



Meeting	Economy and Housing Policy Committee
Date and Time	Wednesday, 2nd July, 2025 at 6.30 pm.
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.

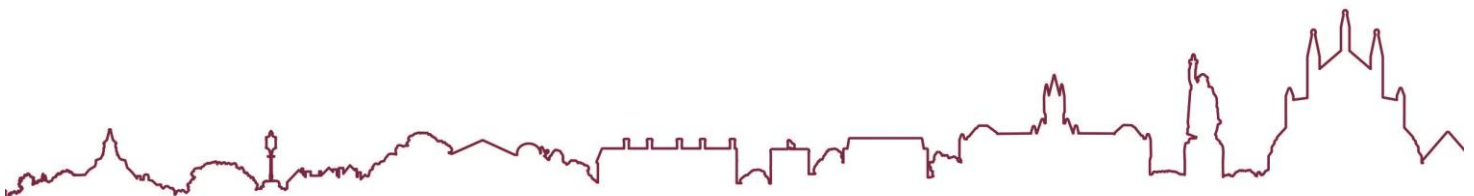
A limited number of seats will be made available at the above named location however attendance must be notified to the council at least 3 working days before the meeting (5pm Thursday, 26 June 2025). Please see below for details on how to register to attend. Please note that priority will be given to those wishing to attend and address the meeting over those wishing to attend and observe.

AGENDA

- 1. Apologies and Deputy Members**
To note the names of apologies given and deputy members who are attending the meeting in place of appointed members.
- 2. Declarations 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.

If you require advice, please contact the appropriate Democratic Services Officer, prior to the meeting.



3. **Appointment of Vice Chairperson for the 2025/26 Municipal Year.**
As this is the first meeting of the committee in this municipal year, it will be necessary to appoint a Vice-Chairperson.

The Chairperson will call for nominations from committee members.
4. **Chairperson's Announcements**
5. **Minutes of the previous meeting held on 11 February 2025** (Pages 5 - 12)
That the minutes of the meeting be signed as a correct record.
6. **Public Participation**
To receive and note questions asked and statements made from members of the public on matters which fall within the remit of the Committee

Members of the public and visiting councillors may speak at the Policy Committee, provided they have registered to speak three working days in advance. Please complete this [form](https://forms.office.com/r/Y87tufaV6G) (<https://forms.office.com/r/Y87tufaV6G>) by 5pm on 26 June 2025 or call (01962) 848 264 for further details.
7. **Review Of Economy And Housing Policy Committee Resolutions for 2024/25** (Pages 13 - 24)

RECOMMENDATION:
That the committee note the responses to the Economy and Housing Policy Committee previous resolutions.
8. **Social Housing regulation consumer standard improvement plan** (Pages 25 - 42)

RECOMMENDATION:
It is recommended that the policy committee comment on the proposals within the attached cabinet report, ref CAB 3511(H) which is to be considered by Cabinet Committee (Housing) at its meeting on the 23 July 2025.
9. **To note the committees current Work Programme.** (Pages 43 - 44)
10. **To note the dates of future meetings.**
16 Sep 2025 6.30 pm
25 Nov 2025 6.30 pm
24 Feb 2026 6.30 pm

Laura Taylor
Chief Executive

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24 June 2025

Agenda Contact: Matthew Watson, Senior Democratic Services Officer
Tel: 01962 848 317 Email: mwatson@winchester.gov.uk

**With the exception of exempt items, agendas, reports and previous minutes are available on the Council's Website <https://www.winchester.gov.uk/councillors-committees>*

MEMBERSHIP

Chairperson: Councillor: Batho (Liberal Democrats)

Conservatives

Bolton

Liberal Democrats

Chamberlain
Eve
Morris
Murphy
Gordon-Smith

Green

White

Conservatives

Horrill and Warwick

Deputy Members Liberal Democrats

Brophy and Westwood

Green

Bailey-Morgan and Lee

Quorum = 3 members

PUBLIC PARTICIPATION

A public question and comment session is available at 6.30pm for a 15 minute period. There are few limitations on the questions you can ask. These relate to current applications, personal cases and confidential matters. Please contact Democratic Services on 01962 848 264 at least three days in advance of the meeting (5pm Thursday, 26 June 2025) for further details. If there are no members of the public present at 6.30pm who wish to ask questions or make statements, then the meeting will commence.

FILMING AND BROADCAST NOTIFICATION

This meeting will be recorded and broadcast live on the Council's YouTube site and 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.

ECONOMY AND HOUSING POLICY COMMITTEE

Tuesday, 11 February 2025

Attendance:

Councillors
Batho (Chairperson)

Chamberlain
Achwal S
Eve

Morris
Murphy
White

Apologies for Absence:

Councillor Miller

Deputy Members:

Councillor Horrill (as deputy for Councillor Miller)

Other members in attendance:

Councillors Thompson and Westwood

[Video recording of this meeting](#)

1. **APOLOGIES AND DEPUTY MEMBERS**
Apologies for the meeting were noted as above.
2. **DECLARATIONS OF INTERESTS**
No declarations were made.
3. **CHAIRPERSON'S ANNOUNCEMENTS**
No announcements were made.
4. **MINUTES OF THE PREVIOUS MEETING HELD ON 26 NOVEMBER 2024**
RESOLVED:
That the minutes of the previous meeting held on 26 November 2024 be approved and adopted.
5. **PUBLIC PARTICIPATION**
There were no comments or questions made during public participation

6. **SUMMARY OF THE UK SHARED PROSPERITY FUND AND RURAL ENGLAND FUND PROGRAMMES 2022-2025**

Councillor Lucille Thompson, Cabinet Member for Business and Culture introduced the report, ref EHP54 which set out the summary of the UK Shared Prosperity Fund And Rural England Fund Programmes 2022-2025, ([available here](#)). The introduction included the following points.

1. The funding had significantly aided communities and residents in pursuing greener initiatives, reducing the carbon footprint, and supporting businesses across the district.
2. The Council had received £1.745 million to fund projects throughout the district at a time when resources were scarce.
3. A partnership board, comprising representatives from various sectors, had been established to ensure a wide range of views were considered in the selection and delivery of projects.
4. Over the three years, the UK Shared Prosperity Fund had supported 32 projects aligning with the investment plan, and the fund was on track to be fully spent. The Rural England Fund had supported 25 projects, also fully funded and on track to be fully spent.
5. The funds supported 20 carbon reduction projects, including seven EV charging stations and new foot and cycle paths.
6. 280 residents had gained qualifications in retrofit, alternative energy installations, and digital communications.
7. 22 businesses across the district had received funding in sectors including childcare, landscape gardening, sport, and the creative industries.
8. Matched funding had been secured, effectively doubling the money available by unlocking further investment from local businesses, communities, and other organisations.
9. The Government had confirmed a further UK Shared Prosperity Grant of £1,327,146 to be spent by the end of March 2026.

The committee was asked:

1. To note the types of projects, distribution, impact and value derived from the UKSPF and REPF programme 2.
2. To note the Government's priorities and provide comment on the Council's approach for distributing funds for the 2025/2026 UKSPF extension

The committee proceeded to ask questions and debate the report. In summary, the following matters were raised.

1. Clarification was sought regarding the variation in amounts allocated to different wards, as shown in the graph on page 20 concerning the Rural England Prosperity Fund and it was questioned why some wards, such as Central Meon Valley, were not included on the graph.

