences of tenants regarding the retrofit process being collected so to help to encourage wider participation?
- b) The handling of solid fuel systems in council houses and whether this fell under maintenance or retrofit programmes.
- c) Were void properties targeted for retrofitting to minimise disruption to tenants?
- d) Clarification was requested on the communication strategy with ward councillors regarding ongoing and upcoming retrofit works in their areas.
- e) Were any key learnings from the retrofit programme utilised to adapt the approach going forward?
- f) Further clarification was sought on the regular review of materials used for insulation, particularly in terms of environmental friendliness and fire safety.

It was agreed that a briefing for all councillors be arranged on the retrofit programme.

RESOLVED:

That the update regarding the retrofit programme be noted.

9. **TEMPORARY ACCOMMODATION PLAN & PATHWAYS**
(CAB3472(H))

Councillor Westwood introduced the report.

Ian Tait addressed the committee during public participation as summarised briefly below.

He addressed the meeting regarding the ongoing issue of residents being threatened with homelessness by their social landlords. He mentioned his role in advocacy for these individuals and expressed interest in the council's plans for 88 Sussex Street. The property, which required significant structural repairs, was previously mentioned to be relet as two

flats once the repairs were completed. He inquired about the status and timeline for these repairs.

Additionally, Mr. Tait highlighted the recent actions of Bournemouth Churches Housing Association, which had disposed of its Winchester properties that once provided temporary and supported housing for around 36 individuals. He emphasised the negative impact of this loss on the availability of temporary accommodation in Winchester and expressed his appreciation for the efforts of officers and the cabinet in addressing this issue.

Councillor Westwood and the Strategic Director responded to the comments made.

Councillor Westwood and officers present responded to questions and comments raised by councillors on the report as follows:

- a) The financial pressures on the council and the impact of budget measures addressing homelessness.
- b) The timing of new funding allocations for homelessness and the flexibility required to manage unknowns regarding grant continuations.
- c) The decision by Hampshire County Council to extend its funding until March 2026 and the status of the 29 bed spaces at Westview House and whether there were plans for another provider to take over the facility.
- d) The projected figures for the number of households requiring assistance and the basis for these projections.
- e) Further clarification was sought on the council's approach to assisted moves for under-occupying tenants and the potential for upgrading the assisted move offer.
- f) Further details regarding the proposed tenancy-ready officer post and its role in helping individuals move through to appropriate accommodation.
- g) Clarification was requested on the use of 82 Sussex Street as temporary accommodation.
- h) The change to the current move-on policy for households in council-owned temporary accommodation.
- i) The expansion of supported accommodation provision at Trinity and the expected throughput of residents.
- j) The amendment of the council's lettings policy in respect to sheltered accommodation and the impact on current tenants.
- k) The delivery of a housing-first model and the provision of support for individuals with high needs.

- l) Further clarification was sought on the housing pathways and the resources available to the housing options team to deliver the proposed changes.
- m) The impact of prisoner releases on homelessness services and the council's preparedness for such events.
- n) Consideration of other properties for temporary accommodation and the viability of using Barnes House (or obtaining a capital receipt).
- o) Further clarification was sought on the council's relationships with other organisations mentioned in the housing pathways and their role in delivering support.

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

RESOLVED:

That the following be agreed:

1. That 80-82 Sussex Street is re-purposed as temporary accommodation.
2. That the current move-on policy for households in council-owned Temporary Accommodation be amended.
3. That the expansion of the provision of supported accommodation at Trinity: Winchester be supported.
4. That the Council's lettings policy in respect of Sheltered Accommodation be amended.
5. That the revised move on policy for applicants residing at The Quakers be agreed.
6. That the council enter into negotiations with Hampshire County Council regarding the level of funding that the council require from HCC to support the households affected by the closure of Westview House in light of the social inclusion finding being extended until March 2026. The support required is outlined in recommendations 1.7 to 1.9 below.
7. That a housing first worker be established to support the delivery of an in-house housing first model.
8. That the role of the Complex Needs Navigator continue to be funded for 18 months.
9. That an in house 'tenancy ready post' be established to provide intensive support to help the individuals who are directly impacted

from the HCC funding cuts to be able to move on and successfully sustain their tenancy within a community.

10. That the temporary staffing posts of the Outreach Worker and the Strategic Housing Support Worker be extended until 31 March 2027.
11. That this strategy will be reviewed in twelve months in light of confirmed additional demand and the impact of proposals.
12. That authority be delegated to the Strategic Director with housing responsibility in consultation with the Cabinet Member for Housing to agree any further additional spending of the homelessness prevention grant reserve or the allocation of the 25/26 Homeless Prevention grant and any new or additional grants awarded to the council by Central government that support preventing homelessness and rough sleeping.

10. **DATE OF NEXT MEETING**

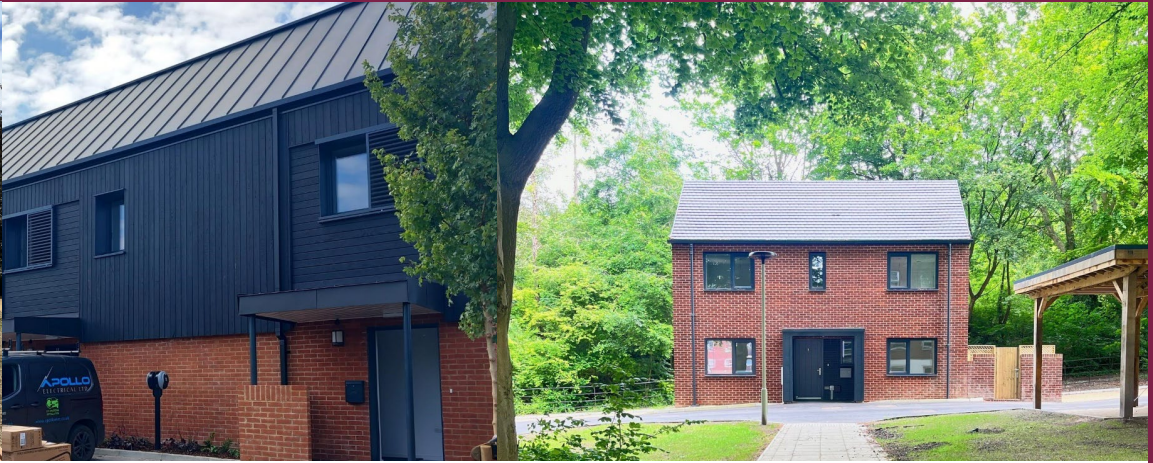
RESOLVED:

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

The meeting commenced at 10.00 am and concluded at 12.05 pm

Chairperson

This page is intentionally left blank

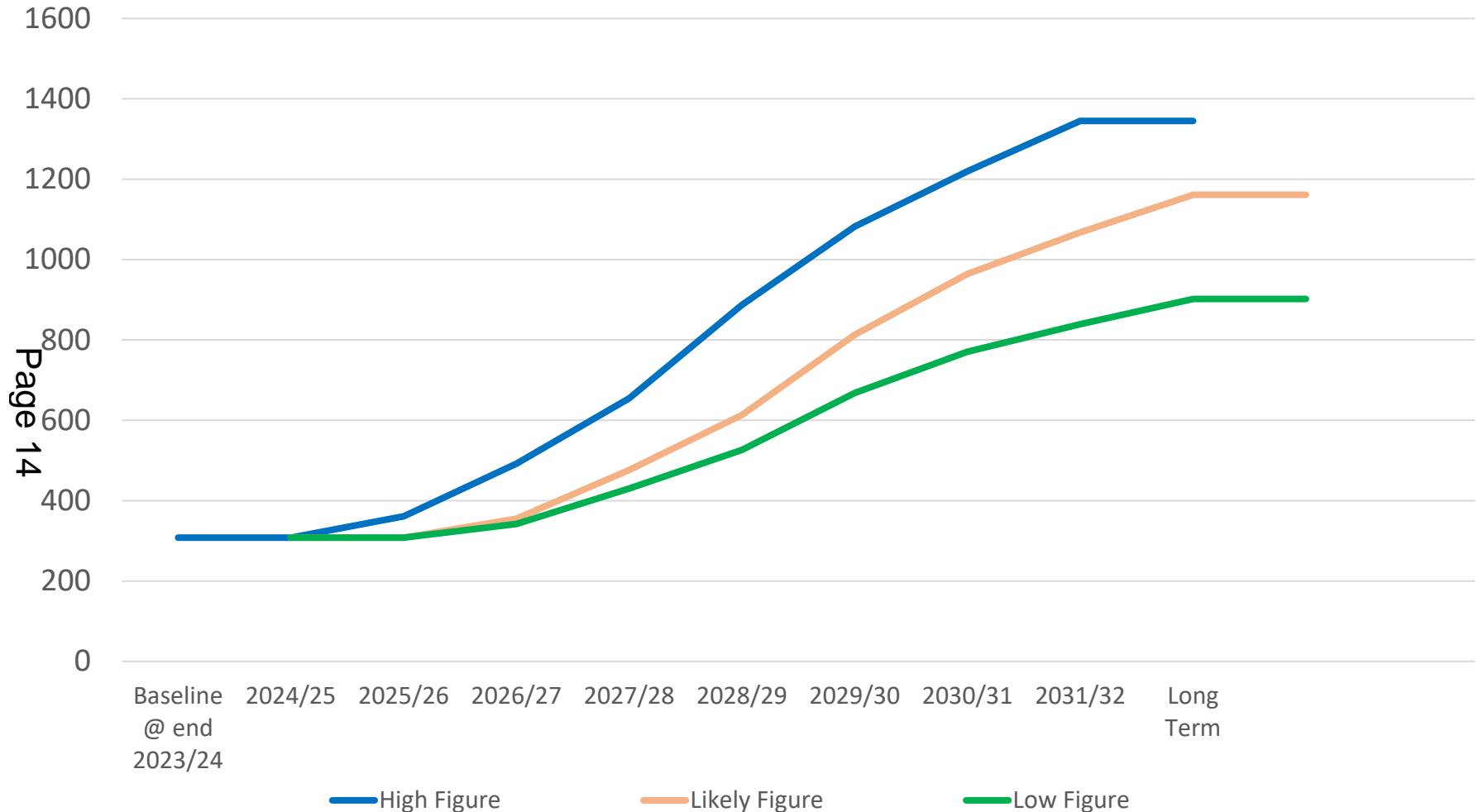


New Homes Update

03 February 2025



New Homes Forecast 2020/32



Baseline completions at end 2024/25 = **308 units**

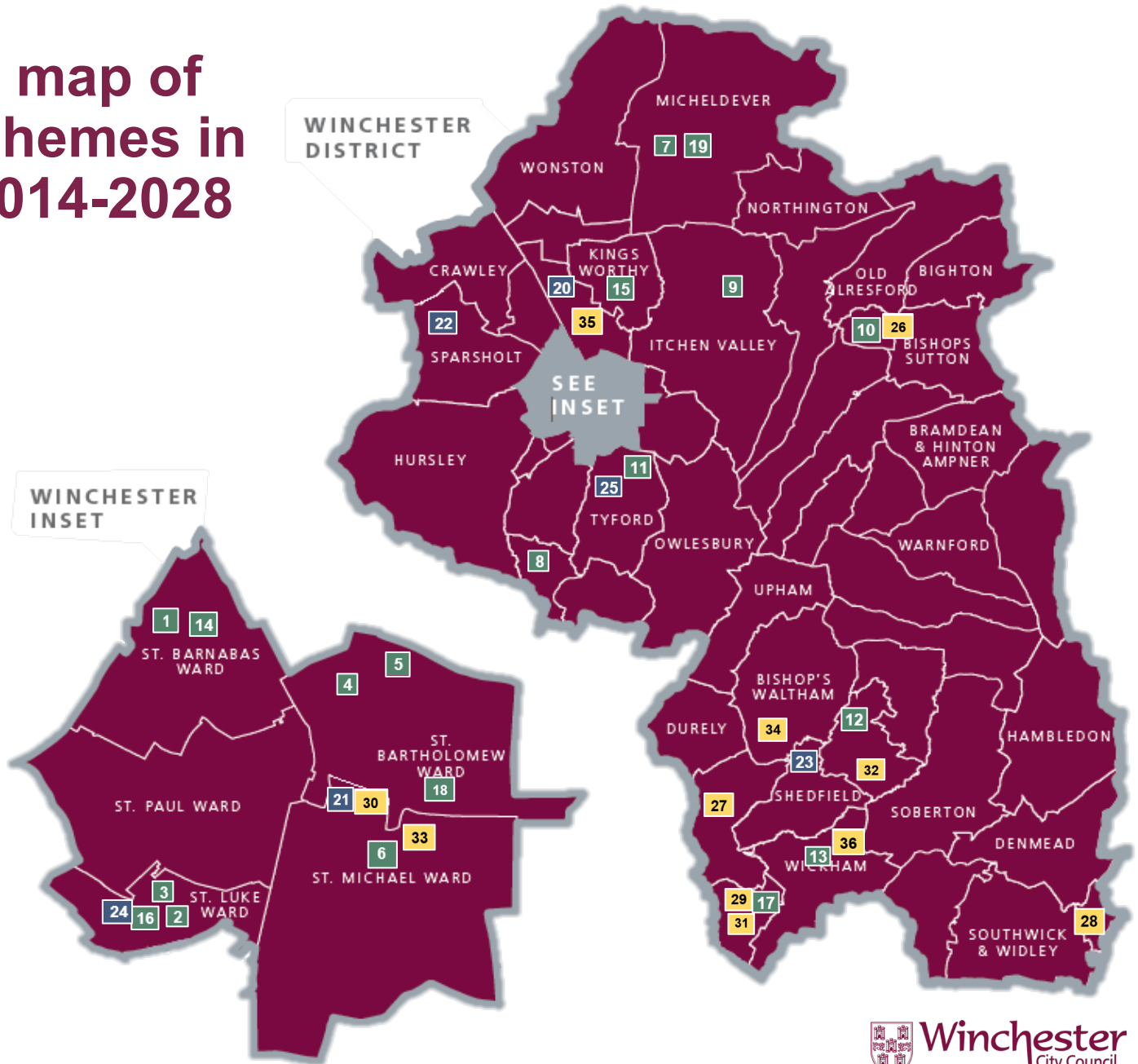
High = 100% green and 100% amber schemes delivered

Likely = 100% green and 75% amber schemes delivered

Low = 75% green and 50% amber schemes delivered

Distribution map of WCC & RP schemes in the District 2014-2028

- Completed Schemes
- Schemes on Site
- Early-Stage Schemes
- RP Forecast



Progress and Actions

Page 17

- Hobbs View, Southbrook Cottages, Micheldever – six units completed and occupied – lessons learned report to Scrutiny Committee and Cabinet in March 2025
- Corner House, Winchester – preparing outline business case for Cabinet review in March 2025
- Woodman Close, Sparsholt – preparing final business case for Cabinet review in March 2025
- Hazeley Road, Twyford and Kings Barton, Winchester – detailed contract negotiations ongoing for acquisition of S106 units
- Ongoing engagement with SME and volume housebuilders / developers / Registered Providers to identify new S106 and additionality opportunities
- Preparing Housing Development Strategy update, including Rural Strategy section

This page is intentionally left blank

Retrofit Programme Update February

Page 19

10mm Door Undercuts
& Trickle vents

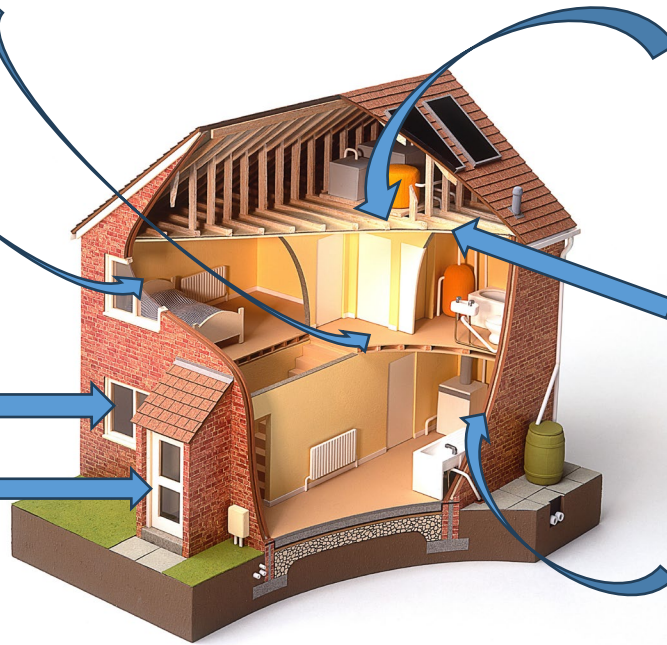
Loft Insulation

Replace/Upgrade
Extract Ventilation

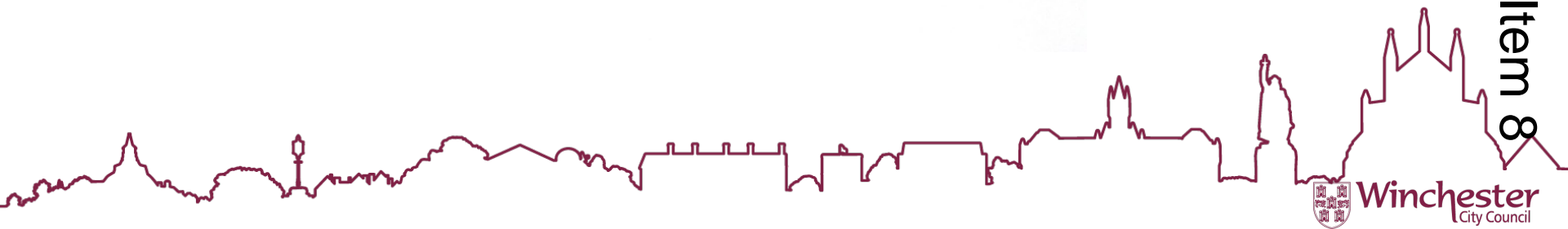
New windows

New doors

Wall Insulation



Agenda Item 8

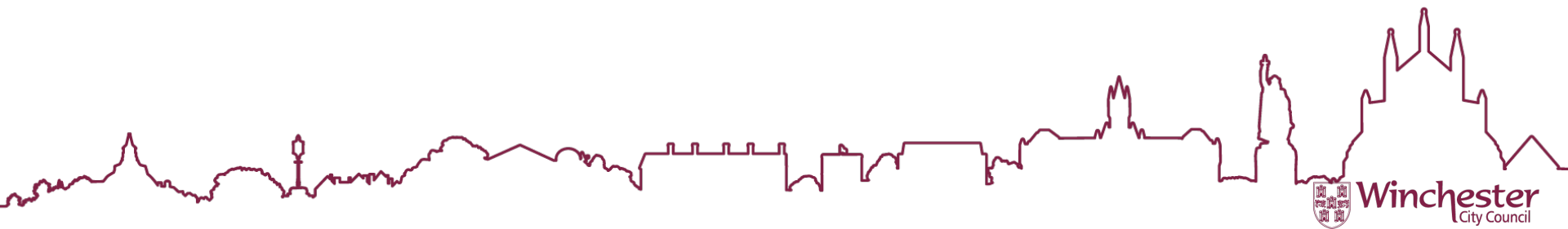


- **CONTENTS:**

- ❖ **2024/2025 Retrofit Programme Update**
 - ❖ Properties and Measures Completed

- ❖ **SHF Wave 3: Warm Homes- Retrofit Strategy**

- ❖ **Retrofit in progress**

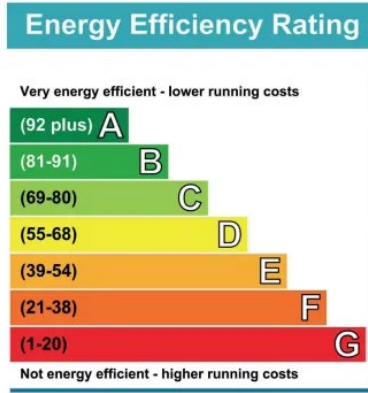


Retrofit Programme Total 2024/2025 - Target

	PROPERTIES: COMPLETE	MEASURES: INSTALLED	REVISED TARGET PROPERTIES	REVISED TARGET MEASURES
PILOT IWI VOID				
SHDF SWEDISH COTTAGES			21	126
D4 MEASURES	16	48	75	300
ENERGY ASSESSMENT	45		75	
C4 MEASURES	45	180	75	300
PREYS PILOT			2	12
VOID: LOFT INSULATION	81	81	75	75
VOID: CWI		53		60
SINGLE GLAZED			17	17
CWI Pilot - LOFT INSULATION				80
CWI Pilot - VENTILATION UPGRADES	19	38		160
OTHER MEASURES:				
RESPONSE CWI + LI				
RESPONSE WHOLE HOUSE				
PLANNED: CWI + LI	5	5	11	11
PLANNED WINDOWS:	19	19	113	113
MISC: VENTILATION UPGRADES			6	12
TOTAL:	223	424	395	1254

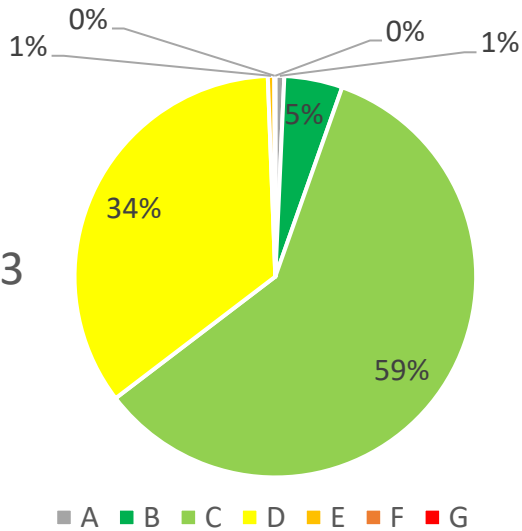
Page 21

WCC EPC BANDS:

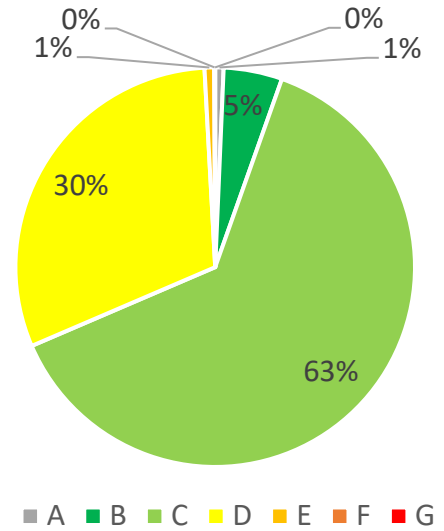


Page 22

Mar-23



Mar-24



*Not including new assets where we only hold data for '24.

SHF WAVE 3: WARM HOMES

Page 23

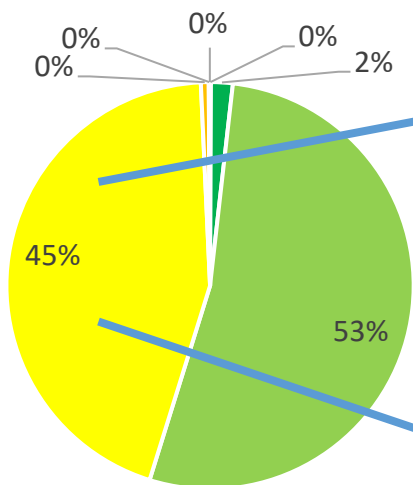
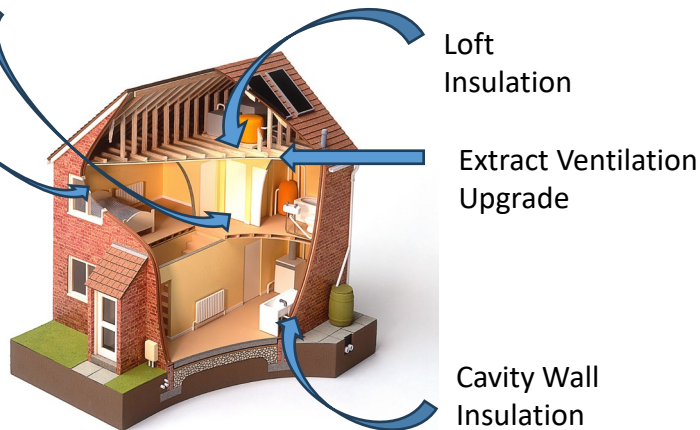
1. TO DELIVER PROGRESS TOWARDS THE STATUTORY FUEL POVERTY TARGET FOR ENGLAND, **BY IMPROVING AS MANY FUEL-POOR HOMES AS REASONABLY PRACTICABLE TO ENERGY EFFICIENCY RATING OF BAND C BY 2030**, DELIVERING SIGNIFICANT ANNUAL ENERGY BILL SAVINGS FOR THE OCCUPANTS, NOT JUST IN THE SHORT TERM, BUT FOR GOOD.

2. TO DELIVER PROGRESS TOWARDS NET ZERO 2050, AND THE CARBON BUDGETS, BY **INSTALLING ENERGY PERFORMANCE UPGRADES AND LOW CARBON HEATING** IN HOMES THAT DRIVE CARBON ABATEMENT



WARM HOMES: TRADITIONAL HOUSES & BUNGALOWS:

10mm Door Undercuts
& Trickle vents



■ A ■ B ■ C ■ D ■ E ■ F ■ G

Installing energy performance upgrades

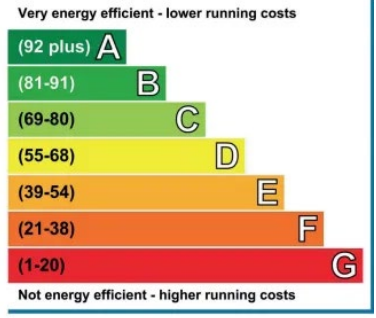


Low carbon heating

Target

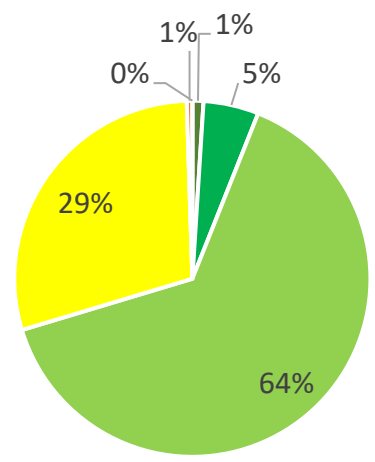
632

*Not including new assets where we only hold data for '24.

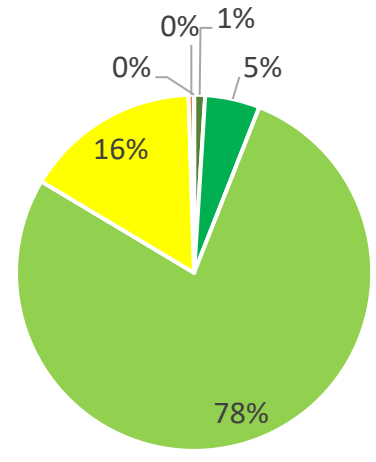


WCC EPC BANDS: (post shf wave 3)

Page 25



2028



■ 1st Qtr ■ 2nd Qtr ■ 3rd Qtr ■ 4th Qtr ■ ■ ■

*Not including new assets where we only hold data for '24.

Retrofit 2024/2025 programme in progress

 Swedish Pilots:

 EPC D4 and C4 in progress:



REPORT TITLE: HOUSING STRATEGY 23-28 PROGRESS AND UPDATE

3 FEBRUARY 2025

REPORT OF CABINET MEMBER: Cllr Chris Westwood

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

WARD(S): ALL

PURPOSE

The report directly aligns with the council's priority of delivering 'Homes for All,' which is integral to the Council Plan.

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 with national housing policy, the Council Plan, and the Local Plan.

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.

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 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.

