



Meeting	Cabinet Committee: Housing
Date and Time	Tuesday, 4th November, 2025 at 10.00 am.
Venue	Walton Suite, Guildhall, Winchester and streamed live on YouTube at <a href="http://www.youtube.com/winchestercc">www.youtube.com/winchestercc</a>

**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](http://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](mailto: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 Wednesday 29 October 2025** via [democracy@winchester.gov.uk](mailto: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 23 July 2025** (Pages 5 - 12)
6. **Chairperson's announcements**
7. New Homes programme update (presentation) (Pages 13 - 22)
8. Retrofit programme update (presentation) (Pages 23 - 32)
9. Disabled Facilities Grants Policy 2025-2028 (Pages 33 - 78)  
**Key Decision** (CAB3521(H))
10. Preventing Homelessness and Rough Sleeping Strategy 2025-2030 (Pages 79 - 280)  
**Key Decision** (CAB3508(H))
11. Housing Compliance policies (Pages 281 - 420)  
**Key Decision** (CAB3520(H))
12. Date of next meeting
  - Monday 2 February 2026 at 10.00am

**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.



27 October 2025

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

## **MEMBERSHIP**

### **Cabinet Committee: Housing**

Councillors Reach (Cabinet Member for Good Homes – Chairperson), Becker and Cutler

Non-voting invited councillors: Councillors Clear, Horrill, Power and White

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](mailto:democracy@winchester.gov.uk) to ensure that the necessary arrangements are in place.

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## **CABINET COMMITTEE: HOUSING**

**Wednesday, 23 July 2025**

Attendance:

Councillors  
Reach (Chairperson)

Becker  
Cutler  
Clear

Horrill  
Power  
White

[Recording of this meeting](#)

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1. **APOLOGIES**

No apologies were received.

2. **DISCLOSURE OF INTERESTS**

Councillor Horrill declared a personal (but not prejudicial) interest in respect of agenda items (should it be referred to) as her husband was a Trinity board member.

3. **PUBLIC PARTICIPATION**

Ian Tait and Lynda Vincent spoke during public participation and their comments are summarised under the relevant minutes below.

4. **MINUTES OF THE PREVIOUS MEETING HELD ON 3 FEBRUARY 2025**

RESOLVED:

That the minutes of the previous meeting held 3 February 2025 be agreed as a correct record.

5. **CHAIRPERSON'S ANNOUNCEMENTS**

Councillor Reach reported that following his appointment in May as Cabinet Member for Good Homes; he had met with TACT Board, officers and some tenants and he was arranging visits to council homes across the district.

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

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, Councillor Reach, and other officers present responded to questions and comments raised by councillors on the presentation as follows:

- a) What were the main risks and headwinds that could affect the delivery of the forecast housing numbers?
- b) Clarification was sought as to why a five-unit exception site in Brighton was not included on the new homes distribution map.
- c) A breakdown of affordable housing by tenure type (e.g. social rent, affordable rent, and shared ownership) for both council and registered provider schemes be provided in future presentations to the committee.
- d) Referring to the Housing Development Strategy, a question was asked regarding action that could be taken based on the first preference data for housing need across the district.
- e) Clarification was sought on the typical length of an option agreement on land, such as that at Mayles Lane in Wickham.
- f) How could the council ensure that the size of homes being provided would meet the predicted future need for smaller households?
- g) When would councillors be able to comment on the Housing Development Strategy and would the committee have an opportunity to review?
- h) What consideration was given to land that had been gifted to the council for the purpose of housing development?
- i) An explanation was sought as to why the Ravenswood at Knowle scheme was not included in the report and when it might progress.
- j) A question was asked about how the updated strategy would address attracting necessary funding and working with other organisations, such as community land trusts, to deliver affordable homes.

Ian Tait spoke during public participation as summarised briefly below.

Questioned the progress on several housing schemes, including Dyson Drive, Woodman Close in Sparsholt, and Minden Way, highlighting the significant time and costs incurred with little apparent progress. He also inquired when the financial details for the King's Barton and Morgan's Yard schemes would be made public to improve transparency.

Mr Tait raised concerns about the lack of housing delivery within the South Downs National Park. He questioned how the council was working with the park authority to deliver affordable homes in that area and asked how schemes within the park, such as the one in Twyford, impacted the council's overall housing numbers?

Councillor Reach and the Service Lead responded. Councillor Reach advised that he would discuss housing delivery in the Park area with the council's representative. The Service Lead advised that the final business case for Woodman Close would be presented to Cabinet in October and that financial details for other schemes were not able to be released as were either not yet approved by Cabinet or were still in active legal negotiations. It was also confirmed that the council did assess development opportunities within the South Downs National Park but noted that the economic viability of smaller rural sites for the Housing Revenue Account (HRA) was often a challenge.

RESOLVED:

1. That the update regarding the new homes programme be noted.

2. That a breakdown of affordable housing by tenure type for both council and registered provider schemes be provided in future presentations to the committee

7. **RETROFIT PROGRAMME UPDATE (PRESENTATION)**

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) A question was asked about the Swedish cottages project, specifically how many tenants were affected and what the plan and timescale for resolution was.
- b) Clarification was sought on how other local authorities handled leasehold owners within blocks of flats undergoing retrofit works and what lessons could be learned from their experiences. There should be strategy that would work for a whole block of flats, effectively managing works for both council tenants and leaseholders.
- c) Further information was requested on how the retrofit strategy was being aligned with the incoming stock condition data and tenant profile data to ensure maximum efficiency.
- d) Ward councillors should be more proactively involved in tenant engagement to support officers and help reassure residents, particularly concerning more challenging projects.

RESOLVED:

That the update regarding the retrofit programme be noted.

8. **FEEDBACK FROM TACT BOARD MEETING HELD 11 JUNE 2025 (VERBAL UPDATE)**

Councillor Reach provided an update on the meeting of the TACT Board, as summarised below.

- a) There was positive feedback on the structure of the housing improvement workshops, which tenants considered worked well and provided a good opportunity to contribute.
- b) Areas for improvement were identified, including the quality of information on the Home Choice system, which needed to be enhanced.
- c) A need to increase the diversity of participants in workshops was highlighted, to ensure they were reflective of the communities served.
- d) The level of response to consultations could be improved and require new ideas to broaden engagement.
- e) It was suggested that an "at a glance" summary for long and complex policies would be helpful.
- f) Feedback on complaint handling indicated that this was good, and complaints should be viewed as opportunities to learn.

- g) The importance of celebrating successes, such as retrofit projects, was raised as a way to build tenant engagement and demand for improvements.
- h) It was noted that clear feedback loops between the TACT Board, Scrutiny, the Committee, and Cabinet were essential for effective governance.

Ian Tait spoke during public participation as summarised briefly below.

He stated that he had been unable to find any background papers for this agenda item on the council website and also queried whether the TACT board published agendas or minutes. He questioned the effectiveness of the new TACT Board structure, noting that he had only ever seen one non-councillor board member attend council housing meetings, despite board members receiving payment for their role. He also questioned whether it was best practice that an elected member act as chair of the TACT Board, suggesting the role should be held by an independent or tenant member to ensure impartiality. He felt that as a member of the public with a strong interest in housing, he was precluded from contributing. While he believed the TACT Board could be a powerful driver for improvements, he questioned whether the current structure was working effectively.

Councillor Reach responded to the comments made, including that the TACT Board was a relatively new body and he was confident that its operation was progressing positively, but that its effectiveness would remain under review.

RESOLVED:

That the update be noted.

9. **HOUSING REPAIRS, MAINTENANCE & DISABLED ADAPTATIONS POLICIES**

(CAB3512(H))

Councillor Reach introduced the report. The second recommendation was to make minor amendments to the Damp and Mould Policy to ensure compliance with forthcoming legislation, commonly known as Awaab's Law.

Corporate Head of Housing, provided a further introduction which included the following points:

- a) The policies were important to support the re-procurement of maintenance and compliance activities and as a business need to provide clear guidance for officers and a clear understanding of responsibilities between landlord and tenants.
- b) It was essential that tenants were involved in the development of all policies and procedures.
- c) The policies were designed to be compliant with laws and regulations, provide consistency and fairness, mitigate risk, and improve customer communication and satisfaction levels.
- d) The policies would be reviewed every two years to ensure they remained effective and that tenants were central to the work being carried out.



Councillor Reach added further points reflecting feedback from the TACT Board, which included:

- a) A need to ensure a “human touch” was applied to the policies, particularly the recharge policy, to avoid punishing vulnerable tenants who may struggle with maintenance for various reasons.
- b) Consideration should be given to how the policies could differentiate to reflect individual tenant circumstances and whether the council could refer tenants to other services for assistance.
- c) An emphasis was needed to ensure contractors and surveyors did not just follow a tick-box exercise but took into account the individual circumstances of the property and its residents.

Councillor Reach, the Strategic Director, Corporate Head of Housing and the Housing Project and Policy Manager then responded to questions and comments raised by councillors as summarised below:

- a) Whether the impact of the new policies would be reviewed by members after the first year and how this impact would be measured.
- b) A suggestion was put forward to involve tenants more in policy development through a standing group, similar to the previously successful 'Readers' Panel'.
- c) A question was asked about the Disabled Adaptations Policy and its application to tenants who were under-occupying their property, and what solutions were available for them.
- d) A query was raised about the success criteria for the policies, particularly concerning contractor competence, missed appointments, and the impact on tenants who had to take time off work.
- e) A suggestion was made to regularly publish performance data to reassure the public that the service was performing well and to demonstrate improvements.
- f) How did the adaptations policy address the needs of individuals with progressively deteriorating conditions and where future needs could be anticipated.
- g) Whether more could be done to develop and share both positive and negative case studies for learning and communication purposes.
- h) A question was asked regarding the availability of Occupational Therapists (OTs) through Hampshire County Council and the number of in-house OTs employed by the council.
- i) Clarification was sought on the definitions of ‘responsive repairs’ and ‘programmed repairs’.
- j) Confirmation was requested that the Disabled Adaptations Policy was comprehensive and covered a wide range of physical and mental health conditions.
- k) What were the consequences for contractors who breached the code of conduct.
- l) A query was raised about whether lagging cold water feed pipes had been considered as part of the Damp and Mould Policy.

- m) Clarification was sought on the criteria used to define 'untidy gardens' in the list of rechargeable repairs, as this was subjective in many cases.

Ian Tait and Lynda Vincent spoke during public participation as summarised briefly below.

Ian Tait

He supported the change in ethos within polices to ensure remained resident centric, i.e. 'with and for them', rather than 'to them'. He advised that TARA meetings were of positive value and were informative, especially as contractors attended. He suggested that systems, primarily regarding repairs, weren't currently well integrated. This was likely a technological issue of recording information on council systems and engaging its contractors correctly. Therefore, to achieve what the policies are aspiring to do, there may be some necessary practical changes to make.

Lynda Vincent

Queried whether the council's disabled access polices were being consistently and fairly applied to include access for members of the public to council scheme communal areas, including gardens.

Sought reassurance regarding policies regarding leaseholders using video doorbells and cameras that monitor and record activities in tenant resident and communal areas.

Secure cycle storage should, where possible, be provided in residential properties so to encourage greater use of cycles due to its various benefits.

Councillor Reach, the Strategic Director, Corporate Head of Housing and the Housing Project and Policy Manager responded to the comments made as summarised below:

- a) Use of technology would help to further improve how repairs were dealt with. A resident post repair satisfaction survey had also been recently launched, and this information would be fed back via contractor meetings.
- b) Adaptations and Aids budget were part of the HRA budget and only applied to council home communal areas for tenants and not for members of the public.
- c) Regarding video doorbells etc, it was incumbent on the owners to ensure that these were operated in compliance with the law. The Information Commissioner should be consulted regarding any complaint regarding their use.
- d) Council policies encourage walking and cycling wherever possible. Where unused spaces areas in residential spaces could be adapted for cycle storage, this could be investigated, along with broader investment to

this area. In addition, secure facilities were also installed at some destinations.

Following further debate of the report, Councillor Reach explained that performance exception data regarding the policies could be considered at the TACT Board and he would also discuss at his regular internal meetings as Cabinet member. Where possible, it was also noted that ward councillors be engaged where was appropriate to do so.

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

RESOLVED:

1. That the following four Housing Repairs and Maintenance policies be approved and adopted:

- a) Disabled Adaptations Policy
- b) Housing Repairs and Maintenance Policy
- c) Housing Repairs Recharge Policy
- d) Managing Damp and Mould Policy

2. That authority be delegated to the Corporate Head of Housing, in consultation with the Cabinet Member for Good Homes, to make any minor amendments to the damp and mould policy so it is compliant with legislation from October 2025.

10. **SOCIAL HOUSING REGULATION CONSUMER STANDARD IMPROVEMENT PLAN**

(CAB3511(H))

Councillor Reach and the Strategic Director introduced the report which included the following points:

- a) The report had been presented to other committees, including the TACT Board, where questions were raised regarding the priority of works, the budget, policy updates, the stock condition survey, and asbestos risk.
- b) Assurances were provided that the priority of works was based on independent advice and that information on the budget was included in the report.
- c) The TACT Board had requested regular updates from meetings with the social housing regulator and had suggested using social media to improve communication with tenants.
- d) Compliance training had been provided on 16 July 2025, and meetings with the social housing regulator indicated that the progress made was viewed as very positive.
- e) Further progress had been made since the report was written. For example, all fire risk assessments were completed, with only three high-risk remedial actions outstanding.

Councillor Reach, the Strategic Director and other relevant officers then responded to questions and comments raised by councillors as summarised below:

- a) A request was made for the term 'minor slippage' to be annotated with more commentary in future reports.
- b) A question was asked for an explanation on how to interpret the status of actions within the report, specifically concerning an item on fire safety (item 10), to understand if an action was complete or if it was progressing towards a future deadline.

Ian Tait spoke during public participation as summarised briefly below.

He expressed concern that the report was wordy and might not be easily understood by tenants, who were funding the associated administrative costs. He questioned the qualifications and experience of the TACT Board to provide effective oversight and scrutiny of compliance performance. He suggested that the report could be simplified to make it a more readable.

In response, Councillor Reach advised that the TACT Board were absolutely qualified for this purpose, and he reported that he had challenged it to advise him of any additional performance indicators that they should consider.

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

RESOLVED:

1. That the progress made in delivering the housing improvement plan be noted.
2. That regular updates on plan implementation be received at future meetings of this committee.

11. **DATES OF NEXT MEETINGS (BOTH 10AM START):**

RESOLVED:

That the dates and times of future meetings be noted.

The meeting commenced at 10.00 am and concluded at 12.15 pm

Chairperson



# New Homes Update

## 04 November 2025



# New Homes Update



- Housing Development Strategy:
  - Stakeholder engagement and public consultation completed
  - Seeking Cabinet approval to adopt new Strategy on 19 November 2025
- Woodman Close, Sparsholt:
  - Cabinet approved Final Business Case on 14 October 2025
  - Bidders informed of tender outcome on 22 October 2025
  - Autumn 2025 – contractor to mobilise
  - Winter 2025/26 – contractor to start on site
- Kings Barton, Winchester:
  - Legal contracts signed with Cala in September 2025
  - First handover of units in October 2025 (4 Shared Ownership units)
- Land-led sites review ongoing – due diligence on land owned by WCC that may be suitable for small scale affordable housing development

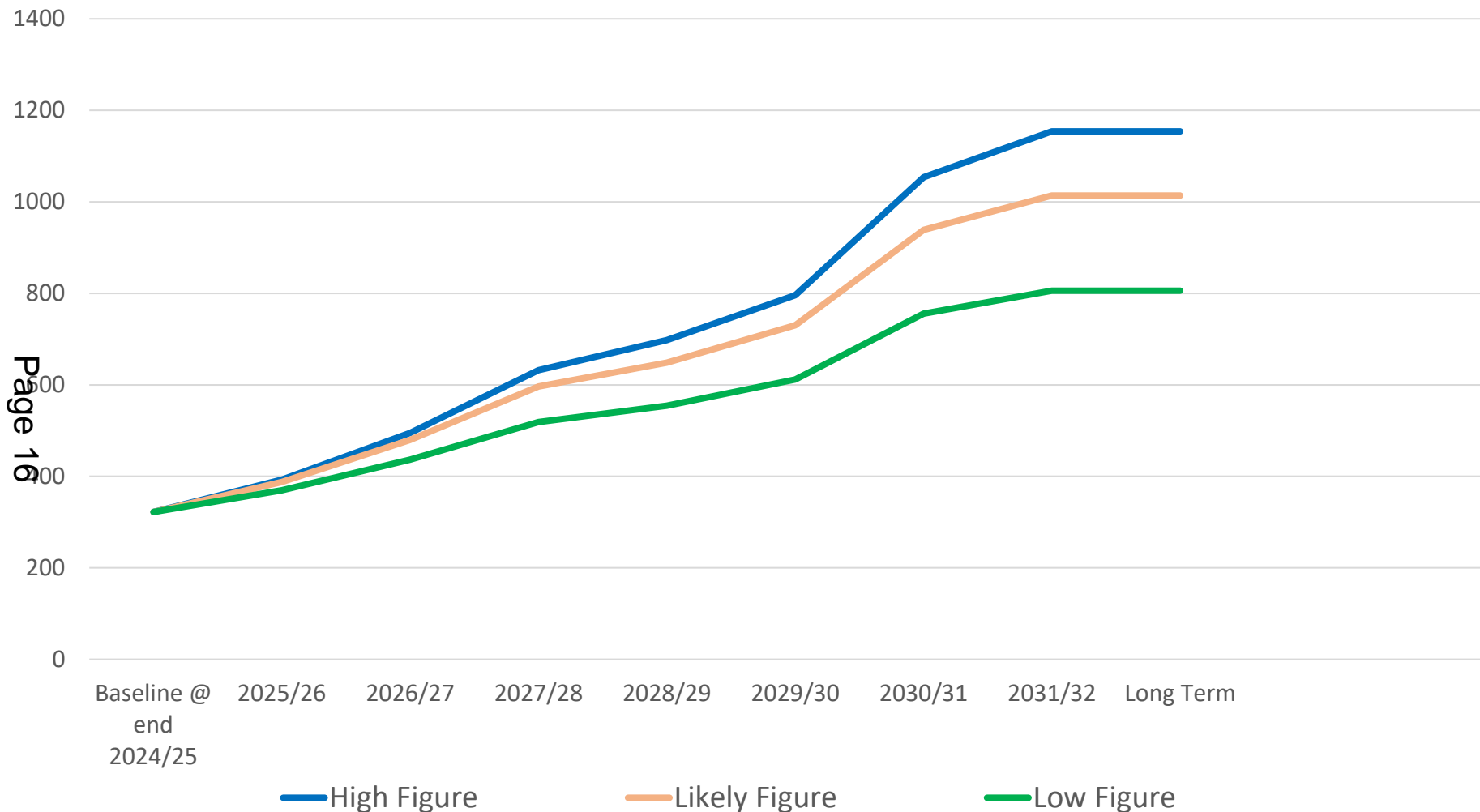
# Demand Update



Demand data has been updated by the Housing Strategy team (see slide 10 for demand map). Key headlines are:

- 29% of all 1-bed need applicants wish to live in Winchester City Centre as their primary preference
- There are 791 on the housing register for all Winchester City areas (Badger Farm, Harestock, Highcliffe, Oliver's Battery, Stanmore, City Centre, Weeke & Winnall) - this represents 49% of the total housing register of 1,607
- When compared to last year, demand across most areas remains similar with only one notable exception - Winchester City Centre demand has risen from 321 to 371 (a 19% increase)

# New Homes Forecast 2020/32



Baseline completions = **322 units**

High = 100% green and 100% amber schemes delivered

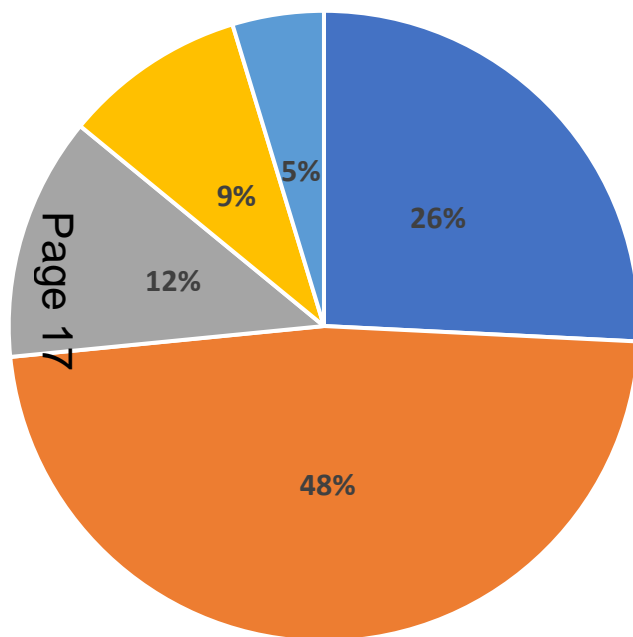
Likely = 100% green and 75% amber schemes delivered

Low = 75% green and 50% amber schemes delivered



# New Homes Forecast 2025-2032

## WCC Schemes by Type



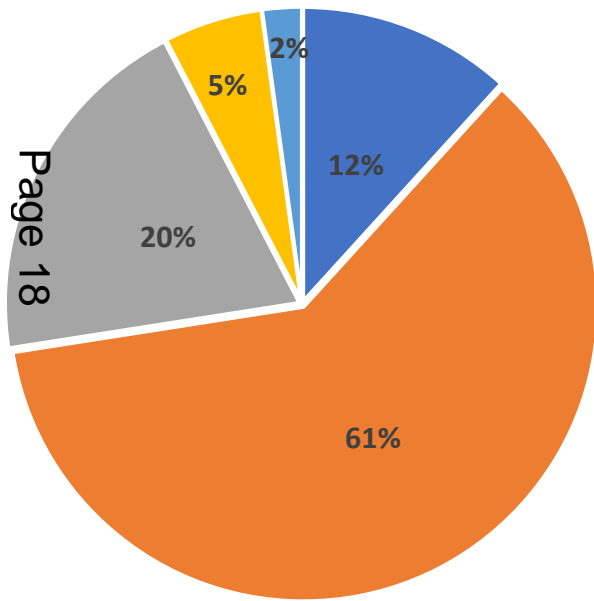
- Commissioned - HRA
- S106 - 3rd Party
- S106 - GF
- Additionality
- Rural Exception

	WCC Schemes by Type – Forecast Completions				
	Commissioned - HRA	S106 - GF	S106 – 3 <sup>rd</sup> Party	Additionality	Rural Exception
<b>2025/26</b>	0	0	4	0	0
<b>2026/27</b>	0	0	3	0	0
<b>2027/28</b>	2	1	4	1	0
<b>2028/29</b>	1	0	2	1	0
<b>2029/30</b>	2	1	1	1	0
<b>2030/31</b>	4	2	2	1	1
<b>2031/32</b>	0	1	1	0	1
<b>Total</b>	<b>8</b>	<b>5</b>	<b>16</b>	<b>4</b>	<b>2</b>

Based on Likely forecast (100% green and 75% amber schemes delivered)

# New Homes Forecast 2025-2032

## WCC Units by Type



- Commissioned - HRA
- S106 - 3rd Party
- S106 - GF
- Additionality
- Rural Exception

	WCC Units by Type – Forecast Completions				
	Commissioned - HRA	S106 - GF	S106 – 3 <sup>rd</sup> Party	Additionality	Rural Exception
<b>2025/26</b>	0	0	66	0	0
<b>2026/27</b>	0	0	92	0	0
<b>2027/28</b>	10	15	81	11	0
<b>2028/29</b>	9	0	32	11	0
<b>2029/30</b>	16	25	30	11	0
<b>2030/31</b>	47	60	90	4	8
<b>2031/32</b>	0	38	30	0	8
<b>Total</b>	<b>82</b>	<b>138</b>	<b>421</b>	<b>37</b>	<b>16</b>

# Total RP & WCC Supply Forecast 2025-2032

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<b>Financial Year</b>	<b>RP</b>	<b>WCC</b> (Likely Green & Amber)	<b>Totals</b>
2025/26	223	66	<b>289</b>
2026/27	133	92	<b>225</b>
2027/28	156	117	<b>273</b>
2028/29	235	52	<b>287</b>
2029/30	181	82	<b>263</b>
2030/31	228	209	<b>437</b>
2031/32	217	76	<b>293</b>
<b>Totals</b>	<b>1,373</b>	<b>694</b>	<b>2,067</b>

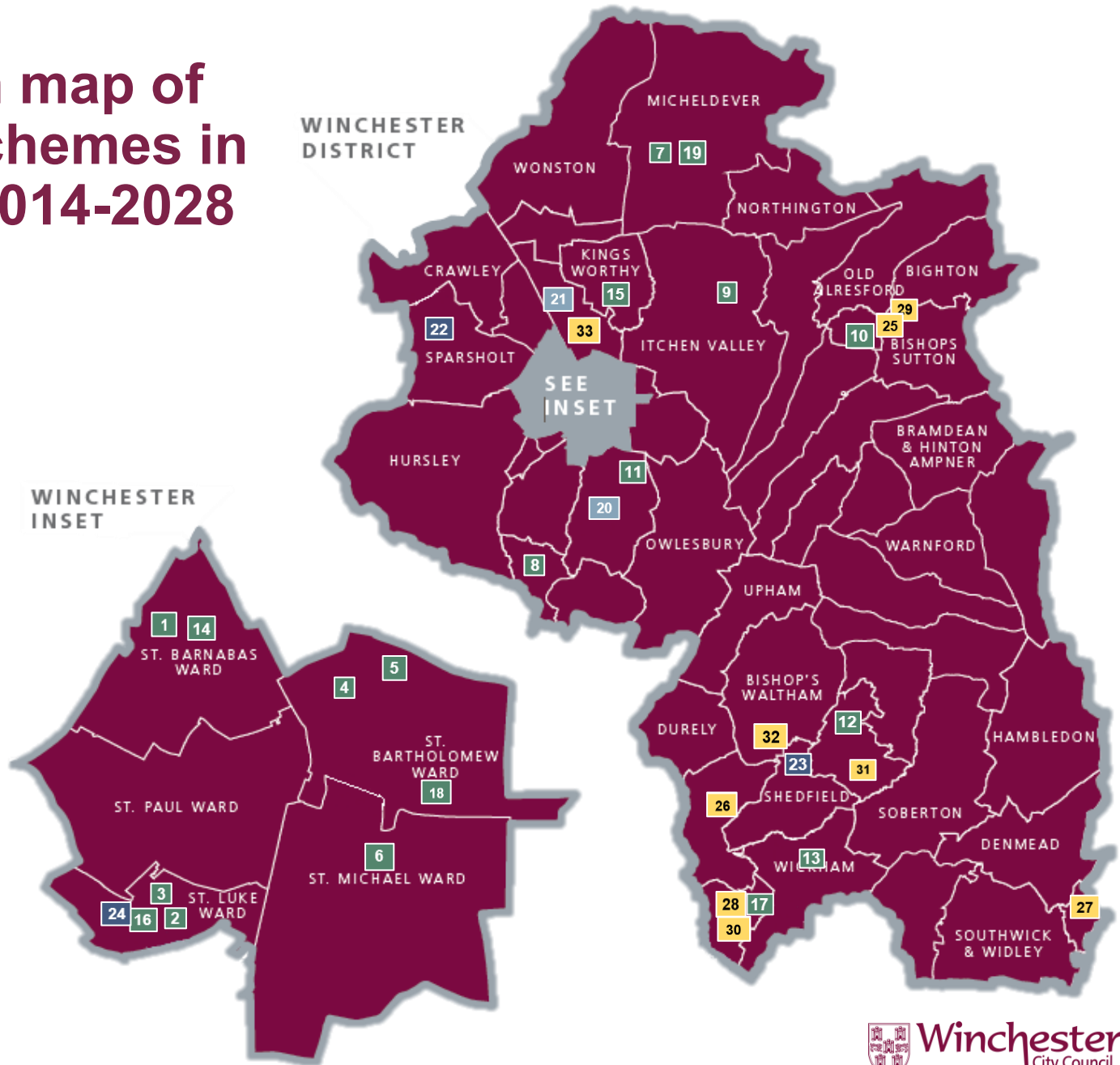
# Distribution map of WCC & RP schemes in the District 2014-2028

Completed Schemes

Schemes on Site

Early-Stage Schemes

RP Forecast



No	Scheme	Units	Parish/Ward
1	Symonds Close (2016)	12	St Barnabas Ward
2	Bailey Close (2018)	5	St Luke Ward
3	New Queens Gate (2016)	21	St Luke Ward
4	Victoria Court (2018)	27	St Bartholomew Ward
5	Hillier Way (2017)	13	St Bartholomew Ward
6	Chesil Lodge (2018)	52	St Michael Ward
7	Barron Close (2014)	5	Micheldever Parish
8	Bourne Close (2014)	3	Otterbourne Parish
9	Station Close (2014)	5	Itchen Valley Parish
10	Mitford Road (2018)	8	New Alresford Parish
11	Dolphin Hill (2020)	2	Twyford Parish
12	Kiln Cottages (2016)	2	Swanmore Parish
13	Mayles Lane (2019)	13	Wickham Parish
14	Rowlings Road (2021)	7	St Barnabas Ward
15	Burnet Lane (2021)	35	Kings Worthy Parish
16	The Valley (2021)	77	St Luke Ward
17	North Whiteley (2023)	54	Curdridge Parish
18	Winnall Flats (2024)	76	St Bartholomew Ward
19	Southbrook Cottages (2024)	6	Micheldever Parish
20	Hazeley Road	10	Twyford Parish

No.	Scheme	Units	Parish/Ward
21	Kings Barton	146	Headbourne Worthy
22	Woodman Close	5	Sparsholt Parish
23	Morgan's Yard	8	Shedfield Parish
24	Minden Way	9	St Luke Ward
25	Sun Lane	140	New Alresford Parish
26	Sherecroft Farm	115	Curdridge Parish
27	Berewood	1020	Newland Parish
28	North Whiteley	445 S106 (Master Plan)	Curdridge
		549 Extra Homes delivered	
29	North of Sun Lane	12	New Alresford Parish
30	Meadows, Botley Road	8	Curdridge Parish
31	Cygnets Grange, The Lakes	29	Swanmore Parish
32	Abbey Mill	12	Bishops Waltham
33	Kings Barton	800 (inc. 146 WCC acquisition)	Headbourne Worthy

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

High Demand

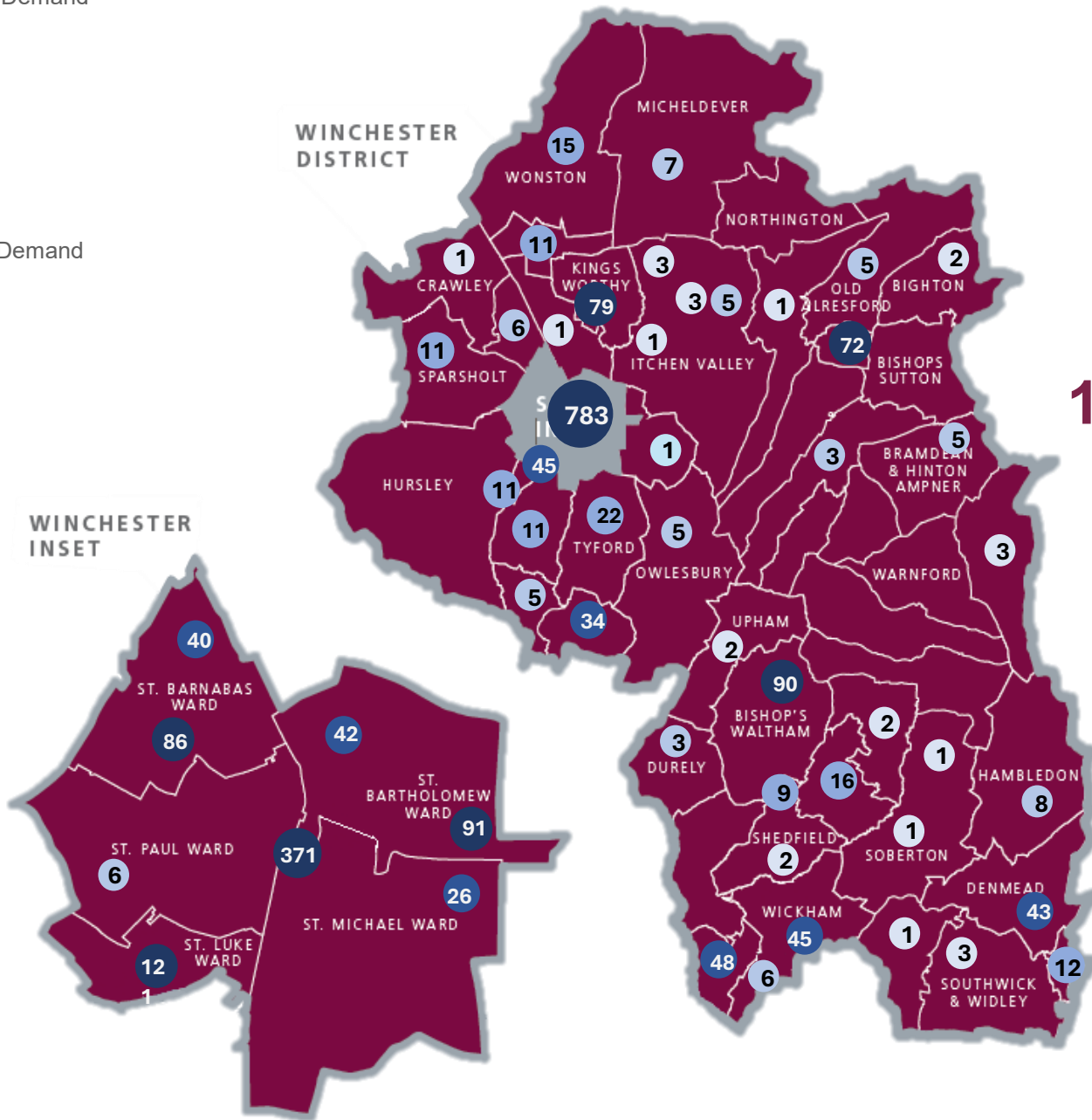
Low Demand

### WINCHESTER DISTRICT

# 1<sup>st</sup> Preference Location Demand

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### WINCHESTER INSET



Data does not mean that applicants have any form of qualifying local connection to the specific areas but instead denotes where they primarily want to live. Data updated October 2024.