2. It was queried whether the absence of projects from certain wards was due to a lack of suitable proposals or other factors.
3. Whether ward councillors could assist in the process of project submission.
4. It was asked whether anything better could/should be done in terms of communications.
5. It was queried whether any good projects were unable to proceed due to a lack of sufficient matched funds.
6. It was asked if the amount of matched funding would be a barrier in the future.
7. Further information was sought regarding the engagement activities mentioned in paragraph 2.47 on page 23, to understand how the message could be more widely disseminated.
8. A question was asked regarding lessons learned from the past three years of the programme and whether any changes would be implemented in the next phase.
9. It was queried if it was possible to focus on areas with low funding, such as green space projects, which were below the expected target.
10. A question was raised regarding the £54,000 gap between the allocated amount (£1,745,000) and the amount spent (£1,691,000) and it was asked what would happen to this money.
11. A question was asked regarding the allocation of 42% of UKSPF and REPF grants to business-related activities, as stated in bullet point 2.17 and clarification was sought as to whether the anticipated percentage for business was set at the outset and if community efforts were being underfunded as a result.
12. Details were sought regarding the five or six projects initially included in the investment plan that did not materialise.
13. A question was asked regarding equality impact assessments and whether applicants were required to demonstrate outreach to a diverse range of people.
14. A question was asked regarding unsuccessful applicants and whether they received feedback on why their applications were rejected.
15. Clarification was sought on how ward areas were defined, particularly in areas with both urban and rural characteristics, to determine eligibility for the Rural Prosperity Fund.
16. A question was asked whether the percentage of allocations to businesses would revert to the original expectation for the next year, or if the current percentages would be used as a baseline.

These points were responded to by Councillor Lucille Thompson, Cabinet Member for Business and Culture, Susan Robbins, Corporate Head of Economy & Community and Camilla Sharp, Shared Prosperity Funding Officer accordingly.

RESOLVED:

1. That the committee noted the concerns regarding the equitable distribution of funding across wards, particularly between rural and urban areas.
2. That members would communicate with their respective wards, encouraging parishes and organisations to apply for grants in the upcoming year.
3. That the Cabinet Member consider whether maintaining some level of contribution from businesses, as beneficiaries of the funding, should be pursued, acknowledging the reduction in match funding requirements to encourage business engagement.
4. That officers explore avenues to encourage more community involvement and funding applications, alongside business-related projects.
5. That officers continue to emphasise learning from both successful and unsuccessful projects, maintaining dialogue and providing feedback to applicants to ensure a steady stream of potential projects for the future.
6. That the cabinet member considers the committee's comments raised during the discussion of the item.

7. HOUSING REPAIRS AND MAINTENANCE POLICIES

Councillor Chris Westwood, Cabinet Member for Housing introduced the report, ref EHP56 which set out proposals for the Housing Repairs And Maintenance Policy, ([available here](#)). The introduction included the following points.

1. The report presented four proposed policies for review and comment: Disabled Adaptations, Housing Repairs and Maintenance, Housing Repairs Recharge, and Managing Damp and Mold.
2. Tenant input had been gathered through a survey in May 2024 regarding the future operation of the repairs service and to support the retendering of the repairs and maintenance contract.
3. Following an online consultation, workshops were held with tenants and members and feedback was incorporated into the updated policies.
4. The policies would inform the Council's future approach to delivering housing repairs and maintenance, aiming for consistent application across all areas.
5. The Committee's comments were sought on the four policies before a further tenant consultation.
6. The draft policies, incorporating the Committee's comments, would be presented to Cabinet Committee: Housing in July 2025 for approval.
7. Approval of the policies would contribute to the modernisation of Housing Services by clearly defining the scope of services covered and ensuring consistent and easily understood application.

The committee was asked to review and comment upon the proposed four Policies attached, namely:

1. Disabled Adaptations Policy
2. Housing Repairs And Maintenance Policy
3. Housing Repairs Recharge Policy
4. Managing Damp And Mould.

The committee proceeded to ask questions and debate the report. In summary, the following matters were raised.

Disabled Adaptations Policy

1. A question was asked regarding the inclusion of disability due to injury or accident as part of the policy.
2. Clarification was sought regarding the appeals process across all four policies and whether it adequately addressed tenant dissatisfaction with decisions.
3. It was asked how the council would enforce the actions in the policies universally.
4. Questions were raised concerning budgets and the estimated need for adaptations, considering the local ageing population.
5. A question was asked regarding timescales, specifically the 12-month timeframe for approved adaptations and whether a more challenging target would be useful.
6. Clarification was sought regarding item 5.4 on page 35, regarding properties adapted for disabilities being let to able-bodied individuals and if they could then be evicted if a disabled applicant needed the property.
7. Following a previous point, it was questioned how adaptations would be applied to properties occupied by able-bodied individuals, given the potential need for larger properties by families.
8. A question was asked about including a clawback on the policy regarding adaptations and the right to buy.
9. A question was asked about training available for a broader group of officers to support the implementation of the policy.

Housing Repairs and Maintenance Policy

1. A question was asked regarding emergency repairs and recharges, specifically regarding what constituted an emergency versus an urgent repair.
2. Clarification was sought on page 50 regarding minor repairs that should be carried out by the tenant, and whether there was a specific list in the tenancy agreement.
3. A question was raised about the tenant's responsibility to reduce humidity levels and how this aligned with damp and mould policies.
4. Assurances were sought that the out-of-hours process was sufficiently robust for the policy.

5. A question was asked regarding defects and whether a robust process would be to put in a review of new homes at a set period.
6. Concern was raised regarding the use of the term "moderate colour" on page 57.
7. A question was asked about the accuracy of the wording regarding the five-year stock condition survey within the planned works section.
8. A question was asked regarding page 53 and a wider view of the tenant's responsibilities that the council would Recharge for.

Housing Repairs Recharge Policy

1. Regarding recharging for repairs and damage when a tenancy ends, it was asked what happened when a tenant died and if the council would try and recover money from an estate.
2. A comment was made regarding the code of conduct for contractors, specifically regards advising tenants of progress.
3. It was asked if the council had had success in implementing its previous policy in terms of recharges.
4. Further information was requested regarding the scale of these charges.
5. Regarding 5.9 on page 69, which refers to tenants seeking consent to carry out works themselves and a quality check potentially being carried out by council surveyors and who would carry the cost for that survey.

Damp and Mould Policy

1. Given the high profile of Awaab's Law and the stricter timescales relating to dealing with damp and mould, a question was asked if this policy included those stricter timescales.
2. Regarding the causes of dampness, particularly moisture released through drying clothes, a question was asked whether the council might provide outdoor drying facilities.
3. For private tenants, how did we empower them to complain about their landlord if no action on previously raised issues had been taken?
4. It was asked whether it would be feasible for council contractors who were going into the properties to undertake repairs, would be able to report back on any damp and mould issues noticed.
5. Regarding the performance measures on page 89, a question was asked about the systems and mechanisms being used to capture the data for the weekly report to be put on the website.
6. A general question was asked regarding how recently the policies were last reviewed and whether these review dates could be included in the documents.

These points were responded to by Councillor Chris Westwood, Cabinet Member for Housing, Gilly Knight, Corporate Head of Housing and Simon Hendey, Strategic Director accordingly.

RESOLVED:

1. That the committee thanked officers for bringing the new policies together, noting that they provide clarity on the responsibilities of both tenants and the council.
2. The committee raised the importance of a robust appeals process, particularly for the recharge policy, anticipating potential challenges from tenants due to its new implementation.
3. That the committee welcomed the regular review of the policies and suggested stating the implementation date and review date on the policy itself.
4. That the committee requested a review of the policies at this committee in one year, following implementation, to assess the actual situation.
5. That the cabinet member considers the committee's comments raised during the discussion of the item.