RECOMMENDATIONS:

That Cabinet Committee: Housing:

1. Notes the progress of the objectives against the Housing Strategy 2023-28 Delivery Plan as outlined in the report.
2. Notes the emerging challenges that have arisen since November 2023.
3. Approves the amended delivery action plan for 2023-2028.

IMPLICATIONS:

1 COUNCIL PLAN OUTCOME

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

2 FINANCIAL IMPLICATIONS

- 2.1 The HRA budget and business plan will ensure the key objectives of the Housing Strategy remain deliverable over the 5-year delivery plan.
- 2.2 The strategic housing General Fund budget, reserve fund and various housing grants directly received from central government are in place to help

deliver on the strategic homelessness objectives within the Housing Strategy. However, reductions in government homelessness support through the annual allocation of the Homeless Preventing Grant may reduce or stop the delivery of the discretionary grant elements of the housing options service.

- 2.3 There is the potential of Hampshire County Council - Social Inclusion budget cuts which may result in the loss of key supported housing provision resulting in an increase of homelessness presentations made to the council.
- 2.4 National housing policy may shift its focus and new priorities emerge, but it is anticipated that the key objectives within the Housing Strategy will remain relevant but the way we fund and deliver them over the 5-year plan may need to change.

3 LEGAL AND PROCUREMENT IMPLICATIONS

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

4 WORKFORCE IMPLICATIONS

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

5 PROPERTY AND ASSET IMPLICATIONS

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

6 CONSULTATION AND COMMUNICATION

- 6.1 The Housing Strategy was developed in consultation with residents and tenants, key stakeholders from statutory organisations and voluntary agencies, Registered Providers and Letting agencies. It also captured senior officer, and key Member views and staff views through focus groups. Consultation was in the form of a resident and a stakeholder online survey, virtual meetings, and workshops.
- 6.2 The updated delivery plan and the plan for 2025-26 has been developed with all the officers involved in the delivery of the action plan.

7 ENVIRONMENTAL CONSIDERATIONS

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

8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 The Housing Strategy will impact positively on significant numbers of individuals in housing need by increasing the supply of affordable homes in the district and by providing good quality housing advice to all. The strategy will prevent and relieve homelessness in the district and create sustainable and diverse communities

9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 None

10 RISK MANAGEMENT

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

<p>due to the reductions in the government Homeless Preventing Grant. Discretionary housing support may be reduced or stopped.</p> <p>Hampshire County Council – Social Inclusion Budget reduction consultation. Potential loss of supporting funding for local key homelessness stakeholders.</p> <p>HRA Budget restraints to deliver the New Homes Development Programme due to high interest rates and construction costs.</p>	<p>Partnership working and a review of the current Winchester homelessness pathway and models of provision is underway to complete this year to ensure best use of homelessness resources.</p> <p>Current internal review underway to explore ways of addressing the funding gap. Lobbying HCC in partnership with the Strategic Housing Officer Group of Hampshire Local Housing Authorities. Decision will be made on 21.01.25 to see if WCC will be allocated any funding for May 2025-March 2026</p> <p>Remodelling the HRA Business Plan. Exploring alternative development options with Registered Providers and other stakeholders.</p>	<p>applicable and appropriate.</p>
<p>Innovation</p> <p>The housing strategy is a high-level strategic plan that sets out the council's vision and housing objectives (2023-28) to meet the housing</p>		<p>The council delivers on its strategic housing role, enabling households to live in safe homes and sustainable neighbourhoods</p>

aspirations and needs of residents.		
<p>Reputation</p> <p>The risk of not delivering on the housing strategy</p>	<p>The risk of not delivering on the housing strategy is mitigated through the monitoring and governance measures contained within the housing strategy supported by the delivery plan.</p>	<p>The housing strategy is a positive 5-year high- level plan that sets out the council vision for housing within its district, including on how the authority intends to manage and deliver its strategic housing role</p>
<p>Achievement of outcome</p> <p>Economic factors can lead to an increase in demand for statutory housing services. The housing market and the economy become unstable and therefore unable to meet some of the housing strategy key objectives due to an increased demand on existing resources.</p>	<p>Budgetary controls and processes in place.</p> <p>Robust monitoring of changes to the housing market and wider economy and review of demand figures.</p> <p>Developing joint working opportunities with partnership organisations. Maximise government investment and funding opportunities.</p> <p>Bi-Monthly monitoring of the housing strategy action plan by council officers.</p> <p>Annual reporting of the housing strategy delivery plan to Cabinet Committee: Housing</p>	
<p>Property</p> <p>Not delivering and increasing the supply of</p>	<p>Making best use of all housing assets and links within provisions of other</p>	

affordable homes within the district	related strategies and policies such as the Local Plan, New Homes Housing Development Strategy and the HRA Asset Management Strategy	
Community Support Not improving the community housing opportunities of vulnerable and excluded households.	All stakeholders and partners commit to actions required in the Housing Strategy delivery plan. Continue to build on effective partnerships to deliver shared objectives	Stakeholders, tenants, and residents have had the opportunity to contribute to the housing strategy key objectives and will be involved in the 5-year delivery plan
Timescales Not meeting the housing strategy delivery plan timescales.	The housing strategy is a 5-year live plan inviting scrutiny and benchmark performance to be reviewed annually by the Cabinet Committee: Housing. This paper outlines the progress made in the first year of the delivery plan.	
Project capacity	There is current project capacity within various team delivery resources. The impact of local and national initiatives will be monitored by the Housing Service. Where appropriate support will be provided.	

11 SUPPORTING INFORMATION:

- 11.1 The Housing Strategy is a high-level strategic plan that sets out the council's housing vision and strategic objectives to ensure it meets the housing aspirations and needs of residents.
- 11.2 The Housing Strategy vision is not just to create new homes but to create high quality homes and adaptable new homes to meet local need, including a

range of sizes and tenures. Homes that are energy efficient and affordable to run and that protect the natural environment, as well as investing in the existing housing stock to decarbonise the housing stock and reduce energy costs for our tenants.

11.3 The Housing Strategy has 4 objectives.

- Objective 1 - More Homes for All
- Objective 2 - Greener Homes
- Objective 3 - Homes that Better Meet Different Needs
- Objective 4 - Better Managed Homes, Better Neighbourhoods

11.4 It is important that the Housing Strategy is kept under review through the supporting 5-year delivery plan. It was agreed at Cabinet Committee: Housing in November 2023 that a yearly progress report would be presented back to Cabinet Committee: Housing. This paper outlines the progress to date against the action plan adopted in November 2023.

11.5 This paper will outline:

- a) The main achievements throughout 2024 against each objective & the challenges faced in the delivery of some of the objectives
- b) New challenges and policies that have emerged since the adoption of the Housing Strategy Delivery Plan
- c) Outcomes and actions that the council wish to achieve in 2025/26 in respect of the Housing Strategy Delivery Plan.

11.6 Appendix 1 shows an overview of the status of each action against the four objectives.

11.7 Points 11.8 to 11.11 outline the main achievements in 2024.

11.8 More Homes for All

- During 2024, the Council delivered 82 new affordable council homes that have met needs identified by the council's housing register and for low-cost shared ownership purchase.
- Engaged regularly on a 1:1 basis with Registered Providers to encourage a transparent and open dialogue between housing providers. Updates have been provided at Cabinet Committee: Housing meetings. It is anticipated that 331 homes will be delivered in the Winchester District by Registered Providers during the 2024/25 financial year.
- Delivered a joined-up approach for the enabling and council delivery of low-cost shared ownership properties that are affordable. A revised shared

ownership policy was adopted by the council at the Cabinet Member for Housing Decision Day on 11 December 2024 to bring the council in line with Homes England guidance.

- Regular review of the council's approach to affordable housing development in the light of identified local needs, market and economic conditions and environmental objectives. This has included market engagement with landowners and Registered Providers to assess S106 acquisition opportunities. In 2024, the acquisition of 156 S106 units was approved by Cabinet. These units will be delivered between 2025 and 2028.

11.9 Greener Homes

- To date we have achieved 70 % of council homes to minimum SAP C against a target of 91% of homes by 2028
- Delivered on the Hug (2) grant programme, 48 applications approved which has resulted in 30 properties (with 56 installed measures) being upgraded and a total grant spend of £456,652 between July 2023 to December 2024
- The development of a climate change and/greener homes tenant engagement and carbon literacy training programme links to the review of the Tenant Engagement Strategy approach taking account of the Transparency, Influence and Accountability consumer standard.

11.10 Homes that Better Meet Different Needs.

- A Scoping paper regarding the older persons strategy was taken to the Economic and Housing Policy Committee in February 2024, the strategy has been put back until 2026.
- Making best use of Disabled Facilities Grants (DFG) to enable residents to remain well and live independently in their own home. A presentation was provided at the Economic and Housing Policy Committee in November 2024 to explore and discuss various revised policy options to ensure that the DFG budget reaches those most in need. The revised policy will be presented to Cabinet Committee: Housing in Autumn 2025
- A temporary accommodation and pathways plan was adopted by Cabinet Committee Housing in November 2024 (CAB3472 (H)), the plan set out predicted demand and supply and 8 housing pathways to support the plan.
- The temporary accommodation and pathways plan was an imperative piece of work as in the last financial year (23-24), the council experienced a 122% increase in approaches from households who were homelessness or at risk of homelessness, intensifying pressure on the availability of accommodation and staffing resources. Furthermore, in October 2023, Hampshire County Council (HCC) announced a spending review aimed at achieving savings of £132 million to address a projected budget shortfall. HCC currently funds various

social inclusion services for vulnerable adults at risk of homelessness throughout the Winchester District and the wider county.

- Despite the rising demand, the council has maintained top quartile performance in preventing homelessness, with the use of emergency accommodation remaining within budget. However, the increasing demand presents significant challenges that may necessitate the provision of emergency accommodation in the future resulting in an increased cost to the council. Given this, it was imperative that the council formulated a robust response to this escalating need, not only by expanding accommodation options but also by ensuring adequate staffing and resources to effectively manage households increasingly complex situations. Implementation of a housing first model in partnership with A2 Dominion to support those out of street homelessness.
- The council held a private landlords forum to try and improve the quality and management of the Private Housing Sector to ensure it is fit for purpose.
- 170 houses of multiple occupation have been licensed between November 2023 to November 2024 of those 170, 156 were licence renewals.
- Worked in partnership with Hampshire County Council and all the other Hampshire district and boroughs to provide 15 units of accommodation for survivors of domestic abuse across Hampshire
- Increased the provision of safe places within the district of Winchester for survivors of Domestic Abuse
- Provided 5 homes via the governments Local Authority Housing Fund (LAHF) scheme for the Afghan community and 38 homes for Ukrainian Guests
- Brought back into use 2 empty houses to let as temporary accommodation for Ukrainian Guests.

11.11 Better Managed Homes. Better Neighbourhoods

- Employed 2 Community Engagement Officers to provide community outreach work across the Winchester district.
- Carried out a Tenant Satisfaction Survey (TMS) in the autumn of 2024. Results and Outcomes will be presented at Cabinet Committee: Housing in 2025.
- Adopted and implemented a new resident engagement strategy in February 2024 to encourage a wider involvement tenant representation (CAB3450(H))
- Introduced and implemented a new Tenant and Council Together (TACT) board and 4 new consumer standard groups to provide forums for continuous tenant engagement activities with a Tenant TACT board member attached to each group.

- Developed mechanisms for resident feedback around community safety and ASB to support residents to feel safe in their neighbourhoods.
- Commissioned an external review of the housing landlord Anti-Social Behaviour (ASB) policy and processes listening to resident concerns and feedback provided as part of the 2023/24 TSM survey feedback.
- Carried out a housing service self-assessment in line with the Social Housing Regulation Act 2023. The act introduced new powers that require social housing providers to prepare a performance improvement plan against the consumer standards. The self-assessment work included commissioning external service reviews to support and inform the housing landlord improvement plan.
- Implemented a best practice triage service for officers to manage and respond quickly to residents reports of damp and mould in their homes.
- Developed a Damp and Mould strategy to set out policy and landlord/tenant responsibilities for consultation at the TACT consumer standard group and Economic and Housing Policy Committee with final approval at Cabinet Committee: Housing in July 2025.
- Working towards achieving the Domestic Abuse Housing Alliance (DAHA) accreditation to improve the lives of those subject to domestic abuse. The council has 15 internal Domestic Abuse Ambassadors in place to support both staff and residents.
- Launched a Registered Providers forum with the aim to agree the standards that residents can expect from any affordable housing landlord in the district. The forum met twice in 2024. Consultation opportunities include proposed allocation changes as part of the Hampshire Home Choice Framework. A consistent landlord approach for tenant management moves. Promoting the Domestic Abuse Housing Alliance program to encourage consistent and best practice for victims of domestic abuse.
- A service review of the tenancy management offer to council's tenants has been undertaken to ensure a central point of contact is established between a tenant and the different housing teams to provide a coordinated and seamless service response to tenant approaches and complaints. Service reviews will be rolled out across other landlord housing teams in 2025.

11.12 New Challenges since the adoption of the Housing Strategy Delivery Plan 2023-2028

- Hampshire County Council's decision to withdraw all social inclusion funding provided to the council from March 2026, resulting in the closure of Westview House a 29-bed supported housing provision in April 2025.

- The introduction of the 'Renters Rights Bill' had its first hearing in parliament placing 9 new duties on to Local Authorities. The Bill is to be enacted in August 2025 and will have impacts across the wider housing service (Awaab's Law and Decent Home Standard 2).
- To implement the recommendations of the independent housing landlord service reviews within budget, staffing resources and timescales including establishing a clear roadmap for improving the landlord services IT systems, data management and the training and development of housing landlord staff.
- The delivery of a transformation programme within housing landlord services to respond to the changing external environment including supporting and involving colleagues and TACT groups.
- The available resources to explore external funding opportunities for the council home fabric first retrofit programme to support and develop the existing programme and future aspirations.
- To understand the recommendations and outcome from Grenfell enquiry and the implications for the council.
- The review challenges of the social housing allocations policy in agreement with the four participating local authorities.
- To ensure that the council meet the requirements of the Housing Ombudsman complaints handling code which came into effect in April 2024.
- Recognition of the viability challenges associated with new build housing schemes including build costs and borrowing rates.
- To deliver new homes on council-owned land when there is a demonstrable need and a financially viable development scheme.
- To acquire S106 units to provide a cost-effective alternative approach to new homes delivery and to facilitate the continued delivery of housing supply in the district.

11.13 New Outcomes and actions for 2025/26

11.14 **Homes that better meet different needs**

- To adopt a new Preventing Homelessness and Rough Sleeping Strategy 2025 to 2030.
- To adopt a Supported Housing Strategy.
- To complete the review of Hampshire Home Choice (the council's housing register) with the other 4 partnering local authorities.

- To adopt a revised Disabled Facilities Grant Policy to ensure best use of government funding to meet those in greatest in need.

11.15 **Better managed homes , better neighbourhoods**

- To implement the requirements of the Renters Rights Bill.
- To ensure compliance with the revised Regulator of Social Housing regulatory framework and the HOS Complaints Handling Code.
- To ensure the safety and quality of our housing stock through a programme of stock condition survey inspections and compliance programmes.
- To continue our commitment to retrofit council homes through the fabric first retrofit programme.
- Embed a data led service delivery approach to inform service development, policy and process delivery and continuous improvement opportunities.
- Modernise the customer service offer through the development of a digital first customer service offer, improving communication and self-service options for tenants/residents and efficiency of services.

11.16 **More Homes for all**

- To review and update the Housing Development Strategy 2021-2030.
- To produce a Rural Strategy paper as part of the Housing Development Strategy 2021-2030 update.

12 OTHER OPTIONS CONSIDERED AND REJECTED

12.1 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.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3410(H)

[Housing strategy 2023-2028](#)

Other Background Documents:-

APPENDICES: Appendix 1- Updated Housing Strategy Action Plan 2023-202

Appendix 1

Objective 1 - More Homes for All				
More homes for all to deliver and enable high quality and affordable homes, that meet identified needs and address the climate change emergency, creating housing that people choose to live in and are proud to call their home				
Key Objectives	What will we do	When will we do it	Lead Officer	Progress
1. Delivered 659 of new affordable housing targeted to meet needs identified by the council's housing register.	<p>Through a mixed economy of supply, including council commissioned building, acquisition of S106 homes and off the shelf purchases of new and existing homes.</p> <p>Develop a range of housing types and tenures in a variety of geographical areas to meet local needs. Including - general needs and supported housing/housing for older persons (e.g. extra care housing) in response to priorities identified in</p>	2028	Service Lead - New Homes	<p>659 new affordable homes delivered that are of adequate size and design to meet both current and future needs of occupants.</p> <p>Delivered 276 new homes between 2020 and end 2024.</p> <p>A further 156 S106 acquisition units have been approved by Cabinet to be delivered between 2025 and 2028.</p>

	<p>specific strategies e.g. the Older Persons, Specialist and Supported Housing Strategies (Objective 3).</p> <p>Develop (at least) 2 new extra care schemes in the district.</p>			
<p>2. Develop and agree a Council and Registered Provider Development Strategy.</p>	<p>Co-produce a Strategy using the RP Forum as a vehicle.</p> <p>Strategic meetings with RPs to discuss scheme specific opportunities as part of RP Forum/Development Sub-Group.</p>	2024	Service Lead - New Homes	<p>Strategy development programme is adopted, maximising all funding opportunities for affordable housing delivery in Winchester.</p> <p>Action complete. RP's reluctant to attend an open forum with other RPs to share development plans. Regularly engaging with RPs on a 1:1 basis which allows more open and transparent dialogue.</p> <p>New Homes / RP development plan updates are a standing agenda item at Cabinet Committee: Housing.</p>
<p>3. Deliver a joined-up approach for the enabling and council delivery of low- cost shared ownerships properties that are affordable.</p>	<p>Establish RP Forum (as above).</p>	2024	Service Lead - New Homes	<p>An approach is agreed and adopted.</p> <p>Action complete – regularly engaging with RPs on a 1:1 basis which allows more open and transparent dialogue.</p>
<p>4. Support the Local Planning Authorities</p>	<p>Support the Local Plan review.</p>	On-going	Service Lead -	<p>Additional new affordable homes.</p>

<p>(WCC and SDNPA) to deliver additional affordable housing of a quality that meets local needs.</p>	<p>Support Development Management consider planning applications.</p>		<p>New Homes</p>	<p>Ongoing Local Plan support and engagement with Development Management colleagues.</p> <p>Influencing S106 agreements to ensure appropriate tenure and mix.</p> <p>Contributed to Local Plan policies.</p>
<p>5. Work on the Next Generation Winchester project - to explore and address barriers to buy a new home and privately rent.</p>	<p>Shared ownership - Make it more attractive / myth busting.</p> <p>Shared ownership – look at options to address limitations of shared ownership as an option for young people i.e. localised schemes and local connection.</p> <p>Review of approach to local connection. Build in flexibility to scheme of allocation.</p> <p>Develop Next Generation webpage as a resource with bite sized guides on the areas of interest.</p>	<p>2028 and on going</p>	<p>Service Lead - New Homes</p>	<p>Reduced barriers to buying a home and privately renting for young people.</p> <p>A revised shared ownership policy was adopted by the council at the Cabinet Member for Housing Decision Day on 11 December 2024 to bring the council in line with Homes England guidance.</p> <p>This objective has been captured through low-cost homeownership options and the introduction of a Housing Company in May 2024, which offers an alternative private rented option.</p>
<p>6. Maximise Home England and other</p>	<p>On-going membership of Wayfarer consortium.</p>	<p>On-going</p>	<p>Service Lead -</p>	<p>More Investment and other government funding is obtained to deliver more affordable homes.</p>

Government investment and funding to deliver more affordable homes	Liaison with Homes England and Government Departments. Supporting other RPs secure funding.		New Homes	Ongoing engagement with Wayfarer consortium (including RPs and other stock-owning authorities) and Homes England contacts.
7. Work with local communities and Parish Councils to deliver affordable housing in rural areas Page 44	Relaunch rural exception site enabling and promotion.	2025	Service Lead - New Homes	New joint Rural Enabler post with a LA. More affordable housing is delivered in rural areas. Rural Enabler post not pursued. Engagement with RPs, Community Land Trusts and Ward Members a more cost-effective delivery approach. Rural Strategy paper to be produced as part of the Housing Development Strategy 2021-2030 update.
8. Deliver different tenure offers through the Local Housing – Venta Living Limited.	Identify further development opportunities.	2025	Service Lead - New Homes	More of different types of tenure delivered. Ongoing action - new opportunities for Venta Living schemes considered on a scheme-by-scheme basis.
9. Regularly review our approach to affordable housing development in the light of identified local needs, market and economic conditions and	Annual review and update of the Housing Development Strategy. Develop and implement a market engagement strategy to facilitate the	On-going 2024	Service Lead - New Homes	Approach is reviewed, and any necessary changes to delivery are adopted as a result. Housing Development Strategy 2021-2030 update in 2025. Ongoing market engagement with landowners and RPs has resulted in S106 acquisition opportunities.

environmental objectives.	acquisition of S106 and other new homes for affordable housing.			<p>In 2024, the acquisition of 156 S106 units was approved by Cabinet. These units will be delivered between 2025 and 2028.</p> <p>Significant pipeline of other S106 acquisition opportunities being assessed.</p>
---------------------------	---	--	--	---

Objective 2 - Greener Homes Develop and support the delivery of high-quality homes to meet resident housing need by promoting new homes that limit carbon emissions. That are energy efficient in construction and in use, that are healthy to live in and affordable to run to reduce fuel poverty.				
Objectives	What will we do	When will we do it	Lead Officer	Progress
1. All new council developed homes are built to high sustainability and Council Local Plan standards.	Develop sustainability objectives and standards applicable to all new council homes.	2024	Service Lead - New Homes	New set of Employers Requirements, developed in conjunction with Employers Agent. Ongoing review of sustainability standards and products. Employer's Requirements update in 2025. Housing Development Strategy 2021-2030 update in 2025.
2. Deliver on the existing council housing retrofit carbon reduction programme to achieve more energy	Move 91% of council homes to minimum SAP C rating by 2028.	2028	Service Lead – Landlord Services	All Council homes being SAP C by 2030. As of December 2024, 70% of council homes meet SAP rating C. The commitment to improving the SAP rating across the council housing stock continues with an expectation that 83% of council homes will meet SAP rating C by 2028.

efficient performing council homes				
3. Deliver on the 'Social Housing Decarbonisation Fund' programme to enhance the energy efficiency of the worst performing council homes.	Spend the £537k SHDF grant (plus WCC match funding) on retrofit of 19 Swedish Homes and 350 loft insulation top-ups.	2025	Service Lead – Landlord Services	Completed. Grant spent, 19 Swedish homes retrofitted and 350 loft top-ups, 369 homes moved to SAP C by 2025.
4. Deliver on the Homes Upgrade Grant programme to upgrade the energy efficiency of the private housing stock – supporting residents on low incomes.	Promote the HUG scheme to all eligible residents, working as part of a consortium with Portsmouth City Council.	2025	Service Lead - Strategic Housing	Increased the number of eligible households applying and being successful in obtaining grant funding for the various energy efficiency measures. 48 applications approved. 30 properties upgraded; 56 measures implemented.
5. Explore financial incentives and green grant opportunities through the 'Warmer Homes' Initiative' to help improve poor energy performing homes within the private sector housing stock.	Promote the HUG scheme to all eligible residents, working as part of a consortium with Portsmouth City Council. To continue to investigate any new initiatives such as the Great British Insulation Scheme.	On-going	Service Lead - Strategic Housing	To increase the number of eligible households applying and being successful in obtaining grant funding for the various energy efficiency measures. On Going – LAD4 3 being launched in 2025, known as 'Warm Homes- Local Grant'. Submitted an expression of interest.

6. Introduce a climate change/greener homes tenant engagement and carbon literacy training programme.	Develop a Resident Engagement Strategy for the Energy saving homes project.	2024	Service Lead – Landlord Service Lead	A training programme introduced and implemented. This work is pending following a refresh of the TACT tenant Engagement model, tenant engagement strategy and in consideration of the new RSH consumer standards regime
---	---	------	--------------------------------------	--

Objective 3 - Homes That Better Meet Different Needs

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

Objectives	What will we do	When will we do it	Lead Officer	Progress
1. Develop an Older Persons Accommodation Strategy.	Develop an older person's strategy in collaboration with statutory and voluntary stakeholders to meet the current and future housing aspirations of older persons residents.	2026	Service Lead - Strategic Housing	Older Persons Accommodation Strategy developed and adopted. Scoping paper presented to EHP on 20 February 2024. Project start date delayed until 2026, due to competing project demands.
2. Increase delivery of age friendly housing, different models for different needs.	New affordable homes to Building Regulations Part M4 2/3 standards. Work with Local Planning Authorities to develop	2028/29	Service Lead - New Homes	The delivery of increased provision within the district, meeting the housing needs of the residents. Draft Local Plan (if adopted) will require M4 (2) accessibility as standard and will tie into Older Persons' Strategy.

	<p>planning policies to require the same standards in the market sector.</p> <p>Develop new specialised older persons/extra care housing as set out in the Older Persons Strategy.</p>			<p>Project to start in 2025 in partnership with HCC and other Hampshire Authorities</p>
3. Develop specialist accommodation – extra care and remodelling existing provision.	Develop 2 new extra care schemes within the district.	2028/29	Service Lead - New Homes	<p>2 new extra schemes completed by 2030/2031.</p> <p>Hampshire County Council have completed a review of housing need, and this will need to form part of the Older Persons Accommodation Strategy review in 2026.</p>
4. Develop a Supported Housing Accommodation Strategy.	<p>Develop a supported Housing Accommodation Strategy in collaboration with all 11 districts and Hampshire County council to include Extra Care, housing for homelessness, housing for residents with Learning Disabilities and Mental health.</p> <p>The strategy will include mapping out the private</p>	2025	Service Lead - Strategic Housing	<p>Supported Housing Accommodation Strategy develop and adopted.</p> <p>Project to start in 2025 in partnership with HCC and other Hampshire Authorities.</p>

	sector offers to understand the current provision.			
5. Make best use of the Disabled Facilities Grant, providing adaptations, advice, and guidance to enable people to live well at home.	To continue to make best use of the DFG grant to enable residents to remain well in their home working within the new policy adopted in 2023. Aim to eradicate the waiting list.	2025	Service Lead - Strategic Housing	The DFG Better care fund fully utilised to enable as many residents as possible to remain well in their own homes. Policy under review to ensure best use of reserve funds and on-going grant allocations to ensure funding is equitable and reaches those most in need. Supply and demand model options to be rehearsed in 2025/26 to provide supporting data and to understand any potential impacts before seeking formal policy change approvals Model options presented to EHP on the 26 November 2024. The revised policy will go to Cabinet Committee: Housing in Autumn 2025.
6. Review and develop specialist temporary accommodation, supported housing, Housing First models of provision.	To review the existing provision of TA, Supported Housing Accommodation and Housing First to ensure it is still fit for purpose, meets current need and can be resilient to future need. Carry out a need and demand assessment and GAP analysis to drive forward future need and provision to inform future	2024/25 2024	Service Lead - Strategic Housing	The provision of TA, supported accommodation and Housing First is developed with a pathway to permanent housing. The provision is adaptable to changing need and supports the most vulnerable in our community. The TA Strategy (demand and supply model) approved by Cabinet Committee: Housing on 5 November 2024. A need and demand assessment has been carried out up to and Including 31 March 2025. The outcome of the assessment was that need will outstrip supply by bedspaces by 31.03.2025.

	planning and funding needs.			<p>The council is responding to this by implementing new measures as outlined in the TA Plan.,</p> <p>The need and demand assessment model will be kept under constant review to respond to any changes that may occur throughout next year to ensure the council is adequately resourced to respond to these changes.</p>
<p>7. Review and adopt a preventing homelessness and rough sleeping strategy.</p> <p>Page 50</p>	<p>To review the existing Strategy and adopt a new one for 2025-2030</p> <p>Carry out consultation with service users and stakeholders</p> <p>To set out the main objectives and workstreams for the next 5 years in preventing homelessness across the district of Winchester</p>	2025	<p>Service Lead- Strategic Housing</p> <p>Housing Options Manager</p>	<p>Data gathering and consultation process to begin in January 2025 with a report to EHP Committee in July 2025.</p> <p>Homelessness Forum and consultation with the service users will commence in Spring 2025</p>
<p>8. Improve the quality and management of the Private Housing Sector to ensure it is fit for purpose and helps meet the challenges of climate change.</p>	<p>To develop a Private Landlords Forum to inform and support the Landlords and Letting Agents in our district.</p> <p>Continue to Licence HMO's.</p>	<p>2024</p> <p>Ongoing</p>	<p>Service Lead - Strategic Housing</p>	<p>The private sector landlords Forum is launched and improves private Landlord housing standards.</p> <p>Private Landlord Forum launched in November 2023. Exploring different ways to meaningfully engage with PS landlords outside of the forum model. Looking at other Local Authority models.</p> <p>Increased number of HMO homes licenced and well managed.</p>

	<p>To explore and promote all energy efficient schemes/grants available to our residents.</p>	<p>Ongoing</p>		<p>170 HMO's have been licensed between November 23 to November 24</p> <p>Improved quality of private housing sector homes.</p>
<p>9. Provide sanctuary to those escaping conflict and domestic abuse to settle and remain in the district.</p>	<p>To Continue to work in partnership with the Home Office, Hampshire County Council, and the Southeast Migration partnership to support households who are displaced through war and conflict (housing and community integration).</p> <p>To increase the delivery of appropriate accommodation and support services for residents who are experiencing or are/have been victims of domestic abuse so they can remain in the district.</p>	<p>On-going</p>	<p>Service Lead - Strategic Housing</p> <p>Service Lead – Landlord Services</p>	<p>Increase the provision of safe and appropriate accommodation within the district.</p> <p>45 properties secured through the government LAHF scheme to provide accommodation for Ukrainian guests and for Afghan families on the ARAP scheme.</p> <p>Increased access to accommodation for survivors of domestic abuse. 15 units secured across Hampshire for allocation across all 11 Local authorities.</p> <p>3 other spaces secured through support services in Winchester.</p> <p>Ready Homes have secured 7 properties for asylum seekers.</p> <p>1 family assisted through the community for Afghan scheme</p>

Objective 4 - Better Managed Homes, Better Neighbourhoods.