# Retrofit Programme Update Nov '25

10mm Door Undercuts  
& Trickle vents

Solar Panels + Battery

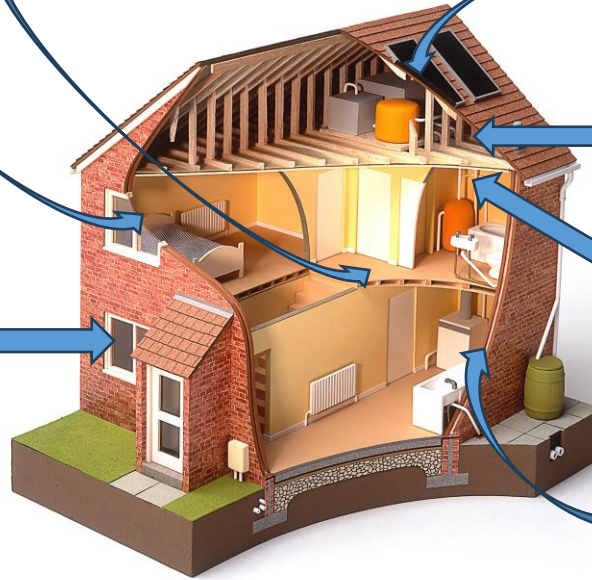
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Loft Insulation

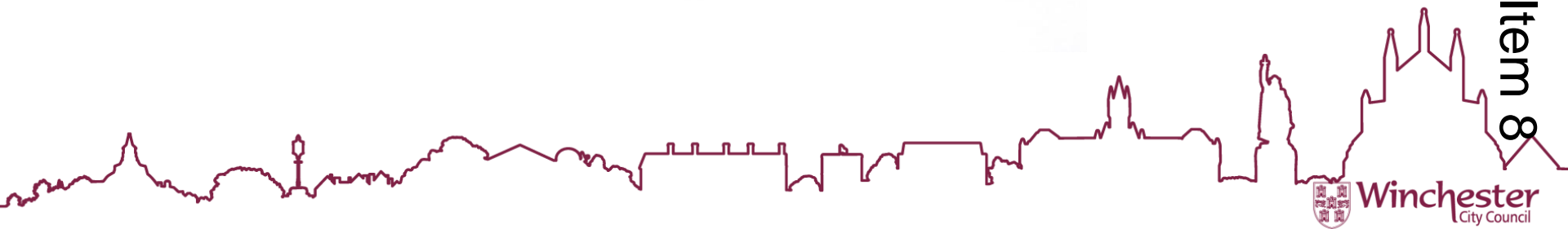
New windows

Replace/Upgrade  
Extract Ventilation

Wall Insulation

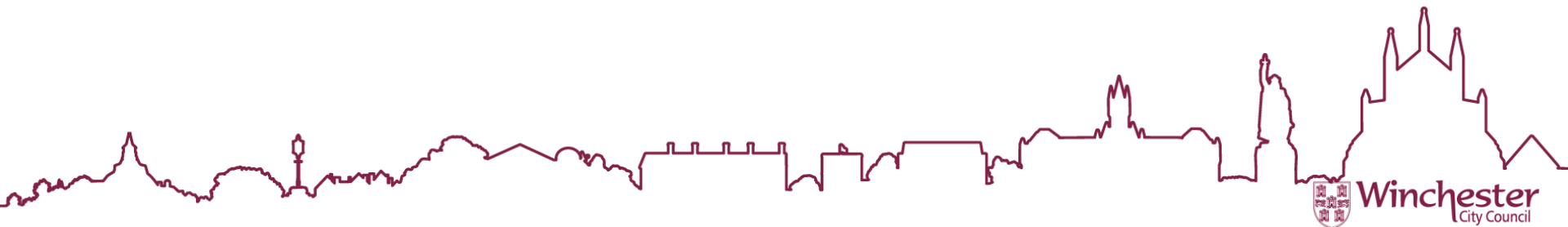


Agenda Item 8



## CONTENTS:

- ❖ **Retrofit Strategy:**
- ❖ Decent Homes to include MEES
- ❖ EPC Reform Consultation
  
- ❖ **Retrofit Programme Update:**
- ❖ Properties and Measures Targets 25/26
  
- ❖ **Retrofit - Future Projects:**
- ❖ Winnall and Blocks
  
- ❖ **Tenant Engagement**





## MEES and DHS Reform:

### ❖ MHCLG + DESNZ include MEES in DHS:

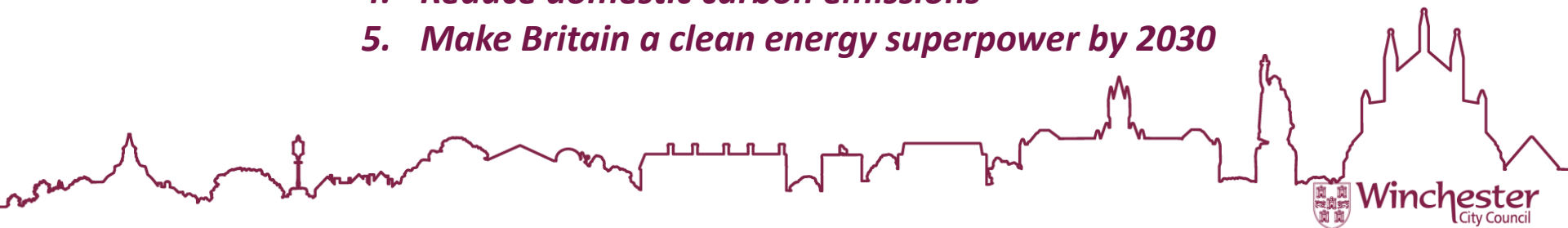
*'The new **Minimum Energy Efficiency Standards** will become part of the **Decent Homes Standard (DHS)** which is also being reviewed through a consultation so that it **better meets the needs of today's tenants and landlords.**'*

### ❖ Aim of the reform:

❖ *'Everyone deserves the **security and comfort of a safe, decent and warm home.**'*

❖ *Government has a clear plan for change with **five core missions.***

- 1. Improving energy efficiency standards***
- 2. Improving health outcomes for tenants***
- 3. Tackling fuel poverty***
- 4. Reduce domestic carbon emissions***
- 5. Make Britain a clean energy superpower by 2030***



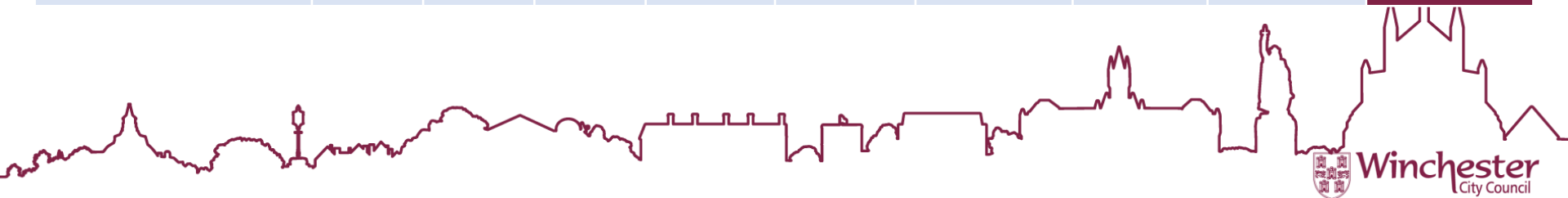
## S.R.S EPC REFORM Key changes:

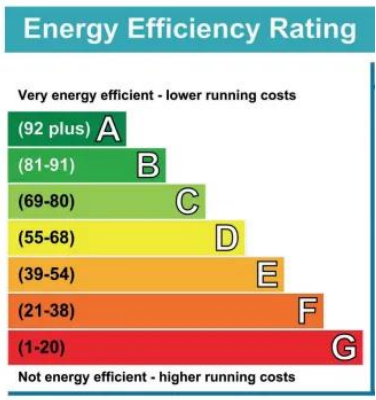
- ❖ **EPC rating no longer through SAP. The development of a Home Energy Model:**
  - ❖ *Better accuracy*
  - ❖ *National guidance and calculation system*
  - ❖ *Specific to delivery programmes*
  - ❖ *Additional energy measures*
  
- ❖ **3 Types of EEM or a Combination of: Energy Efficiency Measures**
  - ❖ *Fabric first*
  - ❖ *Heating Upgrades*
  - ❖ *Smart Readiness*
  
- ❖ **Cost Cap of 10-15k required before EPC expiry for a 10-year exemption period**
  
- ❖ **Confirmation of Compliance Date (2030)**
  
- ❖ **EER C accepted until 2028 or until expiry of EPC**



## Retrofit Programme Total 2025/2026 - Target

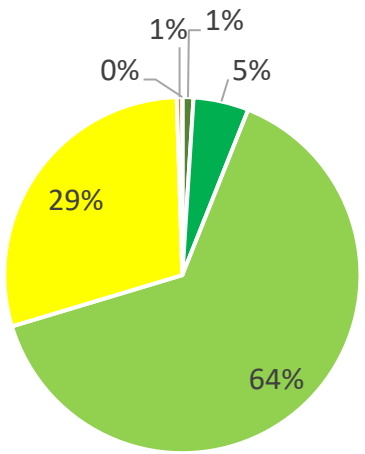
	PREVIOUS TARGET PROPERTIES	PREVIOUS TARGET MEASURES	NEW TARGET PROPERTIES	NEW TARGET MEASURES	NO. OF TARGET EPC C UPLIFTS	DELIVERED PROPERTIES	DELIVERED MEASURES	EPC C ACHIEVED	WCC EPC C AND ABOVE TRACKER
									Currently 65%
SHDF SWEDISH COTTAGES			14	28	0	14	14		
SHF – WAVE 3	495	4470	120	600	120				2%
ENERGY ASSESSMENT	495		195			17			
CONSERVATION AREA SINGLE GLAZED	43	65	22	44	3	5	5		
<b>OTHER MEASURES RESPONSE:</b>									
<b>RESPONSE CWI + LI</b>						37	37		
<b>RESPONSE WHOLE HOUSE</b>									
<b>OTHER MEASURES PLANNED</b>									
PLANNED WINDOWS:	400	400	100	100	0				
<b>TOTAL:</b>	<b>308</b>	<b>4335</b>	<b>256</b>	<b>772</b>	<b>123</b>	<b>56</b>	<b>56</b>		<b>67%</b>



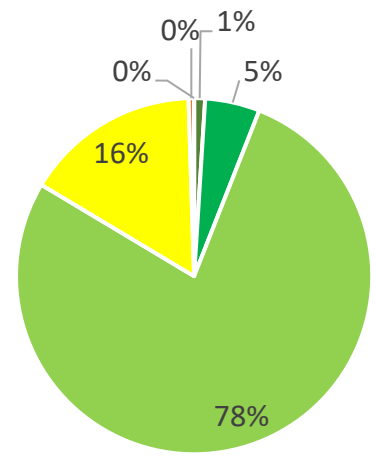


# ANTICIPATED EPC UPLIFT BY SHF + 2025 DELIVERY PROGRAMMES

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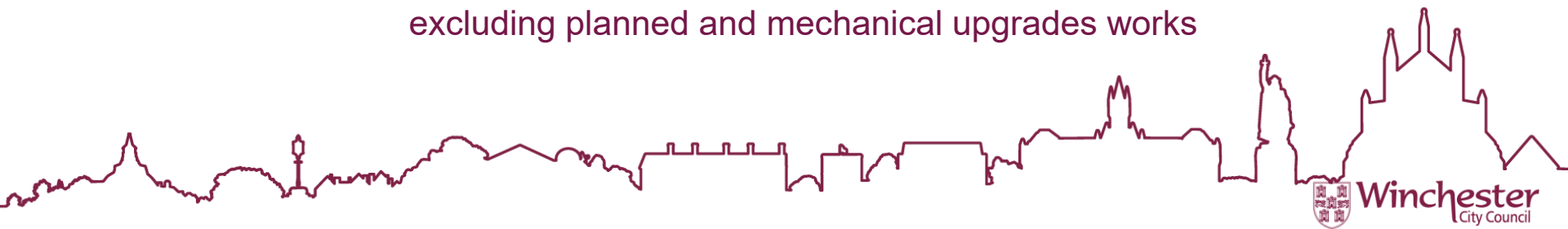


2028



■ 1st Qtr ■ 2nd Qtr ■ 3rd Qtr ■ 4th Qtr ■ 5th Qtr ■ 6th Qtr

Note: 16% of 5055 = 808 (400 per year from 2028 – 2030) excluding planned and mechanical upgrades works



## Winnall Retrofit

- Options Appraisal Complete and Presented
- Feasibility underway
- Next Steps Detail Scope of works and Design with Compliance and Planned Teams
- Possible technologies: Solar and ASHP
- New technologies research



## Blocks Retrofit

- 5 Pilot Blocks Selected by WCC internal Team
- Design Team Procurement Begun
- Tenant Engagement Strategies begun
- Project Plan/Programme drafted



# Tenant Engagement 2025/2026

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*RESIDENT LIAISON OFFICER to be recruited*

*Ongoing*

*Swedish Cottages (Tenant Calls October) Phase 3 Forum*

*TBC*

*Tenant Engagement Strategies for new programmes + EqIA* *In Progress*

*SHF and Window Programme - In person visits*

*October onwards*

*Solar Panel Agreement – In person visits*

*October onwards*

*Website and SHF Programme Video Development*

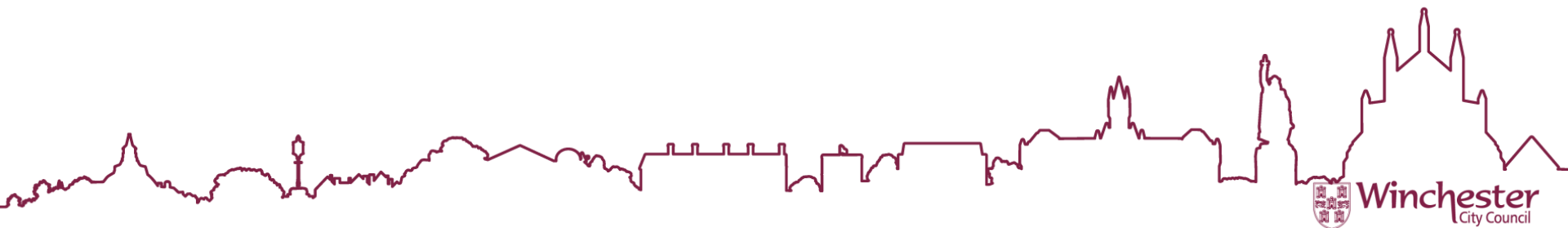
*November*

# Tenant Engagement 2025/2026



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**“I’m absolutely delighted with the window upgrades at 7 Staple Gardens. The installation was completed in just three days, ... These areas were previously very cold and draughty due to the old single-glazed windows. Since having the new double-glazed sash windows fitted, the difference is remarkable — it’s already so much warmer and more comfortable throughout the house. I’m especially pleased with the operatives selected by the council; they were professional, respectful, and always cleaned up after themselves. A fantastic job all round!”**



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REPORT TITLE: DISABLED FACILITIES GRANT POLICY 2025-2028

4 NOVEMBER 2025

REPORT OF CABINET MEMBER: Cllr K Becker: Cabinet Member for Healthy Communities

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

WARD(S): ALL

## PURPOSE

This report outlines the Disabled Facilities Grant (DFG) policy 2025-2030 that directly aligns with the council's strategic priorities, Good Homes for All, Thriving Communities, and Healthy Communities. The provision of disabled adaptations will continue to be a key part of the council's role following local government re-organisation; therefore, this policy has a five-year life in order to ensure a smooth transition into any new structure

The DFG is a statutory grant provided under the *Housing Grants, Construction and Regeneration Act 1996*. Its primary aim is to support eligible disabled individuals, defined under the 1996 Act, to live safely and independently in their own homes. The grant funds essential adaptations that facilitate independent living, such as accessible bathrooms, stairlifts, and ramps. It is important to note that this grant does not apply to tenants of Winchester City Council (WCC).

Local Authorities are legally obligated to administer DFGs to qualifying applicants. The introduction of the *Regulatory Reform (Housing Assistance) (England and Wales) Order 2002* expanded the scope of the DFG, allowing for more flexible and locally responsive use of funds.

Since 2015, DFG funding has been channelled through the Better Care Fund, which promotes an integrated approach to health and social care. This reflects a broader recognition of the critical role that housing plays in supporting health outcomes, a principle embedded in both the current policy and the proposed revisions.

The DFG policy 2025 – 2030 address evolving challenges, including:

- Increased demand for adaptations

- Budgetary constraints and stagnant grant allocations
- Rising costs of construction and adaptation works
- Recommendations from a recent internal audit

RECOMMENDATIONS:

That Cabinet Committee: Housing

- 1) Approve the Disabled Facilities Grant policy for 2025-2030 as set out in Appendix 1.
- 2) Give delegated authority to the Corporate Head of Housing in consultation with the Cabinet Member for Healthy Communities to make minor changes or those linked to legislative change, to the DFG policy 2025-2030.

IMPLICATIONS:1 COUNCIL PLAN OUTCOME

## Greener Faster

- 1.1 The council's Disabled Facilities Grant (DFG) policy contributes to a greener and faster council by streamlining home adaptation processes while aligning with sustainability goals. By enabling elderly and disabled residents to remain safely in their homes through targeted improvements, such as energy-efficient heating systems and structural modifications the policy reduces the need for residential care, which typically has a higher environmental footprint. This policy supports independent living and complements the council's broader carbon neutrality ambitions by promoting energy-conscious upgrades and reducing unnecessary relocations.

## Thriving Places

- 1.2 The policy assists to create thriving places by enabling residents to live safely, independently, and comfortably within their communities. By funding essential home adaptations such as stair lifts, accessible bathrooms, and improved heating systems the policy helps individuals with disabilities remain in their homes, reducing displacement and fostering long-term community stability. This not only enhances individual well-being but also strengthens local neighbourhoods by ensuring diverse, inclusive living environments. It enables the district of Winchester a place where people of all ages and abilities can flourish.

## Healthy Communities

- 1.3 Disabled Facility Grants play a vital role in advancing the council's priority of building healthy communities by promoting safe, independent living for residents with disabilities. Through funding essential home adaptation such as accessible bathrooms, stair lifts, and improved heating the policy helps reduce health risks associated with unsuitable housing and prevents avoidable hospital admissions or long-term care placements. By enabling people to remain in their homes with dignity and comfort, the DFG policy supports physical and mental well-being, reduces social isolation, and fosters inclusive neighbourhoods where all residents can thrive.

## Good Homes for All

- 1.4 The policy actively supports the council's priority of providing good homes for all by ensuring that housing is safe, accessible, and adaptable to individual needs. Through both mandatory and discretionary grants, the policy enables vital modifications such as stair lifts, accessible bathrooms, and heating improvements that allow disabled residents to live independently and comfortably in their own homes. This not only enhances the quality and suitability of housing stock across the district but also reduces the need for relocation or residential care. By tailoring homes to meet diverse needs, the

DFG policy helps create inclusive communities where everyone can thrive in a home that truly works for them.

#### Efficient and Effective

- 1.5 The council's use of an approved contractor framework and clear procedures accelerates delivery timelines, ensuring adaptations are completed swiftly and efficiently. By focusing on timely, targeted support, the DFG policy enables the council to deliver meaningful outcomes with precision and speed, maximising value for both residents and public resources.

#### Listening and Learning

- 1.6 The policy supports the priority of listening and learning by having embedded feedback mechanisms and continuous improvement into its delivery. The inclusion of a customer satisfaction survey within the policy framework ensures that the voices of service users are actively heard, allowing the council to assess the effectiveness of adaptations and identify areas for refinement. Additionally, the policy outlines clear procedures for handling complaints and disputes, demonstrating a commitment to transparency and responsiveness. By regularly reviewing and amending the policy based on resident experiences and evolving needs, the council fosters a culture of learning that strengthens trust and ensures services remain relevant and person-centred.

Residents are consulted on the design of the adaptation when applying for a grant which enables a successful outcome for residents.

## 2 FINANCIAL IMPLICATIONS

- 2.1 Funding for DFGs comes from central Government as part of the Department of Health and Social Care's Better Care Fund (BCF). It is distributed to Winchester City Council and other Hampshire local authorities in May of each year via Hampshire County Council (HCC) under a formula determined by NHS England.
- 2.2 For the financial year 2025/26 the council was allocated £1,527,515 which was the same as the previous financial year. It has been reported that the DFG grant allocation to local authorities will not increase and will remain the same up until and including financial year 2026/27.
- 2.3 The Government is currently consulting on proposed changes to how each district and borough allocation of the DFG better care funding is awarded. The proposed new formula will now include:
- Income levels and housing types.
  - Build costs in each region.
  - The number of disabled adults and children.

- The older population in each area.

This will likely see a decrease in the amount of DFG funding awarded to Winchester, with the demand for adaptations likely to increase. This is because overall the district of Winchester is quite wealthy and therefore by including income levels and housing tenure the new formula will likely result in a decreased amount of funding as the better care fund is targeting at the more deprived districts and boroughs with lower Indices of multiple deprivation (IMD).

- 2.4 It is anticipated this year that based upon the council's current and committed spend to date, and a projection of referrals and inflationary related cost increases that the DFG award for 2025/26 will be fully allocated.
- 2.5 This policy proposes that the approach of the current fee generating service charge and instead will retain a portion of the grant to cover the administrative costs of providing this service. This will increase the amount of DFG available to the residents of Winchester to the value of approximately £24,000 as illustrated in point 12.24.

### 3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 Following consultation between the council's Private Sector Housing Team, Procurement, and Legal Services it was agreed that DFG funded adaptations fall outside of the scope of public procurement activity as long as it is put in place in a certain way, namely that the adaptations contract is between the client and the contractor and not the council. The council's relationship with the client will be as part of a grant arrangement. To ensure the grant funding is used effectively and efficiently works will be tendered on the following basis where the cheapest tender is awarded the works:

- Works under £10,000.00 – quotes must be obtained from two contractors.
- Works above £10,000.00- quotes must be obtained from three contractors.

### 4 WORKFORCE IMPLICATIONS

- 4.1 The council is in the process of recruiting a DFG support officer and another Private Sector Housing officer who will have DFG responsibility.

### 5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 Recommendations within the report have no impact on council property and assets as this policy does not apply to the council housing stock.

## 6 CONSULTATION AND COMMUNICATION.

- 6.1 The 2025 – 2030 policy options were considered by the Economic and Housing Policy Committee at its meeting on 26th November 2024. The committee provided debate, comments and feedback regarding three options with differing opinions including no change from the existing policy to withdrawal of all elements of the discretionary grant.

Members of the policy committee agreed with officers for the team to operate a test model of option 3, which was to means test all applicants, allow a discretionary grant, and revise the top up grant amount - alongside the existing policy to understand the full impact on the council's residents before any policy changes are agreed.

- 6.2 Foundations, the government appointed advisory organisations for DFG's was consulted regarding the policy changes. Constructive feedback was provided by Foundations in the form of suggestions and comments to make the policy clearer and more robust whilst ensuring it still meets the needs of those who the policy is intended for.

Foundations also felt the 2025 – 2030 DFG policy was thoughtful and strategic especially the dual residency provision and the way the proposed policy aligns Better Care Fund objectives with discretionary assistance to address gaps in the mandatory offer.

## 7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 Where replacement works are undertaken to upgrade a heating source the contractor will install an energy efficiency heating system which will improve the thermal capacity of the property and reduce energy costs.

## 8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 Under s149 (1) of the Equality Act the council must have due regard, in the exercise of its functions, (and Cabinet must, as the decision maker in respect of the proposed decision, have due regard) to the need to: a) Eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Act. b) Advance equality of opportunity between persons who share relevant protected characteristics and persons who do not share them. c) Foster good relations between persons who share relevant protected characteristics and persons who do not share them.

## 9 EQUALITY IMPACT ASSESSMENT

- 9.1 An Equality Impact Assessment, appended to this report, has been completed and has considered the impact on those with 'protected characteristics' and has identified that the DFG Policy will not negatively impact on any of those groups.

- 9.2 However, there is a group of people who may be impacted by the proposal to remove the current £15,000 non means tested discretionary grant. The introduction of mandatory means testing may also result in applicants who will now not qualify for financial assistance. To mitigate this, and to better align the offer of discretionary funding with the requirements of the BCF, a Pathway to Home Grant of up to £10,000 is proposed in the 2025 – 2030 policy. This grant will allow any disabled resident, regardless of income, to apply for funding if they fall into the key qualifying criteria. Further detail is set out in para 12.23.

## 10 DATA PROTECTION IMPACT ASSESSMENT

- 10.1 None required in respect of the 2025 – 2030 policy as there is no change to the way applicant's data is recorded or stored.

## 11 RISK MANAGEMENT

<b>Risk</b>	<b>Mitigation</b>	<b>Opportunities</b>
Financial Exposure  Risk of not committing allocated budget  Risk of committing too much	Detailed monthly financial monitoring and amending policy if applicable  The recommendations made in this report as well as budget monitoring	
Exposure to challenge  Risk of Better Care Fund financial allocation being reduced	To keep the DFG policy under review.	Exploration of alternative funding sources from charities etc. e.g. SSAFA (Soldiers, Sailors, Airmen and Families Association) for certain specific cases
Innovation  Applying more innovative discretionary grants to target more of the requirements of the better care fund framework.	To keep the DFG policy under review and to proactively respond to framework changes as required.	To help more residents with discretionary works that may not have previously been funded via DFG.
Reputation  Failing to update the DFG policy would result in the DFG service not being adequately supported	Introducing a new policy will give clarity and guidance to staff and the public as to what the DFG	Review staffing levels under review to ensure the council can meet

through lack of clear guidance and risk of challenge.	Service can offer residents across the district.  Internal Audits and implementing the recommendations.	demand and administer the grant fully.
Achievement of outcome  Fully commit to the budget by approving DFG grants and making the requiring adaptations for our residents	Critical that current staffing levels are at least maintained	Reviewing staffing levels under review to ensure the council can meet demand and administer the grant fully.
Property  None		
Community Support  OT referrals withdrawn from Hampshire County Council	Need for increased medical assessments by in-house Private Sector Housing OT.	
Timescales  An increase in DFG referrals or increase in complex cases can cause applications not to be approved within statutory time limits	Monthly Monitoring through 1-1's and team meetings.  Evaluating the quarterly performance indicators to review if any action is required.	Tailored resources to accelerate the DFG process from application to approval.
Project capacity  If the DFG funding reduces this may reduce resources which reduces the capacity to adequately deliver the service	The resources within the DFG team remain as they currently are.	
Other		



## 12 SUPPORTING INFORMATION:

- 12.1 Under the Housing Grants, Construction and Regeneration Act 1996 the council in its capacity as a housing authority, has a statutory duty to provide DFGs to applicants who qualify.
- 12.2 The main purpose of the DFG is to enable aids and adaptations to be installed in the homes of older people and those with a disability. In law, the works to adapt a home must be considered both 'necessary and appropriate' to meet the needs of the individual and it should also be 'reasonable and practicable' to undertake the adaptations which should enable a person to live independently and safely in their home. This prevents the need for people to have to move into a care home or be admitted to hospital reducing the burden on the social care system and National Health Service (NHS). DFGs are subject to a financial/means test which means that the applicant's income and savings must be assessed.
- 12.3 The Housing Renewal Grants (Services and Charges Order) 1996 lists the services and charges which are eligible to be included in the DFG calculation and includes services which are typically provided by a DFG Grant Officer.
- 12.4 Councils are encouraged to actively compare these costs with other local authorities and service providers and to keep the cost of eligible fees and charges to a minimum but without compromising the quality of the service provided to the resident.' Fees are typically calculated as a percentage of the cost of the eligible works and included in the calculation of the eligible expense for each individual grant.
- 12.5 There is both a mandatory and discretionary element to DFGs. All local authorities must operate the mandatory scheme; the current policy includes a generous discretionary scheme.
- 12.6 A mandatory grant will fund any DFG works judged 'necessary and appropriate' to meet the client's needs and when it is 'reasonable and practicable' to carry them out having regard to the age, condition, or internal layout etc. of the dwelling. The majority of mandatory DFG works undertaken are for showers, wet rooms, ramping and stair lifts. The maximum funding level is up to £30,000 for DFGs for those on passporting benefits for example, Universal Credit and Guaranteed Pension Credit or if the application is for a dependent child.
- 12.7 The council operates a discretionary top up grant under the current DFG policy. These have been provided for funding schemes which exceed the mandatory limit of £30k and the discretionary offer of £15k, to a maximum of £100k as follows:
- Mandatory grant of £30,000 plus up to £70,000 discretionary top up.
  - Discretionary grant £15,000 plus up to £85,000 discretionary top up.