The meeting commenced at 6.30 pm and concluded at 8.45 pm

Chairperson

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ECONOMY & HOUSING POLICY COMMITTEE

REPORT TITLE: REVIEW OF ECONOMY AND HOUSING COMMITTEE RESOLUTIONS

2 July 2025

REPORT OF CHAIRPERSON: Councillor James Batho, Email: jbatho@winchester.gov.uk

CONTACT OFFICER: Simon Hendey, Email: shendey@winchester.gov.uk

WARD(S): ALL

BACKGROUND INFORMATION

The attached contain a list of the Economy and Housing policy committee resolutions made in the previous municipal year. There is a commentary and indication as to whether the resolution was accepted or not.

RECOMMENDATION:

That the committee note the responses to the Economy and Housing Policy Committee previous resolutions.

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<u>Agenda Item Resolution</u>	<u>Update</u>
17-Sep-24	
WINCHESTER DISTRICT ECONOMY REVIEW	
1. That the committee noted the contents of the Winchester District Economy Review presentation.	
2. That the committee provided comments on the presentation as requested.	
3. The committee agreed to ask the Cabinet Member to consider the following:	
a) To continue supporting work on skills development, particularly in retrofitting and digital support. <div data-bbox="94 730 138 893" data-label="Page-Footer"> Page 15 </div>	<p>Since the September meeting of the Economy and Housing Committee the Economy Team has delivered three major skills projects which have been funded by the government's UKSP programme:</p> <ol style="list-style-type: none"> 1) Retrofit skills programme which was delivered in partnership with Hampshire County Council and involved a marketing campaign, a retrofit conference and encouraging take up and paying for retrofit skills training. 187 learners completed skills training including Retrofit levels one and two courses. 2) Digital skills programme resulted in 230 residents engaged in essential digital skills programme through workshops or one to one sessions held throughout the Winchester district. 3) Business Growth Factory – 61 businesses supported with either commercialisation, incubation and scale up, acceleration and digital productivity programme or net zero support. <p>The team have also secured employment and skills plans capturing training and employment opportunities for local people for the following developments:</p>

	<ul style="list-style-type: none"> • New Road Swanmore and North Whiteley (Persimmon Homes) • Blackwood holidays Micheldever (Forest Holidays) • Care Home Queens Head Colden Common (Feltham Construction Ltd) • Locks Farm Solar Bishop's Waltham (Next Energy) <p>Worked with the Department of Work and Pensions to support their jobs and employment fair held on 22 May 2025 and to ensure the event helped and was attended by our Ukrainian guests.</p>
<p>b) To ensure that rural areas remain a focus, providing more detail and understanding of how businesses in these areas are operating and identifying additional areas of support they may need.</p>	<p>Rural Businesses</p> <ul style="list-style-type: none"> • Winchester City Council is engaging with rural SMEs, farmers and landowners within the district to better understand their needs, such as digital infrastructure support, energy saving initiatives and sustainability opportunities as well as wider general discussion on economic growth. These groups and networks include: <ul style="list-style-type: none"> ○ Winchester Downs Cluster Group ○ Winchester to the River Test Cluster Group <p>In addition, meetings with the Countryside Alliance and the National Farmers Union, who represent the views of many rural farm businesses and landowners, as well as one to one engagement with farm businesses.</p> <ul style="list-style-type: none"> • We respond to enquiries and signpost to support and funding on matters that include energy saving heat pumps, EV charging points and insulation on commercial and industrial properties

- Working with rural businesses to secure funding for feasibility of cooperative farming business opportunity to increase economic development and skills in the rural economy
- Rural England Prosperity Funding (REPF) impact: Winchester City Council assessed over 60 applications received through three competitive funding rounds and made awards of up to £50,000. 18 businesses received REPF funding. 12 of these were fully funded by the REPF (to a total of £323,260). A further six were part-funded by REPF and part-funded by UKSPF; The REPF element for these totalled £194,161.
 - Four of these projects were wholly or partially for solar panelling
 - Three were wholly or partially for EV chargers
 - Five were for material purchases to assist with growing the business:-
 - a large roaster for a coffee producer
 - a kiln and wheel for a ceramicist,
 - a dust extractor for a stonemason
 - an electric tuk tuk for a coffee vendor
 - a tractor and attachment for a landscape gardener
 - Three were for refurbishment:-
 - Two pubs improved their kitchens, bathrooms and bedrooms
 - One vineyard improves its access and insulation

	<ul style="list-style-type: none"> ○ Three were fore new build/conversion:- <ul style="list-style-type: none"> ○ A new business unity ○ A balcony out door space/fire exit for a day nursery ○ Two new attractions for Marwell <p>In addition to the £517,421 invested in these projects by the REPF, the businesses themselves committed a further £501,675.</p>
<p>c) To continue and expand work in the solar energy sector, working with businesses on commercial implementation, conversion from gas, and assessments related to these initiatives.</p>	<ul style="list-style-type: none"> • Meetings with 52 commercial and industrial businesses in 2025 so far to promote the Solar for Business programme through business intermediary groups and visits • A business case for a solar PV Power Purchase Agreement on a rural business has been approved. This is based on the successful Marwell and Biffa model. Progress has been made on carrying out financial modelling of solar pv opportunities at this site. • Five community building and five commercial building solar panelling projects were funded through the UKSP and REPF programme, together with an advisory project run by Winchester Action on Climate Crisis. • At Riversdown House language school the installation of solar panels to the "Chicken Shed is an example of a commercial solar project funded through REPF. Since the installation, the Chicken Shed has become 43% self-sufficient on average and in the summer the building should be 100% self-sufficient with the capacity to sell back electricity to the grid. • Micheldever Village Store – installation of seven solar panels and a new refrigeration unit to achieve carbon savings.

	<p>Rushmere farm solar project funded through a council Green Business Grant has allowed them to increase in product volume by 75% while becoming carbon neutral and even put electricity back into the grid. It is estimated that the panels will offset a minimum of 400 tonnes of carbon dioxide equivalent emissions (tCO₂e) over their lifetime.</p>
<p>d) To prioritise efforts that align with the 'Greener Faster' initiative, recognising its importance in improving the district's performance.</p>	<ul style="list-style-type: none"> • The low carbon assessment programme has delivered 10 low carbon audits to business premises across the Winchester district. If all actions are completed this would result in lifetime carbon savings of 41,750 kWh. • The council's green business grants have funded five businesses across the district with projects to reduce energy consumption or increase renewable energy generation • Our management of the government's UK Shared Prosperity and Rural England Prosperity funding programme from 2022 to 2025 have resulted in 26 carbon reducing projects being delivered across the Winchester district
<p>e) To support using the proposed priorities to target and focus the council's approach to achieving the best economic outcomes for the district.</p>	<p>Noted.</p>
<p>f) To continue with the 'business-as-usual' approach in delivering green economic growth through the council's work.</p>	<p>Noted.</p> <ul style="list-style-type: none"> ○ We have an agreed and published service plan with quarterly performance reporting of the KPIs and activity to deliver the Council Plan priorities. ○ An internal programme board meets to review progress against the Action Plan ○ We publish a quarterly Economic Bulletin

HOUSING, REPAIRS AND MAINTENANCE CONTRACT PROCUREMENT	
1. That the committee noted the contents of the presentation on the Housing, Repairs and Maintenance Contract Procurement.	
2. The committee agreed to ask the Cabinet Member to consider the following:	
a) To ensure that clear and detailed KPIs were developed and included in the report to Cabinet, as they were essential for guaranteeing the performance of the contract.	There have been several contextual changes since the approach to the procurement of the repairs and maintenance contract of the Council's housing stock was presented at committee in September 2024. A review of the approach to achieve efficiency and enhanced customer satisfaction, the local government reorganisation proposals and the regulatory judgement made by the social housing regulator means a revised approach was required as recommended in Cabinet Report (CAB3506) taken to Cabinet Committee and approved on 21 May 2025.
b) To focus on defining and maximising the social value aspects within the contract, acknowledging that this significant contract presented an opportunity to improve the social aspects of the local communities.	A above comment.
c) To consider the comments provided by the committee.	
COUNCIL PLAN 2025-30 (PRESENTATION)	
That the Committee requested that the cabinet member consider the committee's comments raised during the discussion of the item.	Noted. The Council Plan was subsequently agreed by Full Council on the 15th January, 2025.