Improving the immediate environment including the physical environment such as the cleanliness of streets and quality of green space; but also, how residents and communities feel about their neighbourhood – whether they feel safe, have a sense of community, and get on with their neighbours.

Objectives	What will we do	When will we do it	Lead Officer	Progress
1. Be proactive in resident engagement to create better neighbourhoods and improve customer insight.	Provide two Community Engagement Officers to engage with local communities, organise street briefs, local events.	2023/24 On-going	Service Lead – Landlord Services/ Corporate Head of Housing	<p>Communities feel empowered to have a say about the area where they live and feel involved in improvements to the location.</p> <p>Introduced and implemented a new TACT board and 4 new consumer standard groups to provide forums for continuous tenant engagement activities with a TACT tenant board member attached to each group.</p> <p>Carried out a Tenant Satisfaction Survey (TMS) in the autumn of 2024. Results and outcomes will be presented at Cabinet Committee: Housing in 2025.</p> <p>Community Engagement officers recruited.</p> <p>A service review of the tenancy management offer to council's tenants undertaken in August 2024 to December 2024 to ensure a central point of contact is established between a tenant and the different housing teams to provide a coordinated and seamless service response to tenants.</p>
2. Deliver on the proposals set out in the governments ASB	Street Briefs, TACT meetings in place to feedback on Tenant Satisfaction Survey.	2024/25 On-going.	Service Lead – Landlord Services /	Commissioned an external review of the housing landlord Anti-Social Behaviour (ASB) policy and processes listening to resident concerns and feedback provided as part of the 2023/24 TSM survey feedback.

<p>action plan in response to the feedback of the tenant satisfaction survey.</p> <p style="text-align: center;">Page 53</p>	<p>Task & Focus group in place to deliver against statutory duty.</p> <p>Complete Scrutiny exercises.</p>		<p>Corporate Head of Housing</p>	<p>Introduced an IT module to capture and review ASB/feeling safe feedback achieved through satisfaction surveys/QR codes and citizen space surveys.</p> <p>Carried out community events/street meets following ASB incidents in hot spot areas.</p> <p>5 Hotspot locations for ASB-Resident meetings were set up, increased partnership patrols, installation of additional CCTV and used ASB tools and powers around enforcement.</p> <p>7 Street Meets</p> <p>4 Neighbourhood Forum meetings</p> <p>Attended Winchester University Campus as a 'pop up' stand and received 42 feeling of safety surveys. Feelings of Safety Surveys resulted in multi-agency partnership activity.</p> <p>Instigated detached youth work in the district of Winchester</p> <p>1 Dispersal Order issued</p> <p>The ASB action plan is currently on review considering new Government guidance.</p>
<p>3. Respond to the new Private Sector Housing regulatory requirements.</p>	<p>Plan and prepare for possible new legislation in the form of:</p> <p>Rent Reform Bill, Awaab's Law, Review of HHSRS and review of the new Decent Homes Standard.</p>	<p>2023/28.</p>	<p>Service Lead - Strategic Housing</p>	<p>Implementation of new regulatory requirements within the necessary timeframes.</p> <p>Reviewing and preparing for the new regulatory requirements against resource implications.</p> <p>Renter's Rights Bills had first read through Parliament, 9 significant changes will require staff training. Awaiting announcement of new burdens funding. Awaab's Law is part of Renter's Right Bill requirements.</p>

<p>4. Improve the physical quality of social and private rented homes – setting out the next steps for damp and mould.</p>	<p>Implement and adopt a cross-tenure Damp and Mould Strategy/Action plan inclusive of clear processes on how residents can expect the council to deal and respond to damp and mould in their homes.</p>	<p>2023/24</p>	<p>Service Lead - Strategic Housing</p> <p>Service Lead – Landlord Services</p>	<p>Review of HHSRS system awaiting further guidance.</p> <p>Implemented and adopted the Damp and Mould Policy.</p> <p>Reduced reports of damp and mould.</p> <p>Measured improved levels of customer satisfaction.</p> <p>Developed a cross-tenure Damp and Mould strategy to set out policy and landlord/tenant responsibilities. Consultation process to begin in Jan/Feb 2025.</p> <p>Implemented a best practice triage service in November 2024, for officers to manage and respond quickly to residents reports of damp and mould in their homes.</p> <p>Commissioned an external service review in December 2024 of Landlord Services damp and mould polices and processes.</p> <p>Implementation of action plan by March 2025 linked to recommendations in the damp and mould external review.</p>
--	--	----------------	---	--

<p>5. To have reviewed and updated the Fire Safety Policy and the Housing Fire Safety Strategy to keep tenants safe in their homes</p>	<p>Deliver the requirements of the Building Safety Act and the Fire Safety Act.</p> <p>Set up task & finish group to review fire safety policy to include any recommendations from external review and Grenfell enquiry</p>	<p>Annually.</p>	<p>Service Lead – Landlord Services</p>	<p>Compliance with new building safety statutory requirements.</p> <p>Carried out a housing service self-assessment in September 2024, in line with the Social Housing Regulation Act 2023 and new consumer standards. The self-assessment work included commissioning an external service review in November 2024 to support and inform the safety and quality consumer standard and support the housing landlord fire safety improvement plan.</p> <p>Fire Safety Management Group meetings scheduled with new management team in place to review and update the current Fire Strategy.</p> <p>Implementation of action plan by March 2025 linked to recommendations in the external compliance review for fire safety.</p>
<p>6. Achieve the Domestic Abuse Housing Alliance (DAHA) accreditation to improve the lives of those who are subject to domestic abuse.</p>	<p>Set up T&F groups to manage the delivery of the 8 standards.</p>	<p>2024</p>	<p>Service Lead – Corporate Head of Housing / Service Lead - Strategic Housing</p>	<p>Domestic Abuse Housing Alliance' Accreditation.</p> <p>At the DAHA final accreditation assessment stage.</p> <p>Extended the DAHA project lead role to June 2025 to enable the programme to become embedded as part of housing service delivery.</p> <p>15 officers across the council trained as DA ambassadors through DAHA project work.</p> <p>Co-location of officers from Hampton Trust and Stop Domestic Abuse- working one day a week out of the council's offices</p>

Pass 2025

<p>7. Develop a Registered Provider Forum to set the standard that residents can expect from any affordable housing landlord in the district.</p>	<p>A Registered Providers forum is set up with all the social landlords within the district.</p>	<p>2023/24</p>	<p>Service Lead - Strategic Housing</p>	<p>A Registered Providers Forum is established, sharing best practice to improve standards for tenants and residents.</p> <p>Measured Improved levels of customer satisfaction.</p> <p>Registered Provider Forum launched with 2 partnership meetings held in 2024. Consultation opportunities include proposed allocation changes as part of the Hampshire Home choice Framework. A consistent landlord approach for tenant management moves.</p> <p>Promoting DAHA to encourage consistent and best practice for victims of domestic abuse.</p>
<p>8. Deliver on the White Paper – ‘Charter for Social Housing Residents’ reforms and requirements of the Social Housing Regulation Act 2023.</p>	<p>Conduct an annual tenant satisfaction survey to collect TSM submission data.</p> <p>Results inform business planning.</p>	<p>2023/24 On- going</p>	<p>Corporate Head of Housing</p>	<p>Improved tenant satisfaction survey results/rating.</p> <p>Measure performance TP06 – Listening to views.</p> <p>Measured Improved levels of customer satisfaction.</p> <p>Annual Tenant Satisfaction Survey carried out in November 2023. Results taken to Cabinet Committee: Housing February 2024 (CAB3429(H)).</p> <p>TSM survey carried out in November/December 2024. Report to go Cabinet Committee: Housing on 5 February 2025</p> <p>Overall tenant satisfaction levels slightly reduced in line with sector trends.</p>

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

This page is intentionally left blank

CAB3479(H)
CABINET COMMITTEE: HOUSING

REPORT TITLE: SOCIAL HOUSING REGULATION

3 FEBRUARY 2025

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

Contact Officer: Gillian Knight

Tel No: 01962 848577

Email gknight@winchester.gov.uk

WARD(S): ALL WARDS

PURPOSE

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 consumer standards and is implementing agreed strategies such as the tenants and resident engagement strategy to demonstrate compliance and drive-up service standards.

The purpose of this report 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 achieved as soon as possible through the delivery of the action plan.

Budgetary requirements to achieve the regulatory requirements have been built into the 2025/6 Housing revenue account (HRA) budget.

RECOMMENDATIONS:

That Cabinet Committee: Housing is asked,

1. To note the self-assessment that has been undertaken against the consumer standards.
2. To agree the action plan at Appendix A.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

1.1 Tackling the Climate Emergency and Creating a Greener District

As part of the safety and quality consumer standard the regulator will assess the council's ability to achieve EPC C by 2030. The Council has established a programme that aims to achieve that requirement.

1.2 Homes for all

A fundamental part of the regulatory framework is the introduction of a revised set of consumer standards from April 2024 which set out the requirements that landlords must meet to deliver improvements to the quality of housing and management services for residents. The requirements were reported to cabinet committee housing in February 2024.

The service continues to implement agreed strategies to address the four regulatory standards.

1.3 Vibrant Local Economy

The Neighbourhood & Community standard sets out a requirement for local cooperation, requiring landlords to cooperate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

1.4 Living Well

The consumer standards have a strong focus on accurate and up to date stock data and on who is living in the property. Plans are underway to prioritise work to gather up to date stock condition data and provide well informed decision making for our programmes of work, ensuring residents live in safe and good quality homes.

1.5 Your Services, Your Voice

Addressing the needs and expectations of residents and providing them with the opportunity to make their voice heard underpins the reviewed regulatory regime. The Housing Service utilises several different approaches to engage with residents

A newly formed consumer standard group will provide a mechanism to ensure we are listening to residents' voices through partnership working and promoting resident led activities, linked to the Tenant engagement strategy. 'Listening better' is one of the topics at one of the first Consumer group resident focus group meetings.

The Housing Ombudsman complaints handling code came into effect alongside the RSH consumer standards with a requirement for landlords to complete an annual assessment against the code. An improvement plan for our complaints, including learning and resident engagement, sets out how we will achieve this requirement.

- 1.6 The annual Tenant Satisfaction Measures survey is a regulatory requirement. This offers tenants an opportunity to provide feedback to the council on a number of perception based questions. A report setting out the results of the 2024 survey is included in report CAB3497(H).

2 FINANCIAL IMPLICATIONS

- 2.1 All social housing landlords will be inspected as part of the regulatory regime within the next three years and will be expected to cover the full cost of regulation including its expanded consumer standards remit and inspection regime. £45,000 has been budgeted to take account of our obligations within this regime in the 2025/26 HRA budget.
- 2.2 A self-assessment of the safety and quality consumer standard was carried out and identified gaps in what is expected in some areas of the new consumer standards
- 2.3 The recommendations set out in the improvement plan in Appendix A, highlight key areas which will require additional resource and budget to deliver. It is estimated that compliance work in 2024/25 will cost £935k, of which £685k is expected to be a revenue cost and £250k capital, to carry out fire safety and asbestos surveys and immediate remedial actions arising by 31 March 2025.
- 2.4 In addition to the initial costs in 2024/25, associated ongoing costs have been reviewed and built into the HRA business plan and proposed budget for 2025/26, to be considered and agreed at Cabinet in February 2025, of £400k per annum in the revenue budget; £150k per annum in capital programme for additional major works identified within annual survey work; and £6m in the capital programme between 2025/26 and 2027/28 for potential fire compartmentation remedial works.
- 2.5 A cost identified from our internal self-assessment undertaken is the requirement to carry out full stock condition surveys across all the HRA housing stock. Best practice sector advice is that cloning data or external inspection only are not an acceptable approach. This will require resource to deliver and funding for the immediate and longer needs. A stock condition survey will need to be commissioned to catch up on the condition of homes and then internal resources will be established within the costs of the establishment to undertake surveys on a rolling basis. A provision of £0.275m has been set aside as a one-off cost in the HRA business plan for 2025/26 although work to commission this has started.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The Social Housing Regulation Act 2023 received Royal Assent in July 2023 with most of the Act coming into effect on 1 April 2024 through amendments to the Housing and Regeneration Act 2008. The purpose of the 2023 Act is described as to “reform the regulatory regime to drive significant change in landlord behaviour”.
- 3.2 New enforcement powers came into effect alongside the new consumer regulatory regime- although most are amendments to existing powers, a new power brought in under the 2023 Act enables the RSH to require landlords to produce performance improvement plans. These may be required in the event of a failure to meet the safety and quality consumer standards, and it is expected that they will be used as an alternative to the imposition of fines and other penalties.
- 3.3 On 1 April 2024, the RSH published statutory guidance under s215 of the 2008 Act which makes it clear that all registered providers are expected to identify problems and take appropriate corrective action to resolve them. The guidance forms part of the updated statutory framework.
- 3.4 The self-assessment and self-reporting process and the proposed action plan and governance arrangements are intended to deliver changes and improvements to achieve the regulatory consumer standard without the need for enforcement action by the RSH.
- 3.5 All procurement activity associated with delivering the improvement plan will be carried out with the support of the Procurement Team and in accordance with Contract Procedure Rules and requirements of national procurement legislation.

4 WORKFORCE IMPLICATIONS

- 4.1 Initial work carried out to complete the self-assessment has been resourced from within existing staffing structures. Depending on the procurement input needed to deliver the improvement plan, there may be an implication on the procurement team in 2025/26
- 4.2 Service improvement work has been identified through self-assessment against the consumer standards. This includes a staff training review across the landlord services to inform a training plan, focusing on priorities linked to compliance, statutory and regulatory requirements.
- 4.3 There is significant work to do around data management to ensure we hold accurate and up to date records across all the HRA housing stock. Staffing resource to support the work has been identified and the costs budgeted for within the 2025/26 HRA Budget with plans in place to recruit to additional permanent and interim posts.

5 PROPERTY AND ASSET IMPLICATIONS

The council should undertake works to meet its statutory and regulatory requirements in relation to HRA assets. These requirements relate to those described as the 'big six' health and safety landlord obligations which are; fire, asbestos, water, electrical, gas and lift safety. Specific surveys and safety checks in relation to these should be clearly documented, evidenced and actioned with scrutiny through the relevant governance channels.

6 CONSULTATION AND COMMUNICATION

- 6.1 The newly formed TACT board received a briefing on the changes to regulation for social housing on the 21 October 2024 and will continue to receive regular briefings. They will consider the improvement plan at their meeting on the 27 January 2024. Advice from the TACT board will help inform the implementation of the improvement plan.
- 6.2 The newly formed Consumer Standard groups (CSG) with residents will be regularly briefed on the regulatory work we are doing to drive service improvements. They will provide us with resident led opportunities to understand further what is important to our residents when delivering change. Adopting a co-production approach, we will develop policies and processes ensuring tenant voice is embedded across Landlord services.
- 6.3 The Safety & Quality CSG met on 12 December and discussed the draft damp and mould policy and recharge policy. Discussion also took place on how best to consult more widely on the policies before presenting them to cabinet committee housing in July 2025. Subsequent CSG meetings will obviously consider the improvement plan, and it may be necessary to hold additional meetings of this group and others for that purpose.
- 6.4 Housing service colleagues will receive updates on regulatory work through a variety of communications. Colleague updates will be led by managers who know and understand the needs of their teams and the most appropriate methods of communicating these updates. Colleagues will be key to bring along the journey of service improvement.
- 6.5 A communication plan has been developed to ensure the timely management of messages to all relevant colleagues, residents and stakeholders.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 Although there are no specific environmental considerations stemming from the recommendations in this report any identified and carried out work to council homes to meet the safety and quality consumer standard will meet environmental policy and legislative requirements.

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 No data protection considerations.

10 RISK MANAGEMENT

Risk	Mitigation	Opportunities
Financial Exposure The costs of the proposed action plan and contingency to address regulatory requirements will be additional cost to the Housing Revenue Account	Underspend in the 2024/5 HRA are being used to fund immediate compliance work Costs have been built into HRA 2025/6 budget and HRA business plan.	
Exposure to enforcement action by the Regulator. Following inspection by the social housing regulator there are a range of measures available to them depending on the outcome of their assessment	The action plan provides the council with a clear course of action to address regulatory requirements. These plans will need to be considered by the Social Housing Regulator and robust governance to ensure they are implemented.	Planned early engagement with the RSH work in a co-regulatory manner to ensure compliance is achieved
Innovation Innovation could be stifled in the light of achieving regulatory requirements	Several local authority registered providers have already been inspected by the regulator or made self-referrals and therefore the council can learn from peers who have already taken this action	Learning from other registered social housing providers as part of the improvement process
Reputation	Early engagement with Regulator of Social housing	Engagement with all key stakeholders to focus on
Achievement of outcome	Investment in training & skills needs across HRA	

Lack of adequate resources	sourcing where required external competent persons Adequate resources built into the HRA budget 2025/6 and onwards	
Loss of resource	Ensuring workload is appropriate for existing staff with support as needed alongside training & success planning.	Succession planning – looking at opportunities for bringing in trainees/apprenticeships

11 SUPPORTING INFORMATION:

11.1 In July and August 2024 an internal self-assessment against the consumer standards was carried out. A RAG rating and overview of the key findings from the internal self-assessment are outlined below.

Standard	RAG Status	Areas we do well	Areas of focus
Safety & Quality	Red	<ul style="list-style-type: none"> Customer service-TSM data Engagement with residents & staff as part of repairs redesign work Good estate management processes in place 	<ul style="list-style-type: none"> Compliance data, processes, structure, roles & systems to be reviewed as part of external health check to provide assurance ratings across all 6 areas (gas, electrical, lift safety, water, asbestos & fire) Stock condition data Improve repairs & maintenance performance
Transparency, Influence & Accountability	Orange	<ul style="list-style-type: none"> New resident engagement strategy in place Launch of new TACT Board & Consumer Standard Groups 	<ul style="list-style-type: none"> Complaints handling performance Review of landlord performance reporting, scrutiny & monitoring Work around equality & inclusivity for residents accessing the service
Neighbourhood & Community	Green	<ul style="list-style-type: none"> Working towards DAHA accreditation Partnership working with organisations to promote safe communities Communal area improvement projects 	<ul style="list-style-type: none"> Anti-social behaviour external service review in progress to identify areas of strength & improvement
Tenancy	Green	<ul style="list-style-type: none"> Fair allocation processes in place Good understanding of local housing need when considering allocating homes 	<ul style="list-style-type: none"> Capturing measures of satisfaction with allocations & lettings service
Competence & Conduct	Orange	<ul style="list-style-type: none"> Several colleagues have completed CIH qualification and ongoing personal development Appraisal's & 1:1's in place to consider training and development needs of staff 	<ul style="list-style-type: none"> Training & skills analysis being developed where gaps have been identified Need to develop resident & Board involvement in determining training needs of staff & being kept informed on approach to the training & development of staff Identify & recruit to roles where gaps have been identified

- 11.2 The officer internal assessment and independent assessment in relation to the safety and quality consumer standard have been used to inform the action plan at appendix A..
- 11.3 A meeting took place with the RSH on 15 January 2025. We will be working with the RSH to ensure progress against the action plan is made and that the plan is capable of meeting compliance within the consumer standards requirements. The self-assessment identified that although we have carried out compliance work there is not sufficient oversight in place and that we are not verifying third party work which is now best practice. To overcome this and to make sure that there are no gaps or assumptions made when it comes to safety, the work is going to be completely re-undertaken, and work has already begun. Fire door inspection work has been commissioned and will be completed by June 2025. Fire risk assessments will be renewed and are expected to be completed by July 2025, with any identified work carried out to include asbestos survey contractors procured, stock condition surveys are to be procured imminently, and staff appointed to begin the in-house rolling programme.

12 OTHER OPTIONS CONSIDERED AND REJECTED

- 12.1 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.
- 12.2 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 external experts and it would not be in the council's interest or resource to develop alternative plans.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

SOCIAL HOUSING REGULATION INSPECTION REGIME (CAB3450(H)) Reported to February 2024 Committee meeting

That a report be brought back later in the year with an assessment of the service including changes proposed to meet the regulatory standards.

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 A – Proposed action plan (Housing improvement action plan)

This page is intentionally left blank

Housing improvement plan V0.1 DRAFT

Jan 2025

Action	Start date	By when	update/comments	Outcomes
Compliance				
Governance & Assurance	Dec-24	Jun-25	Review of governance structure for oversight and assurance.	Training completed for key individuals with responsibility for oversight & assurance across all compliance areas Regular reporting on compliance for housing services to Corporate H & S Board. Regular reports through the governance structure and evidence to demonstrate assurance & scrutiny.
Data validation & reconciliation	Dec-24	Jan-26	Work underway on data validation and reconciliation for total asset stock across core systems. Mapping across all compliance programmes to be completed.	Data reconciled and agreed process for reconciliation in place and independently verified. Systems containing compliance data are reconciled and meet the council's requirements.
Compliance reporting	Dec-24	Mar-25	New template created for housing scorecard. Work ongoing and dependent on data activities to close gaps and provide full performance data across all 6 compliance areas.	Regular, accurate compliance report across all areas
Policies & Procedures	Jan-24	Apr-25	Schedule created to review and update policies & procedures. Approach to be agreed on how to involve tenants in this work	Full suite of updated policies and procedures in place for all which have been subject to consultation with customers

Housing improvement plan V0.1 DRAFT

Jan 2025

Structure & resources	Dec-24	Apr-25	Interim resource requirements understood to support this work. Role profile work ongoing to fill vacancies within existing structure.	Vacant posts in agreed structure filled and temporary posts in place to support additional work required
Training & qualifications	Jan-25	Jan-26	Work has begun to create a training matrix to identify gaps and prioritise training schedule.	Training plan agreed and implemented to ensure that the service can meet its compliance obligations
Contract management	Jan-25	Jan-26	Commissioning contracts with compliance contractors to deliver services.	Commissioning and contracting compliance activity in line with council contract regulation.
Resident engagement	Jan-25	Jun-25	Existing structures and arrangements agreed as part of the resident engagement strategy have been employed to support this activity.	That customers are well informed, involved and aware of compliance related activities.
Audits	Dec-24	Jan-26	Internal assessment of all audits of compliance activity has been completed.	Agreed audits in place for all audit activity independently verified
Gas & heating safety	Jan-25	Jan-26	Some data validation to identify surveys required and approach to monitor properties with potential for gas supply.	Validated and verified data for gas and potential for gas supply in place.
Electrical safety	Dec-24	Mar-25	Data reconciliation in progress to ensure all properties captured on current programme. Policy & procedure work scheduled.	Agreed updated policy & procedure in place for electrical safety
Fire safety	Dec-24	Jun-26	Progressing mobilisation of new fire contractor to deliver 100% FRA surveys for all blocks and provide a refreshed and updated set of type 3 FRA surveys. Fire door surveys to begin Feb 25.	Revised all FRA surveys with updated remedial actions which are monitored through governance arrangements.

Housing improvement plan V0.1 DRAFT

Jan 2025

Asbestos management	Dec-24	Jun-26	Procurement through a framework in progress to appoint contractor to carry out asbestos surveys as part of revised approach.	Up to date asbestos information across housing stock
Water hygiene	Mar-25	Jun-26	Need to scope resource & timeframes to complete actions. Prioritising other higher risk compliance related work first.	Independently verified data on water hygiene
Lift safety	Feb-25	Dec-25	Need to scope resource & timeframes to complete actions. Prioritising other higher risk compliance related work first.	Carried out an audit across our domestic stock of any lifts and associated responsibilities around this

This page is intentionally left blank

REPORT TITLE: TENANT SATISFACTION MEASURES

3 FEBRUARY 2025

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

Contact Officer: Sarah Hobbs Tel No: 01962 848 120 Email
shobbs2@winchester.gov.uk

WARD(S): ALL

PURPOSE

Tenant satisfaction surveys are an important tool to find out what's important to tenants and what they think about the service. The council has carried out tenant surveys for over 20 years under a mix of statutory and discretionary regimes.

This report presents the results from the second survey conducted under the new regulatory Tenant Satisfaction Measures (TSMs) format. This format 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.

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 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.

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. Handling of complaints and anti-social behaviour (ASB) are in line or slightly below the benchmark results.

The report makes service improvement recommendations based on tenant feedback from this year's survey results.

RECOMMENDATIONS:

That Cabinet Committee: Housing:

1. Note the survey results.
2. Note the work that is underway or proposed to address the four indicators that are below median benchmark.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

1.1 Tackling the Climate Emergency and Creating a Greener District

1.2 The council commissioned a housing research organisation to conduct the survey. ARP Research, included in their response details of maximising the use of digital processes (where permitted within the regulator's requirements for the survey), use of recycled and environmentally friendly products for printed materials, and how their operating model aims to keep transportation to a minimum

1.3 Homes for all

1.4 The survey provides data on the key issues for tenants when providing homes. Housing provision can be improved by listening to tenant views on what's important to them about their housing.

1.5 Vibrant Local Economy

1.6 The Housing service procurement of services in line with the council's procurement strategy provides potential opportunities to support significant expenditure into the local economy.

1.7 Living Well

1.8 Survey questions include opportunities for tenants to feedback to the council on matters relating to living well. In addition to how well maintained their home is; tenants were asked about how safe they feel in their homes, satisfaction with how the council deals with reports of anti-social behaviour along with the opportunity to provide feedback on subjects of their choice.