- 12.8 In the year 24/25 the council approved 117 applications with a total value of £1,608,000. Of the 117 applications approved,
- a) 95 were discretionary grants up to £15,000,
  - b) 18 were Mandatory grants up to £30,000 and
  - c) the remaining four grants were top ups for works more than £30,000.

The total value of top ups awarded for 24/25 was £185,454.04.

- 12.9 DFGs are exclusive to homeowners, private rented tenants and registered social landlord tenants. As the council has a Housing Revenue Account (HRA) it is expected that the council should self-fund adaptations to its own stock for council tenants through this account. Therefore, there is a separate aids and adaptations policy for council tenants seeking adaptations.
- 12.10 An internal audit report undertaken in May 2025 by Southern Internal Audit Partnership, who are a collaborative service hosted by Hampshire County Council made several recommendations, including the necessity to ensure all grant awards are means tested and support the changes recommended in the 2025 policy.
- 12.11 The 2025 policy sets out both the mandatory legal framework and the discretionary element proposed by the council for DFGs and how the council will use its powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO) to provide discretionary grant assistance to promote independent living and well-being for residents in the Winchester district.

For the council to use its discretionary powers under the RRO it must have a DFG policy.

- 12.12 The review of the current policy has considered the following:

- The continued rise in demand and increasing costs of works. The discretionary element of the current policy is no longer sustainable due to an increase in approved grants against a stagnant grant allocation budget as well as the expectation that grant levels could reduce under the Government's proposed new formula.
- In addition, the discretionary top up element of the current policy is not flexible enough and needs simplifying to target those most in need.
- And greater attention should be paid to prevent admission to hospital/care and accelerate discharge from hospital.

### 13 The 2025 – 2030 Policy

#### 13.1 The key principle of the 2025–30 policy is that the most vulnerable are assisted, therefore, this policy has at its core, the

- Development of the Welfare Grant to further align the offer of funding with the social care element of the Better Care Fund (BCF). This could include a deep clean or declutter, up to £2000.00, of essential parts of the home, which are critical to the person's welfare.
- Enhancement of the top up grant to enable a more flexible offer of funding based on individual need. This could include, depending on the family's circumstance, the award of a full top up grant to cover the cost of the works over the £30,000.00 mandatory limit, without the need for a contribution from the family or a land charge being placed on the property.
- Introduction of a Pathway to Home Grant to align with the principles of the Better Care Fund. This could include up to £10,000.00 worth of funding towards works that are essential to allow a person to remain at home where there is an imminent risk of care placement or admission to hospital. This can also be used to help people return home, where an installation of specialist equipment is needed to allow them to return.
- A continued focus of targeting limited funding to those in most need through
- mandatory means tested for those not in receipt of passporting benefits. This is a legislative requirement.
- Withdrawal of the £15,000 discretionary grant for all applicants.
- The DFG administration charge is made by retaining a portion of the total grant received from Government.

#### 13.2 To consider the effect that the proposed implementation of mandatory means testing would have on residents, the team implemented a test model of non-mandatory means testing to all applicants. This approach analysed the impact of the proposed changes to the DFG policy. As part of the test model, 30 mean tests (financial assessments) were carried out. Out of these 30:

- 14 clients would qualify without a financial contribution.
- 6 clients could qualify but with contributions between £ 357.94 and £13,590.00.
- 10 clients would not qualify for financial support.

Therefore, there is an impact of the introduction of mandatory means testing in that not all residents who are disabled would qualify for DFG funding for aids and adaptations.

- 13.3 This approach would still assist those who are most vulnerable and on lower incomes but would mean that the council is not funding works for those residents that have the financial means to self-fund. This still enables the grant allocation to be administered to assist those most in need, or at risk of homelessness, whilst ensuring compliance with statutory duties and the principles of the better care fund.
- 13.4 The test model demonstrated that the impact of removing the blanket policy of all applicants, regardless of their financial means qualifying for funding up to £15,000 towards an adaptation. This would enable the council to repurpose up to £150,000 on these 30 cases that were tested. This funding can then support those that do not have the financial means to fund their own adaptations. This would ensure the council assists those that are more vulnerable and minimises the risk of the council not having the funds to administer grants for the most in need.
- 13.5 The 2023 policy has the following discretionary grants:
- Welfare grant up to £2,000.
  - Heating grant up to £4,000.
  - Relocation grant up to £8,000.
  - Top up grant of up to £100,000.
- 13.6 Since the current policy was adopted, no residents have applied for any of the discretionary grants apart from the top up grant. For the financial years 23/24 and 24/25 four top up grants were awarded totalling £444,424.23. Of these four grants three were owner occupied properties, and one was a registered social Landlord. All the top cases were for children and young persons.
- 13.7 The 2025 policy proposes to revise 2 of the discretionary grants, the welfare grant and the top up grant, and to introduce a new Pathway to Home Grant, with no change to the heating and relocation grant.
- 13.8 **Welfare Grant**
- The policy proposes that the element of the installation of specialist equipment of the Welfare Grant is removed as it is more appropriate to have a standalone grant for this in the form of a Pathway to Home Grant.
  - The policy also proposes a qualifying criteria for the Welfare Grant to ensure it targets the most vulnerable owner occupants.
  - The proposed Welfare Grant will still include, deep cleans, declutters and minor repairs but will introduce repairs to specialist equipment, and to be used to carry out minor repairs to owner occupied properties where a hazard has been identified that presents a risk to the occupant.

An example of a hazard may be breakdown of specialist equipment such as a stairlift that is out of warranty. The impact of this is that it allows the council to provide a discretionary repair service to vulnerable homeowners ensuring they remain safe in their homes and are appropriately safeguarded and keeping in line with the principles of the better care fund. The policy (Appendix A) outlines the qualifying criteria.

### 13.9 **Top Up Grant**

- The draft 2025-2030 policy aims to simplify the qualifying criteria and process for both the applicant and the council.
- Currently the policy allows for either a £85,000 top up or a £70,000 top up depending on whether the applicant qualifies for the discretionary £15,000 or the mandatory £30,000. Whether top up funding is awarded is dependent on the applicants' financial circumstances. For a child's case it is dependent on the parents' financial means and tenure of property.
- The current policy also, depending on financial means and tenure, will means test applicants over the discretionary or mandatory amount to determine any contribution toward the cost of the works above either the discretionary or mandatory award. The final contribution is currently 10% of the assessed contribution which is calculated by a government approved system for means testing.
- The draft 2025-30 policy will simplify the above by awarding a minimum £30,000 and a maximum of £100,000 and the criteria for this is clearly outlined in the draft policy and in line with the better care principles. This eradicates the complexities of the current policy which will expediate the application process and ensuring complex adaptations are completed in a timely manner.
- If an applicant does not qualify for a discretionary element of the DFG grant, there is no appeal process.

### 13.10 **Pathway to Home Grant**

- The Pathway to Home Grant is a new grant being proposed in the 2025-30 DFG policy and incorporates the installation of specialist equipment that is proposed to be removed from the Welfare Grant. The current criteria for the Welfare Grant is not broad enough to incorporate the better care fund criteria of aiding speedy discharge from hospital and preventing admission to hospital and or care.
- The Pathway to Home Grant will allow up to £10,000 of funding by installing the one item of specialist equipment and minimises the impact of removing the discretionary £15,000 grant as this grant will not be means tested.

- The key difference between the former discretionary grant of up to £15,000 and the proposed new Pathway to Home Grant, is that the Pathway to Home Grant is aimed at those who are awaiting hospital discharge or where it is documented that there is a risk of hospital admission or care placement if adaptations are not made. The £15,000 discretionary grant is currently available to any person applying for a DFG where the works will cost less than £15,000 regardless of whether the adaptations are for specialist equipment.
- The Pathway to Home Grant ensures that the allocation of grant funding is tailored at those who meet the better care criteria and minimises additional costs and burden to the NHS and social care providers.

### 13.11 **Administrative Fees**

- The council currently provides an end-to-end service, acting as agent for the applicant and charges a fee of 12% plus VAT of the grant works provided towards the cost of works. This fee forms part of the grant funding allocated. The council will offer the same service at the same fee rate to all applicants, apart from when a grant approaches or exceeds £25,000. At this point a service fee of £2,030 plus VAT will be applied. This equates to a total service fee charge of £2,436. This flat fee for works above £25,000 was to prevent the service charge from taking the grant over the £30,000 mandatory limit.
- The council now proposes to remove this fee and charge an admin fee directly to the grant. This removes the bureaucracy associated with administering this fee and increases the total amount available for aids and adaptations, by approximately £24,000. This is demonstrated in the table below:

<b>Staff costs</b>	<b>Current 12% plus VAT admin charge (figures based on 24/25)</b>	<b>Proposed change to admin charge</b>
Staff costs	326,652	326,652
Supplies & services	10,543	10,543
Overheads	98,165	98,165
Income - other	- 100,650	- 100,650
Income - staff capitalisation	- 168,635	- 168,635
Income - Service Charge	- 119,823	- 119,823
<b>Total</b>	<b>46,253</b>	<b>46,253</b>
<b>Impact on DFG Grant</b>		
VAT	23,965	-
Service charge	119,823	119,823
Staff capitalisation	168,635	168,635
<b>Cost to DFG</b>	<b>312,422</b>	<b>288,458</b>

### 13.12 Implementation timeline

If agreed by Cabinet, the proposed recommendations to this policy will take effect for all new DFG applications received by the council from 1<sup>st</sup> December 2025. It is important to note that a referral from any Occupational Therapist, is not classed as a DFG application. The changes to the administration charge will also take effect from the 1<sup>st</sup> of December 2025.

Web pages and guidance will be updated to ensure that the customer's experience is smarter and more streamlined, ensuring that the most vulnerable residents are supported while still ensuring best use of public funds. The 2025-30 policy will also have a layer of protection to ensure that those who may not qualify for a mandatory grant may still be supported through the discretionary grant options.

## 14 OTHER OPTIONS CONSIDERED AND REJECTED

- 14.1 Not to amend the current policy at which point the council would be at risk of not being able to fulfil the existing policy with the current level of funding from

central government. Therefore, not to amend the policy is not an option and rejected.

- 14.2 Remove all discretionary elements of the policy. This could put the council at risk of not fulfilling the requirements of the Better Care Fund which could result in increased hospital admissions and delayed hospital discharge. Therefore, this is not an option and rejected.

**BACKGROUND DOCUMENTS: -**

Winchester City Council's DFG Policy 23-25 [Disabled Facilities Grant \(DFG\) - Winchester City Council](#)

Previous Committee Reports: -

CAB3375 (H)- Private Sector Housing Renewal Strategy

CAB3382(H)- Disabled Facilities Grant [CAB3383\(H\) Disabled facilities grants](#)

**APPENDICES:**

Appendix 1 Revised DFG policy 2025-2030

Appendix 2 Equality Impact Assessment



**Appendix 1- Disabled Facility Grants Policy 2025-2030**

# Disabled Facilities Grant Policy

## 2025-2030

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## 1.0 Introduction

- Adaptations are needed by many disabled people so that they can remain safe and independent in their own home. They can be needed by people of all ages, but as our population ages and life expectancy increases, the number of people needing assistance to adapt their homes is expected to grow. Winchester City Council (the council) is committed to helping these residents achieve a home which meets their needs.
- Under the Housing Grants, Construction and Regeneration Act 1996 (the Act), the council, in its capacity as a housing authority, has a statutory duty to provide Disabled Facilities Grants (DFGs) to applicants who qualify. DFGs are mandatory grants available to disabled people when works to adapt their home are judged necessary and appropriate to meet their needs and when it is reasonable and practicable to carry them out having regard to the age and condition of the dwelling or building. DFGs are available to fund adaptations to the homes of elderly, vulnerable, or disabled residents to enable them to live independently at home or be cared for at home.
- In order for the council to use its discretionary powers under the Regulatory Reform Order (RRO) it must have a policy. This policy sets out the mandatory legal framework for DFGs, and how the council intends to use its powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO) to provide discretionary DFG assistance to promote independent living and well-being. It sets out the flexible policy the council has adopted in respect of DFGs.
- This policy replaces the former Disabled Facility Grants Policy and Procedure 2023 -2025 and supersedes any other council policy relating to Disabled Facilities Grants.
- The policy links with the Council Plan 2025 -2030 and contributes towards the Council Plan priority of “Good homes for all” and “healthy communities” as it assists residents with continuing to live safely within their homes by supporting independent living for longer and targeting the key criteria of the Better Care Fund framework.

## 2.0 Aims of the Policy

- Enable disabled residents to live safely, independently, and with dignity in their homes.
- Ensure equitable access to DFG funding across all tenures and demographics.
- Promote transparency, consistency, and fairness in decision making based on individual circumstances.
- Support and promote integrated working with health and social care partners ensuring effective use of and compliance with the Better Care Fund, in particular reducing hospital discharges and allowing early discharge.
- Ensure non-discriminatory and equitable access regardless of age, gender, sexual orientation, ethnicity, religion, disability, or housing tenure.
- To improve the lives of people with disabilities by enabling access and movement around their own home with the use of adaptations
- To reduce the need for domiciliary and residential care by allowing people with disabilities to live more independently in their own homes.
- To provide advice, information and support regarding the adaptation of properties to meet accessibility needs and provide a framework of assistance to vulnerable groups.

## 3.0 Regulatory Framework

There are a number of legal provisions governing DFGs and their applications. The administration of DFGs is detailed in The Housing Grants, Construction & Regeneration Act 1996 (the Act) and subsequent associated legislation including:

- Housing Grants, Construction and Regeneration Act 1996 (“The Act”) (as amended)
- Housing Renewal Grants (Services and Charges) Order 1996
- The Housing Grants, Construction and Regeneration Act 1996: Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008
- The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (“The Order”)
- The Housing Renewals Grants (Amendment)(England) Regulations 2008
- The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008
- Delivering Housing Adaptations for Disabled People – A good practice guide (June2006)
- The Equalities Act 2010
- Disabled Facilities Grant (DFG) delivery: Guidance for Local Authorities in England 2022
- The Housing Act 2004.

- The Care Act 2014
- The Public Sector Equality Duties
- The Armed Forces Act 2006/2021

## 4.0 Definition of a Disabled Person

For the purposes of the legislation relating to DFG's a person is defined as being disabled if:

- Their sight, hearing or speech is substantially impaired.
- They have a mental health disorder or impairment of any kind; or
- They are physically disabled by illness or impairment present since birth or otherwise.

A person aged eighteen or over is considered disabled if:

- They are registered as a result of arrangements made under section 29(1) of the National Assistance Act 1948; or
- They are a person for whom welfare arrangements have been made under that section or might be made under it.

A person aged under 18 is considered disabled if:

- They are registered as a disabled child maintained under the Children Act 1989; or
- In the opinion of Hampshire County Council's Children's Services, they are a disabled child as defined for the purposes of Part III of the Children Act 1989.

## 5.0 Mandatory DFG Eligibility Criteria

### 5.1 The Works

The eligibility criteria for DFGs are outlined in Section 23 of The Housing Grants, Construction and Regeneration (as amended) Act 1996 and primarily relate to accessing principal rooms within the home and accessing and using essential facilities including access to gardens and outside areas of a property.

Grants are dependent on:

- The works being necessary and appropriate.
- The works being reasonable and practicable; and
- A Mandatory Means Test of financial information, to establish the applicant's eligibility for a grant.

**Facilitating Access** - For works to remove or help overcome any obstacles that prevent the applicant from moving freely into and around the dwelling. This may include access to the garden or yard (front, side, or rear) which means immediate access from the dwelling. It does not include landscaping.

**Making a Dwelling or Building Safe** - Adaptations to the dwelling or building to make it safe for the applicant and other persons living with them

**Access to a Family Room** – Works to ensure the applicant has access to a room used for or usable as the principal family room.

**Access to a Room usable for Sleeping** - The provision of a room usable for sleeping where the adaptation of an existing room in the dwelling (upstairs or downstairs) or the access to that room is unsuitable in the particular circumstances.

**Access to a Bathroom** - The provision of, or access to, a WC, washing, bathing and/or showering facilities.

**Facilitating Preparation of and Cooking of Food** - The rearrangement or enlargement of a kitchen to improve the access for a wheelchair and to provide specially modified or designed storage units, work top area etc. Where most of the cooking and preparation of meals is done by another household member, it would not normally be appropriate to carry out full adaptations to the kitchen.

**Heating, Light and Power** - To provide or improve the existing heating system in the dwelling to meet the applicant's needs. A grant will not be given to adapt or install heating in rooms which are not normally used by the disabled person.

**The DFG Purpose of caring for others.**

## **5.2 The Applicant**

DFGs are available to homeowners, owners of qualifying houseboats, owners of qualifying park homes, tenants of private landlords, and tenants of Housing Associations. Grants are also available for adaptations to the common parts of buildings containing one or more flats. Winchester City Council tenants can apply for a grant; however, it is normal practise for housing authorities with a Housing Revenue Account (HRA) to fund these adaptations. The council's Landlord Services Team therefore have a separate policy for processing Winchester City Council tenant applications.

Please see **appendix 1** which outlines what the council will do in the event of the passing of the disabled person during the DFG process.

The council cannot, by law, refuse to process a properly made DFG application that it receives from an owner-occupier or tenant. If the eligibility criteria and proper process are satisfied, the council must, approve the appropriate grant.

Applications for a Disabled Facilities Grant is dependent firstly on the applicant having been assessed by either:

- A Hampshire County Council (HCC) Occupational Therapist (OT)
- The council's in-house Private Sector Housing OT
- A private registered OT, or:
- The councils in house trusted assessor.

Help is also available to those who may struggle to apply or have questions about the policy. Assessments undertaken by the HCC OT will be forwarded to Winchester City Council. Alternatively, residents, can apply on-line via the council's web site after which they will be assessed to determine their eligibility:

[Disabled Facilities Grant \(DFG\) - Winchester City Council](#)

Further information and guidance regarding DFGs can be found in the Disabled Facilities Grant (DFG) delivery Guidance for Local Authorities in England published March 2022:

[Disabled Facilities Grant \(DFG\) delivery: Guidance for Local Authorities in England](#)

The following is a summary of the main legal provisions that apply to mandatory DFGs:

- An applicant, who defined by the Act as a person with a disability, is eligible for assistance, but in some circumstances, where an applicant is not in receipt of a means tested benefit, the council must perform a mandatory means test of the applicants' finances to determine eligibility.
- DFGs are mandatory grants which are available to people with disabilities for works which are 'necessary and appropriate' to meet their needs, and when it is considered 'reasonable and practicable' to carry out the works when having regard to the age or condition of the dwelling or building.
- The council reserves the right to refuse grant assistance where the works are not necessary, appropriate, reasonable, practicable, the applicant does not qualify financially after a means test and/or where the property is not suitable for adaptation. This is because the council has a duty to protect public funds and will therefore seek to support the option that provides the most value for money. If appropriate, and where the applicant qualifies, the council may offer a discretionary DFG, in the form of a relocation grant to help the applicant move to a more suitable dwelling.
- DFGs are means-tested, except where the applicant is in receipt of a means-tested benefit or the adaptation is for a disabled child under 16 years of age or a young person in full-time education under 21 years of age.
- Applicants who receive certain specified "passported" benefits are exempt from the means-test; however, the means-test is mandatory by law, and the council does not have any discretion when applying it. See **Appendix 2** for a list of passported benefits.

- If a disabled person is eligible, the council has a maximum of six months to either approve or decline the application from date of submission of a formal application. This means receipt of a fully completed application form and determined financial contribution if necessary. The mandatory timescale for completing works from the date of approval is 12 months.
- The maximum mandatory DFG in England is currently £30,000, and this amount would be reduced by any contribution determined as payable under the means-test.
- An applicant must be 18 years of age or older.
- Parents or guardians can apply on behalf of children.
- Landlords can apply on behalf of their tenants.
- The property to be adapted must be a legal residence, and this can include dwellings, houseboats, caravans and mobile homes as well as buildings which contain dwellings.
- Both owner occupiers and tenants must have the intention to live in the adapted property for at least five years. Landlords and/or the property owners must certify they intend to allow the disabled person to remain in the property for not less than five years.
- There is no restriction on an applicant making multiple grant applications for funding, but each application must have a relevant referral and recommendations from an occupational therapist specifying a new need. Each referral will be assessed on a case-by-case basis.

## **7.0 Mandatory Means Testing**

Section 30 of The Housing Grants, Construction and Regeneration Act 1996 outlines the need for both owner occupied and tenanted applicants to be means tested to assess whether they qualify for a DFG, and if so, what their assessed contributions might be.

This ensures that eligible residents are receiving the appropriate assistance and allows the council to comply with its mandatory duty of protecting the public purse in line with the relevant legislation. It also allows our allocation of grant funding to be equitable.

Therefore, unless an applicant is on a means tested benefit, they will need to complete a mandatory means test using the governments approved tool for

assessing client contribution. Refusal to submit all financial information will mean that the council cannot proceed with your application.

Any applicant who qualifies with or without a contribution will have access to a grant of up to £30,000, but the cost of the works will be necessary and appropriate and reasonable and practicable.

## 6.0 Discretionary Grants

Discretionary grants have the same application process as mandatory grants as well as the same criteria. The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 allows councils to provide discretionary assistance to disabled residents in certain circumstances, ensuring awards are equitable and in line with individual circumstances. The discretionary grants that we offer and their qualifying criteria are outlined below.

There is no appeal process for decisions made regarding discretionary grants.

### 6.1 The Pathway to Home Grant

#### Purpose.

As part of the council's commitment to helping residents remain in their homes for as long as possible, and to assist with hospital discharge/admissions, funding can be provided for fast-track adaptations that do not fall within the remit of the Housing Grants, Construction and Regeneration Act 1996.

#### Eligibility Criteria

The Pathway to Home Grant allows for up to £10,000 to fund specialist equipment when there is a need to aid hospital discharge or prevent admission to hospital or care. The works should be to improve and enhance the applicant's quality of life at home and support the continuation of them staying in their home by enabling discharge from hospital and preventing admission to hospital or care. The applicant should have a clear medical need and be eligible for disability registration.

The council recognises the complexities and urgency of these cases, as well as the difficulty in collecting and assessing financial information during what are naturally stressful circumstances for the person. As a result of this, the council will waive the requirement to means test applicants who fall into this criteria.

Only applicants awaiting a discharge from hospital or care placement or those where there is an evidenced based risk of admission to hospital/care without immediate intervention are eligible. The needs must also have been identified by a social worker or other professional, e.g. an Occupational Therapist. Examples of specialist equipment include:

- Stairlift (curved or straight)



- Ceiling track hoists
- Ramping.

### Conditions

Only one item of equipment can be funded. If more than one item is required, then the referrer will need to determine which item is the most critical to meet the immediate needs of the patient and the above criteria. Any other items can then be submitted via a referral and recommendations from an Occupational Therapist and be subject to a means test if the applicant is not in receipt of a qualifying benefit.

This allows the council to comply with the requirements of the Better Care Fund and enables the council to recognise the need for discretion in order to help the most vulnerable return safely home from hospital and prevent them from going into hospital or care.

## **6.2 Welfare grant.**

### Purpose

This discretionary grant is designed to fund small scale works which are critical to a person's welfare which have been identified by a social worker or other professional.

Funding repairs to equipment ensures that the person is safeguarded as a matter of urgency and the repairs are made quickly. The process for applying for a DFG can be lengthy so it is important that vulnerable residents have access to the right help as soon as possible to limit the risk to their welfare. By specifying a savings limit, we can ensure we are targeting those who are the most socially vulnerable and cannot afford to fund the repairs themselves.

### Eligibility Criteria

The disabled person should have a clear medical need/ be eligible for disability registration. The applicant must also be in receipt of a means tested benefit or have a total household savings of less than £23,250. This figure is the maximum amount of savings a client can have to qualify for social care.

- **Deep Cleans / Declutters of essential parts of the home up to a maximum of £2000.** The grant will contribute towards converting a home that cannot currently be inhabited by the person applying for the grant into one which can be, (i.e. through cleaning/decluttering of the kitchen/living room/hallway/bathroom/bedroom (and extra bedrooms if carers need to stay overnight) in particular in preparation of the installation of equipment.
- **Minor Essential Repairs and Improvements up to a maximum of £2000.** To address a risk or serious hazard for a person with disabilities that would impact on the extent to which their home can be used. The works must be

proportionate to the nature of the risk and hazard. A broken item must have a substantially deleterious impact on the extent to which a property can be used.

Examples include, repairing of specialist equipment such as a stairlift to minimise hospital admission or care placement, making good disrepair to flooring to make safe and remove a hazard, or improving the safety and security of a property to a higher standard to enable it to be occupied by a person with a disability.

In cases where repairs are needed to remove a hazard, the council must visit the property and carry out a Housing Health and Safety Rating System Assessment (HHSRS) to determine the presence and severity of a hazard.

### Conditions

Repairs are only available to owner occupied properties where the repair responsibility falls to the owner. As repair responsibility for Registered Social Landlord and Private Rented Tenants falls with the landlord, the council is unable to offer repairs to these tenures.

## **6.3 Heating Grant**

### Purpose

This grant is aimed to offer replacement of boilers, radiators and other substantial components of heating systems to bring systems and equipment up to a higher standard of reliability, safety or usability as might be required by an owner occupier with disabilities.

### Eligibility Criteria

The referrals for this grant need to come directly through a professional body such as:

- LEAP (Local Energy Advice Partnership) which can be contacted at [Energy Support | LEAP](#)
- Hitting the Cold Spots, a Hampshire County Council based service which provides advice on heating and energy matters for Hampshire residents and can be contacted at <https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/coldspots>,
- The Environment Centre (tEC), a charity based in Southampton which provides advice on sustainability and other matters including fuel poverty and can be contacted at <https://environmentcentre.com>

Receipt of referrals from the above (or other similar organisations) ensures that appropriate screening has been applied to the applicant's circumstances (applicants must be on passporting benefits and disabled). Persons in the community who are **not** on any income assessed benefits, who come into contact with our service, and who are in need can be assisted with funding if

they can prove they do not have savings in excess of £6,000. In exceptional circumstances a legal land charge will be considered in order to cover the value of the works (if the works exceed £4000).

- Replacement of boilers, replacement of faulty radiators or other substantial components of any heating systems to bring systems and equipment up to a higher standard of reliability, safety or usability as might be required by a person with disabilities.

### Conditions

**Works can be funded up the value of £4000.** If the necessary works exceed this amount the homeowner will be required to contribute the difference. The reasoning for limiting the cost of this grant is to enable the funding to be used as fairly as possible across the whole district and in anticipation of many possible referrals in the winter seasons up to 2027/28.

## **6.4 Relocation Grant**

### Purpose

To assist disabled persons, who are owner/occupiers to relocate if adaptations to their current home through the DFG are determined not to be reasonable or practicable and they are considering relocation to another property they intend to purchase as their home. Such assistance supports best value by ensuring DFG funding is focused on properties where adaptations can be delivered and enabling people to move to suitable property where this is not the case.

### Eligibility Criteria and Conditions.

- Applicants must be 18 or over on the date the application is made (in the case of a disabled child, the parent(s) would make the application). Any application must be supported by a recommendation from the Hampshire County Council OT service, WCC in house OT, or a private OT.
- The council and the OT must be satisfied that the proposed property already meets the needs of the disabled person without further adaptation or be satisfied that it can be adapted at a reasonable cost under the mandatory grant limit of £30,000.
- This grant will cover the costs of purchasing a property such as estate agent's fees and conveyancing, but not other relocation costs such as removal expenses.

**Relocation costs can be funded up to the value of £8,000.**

## 6.6 Top Up Grant

### Purpose

The council recognises that referrals from occupational therapists are becoming more complex with the cost of materials increasing, which means that often the amount of DFG funding that is needed exceeds the mandatory level of £30,000. This is especially the case with referrals for children, who often have a variety of needs that must be met.

### Eligibility Criteria

To ensure that the offer of discretionary top up funding is equitable to all residents, each application for top up funding will be assessed on a case-by-case basis, considering the needs of the disabled person, as well as the financial circumstances and makeup of the family as well as the below criteria.

This Top Up grant is to fund the cost of adaptations over £30,000 for eligible clients who are Owner Occupiers or Social Housing Tenants (see below) where the works are deemed 'necessary and appropriate' and 'reasonable and practicable'. The total amount of top up funding available is £30,000, however in certain circumstances more than one top up can be approved up to a maximum of £100,000.

To qualify, the applicant) must fall into at least one of the following *Better Care Fund Key Criteria*:

1. Where essential adaptations (to enable access to the home and access to key facilities to ensure that living at home is possible), need to be provided "urgently" to facilitate timely discharge from hospital/nursing or residential care, (avoiding delayed transfer of care and maximising opportunity for re-ablement at home).
2. Where applicants have a high and complex level of disability and/or life changing diagnosis; and the risk of sudden deterioration in their condition or reduced independence or increased risk of falls could be minimised by urgent provision of essential adaptations to the home, (to reduce risk of premature admission to hospital or residential care or increase in care package).
3. Where the care situation in the home is at imminent risk of breakdown if essential adaptations are not provided quickly, (to support the carer and maximise the applicant's independence, health and wellbeing).
4. Where applicants have catastrophic and life changing/limiting diagnosis, and urgent essential adaptations could minimise the risk of breakdown of family life and care, and enable supported living at home, delaying the time scale for the start, or increase in external health or social intervention.