<u>26-Nov-24</u>	
DISABLED FACILITIES GRANTS (DFG): POLICY REVIEW	
1. The committee noted that a change to the policy regarding means-testing was appropriate to ensure that the funding was targeted to those most in need.	A revised policy will be presented at Cabinet Committee Housing on 4 th November 2025. The team are now means testing all applicants (even though not applying it) to understand the impact of any policy change regarding means testing.
2. The committee noted that option three had the potential downside of providing support to those who could contribute a significant amount themselves whilst option two, allowed "boundary" cases to be considered and so enabled funds to be used more beneficially.	A revised policy will be presented at Cabinet Committee Housing on 4 th November 2025.
3. The committee agreed to ask the Cabinet Member to consider the points raised during its discussion.	The points will be considered when developing the new revised policy that will be presented at Cabinet Committee Housing on 4 th November 2025.
HOUSING REVENUE ACCOUNT BUSINESS PLAN & BUDGET OPTIONS	
1. The committee noted the ongoing efforts to identify additional savings opportunities.	
2. The committee wished to highlight the importance of policy reviews, particularly in areas such as the repairs recharge policy, voids, and the repair process review.	Noted
3. The committee was reassured to note that officers were also considering other ways to add value, for example, addressing damp and mould issues as a non-financial benefit of the proposed changes.	Noted
4. That the Cabinet Member consider the committee's comments raised during the discussion of the item.	

<u>11-Feb-25</u>	
SUMMARY OF THE UK SHARED PROSPERITY FUND AND RURAL ENGLAND FUND PROGRAMMES 2022-2025	
1. That the committee noted the concerns regarding the equitable distribution of funding across wards, particularly between rural and urban areas.	Noted and considered as part of the application assessment process. The spread of funding across the district to date is demonstrated in the UKSPF Board meeting slides April 2025 PowerPoint presentation which can be downloaded from the useful documents section on this web page: UK Shared and Rural England Prosperity Funds - Winchester City Council
2. That members would communicate with their respective wards, encouraging parishes and organisations to apply for grants in the upcoming year.	All funding programme opportunities have been listed in the weekly DSU to all Councillors for their onward communications as well as directly with Parish Clerks and via Parish Connect.
3. That the Cabinet Member consider whether maintaining some level of contribution from businesses, as beneficiaries of the funding, should be pursued, acknowledging the reduction in match funding requirements to encourage business engagement.	Noted – The match funding has been retained for businesses in the 2025/26 round of applications.
4. That officers explore avenues to encourage more community involvement and funding applications, alongside business-related projects.	Noted - promotion has taken place via community groups and through our Community team newsletters has been undertaken.
5. That officers continue to emphasise learning from both successful and unsuccessful projects, maintaining dialogue and providing feedback to applicants to ensure a steady stream of potential projects for the future.	Noted – SPF Programme Officer contract extended to enable continued provision of support, advice and feedback to applicants and award recipients.
6. That the cabinet member considers the committee's comments raised during the discussion of the item.	Noted.

HOUSING REPAIRS AND MAINTENANCE POLICIES	
1. That the committee thanked officers for bringing the new policies together, noting that they provide clarity on the responsibilities of both tenants and the council.	
2. The committee raised the importance of a robust appeals process, particularly for the recharge policy, anticipating potential challenges from tenants due to its new implementation.	An appeals process has been added to the Recharge Policy it is not relevant to add for other policies as service disputes can be addressed through the Corporate Complaints Process.
3. That the committee welcomed the regular review of the policies and suggested stating the implementation date and review date on the policy itself.	Noted and added to each policy.
4. That the committee requested a review of the policies at this committee in one year, following implementation, to assess the actual situation.	Noted and policies will be brought to committee on or near the anniversary of the implementation date of July 25.
5. That the cabinet member considers the committee's comments raised during the discussion of the item.	

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ECONOMY & HOUSING POLICY COMMITTEE

REPORT TITLE: SOCIAL HOUSING REGULATION CONSUMER STANDARD IMPROVEMENT PLAN

2 JULY 2025

REPORT OF CABINET MEMBER: Cllr Mark Reach Cabinet Member – Good Homes

Contact Officer: Simon Hendey Email: shendey@winchester.gov.uk

WARD(S): ALL

RECOMMENDATION:

It is recommended that the policy committee comment on the proposals within the attached cabinet report, ref CAB 3511(H) which is to be considered by Cabinet Committee (Housing) at its meeting on the 23 July 2025.

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REPORT TITLE: SOCIAL HOUSING REGULATION CONSUMER STANDARD
IMPROVEMENT PLAN

23 JULY 2025

REPORT OF CABINET MEMBER: Cllr Mark Reach Cabinet Member – Good Homes

Contact Officer: Simon Hendey Tel No:01962 848 Email
shendey@winchester.gov.uk

WARD(S): ALL

PURPOSE

The purpose of this report is to provide a detailed update on the progress in delivering the housing improvement action plan to address the regulatory judgement of the Social Housing Regulator. Cabinet Committee: Housing received a high-level action plan at its meeting in February 2025 (CAB 3479H). This report provides detail on the action plan progress and is the first of regular reports to Cabinet Committee: Housing on the journey to addressing the requirements of the regulatory judgement.

RECOMMENDATIONS:

Cabinet Committee: Housing is asked to.

1. Note the progress made in delivering the housing improvement plan.
2. Agree to receive regular updates on plan implementation at future meetings.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

1.1 Greener Faster

The Housing revenue account business plan has programmed the retrofit programme to achieve regulatory requirements for all the housing stock to attain EPC C by 2030.

1.2 Thriving Places

The impact of the regulatory work will not only ensure customers' homes are safe and of a good quality it will enable significant investment in the local economy thus facilitating thriving places.

1.3 Healthy Communities

The work to achieve the Regulator of Social Housing consumer standards will ensure that customers' homes are of a safe and good standard and helping to deliver healthy communities.

1.4 Good Homes for All

The housing improvement plan delivery will ensure that good homes are delivered for council's tenants.

1.5 Efficient and Effective

The housing improvement plan will ensure that the council delivers the Regulator of Social Housing consumer standards in the most efficient and effective means.

1.6 Listening and Learning

The council is sharing experience with other local authorities that have received regulatory judgements. The council has regular meetings with the Regulator of Social Housing so as to learn the best ways to achieve regulatory standards. The TACT board will help drive the housing improvement plan delivery. The housing service will use all the methods contained in the resident engagement strategy to help inform and engage with customers to ensure that the housing improvement plan is informed by customer input.

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 Housing Quality Network 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 Associated ongoing costs within the compliance improvement plan have been reviewed and built into the HRA business plan and proposed budget for 2025/26, as considered and agreed at Cabinet in February 2025. This includes £400,000 per annum in the HRA revenue budget; £150,000 per annum in the HRA 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.
- 2.4 A cost identified from our internal self-assessment work 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 only carrying out external inspections are not an acceptable or a reliable approach. To meet these standards, the HRA will require additional resource and funding for both the immediate and longer-term needs. A stock condition survey has been commissioned to catch up on the required condition data for all HRA homes and £275,000 has been included as a one-off budget in 2025/26 to fund this. Going forward, a rolling-programme of surveys will be undertaken, and this on-going cost will be funded from existing resources. Going forward, a rolling-programme of surveys will be undertaken, and this ongoing cost will be funded from existing HRA resources.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 The Social Housing Regulation Act 2023 largely came 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 The changes brought in by the 2023 Act include a new power that enables the Regulator of Social Housing to require landlords to produce performance improvement plans where there has been a failure to meet the safety and

quality consumer standards, and as an alternative to the imposition of fines and other penalties.