The Tenant Satisfaction Measures (TSMs) includes a performance measure on whether tenants feel the council makes a positive contribution to the area.

1.9 Your Services, Your Voice

1.10 The survey provides a key opportunity for tenant feedback on the housing service. The data and feedback gathered gives insight into how the council is performing as a landlord from tenant perspective. It also helps the council to understand how we are performing against the sector.

Using survey feedback to inform service improvement plans and communicating effectively on what action the council has taken as a result of the survey results to ensure that the tenants voice is at the heart of service improvement.

2 FINANCIAL IMPLICATIONS

- 2.1 There are no direct financial implications stemming from this report. The cost of the annual survey is contained within existing budgets.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The new Tenant Satisfaction Measures allow tenants to see how their landlord is performing compared to other landlords. The council is required to report the outcome of the annual survey to the RSH and to tenants. Any procurement required because of actions arising from this report will be conducted in compliance with Contract Procedure Rules, Financial Procedure Rules and national procurement legislation.

4 WORKFORCE IMPLICATIONS WORKFORCE IMPLICATIONS

- 4.1 The 2025/26 HRA business plan includes identification of the need for annual revenue savings which include savings from staff resources. Implementation of the work programme will be assessed in the light of any changes in staff resources.

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 Overall satisfaction has dropped slightly by 2% to 76%. Although this is still above the sector median, results on satisfaction with the repairs service over the last 12 months and time taken to complete repairs have both reduced by 4%(satisfaction) and 6% (timeliness of repairs). Both are still comfortably above the median score across the sector and are likely to have impacted other scores.

6 CONSULTATION AND COMMUNICATION

- 6.1 The Regulator of Social Housing (RSH) sets out the details of how housing providers are required to conduct tenant perception surveys to generate the Tenant Satisfaction Measures (TSMs) data.
- 6.2 The survey was promoted through social media, the -housing newsletter and posters were displayed across housing schemes in the district. Staff leads were asked to promote the survey with their teams and encourage tenants to complete the survey. Email banners were provided to staff to help promote during the survey period of six weeks. Elected members were made aware of the surveys through the democratic services updates. TACT board members were briefed on the survey and also the Consumer Standard Group were asked to help promote the survey.
- 6.3 The webpage was updated to include a Frequently Asked Questions (FAQ) document for additional information and contact details for any queries.

- 6.4 The survey results will be published on the housing webpage. The results will be shared with TACT board and Consumer Standard Groups to work collaboratively on prioritising service improvement actions.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 Survey responses raised issues with the repairs and maintenance service and heating and energy efficient saving endorsing the work of the council homes retrofit reprogramme of work in relation to providing energy saving homes.

8 EQUALITY IMPACT ASSESSEMENT

- 8.1 The RSH conducted their own impact assessment as the survey is statutory requirement for all housing providers. The survey guidance produced by the regulator set out the expectations around meeting communication needs and for households who are less likely to engage.
- 8.2 The covering letter was checked by the readers panel for the previous year's survey and no changes were made to this year's letter format.
- 8.3 Tenants had the option to complete the survey online or using the paper format. They were made aware of the survey through letter, email and text messages.
- 8.4 Tenants had the option to either complete the survey online or in paper form (66% were postal completions, 34% were completed online). They were made aware of the survey through letters, emails and text messages.
- 8.5 Specific measures were taken for households known to need a bespoke approach to ensure they were able to complete the survey if they wished to.
- 8.6 Large print versions were sent to 27 households which have requested written communication in this form. The response rate for these households was 27(with a 56% response rate). An additional 41 people were identified as having additional communication needs, with 22 completing the survey (54% response rate which is above average)
- 8.7 The survey was structured so that advocates that support households were automatically sent the survey to be able to assist the tenant to complete.
- 8.8 For tenants living in extra care accommodation or other supported living schemes - housing officers and support workers were given guidance on how to respond to queries.

9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 A data protection impact assessment was undertaken in 2023 to identify and address any data protection issues arising from carrying out the survey on the then newly introduced TSMs given the level of personal and sensitive data being collected and shared between the council and the research

organisation. This ensures that appropriate contractual and other arrangements are in place to protect data and share securely. No new issues were identified before the 2024 survey was carried out.

10 RISK MANAGEMENT

10.1 The TSM survey is a regulatory requirement. The main risk would be if we did not conduct this survey in line with the requirements and submit the data return within the deadlines.

Risk Detail in this column specific risks, under each of these headings)	Mitigation	Opportunities
<i>Property</i>	None	
<i>Community Support</i>	None.	
<i>Timescales.</i> That we can meet the RSH data requirement to submit the TSM results.	The survey was conducted in good time to allow for supplementary actions to be taken if the data collected failed to meet the RSH requirements.	
<i>Project capacity</i> Staffing resource and structure is in place to conduct the TSM survey to ensure tenants are aware of the results and how they will be used.		
<i>Financial / VfM</i>	Procurement exercise was conducted to commission the survey and to ensure VFM	
<i>Legal</i>		
<i>Innovation</i>		
<i>Reputation</i> Not completing the TSM survey in line with the RSH requirements	Commissioned ARP research to conduct the survey on behalf of the council who an experienced provider to ensure the sample was representative and met	

	the requirements for the return to be valid.	
<i>Other</i>		

11 SUPPORTING INFORMATION:

11.1 **Introduction**

Although Tenant satisfaction surveys have been in place for many years, the revised and mandatory approach to conducting the annual surveys is in the second year.

This report presents the results of the annual TSM survey and offers some comparison to the results of the TSM survey for 2022/23 along with ARP benchmarked results from other providers carried out within 18 months.

The survey response rate was 45% (with an error margin +/- 2.9%). Overall satisfaction was 76%, a drop in 2% compared to the previous year results. An Overall satisfaction across the housing sector was 69% for national benchmark figure in 2023/24.

The results will be submitted to the regulator. A copy of the full report is provided in Appendix 1.

11.2 **Summary of Results**

The results across most of the TSMs are in line with the average median benchmark against other social housing landlords that have completed TSMs over the last 18 months.

A positive result this year has been the increase in satisfaction for the handling of anti-social behaviour which has risen from 48% to 55% in this year's results. This was identified as an area of improvement following the previous TSM results and shows a significant improvement in satisfaction.

Handling of complaints has seen a significant drop from 47% satisfied to 34% in this year's results. Although on par with the national average this is a 13% reduction and the biggest change across all TSM results.

Satisfaction with communal cleaning maintenance is lower than the benchmarked average. Communal cleaning service applies to 6% of homes in our stock.

A key change in this year's survey results compared to the previous year is the reduction in satisfaction with repairs over the last 12 months to 76% (a reduction of 4%) and time taken to complete repairs has reduced to 72% (reduction of 6%). However, both scores remain above the median of benchmarked results.

Key drivers have been identified by ARP which are likely to predict the overall satisfaction score. These are:

- Repairs service in last 12 months
- Provide a home that is well maintained
- Listen and act on Tenants' views
- Provide a home that is safe

11.3 **Headline Results**

The percentage of respondents that were **satisfied** for each measure is detailed below:

That their home is well maintained	73%
That communal areas are clean and maintained	61%
With the time taken to complete their last repair	72%
That the council listens to views and acts on them	61%
That they were being kept informed	71%
Were treated fairly and with respect	77%
With the approach to handling complaints	34%
That a positive contribution is made to the area	60%
With the approach to handling anti-social behaviour	55%

11.4 **Comments on results**

- a) The council's results are above Housemark (independent benchmarked data provider) benchmark median for 9 of the 12 indicators and at benchmark for one indicator.
- b) Satisfaction is much higher in sheltered/extra care compared to general needs housing.
- c) There continues to be a difference in satisfaction scores by age group with working age tenants 15% less satisfied than retired tenants (71% v 86%).

- d) Sheltered/extra care tenants satisfaction scores have reduced for property maintenance questions and for how safe they feel their home is compared to general needs tenants.
- e) Communication is an area where satisfaction levels have significantly reduced on questions such as whether a landlord listens to their views and acts upon them and how easy housing services is to deal with.
- f) Cleaning and maintenance of communal areas has reduced with a score below the benchmark median.
- g) 42% of respondents made additional comments, 32% of these being positive. The next highest theme was property improvements with heating and energy efficiency and damp, mould and condensation highest. Communal areas and facilities and communication also featured as themes with additional comments.

11.5 **Response to TSM scores below benchmark**

Complaints handling is at benchmark level at 34% which is a 13% reduction in satisfaction since last year. It is suggested that 23% of customers have complained but this may be an escalated service request rather than use of the formal complaints process. The percentage of customers who complained is below the benchmark level of 26%. Since April 2024 staff have received training in relation to the new complaints handling code. In Qu2 0.8% of customers made a formal complaint but that reduced to 0.5% at the end of Qu3.

Anti-social behaviour satisfaction has increased to 55% just 2% under the benchmark median. This was an area identified for improvement at the last TSM survey. The service has been working with an independent expert organisation to review the service as well as reviewing customer journey to improve efficiency and communication with customers. Satisfaction with a positive contribution to neighbourhood is linked to the ASB indicator. The former indicator is 3% below median benchmark.

Satisfaction with communal areas being clean and maintained is 5% below median benchmark and a drop of 3% from last year. The results showed that 36% of customers thought they lived in a home with a communal area. A review of the cleaning contract will be undertaken in the next six months to understand customer satisfaction and identify the improvements required.

12 OTHER OPTIONS CONSIDERED AND REJECTED

- 12.1 Undertaking an annual tenant satisfaction survey is a regulatory requirement and as such there is no other option available.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3429(H) Tenant Satisfaction Survey (TSS) Results report

Other Background Documents:-

None

APPENDICES:

Appendix 1 – Tenant Satisfaction Measures survey results 2024



TSM Tenant Satisfaction Survey

2024/25

for:



Winchester
City Council

Report by Scott Rumley & Adam Payne

adam.payne@arp-research.co.uk

scott.rumley@arp-research.co.uk

(t) 0844 272 6004

(w) www.arp-research.co.uk

Page 83



Contents

	Page
1. Introduction	1
2. Executive summary	2
3. Services overall	5
4. The home	9
5. Repairs	13
6. Contact and communication	16
7. Neighbourhood	20
8. Complaints	23
9. Further comments	26
10. Respondent profile	32
 Appendices	
A. Summary of approach	38
B. Example questionnaire	42
C. Data summary	44



1. Introduction

Background

This report details the results of Winchester City Council's 2024/25 TSM tenant satisfaction survey, delivered by ARP Research. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the second year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually.

Throughout the report the survey data has been broken down and analysed by various categories, including by area and various equality groups. Where applicable the current survey results have also been compared against the 2023/24 TSM survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's published national 2023/24 year end TSM figures.

About the survey

The survey was conducted by ARP Research between 21 September and 14 November 2024. A computer-generated randomly selected one third census of general needs households were invited to take part in the survey, alongside a full census of sheltered/extra care and temporary housing.

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

Overall, 915 tenants took part in the survey, which represented a response rate of 45% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%. The final survey data was weighted by interlaced age group, property size and stock type to ensure that the survey was representative of the tenant population as a whole.

Understanding the results

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

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



2. Executive summary

Housemark

Bench mark 2023/24 result Change over time 2024/25 result

69%	78%	↓	76%
70%	80%	↓	76%
66%	78%	↓	72%
69%	74%	↓	73%
76%	79%	↓	76%
59%	67%	↓	61%
70%	72%	↓	71%
76%	79%	↓	77%
34%	47%	↓	34%
66%	64%	↓	61%
63%	59%	↑	60%
57%	48%	↑	55%



Tenant Satisfaction Measures

- TP01 satisfaction overall
- TP02 repairs service in last 12 months
- TP03 time taken to complete last repair
- TP04 home is well maintained
- TP05 home is safe
- TP06 listens to views and acts on them
- TP07 being kept informed
- TP08 treated fairly and with respect
- TP09 approach to handling complaints
- TP10 communal areas clean and maintained
- TP11 makes a positive contribution to area
- TP12 approach to handling ASB

statistically significant improvement
 no statistically significant change
 statistically significant decline

Overall satisfaction

1. Overall satisfaction with the housing services provided by Winchester Council housing services has seen a small decrease over the last twelve months, having dropped by two points to 76%. At the other end of the scale the proportion of dissatisfied tenants is unchanged at 12% (section 3).
2. However, it is also important to remember that this pattern also true for the entire housing sector to the extent that national benchmark median satisfaction score was 69% in 2023/24.
3. The ratings for the repairs service have been the main one to have gone down significantly this year (section 6). The other ratings to have fallen are those for listening to tenants (section 7) and dealing with complaints (section 8).
4. It should also be noted that satisfaction is 5% lower than before amongst sheltered tenants (now 85%), with significant changes in ratings for the property (section 4).
5. There continues to be the expected difference by age group, with retirement age tenants significantly more satisfied than average (86%), whilst the score is only 71% amongst working age tenants.
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four factors most closely associated with overall tenant satisfaction are below. The main change since last year is that repairs has moved to the top of the list.
 - Repairs service in the last 12 months (76% satisfied, section 5)
 - Provide a home that is well maintained (73%, section 4)
 - Listen and act on tenants' views (61%, section 6)
 - Provide a home that is safe (76%, section 4)

Repairs

7. The performance of the repairs service that tenants receive is the standout feature of this year's TSM results due to the significant drop in both ratings in this section of the survey.
8. There has unfortunately been a significant drop in the rated performance of the repairs service, both overall (76%, down 4%) and the time taken to complete the last repair (72%, down 6%).
9. The timeliness of repairs is also probably a factor in the other scores that have dropped this year, namely listened to tenants and acting on their views (section 6) and complaints handling (section 8).
10. However, it is important to remember that both ratings are still comfortably above the national median averages for other landlords.

The home

11. It is positive to see that the 73% who are satisfied with the standard of home maintenance is not only higher than the national benchmark of 69% but has also remained stable over the last year (section 4).
12. Whether or not tenants feel satisfied that their home is safe is also broadly similar to last year, receiving a rating that is exactly the same as the benchmark median of 76%.

2. Executive summary

13. However, amongst sheltered respondents both have fallen significantly, most notably the home safety is down from 91% to 83%, with 8% claiming to be actively dissatisfied.
14. Unlike the main property maintenance questions, satisfaction with communal cleaning and maintenance is lower than the benchmark median (61% v 64%).
15. There is no change in this score amongst general needs respondents, but satisfaction has dropped from 89% to 75% in sheltered/extra care accommodation.

Communication

16. The third strongest key driver of tenant satisfaction this year is whether the landlord listens to their views and acts upon them, a rating that has fallen by a statistically significant six points to 61% (section 6).
17. Whether housing services is easy to deal with has also fallen by a similar statistically significant margin (71% v 76%), with both ratings likely affected by tenants getting in contact regarding repairs issues.
18. The other questions in this section have remained stable since last year, which means that over three quarters of respondents (77%) agree that they are treated fairly and respectfully, whilst 71% believe that they are kept well informed. Both ratings are consistent with the benchmark median scores.

Neighbourhoods

19. The majority of tenants are satisfied that the Council makes a positive contribution to the neighbourhood (60% satisfied), compared to just 13% that are actively dissatisfied in this regard. The national benchmark median is 63% (section 7).
20. Over half of respondents are now satisfied with housing services' approach to handling anti-social behaviour (55%), a score that represents a significant improvement since last year when only 48% felt this way.
21. The welcome increase in satisfaction with this element of the service comes after ASB handling was identified as a priority for improvement last year and moves the Council to within 2% of the national benchmark of 57%.

Complaints

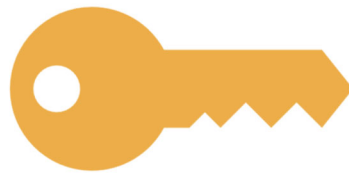
22. It is important to understand that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests.
23. Since last year the proportion of tenants that have raised such an issue with housing services has increased from 18% to 23% (section 8).
24. The way these complaints or escalated service requests are handled receives a significantly lower rating than last year, which represents the biggest change in any of the TSM ratings (34% v 47%).
25. However, the rating is still on-par with the national average score of 34%.



3. Services overall

76%

satisfied
overall



top 'key
drivers'

1. repairs service in last 12 mths
2. home that is well maintained
3. listens and acts on views
4. a home that is safe



Overall satisfaction is down slightly, but not by a statistically significant margin



However, it is down a little further amongst sheltered tenants whose scores are also down for the home and communication



The repairs service rating is now the best predictor of overall satisfaction, this having dropped significantly since last year

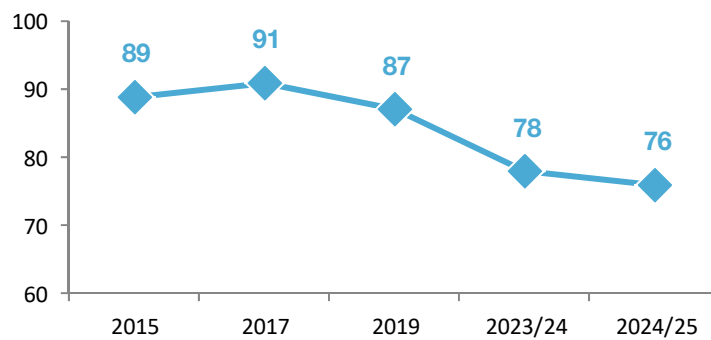
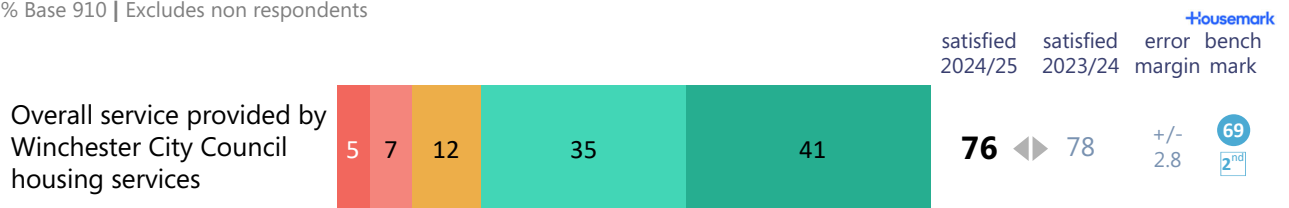


There is still a big difference in satisfaction between retirement age and working age tenants

3. Services overall

3.1 Overall satisfaction

% Base 910 | Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	8	12	35	39	74	76	+/- 3.4
Sheltered/Extra care	253	3	2	10	34	51	85	90	+/- 4.4

Overall satisfaction with the housing services provided by Winchester Council housing services has seen a **small decrease** over the last twelve months, having dropped by two points to 76%. At the other end of the scale the proportion of dissatisfied tenants is unchanged at 12%.

Although this means that satisfaction has dropped for the third survey in a row, this **is not a statistically significant change** since last year.

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

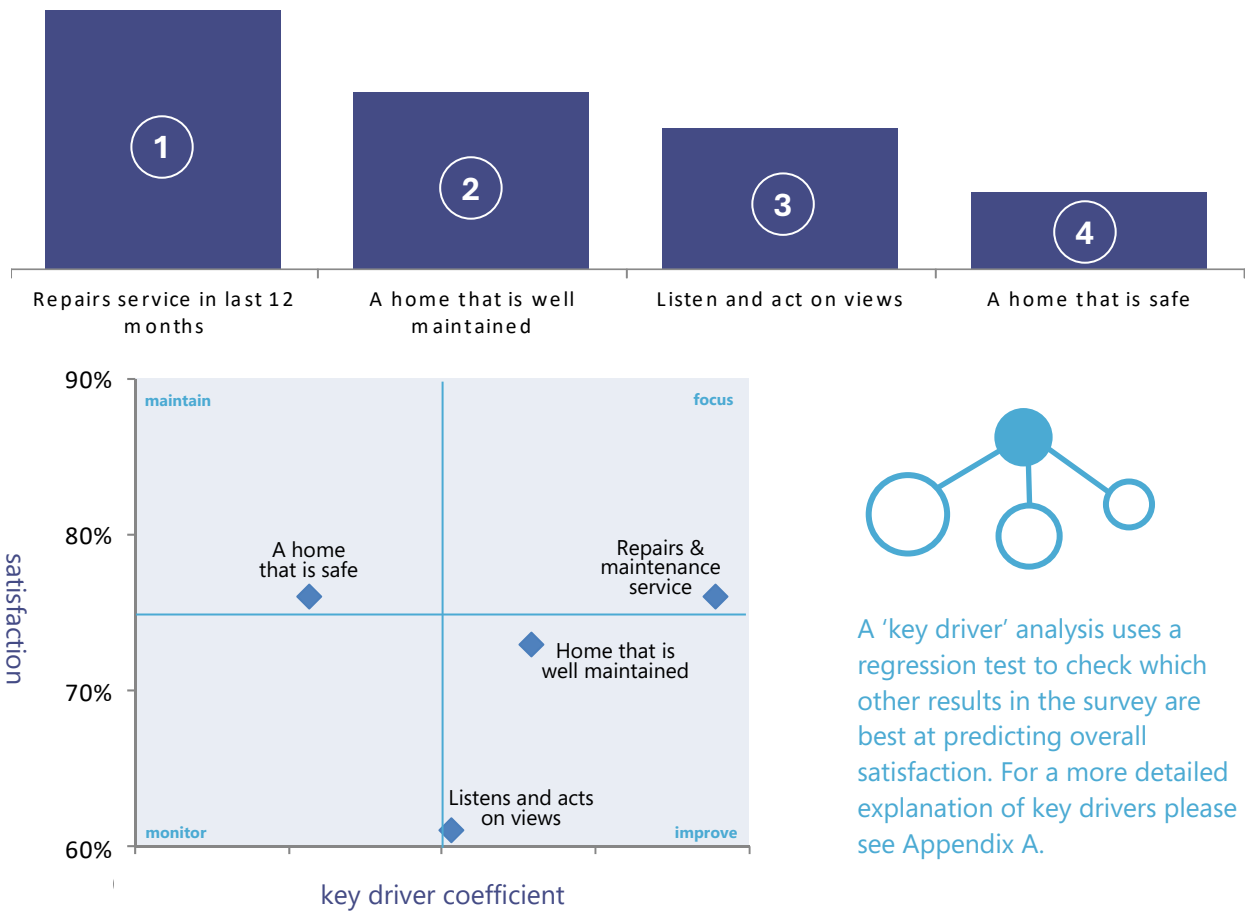
Furthermore, it is also important to remember that satisfaction levels have fallen for the entire **housing sector** to the extent that most benchmark comparisons in the report are also lower than before.

This means that when compared against Housemark's **national benchmark** of TSM surveys in 2023/24, the Council's overall satisfaction score is still 7% above the median score of 69%. Elsewhere in the report the ratings for repairs are also above average despite the fact those rating being the main ones to have gone down significantly this year (section 6). The other ratings to have fallen since last year are those for listening to tenants (section 7) and dealing with complaints (section 8).

3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.693 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



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

Three of the four rating statements that emerge from this analysis were also present last year, with the most distinct difference being the fact that satisfaction with the repairs service in the **last 12 months** has overtaken property maintenance to be the strongest key driver. This is consistent with the evident drop off in score for the repairs service this year (see section 5).

The linked issue of **property maintenance** continues to be influential as it still second on the list. However, in contrast to the responsive repairs service this rating is effectively unchanged since last year (73%), hence explaining why it has been overtaken.

Indeed, with a third key driver joining this list also now being a property issue, **a home that is safe**, one can make the case that the physical fabric of homes is even stronger theme than it was last year. Although it still receives a very high rating, the home safety rating has notably dropped amongst sheltered and Extra Care tenants, which may help explain it's inclusion on the key driver list (see section 4).

The remaining key driver is **listening to and acting on tenant's views** which also appeared in the list last year. Its inclusion reiterates that the customer experience remains an influential factor in overall satisfaction, not least of which because this rating is also one of those that has fallen significantly this year, being down 6% to 61% (section 6). It is likely that this is direct consequence of the issues with repairs mentioned above, in particular the fact that satisfaction with the time taken to complete the last repairs is down 8%.

3. Services overall



By people

- There continues to be the expected difference by **age group**, with retirement age tenants aged 65 or over significantly more satisfied than average (86%), whilst the score is only 71% amongst working age tenants. For full details see table 10.11.
- However, satisfaction amongst the **under 35s** has increased by 5% since last year, a pattern seen throughout the core findings. Conversely, overall satisfaction has fallen by 5% amongst tenants aged 35 – 49 with this group now less satisfied than the sample overall on all but one of the main survey ratings.
- Only a small proportion of survey respondents are from a Black or minority ethnic (**BAME**) background (10%), but this group again has a significantly higher level of satisfaction than other tenants (83% v 76%). This difference is most apparent in the answers to questions on communication and how complaints and reports of ASB are handled.
- Once again, tenants who **have had a repair** in the previous year are significantly more satisfied than those who have not (78% and 69% respectively).



By place

- Although still higher, there a 5% decrease in overall satisfaction amongst **sheltered tenants** (now 85%). Whilst for this question the change isn't statistically significant, there have been some significant falls in satisfaction across other results for this group, most notably questions about the property (section 4).
- There are some significant differences between the overall score by **district** with respondents in Rural South significantly more satisfied than average (84%) and even more satisfied than they were a year ago (was 79%). In contrast, satisfaction has fallen the most in City Stanmore from 76% to 65% with tenants in this area now significantly less satisfied than average (table 3.3).
- Satisfaction is also notable lower in City Winnall and Highcliffe (67%, down 9%), but has improved by an equivalent score in City Weeke (83%, was 74%).
- Taken together this means that the difference in satisfaction difference between tenants in rural areas (82%), and those in City locations (71%) has grown from 5% last year to 11% this year. This is another pattern seen throughout most of the core ratings.
- Overall satisfaction is again significantly higher than average for tenants in **bungalows** (88%, up 4%) significantly lower for houses (71%, was 77%, see table 10.14).

3.3 Overall satisfaction by area

	Sample size	% positive Overall satisfaction
Overall	915	76
City	544	71
Rural	370	82
City Other	135	78
City Stanmore	178	65
City Weeke	69	83
City Winnall & Highcliffe	162	67
Rural North	126	80
Rural South	244	84

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail



4. The home

76%



safe

73%



well maintained

Housemark The ratings for both property maintenance and safety are above the national average



The safety of the home is a key driver of satisfaction this year and this rating has dropped amongst sheltered tenants



Satisfaction with communal cleaning and maintenance is a little below about average, and is also down for sheltered



Properties are rated lower than average in the City Stanmore and City Weeke districts

4. The home

This second TSM survey confirms that the standard of the property remains a core focus for Wiltshire tenants, as how well the home is maintained continues to be a **key driver** of overall satisfaction, being also joined on the list this year by the safety of the home (section 3).

It is therefore positive to see that the 73% who are satisfied with the standard of **home maintenance** is not only higher than the national benchmark of 69% but has also remained stable over the last year, despite fluctuations in the ratings for the repairs service (section 5).

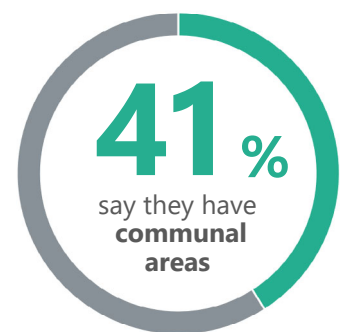
Whether or not tenants feel satisfied that their **home is safe** is also broadly similar to last year, receiving a rating that is exactly the same as the benchmark median of 76%.

However, this stability in the scores comes only from general needs tenants, because amongst **sheltered** respondents both have fallen significantly, most notably the home safety is down from 91% to 83%, with 8% claiming to be actively dissatisfied. The exact reasons for this aren't clear within the survey itself, although 3 of these 19 dissatisfied tenants mentioned anti-social behaviour in their comments, and 2 mentioned fire safety.