5. Where the timely provision of minor adaptations (in line with health and wellbeing targets and better care priorities), would reduce the risk of falls and promote a safer home environment when applicants have no immediate and safe access to alternative service options.

Depending on the works recommended by the assessing OT, it would be advisable that applicants entitled to a mandatory grant also fall into one of the above key criteria. This ensures correct reasoning has been applied to their case to ensure their needs can only be met by topping up the mandatory funding available. Typically, an example of this in action would be where an extension must be constructed to contain a bedroom and washing facility for someone less than 18 years' old.

All other avenues including alternative methods of funding must also be explored which include, but are not limited to the following:

- Can the applicant contribute financially or apply for a loan. This may be in the form of a land charge, or a percentage amount of 10% of an assessed contribution following a means test. (This means test will not be applicable to those who already have an assessed contribution to pay following a means test at application stage.)
- Explore whether the housing association can contribute.
- Explore whether the disabled person's needs can be met in another way, for example re housing through Hampshire Home Choice.
- Is a top up grant the only option available to ensure the disabled person is safeguarded and their needs are met.

### Conditions

Any Top Up Grant funding will be considered having regard to the number of financial resources the council has available at the time of the application. If it does not have sufficient resources left to fund other referrals passed to the DFG team by the Occupational Therapy Service or the in-house PSH Occupational Therapist, the council reserves the right not to approve any top up funding.

**In the case of an owner-occupied property**, any top up funding may be secured via a land charge against the property in the form of an equity loan, or as a percentage amount of 10% of an assessed contribution following a means test. (This means test will not be applicable to those who already have an assessed contribution to pay following a means test at application stage.)

**The legal charge will have no expiry date and therefore the charge will be paid back to the council upon sale, assignment, transfer or otherwise of the property.** The RRO enables local authorities to offer this financial assistance in the form of a zero-interest loan. This loan is registered as a Local Land Charge against the value of the property, on which no interest is levied. When this circumstance arises, the council will only consider waiver of the legal charge if it causes financial hardship. An example of hardship is if the property is being sold to fund care and the legal charge prevents the applicant being able to move to a suitable placement. It is for the applicant or

interested parties of the applicant to make their case of hardship to the council with supporting evidence and for the council to use its discretion when making a decision.

**In the case of a registered social landlord property** when assessing whether a top up grant is appropriate, it must first be determined that the applicant cannot move to another property through Hampshire Home Choice which meets their needs or would meet their needs with less cost than the provision of a Top Up Grant. Tenants in a RSL tenancy must stay active on Hampshire Home Choice for one year from the date of activation before a Top up Grant to extend or structurally modify their home can be considered. Staying active means placing bids on possible suitable properties and engaging with the Housing Occupational Therapist and the Housing Allocations Team. Depending on the nature of the adaptation, the council may encourage RSLs to contribute towards the cost of the works based on any possible increase in market value of the property, as a result of the works being carried out. For example, when an extension is being provided to create an extra bedroom.

**Unfortunately,** Top Up Grants over £30,000 are not available to those privately renting as it would be more beneficial to assist them to move to a tenure with more security through the Hampshire Home Choice (HHC) a sub-regional choice-based lettings scheme of which the council is a member.

Any Top Up Grant funding will be considered having regard to the number of financial resources the council has available at the time of the application. If it does not have sufficient resources left to fund other referrals passed to the DFG team by the Occupational Therapy Service or the in-house PSH Occupational Therapist, the council reserves the right not to approve any top up funding.

Summary Table of Funding Levels	
Funding level	Decision
Up to £20,000	Senior Private Sector Housing Officer
Up to £50,000	Service Lead – Strategic Housing
Up to £100,000	Corporate Head of Housing

For cases exceeding **£30,000**, the final decision will be determined by a panel of the above officers depending on the level of funding being applied for.

## 7.0 Dual residency of a disabled child

In cases where families separate and a court order provides that residency of the subject disabled child is split between the mother and father (or other designated guardian,) the council may consider the award of discretionary DFG to one property. The proposed adaptations will only be considered for discretionary assistance if they fall within those headings normally applied to mandatory schemes.

A mandatory DFG can only be provided for the 'sole or main residence' of the disabled applicant and in circumstances covered by this section it would be assumed that one party would apply for mandatory grant on the basis that the child occupies the subject property as their sole or main residence. The main residence will be determined by which party receives child benefit. This property may or may not be within the Winchester District. In exceptional circumstances under the RRO, a discretionary grant may be awarded in order to adapt the home of the other parent (or guardian) should there be a legitimate and evidenced need.

The council will consider the details of any court order and specifically the allocation of time spent with each parent in determining eligibility for assistance. No specific percentage split is proposed by this policy as each case will be reviewed on its own merits. Factors to be considered include the specific details of any order, likely time to be spent at each property, whether the child will stay overnight at the subject property and for what period etc.

In determining the works that might be considered as eligible for assistance the council will consider the suitability of the subject property for adaptation, the complexity and scope of the adaptations required, and any observations or referral made by the Occupational Therapy service.

## **8. Administration Charge**

The council provides an end-to-end service for the applicant. A fee is not charged to the applicant for this service, but a portion of the total grant received from the government is retained by the council to cover the administrative cost of providing this service.

## **9. Complaints Procedure**

Where an applicant is dissatisfied with the service they have received, they can make a complaint through the council's published complaints procedure which can be found at [Compliments and complaints - Winchester City Council](#). In the first instance any issues should be brought to the attention of the council's authorised officer dealing with the application. If an applicant remains dissatisfied, to escalate any matter of concern, a corporate complaint can be raised as explained above.

If the applicant wishes to appeal a decision made for a mandatory grant, then the applicant, in the first instance, should contact the DFG team at the council and ask for a detailed explanation of the decision. The applicant can also request a copy of their OTs assessment. They can also contact organisations such as [Foundations](#) for advice and support.

## **10. Other Circumstances**

In all other circumstances not detailed in this policy document, reference should be made to the provisions of The Housing Grants, Construction and Regeneration Act 1996. Also reference Disabled facilities grant (DFG) Delivery: Guidance for Local Authorities in England 2022.

An “exceptional circumstances” clause applies to this policy, which allows the council to apply further discretion where needed. This will be determined on a case-by-case basis by the Senior Private Sector Housing Officer in consultation, where necessary, with the Service Lead for Strategic Housing.

## **11. Amendments to Policy**

When required minor amendments to DFG policy may be made by the Corporate Head of Housing in consultation with the Deputy Leader and Cabinet Member for Community and Housing.



**Appendix 1 – What will the council do if a person passes away during the DFG process.**

<p><b>What will the council do if a person passes away during the application process?</b></p>	
<p>If the disabled person passes away before the grant is approved</p>	<p>As the DFG is a person specific grant, if the disabled person passes away before approval the council will close the application. If any costs have been incurred these will normally be absorbed by the council.</p>
<p>If the disabled person passes away once the grant has been approved but before the works have started</p>	<p>As above.</p>
<p>If the disabled person passes away once the grant has been approved and the works have started</p>	<p>The council may complete the works if they benefit surviving household members and will consider:</p> <ul style="list-style-type: none"> <li>• The stage of the works</li> <li>• Financial commitments already made.</li> <li>• Whether the adaptations serve a continuing need.</li> <li>• May pay any costs already incurred.</li> </ul> <p>The council will make a decision on a case-by-case basis and act with discretion and compassion.</p>
<p>If the applicant passes away following completion of the works but where funding has been secured as a local land charge that has not expired.</p>	<p>If the property is not sold the land charge will remain in place until the 10-year period expires and no payment is triggered merely by the death of an applicant.</p> <p>The charge may transfer to the estate of the surviving owner, but no action will be taken until the property is sold.</p>

	<p>If the property is sold before the 10-year expiry date the local authority may seek repayment of the charge.</p> <p>The council will make a decision on a case-by-case basis, considering our policy and will act with discretion and compassion.</p>
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## **Appendix 2 – List Of Current Passported Benefits.**

- Universal Credit
- Income Support
- Income-based Employment and Support Allowance (not contribution-based ESA)
- Income-based Jobseeker's Allowance (not contribution-based JSA)
- Guarantee Pension Credit (not Savings Pension Credit alone)
- Working Tax Credit and/or Child Tax Credit (where your annual income for the purposes of the tax credits assessment was below £15,050)
- Housing Benefit

### Appendix 3 – Summary Table of The Different Types of Assistance Available.

<b>Mandatory Grants</b>	<b>Qualifying criteria</b>	<b>Aim</b>
Mandatory DFG up to £30,000	<p>Relevant referral and recommendations from an Occupational Therapist detailing the works that are necessary and appropriate.</p> <p>Passported benefit, young person or child, assessed contribution following a means test.</p>	To administer mandatory DFG funding to qualifying residents to ensure properties are adapted ensuring residents can remain safe in their homes for longer and comply with the Better Care Fund framework.
<b>Discretionary Grants</b>	<b>Qualifying criteria</b>	<b>Aim</b>
The Pathway to Home Grant	<p>Any resident who is awaiting hospital discharge where the delay in returning home is because of a need for specialist equipment to be installed before they can return home.</p> <p>Also available to prevent admission to hospital or care where the installation of specialist equipment is needed to mitigate this risk,</p>	To allow up to £10,000 to meet key criteria of the Better Care Fund and to fund specialist equipment when there is a need to aid hospital discharge or prevent admission to hospital or care. The works should be to improve and enhance the applicant’s quality of life at home and support the continuation of them staying in their home by enabling discharge from hospital and preventing admission to hospital or care.
Welfare Grant	Owner occupiers on passported benefits or total household savings of £23,500 or less.	To fund small scale works up to £2,000 which are critical to a person’s welfare which have been identified by a

	<p>Applicable to RSL tenants in some circumstances.</p> <p>The disabled person should have a clear medical need/ be eligible for disability registration.</p>	<p>social worker or other professional, including deep cleans, de clutters and repairs to specialist equipment.</p>
<b>Discretionary Grants</b>	<b>Qualifying criteria</b>	<b>Aim.</b>
Heating Grant	<p>LEAP <a href="#">Energy Support   LEAP</a></p> <p>Hitting the Cold Spots, a Hampshire County Council based service which provides advice on heating and energy matters for Hampshire residents and can be contacted at <a href="#">Hitting the cold spots   Health and social care   Hampshire County Council</a></p> <p>The Environment Centre (tEC), a charity based in Southampton which provides advice on sustainability and other matters including fuel poverty and can be contacted at <a href="#">the Environment Centre (tEC) – Bringing the benefits of sustainability to everyone</a></p> <p>applicants <u>must</u> be on passporting benefits and disabled</p> <p>Those applicants <b>not</b> on any income assessed benefits, who come into contact with our service, and who are in need can be assisted with funding if they can</p>	<p>To offer works up to £4,000 replacement of boilers, radiators and other substantial components of heating systems to bring systems and equipment up to a higher standard of reliability, safety or usability as might be required by an owner occupier with disabilities.</p>

	prove they do not have savings in excess of £6,000.	
<b>Discretionary Grants</b>	<b>Qualifying criteria</b>	<b>Aim.</b>
Relocation Grant	<p>Applicants must be 18 or over on the date the application is made (in the case of a disabled child, the parent(s) would make the application). Any application must be supported by a recommendation from the Hampshire County Council OT service, WCC in house OT, or a private OT.</p> <p>The council and the OT must be satisfied that the proposed property already meets the needs of the disabled person without further adaptation or be satisfied that it can be adapted at a reasonable cost under the mandatory grant limit of £30,000.</p> <p>This grant will cover the costs of purchasing a property such as estate agent's fees and conveyancing, but not other relocation costs such as removal expenses.</p>	<p>To assist disabled persons, who are owner/occupiers to relocate if adaptations to their current home through the DFG are determined not to be reasonable or practicable and they are considering relocation to another property they intend to purchase as their home. Such assistance supports best value by ensuring DFG funding is focused on properties where adaptations can be delivered and enabling people to move to suitable property where this is not the case.</p> <p>Costs can be funded up to the value of £8,000</p>
Top Up Grant	<p>The applicant must fall into at least one of the Better Care Fund Key Criteria, and all alternative options must have been explored and deemed not applicable.</p> <p>Discretionary on a case-by-case basis.</p>	<p>To offer, where applicable, assistance to residents where the cost of the works exceeds the mandatory £30,000 to ensure the disabled persons needs are met and that they can remain safe in their home.</p>

**Appendix 2**



Winchester City Council  
**Equality Impact Assessment**  
Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	This is a new DFG policy (2025-2030) and is to replace the former DFG Policy & Procedures 2023-2025.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	All the DFG team within the Private Sector Housing Service have provided input and comments on the writing and content of the policy.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	N/A	No
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	No  No	The policy outlines how the council will undertake its functions in respect of DFGs under the Housing Grants, Construction and Regeneration Act 1996 as well as The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.  Policy is now written and to be presented to cabinet on 04/11/25
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential	No	Nothing identified

	problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	
7	Are there any other issues that you think will be relevant?	No	No concerns or issues were raised by members of the public following the publication of the previous DFG policy & procedures.

## Section 2 - Your Equality Impact Assessment form

<b>Directorate:</b>	<b>Your Service Area:</b> Strategic Housing	<b>Team:</b> Private Sector Housing	<b>Officer responsible for this assessment:</b> John Corrie	<b>Date of assessment:</b> 29/08/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Disabled Facilities Grant Policy 2025-2030
2	Is this a new or existing policy?	A new policy to replace the former DFG Policy 2023-2025
3	Briefly describe the aim and purpose of this work.	The aim of the policy is to identify the actions which the council can take in order to spend its allocated budget from the Better Care Fund with the purpose of grant funding adaptations in the homes of disabled and /or aged individuals whilst meeting the key criteria of the better care fund framework. The policy will also detail the range of discretionary grants that the council can offer.
4	What are the associated objectives of this work?	To provide adaptations in the homes of disabled and /or aged individuals to enable them to remain living independently at home.
5	Who is intended to benefit from this work and in what way?	The DFG Policy will benefit disabled and / or elderly residents in the Winchester district. It will detail the various DFG grants available to those eligible to



		apply for and it will enable those who have successfully applied for a DFG to have adaptations undertaken in their home.
6	What are the outcomes sought from this work?	To maximise the number of DFGs granted in any given year during the duration of the policy so that the council can adapt as many homes as possible and safeguard as many residents as possible allowing them to remain safe in their homes.
7	What factors/forces could contribute or detract from the outcomes?	<p>Contribute:</p> <ul style="list-style-type: none"> <li>• An increase in the Better Care Fund DFG grant allocation.</li> <li>• An increase in staffing levels in the DFG service</li> <li>• Local Councillor member support</li> </ul> <p>Detract:</p> <ul style="list-style-type: none"> <li>• If funding levels were reduced</li> <li>• If DFG Service staffing levels were reduced</li> </ul>
8	Who are the key individuals and organisations responsible for the implementation of this work?	<p>The principal team responsible for this work will be the DFG Service situated in Private Sector Housing and principally:</p> <ul style="list-style-type: none"> <li>• Housing Occupational Therapist</li> <li>• DFG Case Officer x 2</li> <li>• Private Sector Housing Officer</li> <li>• DFG support officer</li> </ul>
9	Who implements the policy or project and who or what is responsible for it?	The Senior Private Sector Housing Officer in conjunction with PSH DFG Service colleagues will implement and be responsible for the strategy.

	<p>Summary</p> <p>The policy in itself isn't believed to affect individuals or communities differently; but consideration is required in the way it's applied to take into account the different needs of our residents to ensure the best outcome whilst complying with the policy and legislative requirements.</p> <p>Therefore, the approach taken is to ensure that services are delivered in accordance with the council's equality policy especially in respect of the format of communication.</p>
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	Complaints will be monitored as a form of customer insight which may highlight any changes required.		
		Please select your answer in <b>bold</b> . Please provide detail here.	
10a	Could the policy or project have the potential to affect individuals or communities on the basis of <b>race</b> differently in a negative way?	Y	<b>N</b> As mentioned above the approach to engagement should mitigate against the potential barrier for any applicants that do not possess a sufficient level of English to understand any letters etc. sent to them. Written and verbal communication may need to be translated or interpreted.
10b	What existing evidence (either presumed or otherwise) do you have for this?	The most recent Census data available (2021) identifies that 97.2% of the district's population state 'English' as their main language. The need for translation or interpretation of letters etc. is therefore likely to be low. However, all aspects of communication will comply with the council's Equality Policy and access to translation services can be provided if required.	
11a	Could the policy or project have the potential to affect individuals or communities on the basis of <b>sex</b> differently in a negative way?	Y	<b>N</b> No specific impacts.
11b	What existing evidence (either presumed or otherwise) do you have for this?	There is no evidence to suggest that the strategy would have a potential impact on this characteristic as the need for adaptation is based on need and not sex.	
12a	Could the policy or project have the potential to affect individuals or communities on the basis of <b>disability</b> differently in a negative way?  <i>(you may wish to consider:</i> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> </ul>	Y	<b>N</b> Suitable assistance will be provided to DFG applicants if needed in line with the council's equality policy. Such assistance can include: <ul style="list-style-type: none"> <li>• Undertaking home visits should homeowners have a physical disability that prevents them from</li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview)</i></li> </ul>			<p>easily attending at the council offices</p> <ul style="list-style-type: none"> <li>• Accessing telephone translation services should language be a barrier to communication</li> <li>• Use of a hearing loop in the city office reception for those hard of hearing</li> <li>• Providing letters in large font format</li> </ul>
12b	What existing evidence (either presumed or otherwise) do you have for this?	Support can be offered to address obstacles they may face as a consequence of a disability. All DFG job posts have the requirement for a car and driving licence.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of <b>sexual orientation</b> differently in a negative way?	Y	N	There is no evidence to suggest that the strategy will have a potential impact on this characteristic.
13b	What existing evidence (either presumed or otherwise) do you have for this?	DFG policies have been adopted since 2015, and the council has not received any complaints in respect of it negatively affecting individuals or communities on the basis of sexual orientation.		
14a	Could the policy or project have the potential to affect individuals on the basis of <b>age</b> differently in a negative way?	Y	N	It is recognised that not all DFG applicants may have access to computers and are able to communicate electronically. This can be the case across all age groups but there is the potential for a proportion of persons in the older age group to be more greatly affected.
14b	What existing evidence (either presumed or otherwise) do you have for this?	None, however, in line with the council's equality policy the offer of different communication methods will be offered as this helps ensure that the information and dialogue is encouraged with all applicants, regardless of their communication preference.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of <b>religious belief</b> differently in a negative way?	Y	N	It is acknowledged that some faiths / religions require worship on particular days and therefore may not be able to

				attend appointments / meetings due to this.
15b	What existing evidence (either presumed or otherwise) do you have for this?	None, but due consideration will be given to this, and flexibility will be applied, if required, in order to mitigate any adverse impact.		
16a	Could this policy or project have the potential to affect individuals on the basis of <b>gender reassignment</b> differently in a negative way?	Y	N	There is no evidence to suggest that the strategy will have a potential impact on this characteristic, but due consideration will be given to this, and flexibility will be applied, if required, in order to mitigate any adverse impact.
16b	What existing evidence (either presumed or otherwise) do you have for this?	None, but it is not believed the strategy will have any negative impact on this characteristic		
17a	Could this policy or project have the potential to affect individuals on the basis of <b>marriage and civil partnership</b> differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	None, but it is not believed the strategy will have any negative impact on this characteristic		
18a	Could this policy or project have the potential to affect individuals on the basis of <b>pregnancy and maternity</b> differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	None, but it is not believed the strategy will have any negative impact on this characteristic		

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	Yes, but only based on the approach taken to engagement rather than the objective of the strategy itself.
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Race: No
				Sex: No
				Disability: No
				Sexual orientation: No

				Age: No
				Gender reassignment: No
				Pregnancy and maternity: No
				Marriage and civil partnership: No
				Religious belief: No
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	No negative impacts identified.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	<b>N</b>	No negative impacts identified which could impact on the service plan.

Signed by completing officers	Amanda Cox (Housing OT) and Janet Ledingham (DFG Case Officer.)
Signed by lead officer	John Corrie – Senior Private Sector Housing Officer.

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CAB3508(H)  
CABINET COMMITTEE: HOUSING

REPORT TITLE: PREVENTING HOMELESSNESS AND ROUGH SLEEPING STRATEGY 2025-2030

4 NOVEMBER 2025

REPORT OF CABINET MEMBER: Cllr Kathleen Becker, Portfolio Holder: Healthy Communities

Contact Officer: Karen Thorburn Tel No: 01962 848 076 Email [kthorburn@winchester.gov.uk](mailto:kthorburn@winchester.gov.uk)

WARD(S): ALL

PURPOSE

The Homelessness Act 2002 placed a duty on Local Authorities to develop a strategy to prevent homelessness and rough sleeping. The strategy should be formulated based on a comprehensive assessment and review of local homelessness within the district.

Preventing homelessness remains a core priority for the council, aligning with the council's wider commitments of good homes for all, healthy communities and thriving places.

This report presents the updated draft Preventing Homelessness and Rough Sleeping Strategy 2025–2030, setting out the council's approach to tackling homelessness and supporting some of the most vulnerable members of our community.

The strategy responds to both local needs and national policy, including the Government's approach to ensure rough sleeping is rare, brief, non-recurring and to prevent homelessness wherever possible. It reflects our learning from recent years, including the response to the COVID-19 pandemic and the Everyone In initiative, which demonstrated what is achievable through partnership, urgency, and flexibility. The strategy also celebrates the achievements over the last five years with a focus on building on this success.

Homelessness is rarely the result of a single factor. It is often driven by a combination of personal, structural, and systemic issues including poverty, mental health challenges, domestic abuse, relationship breakdown, and a shortage of

affordable housing. The council's draft strategy adopts a holistic, prevention-first approach, the council's vision is.

*'Working together to ensure that everyone at risk of homelessness has early and effective access to the right support, and where homelessness cannot be prevented, ensuring a safe, suitable, and sustainable home is secured as quickly as possible.'*

Through this strategy the council aims to:

- Create, share, and replicate best practice and innovation in responses to homelessness.
- Develop a community and partnership approach to prevent homelessness across the entire system by intervening earlier, developing service pathways, and creating individual solutions.
- Respond to homelessness by ensuring individuals have prompt access to homes and tailored support.
- Increase the range of affordable settled and supported housing options available.

This Strategy sets out an ambitious plan for Winchester's response to addressing homelessness. This Strategy will meet the vision and aims through the delivery of four clear priorities.

- Making homelessness everyone's priority through a partnership wide approach.
- Prevent and respond to homelessness through early intervention and personalised solutions.
- Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.
- Develop sustainable, supported and settled housing solutions.

This report outlines the strategy's vision, priorities, and delivery plans, and asks members of the economic and housing policy to comment on the draft strategy and our updated approach across the council and with our partners.

#### RECOMMENDATIONS:

That the Cabinet Committee: Housing adopt the Preventing Homelessness and Rough Sleeping Strategy 2025-2030.



IMPLICATIONS:1 COUNCIL PLAN OUTCOME

## 1.1 Greener Faster

1.2 The strategy aligns closely with the council's plan's overarching priority of tackling climate emergency; the strategy incorporates sustainable housing solutions and improved energy efficient temporary accommodation and support for ecofriendly housing developments by aligning with the council's housing strategy 2023-2028.

## 1.3 Thriving Places

1.4 The strategy will foster inclusive, resilient communities where everyone has access to safe and secure housing and the support needed to maintain it. The strategy promotes early intervention, partnership working and place-based solutions that address the root cause of homelessness helping individuals reintegrate into their community and contribute to their local area. By investing in sustainable housing, wraparound support services, and community engagement, the council aims to create environments where people not only live but flourish supporting wellbeing, economic participation, and social cohesion.

## 1.5 Healthy Communities

1.6 The strategy encourages healthy communities by focusing on the social determinants of health, such as stable housing, access to support services, and community inclusion. The strategy recognises that homelessness is both a cause and consequence of poor health, and therefore integrates holistic, person-centred support that addresses mental health, substance misuse, and physical wellbeing. By working in partnership with health services, voluntary organisations, and housing providers, the council aims to reduce health inequalities and promote long-term stability. This approach not only improves individual outcomes but also strengthens the overall health and resilience of communities across the district.

## 1.7 Good Homes for All

1.8 The council's Preventing Homelessness and Rough Sleeping Strategy 2025–2030 encourages good homes for all by prioritising access to safe, secure, and affordable housing as a foundation for wellbeing and opportunity. The strategy supports the development and availability of sustainable, quality housing options that meet a range of needs from emergency accommodation to long-term homes. It also promotes tenancy sustainment, ensuring that individuals and families receive the support they need to remain housed. By working in partnership with housing providers, health services, and community organisations, the council aims to reduce housing inequality and ensure that everyone in the district can live in a home that supports their dignity, independence, and quality of life.

## 1.9 Efficient and Effective

1.10 The strategy is designed to be efficient and effective by focusing on early intervention, data-driven decision-making, and collaborative partnerships. The strategy builds on lessons learned from previous initiatives and uses targeted government funding to deliver services where they are most needed. It streamlines service delivery through coordinated efforts across housing, health, and voluntary sectors, reducing duplication and ensuring timely support. The council also plans to leverage technology and performance monitoring to track outcomes and continuously improve services, ensuring resources are used wisely and impactfully. This results in a more agile, responsive system that delivers better outcomes for individuals and communities alike.

## 1.11 Listening and Learning

1.12 This strategy embeds a culture of continuous improvement, informed by the homelessness forum, the proposed homelessness charter, service user feedback, and evidence-based practice. The strategy was shaped through engagement with service users, residents, partners, and frontline services to ensure it reflects real needs and lived experiences. It includes mechanisms for ongoing monitoring and evaluation, allowing the council to adapt its approach based on what works. This commitment to learning ensures that services remain responsive, inclusive, and effective, building trust and improving outcomes for those at risk of homelessness.

## 2 FINANCIAL IMPLICATIONS

2.1 The delivery of homeless prevention services is supported by various Government grants allocated specifically to help the council fulfil its obligations under the national homelessness agenda.

2.2 The council have had confirmed funding of the Homelessness Prevention Grant for 2025/26 of £781,643 for the purpose of supporting the council towards the expenditure lawfully incurred by preventing homelessness. A further £96,000 has been awarded as part of Rough Sleepers Initiative associated with the agenda of rough sleeping being rare, brief, and non-recurring. The council also receives one off smaller grant awards to tackle specific concerns or implement projects.

2.3 To achieve the priorities set out in the strategy there will be a reliance on grant funding which is not guaranteed long term. The council will need to ensure they remain committed to the prevention of homelessness agenda and use funding in a creative way to meet the needs of the district.

2.4 This is paramount as there will be a new funding formula for the Homelessness Prevention Grant 2025/26 which will be calculated and confirmed in late 2025 and there is a risk that the grant will reduce.

### 3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 A local housing authority has a duty under the Housing Act 1996 to secure that accommodation is available for eligible applicants who are homeless, in priority need and not intentionally homeless. Once the local housing authority is satisfied that a housing duty is owed, it may discharge its duties by making: a) an offer of suitable accommodation under section 193 of the Housing Act 1996; b) a final offer of suitable accommodation by way of allocation through Part 6 Housing Act 1996; or c) an offer of an assured shorthold tenancy with a private landlord (d) referring the applicant to another local housing authority.
- 3.2 The introduction of the Homelessness Reduction Act 2017 has increased the council's obligations, which encourages local authorities to intervene at an earlier stage to prevent homelessness and to improve the provision of support to anyone who is eligible and homeless, regardless of priority need or local connection. The Act has also changed the period so that "a person is threatened with homelessness if it is likely that he will become homeless within 56 days" instead of 28 days. The two additional duties introduced are as follows: a) the "Prevention Duty" "where an authority has to take reasonable steps to help the applicant to secure that accommodation does not cease to be available." i.e. prevent the threatened homelessness of anyone eligible (s4) b) the "Relief Duty" applies to all eligible people who are homeless, where the authority must take reasonable steps to help the applicant to secure that suitable accommodation becomes available(S5)
- 3.3 Services or works that are to be commissioned to meet the priorities set out in the Strategy will be undertaken in accordance with the Council's Constitution, Financial Procedure Rules, and Contract Procedure Rules
- 3.4 The introduction of this Strategy does not introduce any new statutory duties for the council as the service works in accordance with the Homelessness Reduction Act 2017 and the Homelessness Act 2002.

### 4 WORKFORCE IMPLICATIONS

- 4.1 The intention is to prioritise existing staff time and resources within the Strategic Housing Service as well as the council's partners to implement the strategy. All immediate activity summarised in the strategy is accounted for within existing budgets. If it is identified that additional staff resources are required; in the first instance consideration will be given to using temporary project/support resources from other services. If this does not meet demand, then consideration will be given to further use of grants provided by the Ministry of Housing Communities and Local Government (MHCLG) for prevention of homelessness activities or identifying relevant funding opportunities that are made available. Consideration will need to be given to the fact that grant entitlement fluctuates year on year and cannot be relied upon as a consistent income stream.
- 4.2 The Strategic Housing service has undergone a restructure and further resourced to respond to the council's delivery of preventing homelessness.

- 4.3 The Strategic Housing service have used and will continue to use government grants to commission services to deliver the council's priorities in preventing homelessness.

## 5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 The Preventing Homelessness and Rough Sleeping Strategy will seek to make best use of all housing assets and links within provisions of other related strategies such as the Housing Strategy 2023-2028 and the Temporary Accommodation Plan and Pathways 2024.

## 6 CONSULTATION AND COMMUNICATION

- 6.1 Consultation has been a critical component of this strategy, and as such extensive consultation has been undertaken with service users, key stakeholders, and council staff. It is essential that the new Preventing Homelessness and Rough Sleeping Strategy responds to the issues that are affecting the residents of Winchester, and as such we have listened to a wide range of views and experiences to ensure that the new strategy builds upon the good practice already in place, whilst addressing identified issues
- 6.2 Extensive consultation with individuals with lived experience of homelessness has been critical to the strategy development process and has taken the form of several face-to-face interviews, focus groups and an online questionnaire. Face to face interviews and focus groups were undertaken with seventeen service users (11 male and six female) across a wide range of services and client groups including rough sleepers' day centre, supported accommodation and single households living in temporary accommodation. Conversations focused on individual's personal experience of homelessness, together with their views on what services are required in responding to homelessness and where improvements are needed.
- 6.3 Consultation with stakeholders has also been critical to the strategy development process and has taken the form of several face-to-face consultation events, one-to-one interviews, and an online questionnaire. Two Homeless Forum events were held with providers, statutory agencies and other local agencies to help identify priorities for the strategy and the actions needed to deliver these objectives, and the overall strategic vision.
- 6.4 Consultation with frontline staff was essential to understand some of the challenges and pressures experienced in responding to homelessness. Consultation was undertaken through a series of face-to-face focus groups with managers and frontline staff alongside a questionnaire. A focus group was also held with key managers within the Housing Management service responsible for the council's housing stock.
- 6.5 Three focus groups were held with to service users of The Beacon, Trinity, and residents of the council's temporary accommodation, to get the views of the service users on the strategy. 8 Service users participated and all 8

agreed with the council's vision and the 4 priorities. Full details of the consultation can be found in Appendix 3

- 6.6 The draft strategy has also been circulated to all attendees of the homeless forum, key council officers and key members. A brief survey was attached to the strategy and 11 stakeholders responded, all agreed to the proposed strategies' vision. Full details of the consultation can be found in Appendix 3.
- 6.7 The strategy was presented to the Economic and Housing Policy Committee on 16 September 2025. Members engaged in a constructive discussion and requested further information on current homelessness statistics, including projected trends. Clarification was also sought regarding the impact of reduced funding from Hampshire County Council (HCC) and the potential challenges posed by the proposed Local Government Reorganisation (LGR). The committee commended officers and partner organisations for their efforts in preventing homelessness and recognised the significant progress made. Members acknowledged the external pressures, including financial constraints and demographic shifts, and expressed support for maintaining council funding commitments throughout any period of LGR.
- 6.8 Through the consultation process the strategy has been carefully developed through an inclusive process to ensure it has as, as far as possible, considered a range of views and the results of considerable evidence and analysis.
- 6.9 The findings and recommendations of the consultation can be found in appendix 3.