- 3.3 The Regulator's published statutory guidance under s215 of the 2008 Act 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-reporting process and the 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 Regulator.
- 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 relevant legislation.

4 WORKFORCE IMPLICATIONS

Availability of suitably qualified staff to deliver the housing improvement work plan is a challenge. The service has restructured to establish dedicated teams to deliver compliance activity and where recruitment proves difficult agency staff will be secured on an interim basis.

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 The main element of the housing improvement plan is aimed at achieving the compliance requirements of the safety and quality consumer standard. The plan includes a stock condition survey to ensure up to date information is available on the condition of the council's housing stock.

6 CONSULTATION AND COMMUNICATION

- 6.1. Delivery and development of the improvement plan will be subject to regular consultation and communication. The housing improvement workshops that are organised in various locations across the district allow customers direct input into the plan.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1. The housing improvement plan and compliance activity will address environmental considerations. For example, better knowledge of the council's housing stock will enable commissioning of works that will reduce impact on the natural environment as well as work to reduce the carbon footprint of the housing stock.

8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 As this is a high-level improvement plan there are no direct public sector equality duty considerations stemming from this report.

DATA PROTECTION IMPACT ASSESSMENT

- 9 None.

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.	
Legal -primarily 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. There will now be monthly progress reports with the regulator to demonstrate progress.	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-	Learning from other registered social housing providers as part of the improvement process

	referrals and therefore the council can learn from peers who have already taken this action	
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 sourcing where required external competent persons	
Lack of adequate resources	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. Cabinet Committee: Housing received a report (CAB3479H) at its meeting on the 3 February 2025, setting out the self-assessment against the Regulator of Social Housing consumer standards. It included the findings of the self-assessment work that been undertaken and a proposed action plan to address the shortcomings in relation to the Safety and Quality consumer standard.

11.2. On the 30 April 25 the Regulator of Social Housing published their judgement:

“there are serious failings in how Winchester City Council is delivering the outcomes of the consumer standards and significant improvement is needed, specifically in relation to outcomes in our Safety and Quality Standard and the Transparency, Influence and Accountability Standard. Based on this assessment, we have concluded a C3 grade for Winchester City Council.”

- 11.3. Although the Regulator identified the failings it was also recognised that the Council had:

“engaged constructively with us since its self-referral and is taking steps to address the failures identified. This includes work to complete improvements to systems and processes for the delivery and oversight of legal health and safety requirements. It also has plans to complete a full stock condition survey of its home”

- 11.4. The council will be holding regular monthly meetings with the Regulator of Social Housing to enable them to assess performance against the improvement plan to achieve the consumer standards.
- 11.5. This report provides an update on progress against the housing improvement plan since last reported to Cabinet Committee Housing in February 2025. Of the 80 actions 20 have been completed. There are 31 actions where there has been minor slippage and revised milestone dates set. All actions are in progress. Appendix A contains the housing improvement plan as of end of June.
- 11.6. Of particular importance is the progress made in relation to compliance. The work is a tier one project and as such is reported to Overview and Scrutiny committee and on to Cabinet Committee quarterly. This report provides the opportunity to investigate the work on compliance in more detail. Appendix B provides the achievements as at end of June against the six main compliance areas.

12 OTHER OPTIONS CONSIDERED AND REJECTED

- 12.1. Following the regulatory judgement there is no alternative to progressing an improvement plan.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB3479(H) Social Housing Regulation 3.2.25

Other Background Documents: -

APPENDICES:

Appendix A – Housing improvement plan.

Appendix B – Compliance performance

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Appendix A- Housing Improvement Plan

Action	Lead	Date	Revised target date	Status	June 2025 Update
Governance and assurance					
Recommendation 1 – Establish governance and assurance structure Establish an appropriate governance and assurance structure to provide effective oversight of compliance and building safety	Simon Hendey Gillian Knight	Feb-25		complete	Reported monthly to PAC Board as a Tier 1 project. Compliance reporting will be reported to Overview & Scrutiny committee & Cabinet on a quarterly basis from effect Q2 2025. Updates against this plan will be reported quarterly to Cabinet committee housing.
Recommendation 2 – Compliance awareness session. The Leadership Team, Board, and key individuals of WCC should undertake a detailed property compliance training session to gain a more thorough understanding of the compliance obligations and how to provide more effective oversight, scrutiny, and challenge of compliance performance.	Simon Hendey	End of June 25	Jun-25	Minor slippage	Proposed training date for in person leadership training ~4th July. Awaiting confirmation of evening training session for members/TACT Board.
Data validation					
Recommendation 3 – Data Validation. Undertake a data validation exercise across asset data and compliance areas to gain assurance around all property assets, compliance programmes and records. This exercise is best completed by an independent third party to ensure a robust methodology is used and appropriate challenge is given.	Adrian Wilgoss Sarah Hobbs	Mar-25	Jun-25	On track	reviewed data validation plan across all compliance work streams, going to plan but have had to move target dates as there is follow up work to updates systems information. There are regular validation plan meetings to review progress. Domestic elec and both communal and domestic asbestos data validation is going well and information to be updated in Keystone. 10/6 - dwelling above a garage block has been identified through data work - Orchard & Keystone have been updated to ensure property will be picked up as part of stock condition survey pilot programme. Electrical & asbestos to be updated into Keystone to enable system driven KPI reporting this will include lift safety & Gas safety for review & validation to improve efficiencies.
Data validation - Establish a formal, regular and documented reconciliation process to ensure asset and compliance data remains accurate and up to date.	Adrian Wilgoss Heather Gibson	Mar-25	Sep-25	On track	reviewed data validation plan across all compliance work streams, going to plan but have had to move target dates as there is follow up work to updates systems information. There are regular validation plans meetings to review progress. Domestic elec and both communal and domestic asbestos data validation is going well and information to be updated in Keystone. Monthly reconciliation across Orchard & Keystone.
Data validation - Implement a process for tracking and monitoring the follow-up actions deriving from your compliance programmes. Each action should be documented, and you should be able to evidence that the action has been completed.	Adrian Wilgoss	Mar-25	Sep-25	On track	Process needs to be devised to enable regular property data review to ensure Orchard and Keystone systems mirror this data accurately. 10/6/25 - Manual process currently capturing detail on spreadsheets. Water hygiene programme in progress and will develop follow on actions reporting. C1 & C2 are carried out EICR documentation supports this. C3 actions not being robustly managed currently -plans to resolve this through compliance systems. Cannot confidently say how many properties we have that have C3 actions outstanding for RCD protection - do not have technology currently to read PDF certificates. Gas LGSR actions - jobs are raised and will be checked at following annual check. Asbestos actions - asbestos surveys have commenced and data will update in Keystone that survey has happened. remedial actions following Reg 4 surveys will be managed manually on a spreadsheet. Fire - FRA actions are held on a spreadsheet exported from Contractor system. Still trying to secure resource to support this work. Lift actions captured through Orchard as repair orders LOLER requirement and will include descriptions. New way of working- system driven report will be run to check jobs as part of validation. Can include outstanding Temple jobs for lifts.
Recommendation 4 – Sample records audit. Undertake a sample audit of inspection records across all programmes, to ensure that your documentation matches the information recorded within your systems.	Adrian Wilgoss	Jan-26		On track	consistent for gas, elec and lifts due to external scrutiny and best practice to be included into our policy and procedures work. The docs will be on achieving this for the big 6 compliance areas. one off sample checking in some Suggest we have a consultancy 3rd party arrangement for this area and there are external providers to enable this. this is expected to cost around £100k per annum. AW to discuss with KH re budget and discuss with policy review consultants.
Recommendation 5 – Manual processes Ensure all compliance programmes and actions are system driven in the same way your gas servicing programme is, this will reduce manual processes such as the transfer of programme spreadsheets to your contractors, to reduce the risk of human error. Consider how manual processes can be reduced generally.	Adrian Wilgoss	Jan-26		On track	Market engagement in progress to identify suitable compliance system to capture, record, track & report against all compliance related activities.
Recommendation 6 – Control and Ownership of Data Work towards holding data internally to reduce reliance on contractors portals to manage programmes and record evidence and increase assurance on programme accuracy.	Adrian Wilgoss	Jan-26		On track	Market engagement in progress to identify suitable compliance system to capture, record, track & report against all compliance related activities.