Fewer than half the sample (36%) claim to live in a building with **communal areas**, either inside or outside, that their landlord is responsible for maintaining. Amongst this group, 61% are satisfied compared to over a quarter that are dissatisfied (27%).

Unlike the main property maintenance questions, this rating is 5% lower than the benchmark median. It is also 3% lower than the score last year, although this gap isn't enough to be statistically significant.

Indeed, there is no change at all in this score amongst general needs respondents, but the situation is very different for those living in **sheltered or Extra Care** accommodation where satisfaction has dropped from 89% to 75%.

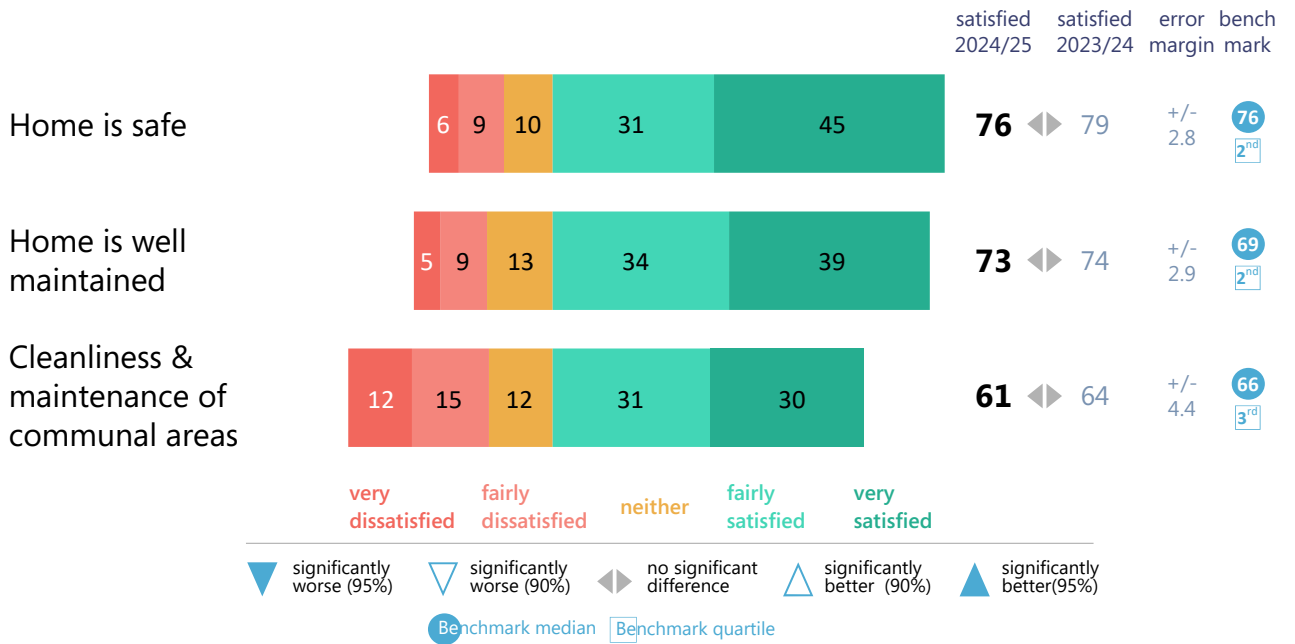


4. The home

4.1 Satisfaction with the home

% Bases (descending) 907, 909, 375 | Excludes non respondents

Housemark



Home is safe

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	10	10	32	43	75	77	+/- 3.4
Sheltered/Extra care	253	4	4	9	27	55	83	91	+/- 4.7

Home is well maintained

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	5	10	14	34	37	71	72	+/- 3.5
Sheltered/Extra care	253	2	3	9	33	52	86	89	+/- 4.3

Communal areas

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	15	16	14	32	24	56	56	+/- 6.5
Sheltered/Extra care	253	8	8	9	31	45	75	89	+/- 5.4

4. The home

By people

- As can also be seen in chart 10.11, in terms of both maintenance and safety, **35–64 year olds** are significantly less satisfied than average, especially the 35–49 group amongst whom only 63% are satisfied with the maintenance of their home and 60% satisfied with its safety.
- Mirroring the pattern seen elsewhere in the survey findings, satisfaction has improved notably amongst the under 35s, including the maintenance of the home (73%, up 23%), its safety (78%, up 20%) and the maintenance/cleanliness of communal areas (64%, up 9%).
- Tenants from a **BAME** background are significantly more satisfied than their White British neighbours with the cleaning and maintenance of communal areas (80% v 58%).
- There is little to separate the two in how they rate the maintenance of their home (74% White British v 73% BAME), however the latter are far less satisfied than the former with the safety of their home (79% White British v 63% BAME).

By place

- Satisfaction with both maintenance and safety is rated slightly higher for tenants **with communal areas** than those without (79% v 71% 'maintained', 79% v 77% 'safe').
- By **property type** the lowest satisfaction with maintenance is 64% amongst those living in houses, with a fifth actively dissatisfied (21%). This compares to 87% satisfied for bungalows. Respondents in bungalows are also the most likely to be satisfied with safety (93%), including 67% that are 'very satisfied'.
- **Rural** tenants are once again distinct in giving significantly higher than average scores for the maintenance of their home (82%) and its safety (81%).
- By **district**, residents in City Weeke give the lowest score for property safety, which is down from 76% to 63%, with respondents in this area joining those in City Stanmore in rating this significantly lower than average.
- City Stanmore residents are also significantly less satisfied with the property maintenance (62%, down 6%), whereas the opposite is true in Rural South (83%, up 3%).
- Communal cleaning and maintenance may be an issue in Rural North where satisfaction is now significantly below average having fallen from 68% to 45%.

4.2 The home by area

	Sample size	% positive		
		Home is safe	Home is well maintained	Communal areas clean & maintained
Overall	915	76	73	61
City	544	72	68	63
Rural	370	82	81	57
City Other	135	71	75	66
City Stanmore	178	70	62	53
City Weeke	69	63	66	78
City Winnall & Highcliffe	162	79	70	62
Rural North	126	78	75	45
Rural South	244	85	83	65

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



5. Repairs

76%
▼



service in last
12 months

72%
▼



time taken to
complete repair



Both repairs ratings have fallen by a statistically significant margin since last year, including by 6% for timeliness



Satisfaction with the service over the last year has now become the best predictor of overall satisfaction

Housemark

However, both ratings are still comfortably above the national median averages for other landlords



By district repairs satisfaction has fallen further in the City Stanmore area

5. Repairs

The performance of the repairs service that tenants receive is the standout feature of this year's TSM results due to the **significant drop** in both ratings in this section of the survey. Furthermore, the overall repairs rating is the strongest key driver of satisfaction having moved up the list compared to last year (section 3).

This means that 76% of tenants that received a repair last year have a positive **perception of the service over the last year** compared to 80% at the time of the previous survey. Although this represents a statistically significant fall it is important to note that the Council's score remains comfortably above the national benchmark average of 70%.

This drop in satisfaction is even more obvious when tenants are asked about the **time taken** to complete the last repair (72% v 78%), which suggests that it is this element of the service that is the main factor. Indeed, one in five respondents to this question are now actively dissatisfied (20%).

These evident issues that some people have encountered with the speed of repairs is also probably a factor in the other scores that have dropped this year, namely listened to tenants and acting on their views (section 6) and complaints handling (section 8).

By people

- Satisfaction with repairs over the last 12 months has decreased by 9% to 60% amongst the **under 35s**, and they are still the least satisfied age group. However, satisfaction has fallen furthest amongst the 35-49 year olds from 81% to 70% (see table 10.11).
- Interestingly, there's been no change in satisfaction with the time taken to complete the last repair amongst the under 35s (still 64%), however there have been notable fall amongst both the 35 – 49 age group (68%, down 7%), and the 50–64 year olds from (65%, down 12%).
- Both scores are again significantly higher than average amongst those aged 65.
- Repairs satisfaction is still higher for **BAME tenants** compared to white British respondents (82% v 76%), including the time taken (76% v 72%).



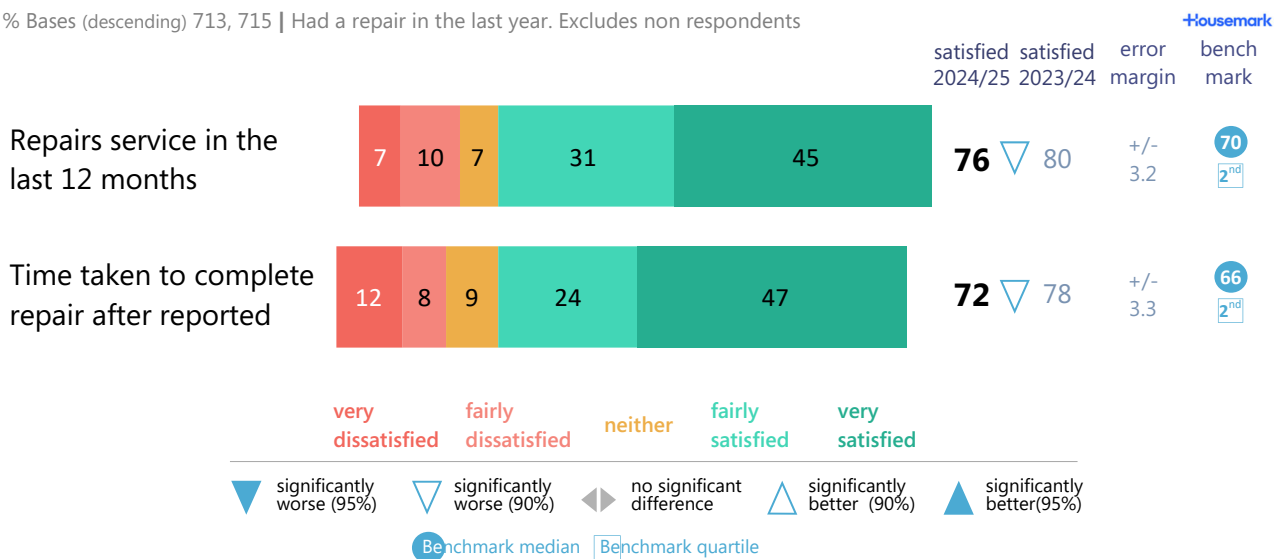
By place

- **Sheltered** tenants are again more satisfied than general needs on both questions (86% service in last 12 months), to the extent that their scores haven't fallen to the same extent as general needs.
- There are no statistically significant differences from the norm for either **City** or **Rural** tenants with either rating in this section, however, the latter again give somewhat higher scores on both counts. Indeed, the drop since last year is most notable amongst tenants in the City, the overall repairs being down 7% for this group (now 73%) compared to no change for Rural respondents (79%, see table 5.2).
- However, when split further by **district** there is different pattern between Rural North where the overall repairs rating is down 7% to 80%, compared to Rural South where it is up 4% to 79%.
- It is also notable that City Stanmore residents are significantly less satisfied than average with the time taken (62%), which is a decrease of 18% compared to a year ago.
- Both repairs questions are significantly below average in **houses** (68% 'service', 65% 'time taken'), whereas the opposite is true for those living in bungalows (83% 'service', 80% 'time taken').

5. Repairs

5.1 Repairs and maintenance

% Bases (descending) 713, 715 | Had a repair in the last year. Excludes non respondents



Repairs in the 12 months

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	8	12	8	31	42	73	79	+/- 3.9
Sheltered/Extra care	253	4	5	5	28	59	86	87	+/- 4.9

Time taken

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	13	8	10	25	45	70	77	+/- 4.0
Sheltered/Extra care	253	6	7	8	25	55	80	83	+/- 5.7

5.2 Repairs and maintenance by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
Overall	915	76	72
City	544	73	69
Rural	370	79	75
City Other	135	75	74
City Stanmore	178	71	62
City Weeke	69	77	75
City Winnall & Highcliffe	162	72	71
Rural North	126	80	70
Rural South	244	79	77



6. Communication



61%



listens to views
and acts upon



Listening to tenants' views is a key driver of satisfaction overall



This rating is significantly lower than last year, as is satisfaction that the Council is easy to deal with



This is likely to be due to issues with reporting or following up on repairs, as all other ratings in this section are unchanged

Housemark

The TSM questions in this section are all slightly above their respective benchmarks

6. Communication

Although the primary theme of the survey results is the property, the third strongest key driver of tenant satisfaction this year is whether the landlord **listens to their views and acts upon them**, a rating that has fallen by a statistically significant six points to 61%. However, despite the drop this rating remains just above the benchmark score of 59%.

How people respond to this question is influenced by a wide range of factors, respondents are just as likely to consider day to day transactions such as telephone queries and the repairs process, as they are to think about wider resident involvement and consultation. This means that the drop in satisfaction with the repairs service was always likely to be matched by a similar change in this rating.

Indeed, whether housing services is **easy to deal with** has also fallen by a similar statistically significant margin (71% v 76%), and this too is commonly affected by repairs issues as that is the most common reason for tenants to contact their landlord. This question is a version of a widely used '**customer effort**' score that measures how well an organisation is doing in streamlining the customer service experience.

The other questions in this section have remained stable since last year, which means that over three quarters of respondents (77%) agree that they are treated **fairly and respectfully**, whilst 71% believe that they are **kept well informed** (71%). Both ratings are consistent with the benchmark median scores.

Slightly fewer (66%) are satisfied with the opportunities available to **make their views known**, although this is mainly because a larger proportion of respondents to this question choose the middle point on the scale (23%).

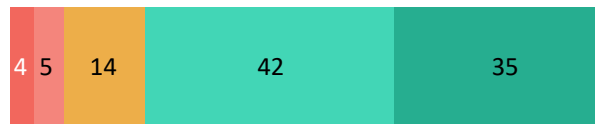
6.1 Fairness and respect



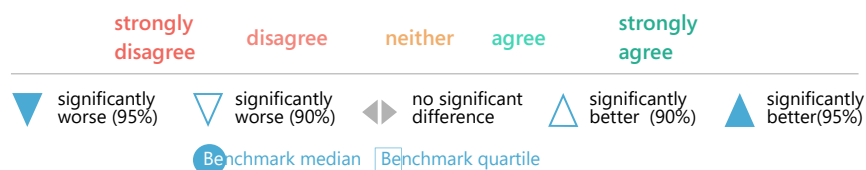
% Bases (descending) 900 | Excludes non respondents

Housemark

Treat tenants fairly and with respect



agreed 2024/25 77 | agreed 2023/24 79 | error margin +/- 2.8 | Housemark 76

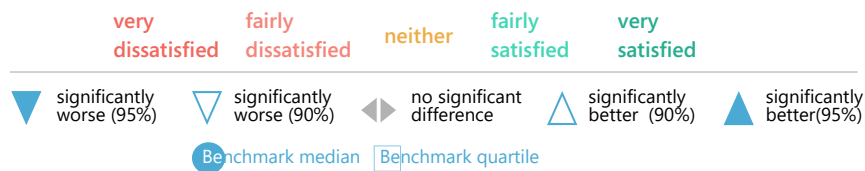
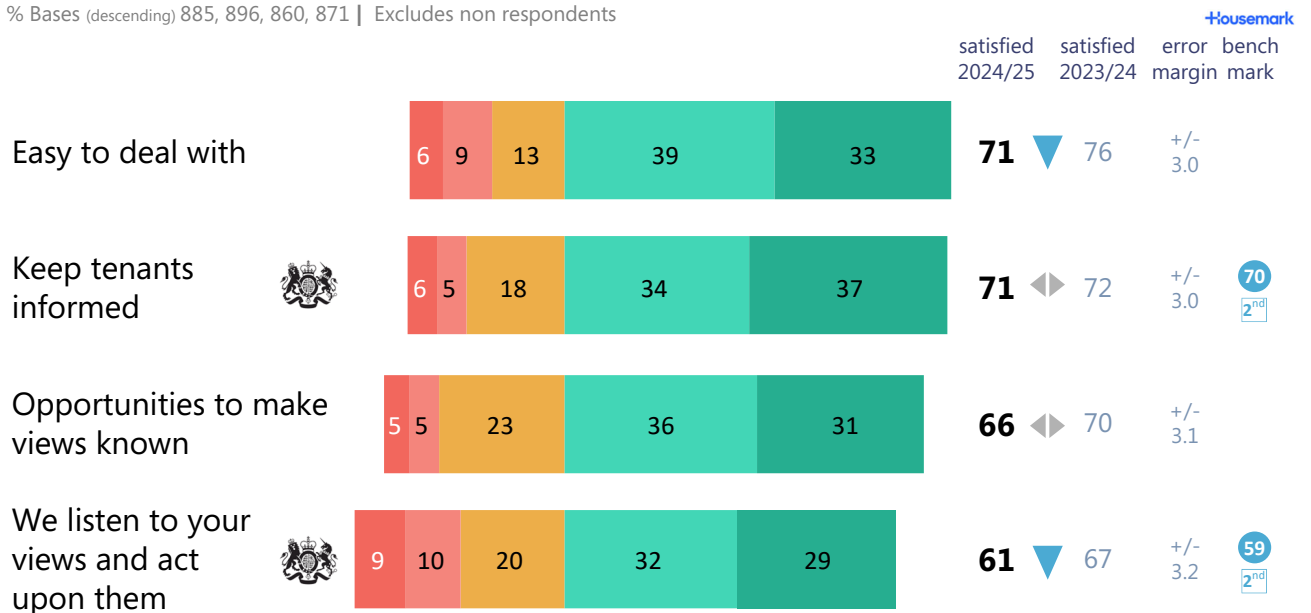


	Base	strongly disagree	disagree	neither	agree	strongly agree	agreed 2024/25	agreed 2023/24	error margin
General needs	643	5	5	15	41	34	75	77	+/- 3.4
Sheltered/Extra care	253	2	3	9	45	41	86	87	+/- 4.3

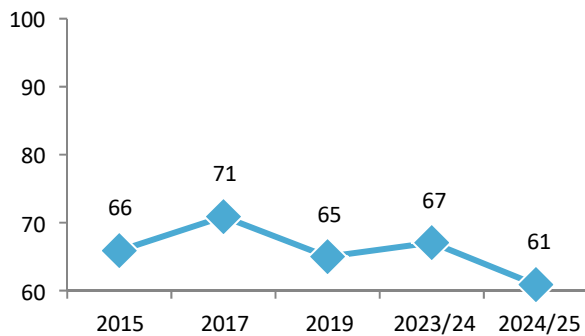
6. Communication

6.4 Communication

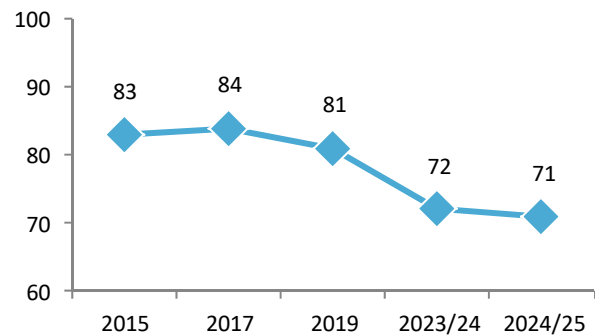
% Bases (descending) 885, 896, 860, 871 | Excludes non respondents



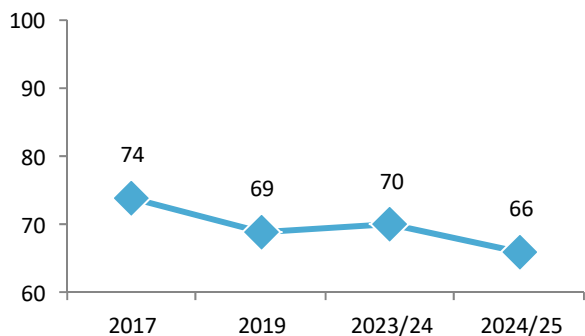
Listen to views



Keep tenants informed



Making views known



6. Communication



By people

- Similar demographic differences are seen across all questions in this section.
- This includes the now familiar differences by **age group**, with scores generally being lower than average for the 35 – 49 year olds and above average for those of retirement age (see table 10.11).
- The **under 35s** are distinct in that they are notably more satisfied that they are kept informed than they were last year (73% v 64%).
- There is also a difference on all three core measures between **ethnically diverse** respondents and those that are White British, with satisfaction amongst the former being on average 5 points higher than the latter (see table 10.12).



By place

- Respondents in **sheltered** accommodation are typically more satisfied with every rating than those in general needs, particularly the rating for being listened to (74% and 58% respectively). However they are the only group less satisfied than last year with making their views known.
- Tenants living in **Rural South** are significantly more satisfied on all five measures in this section, including being listened to (76%), kept informed (81%) and being treated fairly and with respect (88%).
- Respondents living in **houses** are the least satisfied that their views are listened to (53%) and being kept informed (66%). Both are rated highest in bungalows (78% and 81% respectively). Similarly, respondents in houses are less likely to agree that they are treated fairly and with respect compared to those in other property types (71%).

Easy to deal with

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	7	10	14	39	30	69 ▼	75	+/- 3.6
Sheltered/Extra care	253	3	5	13	39	41	80 ▼	84	+/- 5.0

Listen to views

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	10	11	21	30	29	58 ▼	65	+/- 3.9
Sheltered/Extra care	253	5	7	14	47	28	74 ▼	81	+/- 5.5

Keeps tenants informed

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	6	19	34	35	69 ◀▶	70	+/- 3.6
Sheltered/Extra care	253	5	4	15	36	40	76 ◀▶	80	+/- 5.3

Making views known

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	6	24	35	30	65 ◀▶	69	+/- 3.8
Sheltered/Extra care	253	2	5	21	40	32	72 ▼	76	+/- 5.6



7. Neighbourhood

60% a positive contribution to the neighbourhood



approach to handling ASB

55% ▲



Satisfaction with the approach to handling anti-social behaviour has improved significantly since last year



This improvement is mainly seen amongst the under 50s

Housemark

Both ratings in this section are close to the national benchmark level



Respondents living in the City Stanmore district are significantly less satisfied than average on both counts

7. Neighbourhood

There are two questions in the TSM regulatory survey that ask tenants about their perception of the local neighbourhood. These are whether the Council makes a **positive contribution** to the neighbourhood (60% satisfied) and the approach to **handling ASB** (55% satisfied).

Notably, both questions have high proportions of tenants that chose the middle answer on the rating scale (27% and 29% respectively), which tends to indicate uncertainty amongst respondents.

One of the most visible neighbourhood issues is **anti-social behaviour**. Over half of respondents are now satisfied with housing services' approach to handling it (55%), a score that represents a **significant improvement** since last year when only 48% felt this way, albeit only significant at the less robust 90% level. This seems to be driven by experiences of the under 50s (see below).

The welcome increase in satisfaction with this element of the service comes after ASB handling was identified as a priority for improvement last year and moves the Council to within 2% of the national benchmark of 57%.

By people

- Satisfaction with the contribution to the neighbourhood is rated significantly higher than average for 65+ **age group** (68%), whilst only 49% of 35–49 year olds say the same. However, it is positive to find that respondents aged 18–34 are now far more satisfied than a year ago having improved slightly for this group from 49% to 67%.
- The ratings improvement amongst the under 35s is also evident for the ASB question, with a 16% increase in this rating for this group, with a 11% improvement also seen amongst the 35–49 year olds.
- Respondents from a **BAME** background are more satisfied than White British respondents with the council's contribution to where they live (68% and 59% respectively), with an even greater disparity evident in terms of satisfaction with the approach to handling ASB (73% and 53%).

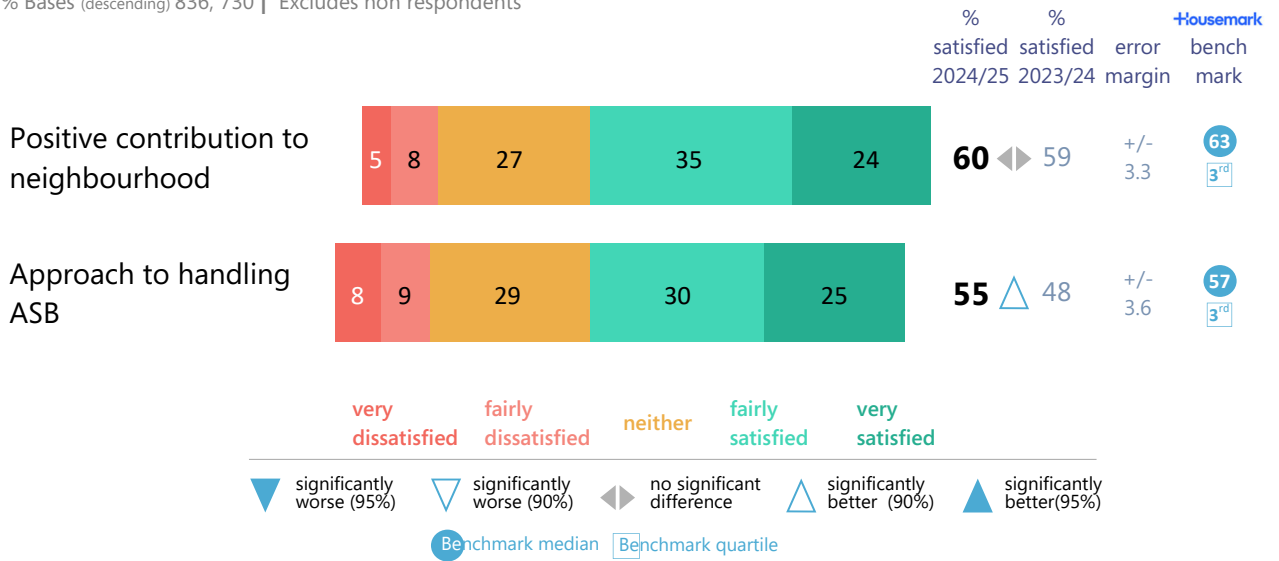
By place

- **Sheltered** tenants are more satisfied than general needs tenants on both questions, most notably on the council's contribution to their neighbourhood (74% v 57%). However, the gap has shrunk slightly because this score was 79% for sheltered respondents last year.
- By **district** it is obvious from chart 7.2 that tenants in Rural South are the most positive group on both measures, which includes a 6% increase this year for the contribution to the neighbourhood, and a 11% improvement in the ASB rating.
- Conversely, City Stanmore respondents are the least satisfied with regards to ASB and their landlord's contribution to their neighbourhood with the latter down a notable 7% compared to a year ago.
- Respondents living in **houses** are the least satisfied with their landlord's contribution to their neighbourhood (51%) and are the least satisfied with how ASB is dealt with (44%). The opposite is true for respondents in bungalows (74% 'contribution', 72% 'ASB').

7. Neighbourhood

7.1 Neighbourhood

% Bases (descending) 836, 730 | Excludes non respondents



Positive contribution

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	6	9	28	35	22	57	56	+/- 4.0
Sheltered/Extra care	253	1	4	21	38	35	74	79	+/- 5.7

Approach to handling ASB

	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	9	9	30	29	23	53	45	+/- 4.4
Sheltered/Extra care	253	6	10	23	32	30	61	64	+/- 6.5

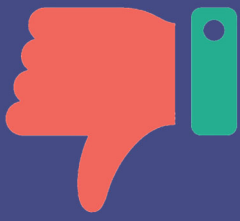
7.2 Neighbourhood by area

	Sample size	% positive	
		Positive contribution	How ASB is dealt with
Overall	915	60	55
City	544	56	51
Rural	370	66	61
City Other	135	55	59
City Stanmore	178	49	42
City Weeke	69	59	49
City Winnall & Highcliffe	162	61	56
Rural North	126	59	59
Rural South	244	70	62

Key

- Better @ 95% confidence
- Better @ 90% confidence
- Worse @ 90% confidence
- Worse @ 95% confidence

*see appendix for more detail



8. Complaints

34%
▼



complaints handling

23%



said they complained



Be aware that most respondents that claim to have made a complaint will not have used the formal complaints system, but instead made escalated service requests



Complaints have increased by 5% and satisfaction with complaints handling has fallen by 13%

Housemark

However, the rating is still on-par with the national average score of 34%

8. Complaints

The standard TSM survey complaints question asks respondents to **self-identify** if they have complained about the service to their landlord over the previous twelve months. Because of this approach, the results always include a large number of people that haven't actually used the formal complaints process but have nevertheless made **escalated service requests**, for example to follow up on an overdue repair.