## 7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 The Preventing Homelessness and Rough Sleeping Strategy includes actions that will ensure rough sleeping and homelessness is minimised which will have a positive impact in terms of local environmental protection services.
- 7.2 Improved city centre environment through reduced street homelessness and associated street activity by offering sustainable housing provision, support, and quality housing options. The homelessness outreach supports those out of rough sleeping and reduces the anti-social behaviour of those attached to city centre street activity.

## 8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 The council is required when exercising its functions to comply with the duty set out in section 149 of the Equality Act 2010, namely to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity between those who share a protected characteristic and those who do not, and foster good relations between those who share a protected characteristic and those who do not.

## 9 EQUALITY IMPACT ASSESSMENT

9.1 An Equality Impact Assessment has been completed to assess the impact of this decision. The Impact assessment can be found at appendix 1 which concluded that discrimination against homeless people is an act of treating people or perceived people to be homeless unfavourably. The assessment considered those with 'protected equality characteristics' and concluded that the Preventing Homelessness and rough sleeping strategy 2025-20230 will not negatively impact on any of those groups.

## 10 DATA PROTECTION IMPACT ASSESSMENT

10.1 Data sharing agreements and housing options privacy statements are in place in line with GDPR requirements.

## 11 RISK MANAGEMENT

<b>Risk</b>	<b>Mitigation</b>	<b>Opportunities</b>
<p>Financial Exposure</p> <p>Failure to invest in homelessness services reducing the effectiveness of the Preventing Homelessness &amp; Rough Sleeping Strategy.</p> <p>The potential for economic factors leading to an increased demand on statutory services</p>	<p>Some of the core duties are met from the general fund budget, the grant is used to enhance and improve service provision. Continued Corporate commitment to the prevention of homelessness agenda. Government grants/general fund prioritised to support the delivery of homelessness services</p>	<p>Increasing and promoting earlier intervention and homelessness prevention services. Exploring alternative and discretionary housing options</p>
<p>Exposure to challenge</p>	<p>Compliance with the council's Preventing Homelessness duties is a legislative statutory duty</p>	
<p>Innovation</p> <p>Opportunity to reduce rough sleeping and homelessness through new strategy initiatives and delivery of the</p>	<p>Partnership working.</p>	<p>Opportunity to positively enhance the council's reputation through discretionary and joint preventing homelessness initiatives and projects through utilising the reserve and funded</p>

<p>ambitious 5-year action plan</p>		<p>projects through the HPG spending plan.</p>
<p>Reputation</p> <p>Failure to deliver the aims and objectives of the Preventing Homelessness &amp; Rough Sleeping Strategy.</p>	<p>Annual monitoring of the action plan and regular review of strategic priorities through the homelessness forum, Staff's 1-1 and appraisal, Strategic Housing Management team (SHMT) and housing options team meetings</p>	<p>Opportunities to celebrate and publicise the successes of the Preventing Homelessness &amp; Rough Sleeping Strategy 2025-2030.</p> <p>Good news stories, publicity opportunities.</p>
<p>Achievement of outcome</p> <p>Meeting homelessness statutory duties.</p> <p>Making best use of the government's Homeless Prevention Grant.</p> <p>Demonstrating best practice service delivery through partnership working and discretionary funding.</p> <p>Rough Sleeping is rare, brief, and non-reoccurring.</p> <p>Continue to remain in the top quartile for homeless prevention.</p>	<p>Government statistical returns</p> <p>Budget monitoring and reviews</p> <p>SLA's with partner agencies</p> <p>Homeless Forum</p> <p>Yearly review of the action plan</p> <p>Staff appraisals, 1-1's, team meetings</p>	<p>Opportunity to positively enhance the council's reputation through discretionary and joint preventing homelessness initiatives and projects funded through the grants and spending plan.</p>
<p>Property</p> <p>Aspects of the strategy include using the council's housing stock as use of temporary accommodation.</p>		

Community Support		
Failure to prevent homelessness and make rough sleeping rare, brief, and non-reoccurring across the district by 2030.	Partnerships in place to deliver shared objectives within the Preventing Homelessness & Rough Sleeping Strategy at both strategic and operational levels.	Increased partnership working and co-commissioning opportunities with stakeholders.
Timescales		
Failure to deliver the aims and objectives of the Preventing Homelessness & Rough Sleeping Strategy action plan within timescales	Annual monitoring of the strategy action plan. Reviewing service trends and demands.	Opportunities to celebrate and publicise the successes of the Preventing Homelessness & Rough Sleeping Strategy 2025-2030
Project capacity		
Impact of changed local and national initiatives over the lifetime of the Preventing Homelessness & Rough Sleeping Strategy.  Risk that LGR could remove key officers from delivering the action plan to prepare for LGR.	Working closely with central government homelessness advisors. Reviewing sector trends.	Opportunity to positively enhance the Council's reputation through delivering of the strategy action plan.
Other None		

## 12 SUPPORTING INFORMATION:

- 12.1 Since 2002, The Homelessness Act 2002 placed a duty on Local Authorities to develop and publish a strategy to prevent homelessness and rough sleeping. The strategy should be formulated based on a comprehensive assessment and review of local homelessness within the district. The outcome of the full homelessness review can be found in Appendix 4.
- 12.2 This report presents the updated draft Preventing Homelessness and Rough Sleeping Strategy 2025–2030, (Appendix 1) setting out the council's approach to tackling homelessness and supporting some of the most vulnerable members of our community. The draft strategy fulfils all legal requirements



and has been augmented by a detailed action plan; the action plan can be found in Appendix 2. The action plan may need to be adjusted throughout this strategy's lifetime to ensure it remains up to date and reflects the council's evolving approach to tackling new emerging pressures and developing innovative solutions.

- 12.3 For Winchester City Council, homelessness is a corporate priority, and the production of a periodic homelessness strategy is not just about meeting legal requirement, it is about best practice and striving to deliver effective and efficient services. The council is committed to preventing and relieving all forms of homelessness and the draft Preventing Homelessness and Rough Sleeping Strategy reflects this.
- 12.4 It is important to note that homelessness cannot be prevented alone, and the council works in close partnership with the statutory, voluntary, and charitable organisations to achieve the council's outcomes. As such the Strategies' action plan sets out activities that best support partnership working opportunities whilst underpinning the council's statutory housing responsibilities to ensure preventative initiatives are central to service delivery.
- 12.5 Building on the council's corporate plan and the Housing Strategy 2023-2028 the strategic housing service completed a comprehensive evidence base and service review during 2024/2025. This work included consultation with stakeholders, service users, residents, key council officers and members. The results of the consultation can be found in Appendix 3.
- 12.6 The strategy is built upon successes and achievements across the partnership in tackling homelessness since the last strategy (2019-2024) was adopted, these include:
- Delivery of 239 new affordable council homes and 1,383 Registered Provider homes between 2018/19 to 2022/23
  - Development of Bradbury View in partnership between the council and Trinity, providing twelve flats for individuals with complex needs, adding a further three beds in 2024
  - Establishment of a Housing First model of housing provision for those with multiple needs
  - Local Authority Housing Fund (LAHF)- successful funding for forty-nine homes- Ukrainians, Afghan's, and Temporary accommodation
  - Provision of a rapid response to rough sleeping through a renewed assertive outreach service

- Review of the outreach provision to ensure support is targeted to meet the needs of those sleeping out for the first time, those returning to the streets and for single women rough sleeping
- Embedded trauma-informed principles within the staff working practices through an established framework and staff training opportunities.
- Successful in obtaining Rough Sleeper Initiative (RSI) funding providing a Complex Needs Navigator, commissioning the Housing First project and the provision of a personalisation fund
- Funded Trinity via the RSI to employ a Complex Needs navigator providing intensive support to those individuals with a history of rough sleeping who have the most complex needs, supporting them to navigate the systems and find solutions.
- Provision of assistance to thirty-three individuals over the last three years through severe weather emergency protocols (SWEP)
- Over the last 5 years successfully prevented 839 households from becoming homeless, and secured accommodation for a further 378 households experiencing homelessness under a relief duty
- Accommodated over fifty people during the Covid Pandemic. (Everyone in initiative)
- Winchester City Council's achievement of DAHA accreditation

12.7 Since the last Preventing Homelessness and Rough Sleeping strategy was adopted, there have been huge changes and challenges in the national policy landscape, for example responding to the pandemic, the humanitarian responses to provide assistance to those fleeing Afghanistan and Ukraine, the cost of living crisis which has changed the direction of travel from the action plan adopted with that strategy and reshaped the design of the services responding to homelessness and rough sleeping.

12.8 This strategy has been developed considering the national direction of travel and any potential opportunities or pressures that may arise from future change. It has also been developed in the context of our operational experience of administering applications under the Housing Act 1996, part 7 since it was amended by the commencement of the Homeless Reduction Act 2017, enacted in 2018.

12.9 The draft Preventing Homelessness & Rough Sleeping Strategy 2025 to 2030 has been developed with a clear vision and four key priorities which will be monitored and reviewed on an ongoing basis.

12.10 The council's vision for homelessness in Winchester is that, by 2030, we will be:

***Working together to ensure that everyone at risk of homelessness has early and effective access to the right support, and where homelessness cannot be prevented, ensuring a safe, suitable, and sustainable home is secured as quickly as possible.***

This Strategy will meet the vision and aims through the delivery of four clear priorities.

- ***Making homelessness everyone's priority through a partnership wide approach.***

We will work collaboratively to reduce homelessness through a unified Homelessness Charter, coordinated services, joint commissioning, and aligned efforts across council directorates, statutory agencies and the community and voluntary sector to improve lives and maximise public resources, making the prevention of homelessness everyone's responsibility.

- ***Prevent and respond to homelessness through early intervention and personalised solutions.***

Through early intervention and prevention, we will endeavour to prevent homelessness from occurring. Where it does occur, we will ensure homelessness is rare, brief, and non-recurring by providing timely access to early comprehensive and personalised help and support, clear housing pathways, accessible information, and trauma informed services.

- ***Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.***

We will work to reduce rough sleeping in Winchester by preventing rough sleeping in the first place and implementing clear pathways, preventing returns to the street. We will deliver a multi-agency, trauma-informed approach to meet the multiple and complex needs of individuals through multi-disciplinary support. We will prevent repeat homelessness through individually tailored accommodation and support options.

- ***Develop sustainable, supported and settled housing solutions.***

We will reduce the reliance on costly and unsuitable temporary accommodation and ensure any stay is as brief as possible and any impact upon the customer and wider household is mitigated. We will develop and improve access to a suitable range of settled, supported and sustainable accommodation solutions through effective partnership working.

12.11 This Strategy is a multi-agency document and has been developed with partners, in recognition that a collaborative partnership approach is

fundamental to being able to effectively tackle homelessness. Together with its partners, the council will work to tackle the underlying causes of homelessness, create effective pathways out of homelessness, and design out system blockages.

- 12.12 To conclude, this Strategy sets out an ambitious plan for Winchester's response to addressing homelessness. The scale and complexity of the challenges that face the partnership over the lifetime of this strategy cannot be underestimated; these challenges include the cost-of-living crisis, national increases in homelessness and rough sleeping, refugee resettlement and pressures on budgets, set against an increasingly unaffordable housing market.
- 12.13 Through the delivery of the Strategy, the council will build upon its successful approach to working together to prevent and respond to homelessness. This strategy seeks to ensure that the council collaborates closely with its partners to prevent homelessness at the earliest opportunity, while providing rapid housing responses to those that need them.

### 13 OTHER OPTIONS CONSIDERED AND REJECTED

- 13.1 None- It is a legal requirement set out in The Homelessness Act 2002 for local housing authorities to publish a strategy, setting out its plans for preventing and tackling homelessness in its borough/district. If the council fail to develop and publish a homelessness strategy it would be at risk of legal challenge. Dissatisfied applicants could challenge the council's decision making under the statutory homelessness framework, on the basis it did not have a current preventing homelessness and rough sleeping strategy in place.
- 13.2 Failure to publish a homelessness strategy would be at odds with the council's corporate plan and values. Preventing homelessness and reducing rough sleeping within the borough, amongst our residents, is key to achieving the corporate priorities and ensuring our communities can thrive and have good homes for all.
- 13.3 Whilst some local authorities have opted to combine their Preventing Homelessness and Rough Sleeping Strategies within their overarching Housing Strategy, the Homelessness Strategy remains a standalone legal requirement. There is merit to ensuring it stands alone among local policies and plans to ensure that it can be consulted on in a focused way and that homelessness remains a visible high priority, not only for the council, but for the wider system of public services in the local area.

BACKGROUND DOCUMENTS: -

Previous Committee Reports: -

CAB3472(H) Temporary accommodation plan & pathways paper

CAB3410(H) Housing Strategy

CAB3491(H) Housing Strategy 23-28 progress and update

CAB3393(H) Preventing Homelessness Grant Spending Plan 23-24

CAB3184 [Preventing Homelessness & Rough Sleeping Strategy 2019-2024](#)

Other Background Documents: -

None

APPENDICES:

Appendix 1- Draft preventing Homelessness and Rough Sleeping Strategy 2025-2030

Appendix 2- Draft preventing Homelessness and Rough Sleeping Strategy 2025-2030 Action Plan

Appendix 3- Consultation document & Consultation on the Draft strategy

Appendix 4- Full Homeless Review

Appendix 5- Equality Impact assessment

## **Appendix 1- Draft Preventing Homelessness and Rough Sleeping Strategy 2025-2030**

### **Winchester Preventing Homelessness & Rough Sleeping Strategy 2025-30**

#### **Political Foreword**

*The development of our new Preventing Homelessness and Rough Sleeping Strategy marks an important step in transforming our collective response to homelessness.*

*Homelessness is not just about a lack of housing – it's about people, their experiences, and the challenges they face. It's also about the systems, services and partnerships that can either help or hinder those on the path to stability and security.*

*This strategy is built upon the successful work that is already taking place across Winchester, connecting individuals to resources, advocating for systemic change. It is based upon a wide range of services making real and lasting differences to the lives of those that need it most.*

*Our aim through the development of this strategy is to bring together the expertise across the sector, innovative thinking and lived experience to create a strategy that is ambitious, practical and most importantly effective. Through the delivery of this strategy, we hope to embed a response to homelessness which is truly collaborative; one that strengthens our partnerships, builds upon our collective successes to date and challenges us to improve further.*

*We recognise that the strategy that we have developed is ambitious and that the landscape in which we are operating is very challenging; but we are confident that through the effective partnership working already in place we can meet its aims and further transform Winchester's response to homelessness.*

**Cllr Kathleen Becker, Portfolio Holder - Healthy Communities**

#### **1. Introduction**

Winchester's Preventing Homelessness and Rough Sleeping Strategy sets out a clear strategic direction and priorities for the council's approach to tackling homelessness over the next 5 years. This strategy has been developed in close collaboration with a wide range of partner agencies, and will be delivered through a joint partnership commitment, signifying a collective and joined up approach to addressing homelessness across Winchester, building upon the joint success to date.

The council knows that homelessness, in its causes and consequences, is a cross-cutting issue, which cannot be tackled by one agency alone. In order to effectively prevent and respond to homelessness it is essential that all partner agencies work

collaboratively together in an integrated way not only to address the underlying causes that have led to homelessness but also develop services and pathways that meet the needs of this, often vulnerable, client group in a coordinated way. This strategy creates the platform to do this.

Integral to the council's response to addressing homelessness, is to ensure that the vision, priorities and actions are informed by those who have had direct experience of homelessness. Throughout the strategy development process the council has worked to capture the voices of those with lived experience of homelessness and is committed to ensuring that their views and experiences help to shape the strategic response.

This strategy has been written at the precipice of significant change, with Local Government Reorganisation on the horizon. The Homelessness Review identified the success of Winchester's approach in tackling homelessness, particularly the effectiveness of the Housing Options service at a time of significant pressures. It will be critical moving forward into Local Government Reorganisation that Winchester's approach and service culture helps to shape and inform future service delivery so that, although commission and service delivery may be at scale, delivery will be localised to meet specific and local needs.

It is important to acknowledge that this strategy has been developed at a time of unprecedented pressures in relation to homelessness, rough sleeping and temporary accommodation. These pressures are significant, and therefore the importance of a joined-up strategic approach is more critical than ever before if the council is to meet its vision for tackling homelessness across Winchester.

This strategy sets out a clear and ambitious plan to further transform the response to homelessness and has been developed through close collaboration with Winchester's Homelessness Forum, building upon the partnership's success to date. The vision and priorities are ambitious; but the council believes that, with the commitment of all of its partners, we can work together to make them a reality.

### Legislative Context

The Homelessness Act 2002 requires every Local Authority to carry out a review of homelessness in their area and to develop and publish a homelessness strategy based on the review findings.

Under the Act, the Homelessness Strategy must seek to achieve the following objectives in the local housing authority's area:

- a) The prevention of homelessness

- b) That suitable accommodation is and will be available for people who are or may become homeless
- c) That satisfactory support is available for people who are or may become homeless.

This strategy has been developed in accordance with the Act and in response to the findings of the Homelessness Review, which provides a comprehensive evidence base of homelessness across Winchester.

### Developing the Strategy

This strategy has been developed in close consultation with partners working across the homelessness sector, alongside the wider public and voluntary sector. This approach has ensured that the strategy has been developed using the expertise of other professionals and has helped to identify further opportunities to work together to achieve improved outcomes for people experiencing homelessness.

Most importantly this strategy has been developed in close collaboration with people with lived experience of homelessness to ensure that the strategy responds to their needs and takes into account their personal experience of what it is like to experience homelessness in Winchester.

This process has provided an invaluable insight and understanding of where the council can make the most effective changes and have the biggest impact. The strategy sets out the council's commitment to build upon this process by ensuring that it continues to work with people with lived experience of homelessness through the implementation of this strategy.

## 2. Vision

Our vision for homelessness in Winchester is that, by 2030, we will be:

*Working together to ensure that everyone at risk of homelessness has early and effective access to the right support, and where homelessness cannot be prevented, ensuring a safe, suitable, and sustainable home is secured as quickly as possible.*

Through this strategy the council aims to:

- Create, share and replicate best practice and innovation in responses to homelessness.
- Develop a community and partnership approach to prevent homelessness across the whole system by intervening earlier, developing service pathways and creating individual solutions.



- Respond to homelessness by ensuring individuals have prompt access to homes and tailored support.
- Increase the range of affordable settled and supported housing options available

### Meeting our Vision

This Strategy sets out an ambitious plan for Winchester’s response to addressing homelessness. The scale and complexity of the challenges that face the partnership over the lifetime of this strategy cannot be underestimated; these challenges include the cost-of-living crisis, national increases in homelessness and rough sleeping, refugee resettlement and pressures on budgets, set against an increasingly unaffordable housing market.

Through the delivery of the Strategy, the council will build upon its successful approach to working together to prevent and respond to homelessness. This strategy seeks to ensure that the council works closely with its partners to prevent homelessness at the earliest opportunity, while providing rapid housing responses to those that need them.

This Strategy is a multi-agency document and has been developed with partners, in recognition that a collaborative partnership approach is fundamental to being able to effectively tackle homelessness. Together with its partners, the council will work to tackle the underlying causes of homelessness, create effective pathways out of homelessness, and design out system blockages.

The response through this strategy recognises the individual and unique needs of people experiencing homelessness and as such the council intends to deliver solutions that are tailored to the individual needs of people; recognising the strengths and assets they have. The council will build upon these strengths, empowering individuals, and ensuring a trauma-informed approach across all key services.

In line with the national agenda, the council is committed to ensuring that homelessness is prevented early, is rare, brief and non-recurrent.

### STRATEGIC PRIORITIES

This Strategy will meet the vision and aims through the delivery of 4 clear priorities.

Making homelessness everyone’s priority through a partnership wide approach.

We will work collaboratively to reduce homelessness through a unified Homelessness Charter, coordinated services, joint commissioning, and aligned efforts across council directorates, statutory agencies and the community and voluntary sector to improve lives and maximise public resources, making the prevention of homelessness everyone's responsibility.

#### Prevent and respond to homelessness through early intervention and personalised solutions.

Through early intervention and prevention, we will endeavour to prevent homelessness from occurring. Where it does occur, we will ensure homelessness is rare, brief and non-recurring by providing timely access to early comprehensive and personalised help and support, clear housing pathways, accessible information and trauma informed services.

#### Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.

We will work to reduce rough sleeping in Winchester by preventing rough sleeping in the first place and implementing clear pathways, preventing returns to the street. We will deliver a multi-agency, trauma-informed approach to meet the multiple and complex needs of individuals through multi-disciplinary support. We will prevent repeat homelessness through individually tailored accommodation and support options.

#### Develop sustainable, supported and settled housing solutions.

We will reduce the reliance on costly and unsuitable temporary accommodation and ensure any stay is as brief as possible and any impact upon the customer and wider household is mitigated. We will develop and improve access to a suitable range of settled, supported and sustainable accommodation solutions through effective partnership working.

### **3. Building on Success**

The council, together with its partners, is proud of how homelessness services are delivered in Winchester and the outcomes that they achieve. This success provides the partnership with an excellent starting point upon which to base the new homelessness strategy.

It is recognised that this strategy sets out an ambitious plan and vision for tackling homelessness over the next five years, and successful delivery of this will require significant commitment from all key partners. However, the council is not starting

from scratch as this strategy is built upon a number of successes and achievements across the partnership in tackling homelessness. These include:

#### Housing Supply – Supported & Settled

- Delivery of **239** new affordable council homes and **1,383** Registered Provider homes between 2018/19 to 2022/23
- Development of Bradbury View in partnership between the council and Trinity, providing 12 flats for individuals with complex needs, adding a further 3 beds in 2024
- Establishment of a Housing First model of housing provision for those with multiple needs

#### Outcomes for vulnerable groups and those at risk of homelessness

- LAHF- successful funding for 45 homes- Ukrainians, Afghan's and Temporary accommodation
- Provision of a rapid response to rough sleeping through a renewed assertive outreach service
- Review of the outreach provision to ensure support is targeted to meet the needs of those sleeping out for the first time, those returning to the streets and for single women rough sleeping
- Embedded trauma-informed principles within the staff working practices through an established framework and staff training opportunities.
- Successful in obtaining Rough Sleeper Initiative (RSI) funding providing a Complex Needs Navigator, commissioning the Housing First project and the provision of a personalisation fund
- Fund Trinity via the RSI to employ a Complex Needs navigator providing intensive support to those individuals with a history of rough sleeping who have the most complex needs, supporting them to navigate the systems and find solutions.
- Provision of assistance to 33 individuals over the last three years through severe weather emergency protocols (SWEP)

#### Prevention of Homelessness

- Over the last 5 years successfully prevented 839 households from becoming homeless, and secured accommodation for a further 378 households experiencing homelessness under a relief duty
- Accommodated over 50 people during the Covid Pandemic.
- Winchester City Council's achievement of DAHA accreditation

#### Housing Register and Allocations

- 3086 lets through Hampshire Home Choice for the period April 2019-April 2024

## 4. Homelessness in Winchester

Data below to be turned into infographics internally

Homelessness in Numbers 2024/25

There were <b>612</b> approaches to the Housing Options Service, representing a <b>72% increase</b> over the last 2 years	<b>436</b> households were assessed as homeless or threatened with homelessness
There has been a <b>71% increase</b> in the number of households experiencing homelessness over the last three years	The proportion of people accessing the service when they are already homeless has <b>increased</b> , meaning that opportunities for prevention work have passed

Profile of Homelessness

<b>Single households</b> accounted for <b>71%</b> of all households experiencing homelessness	In Winchester, <b>younger people</b> are disproportionately affected by homelessness with 18–34-year-olds accounting for <b>34%</b> of all homeless households	<b>65%</b> of households have an identified support need
<b>Mental health</b> is the most prevalent support need accounting for <b>30%</b> of all support needs	In the last few years there has been an <b>increase in the number of families</b> experiencing homelessness	

Main Causes of Homelessness in Winchester

<b>Family and friends unable to accommodate</b> and the <b>end of private rented accommodation</b> are the main causes of homelessness in Winchester	Family and friends unable to accommodate accounts for <b>24%</b> of all homelessness cases	End of private rented accommodation accounts for <b>20%</b> of all homelessness cases
Other main causes include <b>domestic abuse, eviction from supported housing</b> and <b>relationship breakdown</b>	In November 2024 <b>5 rough sleepers</b> were found on a single night.	

### Prevention and Relief Activity

Homelessness was successfully prevented for <b>86%</b> of households owed a prevention duty. This is higher than the national average of 51%.	Despite increased demand and pressures on services, <b>successful prevention outcomes have remained high</b>	Homelessness was successfully relieved for <b>31%</b> of households owed a relief duty, in line with the national average
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### Temporary Accommodation

In March 2025 there were a total of <b>72</b> households in temporary accommodation, of which <b>34</b> households had dependent children	There has been an <b>80%</b> increase in the number of households in temporary accommodation over the last three years	The average length of stay in temporary accommodation is <b>312 days</b>
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### Demand for Social housing

In 2025 there were <b>1,611 households on the housing register</b> , this has increased by 11% over the last 5 years	The biggest demand is for single person accommodation, accounting for <b>64%</b> of all households on the housing register	In 2024/25 there were <b>528</b> annual lets of social housing
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## 5. Priorities

### Priority 1 - Making homelessness everyone's priority through a partnership-wide approach.

*We will work collaboratively to reduce homelessness through a unified Homelessness Charter, coordinated services, joint commissioning, and aligned efforts across council directorates, statutory agencies and the community and voluntary sector to improve lives and maximise public resources, making the prevention of homelessness everyone's responsibility.*

To support the delivery of this Strategy's vision, the council plans to create a clear and concise Winchester Homelessness Charter for partner agencies to adopt. The Charter will outline the shared vision for addressing homelessness, and partners will be invited to sign up and commit to working collaboratively with the council to achieve this vision and prevent homelessness.

The council will work with partners and local communities to ensure that the factors that lead to homelessness can be better understood and identified, with effective pathways into preventative services in place, and clear and accessible referral mechanisms. The council aims to embed this approach across Winchester, significantly reducing crisis presentations and ensuring effective homelessness prevention interventions, partnerships and pathways are in place.

The council will build upon the strength of the existing Homelessness Forum to create a platform for collaboration and joint working to meet its shared vision to prevent homelessness.

Through the strategy, the council will work with key partners to ensure that a range of joint protocols are in place to prevent homelessness and to create clear pathways out of homelessness. The review identified a high prevalence of support needs in relation to the mental and physical health of those experiencing homelessness. The council intends to improve its understanding of the health needs of the homeless population and ensure timely access to services and interventions that meet those needs.

The council will also work to identify opportunities for the joint commissioning of homelessness and support services to meet the multiple, often complex, needs that people present with.

“Homelessness can happen to anyone, I used to think that anyone who was homeless were drunks and addicts, but they’re completely not, you’d be amazed at what talent people have got.”

*Service User*

“I felt like I could be honest with her, she rang me regularly, she was concerned about my welfare, it felt like she wasn’t just doing her job, I felt like she cared.”

*Service User*

**How we will make homelessness everyone’s priority through a partnership wide approach.**

- Develop a Homelessness Charter for partner agencies across Winchester to sign up to.
- Develop a Commitment to Collaborate in order to embed homeless prevention across key services and wider partners

- Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.
- Ensure that current and former service users fully shape service delivery, design, review and commissioning.
- Work with Hampshire County Council and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of homeless clients with complex and multiple needs.
- Evaluate the extent of rural homelessness across the area and raise awareness of the help available through community champions.
- Better understand the health needs of people experiencing homelessness in Winchester through undertaking Homeless Link's Homelessness Health Audit.
- Ensure that the best practice elements of Winchester's Housing Options service and wider homelessness services can positively influence future service delivery under Local Government Reorganisation

## Priority 2 - Prevent and respond to homelessness through early intervention and personalised solutions.

*Through early intervention and prevention we will endeavour to prevent homelessness from occurring. Where it does, we will ensure homelessness is rare, brief and non-recurring by providing timely access to early comprehensive and personalised help and support, clear housing pathways, accessible information and trauma informed services.*

The homelessness review identified that an increasing proportion of individuals are contacting the Housing Options service when they are already homeless and at the point of crisis, with the opportunity to prevent homelessness lost.

*"If I'd known where to go for help it might have stopped me from being homeless."*

*Service User*

By acting quicker and earlier to identify problems, alongside the provision of high-quality advice, assistance, and advocacy, the partnership will ensure people have the best chance of staying in their home.

To enhance opportunities for effective homeless prevention it is essential that customers contact the Housing Options service as soon as they begin to experience housing problems. The council will therefore invest in an awareness raising campaign to raise the profile of the service internally within the council, with partners and the wider public.

The council will ensure that, when people approach the Housing Options service for help, it has the ability to effectively and promptly respond to these requests for help, either by enabling them to remain where they are or by facilitating a move into more appropriate accommodation. The council will ensure that it has the right resources in the right places to meet this need, with effective systems and processes to support service delivery, with a strong focus on maintaining positive customer outcomes and experience.

The council will continue to work with partners to develop and deliver effective homelessness prevention services and pathways targeted at the main causes of homelessness.

Cost of living challenges mean that many Winchester residents are finding it increasingly difficult to meet their housing costs. In partnership, the council will implement a variety of measures to prevent homelessness related to economic challenges and rising living costs. In collaboration with its partners, the council will ensure that adequate services are available to enhance financial capability, including support for accessing education, employment, and training. Additionally, the council will provide targeted interventions to assist both tenants and landlords, aiming to reduce evictions within the private rented sector.