Reporting					
Recommendation 7 – Compliance reporting. Update the reports to include: Ensure each compliance area is included within the scorecard, and that each area clearly identifies what the compliance obligations are (i.e., fire risk assessments, asbestos reinspection surveys, lift thorough inspections, and so on).	Sarah Hobbs	Mar-25		Complete	Compliance reporting template provided by Penningtons being used for monthly reporting.
2. Include a performance indicator to state whether each area is or is not compliant, to clearly identify your position to the reader.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25		Complete	Compliance reporting template provided by Penningtons being used for monthly reporting.
3. Include trend analysis against each area to demonstrate whether there has been an upward or downward trajectory in performance since the previous reporting cycle.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25		Complete	Compliance reporting template provided by Penningtons being used for monthly reporting.
4. Include a forward outlook to highlight the number of properties due for an inspection within the next 30-90 days and any upcoming risks of non-compliance.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25	Jun-25	Minor slippage	Whilst data is known, an access process needs to be devised- YA, AW and LD to discuss
5. In addition to performance with your legal obligations, highlight the number of follow up actions outstanding for each area.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25	Jun-25	On track	Format for reporting follow on works being reviewed - teams being asked to report monthly on this
6. Provide supporting narrative for non-compliance and outstanding follow up actions. This information should include an explanation of the current position, corrective action required and the anticipated impact of the corrective action. Follow up actions should be documented to clearly identify the number outstanding and overdue, and highlight the risks associated with the outstanding actions.	Adrian Wilgoss David Lindsay Steve Finney	Mar-25	Jun-25	On track	Format for reporting follow on works being reviewed - teams being asked to report monthly on this. Narrative requested as part of monthly reporting
Policies & Procedures					
Recommendation 8 - Policies. Undertake a policy principle and strategic direction workshop for each compliance area to develop and finalise each policy. Ensure these sessions include the necessary strategic leaders and have technical input from operational staff. The purpose of the sessions is for leaders and stakeholders to agree strategic decisions as part of each policy's development. Following the workshops, produce a new suite of documents using a consistent approach and layout. The compliance policies should be approved by the Executive Team/Cabinet through a formal approvals process and reviewed formally every two years thereafter (or sooner if there is a change in applicable legislation or guidance)	Sarah Hobbs Adrian Wilgoss	Mar-25	Sep-25	On track	Contract award in place for Penningtons to deliver suite of updated policies and procedures for all compliance workstreams (gas, electric, lifts, water, asbestos, fire). Policy workshop scheduled for mid June
Recommendation 9 – Process maps and procedures Once your policies are finalised, ensure there is a suite of process maps and procedure documents for each compliance area. Process maps should detail each stage and those responsible for the delivery, to ensure each process is effective and efficient. Procedures should then be developed to provide the written narrative for each of the process maps. Operational staff should have their input on the key stages and responsibilities for operational delivery.	Sarah Hobbs Adrian Wilgoss	Mar-25	Sep-25	On track	Contract award in place for Penningtons to deliver suite of updated policies and procedures for all compliance workstreams (gas, electric, lifts, water, asbestos, fire). Policy workshop scheduled for mid June
Structure					
Recommendation 10 – Structure. Review the structure and the resources required to ensure there is optimal capacity for discharging your duties. Consider all areas, and any temporary and permanent resource or external support required to fulfil the recommendations from this report.	Yvonne Anderson	Apr-25	Jul-25	On track	ELB have approved Building Safety roles. Recruitment to H & S Officer and Coordinator roles anticipated to be completed by end of June 2025.
Training and qualifications					
Recommendation 11 – Training and qualifications 1. Develop a training matrix to specify the training, competence and qualification requirements for all employees responsible for oversight and delivery of compliance and building safety programmes. This will identify gaps and ensure training and competence is kept up to date. 2. Undertake a competency building programme over the next 12 months to increase staff competencies and fill any knowledge gaps. Consider the Level 4 VRQ in Asset and Building Management Compliance, or equivalent for managers and operational leads. Also consider subject specific training for staff with duties in specific areas of compliance.	Yvonne Anderson	Jan-26		On track	Training matrix to be developed alongside discovery & gap analysis work
Contract management					
Recommendation 12 – Contract management 1. Escalate the appointment of a new fire safety contractor as a matter of urgency. Consider whether this can be done via a waiver under your contract and procurement regulations	Adrian Wilgoss	End of Jan 25		complete	FRA programme in place & mobilised.
2. Apply a consistent approach to contract management for all contractors. There should be regular performance meetings, with frequencies relative to the works programmes.	Adrian Wilgoss David Lindsay Stephen Finney	End of Jan 25	Sep-25	On track	
3. All contractor meetings should be formally documented with a set agenda, minutes, and action plans produced from the meetings.	Adrian Wilgoss David Lindsay Stephen Finney	End of Jan 25	Sep-25	On track	
4. Ensure routine documented competency checks are completed on contractors (at least annually), and for any changes in contractor personnel.	Stephen Finney Adrian Wilgoss David Lindsay	Jan-26	Sep-25	On track	
5. Migrate data and records from contractor systems to WCC where possible to re-establish full control, ownership and accountability for all compliance programme data and ensure programmes are driven by WCC.	Adrian Wilgoss	Jan-26		On track	