Since last year the proportion of tenants that have raised such an issue with housing services has **increased** from 18% to 23%, although still fewer than the average amongst other ARP Research clients (26%). This is probably as a consequence of falling satisfaction with the time taken to complete repairs (section 6).

Unfortunately, the way these complaints or escalated service requests are handled receives a significantly lower rating than last year, which represents the **biggest change** in any of the TSM ratings (34% v 47%). This includes a 16% fall in this score amongst general needs respondents, compared to no change how sheltered or extra care tenants answered.

It should be noted that the Council's rating started from such a high level that despite the substantial shift in this satisfaction score, is nevertheless still on par with the benchmark median of 34%.

By people

- Previously, younger tenants aged **under 35** were more likely to have complained to the Council than any other age group, but it is now tenants aged 50-64 who are more likely to have made a complaint (29%, up 11%). Retirement age tenants are again the least likely to do so (19%).
- Despite making the most complaints, those aged 50-64 are more satisfied than average with complaint handling (36%) compared to only 22% of under 50s. The over 65s are once again the most satisfied (46%).
- **BAME** respondents remain far more satisfied than White British respondents with how the council handles complaints (45% v 34%). Interestingly the number of complaints amongst BAME respondents is down 2%, but up 6% amongst White British respondents.

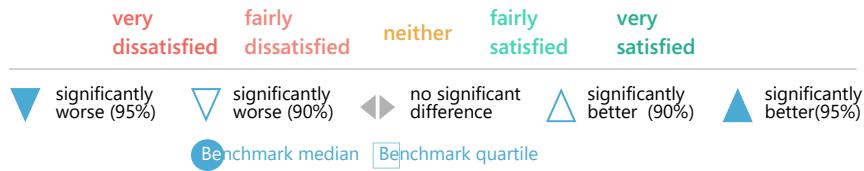
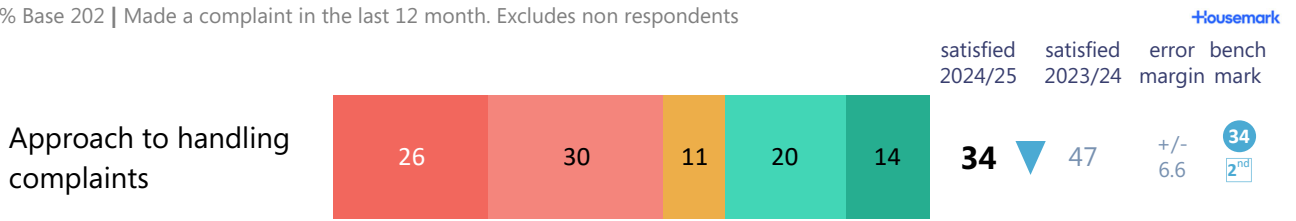
By place

- As seen a year ago, a similar proportion of **general needs** and sheltered tenants have made a complaint (23% and 24% respectively), but the former are the least satisfied with how it was handled (31% v 49%).
- A quarter of respondents in **flats/maisonettes** or **houses** have made a complaint (both 25%) compared to 13% of those in bungalows, but it is tenants in **flats/maisonettes** that are the least satisfied with how it was handled (31%).
- **City** tenants are again more likely to have made a complaint than those in rural areas (27% and 17% respectively).
- There is a sixteen-point spread across the six main **districts** on the proportion making a complaint – the lowest is 15% in Rural South and the highest 31% in City Other, which is up 10%.
- Satisfaction is highest in Rural North (50%) and lowest in City Winnall and Highcliffe (25%), where satisfaction has fallen a notable 23%.

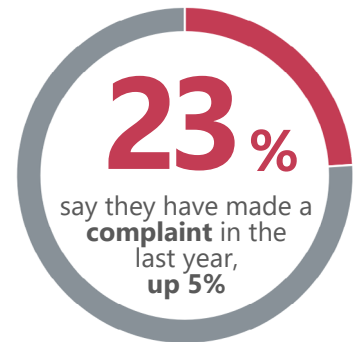
8. Complaints

8.1 Complaints

% Base 202 | Made a complaint in the last 12 month. Excludes non respondents



	Base	very dissatisfied	fairly dissatisfied	neither	fairly satisfied	very satisfied	satisfied 2024/25	satisfied 2023/24	error margin
General needs	643	28	31	10	19	12	31	▼ 47	+/- 7.9
Sheltered/Extra care	253	13	25	13	28	21	49	◄ 49	+/- 12.4



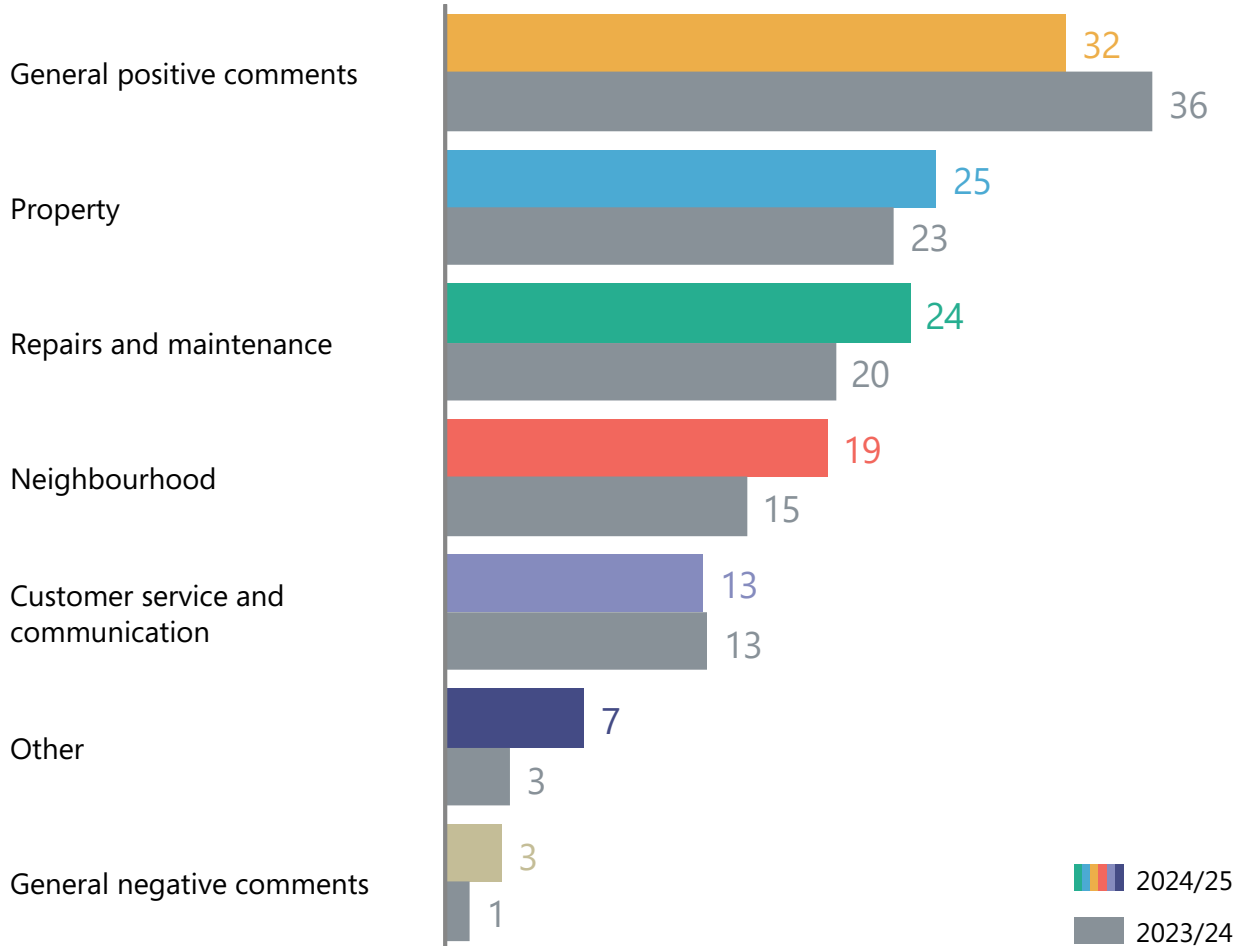


9. Further comments

42% made additional comments

9.1 Further comments - summary

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

The final question that residents were asked at the end of the survey was simply to provide any further feedback. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 9.1 presents this analysis in terms of just a handful of broad categories and it is again clear that the majority of comments are of a positive nature, although slightly less than a year ago (32%, was 36%). **Property improvements** continue to be the next most common topic (25%).

In terms of property issues, (chart 9.2), general requests for **improvements and maintenance** is the most mentioned (6.9%) followed closely by a need to improve the **heating and energy efficiency** (5.6%). On a similar theme, the standout result in chart 9.2 is the increase in comments on the theme of **damp, mould or condensation** which is far more prevalent than in 2023. Typical comments on these two themes include:

“Have check up on the heating? Better ventilation for the kitchen and bathroom so mould don't spread”

“Overall very good, but still waiting to hear about the wall insulation to my home.”

“I have spoken and been in touch with various managers and representatives about the state of the house and damp and heating etc over the last 5 years... but nothing happens ... I'm so exhausted by it all.”

“Damp & mould in our property unresolved for years. Was "repaired" years ago but problem has come back worse. Rusting & old radiators, have been reported in gas safety checks for at least 3 years & not been acted on & replaced.”

“We have frequently been promised improvements to this house which have not taken place - particularly around insulation.”

The need to make improvements to **communal areas and facilities** is another topic mentioned more by the current sample than the previous one, which is consistent with the drop in satisfaction with this element of the service (see section 4).

“Could maintain communal facilities better e.g. washing machine upstairs 20 days waiting for part carpets and toilets filthy. Bin areas smell.”

“The communal areas, ceiling tiles are missing due to flooding (on ground level/1+2). The entrance area window + doors very grubby, never cleaned. The window in lounge need cleaning inside.”

“Cleaning/maintenance of communal areas poor. Not carried out frequently enough”

“The cleanliness of our communal areas has got worse, they come less regularly yet we still pay the same maintenance fee. The garden area isn't very suitable for children to play in either, another resident has been cutting back grass etc it's not good enough.”

“The council do a very good job. Unfortunately, some of the contractors do not try i.e. the cleaners do not clean properly. They use water to clean the floors which is not clean before they start.”

Satisfaction with **communication** remains an important key driver of satisfaction (section 3). Accordingly, it is positive to find there are fewer respondents in 2024 that mentioned returning calls (0.9% v 3.0%) than was the case in 2023.

Instead, this has been overtaken by comments wanting to see improvements getting hold of the right person (2.8%), answering the phone quicker (2.7%) and being kept informed better (2.6%). Other comments related to interdepartmental communication, with this often related to repairs and the lack of communication between teams receiving the report and passing on details to contractors.

“You cannot get through to the right department on the phone from the switchboard.”

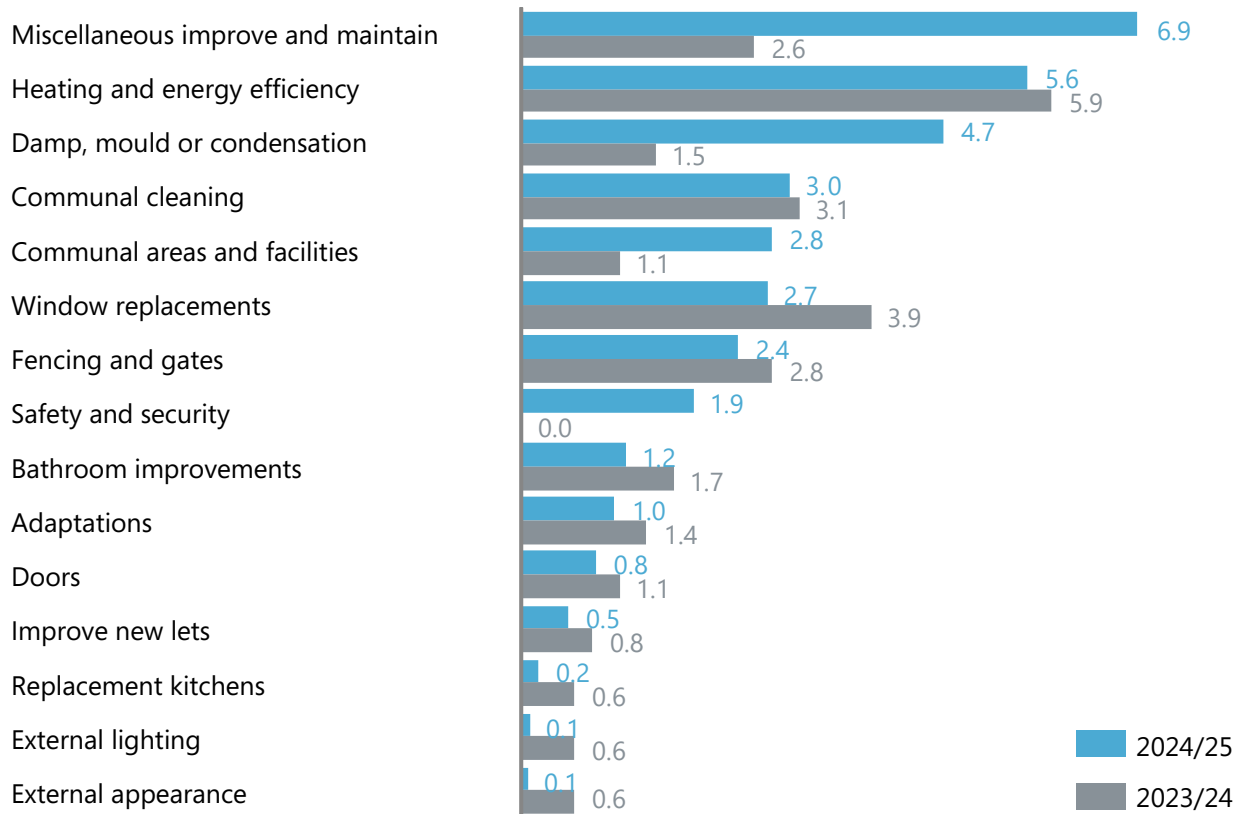
“It is difficult to make contact with WCC Housing Services to report a problem or to raise a query due to excessive call-wait times, it can often take several hours to speak to a member of staff.”

“It takes a minimum of 45 minutes to an hour for your call to be answered. Every single time Even if you call in the second the phone lines open, after an hour waiting the line cuts you off”

9. Further comments

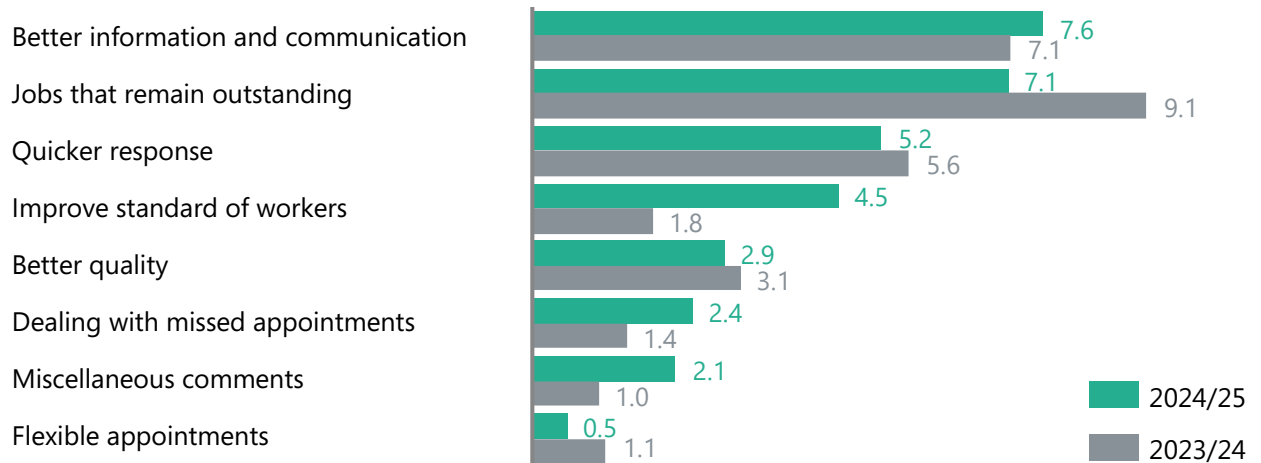
9.2 Property comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.3 Repair and maintenance comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

“Even allowing for recent staff changes communication internally re matters concerning repairs etc has always been poor - especially within prepared contractors.”

“Long waiting times on phone when reporting anything.”

“Better communication and follow up correspondence.”

“Services in housing has deteriorated over the last 2-3years. Communication is very poor and frustrating.”

There are now more comments about the neighbourhood than in 2023 (19%, up from 15%), with the most common single suggestion amongst them is to improve **untidy gardens and garden maintenance** (7.4% of comments, chart 9.4), which is consistent with the pattern seen previously. However, the most interesting aspect of chart 9.4 is the substantial increase in comments about how ASB is dealt with from 1.9% to 7.1%, despite the fact that satisfaction with how ASB is handled has actually improved (see section 8).

“The area where I live has been deregulated allowing anyone to move in. I disagreed with this decision. I have lived here for 18 years having lost very nice neighbours and within the last 2 years nuisance neighbours have moved in around me bringing the area down. The Council have acted upon this but I believe pre-tenancy checks should be more rigorous on prospective new tenants with more thought of those living there already.”

“We have had endless and ongoing problems with anti-social groups - I live next door to West View.”

“The area has gone downhill very quickly of late. What was once a lovely quiet village is now turning into a ghetto. I never used to worry about walking alone at night, but I'd be very cautious now as the village is full of drug addicts and dealers and assorted ne'er-do-wells.”

“I just wish you had a tougher stance on antisocial behaviour.”

“Just to say I wish they would user as we have a drug's problem in our flats reported several time but nothing gets done.”

The **repairs and maintenance service** is the main theme of the survey results (section 6), and is an important aspect of the service for any tenants, so it is unsurprising to find the number of comments on this topic have also increased from 20% to 24%.

There are a number of specific issues that tenants raised regarding the repairs service (chart 9.3), and it is interesting that the need for **better information and communication** is now the main area to improve replacing a need to tackle **outstanding jobs** as the main priority (7.1%, was 9.1%).

The **speed of response** is again the third most mentioned topic, and improving the standard or workers was mentioned more by the current sample than the previous one (4.5%, was 1.8%).

“Better communication - re the council informing us re repairs appointments, as recently two tradesman turned up unannounced and it was lucky that I was in... (maybe a txt service could be set up).”

“Repair still outstanding ... you didn't turn up - no notification as to why not - called you and made another appointment - again you didn't turn up - no notification why not - no notification from you to arrange a further appointment - no hot water since May”

“Sometimes the communication between services is very poor leading to jobs taking far too long, the ones needing scaffolding are the worst as the company don't speak to each other about timings and completions”

“When repairs are logged via the app as per suggestion when phoning up to try book they aren't looked at quickly if at all.”

“There has been times I've called up for a repair and nothing has been put in place, so then I have to call up again to make sure the repair is booked.”

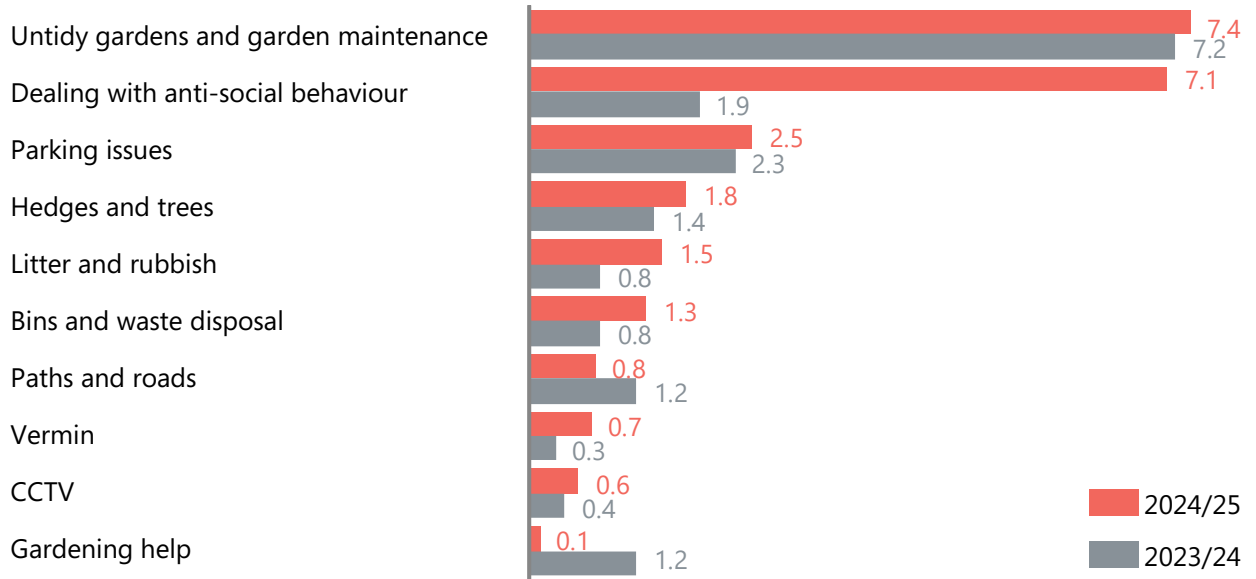
“Generally quite happy. But getting minor repairs carried out is nearly impossible.”

“Repairs team are very good. Maintenance people are lovely. Follow up is terrible e.g. I have had issues looked at repeatedly, but no update on completion or what is being done.”

9. Further comments

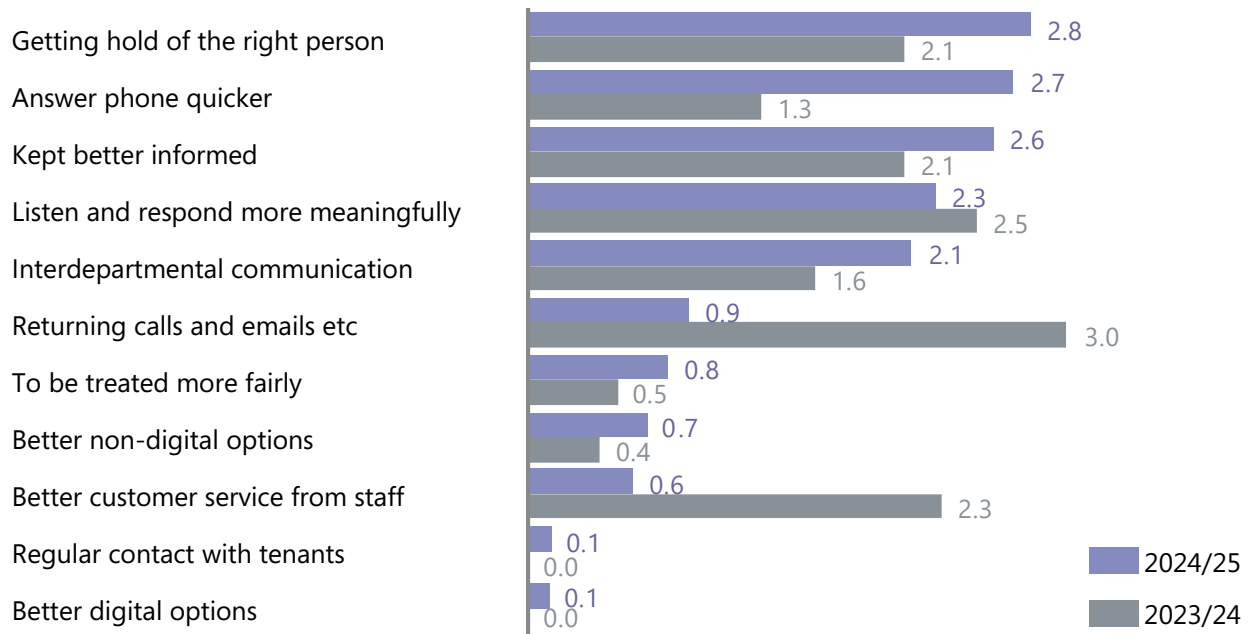
9.4 Neighbourhood comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



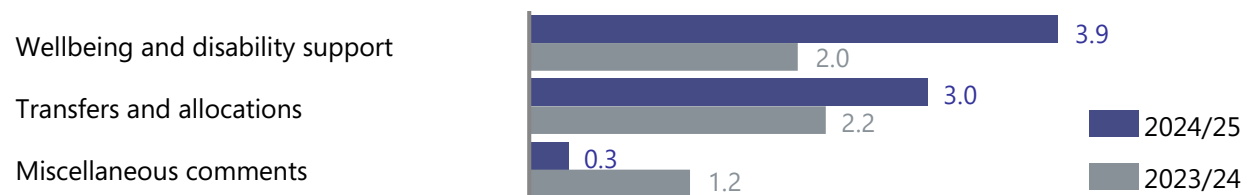
9.5 Customer service and communication comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9.6 Other comments - detail

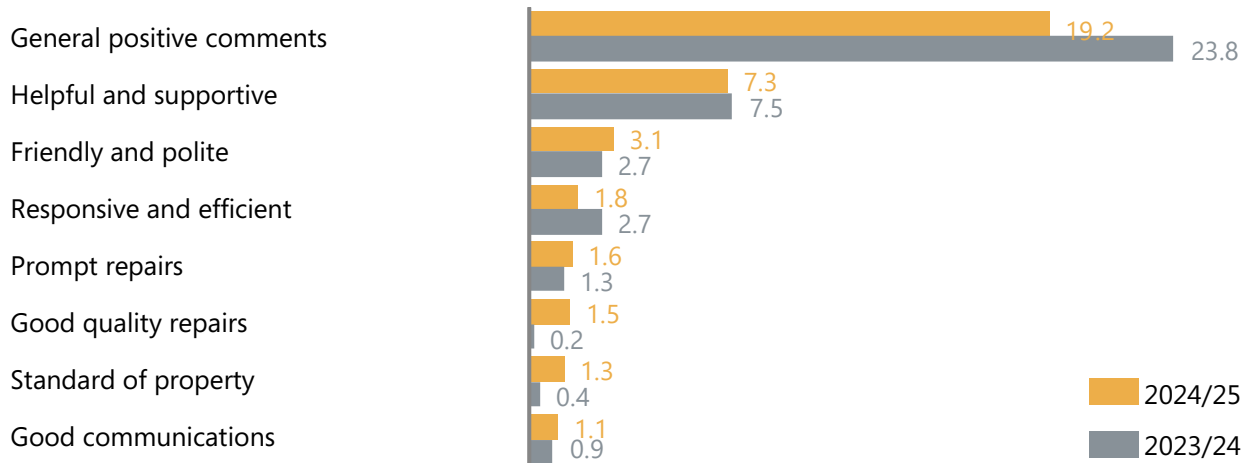
% Base xxx | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



9. Further comments

9.7 Positive comments - detail

% Base 380 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



As always, it is important to remember that around a third of feedback was of a positive nature (32%, down from 36%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“I have always found the staff friendly and helpful in any problems or questions that arise over the last 9 years that I have lived here.”

“I cannot speak highly enough of WCC. Since becoming a tenant I have always been treated with respect and problems have been dealt with in a timely and satisfactory manner with first class outcomes.”

“All of our dealings with council have been positive. We consider ourselves very lucky to have our lovely home and are very grateful for support towards us at our age. Thank you.”