Drawing upon its DAHA accreditation, the council will strive to ensure that individuals experiencing domestic abuse have access to a range of safe and suitable housing options, providing them with the support and choice needed to secure a safe home.

In collaboration with its housing association and supported housing providers, the council will work to prevent evictions through the development of pre-eviction protocols.

The impact of homelessness on families with children can be significant – not only do children feel an overwhelming sense of displacement having lost their home; experiencing homelessness and living in emergency accommodation can impact upon health, wellbeing, support and education, alongside potentially leading to severe emotional trauma.

With increases in the cost of living, there will be an increase in the number of children living in poverty, an increase in families being able to meet their housing costs, and a very likely increase in homelessness amongst families. The council will work closely in partnership with a range of agencies, including Children's Services, to minimise the detrimental impact of homelessness on families, specifically children.

The council is committed to supporting the Home Office in the resettlement of refugees. This includes those from Ukraine and Afghanistan arriving through specific



resettlement schemes, but also refugees from other countries who may have arrived through alternative routes. Through the lifetime of this strategy, the council will ensure that it can provide tailored support to vulnerable refugees and meet this increased demand.

Through the strategy, the council will also work to ensure that homelessness is not repeated and will work together partners to develop a tenancy ready programme.

#### **How we will prevent and respond to homelessness through early intervention and personalised solutions.**

- Undertake an awareness raising campaign focusing on homelessness prevention, encouraging individuals to seek help at the earliest point.
- Seek a corporate commitment to homelessness prevention across all departments within the council
- Commit to working to prevent homelessness prior to 56 days for groups at increased risk of homelessness
- Empower community organisations to provide advice, information and signposting.
- Ensure that the Housing Options service has the right resources in the right place to effectively prevent and relieve homelessness and keep this under review in light of data intelligence
- Review Housing Options policies, processes and procedures to ensure an effective focus on prevention, managing demand and continuing to achieve positive customer outcomes.
- Ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in the cost of living, including increasing financial capability through access to education, employment and training
- Develop a range of targeted interventions focused on the main causes of homelessness in Winchester
- Develop pre- eviction protocols with social and supported housing providers
- Review specialist pathways for clients at increased risk of homelessness including prison release, hospital discharge, care leavers, and refugee resettlement
- Work alongside partners to develop a tenancy ready programme to ensure efficient and sustainable move on

#### **Priority 3 - Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.**

*We will work to reduce rough sleeping in Winchester by preventing rough sleeping in the first place and implementing clear pathways, preventing returns to the street. We will deliver a multi-agency, trauma informed approach to meet the multiple and*

*complex needs of individuals through multi-disciplinary support. We will prevent repeat homelessness through individually tailored accommodation and support options.*

Through the establishment of a Multi-Disciplinary Team, the council aims to provide assertive and coordinated support to individuals with the most complex needs. This approach ensures a holistic and collaborative response to both their homelessness and associated health and support needs. It will help overcome existing system barriers and reduce the risk of repeat homelessness.

Through the expansion of this multi-agency approach, and with the collaboration of key partners, the council will develop services to meet the complex needs of homeless families with a view to preventing intergenerational homelessness.

“Rough sleeping shouldn’t happen; there is nowhere you can go at night.”

*Service User*

Through this strategy, the council is committed to ensuring that it can end the need for anyone to sleep rough across Winchester. The partnership will continue to reduce rough sleeping and address the multiple harms it brings to individuals and communities through rapid intervention and assertive outreach to offer a route off the street.

In order to minimise this harm, the council will work to prevent rough sleeping happening in the first place. The council will work with its partners to identify the key triggers and risk factors that lead to rough sleeping, ensuring they are recognised early, and appropriate referrals are made. The strategy will also ensure that effective preventative work is targeted at groups who have a greater likelihood of experiencing homelessness and rough sleeping.

For those that do end up on the streets of Winchester, the council will ensure that there is a rapid intervention which will offer a route off of the streets for everyone. Through partnership working, the strategy will ensure that ‘off the street’ accommodation is available to all, which will signal the commencement of their journey out of homelessness through safe and supported accommodation, and multi-disciplinary support.

Expanding the current Housing First offer, together with increasing the provision of supported accommodation that meets the multiple and complex needs of clients with entrenched histories of homelessness, will be critical components in the strategy’s response to rough sleeping and repeat homelessness.

**How we will meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.**

- Extend the multi-disciplinary team approach to deliver assertive and coordinated services to rough sleepers and individuals experiencing homelessness with multiple, complex needs, with a focus on preventing repeat homelessness.
- Review current outreach arrangements to ensure effective, responsive and assertive outreach in order to provide a rapid response to those new to the streets and an active engagement approach with entrenched rough sleepers
- Embed a targeted prevention approach to prevent the flow of new rough sleepers on to the street.
- Provide a rapid offer of 'off the street accommodation' for anyone sleeping rough
- Expand the current Housing First offer
- Assess the impact and outcomes of any rough sleeper initiative funded projects and develop a business case to secure future funding, including a cost-benefit analysis.
- Develop a street support app to ensure those facing homeless can access information and services.
- Collaborate with key partners to develop services to meet the complex needs of homeless families, with a view to preventing intergenerational homelessness.

**Priority 4 - Develop sustainable, supported and settled housing solutions.**

*We will reduce the reliance on costly and unsuitable temporary accommodation and ensure any stay is as brief as possible and any impact upon the customer and wider household is mitigated. We will develop and improve access to a suitable range of settled, supported and sustainable accommodation solutions through effective partnership working.*

The council will work to develop suitable temporary accommodation in response to identified need, reducing its reliance on emergency accommodation placements. The partnership will ensure that households in temporary accommodation in need of support are able to access this support, alongside having the opportunity to engage with meaningful diversionary activities and skills development.

The council will also work to minimise the length of stay for households in temporary accommodation by reviewing the allocations policy, to ensure that priority for move on is in line with the customer’s individual needs. This will be achieved by actively working with households in temporary accommodation to continue to review their housing options and plan their move into settled accommodation through individual move on plans.

The council will also learn from the rapid rehousing work happening across Scotland and Wales to understand what more can be done to ensure rapid access to settled homes, minimizing the length of stay in insecure temporary accommodation.

To support settled housing solutions, the council will make full use of all available mechanisms to increase the supply of affordable housing across Winchester, helping to both prevent and relieve homelessness and provide long-term stability for individuals. A diverse range of accommodation options—including social housing, affordable private rentals, and supported housing—is essential to meet the varied needs of those experiencing, or at risk of, homelessness.

The council will work across Winchester with all social housing developers to increase the provision of appropriate and affordable social housing to meet the identified need, particularly in relation to the one-bedroom need.

Commitment will be sought from social housing providers to help in the response to homelessness, including through the provision of social housing to help meet the council’s homelessness duties and to provide settled homes to the most vulnerable customers, and those with multiple needs. To cement social housing providers’ commitment to support the council in its response to homelessness it will encourage them to sign up to the principles of Homes for Cathy.

The private rented sector plays an increasingly critical role in meeting the housing needs of those who are experiencing homelessness or threatened with homelessness. The council will work to increase access to the private rented sector by closely aligning the current private sector work strands and ensure that an attractive, comprehensive and competitive landlord offer is in place. The council will mitigate any adverse impact of the Renters’ Rights Bill by consulting with private landlords to understand their concerns and ensure the landlord offer responds to any perceived risks, to prevent landlords leaving the market.

“There is nothing like peer support, it’s really important, it’s not something you would talk about with anyone, but it is easier with people who understand.”

*Supported Housing Resident*

In line with the requirements of the Supported Housing Regulatory Oversight Act, the council will undertake a supported housing needs assessment and develop a new Supported Housing Strategy. The strategy will set out commissioning intentions based upon evidenced need and define the approach to working with non-commissioned providers.

The council will work to increase the overall provision of supported housing in Winchester, including specialist provision for women, through spend-to-save approaches and through ensuring that the evidence base is in place to respond to any national funding opportunities.

“It’s overwhelming living here, I didn’t know places like this existed, the support I’ve got here I needed for a long time, we need more places like this.”

*Supported Housing Resident*

In partnership with Adult Social Care, the strategy will seek to identify supported housing solutions for those people with entrenched and complex histories of homelessness who have emerging social care need through an integrated and joined up model.

The council is committed to ensuring that there is sufficient floating support available across Winchester. Timely access to floating support is an essential component of any homeless prevention toolkit; alongside ensuring effective and sustainable resettlement. A business case for an invest-to-save model to fund this floating support will be developed, which will both prevent homelessness, and ensure timely move on from temporary and supported accommodation.

“I’m worried about living on my own, there is a fear of being alone, and the services I’ve relied on not being available.”

*Supported Housing Resident*

**How we will develop sustainable, supported and settled housing solutions.**

- Ensure that residents of temporary accommodation are able to access support
- Develop a programme of meaningful and diversionary activities for residents of temporary accommodation, including skills development
- Develop a range of temporary accommodation options in line with identified need to reduce reliance on Bed & Breakfast

- Review the Allocations Policy to ensure timely move on from temporary accommodation which is personalised to the customer’s ability to live independently
- Develop move on plans for all households in Temporary Accommodation, as part of their Personal Housing Plan, ensuring this is reviewed regularly
- Undertake a supported housing needs assessment and develop a supported housing strategy in line with the Supported Housing (Regulatory Oversight) Act 2023
- Review current housing stock designations across the council-owned housing and RP stock in order to identify opportunities for the provision of supported housing, temporary accommodation and a range housing options for single people
- Develop additional units of supported accommodation in response to identified need, including those with complex needs, and dedicated provision for women.
- Consult with and support private landlords ahead of the enactment of the Renters Reform Bill to develop a comprehensive landlord offer to mitigate any negative impact ahead of enactment.
- Work with social housing partners to identify perceived barriers and opportunities to accommodating people experiencing homelessness, improving access to social housing.
- Encourage all social housing providers to become a member of Homes for Cathy.
- Work with our housing providers to increase the delivery of Housing First, one-bed homes and supported housing.
- Review any learning from the rapid rehousing work happening across Scotland and Wales to understand what more can be done to ensure rapid access to settled homes, minimizing the length of stay in insecure temporary accommodation.
- Develop a business case for an invest-to-save model to deliver a floating support service to prevent homelessness and provide support to households in temporary accommodation to support sustainable move on
- Ensure adequate resettlement support is in place to support transitions into independent settled accommodation, and preventing repeat homelessness

## 6. Delivering our Preventing Homelessness and Rough Sleeping Strategy

To achieve the priorities outlined in this strategy, it is essential that the council continues to work closely with its key partners. Together, the partnership must ensure that, across Winchester, there is the necessary expertise, services,

resources, partnerships, provision, and infrastructure in place to successfully deliver the strategy's objectives

The strategy and its action plan will be reviewed annually so that it is responsive to emerging needs, alongside policy and legislative changes.

The delivery of the strategy will be governed by the Homelessness Forum, cementing the partnership approach required to deliver the strategy.

It is recognised that the ambitions outlined in this strategy are challenging, but the council is confident that, with the continued commitment and collaboration of all key partners, the partnership can further strengthen and transform the response to homelessness across Winchester, building upon the collective success

Appendix 2

## Winchester City Council Preventing Homelessness & Rough Sleeping Strategy 2025 - 2030

### Priority 1 - Making homelessness everyone's priority through a partnership wide approach.

We will work collaboratively to reduce homelessness through a unified Homelessness Charter, coordinated services, joint commissioning, and aligned efforts across council directorates, statutory agencies and the community and voluntary sector to improve lives and maximise public resources, making the prevention of homelessness everyone's responsibility.

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Key Objectives	What will we do	When will we do it	Lead Officer	Progress
1	<p>Develop a Homelessness Charter for partner agencies across Winchester to sign up to.</p> <p>Promote the charter across all homelessness, housing and support services and seek sign up</p>	Nov 26	<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>Winchester Homelessness Charter in place, signifying a shared commitment to prevent homelessness.</li> <li>All members of the Homelessness Forum have signed the charter</li> </ul>



		Promote the charter more widely with local businesses and services			
2	Develop a Commitment to Collaborate in order to embed homeless prevention across key services and wider partners	<p>Get partner agencies to sign up to a commitment of collaborate</p> <p>Train partner agencies on the work of Housing Options and referral pathways</p> <p>Explore with partners opportunities for the joint location of services to provide a multi-agency response for customers that meets the holistic needs of customers</p>	<p>Nov 26</p> <p>Nov 26</p> <p>Nov 27</p>	<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Joined up response across all partners to prevent homelessness</li> <li>• Agencies work together to identify risks of homelessness and make speedy referrals</li> <li>• Homeless prevention is everyone’s responsibility</li> <li>• Increase in the number of duty to refers received</li> </ul>
3	Identify the key triggers for homelessness and work with partners to ensure that they are equipped to prevent homelessness and/or make seamless referrals where necessary.	<p>Undertake customer journey mapping with people with lived experience of homelessness to understand the triggers for homelessness</p> <p>Using the findings of the mapping exercise to develop a range of prevention interventions</p> <p>Train partner agencies on how to identify the trigger and risk factors linked to homelessness</p> <p>Identify with partners opportunities for them to undertake prevention work or make timely referrals to other</p>	<p>Nov 26</p>	<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Prevention is everyone’s responsibility</li> <li>• Increase in homeless prevention cases</li> <li>• Timely and seamless referral arrangements are in place</li> <li>• Joined up approach to homeless prevention resulting in reduced homelessness</li> <li>• Improved customer outcomes</li> <li>• Reduced levels of repeat homelessness</li> <li>• Closer working with partner agencies providing a comprehensive range of services tackling underlying causes of homelessness</li> </ul>

		key services			
4	Ensure that current and former service users shape service delivery, design, review and commissioning.	<p>Develop a service user engagement plan</p> <p>Establish a service user engagement panel</p> <p>Ensure service user representation at the Homelessness Forum</p>		<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Service user plan in place alongside service user engagement panel</li> <li>• Regular service user representation at the Homelessness Forum</li> </ul>
5	<p>Work with Hampshire County Council and Public Health to influence and inform the commissioning and delivery of mental health, substance misuse and adult social care services to ensure they are accessible and meet the needs of homeless clients with complex and multiple needs.</p>	<p>Establish a joint commissioning and delivery group to meet the needs of clients with complex and multiple needs</p> <p>Review best practice in meeting the needs of this client group in a joined up and co-ordinated way</p> <p>Identify opportunities to make services accessible through MDT approaches, outreach and in-reach approaches and jointly commissioned services.</p>	Nov 26	<p>Service Lead-Strategic Housing</p> <p>Senior Housing and Mental Health Practitioner</p>	<ul style="list-style-type: none"> <li>• Clients experiencing homelessness with multiple needs are able to access appropriate services and have their mental health, substance misuse and care needs met in a joined up and personalised way</li> </ul>
6	Evaluate the extent of rural homelessness across the area and raise awareness of the help	Raise awareness with rural communities of the help and support available	Nov 27	Lead Housing Options	<ul style="list-style-type: none"> <li>• Understand the levels of and nature of rural homelessness</li> </ul>

	available through community champions.	Undertake research to understand the nature and extent of rough sleeping within the rural areas of Winchester		and Outreach Officer  Outreach Officer	<ul style="list-style-type: none"> <li>• Raise awareness within rural communities of the risks of homelessness and how they may be helped to prevent it.</li> <li>• Ensure effective monitoring arrangements are in place to build up local data in relation to rural homelessness moving forward</li> </ul>
7	Better understand the health needs of people experiencing homelessness in Winchester through undertaking Homeless Link's Homelessness Health Audit.	<p>Undertake Homeless Link's Health Needs audit across Winchester to better understand the health issues faced by the local homeless population</p> <p>Work with colleagues in health to remove the barriers which some homeless people face in registering with mainstream GP services</p> <p>Ensure that all accommodation and support providers are knowledgeable about health care services and can help people experiencing homelessness access health care services.</p> <p>Promote health and wellbeing with Housing Options clients</p>	Mar 28	<p>Service Lead- Strategic Housing</p> <p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p> <p>Strategic Housing Manager</p>	<ul style="list-style-type: none"> <li>• Improved data and understanding of the health needs of those experiencing homelessness</li> <li>• Improved health and wellbeing outcomes for people experiencing homelessness</li> <li>• Improve choices in relation to health care for people experiencing homelessness</li> </ul>

<p>8</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 116</p>	<p>Ensure that the best practice elements of Winchester’s Housing Options service and wider homelessness services can positively influence future service delivery under Local Government Reorganisation</p>	<p>Work with partnering LAs to benchmark key demand and outcome data</p> <p>Identify best practice across partnering LAs</p> <p>Learn from other LA’s Housing Options services who have been through LGR</p> <p>Promote the successful approach of Winchester’s Housing Options service through the strategy launch, local press, social media and via national award opportunities</p> <p>Ensure customer consultation regarding future service delivery options</p>	<p>Mar 28</p>	<p>Service Lead- Strategic Housing</p>	<ul style="list-style-type: none"> <li>• Customer focused and personalised service and outcomes are delivered through the new service delivery model</li> <li>• Positive prevention outcomes are maintained</li> <li>• Low use of B&amp;B is replicated across the area</li> </ul>
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**Priority 2 - Prevent and respond to homelessness through early intervention and personalised solutions.**

Through early intervention and prevention we will endeavour to prevent homelessness from occurring. Where it does, we will ensure homelessness is rare, brief and non-recurring by providing timely access to early comprehensive and personalised help and support, clear housing pathways, accessible information and trauma informed services.

	Key Objectives	What will we do	When will we do it	Lead Officer	Progress
1	Undertake an awareness raising campaign focusing on homeless prevention, encouraging individuals to seek help at the earliest point.	<p>Raise awareness of the Housing Option service with partners and customers to ensure that opportunities for prevention can be maximised</p> <p>Understand in detail the reason why many customers are only approaching the Housing Options service once they are homelessness</p> <p>Develop a range of promotional literature to include posters and flyers,</p> <p>Use social media and local press to update customers and partners on service developments</p> <p>Hold an event to raise awareness of the service and launch the Homelessness Strategy</p>	Nov 26	<p>Service Lead-Strategic Housing</p> <p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Housing Options are known widely across Winchester and residents can access the services when required resulting in an increase in queries and opportunities for early intervention</li> <li>• Communities are aware of the approach and commitment to preventing homelessness in partnership</li> <li>• Most customers are approaching the service at the prevention stage</li> <li>• Increase in successful homeless prevention outcomes achieved</li> <li>• Increase in the number of households assisted to remain in their existing accommodation</li> <li>• Reduction in the use of temporary accommodation and B&amp;B</li> <li>• A range of clear advice and information available online to enable customers to access the correct information at the right time</li> <li>• Customers have access to a range of information to enable them to make informed choices</li> </ul>

<p>2</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 118</p>	<p>Seek a corporate commitment to homeless prevention across all departments within the council</p>	<p>Seek a corporate commitment to prevent homelessness which managers and elected members across the Council can sign up to</p> <p>Train elected members and senior managers on homelessness</p> <p>Train other internal departments on the role of the Housing Options team</p> <p>Work across departments to jointly commission homelessness prevention services using various funding streams</p>		<p>Service Lead-Strategic Housing</p>	<ul style="list-style-type: none"> <li>• Homelessness prevention is a corporate priority for Winchester City Council</li> <li>• All service areas within Winchester work together to prevent homelessness</li> <li>• Funding opportunities are used to jointly commission homelessness prevention services</li> </ul>
<p>3</p>	<p>Commit to working to prevent homelessness prior to 56 days for groups at increased risk of homelessness</p>	<p>Identify customers at increased risk of homelessness and develop targeted interventions</p> <p>Ensure partners and customers are aware that assistance is available prior to 56 days</p>	<p>Nov 26</p>	<p>Service Lead-Strategic Housing</p> <p>Housing Options Manger</p> <p>Lead Housing</p>	<ul style="list-style-type: none"> <li>• Increase in positive prevention outcomes</li> <li>• Reduction in homelessness levels for groups at risk</li> </ul>

				Options and Outreach Officer	
4	Empower community organisations to provide advice, information and signposting.	<p>Train partner agencies and community groups on the work of the Housing Options service, how to identify housing stress and how to make effective referrals</p> <p>Use social media and flyers to raise further awareness across a range of services e.g. GP surgeries, health visitors,</p>		<p>Service Lead-Strategic Housing</p> <p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Increase in the number of people contacting the service at pre-prevention or prevention stage</li> <li>• Maintaining current successful prevention outcome rate</li> <li>• Community groups empowered to recognise housing stress and make streamlined referrals.</li> </ul>
5	Ensure that the Housing Options service has the right resources in the right place to effectively prevent and relieve homelessness and keep this under review in light of data intelligence	Ensure that effective triage arrangements are in place to ensure timely assessments and decisions, and to manage customer demand through working with the Council's Customers Services	Mar 26 and/ BAU	<p>Housing Options Manger</p> <p>Lead Housing Options and</p>	<ul style="list-style-type: none"> <li>• Customers receive a high quality consistent service that meets their individual needs</li> <li>• That sufficient resources are in place to focus on early intervention and effective prevention work</li> <li>• Reduction in the number of cases actually becoming homeless</li> <li>• Reduction in the use of B&amp;B and temporary accommodation</li> <li>• Staff have manageable caseloads</li> </ul>

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 120</p>		<p>Undertake a light touch operational review of the Housing Options Service to ensure effective processes are in place to ensure homelessness can be prevented wherever possible</p> <p>Keep demand, caseloads, and structure under review to ensure that caseloads remain at a manageable level and opportunities for effective homeless prevention are maximised</p>		<p>Outreach Officer</p>	
<p>6</p>	<p>Review Housing Options policies, processes and procedures to ensure an effective focus on prevention, managing demand and continuing to achieve positive customer outcomes.</p>	<p>Develop a range of customer standards in consultation with service users</p> <p>Develop a suite of policies and procedures to ensure legal compliance, consistent service delivery, improved customer outcomes while reducing duplication and waste</p> <p>Review notification letters, forms and other paperwork</p> <p>Ensure a full range of factsheets are in place to</p>	<p>Nov 27/BAU</p>	<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• All customers receive a high quality customer focused and consistent service that meets their individual needs</li> <li>• Effective policies and procedures are in place and regularly reviewed</li> <li>• All decisions are legally compliant</li> <li>• Reduction in complaints</li> <li>• High levels of customer satisfaction</li> </ul>



<p>Page 121</p>		<p>provide accessible information for customers</p> <p>Review the Personal Housing Plans regularly to ensure that they are tailored to the individual needs of the customer with a view to co-producing PHPs in the longer term</p> <p>Explore how technology can be used to effectively maintain customer contact with reduced impact upon staff resources</p> <p>Understand the impact of the customer’s services reception opening hours on customers experiencing homelessness</p>			
<p>7</p>	<p>Ensure a range of measures are in place to prevent homelessness linked to the wider economy and increases in the cost of living, including through increasing financial capability through access to education, employment and training</p>	<p>Ensure fast access to financial inclusion/debt advice is available for clients at risk of homelessness</p> <p>Raise awareness of the help and support available through social media and local press</p>	<p>Nov 26</p>	<p>Housing Options Manger</p> <p>Lead Housing Options and</p>	<ul style="list-style-type: none"> <li>• A range of prevention measures are in place linked to the cost of living</li> <li>• Fast track access to money advice for customers at risk of homelessness</li> <li>• Greater awareness of the services and support available</li> </ul>

		<p>Develop a responsive service to home-owners at risk of homelessness</p> <p>Work with internal colleagues to identify support for customers to access employment, training and education</p>		<p>Outreach Officer</p>	
8	<p>Develop a range of targeted interventions focused on the main causes of homelessness in Winchester</p>	<p>Develop a checklist for staff to ensure that all prevention options/housing options are considered throughout the assessment process</p> <p>Ensure an effective response to all cases of family/friends evicting, including access to effective mediation and home visits, required notice periods and supporting planned moves through the Housing Register</p> <p>Ensure a range of options are available to clients fleeing domestic abuse that promote choice</p>	<p>Mar 26</p>	<p>Lead Housing Options and Outreach Officer</p> <p>Domestic Abuse Lead</p>	<ul style="list-style-type: none"><li>• Increase in homeless prevention and relief outcomes</li><li>• Increase in the number of households supported to retain their existing accommodation</li><li>• Decrease in homelessness against the main causes of homelessness</li><li>• Reduction in the number of households placed in temporary accommodation and B&amp;B</li></ul>

<p>9</p>	<p>Develop pre-eviction protocols with social and supported housing providers</p>	<p>Research best practice in relation to pre-eviction protocols</p> <p>Work with housing management and social housing providers to develop a pre-eviction protocol</p> <p>Work with supported housing providers to develop a pre-eviction protocol</p> <p>Monitor eviction levels and periodically review cases to see if any lessons can be learnt</p>		<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Reduction in evictions from social housing</li> <li>• Reduction in evictions from supported housing</li> </ul>
<p>10</p>	<p>Review specialist pathways for clients at increased risk of homelessness including prison release, hospital discharge, care leavers, and refugee resettlement</p>	<p>Deliver targeted housing advice aimed at young people through social networking sites and school educational programmes</p> <p>Working with Leaving Care ensure that an effective care leaver accommodation and support pathway remains in place</p> <p>Review the hospital discharge protocol</p>	<p>Jun 26</p>	<p>Housing Options Manger</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>• Reduction in youth homelessness</li> <li>• Reduction in repeat homelessness</li> <li>• Suitable provision is in place for young people with complex needs, including care leavers</li> <li>• Reduction in homelessness on release from prison</li> <li>• Reduction in homelessness linked to hospital discharge</li> <li>• Reduction in homelessness linked to refugee resettlement</li> </ul>

		<p>Review prison release protocol</p> <p>Work with the Home Office and SERCO to develop a pathway for refugee resettlement</p>		<p>Lead Housing Options and Outreach Officer</p>	
<p>11 Page 124</p>	<p>Work alongside partners to develop a tenancy ready programme to ensure efficient and sustainable move on</p>	<p>Research best practice in relation to tenancy ready programmes</p> <p>Work with housing management colleagues to develop a Winchester tenancy ready programme</p> <p>Roll out programme to households in temporary accommodation and supported housing</p>	<p>Nov 26</p>	<p>Strategic Housing manager</p> <p>Senior Allocations Officer</p>	<ul style="list-style-type: none"> <li>• Reductions in repeat homelessness</li> <li>• Customers are able to successfully sustain move on accommodation</li> <li>• Reductions in evictions from social housing</li> </ul>

**Priority 3 - Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.**

We will work to reduce rough sleeping in Winchester by preventing rough sleeping in the first place and implementing clear pathways, preventing returns to the street. We will deliver a multi-agency, trauma informed approach to meet the multiple and complex needs of individuals through multi-disciplinary support. We will prevent repeat homelessness through individually tailored accommodation and support options.

	Key Objectives	What will we do	When will we do it	Lead Officer	Progress
1	Extend the multi-disciplinary team approach to deliver assertive and coordinated services to rough sleepers and individuals experiencing homelessness with multiple, complex needs, with a focus on preventing repeat homelessness.	<p>Establish a multi-agency complex needs group to support those clients with the highest needs out of homelessness</p> <p>Review existing provision and identify gaps and issues in meeting the needs of people with multiple and complex needs</p> <p>Review best practice approaches in MDT outreach delivery</p>	Nov 26	<p>Housing Options Manager</p> <p>Lead Housing Options and Outreach Officer</p>	<ul style="list-style-type: none"> <li>Improved outcomes for clients with multiple and complex needs</li> <li>Reduction in repeat homelessness</li> <li>Rough sleeping remains as close to zero as possible</li> </ul>
2	Review current outreach arrangements to ensure effective, responsive and assertive outreach in order to provide a rapid response to those new to the streets and an	<p>Review best practice in delivering assertive and targeted outreach</p> <p>Review outreach times and casework approach</p>	Mar 26	Lead Housing Options and	<ul style="list-style-type: none"> <li>Assertive outreach service in place resulting in a reduction in the number of people sleeping rough</li> <li>Accurate intelligence base into the nature and extent of rough sleeping across Winchester</li> </ul>

	active engagement approach with entrenched rough sleepers	Ensure targeted interventions are in place that focus on both new rough sleepers and entrenched rough sleepers		Outreach Officer  Outreach Officer	
3	Embed a targeted prevention approach to prevent the flow of new rough sleepers on to the street.	Review national research in relation to risk factors associated with rough sleeping and the development of rough sleeping prevention projects  Embed learning locally and develop a Winchester approach to identifying risk factors and preventing rough sleeping through the provision of accommodation for anyone identified to be at risk		Lead Housing Options and Outreach Officer  Outreach Officer	<ul style="list-style-type: none"> <li>• Reduction in rough sleeping</li> <li>• Reduction in the number of people new to the street</li> </ul>
4	Provide a rapid offer of 'off the street accommodation' for anyone sleeping rough	Ensure that the Street Link service is well publicised and linked into local services.  Ensure that emergency accommodation is available for anyone found sleeping rough.  Develop an assessment centre model or emergency off the street accommodation		Strategic Housing Manger  Lead Housing Options and Outreach Officer	<ul style="list-style-type: none"> <li>• More effective reporting of rough sleeping by communities</li> <li>• No one needs to sleep rough in Winchester</li> <li>• Anyone sleeping rough is provided with a safe off the street offer</li> </ul>

				Outreach Officer	
5	Expand the current Housing First offer	Identify opportunities to increase the Housing First provision using both private rented and social housing properties	Nov 26	Strategic Housing Manger	<ul style="list-style-type: none"> <li>• Reduction in rough sleeping and repeat homelessness</li> <li>• Increase in housing first provision available in Winchester</li> </ul>
6	Assess the impact and outcomes of any rough sleeper initiative funded projects and develop a business case to secure future funding, including a cost benefit analysis.	<p>Undertake a cost benefit analysis of the RSI funded projects, measuring outcomes and compare RSI investment to counter factual costs</p> <p>Develop a business case based on the above</p>	Nov 26	<p>Service Lead-Strategic Housing</p> <p>Housing Options Manager</p> <p>Strategic Housing Manager</p>	<ul style="list-style-type: none"> <li>• Ongoing funding of the RSI projects</li> <li>• A clear understanding of cost benefits of rough sleeping services</li> </ul>
7	Develop a street support app to ensure those facing homeless can access information and services.	<p>Review street support app options available</p> <p>Develop a Winchester street support app</p>	Mar 28	Lead Housing Options and Outreach Officer	<ul style="list-style-type: none"> <li>• Reduction in rough sleeping</li> <li>• Increased awareness amongst rough sleepers of the services available</li> </ul>

8	Collaborate with key partners to develop services to meet the complex needs of homeless families, with a view to preventing intergenerational homelessness.	Develop an integrated approach to working with complex families to ensure that homelessness is prevented  Work with children’s services to ensure support is in place for families at risk of repeat homelessness	Mar 28	Housing Options Manager  Lead Housing Options and Outreach Officer	<ul style="list-style-type: none"> <li>• Reduction in homelessness and repeat homelessness for families with complex and multiple needs</li> <li>• Reduction in intergenerational homelessness and the associated trauma</li> </ul>
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**Priority 4 - Develop sustainable, supported and settled housing solutions.**

We will reduce the reliance on costly and unsuitable temporary accommodation and ensure any stay is as brief as possible and any impact upon the customer and wider household is mitigated. Develop and improve access to a suitable range of settled, supported and sustainable accommodation solutions through effective partnership working.