Resident engagement					
Recommendation 13 – Resident engagement					
1. Implement a formal and coordinated approach to informing residents about each area of compliance. Develop upon your communications plan to structure how and when information will be provided. Utilise a range of channels for communication and consider how you intend to inform harder to reach groups, such as those without internet access, where English is not their first language, or those with disabilities and impairments.	Adrian Wilgoss Steve Finney Faiza Hassan Charlotte Bailey Yvonne Anderson	End of June 25	Jul-25	On track	
2. Include consideration of the legal fire and building safety requirements under the Fire Safety (England) Regulations 2022 and Building Safety Act 2022	Adrian Wilgoss Steve Finney Faiza Hassan Charlotte Bailey Yvonne Anderson	End of June 25	Jul-25	Minor slippage	
Audit					
Recommendation 14 – Internal audit					
Implement an internal audit regime which examines your adherence with relevant legislation and ensures there are controls in place to deliver programmes for each compliance area. Undertake this process at least every two years, in line with industry best practice.	Gillian Knight	Jan-26		On track	
Recommendation 15 – Technical audits					
Implement 100 per cent desktop quality assurance checks of compliance records for all areas of compliance, to provide assurance that certification has been completed and follow up works have been processed correctly.	Adrian Wilgoss	End of July 2025	Sep-25	On track	
Recommendation 16 – Third party auditing					
Implement a third-party technical auditing regime across all compliance areas to undertake sample checks on field work and desktop reviews on records. The auditor(s) should be competent and appropriately accredited.	Adrian Wilgoss	Jan-26		On track	
Gas and heating safety					
Recommendation 17 – Gas and heating safety					
1. Ensure landlord gas safety records are displayed in a prominent position in the communal areas of buildings (or provided to each resident) served by a communal gas boiler, in accordance with Regulation 36 (7) of the Gas Safety (installation and Use) Regulations 1998.	David Lindsay Fiona Churcher	Mar-25		Complete	
2. Document your access process to align with the process being used by staff and contractors. Any forced access should be first discussed with your legal team, clearly documented in the policy and procedures and used only as a last resort. Any decision for forced access should have sign off at leadership level.	Yvonne Anderson	Mar-25	Sep-25	On track	
3. Establish a procedure for following up with new tenancies to ensure that gas meters are not uncapped without your knowledge.	David Lindsay	Mar-25	Sep-25	On track	
4. Monitor properties not currently connected to the gas mains network, to ensure a gas supply has not been installed without your knowledge. Monitoring can be cross referenced with Cadent's XO Serve system to identify properties on the network.	David Lindsay	Jan-26		On track	
5. Establish programmes for servicing alternative heating installations (ground source heat pumps, air source heat pumps, etc.) in accordance with the manufacturers' recommendations.	David Lindsay	End of June 25		complete	
6. Ensure you can evidence all properties have smoke and carbon monoxide detectors installed where required, in accordance with the Smoke and Carbon Monoxide (Amendment) Regulations 2022. This should also include properties not on your gas programme. Demonstrate this assurance through system-based monitoring of all assets.	Heather Gibson Adrian Wilgoss David Lindsay	Jan-26		complete	
Review policy decision around installing and interlinking carbon monoxide detectors in properties where the main source of heating is gas	David Lindsay Adrian Wilgoss	Sep-25		On track	
Electrical safety					
Recommendation 18 – Electrical Safety					
1. Investigate the reasons why not every property is on the electrical programme and ensure that all properties with an electrical installation are on programme.	David Lindsay Adrian Wilgoss Heather Gibson	01-Feb-25	31-Mar-25	complete	
2. Ensure you are meeting legal requirements under the Housing Act 2004 (free from Category One hazards) and Landlord and Tenant Act 1985 (Rented properties are safe at the start and throughout each tenancy). As a priority, seek access for the eight 'high-risk' properties that have never had an electrical inspection, to ensure the installation is safe to use	David Lindsay Laura Doyle	End of Feb 25		complete	
3. Reconsider your access process. Best practice would be to mirror the stages of a reliable gas process, with three scheduled and recorded no access attempts, and an escalation procedure which includes tenancy investigations ending in controlled/ legal intervention.	Yvonne Anderson	Mar-25	Sep-25	On track	
4. Ensure there is an interdepartmental approach to assist with tenancy issues that may be preventing the completion of an inspection (i.e., Housing management teams to assist with hoarding and clutter within tenanted properties).	Laura Doyle David Lindsay	Mar-25	Sep-25	On track	

Fire safety					
Recommendation 19 – Fire safety 1. Ensure that you can demonstrate all buildings not on the fire risk assessment programme are not in scope of the Regulatory Reform (Fire Safety) Order 2005. The recommended approach is to commission a competent fire risk assessor to visit the buildings and determine whether they are within scope. Obtain written confirmation for buildings not in scope. 2. Consider introducing Type 3 fire risk assessments rather than Type 1 as good practice approach to provide a more detailed block assessment, factoring in a sample of the homes within the blocks. 3. Ensure actions are completed within a reasonable timeframe, and there is sufficient funding and resource to complete actions deriving from the fire risk assessments. 4. Ensure that all actions follow a quality assurance and approval process. Competent individuals should ensure that each action is allocated to the correct departments/contractors and then on completion actions are closed by these individuals only when sufficient supporting evidence is provided. There should be evidence and an auditable trail to support each closed action. 5. Ensure that you have access to the Safety Culture (contractor's system) once the current contract ends or migrate the data onto an appropriate system for fire risk actions. 6. Procure fire risk assessor contractors without delay to ensure you have a full suite of FRA's in place for all properties falling within the scope of the Regulatory Reform (Fire Safety) Order 2005. 7. Revise your FRA tracker to ensure that all properties requiring an FRA are captured regardless of whether or not remedial actions are identified. 8. Ensure building safety case reports are in place for specific blocks of 18m or above in line with your obligations under the Fire Safety (England) Regulations 2022. 8. Ensure resident engagement strategies are in place for specific blocks of 18m or above in line with your obligations under the Fire Safety (England) Regulations 2022. 9. Implement a fire door inspection programme to include communal fire doors being inspected quarterly and flat front doors being inspected annually in line with your obligations under the Fire Safety (England) Regulations 2022. 10. Ensure one version of the truth for all fire alarm and emergency light testing across all HRA stock to include temp accommodation & sheltered 11. Full M & E review of all fire alarm systems across HRA stock	Adrian Wilgoss	By July 25		complete	
	Adrian Wilgoss	By July 25		complete	
	Adrian Wilgoss Stephen Finney	High-Oct 25 Medium-Jan 26 Low - June 26	Ongoing	Minor slippage	
	Adrian Wilgoss Stephen Finney	High-Oct 25 Medium-Jan 26 Low - June 26	Ongoing	Minor slippage	
	Adrian Wilgoss	Jul-25		Complete	
	Adrian Wilgoss	End of Feb 25		Complete	
	Adrian Wilgoss Stephen Finney	Aug-25		Minor slippage	
	Adrian Wilgoss Faiza Hassan	Jun-25	Jul-25	Minor slippage	
	Adrian Wilgoss Faiza Hassan Yvonne Anderson Stephen Finney	Jun-25	Jul-25	Minor slippage	
	Adrian Wilgoss	End of June 25		complete	
	Adrian Wilgoss	Jun-25		On track	Identified new action to track through service improvement work. Need to ensure all data is visible and held within systems.
	Adrian Wilgoss	Mar-26		On track	Will require specialist resource to complete this activity
Asbestos management					
Recommendation 20 – Asbestos Management 1. As a best practice recommendation, consider implementing an approach to surveying your all stock with the target of achieving 100 per cent of surveys, to provide complete oversight of the locations, types, and conditions of ACMs across portfolio. We recommend a programme of management surveys for all void properties and percentage of tenanted properties each year. 3. Ensure actions are completed within a reasonable timeframe, and there is sufficient funding and resource to complete actions deriving from the asbestos surveys. 4. Ensure your asbestos register is fully updated to include results from all previous and newly received surveys. 5. Ensure there is an approved Asbestos Management Plan in place. Review domestic asbestos data and remove any data that does not constitute a full management survey	Adrian Wilgoss	Apr-26		On track	
	Adrian Wilgoss	Jun-26		On track	
	Adrian Wilgoss Heather Gibson	Dec-26		On track	
	Adrian Wilgoss	Mar-25	Sep-25	On track	
	Adrian Wilgoss	May-25	Jun-25	Minor slippage	10/6 - have data that needs to go into Keystone. Need to agree approach to cleansing & updating cloned data within system. Potentially will need to delete cloned data one by one to ensure no wider impacts to data & systems - this is actively being investigated.
	Adrian Wilgoss	May-25	Jun-25	Minor slippage	
Water hygiene					
Recommendation 21 – Water Hygiene 1. Ensure all properties requiring a risk assessment are on programme. For properties not on programme, ensure there is evidence to support this decision 2. Establish risk assessment and remediation programmes for your domestic properties. Consider your approach to risk assessing your domestic properties, ensuring it is practicable and proportionate in managing the risk. A risk-based approach would be more appropriate which targets high risk installations, properties with vulnerable occupants, risk assessing void properties, and developing your lettable standing to include removal of high-risk installations and flushing regimes.	David Lindsay	Jan-26		On track	
	Adrian Wilgoss	Jun-26		On track	