“Housing services been great and I only have positive experience. Thank you all.”

“I have always found Winchester City Council to be a good landlord and an excellent one to deal with.”

“I would like to say, Winchester housing are brilliant. I am so grateful for my lovely home, its made me so happy, could not wish for better, 10/10.”

“WCC are the best landlords with whom I've ever had dealings - thank you.”

“I find that the people who answer the phones when I ring are always very kind and very helpful. The workmen who do repairs again are first class. I am very satisfied with the way I am looked after by Winchester housing service. Thank you all.”

“The tenancy sustainment service have been incredibly helpful.”

“We have recently experienced financial issues and the council were incredibly helpful and supportive once we reached out and explained our situation. They really do care and want to help as much as they can, we are very fortunate to have such an approachable service.”



10. Respondent profile

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

10.1 City/Rural

% Base 915

	Total	% 24/25	% 23/24
City	544	59.5	56.3
Rural	370	40.4	43.7

10.2 District

% Base 915

	Total	% 24/25	% 23/24
City Other	135	14.8	14.0
City Stanmore	178	19.5	17.3
City Weeke	69	7.5	9.0
City Winnall & Highcliffe	162	17.7	16.1
Rural North	126	13.8	16.3
Rural South	244	26.7	27.3

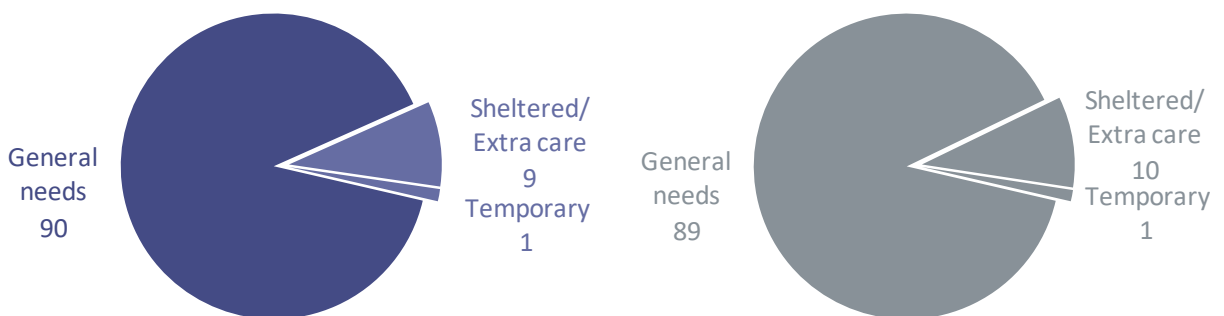
10.4 Ward

% Base 915 (Wards with ten or more respondents)

	Total	% 24/25	% 23/24
Bishops Waltham	44	4.8	5.1
Colden Common & Twyford	40	4.4	4.5
Compton & Otterbourne	24	2.6	1.9
Denmead	21	2.3	2.1
Kings Worthy	49	5.4	6.4
Owslebury & Curdrige	12	1.3	2.2
St Barnabas	69	7.5	9.0
St Bartholomew	98	10.7	9.1
St John & All Saints	176	19.2	18.9
St Luke	167	18.3	16.3
St Michael	31	3.4	3.1
Swanmore & Newton	10	1.1	2.7
The Alresfords	48	5.2	5.8
Wickham	48	5.2	4.7
Wonston & Micheldever	15	1.6	1.9

10.3 Stock type

% Base 915



2024/25

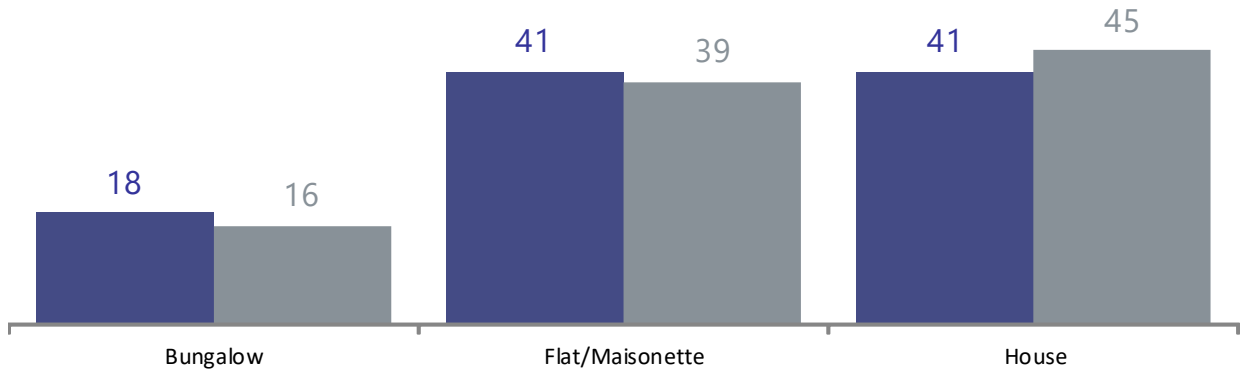
2023/24

10. Respondent profile

10.5 Property type

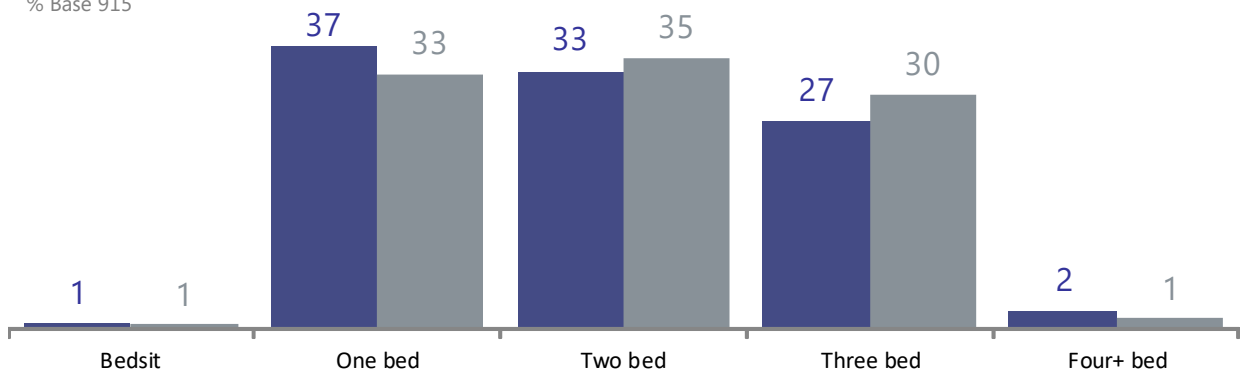
% Base 915

2024/25
2023/24



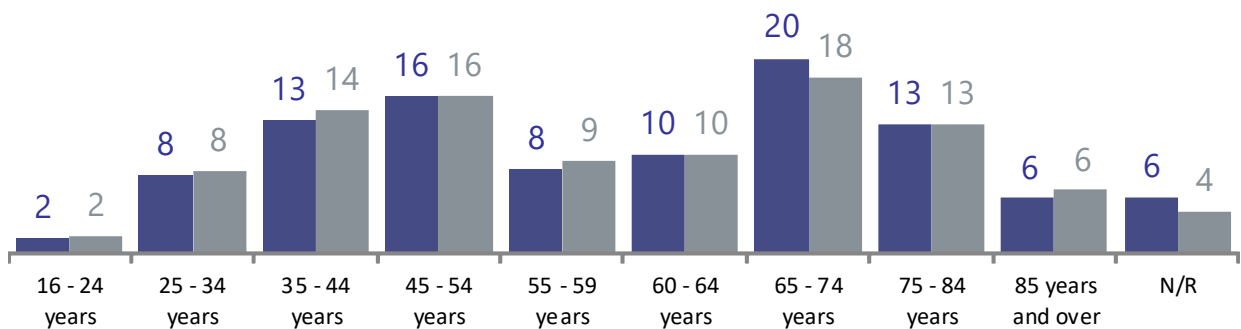
10.6 Property size

% Base 915



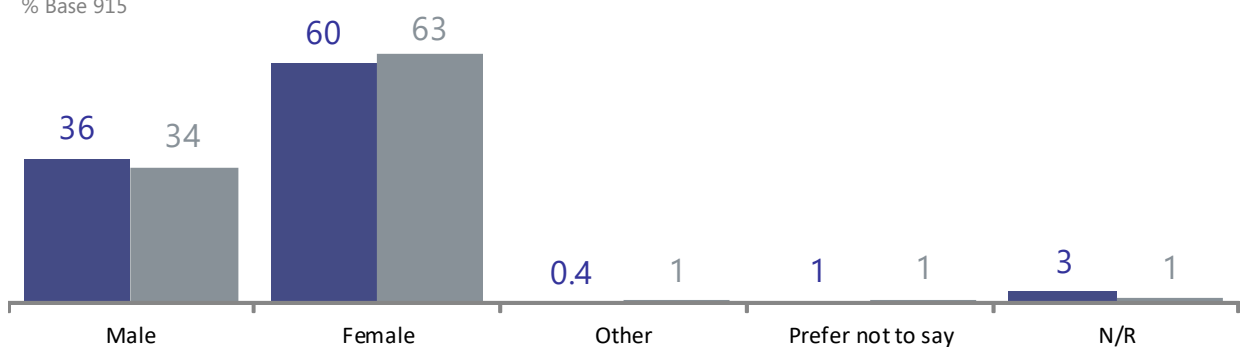
10.7 Age group

% Base 915



10.8 Gender

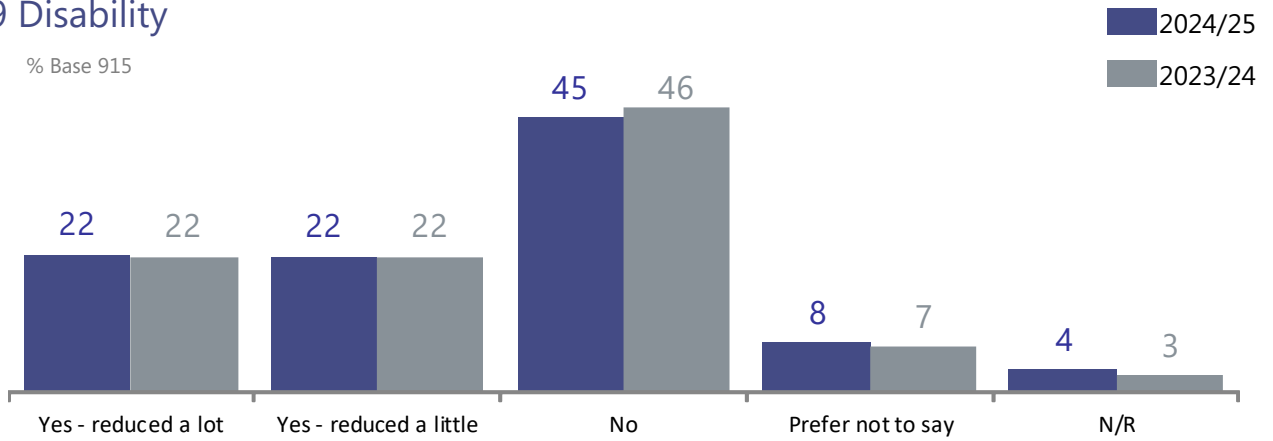
% Base 915



10. Respondent profile

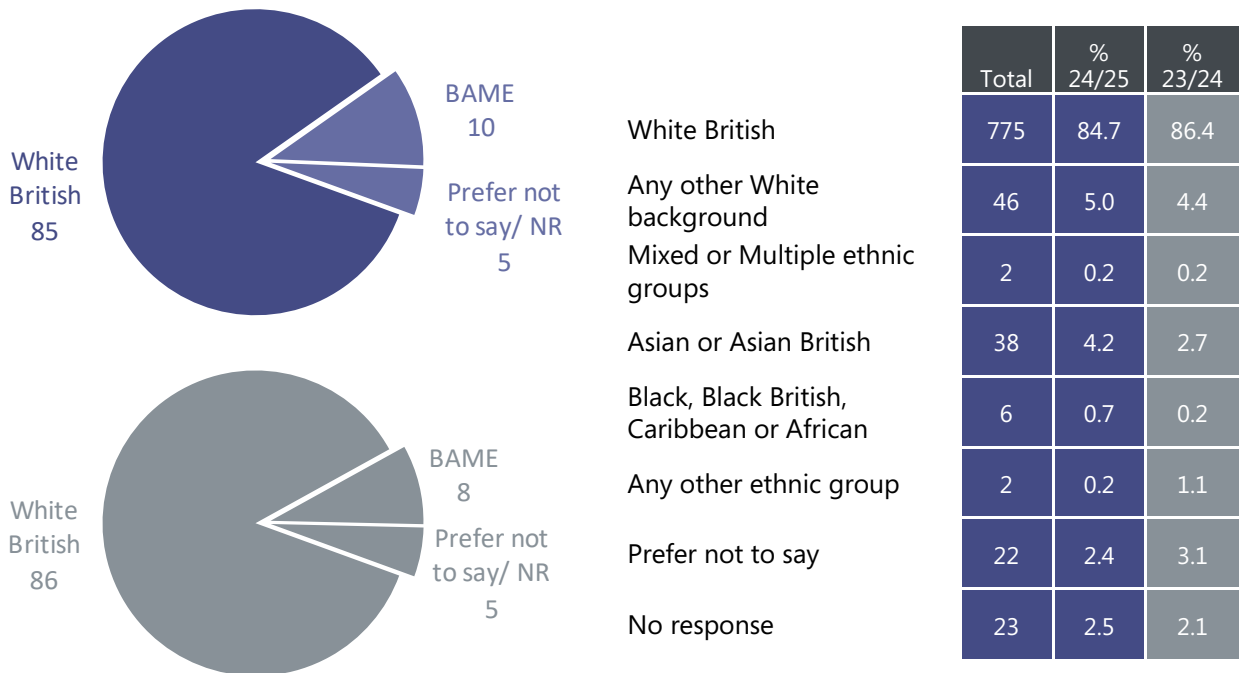
10.9 Disability

% Base 915



10.10 Ethnic background

% Base 915



10. Respondent profile

10.11 Core questions by age group

	Overall	% positive			
		18 - 34	35 - 49	50 - 64	65+
Sample size	915	85	190	244	345
Service overall	76	70	71	71	86
Repairs in last 12 months	76	60	70	73	86
Time taken to complete last repair	72	64	68	65	81
Home is well maintained	73	73	63	66	85
Home is safe	76	78	60	74	87
Listens to views and acts upon them	61	57	48	57	74
Being kept informed	71	73	61	66	79
Treated fairly and with respect	77	78	72	70	85
Approach to handling complaints	34	23	22	36	46
Communal areas clean & well maintained	61	64	53	53	66
Positive contribution to neighbourhood	60	67	49	54	68
Approach to handling ASB	55	51	47	47	66

10.12 Core questions by ethnic background

	Overall	% positive	
		White British	BAME
Sample size	915	775	95
Service overall	76	76	83
Repairs in last 12 months	76	76	82
Time taken to complete last repair	72	72	76
Home is well maintained	73	74	73
Home is safe	76	79	63
Listens to views and acts upon them	61	62	67
Being kept informed	71	71	78
Treated fairly and with respect	77	78	81
Approach to handling complaints	34	34	45
Communal areas clean & well maintained	61	58	80
Positive contribution to neighbourhood	60	59	68
Approach to handling ASB	55	53	73

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail

10. Respondent profile

10.13 Core questions by disability

	% positive		
	Overall	Disability	No disability
Sample size	915	403	407
Service overall	76	76	78
Repairs in last 12 months	76	76	76
Time taken to complete last repair	72	71	71
Home is well maintained	73	75	73
Home is safe	76	77	77
Listens to views and acts upon them	61	61	63
Being kept informed	71	69	72
Treated fairly and with respect	77	75	80
Approach to handling complaints	34	38	31
Communal areas clean & well maintained	61	62	61
Positive contribution to neighbourhood	60	56	63
Approach to handling ASB	55	56	55

10.14 Core questions by property type

	% positive			
	Overall	Bungalow	Flat/ Maisonette	House
Sample size	915	166	375	375
Service overall	76	88	75	71
Repairs in last 12 months	76	83	80	68
Time taken to complete last repair	72	80	74	65
Home is well maintained	73	87	76	64
Home is safe	76	93	75	70
Listens to views and acts upon them	61	78	62	53
Being kept informed	71	81	71	66
Treated fairly and with respect	77	89	77	71
Approach to handling complaints	34	52	31	34
Communal areas clean & well maintained	61	67	60	55
Positive contribution to neighbourhood	60	74	62	51
Approach to handling ASB	55	72	58	44

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
*see appendix for more detail

10. Respondent profile

10.15 Core questions by property size

	% positive			
	Overall	One bed	Two bed	Three bed
Sample size	915	336	306	246
Service overall	76	80	75	72
Repairs in last 12 months	76	79	76	73
Time taken to complete last repair	72	74	71	70
Home is well maintained	73	81	72	67
Home is safe	76	80	78	69
Listens to views and acts upon them	61	67	61	54
Being kept informed	71	74	73	64
Treated fairly and with respect	77	79	78	72
Approach to handling complaints	34	30	37	36
Communal areas clean & well maintained	61	58	72	45
Positive contribution to neighbourhood	60	64	62	53
Approach to handling ASB	55	60	56	48

Key
■ Better @ 95% confidence
■ Better @ 90% confidence
■ Worse @ 90% confidence
■ Worse @ 95% confidence
 *see appendix for more detail



Appendix A. Summary of approach

Overview

The survey was conducted by ARP Research between 21 September and 14 November 2024.

Responses

Overall, 915 LCRA (low cost rental accommodation) tenant households took part in the TSM survey, which represented a response rate of 45% of those households selected in the sample (error margin +/- 2.9%). This comfortably exceeded the stipulated TSM target error margin of +/- 4.0%.

There were 606 postal completions (66%) and 209 online completions (34%).

Sampling

A computer-generated randomly selected one third census of general needs households were invited to take part in the survey (1,529), alongside a full census of sheltered/extra care (456) and temporary housing (64)

Fieldwork

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

This methodology was chosen to be consistent with the most recent TSM and STAR surveys conducted by the Council. This mixed-method self completion approach offers good value for money whilst helping to maximise returns and ensure responses from a range of different age groups.

The survey was incentivised with a free prize draw of an iPad and 2x £50 shopping vouchers.

Population

The population for the survey was all 5,054 Winchester City Council LCRA households on 13 September 2024. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. Large print questionnaires were sent to 27 households where this was their communication preference (56% response). In addition, 41 members of the sample were identified as having other communication needs and their response was monitored to ensure that it was proportional, with assistance from housing officers where required. 22 of these individuals took part in the survey, which was an above average 54% response rate.

Representativeness

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

Stock

	Population	Unweighted survey	Weighted survey
General needs (social rent)	81.5	60.9	80.9
General needs (affordable)	3.6	2.8	3.8
Over 60s	4.6	6.6	4.9
Sheltered	7.2	22.1	7.1
Extra Care	1.9	5.6	2.0
Temporary	1.3	2.1	1.3

District

	Population	Unweighted survey	Weighted survey
City Other	15.1	23.7	14.8
City Stanmore	19.0	14.2	19.5
City Weeke	7.5	6.3	7.5
City Winnall & Highcliffe	15.3	12.2	17.7
Rural North	15.3	15.7	13.8
Rural South	27.8	27.8	26.7

Property type

	Population	Unweighted survey	Weighted survey
Bungalow	16.4	20.9	18.1
Flat/Maisonette	39.2	51.7	40.9
House	44.4	27.4	40.9

Property size

	Population	Unweighted survey	Weighted survey
Bedsit	0.6	1.1	0.7
One bed	34.2	49.6	36.7
Two bed	33.7	29.8	33.4
Three bed	30.0	18.1	26.9
Four+ bed	1.5	1.3	2.3

Age group

	Population	Unweighted survey	Weighted survey
18 - 24 years	1.3	1.7	1.6
25 - 29 years	3.8	1.5	3.5
30 - 34 years	5.2	2.7	4.7
35 - 39 years	7.5	3.6	6.8
40 - 44 years	7.9	3.5	7.4
45 - 49 years	8.5	4.1	7.9
50 - 54 years	8.5	6.0	8.8
55 - 59 years	8.6	6.6	8.9
60 - 64 years	10.7	9.6	10.4
65 - 69 years	10.0	13.9	11.1
70 - 74 years	8.8	13.8	9.5
75 - 79 years	7.7	12.7	8.1
80 - 84 years	5.3	9.6	5.4
85 - 89 years	3.4	6.9	3.5
90+ years	2.2	3.8	2.3

Ethnic background

	Population	Unweighted survey	Weighted survey
White British	80.9	89.8	86.9
BAME	8.2	8.2	10.7
Prefer not to say	1.1	2.0	2.5

Data presentation

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

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

Error Margins

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

Tests of statistical significance

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

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

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

Key driver analysis

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

Benchmarking

The questions are benchmarked against Housemark’s published national 2023/24 year end TSM figures. For the overall satisfaction score this included 221 landlords.

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

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



Appendix B. Example questionnaire



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



999999



arpsurveys.co.uk/wcc
scan me



your code:
9999mnmw

Dear [Contact_Name] 20 September 2024

TENANT SATISFACTION SURVEY 2024

Your views are really important to Winchester City Council and the enclosed survey is your chance to tell us what you think of the homes and services we provide as your landlord. This is part of the government's Tenant Satisfaction Measures. Every year all social housing landlords must publish a range of standard customer satisfaction information which will include some of the results from this survey.

Please take just five minutes to either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is **01 November 2024**. As a thank you, the code from all completed surveys will be entered into a **prize draw**, where one lucky person will win an **iPad** and two more will receive **£50** in shopping vouchers. Winners will be contacted by 29 November and full terms and conditions can be found online at: bit.ly/WCCdraw.

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

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

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

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

Yours sincerely



Gillian Knight
Corporate Head of Housing



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



Appendix B. Example questionnaire




TENANT SATISFACTION SURVEY 2024

return by 01 November 2024

arpsurveys.co.uk/wcc

scan me



your code: **9999mnmw**

ABOUT US

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

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

REPAIRS

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

Yes **go to Q3 ↓**
 No **go to Q5 →**

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

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


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

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

PRIZE DRAW!

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

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



YOUR HOME

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

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

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

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

COMMUNICATION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

COMMUNAL AREAS

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

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

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

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

NEIGHBOURHOOD


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

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

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

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

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

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

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

Male Other
 Female Prefer not to say

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

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

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

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

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

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

THANK YOU!

This survey is only for general feedback from our tenants. To make a complaint about an issue with our service please do so online at winchester.gov.uk/housing/complaints, via an officer of the council, via social media or by ringing 01962 840 222 for a complaints form.

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



Appendix C. Data summary

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

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

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

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Winchester City Council Housing Services?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
1: Very satisfied	376	41.1	41.3	75.8	249	38.7	38.8	73.9	129	51.0	51.4	84.9
2: Fairly satisfied	314	34.3	34.5		225	35.0	35.1		84	33.2	33.5	
3: Neither satisfied nor dissatisfied	106	11.6	11.6		79	12.3	12.3		25	9.9	10.0	
4: Fairly dissatisfied	66	7.2	7.3		51	7.9	8.0		6	2.4	2.4	
5: Very dissatisfied	49	5.3	5.3		37	5.8	5.8		7	2.8	2.8	
N/R	5	0.5			3	0.5			2	0.8		
Q2 Has Winchester City Council housing services carried out a repair to your home in the last 12 months?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
6: Yes	714	78.1	78.8		505	78.5	79.3		195	77.1	78.0	
7: No	192	21.0	21.2		132	20.5	20.7		55	21.7	22.0	
N/R	8	0.9			6	0.9			2	0.8		
Q3 How satisfied or dissatisfied are you with the overall repairs service from Winchester City Council housing services over the last 12 months?	<i>Base: 714</i>				<i>Base: 505</i>				<i>Base: 195</i>			
8: Very satisfied	321	35.0	45.0	75.6	212	33.0	42.0	73.3	113	44.7	58.5	86.0
9: Fairly satisfied	218	23.9	30.6		158	24.6	31.3		53	20.9	27.5	
10: Neither satisfied nor dissatisfied	48	5.2	6.7		38	5.9	7.5		10	4.0	5.2	
11: Fairly dissatisfied	74	8.1	10.4		58	9.0	11.5		9	3.6	4.7	
12: Very dissatisfied	52	5.7	7.3		39	6.1	7.7		8	3.2	4.1	
N/R	202	22.0			138	21.5	0.0		59	23.3	0.5	
Q4 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	<i>Base: 714</i>				<i>Base: 505</i>				<i>Base: 195</i>			
13: Very satisfied	337	36.8	47.2	71.5	227	35.3	45.0	69.5	106	41.9	54.6	79.9
14: Fairly satisfied	174	19.0	24.3		124	19.3	24.6		49	19.4	25.3	
15: Neither satisfied nor dissatisfied	66	7.2	9.2		50	7.8	9.9		15	5.9	7.7	
16: Fairly dissatisfied	54	5.9	7.6		41	6.4	8.1		13	5.1	6.7	
17: Very dissatisfied	84	9.1	11.7		63	9.8	12.5		11	4.3	5.7	
N/R	201	22.0			138	21.5	0.0		60	23.7	1.0	
Q5 How satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is well maintained?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
18: Very satisfied	356	38.9	39.1	73.3	234	36.4	36.6	70.8	132	52.2	52.4	85.7
19: Fairly satisfied	310	33.9	34.1		219	34.1	34.2		84	33.2	33.3	
20: Neither satisfied nor dissatisfied	116	12.7	12.8		87	13.5	13.6		22	8.7	8.7	
21: Fairly dissatisfied	82	8.9	9.0		66	10.3	10.3		8	3.2	3.2	
22: Very dissatisfied	45	4.9	5.0		34	5.3	5.3		6	2.4	2.4	
N/R	6	0.6			4	0.6			1	0.4		
Q6 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Winchester City Council housing services provides a home that is safe?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
23: Very satisfied	407	44.5	44.9	76.2	272	42.3	42.5	74.5	138	54.5	55.4	82.7
24: Fairly satisfied	284	31.0	31.3		205	31.9	32.0		68	26.9	27.3	
25: Neither satisfied nor dissatisfied	86	9.4	9.5		63	9.8	9.8		22	8.7	8.8	
26: Fairly dissatisfied	80	8.7	8.8		62	9.6	9.7		11	4.3	4.4	
27: Very dissatisfied	50	5.5	5.6		38	5.9	5.9		10	4.0	4.0	
28: Not applicable/ don't know			0.0				0.2				0.0	
N/R	5				3				3			
	5.3	0.6			3	0.5			3	1.2		
Q7 How satisfied or dissatisfied are you that Winchester City Council housing services listens to your views and acts upon them?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
29: Very satisfied	256	27.9	29.4	61.2	176	27.4	28.7	58.4	66	26.1	27.5	74.2
30: Fairly satisfied	277	30.2	31.8		182	28.3	29.7		112	44.3	46.7	
31: Neither satisfied nor dissatisfied	169	18.5	19.5		126	19.6	20.6		34	13.4	14.2	
32: Fairly dissatisfied	88	9.6	10.1		67	10.4	10.9		16	6.3	6.7	
33: Very dissatisfied	81	8.9	9.3		62	9.6	10.1		12	4.7	5.0	
34: Not applicable/ don't know	38	4.2			26	4.0			10	4.0		
N/R	6.3	0.7			4	0.6			3	1.2		
Q8 How satisfied or dissatisfied are you that Winchester City Council housing services keeps you informed about things that matter to you?												
	Base: 915				Base: 643				Base: 253			
35: Very satisfied	324	35.5	36.6	70.7	219	34.1	35.2	69.3	99	39.1	40.1	75.7
36: Fairly satisfied	302	33.0	34.1		213	33.1	34.2		88	34.8	35.6	
37: Neither satisfied nor dissatisfied	162	17.7	18.3		119	18.5	19.1		38	15.0	15.4	
38: Fairly dissatisfied	48	5.3	5.4		36	5.6	5.8		10	4.0	4.0	
39: Very dissatisfied	49	5.4	5.6		36	5.6	5.8		12	4.7	4.9	
40: Not applicable/ don't know	21	2.3			16	2.5			3	1.2		
N/R	8.2	0.9			5	0.8			3	1.2		
Q9 To what extent do you agree or disagree with the following 'Winchester City Council housing services treats me fairly and with respect'?												
	Base: 915				Base: 643				Base: 253			
41: Strongly agree	319	34.8	35.4	76.9	215	33.4	33.9	75.2	101	39.9	40.9	86.2
42: Agree	374	40.8	41.5		262	40.7	41.3		112	44.3	45.3	
43: Neither agree nor disagree	126	13.8	14.0		95	14.8	15.0		21	8.3	8.5	
44: Disagree	44	4.8	4.9		33	5.1	5.2		8	3.2	3.2	
45: Strongly disagree	38	4.1	4.2		29	4.5	4.6		5	2.0	2.0	
46: Not applicable/ don't know	9	0.9			6	0.9			2	0.8		
N/R	5.9	0.6			3	0.5			4	1.6		
Q10 How satisfied or dissatisfied are you that Winchester City Council housing services gives you the opportunity to make your views known?												
	Base: 915				Base: 643				Base: 253			
47: Very satisfied	265	28.9	30.8	66.4	179	27.8	29.7	64.6	77	30.4	31.6	71.7
48: Fairly satisfied	306	33.4	35.6		210	32.7	34.9		98	38.7	40.2	
49: Neither satisfied nor dissatisfied	201	21.9	23.4		147	22.9	24.4		52	20.6	21.3	
50: Fairly dissatisfied	45	4.9	5.2		33	5.1	5.5		12	4.7	4.9	
51: Very dissatisfied	44	4.8	5.1		33	5.1	5.5		5	2.0	2.0	
52: Not applicable/ don't know	47	5.1			35	5.4			6	2.4		
N/R	8.6	0.9			6	0.9			2	0.8		
Q11 How satisfied or dissatisfied are you that Winchester City Council housing services is easy to deal with?												
	Base: 915				Base: 643				Base: 253			
53: Very satisfied	292	31.9	32.6	71.3	192	29.9	30.4	69.1	99	39.1	40.7	79.8
54: Fairly satisfied	347	37.9	38.7		244	37.9	38.7		95	37.5	39.1	
55: Neither satisfied nor dissatisfied	120	13.1	13.4		89	13.8	14.1		31	12.3	12.8	
56: Fairly dissatisfied	81	8.8	9.0		63	9.8	10.0		12	4.7	4.9	
57: Very dissatisfied	56	6.1	6.3		43	6.7	6.8		6	2.4	2.5	
58: Not applicable/ don't know	6	0.7			4	0.6			4	1.6		
N/R	12.6	1.4			8	1.2			6	2.4		
Q12 Have you made a complaint to Winchester City Council housing services in the last 12 months?												
	Base: 915				Base: 643				Base: 253			
59: Yes	207	22.7	23.3		148	23.0	23.6		62	24.5	25.4	
60: No	682	74.5	76.7		479	74.5	76.4		182	71.9	74.6	
N/R	26	2.8			16	2.5			10	4.0		
Q13 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to complaints handling?												
	Base: 207				Base: 148				Base: 62			