	Key Objectives	What will we do	When will we do it	Lead Officer	Progress
1	Ensure that residents of temporary accommodation are able to access support	Identify opportunities to fund support to residents of temporary accommodation	Dec 25  Dec 25	Strategic Housing Manager	<ul style="list-style-type: none"> <li>• Residents of temporary accommodation are able to access the support that they need</li> <li>• Reduction in repeat homelessness</li> </ul>



		Review staffing arrangements at Milford House to ensure that support is available and that staff are accessible		Senior Temporary Accommodation Officer	
2	Develop a programme of meaningful and diversionary activities for residents of temporary accommodation, including skills development	<p>Establish a resident's group for temporary accommodation residents</p> <p>Consult with temporary accommodation residents regarding the activities and skills development opportunities they would like to access</p> <p>Identify opportunities to provide activities and skills development by working in partnership</p>	July 26	<p>Senior Temporary Accommodation Officer</p> <p>Temporary accommodation officers</p>	<ul style="list-style-type: none"> <li>• Temporary accommodation residents' group established</li> <li>• Temporary accommodation residents have the opportunity to attend activities and develop skills</li> </ul>
3	Develop a range of temporary accommodation options in line with identified need to reduce reliance on Bed & Breakfast	<p>Improve throughput in temporary accommodation through effective monitoring, case work and maximising move on options</p> <p>Source alternative, more appropriate forms of emergency accommodation,</p>	Nov 26/BAU	<p>Service Lead-Strategic Housing</p> <p>Strategic Housing Manager</p>	<ul style="list-style-type: none"> <li>• Households are only placed in B&amp;B in emergencies and for no longer than 6 weeks</li> <li>• Sustained low levels of B&amp;B use and in the longer term no households are placed in B&amp;B accommodation</li> <li>• Other more suitable nightly paid accommodation is procured</li> </ul>

		including exploring options for procuring nightly paid accommodation, potentially on a sub-regional basis.			
4	Review the impact Allocations Policy to ensure timely move on from temporary accommodation with is personalised to the customer's ability to live independently	Review the current allocations policy to ensure enhanced priority for households ready to move on from temporary accommodation  Seek approval for changes	Nov 25	Service Lead- Strategic Housing  Strategic Housing Manager  Senior Allocations Officer	<ul style="list-style-type: none"> <li>• Reduction in length of time spent in temporary accommodation</li> <li>• Increased throughput of temporary accommodation</li> </ul>
5	Develop move on plans for all households in temporary accommodation, as part of their Personal Housing Plan, ensuring this is reviewed regularly	Ensure that all households in temporary accommodation have a personalised move on plan  Ensure households in temporary accommodation have access to support and assistance to address underlying issues, including improving their financial capability	Mar 27	Strategic Housing Manager  Senior Temporary Accommodation Officer	<ul style="list-style-type: none"> <li>• Reduced length of stay in temporary accommodation</li> <li>• Reduction in the use of B&amp;B</li> <li>• Customers able to access settled housing solutions speedily</li> <li>• Customers have the skills to sustain a tenancy</li> </ul>
6	Undertake a supported housing needs assessment and develop a	Commission a supported housing needs assessment	April 2027		<ul style="list-style-type: none"> <li>• Supported housing provision aligns with identified need</li> </ul>

	supported housing strategy in line with the Supported Housing (Regulatory Oversight) Act 2023	to understand the demand and nature of need for supported accommodation  Develop a supported housing strategy		Service Lead-Strategic Housing  Strategic Housing Manager	<ul style="list-style-type: none"> <li>Supported housing strategy adopted</li> </ul>
7	Review current housing stock designations across the council owned housing and RP stock in order to identify opportunities for the provision of supported housing, temporary accommodation and a range of housing options for single people	Review council owned housing stock designation and identify opportunities to redesignate any underutilised provision to meet the need for supported and temporary accommodation	Nov 26/BAU	Service Lead-Strategic Housing  Strategic Housing Manager	<ul style="list-style-type: none"> <li>Increased temporary accommodation and supported housing provision</li> </ul>
8	Develop additional units of supported accommodation in response to identified need, including those with complex needs and dedicated provision for women.	In line with the findings from the supported housing needs assessment develop a range of supported housing options to meet the identified need through both commissioned and non-commissioned provision	Nov 2028	Service Lead-Strategic Housing  Service Lead-New Homes	<ul style="list-style-type: none"> <li>Increase in supported housing provision in line with need and for specific clients' groups including women only provision</li> </ul>
9	Consult with and support private landlords ahead of the enactment of the Renters Reform Bill to develop a comprehensive landlord offer to mitigate any	Undertake consultation with private landlords to understand what incentives and wider support they would like alongside understanding their concerns	Oct 25- Mar 28	Service Lead-Strategic Housing	<ul style="list-style-type: none"> <li>Increased access for Housing Options customers into the private rented sector</li> <li>Increased number of private rented landlords working with Winchester City Council</li> <li>Reduced number of private landlords leaving the sector in comparison to other areas</li> <li>Competitive landlord offer in place</li> </ul>

<p>Page 132</p>	<p>negative impact ahead of enactment.</p>	<p>in relation to the Renters Rights Bill</p> <p>Research wider best practice in relation to successful landlord offers.</p> <p>Develop a competitive Winchester landlord offer</p> <p>Market landlord incentives with a suite of options to suit individual landlord's requirements</p> <p>Develop a rent a room scheme to encourage households to take in lodgers</p>		<p>Senior Private Rented Sector Housing Officer</p> <p>Private Rented Sector Housing Officer (tenancy sustainment)</p>	<ul style="list-style-type: none"> <li>• Increased provision of accommodation available within the LHA shared room rate</li> <li>• Increase in the number of people renting out a spare room</li> <li>• Increase in the number of successful prevention and relief outcomes into the private rented sector</li> <li>• Increase in the number of cases where the s193 duty successfully discharged into the private rented sector.</li> </ul>
<p>10</p>	<p>Work with social housing partners to identify perceived barriers and opportunities to accommodating people experiencing homelessness, improving access to social housing.</p>	<p>Identify any barriers for people experiencing homelessness to access social housing</p> <p>Identify potential solutions to barriers and research good practice</p>	<p>Apr 2027</p>	<p>Strategic Housing Manager</p>	<ul style="list-style-type: none"> <li>• Increase in the number of people experiencing homelessness accessing social housing</li> <li>• Reduction in the number of people being overlooked for allocations</li> </ul>

		Monitor access			
11	Encourage all social housing providers to become a member of Homes for Cathy.	Promote Homes of Cathy to housing management colleagues and social housing providers and encourage membership	Jun 27	Strategic Housing Manager  Senior Allocations Officer	<ul style="list-style-type: none"> <li>• Housing management become a member of Homes for Cathy</li> <li>• All local social housing providers become members of Homes for Cathy</li> </ul>
12	Work with our housing providers to increase the delivery of Housing First, one bed homes and supported housing.	<p>Ensure the local development plan identifies the need for single person's affordable housing</p> <p>Identify opportunities to develop one bedroom accommodation and supported housing in line with identified need</p>	Nov 26	Strategic Housing Manager  Senior Temporary Accommodation Officer	<ul style="list-style-type: none"> <li>• Increase in one bedroom provision</li> <li>• Increase in supported housing provision</li> </ul>
13	Review any learning from the rapid rehousing work happening across Scotland and Wales to understand what more can be done to ensure rapid access to settled homes, minimizing the length of stay in insecure temporary accommodation.	<p>Research best practice and learning from Rapid Rehousing programmes</p> <p>Identify opportunities to apply learning at a local level</p>	Dec 26	Service Lead-Strategic Housing  Senior Temporary Accommodation Officer	<ul style="list-style-type: none"> <li>• Research into rapid rehousing undertaken</li> <li>• Identified learning applied locally</li> </ul>
14	Develop a business case for an invest to save model to deliver a floating support service to	Ensure the supported housing needs assessment	Nov 26	Strategic Housing Manager	<ul style="list-style-type: none"> <li>• Provision of floating support service available</li> <li>• Reduction in repeat homelessness</li> </ul>

	<p>prevent homelessness and provide support to households in temporary accommodation to support sustainable move on</p>	<p>captures the need for floating support</p> <p>Identify cost benefits of floating support models against the counterfactual costs of repeat homelessness</p> <p>Develop a business case on a spend to save basis to provide floating support</p>		<p>Senior Temporary Accommodation Officer</p>	
<p>15 Page 134</p>	<p>Ensure adequate resettlement support is in place to support transitions into independent settled accommodation, and preventing repeat homelessness</p>	<p>Work with supported housing providers to identify opportunities for resettlement support and funding opportunities</p>	<p>BAU</p>	<p>Strategic Housing Manager</p> <p>Housing Options Manager</p>	<ul style="list-style-type: none"> <li>• Reduction in repeat homelessness</li> <li>• Successful tenancy sustainment</li> </ul>

## Appendix 3- Consultation for the Draft Preventing Homelessness and Rough Sleeping Strategy

### Homelessness Review 2025 - Consultation

**Consultation has been a critical component of this review, and as such extensive consultation has been undertaken with service users, key stakeholders and council staff. It is essential that the new Preventing Homelessness and Rough Sleeping Strategy responds to the issues that are affecting the residents of Winchester, and as such we have listened to a wide range of views and experiences to ensure that the new strategy builds upon the good practice already in place, whilst addressing identified issues.**

#### Lived Experience Consultation

Extensive consultation with individuals with lived experience of homelessness has been critical to the strategy development process and has taken the form of a number of face-to-face interviews, focus groups and an online questionnaire. The council is committed to ensuring that the voice and experience of service users helps to shape the new Preventing Homelessness & Rough Sleeping Strategy and our response to addressing homelessness across Winchester.

#### **Service User Interviews & Focus Groups**

Face to face interviews and focus groups were undertaken with 17 service users (11 male and 6 female) across a wide range of services and client groups including rough sleepers day centre, supported accommodation and single households living in temporary accommodation.

Conversations focused on individual's personal experience of homelessness, together with their views on what services are required in responding to homelessness and where improvements are needed.

The consultation feedback is broken down under key themes.

#### Awareness Raising

The majority of service users spoken to felt that more was needed to raise awareness of the services available to those who are facing homelessness, with a high number having had no idea where to go for assistance when in housing difficulty.

“It was not easy to find out where to go.”

Many who were at risk of homelessness were unaware of where to go for help, and many found out via word of mouth.

“If I’d known where to go for help it might have stopped me from being homeless.”

“If I had of get help at the first point it could have reduced how long I was homeless for.”

For those individuals who had slept rough, they also commented that they were unaware of the services available to assist those living on the streets, which in some instances led to them spending longer periods on the streets, than might have been the case if they had been able to access services earlier. A number of service users commented that they had relied upon other individuals sleeping rough to find out where to go for help, with one service user commenting that they felt that they had *‘got more help from other rough sleepers than the council.’*

Service users also felt that there was a need to break down the stereotypes and stigmas associated with homelessness; with a clear view that anyone can be at risk of homelessness.

“Homelessness can happen to anyone, I used to think that anyone who was homeless were drunks and addicts, but they’re completely not, you’d be amazed at what talent people have got.”

There was a strong sense that work was needed to change people’s perception of homelessness and raise awareness that homelessness can happen to anyone, with the aim of both preventing homelessness, raising awareness of the help and services available and to also change people’s responses and engagement with people experiencing homelessness.

“You don’t remember those that were kind, but you do remember those that are mean when you’re on the streets.”

For those service users experiencing domestic abuse, many were not aware of the help, support, and services available to those experiencing domestic abuse and stated that had they been aware of the help and support available, they would have left the relationship at an earlier point.

There is a clear need to raise awareness of domestic abuse and the services and help available across all communities, and to address some of the misconceptions around living within a refuge.



“There is a need to raise awareness, if I had known of the help I would have left earlier, I didn’t recognise that it was coercion and control.”

#### Recommendation

- There is a need to raise awareness of the services available to those at risk of homelessness to ensure that people can get access to the correct advice and information as soon as possible, maximising opportunities for homelessness prevention.
- Ensure that following any campaign that services, staff, and tools are in place to respond to this demand so that opportunities for achieving positive prevention outcomes can be maximised.
- Work to break the stereotypes and stigmas associated with homelessness
- Undertake an awareness raising campaign to raise awareness across Winchester in relation to identifying domestic abuse and the help and support available.
- Ensure increased awareness of the services available to those at risk of sleeping rough via an app or wallet guide.

#### Rough Sleeping

A number of service users spoken to had either previously experienced sleeping rough or were currently sleeping on the streets. Service users talked about how terrifying life on the streets is, and a number felt that had there been more help available they would not have ended up sleeping rough

“It was terrifying on the street, I felt very vulnerable”

For those that had slept rough service users felt that their mental health, substance misuse and offending history had contributed to their homelessness.

A number of those who had experienced sleeping rough were women, and they spoke of how vulnerable they felt while sleeping rough.

“It’s awful I feel really unsafe; I try and keep myself to myself as there’s lots of people taking drugs.”

Service users talked of feeling invisible while on the streets and felt that members of the public looked down on them. One service user had recently been released from prison and had slept rough upon his release; they expressed frustration that more had not been done to prevent them from ending up on the streets

“Probation told me to sleep rough; the services aren’t joined up, I feel like the council don’t care.”

Another service user felt that hospital discharge arrangements had not been joined up and there was a need for closer working between services, together with the need to raise awareness of the help available.

Service users felt that there was a need for off the street accommodation or a night shelter to provide an emergency response.

“Rough sleeping shouldn’t happen, there is nowhere you can go at night, I went to A&E to keep warm.”

A wide number of service users were hugely positive of the help from the Trinity Day centre, and there was a clear dependency on this service for those individuals sleeping rough, as too was there a dependency on other service users for peer support, with an indication that there was a clear sense of community amongst those sleeping rough.

“Everyone here helps each other out, we look out for each other, if we’ve not seen someone then we will check in to see if they are around.”

A number of individuals using the day centre had been successfully rehoused but continued to access the day centre for a range of reasons including accessing support, food provision, support and the companionship of peers.

“I’m still coming here for the social aspect... the staff here are amazing and if I need any support, I know they will help.”

While the majority of service users felt that Trinity provided an essential resource for those sleeping rough or vulnerably housed, a couple of service users described the facility as chaotic and were reluctant to access the day centre; other service users felt it very much depended upon who was in the day centre as to the environment, acknowledging that some ‘characters’ could cause it to “kick off.”

One individual suggested that there was a need for wider support and felt the co-location of key agencies in one building on a regular basis would improve

accessibility and enable customers to have their wider support needs met within one setting, including accessing mental health support, substance misuse services and benefits. This was considered to be important for individuals currently sleeping rough to ensure they could access the help that they need.

“The last priority for me was getting my benefits, I was desperately looking for where to put my head down at night, but it is important to sign on, but my top priority was somewhere safe to stay.”

### **Recommendations**

- Work to develop an off the street offer for anyone sleeping rough in Winchester to ensure any period on the streets is brief and non-recurring.
- Explore the opportunity to develop a multi-agency drop-in service for customers including those sleeping rough.

### **Housing Options**

The majority of service users were very positive regarding the service that they had received from the Housing Options service, with individuals commenting that staff were caring, emphatic and very helpful, and that the service was very accessible and customer focused. All customers appreciated the ability to speak to a member of the team face to face.

“The staff I spoke to were really good and helpful.”

“I can’t emphasise enough how brilliant the staff were, they were empathetic and helpful.”

“The homeless team were incredible.”

The personalised service delivered by the housing options service was very apparent in the feedback from service users.

“I felt like I could be honest with her, she rang me regularly, she was concerned about my welfare, it felt like she wasn’t just doing her job, I felt like she cared.”

However, not all service users described a positive experience of the Housing Options service, these were largely customers who had been found to have no priority need and as such had not been provided with temporary accommodation.

“I felt I had to be on my death bed to get help, I felt I was on the bottom of the pile.”

Some customers did express some frustration that services across the council did not appear to be very joined up and that there were unnecessary levels of bureaucracy for example having to provide evidence of family members’ local connection to Winchester when this information is readily available internally via council tax records.

Other frustrations were expressed in relation to Home choice and local connection rules to access social housing

“I would complain about Home choice, it’s hard to get on the list, they keep asking for more and more information, they need to ask for it all in one go.”

“They make it more complicated than it needs to be.”

One service user felt that there was a need for improved communication between the council and other services, which had led to mixed messages from different organisations which had a detrimental impact upon their mental health.

A few individuals commented that it was a positive that the council still retains its own housing stock and felt that this had “made the world of difference’ in the services provided by the council. Some concern was expressed about the ramifications of devolution and local government reorganisation and how this may impact upon the quality of the service provided.

A number of service users felt that the council could take a more strategic approach to addressing empty properties in order to increase affordable housing stock.

“There’s lots of empty buildings, they should be converted into hostels.”

#### Recommendations

- Embed regular customer satisfaction monitoring
- Review housing register processes to ensure they are efficient, and customer focused

## Supported Accommodation

A number of service users spoken to were residents of the Beacon and Trinity and were overwhelmingly positive regarding their experience of living within supported housing. Many talked about the importance of having their own rooms, and for some self-contained space, but many also felt that they benefited from access to communal spaces and the support of peers.

“The peer support really helps, I feel comfortable just talking to someone, you won’t get judged it really helps to relate to each other.”

Residents talked about how they had benefited from the support and access to wider services and agencies while resident.

“It’s boosted my confidence living here, it’s given me space to sort things out....it’s given me space to breath.”

“It’s overwhelming living here, I didn’t know places like this existed, the support I’ve got here I needed for a long time, we need more places like this.”

“I’m good at isolating myself and if I was just in a flat on my own, I wouldn’t have coped.”

Access to being able to develop wider skills and attend courses and activities was considered to be of significant benefit. Some service users talked about the opportunity to attend a healthy eating cooking course and had received a slow cooker on completion which was described as a ‘morale booster.’

Residents of the Beacon spoke positively in relation to the practical help in being able to source identification and support in relation to building the skills to live independently but also having the opportunity to volunteer at the food pantry, to access the gym, and socialise with other residents alongside opportunities to work with a local musician on projects.

“This is the best place I’ve ever lived.”

“It has given me space to plan my future a bit more.”

A number of individuals felt that they would benefit from more budgeting advice and assistance with how to prioritise payments and organise their finances with a view to building the skills to successfully move on. Service users spoke of the need for more support in the community and improved access to work and training opportunities.

One service user did comment that it can be challenging to live in supported housing alongside those actively using substances when you are trying to stay sober, but that the groups available had assisted them in remaining sober but felt an increase in the number of groups available would help further.

A number of women were spoken to who were living in mixed supported housing. For some of these women they found living in a supported housing project alongside men did not pose any issues, however, some women, including those that had experienced domestic abuse, felt that there was a need for female only provision. They felt that there was a need for a safe female-only environment for women, and a need for specialist domestic abuse provision for those with more complex support needs for whom traditional refuge provision was not considered suitable.

“It’s hard living in a male space..... it can feel less safe coming somewhere like here.”

“It can be quite volatile living here; I feel vulnerable at times.”

One female service user talked about how at the time she moved into the supported accommodation project, another two women had moved in and as a result of this they had formed a bond and were able to provide peer support to each other.

“There is nothing like peer support, it’s really important, it’s not something you would talk about with anyone, but it is easier with people who understand.”

#### Recommendations

- Ensure residents of supported housing have access to money and budgeting advice to prepare them for successful and sustainable move on.
- Ensure that supported housing creates safe places for women and identify opportunities to develop specialist female only supported provision.

#### Temporary Accommodation

A focus group was held with current residents at Milford house, a total of 5 individuals attended

A number of residents expressed a desire to have self-contained accommodation and felt sharing facilities was difficult.

“It can be hard living in just one small room; the facilities aren’t the best maintained.”

“It’s dehumanising living here, not being able to see my own children.”

Current residents commented that it can be unpredictable at times living in temporary accommodation alongside strangers with high support needs. One former resident of Milford house had found the staff to be really helpful but felt that many of the residents living there needed much more support than was available. In contrast, some individuals described the temporary accommodation as calm and pleasant.

In relation to support a number of residents didn’t feel well supported while living at Milford House, they felt staff weren’t accessible with the shutter to access staff more frequently closed than open, creating a barrier between staff and residents; individual comments suggested that some staff were more approachable and supportive than others. It was also commented that when certain staff are in the shutter is down; residents expressed concern that there is no bell and therefore no way of accessing staff, and those that had then knocked on the door had been ‘told off’ for doing this.

“Some staff make me feel like I’m a second-class citizen, looking down on me.”

“It makes me feel like my feelings don’t matter.”

“I feel the system takes away hope, everything is so hard.”

A number of residents felt that it would be beneficial to receive more contact and support from staff while living in temporary accommodation, and to have the opportunity to engage with staff on a regular basis both formally and informally. One positive suggestion included having a mentor who could provide support and advice.

“I feel staff could be more pro-active, there’s no conversation to check on how I am.”

“There’s no opportunity to engage with staff and to feed back.”

Frustration was also raised in relation to how long it takes to get repairs completed with an example of the accessible shower having been out of order for over a month.

Some concern was raised in relation to security staff being very 'lax', and appearing to be 'mates' with residents, rather than security.

"I don't feel he's there to keep me safe."

Residents of Milford House expressed some frustration at the lack of communal space, and felt that this very much restricted their living space to their rooms, which in some cases could be small. While there is a large room which was previously a resident's lounge, this is now used by staff. A number of residents also expressed some frustration that part of the garden had been cut off from residents following neighbour complaints, although moving forward it may be possible to enable limited access to this area for planned activities. Some residents felt the garden wasn't accessible due to the steep stairs and the need to access it via the former lounge. The garden provides a large outdoors space and appears to be an under-utilised resource, which could have a positive impact upon resident's mental health and wellbeing. A few service users expressed frustration that nothing has changed in the past in response to resident's suggestions, further compounding the divide between staff and residents.

"I asked if we could have a pool table, but I was told no due to the risk of the cues and balls, but this is stereotyping us. Any risk could be managed, a person could sign them out and be responsible for them."

"There's no opportunity to interact with other residents.....it can be lonely."

"Too much time on your own isn't good for your mental health."

Residents described feelings of frustration at having nothing to occupy their time during the day, and it was evident during the focus group many had never had the opportunity to meet each other prior to the consultation event. While there was clear disappointment at the lack of resident involvement and activities, there was clear motivation and enthusiasm from those that attended to become involved and instrumental in the establishment of a resident's group. There was a whole array of suggestions as to the diversionary activities that could be implemented, and offers of assistance in the establishment of these, including a gardening group, garden furniture repair workshops, art workshops/therapy and cooking courses.

"It would be good to have house meetings to address issues that crop up."

"The days are long and excruciating."



“If we could have a group to restore the garden furniture or do gardening, I would feel that I have achieved something.....here is an opportunity to help people with their circumstances, to help people move forward and give them hope.”

#### Recommendations

- Review how the large room can be used to create a multi-functional space, including for planned activities and to provide a resident’s lounge area
- Review garden accessibility and consider opportunities to ensure the outdoor space is fully accessible and utilised.
- Ensure that staff are accessible to residents and that the issue in relation to the shutter is addressed
- Review the support available to residents of temporary accommodation
- Review the concerns identified in relation to repairs and security.
- Set up a residents meeting with opportunities for resident feedback/suggestions
- Work with residents to create opportunities for diversionary activities.

#### Move On

In relation to move on service users expressed confusion as to how Home choice works, and felt they had little information regarding their prospects of being offered social housing.

Service users considered the private rented sector to be largely unaffordable and considered reliance on benefits to be a significant barrier in accessing this form of move on accommodation. One service user commented that the list of landlords provided by the Council included out of date details and landlords who were not willing to accept benefits. It was felt that the council needed to develop stronger relationships with private landlords to increase access for customers who had experienced homelessness and address some of the barriers that customers currently face.

There may be a need to undertake closer work with supported housing projects in relation to move on to help manage customer expectation.

A number of individuals commented that the prospect of moving on felt daunting, with a number not feeling sure that they would be ready to move on; concerns expressed included feeling isolated and lonely and concerns around managing money and being able to afford to meet all of the expenses associated with living independently.

“I’m worried about living on my own, there is a fear of being alone, and the services I’ve relied on not being available.”

“I do worry about living on my own, I need to use this time to develop my own skills and develop resilience with my mental health.”

One survivor of domestic abuse expressed some trepidation about the future and moving on, including her ability to gauge dangerous situations.

“I feel trepidation, I can’t visualise moving on at the moment.”

Some service users felt that there was a need to develop step down move on options, providing a step towards independence with support still accessible.

#### Recommendations

- Work with supported housing projects in relation to move on and customer expectation.
- Explore opportunities for step down provision within the supported housing pathway.

### **Service User Questionnaire**

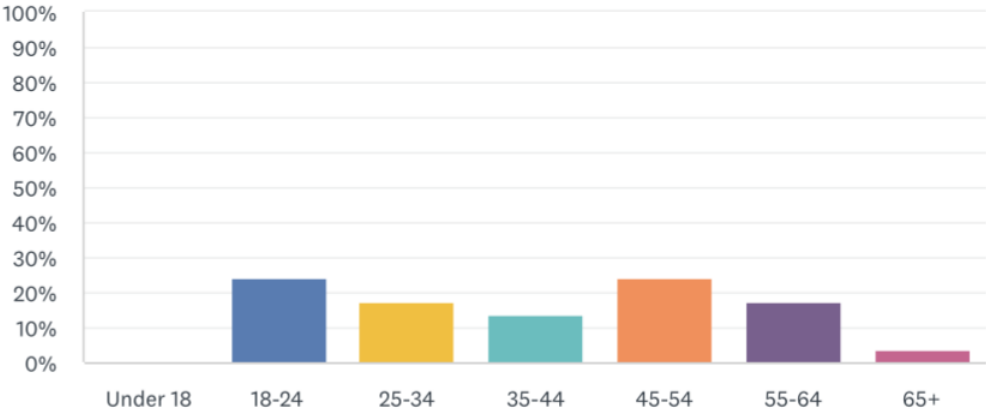
In order to widely capture the views of service users an online survey was developed for service users to complete. There was a total of 30 responses, which is considered to be a reasonable response rate.

#### Demographics

Of the 30 surveys completed 41% were completed by females and 51% by males, 7% of respondents preferred not to say what their gender was. The graph below shows the age of the service user completing the survey and is broadly in line with the age data for service users owed a homeless duty.

### Age

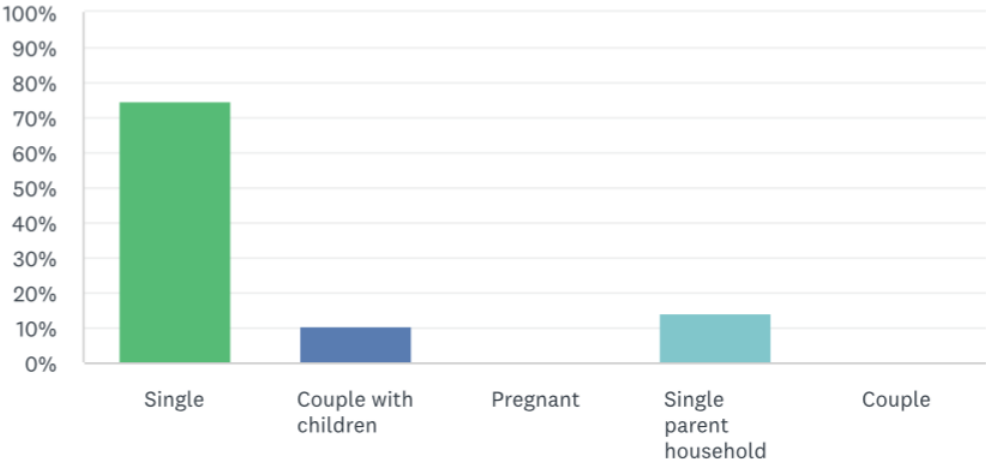
Answered: 29 Skipped: 1



The graph below shows the household composition of those individuals who had completed the survey.

### Household composition

Answered: 28 Skipped: 2



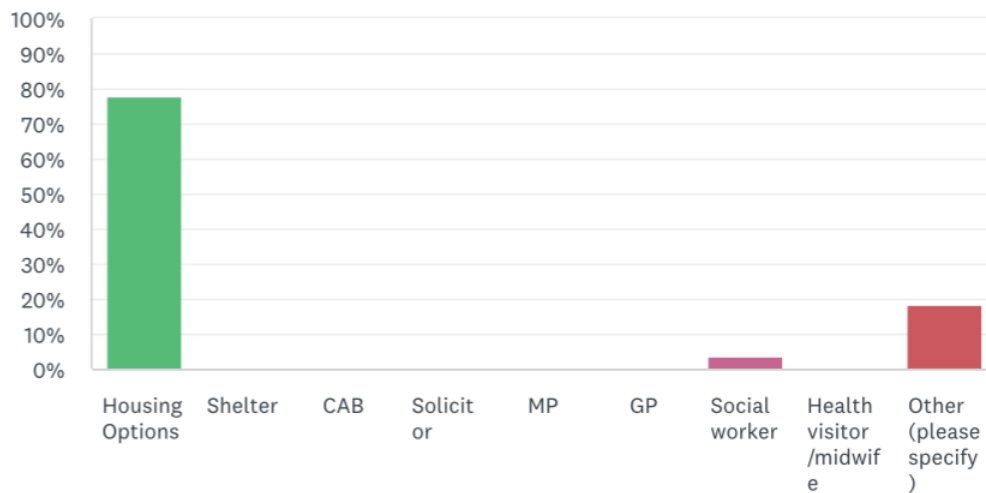
A total of 75% respondents were single person households, 15% were single parents and 11% were couples with children.

### Awareness of Services

The graph below shows the organisation that the respondents first contacted when they were at risk of homelessness.

## Who did you first approach when you were homeless or threatened with homelessness?

Answered: 27 Skipped: 3



The questionnaire responses show that the majority of service users (78%, 21 service users) contacted the Housing Options service in the first instance, and 5 individuals contacted another agency.

Customers were asked if they knew where to go for help and advice, the response showed that 62% knew where to go, but 39% were unaware of where to go for advice and support when threatened with homelessness.

“I was unsure what to do.”

“I did not know of the service.”