Lift safety					
Recommendation 22 – Lift safety					
1. Ensure the compliance team has more managerial control of the LOLER through inspection programme and formalise meetings with the lift contractor.	David Lindsay	End of Mar 25	Jun-25	Minor slippage	10/6 - awaiting contract set up. Will implement quarterly minuted meetings with monthly operational meetings to manage the lift contractors.
2. Ensure there is full assurance that WCC has no responsibility for the inspection and maintenance of any domestic lifts installed within your properties. If this investigation results in responsibilities, ensure the inspection and servicing regimes are in place.	David Lindsay Heather Gibson	Mar-25		Complete	
Direct approach to get costings for minimum of 3 quotes for external supplier to carry out full stock condition surveys				Jun-25	complete
Need to confirm future state asset system-request 5 reference sites	Faiza Hassan	Jun-25	Sep-25	on track	
Demo from Penningtons	Sarah Hobbs	End of Jan 25	To be reviewed	Not required	
set up project team to mobilise this work	Sarah Hobbs	Feb-25		complete	
Detailed brief required for stock condition surveys	Faiza Hassan	Mar-25		complete	
Agree approach for mobilising stock condition surveys	Faiza Hassan			complete	
Mobilise stock condition surveys	Faiza Hassan	Jun-25		Minor slippage	
Recommendations from Penningtons compliance healthcheck					
Begin immediately					
Begin within 1 month					
Begin within 3 months					
Begin within 6 months					

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Appendix B Compliance Performance

Tenant Satisfaction Measures - Compliance Safety Checks											Reporting date:		May-25
Domestic properties:		5152	Asset Summary				Performance						
Communal blocks:		516		Total Properties	Not on programme	On programme	Compliance	Non-compliance	Due within 30 days	Dwellings at risk	Performance %	Trend analysis	Outstanding follow on works
Gas Safety Checks	BSO1	Communal blocks	properties with a communal boiler	5		5	5	0			100.00%	→	
		dwellings served by a communal boiler											
		Domestic dwellings											
		Dwellings requiring a gas service	4491		4491	4489	2			99.96%	↑	Progress on previous overdue servicing in April both completed, the two now overdue expired in May	
		Dwellings managed by a third party	38										
	INT01	Capped dwellings	220										Further validation has reduced the number reported in April, we are sending consultation letters out to residents, currently thought to have a potential for gas, in June
		potential for gas											
		Commercial properties(shared plant rooms)											
		Properties requiring a gas service	5		5	5	0			100.00%	→		
Fire Safety checks	BS02	Communal blocks									47.73%	↑	The FRA programme is progressing and remains on target, so this KPI will improve month on month until completion of the programme. 12 high risk actions open, 3 closed and 9 are work in progress. 519-medium risk and 1175 low risk actions.
		Blocks requiring an FRA	308		308	147	161						
		Owned dwellings within the blocks	1989										
		Blocks managed by a third party											
Asbestos Safety checks	BS03	Communal blocks											
		Blocks requiring an asbestos survey	292		292	0	292			0.00%		The annual Duty to Manage (DTM) inspections have been mobilised and will be carried out in June and July	
		Owned dwellings within the blocks	1689										
		Blocks managed by a third party											
Water Safety checks	BS04	Communal blocks											
		Blocks requiring an LRA	18		18	18				100%	→	We are carrying out validation inspections of all blocks not in programme and expect the number of properties requiring an LRA to increase as a result. No outstanding actions in reporting month.	
		Owned dwellings within the blocks	141										
		Blocks managed by a third party											
	INT04	Domestic dwellings											
		Total dwellings requiring an LRA											
		Commercial properties											
		Properties requiring an LRA											
Lift Safety checks	BS05	Communal blocks(passenger lifts only)											
		Blocks requiring a LOLER inspection survey	40		40	39	1			97.50%	↓	we currently have 1 passenger lift out of service and therefore the LOLER inspection cannot be done. 3 remedial lift actions outstanding - 1 of which is lift out of service.	
		Owned dwellings within the blocks	495										
		Blocks managed by a third party											
		Domestic dwellings (stairlifts/through floor lifts)											
Electrical Safety Checks	BS06	Properties requiring an annual service	132		132	120	12			90.91%	→	No success on access for the 12 overdue stairlift inspections in the last month, we continue to pursue steps for access for these properties	
		Communal blocks											
		Blocks with a communal supply	292		292	285	7			97.60%	↓	Our main contractor for these went in to liquidation earlier in 2025 and the new supply chain arrangements are settling in, these overdue electrical checks have been scheduled with the new contractor	
		Dwellings served by a communal supply											
		Domestic dwellings											
		Total dwellings requiring an electrical test	5120		5120	5015	105			97.95%	↓	Since the April report 13 of those reported overdue then have been resolved, however a further 14 have become overdue in May	
		Dwellings managed by a third party	1		1	1				100.00%	→		
		Domestic Dwellings - Smoke and CO Tests											
		Properties requiring a smoke detector check	5131		5131	5126	5			99.90%	↓	Continued access issues, risk is low	
		Properties requiring a carbon monoxide detector check	4772		4772	4759	13			99.73%	↓	These will be picked up during the annual LGSR programme	
Trend analysis key:		↑	Performance has improved										
		→	Performance remains unchanged since last reporting period										
		↓	Properties have become non compliant since last reporting period										

Progress on previous overdue servicing in April both completed, the two now overdue expired in May

Further validation has reduced the number reported in April, we are sending consultation letters out to residents, currently thought to have a potential for gas, in June

The FRA programme is progressing and remains on target, so this KPI will improve month on month until completion of the programme. 12 high risk actions open, 3 closed and 9 are work in progress. 519-medium risk and 1175 low risk actions.

The annual Duty to Manage (DTM) inspections have been mobilised and will be carried out in June and July

We are carrying out validation inspections of all blocks not in programme and expect the number of properties requiring an LRA to increase as a result. No outstanding actions in reporting month.

we currently have 1 passenger lift out of service and therefore the LOLER inspection cannot be done. 3 remedial lift actions outstanding - 1 of which is lift out of service.

No success on access for the 12 overdue stairlift inspections in the last month, we continue to pursue steps for access for these properties

Our main contractor for these went in to liquidation earlier in 2025 and the new supply chain arrangements are settling in, these overdue electrical checks have been scheduled with the new contractor

Since the April report 13 of those reported overdue then have been resolved, however a further 14 have become overdue in May

Continued access issues, risk is low

These will be picked up during the annual LGSR programme

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WINCHESTER CITY COUNCIL – THE BHP COMMITTEE WORK PROGRAMME

	Item	Lead Officer	Date for BHP	Date for Cabinet
Meeting 2 July 2025				
1	Review Of Economy And Housing Policy Committee Resolutions	Cllr Batho	2 Jul 2025	
2	Social Housing regulation consumer standard improvement plan	Simon Hendey	2 Jul 2025	23 Jul 2025
Meeting 16 September 2025				
3	Preventing Homelessness and Rough Sleeping	Karen Thorburn	16 Sep 2025	4 Nov 2025
4	Tourism Strategy: Evidence base	Andrew Gostelow	16 Sep 2025	
Meeting 25 November 2025				
5	Local Visitor Economy Partnership: structure, role, priorities	Andrew Gostelow	25 Nov 2025	
Meeting 24 February 2026				
6	Markets Policy Review	Susan Robbins	24 Feb 2026	
7	Festival & Events Policy Review	Susan Robbins	24 Feb 2026	

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