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
61: Very satisfied	28	3.1	13.9	34.3	17	2.6	11.7	31.0	13	5.1	21.3	49.2
62: Fairly satisfied	41	4.5	20.3		28	4.4	19.3		17	6.7	27.9	
63: Neither satisfied nor dissatisfied	21	2.3	10.5		15	2.3	10.3		8	3.2	13.1	
64: Fairly dissatisfied	60	6.5	29.6		45	7.0	31.0		15	5.9	24.6	
65: Very dissatisfied	52	5.7	25.6		40	6.2	27.6		8	3.2	13.1	
N/R	713	77.9			499	77.6	2.7		191	75.5	0.0	
Q14 Do you live in a building with communal areas, either inside or outside, that Winchester City Council housing services is responsible for maintaining?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
66: Yes	374	40.9	42.1		228	35.5	36.5		242	95.7	96.8	
67: No	482	52.7	54.3		373	58.0	59.7		4	1.6	1.6	
68: Don't know	33	3.6	3.7		24	3.7	3.8		4	1.6	1.6	
N/R	26	2.9			18	2.8			3	1.2		
Q15 How satisfied or dissatisfied are you that Winchester City Council housing services keeps these communal areas clean and well maintained?	<i>Base: 374</i>				<i>Base: 228</i>				<i>Base: 242</i>			
69: Very satisfied	112	12.2	29.8	60.6	55	8.6	24.1	56.1	107	42.3	44.6	75.4
70: Fairly satisfied	115	12.6	30.8		73	11.4	32.0		74	29.2	30.8	
71: Neither satisfied nor dissatisfied	46	5.0	12.2		31	4.8	13.6		21	8.3	8.8	
72: Fairly dissatisfied	56	6.1	14.9		36	5.6	15.8		20	7.9	8.3	
73: Very dissatisfied	46	5.0	12.3		33	5.1	14.5		18	7.1	7.5	
N/R	541	59.1			415	64.5	0.0		12	4.7	0.4	
Q16 How satisfied or dissatisfied are you that Winchester City Council housing services makes a positive contribution to your neighbourhood?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
74: Very satisfied	204	22.3	24.3	59.7	131	20.4	22.3	57.1	81	32.0	35.2	73.5
75: Fairly satisfied	295	32.3	35.3		204	31.7	34.8		88	34.8	38.3	
76: Neither satisfied nor dissatisfied	226	24.7	27.0		166	25.8	28.3		48	19.0	20.9	
77: Fairly dissatisfied	68	7.5	8.2		53	8.2	9.0		10	4.0	4.3	
78: Very dissatisfied	43	4.7	5.2		33	5.1	5.6		3	1.2	1.3	
79: Not applicable/ don't know	63	6.9			44	6.8			20	7.9		
N/R	15.3	1.7			11	1.7			2	0.8		
Q17 How satisfied or dissatisfied are you with Winchester City Council housing services' approach to handling anti-social behaviour?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
80: Very satisfied	180	19.7	24.6	54.7	119	18.5	23.2	52.6	64	25.3	29.6	61.1
81: Fairly satisfied	220	24.1	30.1		151	23.5	29.4		68	26.9	31.5	
82: Neither satisfied nor dissatisfied	209	22.9	28.6		153	23.8	29.8		50	19.8	23.1	
83: Fairly dissatisfied	62	6.8	8.5		46	7.2	9.0		22	8.7	10.2	
84: Very dissatisfied	59	6.5	8.1		44	6.8	8.6		12	4.7	5.6	
85: Not applicable/ don't know	165	18.1			117	18.2			35	13.8		
N/R	17.9	2.0			13	2.0			1	0.4		
R18a Age group - 5 year	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
86: 16 - 19 years	1	0.1	0.1		0	0.0	0.0		0	0.0	0.0	
87: 20 - 24 years	13	1.4	1.5		9	1.4	1.5		0	0.0	0.0	
88: 25 - 29 years	30	3.3	3.5		27	4.2	4.4		0	0.0	0.0	
89: 30 - 34 years	41	4.5	4.7		36	5.6	5.9		0	0.0	0.0	
90: 35 - 39 years	59	6.4	6.8		51	7.9	8.4		0	0.0	0.0	
91: 40 - 44 years	64	7.0	7.4		54	8.4	8.9		0	0.0	0.0	
92: 45 - 49 years	68	7.4	7.9		57	8.9	9.4		0	0.0	0.0	
93: 50 - 54 years	76	8.3	8.8		60	9.3	9.9		3	1.2	1.3	
94: 55 - 59 years	77	8.4	8.9		60	9.3	9.9		0	0.0	0.0	
95: 60 - 64 years	90	9.8	10.4		64	10.0	10.5		29	11.5	12.3	
96: 65 - 69 years	96	10.5	11.1		56	8.7	9.2		44	17.4	18.7	
97: 70 - 74 years	82	9.0	9.5		47	7.3	7.7		34	13.4	14.5	

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
98: 75 - 79 years	70	7.7	8.1		38	5.9	6.2		48	19.0	20.4	
99: 80 - 84 years	47	5.1	5.4		26	4.0	4.3		33	13.0	14.0	
100: 85 - 89 years	30	3.3	3.5		15	2.3	2.5		27	10.7	11.5	
101: 90+ years	20	2.2	2.3		9	1.4	1.5		17	6.7	7.2	
N/R	51	5.6			34	5.3			17	6.7		
R18b Age group - 10 year	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
102: 16 - 24 years	14	1.5	1.6		9	1.4	1.5		0	0.0	0.0	
103: 25 - 34 years	71	7.8	8.2		63	9.8	10.3		0	0.0	0.0	
104: 35 - 44 years	122	13.3	14.1		104	16.2	17.1		0	0.0	0.0	
105: 45 - 54 years	144	15.7	16.7		117	18.2	19.2		3	1.2	1.3	
106: 55 - 59 years	77	8.4	8.9		60	9.3	9.9		0	0.0	0.0	
107: 60 - 64 years	90	9.8	10.4		64	10.0	10.5		29	11.5	12.3	
108: 65 - 74 years	178	19.5	20.6		104	16.2	17.1		78	30.8	33.1	
109: 75 - 84 years	117	12.8	13.6		64	10.0	10.5		82	32.4	34.7	
110: 85 years and over	50	5.5	5.8		24	3.7	3.9		44	17.4	18.6	
N/R	51	5.6			34	5.3			17	6.7		
R18c Age group - 15 year	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
111: 16-34	85	9.3	9.8		72	11.2	11.8		0	0.0	0.0	
112: 35-49	190	20.8	22.0		162	25.2	26.6		0	0.0	0.0	
113: 50-64	244	26.7	28.2		183	28.5	30.0		32	12.6	13.6	
114: 65+	345	37.7	39.9		192	29.9	31.5		203	80.2	86.4	
N/R	51	5.6			34	5.3			17	6.7		
Q19 Is the main person filling in this survey?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
115: Male	331	36.2	37.2		231	35.9	37.0		99	39.1	39.9	
116: Female	548	59.9	61.6		386	60.0	61.9		145	57.3	58.5	
117: Other	4	0.4	0.4		2	0.3	0.3		4	1.6	1.6	
118: Prefer not to say	6	0.7	0.7		5	0.8	0.8		0	0.0	0.0	
N/R	26	2.8			19	3.0			4	1.6		
Q20 Is the main person's ability to carry out day to day activities due to any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
119: Yes - reduced a lot	203	22.2	23.0		134	20.8	21.5		89	35.2	36.5	
120: Yes - reduced a little	201	22.0	22.8		136	21.2	21.9		60	23.7	24.6	
121: No	407	44.5	46.1		300	46.7	48.2		76	30.0	31.1	
122: Prefer not to say	72	7.9	8.2		52	8.1	8.4		19	7.5	7.8	
N/R	33	3.6			22	3.4			8	3.2		
R20 Disability [simple]	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
123: Yes	403	44.0	45.7		269	41.8	43.3		149	58.9	61.1	
124: No	407	44.5	46.1		300	46.7	48.3		76	30.0	31.1	
125: Prefer not to say	72	7.9	8.2		52	8.1	8.4		19	7.5	7.8	
N/R	33	3.6			22	3.4			8	3.2		
Q21 What is the main person's ethnic group?	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
126: White English, Welsh, Scottish, Northern Irish or British	775	84.7	87.0		539	83.8	85.8		226	89.3	91.9	
127: Any other White background	46	5.0	5.2		33	5.1	5.3		12	4.7	4.9	
128: Mixed or Multiple ethnic groups	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
129: Asian or Asian British	38	4.2	4.3		32	5.0	5.1		2	0.8	0.8	
130: Black, Black British, Caribbean or African	6	0.7	0.7		4	0.6	0.6		3	1.2	1.2	
131: Any other ethnic group	2	0.2	0.2		2	0.3	0.3		1	0.4	0.4	
132: Prefer not to say	22	2.4	2.5		17	2.6	2.7		2	0.8	0.8	
N/R	23	2.5			16	2.5			6	2.4		
R21 What is the main person's ethnic group? [simple]	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			

Appendix C. Data summary

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
133: White British	775	84.7	86.9		539	83.8	86.0		226	89.3	91.9	
134: BAME	95	10.4	10.7		71	11.0	11.3		18	7.1	7.3	
135: Prefer not to say	22	2.4	2.5		17	2.6	2.7		2	0.8	0.8	
N/R	23	2.5			16	2.5			6	2.4		
D101 Tenancy type	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
136: Affordable	35	3.8	3.8		38	5.9	5.9		0	0.0	0.0	
137: Extra Care	18	2.0	2.0		0	0.0	0.0		52	20.6	20.6	
138: Sheltered	65	7.1	7.1		0	0.0	0.0		201	79.4	79.4	
139: Social Rent	741	81.0	80.9		570	88.6	88.6		0	0.0	0.0	
140: Temporary Accommodation	12	1.3	1.3		0	0.0	0.0		0	0.0	0.0	
141: Over 60s	45	4.9	4.9		35	5.4	5.4		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D102 Tenancy type [simple]	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
142: General needs	821	89.7	89.7		643	100.0	100.0		0	0.0	0.0	
143: Sheltered/Extra care	82	9.0	9.0		0	0.0	0.0		253	100.0	100.0	
144: Temporary	12	1.3	1.3		0	0.0	0.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D103 District	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
145: City Other	135	14.8	14.8		67	10.4	10.4		157	62.1	62.3	
146: City Stanmore	178	19.5	19.5		138	21.5	21.5		22	8.7	8.7	
147: City Weeke	69	7.5	7.5		50	7.8	7.8		21	8.3	8.3	
148: City Winnall & Highcliffe	162	17.7	17.7		127	19.8	19.8		0	0.0	0.0	
149: Rural North	126	13.8	13.8		89	13.8	13.8		0	0.0	0.0	
150: Rural South	244	26.7	26.7		172	26.7	26.7		52	20.6	20.6	
N/R	0	0.0			0	0.0			0	0.0		
D104 City/rural	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
151: City	544	59.5	59.5		381	59.3	59.3		201	79.4	79.4	
152: Rural	370	40.4	40.5		262	40.7	40.7		52	20.6	20.6	
N/R	0	0.0			0	0.0			0	0.0		
D105 Ward	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
153: BISHOPS WALTHAM	44	4.8	4.8		28	4.4	4.4		17	6.7	6.7	
154: BOARHUNT & SOUTHWICK	3	0.3	0.3		2	0.3	0.3		0	0.0	0.0	
155: CHERITON & BISHOPS SUTTON	9	1.0	1.0		6	0.9	0.9		0	0.0	0.0	
156: COLDEN COMMON & TWYFORD	40	4.4	4.4		30	4.7	4.7		0	0.0	0.0	
157: COMPTON & OTTERBOURNE	24	2.6	2.6		18	2.8	2.8		0	0.0	0.0	
158: DENMEAD	21	2.3	2.3		14	2.2	2.2		7	2.8	2.8	
159: DROXFORD, SOBERTON & HAMBLEDON	8	0.9	0.9		6	0.9	0.9		0	0.0	0.0	
160: ITCHEN VALLEY	6	0.7	0.7		3	0.5	0.5		0	0.0	0.0	
161: KINGS WORTHY	49	5.4	5.4		36	5.6	5.6		0	0.0	0.0	
162: LITTLETON & HARESTOCK	2	0.2	0.2		1	0.2	0.2		0	0.0	0.0	
163: OWSLEBURY & CURDRIDGE	12	1.3	1.3		9	1.4	1.4		0	0.0	0.0	
164: SHEDFIELD	11	1.2	1.2		8	1.2	1.3		0	0.0	0.0	
165: SPARSHOLT	5	0.5	0.5		4	0.6	0.6		0	0.0	0.0	
166: ST BARNABAS	69	7.5	7.5		50	7.8	7.8		21	8.3	8.3	
167: ST BARTHOLOMEW	98	10.7	10.7		43	6.7	6.7		139	54.9	55.2	
168: ST JOHN & ALL SAINTS	176	19.2	19.2		137	21.3	21.4		0	0.0	0.0	
169: ST LUKE	167	18.3	18.3		138	21.5	21.6		0	0.0	0.0	
170: ST MICHAEL	31	3.4	3.4		10	1.6	1.6		40	15.8	15.9	
171: ST PAUL	4	0.4	0.4		3	0.5	0.5		0	0.0	0.0	
172: SWANMORE & NEWTON	10	1.1	1.1		8	1.2	1.3		0	0.0	0.0	
173: THE ALRESFORDS	48	5.2	5.2		33	5.1	5.2		0	0.0	0.0	
174: UPPER MEON VALLEY	9	1.0	1.0		6	0.9	0.9		0	0.0	0.0	
175: WHITELEY	6	0.7	0.7		6	0.9	0.9		0	0.0	0.0	
176: WICKHAM	48	5.2	5.2		30	4.7	4.7		28	11.1	11.1	
177: WONSTON & MICHELDEVER	15	1.6	1.6		11	1.7	1.7		0	0.0	0.0	

	LCRA				General needs				Sheltered & Extra Care			
	Weighted by stock, age & size				Weighted by age				Weighted by age and prop size			
	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve	Count	% raw	% valid	% +ve
N/R	0	0.0			0	0.0			0	0.0		
D106 Property type	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
178: Bungalow	166	18.1	18.1		114	17.7	17.7		6	2.4	2.4	
179: Flat/Maisonette	375	41.0	40.9		225	35.0	35.0		247	97.6	97.6	
180: House	375	41.0	40.9		304	47.3	47.3		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		
D107 Property size	<i>Base: 915</i>				<i>Base: 643</i>				<i>Base: 253</i>			
181: Bedsit	6	0.7	0.7		0	0.0	0.0		0	0.0	0.0	
182: One bed	336	36.7	36.7		200	31.1	31.1		227	89.7	89.7	
183: Two bed	306	33.4	33.4		227	35.3	35.3		26	10.3	10.3	
184: Three bed	246	26.9	26.9		197	30.6	30.6		0	0.0	0.0	
185: Four+ bed	21	2.3	2.3		19	3.0	3.0		0	0.0	0.0	
N/R	0	0.0			0	0.0			0	0.0		

this page is intentionally left blank



(t) 0844 272 6004

(w) www.arp-research.co.uk

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

CAB3482(H)
CABINET COMMITTEE: HOUSING
CABINET

REPORT TITLE: VENTA LIVING LTD - BUSINESS PLAN 2025-26

3 FEBRUARY 2025 – CABINET COMMITTEE: HOUSING

13 MARCH 2025 – CABINET

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

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

WARD(S): ALL

PURPOSE

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.

This report brings forward a financial business plan for consideration required under the shareholder agreement with Venta Living Ltd, with an illustrative business model based on leasing 41 flats in Winnall.

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.

Approval of the updated financial business plan will allow Venta Living Ltd to continue trading in 2025/26 based on the recommended business plan.

RECOMMENDATIONS:

To Cabinet Committee: Housing

1. To review the updated financial business plan, at Appendices A and B in the exempt part of the agenda and recommend its approval to Cabinet.

To Cabinet:

1. To approve the updated financial business plan as recommended by Cabinet Committee: Housing.

IMPLICATIONS:

1 COUNCIL PLAN OUTCOME

1.1 Tackling the Climate Emergency and Creating a Greener District

1.2 Venta Living Ltd supports the following Council Plan priorities:

a) Tackling the climate change and creating a greener district – the Winnall flats are designed to be highly sustainable. Their convenient location within the city supports the Council Plan objectives to promote walking, cycling and use of public transport.

b) Homes for all – meeting local need through a wider range of tenures.

c) Vibrant local economy – supporting working households to live and work in the district.

2 FINANCIAL IMPLICATIONS

2.1 The latest iteration of the company leasing model is presented in the business case. The financial impact of this is shown in the exempt Appendix B within this report.

2.2 The leasing model, which was agreed in July 2023 (CAB3406H refers), is based on the company managing the properties and the lettings; with the council retaining responsibility for the building, its maintenance and fixtures and fittings. Venta Living Ltd let the properties and collect the rent, deduct from this a proportion of the gross rent receivable, sufficient to cover its costs of management and overheads, and passing the net rent receivable after these deductions to the council as a lease payment.

2.3 The reasoning behind setting the deductible amount as a percentage of the gross rent receivable is that it will provide more certainty to Venta Living Ltd about the amount it will receive to fund its operations each year. This allows the company's costs to increase with rental growth but provides comfort to the council that these costs are controlled.

2.4 The deductible amount in the proposed updated business plan will be c21% ongoing.

2.5 The table below shows the summarised estimated financial position of Venta Living Ltd over the 30 years of its business plan. This shows that as the lease payment is essentially the net cash flow after deducting operating expenses that the model essentially does not make any material profit or loss for the company. Projected cumulative retained profit for the company over the 30 years of the lease of just £24k, is essentially the interest earned on bank balances and an amount set aside for the allowance for doubtful debts. The projected profit will be subject to corporation tax.

- 2.6 Within the current business model, the HRA holds the risk of rent loss through voids, with the company retaining responsibility for income collection and bad debts.
- 2.7 The Venta Living Ltd business plan is presented in UK GAAP (Generally Accepted Accounting Practice) format, which represents the basis that the Company will publish its financial reporting.
- 2.8 In the event that the Company accounts are incorporated in the council's group Financial Statements, the accounts will need to be converted to an IFRS (International Financial Reporting Standards) basis. The Company's accounts are not considered to be material enough to warrant the production of consolidated accounts, however an IFRS compliant version of the plan has been produced separately to facilitate incorporation in the future.
- 2.9 There is no proposal within the business plan to change the agreed business model or leasing arrangements.
- 2.10 The current leasing structure model works for the rental of the Winnall block of 41 units however, the combined impact of the Subsidy Control Act and the risk upon the councils 5% VAT partial exemption limit mean that the company's ability to replicate future growth through the use of this leasing arrangement is materially and permanently constrained.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 None

4 WORKFORCE IMPLICATIONS

- 4.1 None

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 None

6 CONSULTATION AND COMMUNICATION

- 6.1 Proposed rent increases will need to be communicated to tenants. A minimum of one month notice is required.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 Properties leased to Venta Living Ltd are energy efficient, have lower carbon emissions and are resilient to climate change, in particular, overheating, flood risk and extreme weather events.

8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 The proposals in this report are consistent with the current Housing Strategy, which was subject to an Equality Impact Assessment. The proposals maintain the housing offer to the community and compliment the council's current offer which includes social and affordable rented housing and shared ownership homes. This supports the Homes for All priority.
- 8.2 Ongoing marketing of any remaining units at Winnall, or advertising in respect of reletting, will need to ensure that relevant information is accessible to all potential applicants, and in particular that no-one is disadvantaged on the basis of either race or disability.

9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 None Required

10 RISK MANAGEMENT

- 10.1 Key risks and opportunities for the Council are set out below:

Risk	Mitigation	Opportunities
Financial Exposure 1) That Venta Living Ltd becomes non-viable, with risk to the company as a going concern 2) Risk to the Council as sole shareholder of financial intervention in the event that Venta Living Ltd runs into financial difficulty 3) VAT – risk that the council's partial exemption threshold will be breached by excessive repairs	Suitably qualified non-executive directors have been engaged and Board meetings take place regularly. Financial performance is reviewed as part of the Board meeting agendas to identify and mitigate any potential cost pressures. The business plan makes sufficient provision for marketing and advertising of empty flats for relet and includes an assumed level of void turnover.	

& maintenance spend on the properties leased to Venta Living Ltd 4) Running costs significantly exceed budget 5) Rents received are significantly lower if full occupation cannot be achieved		
Exposure to challenge		
Innovation 1) Expansion of the wholly owned subsidiary company by the council.	The council's role as sole shareholder will ensure control over the company. Potential opportunities to be subject to due diligence processes, including external legal advice, intelligence gathering and discussions with local authorities and other registered providers	The current approach enables homes to be offered to a vehicle that has freedom to deliver to a broader market than the council can through its current housing stock.
Reputation Tenant satisfaction	The Board receive regular updates on tenant satisfaction measures and are empowered to take relevant decisions.	

11 SUPPORTING INFORMATION:

- 11.1 The background to the creation of the Housing company is covered in previous committee reports including CAB3366, CAB3401, and CAB3406(H).
- 11.2 Venta Living Ltd was subsequently established in May 2023, and is now actively trading following the handover of the flats to the Company in June 2024. Primary activity through 2024 was to ensure that flats are let to tenants and to ensure processes and procedures are robustly set up and managed.
- 11.3 The Board of Directors of Venta have considered and agreed the submission of the business plan at its meeting of 6th December 2024. There are no proposals to change the services to be provided to the Company by Winchester City Council.

- 11.4 The Council will continue to provide the following services at a fixed cost of £69k (inflated according to September inflation data), with any additional works at variable cost.
- a) Lettings and Housing Management
 - b) Building Services
 - c) Accountancy
 - d) Company Secretary
 - e) Estates services
- 11.5 The key proposals in the Business Plan for 2024/25 are detailed in the exempt appendix but includes:
- a) A proposed rent increase of 4.5%, based on market intelligence
 - b) Additional resource in the business plan to ensure resources are in place to minimise voids in the event that a) flats have not been fully occupied by 1st April 2024, and b) to ensure turnaround of future empty units are adequately resourced.
- 11.6 As at the time of writing this report (Late November) there were still approximately 10 flats not yet let. This is partly due to the flats being handed over to Venta later than had originally been assumed in the previously approved business plan. This has led to a reduction in estimated income in the 2024/25 financial year and this is reflected in the updated business plan attached to this report.
- 11.7 There are currently no proposals to expand the remit of the company, with the current primary focus being solely on ensuring full occupation by April 2025 and consolidating the existing operations of the company. However, if any opportunities were to arise, then the Directors are willing to engage with the shareholders to assess viability prior to the development of a business case. There is currently one Director vacancy which the council can recruit to subject to agreement of the business plan.
- 12 OTHER OPTIONS CONSIDERED AND REJECTED
- 12.1 No other options were considered.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

- CAB3406(H): Establishing a Local Authority Housing Company; Cabinet Committee (Housing), 10 July 2023 and Council 20 September 2023

- CAB3401: Establishing a Local Housing Company Cabinet, 16 March 2023
- CAB3366: Housing Company – Revised Options and Business Case Cabinet, 14 December 2022
- BHP022: New Homes Programme Update Business and Housing Policy Committee, 21 September 2021
- Presentation: Housing Development Strategy Business & Housing Policy Committee 1 December 2020
- CAB3160: Establishing the Winchester Housing Company Cabinet, 18 September 2019, and Council 25 September 2019
- Presentation: Housing Company Business and Housing Policy Committee 18 June 2019 CAB3139(HSG): Establishing the Winchester Housing Company Cabinet (Housing) Committee 20 March 2019 and Cabinet 25 March 2019
- CAB2990(HSG): Establishing Local Housing Companies to Support New Homes Development Cabinet (Housing) Committee 22 November 2017 and Cabinet 6 December 2017
- CAB2911(HSG) – Establishing Local Housing Companies to Support New Homes Development Cabinet (Housing) Committee 22 March 2017
- CAB2616(HSG): Options for Increasing the Supply of Affordable Housing Cabinet (Housing) Committee 1 October 2014

Other Background Documents:-

None

APPENDICES:

EXEMPT Appendix A – Venta Business Plan 2025/26

EXEMPT Appendix B – Venta Financial plan 2024/25 to 2054/55

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

**By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.**

Document is Restricted

This page is intentionally left blank