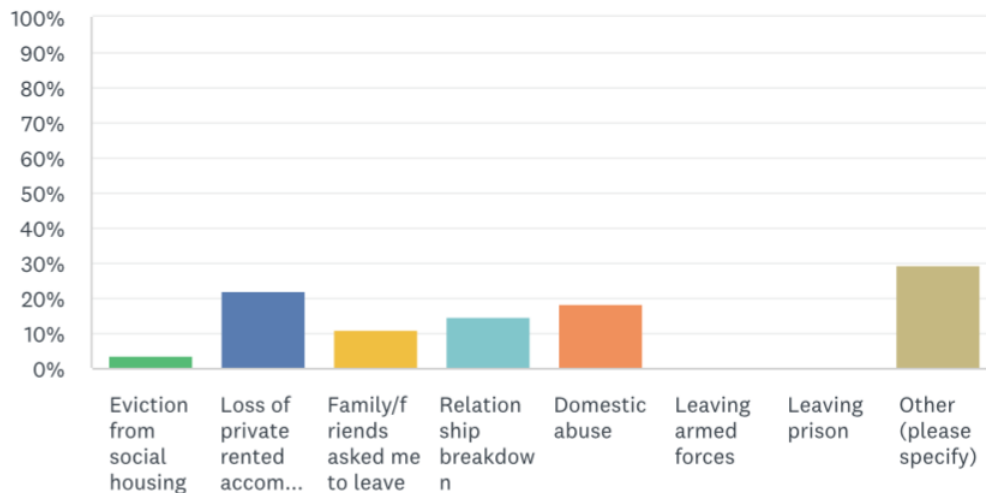
This provides further evidence that there is a need to raise awareness of the Housing Options service and the need to encourage customers to contact the service as soon as they are in housing difficulty.

### Cause of Homelessness

Service users were asked what had led them to them becoming homeless; the responses are shown in the graph below.

## What caused your homelessness?

Answered: 27 Skipped: 3



The responses largely mirror the main causes of homelessness as shown within the data analysis report. The main cause of homelessness, accounting for 22% of responses, was the loss of private rented accommodation, followed by domestic abuse (19%), relationship breakdown (15%) and family/friends asking to leave (11%).

Other causes of homelessness include health issues, fleeing war and having to leave host family arrangements.

### Prevention of Homelessness

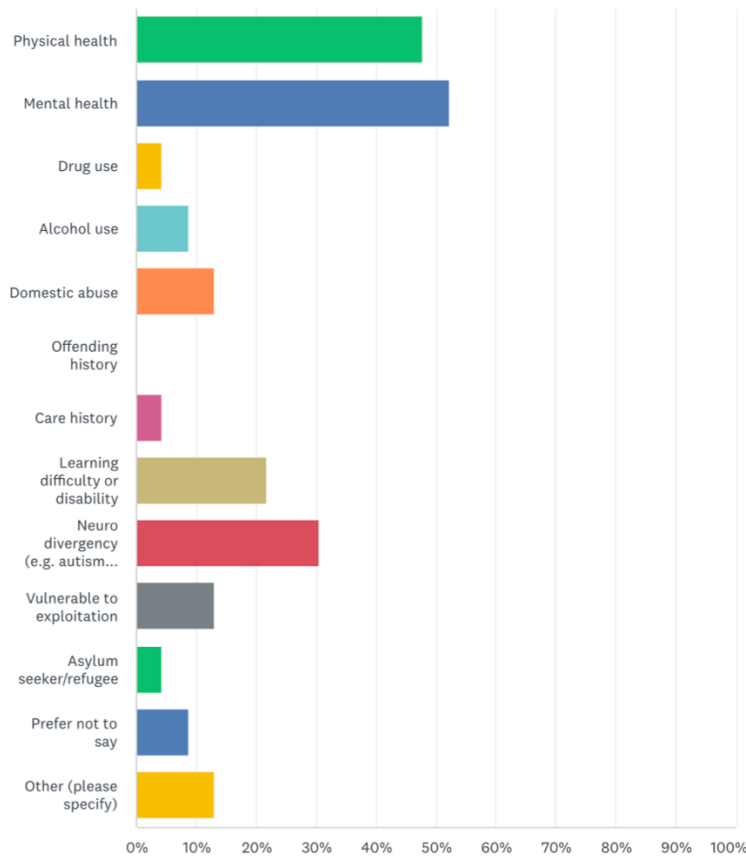
Service users were asked at what point they contacted the service; 85% of respondents replied that they contacted the service at the point when they were already homeless. This does not correspond with H-CLIC data generally but may be linked to the high proportion of single households who completed the survey who are more likely to be owed a relief duty and contact the service once they are homeless.

### Support Needs

Customers were asked if they had a support need, the results are shown below. In line with the H-CLIC data mental health is the most prevalent support need, followed by physical health.

Do you consider yourself to have a support need in relation to any of the following(tick all that apply)

Answered: 23 Skipped: 7



Customers were then asked if they felt that their support need may have contributed to their homelessness, 46% of respondents felt that it had; this provides further evidence of the need to address the wider support needs that individuals are presenting with, and the need for homelessness prevention to be recognised as a system wide responsibility across all services.

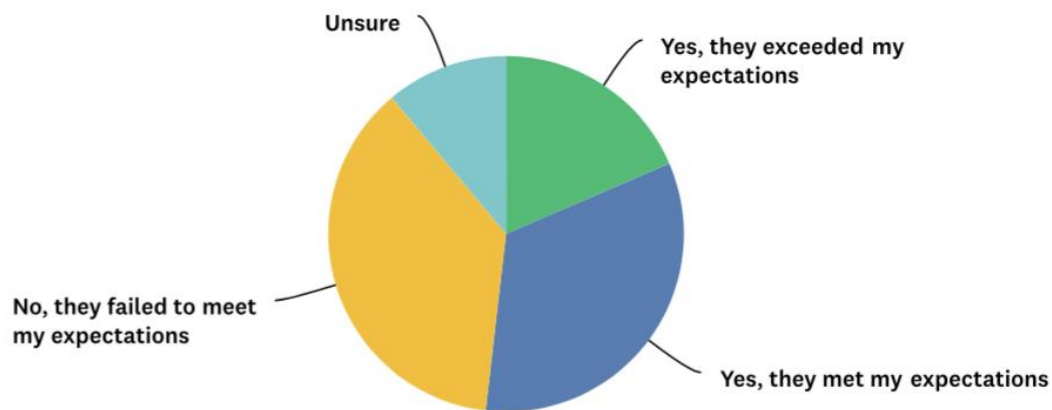
### Housing Options Service

The following questions focused upon the housing options service and the quality of service received.

Service users were asked if the Housing Options service had met their expectations; the results are shown below.

## Did the service provided by Housing Options meet your expectations?

Answered: 27 Skipped: 3



Of the service users that completed this question 33% felt that the service met their expectations, and 19% felt the service had exceeded their expectations. A total of 37% felt the service failed to meet their expectations and a further 11% were unsure.

"I am struggling to put into words just humanity when I needed it most and I will never forget."

"(Officer's name) was tremendously helpful."

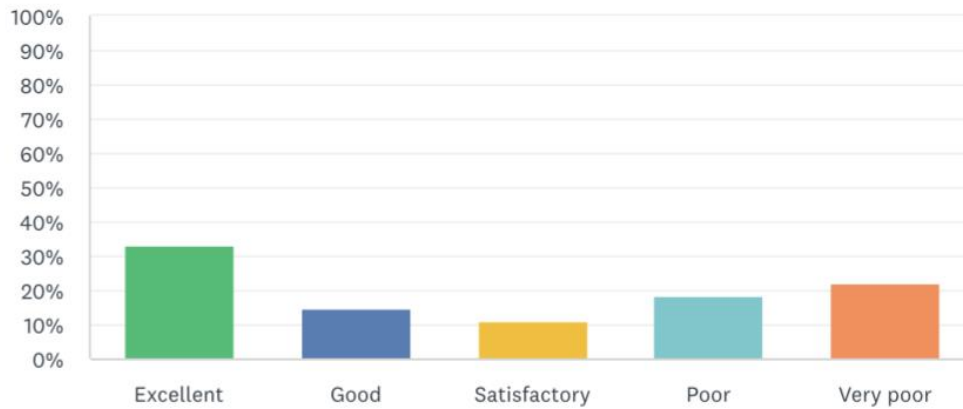
"(Officer's name) is absolutely amazing with her help."

"They have been awful and done nothing to help, which has left me homeless, despite them knowing about impending homelessness since 3 Dec 2024."

In relation to the quality of the service received the majority of service users 33% described the service as excellent and 15% as good. A total of 11% described the service as satisfactory. The remaining 41% described it as poor or very poor.

## How would you rate the service that you received from the Housing Options team?

Answered: 27 Skipped: 3



Service users were asked if they had received clear information and advice about the services available; with 60% feeling that this had been the case and 40% felt that they had not.

A total of 73% found staff to be knowledgeable and 70% found staff to be helpful, understanding and kind.

In relation to being kept informed of how the case was progressing, 52% felt they were kept informed and 48% did not feel that this had happened.

Service users were asked if they had been provided with a full housing assessment and personal housing plan. A total of 48% stated that they had and the remaining 52% felt that this had not happened.

### Prevention of Homelessness

Service users were asked if the Housing Options team had prevented them from becoming homeless; 44% of individuals stated that the service had prevented them from becoming homeless, and 31% stated that the service had helped them to find alternative settled accommodation so that they did not need temporary accommodation.

Service users were asked what they felt could have prevented them from becoming homeless in the first place. It was felt that more mental health services and earlier support would have helped at the stage they were threatened with homelessness. A



number of services users felt that changes to provide better protection for private rented tenants were needed, alongside improved access to social housing and private rented housing, together with employment opportunities. One service user felt that improved community support was also needed.

“Better community. Less isolation. Immediate mental health care for people in crisis, not a waiting list. More social housing. My journey would have been unimaginable without charity assistance to help me access this service. I was not in a fit state to seek it out. It shouldn’t be luck of the draw.”

A number of service users felt that their homelessness could not have been prevented.

### Service improvements

Service users were also asked what could be done to improve existing services. Responses include improved communication and clear explanations of the housing options and help available, an increase in the help and support available, employing staff with the right values and those with lived experience of homelessness, more frequent updates and easier access to information, alongside increased resources.

“More resources so they can make everyone who is in this situation feel visible and not so vulnerable. The housing stock is woefully inadequate and homelessness is inhumane. I consider myself very fortunate to have had such a positive experience so far. I have a long way to go but am definitely reassured by the people I have dealt with. They are a credit to the service.”

“Everything was done really good.”

“Everything is fabulous”

While many service users were satisfied with the service they had received, a number raised concerns regarding their experience including the need to be helped at a much earlier stage and a need for improved empathy and support.

“Well, they cannot help you very well until everything gets more worst, first you need to teach them to help everyone, and give time for them... they take too long to meet...you can hire people who had experience to live as homeless because they know the pain we are suffering, you need to hire homeless people in the office to support homeless people.”

“Treat people facing homelessness with respect and dignity. The way I have been treated is appalling and has worsened my mental health issues.... They did not care one bit that I was becoming homeless.”

“The staff at the hostel should treat us better not like they are above us looking down.”

Customers also suggested that there was a need for an improved understanding of mental health conditions and neurodiversity and the implications of these conditions amongst staff alongside the delivery of more personalised responses.

### Emergency Accommodation

Service users were asked if they had been placed in a B&B by Housing Options, 7% answered yes. (2 individuals)

Customers were asked if the accommodation was suitable for their needs, one customer felt it was suitable and the other did not. Customers were asked to rate the standard of the B&B accommodation; one customer described it as good and the other as satisfactory. Concern was raised in relation to being unable to access halal food while in B&B.

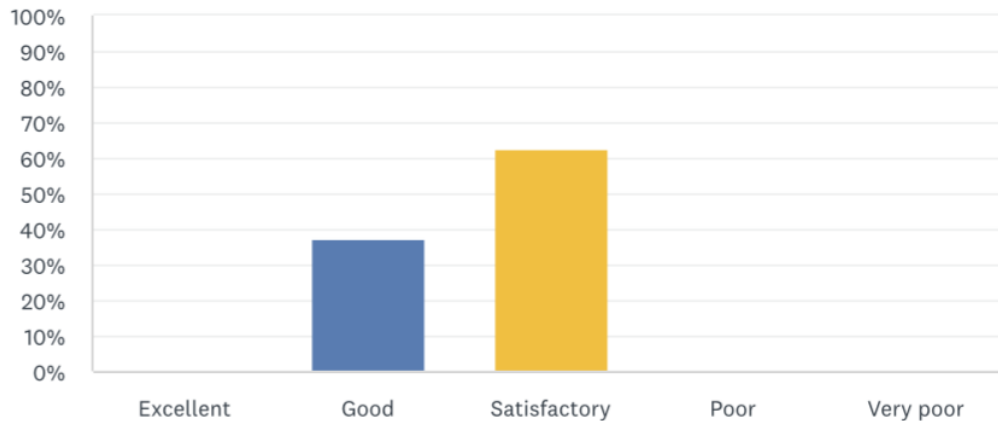
One customer stated that the move to B&B necessitated them giving up support networks.

### Temporary Accommodation

A total of 8 individuals stated that they had been placed in temporary accommodation, of which 5 considered it to be suitable for their needs and 3 did not. Concerns were raised in relation to the lack of cooking facilities, lack of ensuite bathroom facilities, and challenges for one client who struggled to negotiate flights of stairs. Customers were asked to rate the temporary accommodation; the results are shown in the graph below.

## How would you rate the standard of temporary accommodation provided?

Answered: 8 Skipped: 22



A total of 3 individuals rated the temporary accommodation as good and 5 as satisfactory. A total of 3 people felt that they received adequate support whilst in temporary accommodation and 5 did not. Concerns were raised in relation to the lack of mental health support. Only 2 people felt that the Housing Options team remained in regular contact with them whilst in temporary accommodation 6 did not feel this had happened.

“Not really received any help, had to struggle myself.”

“Some contact and offer of “just ask” but I won’t unless pushed, encouraged or asked. The care received in the early stages lead me to think it is more likely that the staff are working flat out than don’t care. They invest time in the people they help and I don’t feel intentionally neglected by my housing options officer. She has been amazing but can only do so much with the workload I imagine she has at this time.”

### Additional Services

Service users were asked what additional services they felt were needed in Winchester in responding to homelessness. Responses included:

- Improved communication whilst homeless
- Need for additional support
- Access to employment opportunities

- Increased social housing
- Community projects and community support
- Debt advice
- Increased access to mental health services
- Temporary accommodation provision for everyone
- Provision of temporary accommodation for households with pets
- Creation of communal spaces for residents in temporary accommodation
- Tackle slum landlords
- Develop a booklet with tips and useful numbers
- Improved understanding of autism and ADHD

#### Recommendations

- Identify opportunities to utilise lived experience to inform service delivery and consider opportunities to employ those with lived experience.
- Ensure that customers in temporary accommodation receive regular contact, have their PHPs regularly reviewed, have a clear move on plan, and ensure that this is set out in a procedure.
- Ensure that all Housing Options staff are trained on trauma-informed and person-centred approaches.
- Ensure that all systems, processes, and policies are reviewed to ensure that they are trauma informed and person centred, and do not result in further trauma.
- Work with customers to develop a range of meaningful and measurable service standards.
- Implement regular customer feedback and monitoring in line with customer service standards

#### **Stakeholder Consultation**

Extensive consultation with stakeholders has been critical to the strategy development process and has taken the form of a number of face-to-face consultation events, one-to-one interviews, and an online questionnaire.

A number of consultation events were held with providers to help identify priorities for the strategy and the actions needed to deliver these objectives, and the overall strategic vision. The notes from these events are available as an appendix.

#### Stakeholder consultation event

A large consultation event with stakeholders was held as part of the review work to inform the evidence base. Discussions focused on four key themes.

#### Rough Sleeping & Complex Needs

It was felt that greater partnership approaches were required in responding to complex and multiple needs and rough sleeping, with the need for other agencies to see homelessness as their responsibility.

It was identified that there was a need for multi-disciplinary approaches to respond to the multiple needs of customers, with improved interventions, information sharing and communication. Person centred and trauma informed approaches were considered to be critical to the service response, as too were responsive services that could operate outside of normal office weekends.

Stakeholders felt that more was required to raise awareness of the services available for those sleeping rough and to educate the public.

Specific gaps and challenges were identified in relation to accessing mental health service provision and the need for increased understanding of neurodiversity amongst those sleeping rough or vulnerably housed.

Identified gaps included the lack of off the street accommodation, reduction in the provision of supported accommodation and the requirement for specialist provision for those still actively drinking or using substances chaotically.

## Homelessness Prevention

There was a wide consensus that there was a need to develop holistic approaches and ensure all agencies were clear of their potential role in preventing homelessness. Understanding the wider costs of homelessness across all services may help to ensure improved joint commitment. Improved information sharing was seen as critical to effective joint approaches to prevention, both amongst agencies, but more widely with the public to ensure that all residents were aware of what to do when faced with housing difficulty. Social media was considered to be central to this.

Stakeholders felt that there was a need for improved education in relation to both homelessness and housing-readiness, including work with schools and colleges and jobcentres. It was widely felt that there was a need for floating support and tenancy sustainment across all sectors, alongside dedicated pathways for clients at increased risk of homelessness and pre-eviction protocols with social landlords.

## Future Pressures

As with previous themes information sharing and awareness raising were critical to mitigating the impact of future pressures.

Future pressures that are likely to impact on homelessness levels include the pressures associated with the cost of living, Renters' Rights Bill, refugee resettlement and housing market pressures.

Access to timely money advice was seen as critical in responding to pressures, as too was access to crisis responses such as food banks and furniture schemes. The need to develop a mortgage rescue scheme was identified as one potential solution for homeowners.

Tenancy sustainment services were seen as essential in responding to increased pressures, as too was the importance of peer support.

Stakeholders were keen to see more work in terms of bringing empty properties back into use.

Close work with private rented sector landlords was identified as critical in preventing landlords leaving the sector ahead of changes to the private rented sector, as too was increasing the Housing Options team's capacity to work with private landlords

In response to pressures in relation to refugee resettlement it was felt that closer working and information sharing with the Home Office was required to understand the demand, numbers and timeframes so that planned approaches could be embedded.

## [Accommodation](#)

The lack of supported accommodation was an area of significant concern following the closure of Westview. It was considered that there was a need for more supported provision, both generic and specialist. Specific gaps in provision include domestic abuse provision for those with complex needs, complex needs provision, young person's provision, learning disability provision and provision for those with mental health support needs who don't meet the threshold for social care interventions. The expansion of the existing Housing First scheme was considered critical in meeting current and future demand.

Within supported housing schemes it was felt that more of a harm reduction approach was required rather than zero tolerance approaches, with trauma informed approaches embedded.

It was also felt that additional temporary accommodation was required in response to the increase in the use of Bed & Breakfast provision, suggestions included repurposing low demand sheltered schemes.

In relation to settled solutions it was identified that there was a need for access to resettlement and floating support, and to address some of the potential barriers that customers face including former arrears, affordability and former anti-social behaviour.

## [Stakeholder questionnaire](#)

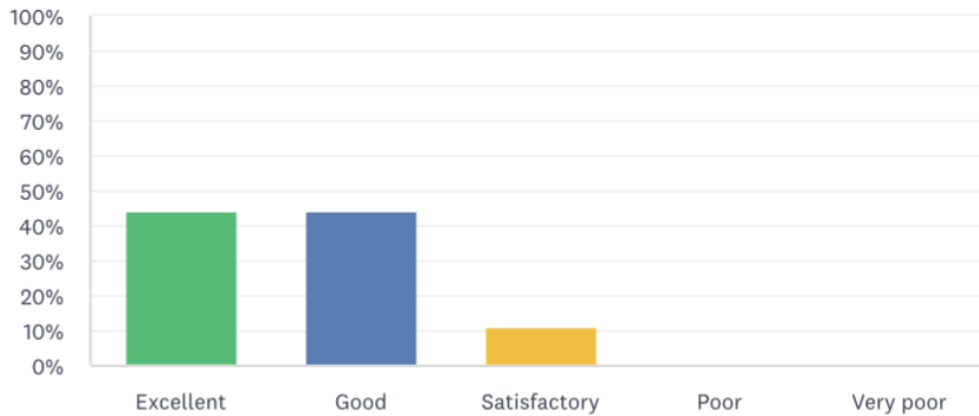
Online surveys were sent out to wider stakeholders and housing associations to capture their views on the challenges in responding to homelessness locally together, with an understanding of their views on the Housing Options service. There was a total of 9 responses, although not all questions were answered by all respondents.

## **Housing Options**

Stakeholders were asked to rate the Housing Options service; of the 9 agencies who responded, eight considered the service to be either excellent or good and one considered the service to be satisfactory.

## How would you rate the service delivered by the Housing Options team?

Answered: 9 Skipped: 0



Identified strengths of the service included a flexible approach, good communication and information sharing, prompt responses, an available and accessible service, collaborative working, partnership approaches, quality outcomes and the provision of outreach services for clients who are hard to reach.

“Innovative when solutions are not one size fits all, we work as one team, even though statutory and third sector sometimes doesn’t align.”

“Great partnership working in place”

Suggestions for how the service could improve include:

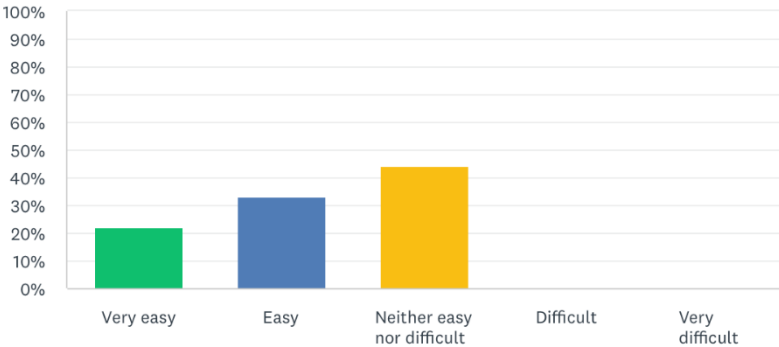
- Increased outreach workers
- Consistency across the whole service
- Increased knowledge in relation to those seeking sanctuary outside one of the formal resettlement schemes
- Bridging the gap following the closure of services

The questionnaire asked how easy partner agencies felt it was for customers to access the Housing Options service. A total of five agencies felt customers were able to access the service easily or very easily, with no responses indicating that the service was difficult to access.



How easy do you think it is for customers to access the Housing Options service?

Answered: 9 Skipped: 0

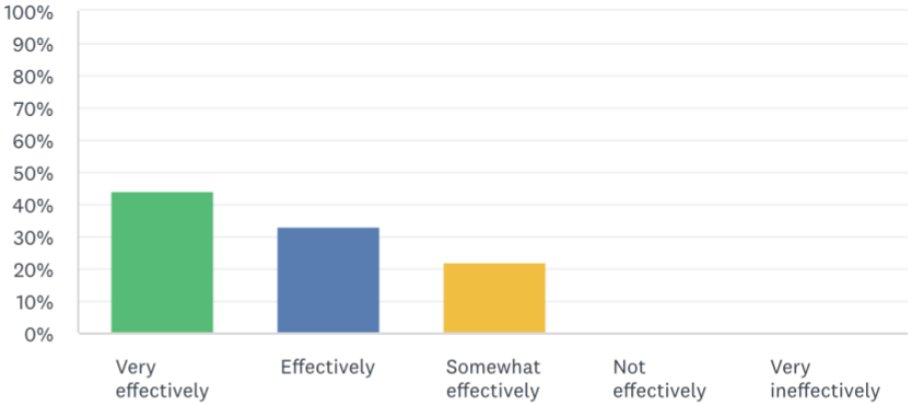


Identified barriers to accessing the Housing Options service include the council’s reception opening hours, having to access the council offices for those under the influence of substances, with a suggestion of using Teams for these clients facilitated by support staff, lack of knowledge of the service, language barriers for published information and resistance to the word ‘authority.’

Stakeholders were asked how well does the Housing Options team work in partnership, a total of 7 agencies felt the team worked effectively or very effectively in partnership and 2 agencies felt they worked somewhat effectively.

How effectively does the Housing Options service work in partnership with you?

Answered: 9 Skipped: 0



Suggestions as to how partnership working could improve included:

- Open communication channels
- Provision of more regular updates regarding joint clients

A total of 7 partner agencies felt the Housing Options team communicated well or very well with its partners and 2 agencies felt communication was satisfactory. Suggested improvements included increasing awareness of the term intentionally homeless and the provision of regular updates.

“The consistency of their presence is key and works very well.”

“Overall, we have had very positive experiences and engagement with the service. I don't think many people outside of the service understand about what can happen if they make themselves intentionally homeless though so I think the local community could benefit from knowledge sharing in this area. We know some people that have felt their housing situation is not sustainable, but they didn't realise they may fall outside entitlement if they are perceived to have made themselves intentionally homeless even in situations where they felt pushed to leave. I think people may benefit from learning about this more.”

### **Prevention of homelessness**

Stakeholders were asked if any services, schemes, or projects were needed in Winchester to prevent people from experiencing homelessness. The following were identified:

- Provision of specialist accommodation and a wider agreement to not be quick to evict
- Move on flats with floating support to prevent repeat homelessness
- Support back into employment
- Better awareness and promotion of services
- Community education in relation to the causes of homelessness and routes out of homelessness
- Greater resource supporting private rented tenants
- Alternative giving awareness raising
- Increased outreach provision
- Effective mental health interventions and more joined up approach to addressing substance misuse
- Floating support and tenancy sustainment
- Effective responses to those who are granted refugee status and need to move on quickly following a decision
- Supported accommodation for those with complex needs
- Support for residents struggling with pressures associated with the cost of living

Partner agencies were asked what they felt their own organisation could do to assist with the prevention of homelessness. Identified suggestions included:

- Support with outreach services and tenancy support services
- With funding for more staff provide further outreach and weekend services at Trinity
- Out of hours service
- Opportunities to deliver community support

### **Future levels of homelessness**

Stakeholders were asked if they anticipated anything that may lead to increases in homelessness. Identified factors include:

- Impact of the closure of Westview and general decline in the provision of supported accommodation despite a high demand for this provision
- Concern that the closure of Westview will mean there is no stage 1 provision in Winchester which may impact on rough sleeping numbers
- Dispersal programme with the requirement for refugees to move on quickly following a positive decision will lead to increasing pressures and wider unmet support needs

Partner agencies were provided with the opportunity to make additional comments, all of which were overwhelmingly positive.

“Our partnership with the housing options team is very strong and we continue to work well together. Trinity is always keen to be part of the solution!”

“Thank you to Winchester Housing Options for being great partners, long may it continue.”

“Great team of officers who do their very best in an area where the pressures never abate.”

#### Identified Gaps & Recommendations

- Need for additional supported housing provision, both specialist and generic
- Need for floating support provision
- Need for awareness raising and promotion of services

- Raise awareness in relation to planned moves to prevent customers from inadvertently making themselves intentionally homeless
- Development of non-eviction policies across supported housing providers
- Improved mental health interventions required
- Development of interventions and options for those granted refugee status
- Support for residents struggling to meet their housing costs due to the cost-of-living pressures

## **Staff Consultation**

Consultation with frontline staff was essential in order to understand some of the challenges and pressures experienced in responding to homelessness. Consultation was undertaken through a series of face-to-face focus groups with managers and frontline staff alongside a questionnaire.

Housing Options Service

Housing Options Service Delivery

Winchester provides a good quality housing options service, with a high number of positive prevention outcomes achieved. Staff consider the strengths of the service to include a strong focus on homelessness prevention with partnership working sitting at the heart of this. Staff felt that they provide a personalised and trauma informed service and work to ensure that customers are listened to and their needs are fully understood, with empathetic responses. The service considers itself to be extremely customer focused working to achieve the best possible customer outcomes and offer full support.

Staff members feel that they have a strong team approach with good leadership, a strong and varied skill set and clear person-centred values sitting at the heart of service delivery. The team have a flexible approach with effective communication both within the team and with wider services. The service considers itself to be very accessible and responsive ensuring opportunities for homeless prevention are not lost.

It was felt that there was a good level of support from senior management with strong corporate commitment and political support for preventing homelessness, and clear hands-on director support. Staff felt that their hard work and commitment was appreciated by senior management, but there was less awareness of the pressures across other departments.

Some staff expressed that they would like to have the opportunity to be able to spend more time with customers, and one member of the team felt that team meetings could be restricted to one hour to ensure time can be spent on working to achieve customer outcomes. A restructure is currently planned which will increase management capacity and staff hope this will provide more management support for staff. Staff identified opportunities to improve joint working between departments ensuring end-to-end delivery for the customer. It was also felt that there is a gap in

the provision of support for customers in relation to mental health and learning difficulties.

Generally, it was felt that the hybrid working model worked well and provided the right balance of case work time and customer contact; although new starters remarked that it had taken a long time to train and be equipped to undertake the requirements of the role due to more limited opportunities for shadowing and staff presence within the office. It was felt that information sharing across the team could be improved, and it was suggested that the use of Teams messaging could improve communication and peer support. It was also felt that the forms and systems could be streamlined to reduce duplication and enable staff time to be more focused on achieving positive customer outcomes.

“Sometimes it feels like communication is quite rushed, this is linked to the pressure across the service.”

There was a strong view that the reduced opening hours for customers to access the building has had a detrimental impact on accessibility for customers and this concern was echoed by stakeholders. It was felt that this had had a disproportionate impact upon the most vulnerable customers with complex needs and posed real challenges in relation to service delivery. Concern was also raised in relation to the lack of privacy and confidentiality for customers visiting the office in person, this included both in the open reception area and within interview rooms.

It was identified that the fact that Winchester provides such an accessible and high-quality service can lead to pressure from residents of neighbouring boroughs who are not receiving the same quality of service, and in some instances neighbouring authorities are not applying the legislation correctly. This increases overall pressure and appears to be a specific issue in relation to domestic abuse and other forms of abuse and harassment. There is a need for more robust and improved joint working with neighbouring boroughs across Hampshire

### Meeting Demand

There was a strong consensus that the service has grown and developed to respond to both the increased demand and changing needs of clients. These developments included an increase in the provision of temporary accommodation, specialist training in response to customer's identified needs, improved partnership working and housing pathways and the development of specialist roles within the service including a mental health practitioner. The increase in staffing levels in response to increased demand has resulted in staff continuing to be able to dedicate time to working with customers and achieve positive outcomes.

“We are listened to and supported.”

### Challenges and Gaps

Challenges to being able to effectively prevent homelessness were identified as the lack of affordable settled accommodation options and the lack of supported housing available. The length of void turnaround for social housing was also considered to have an impact upon achieving positive outcomes. The lack of move on options was also a recurring theme in feedback from staff. Cuts to wider services were also considered to have an impact upon the services' ability to prevent homelessness and secure sustainable solutions for customers, particularly in relation to mental health support at both the preventative and acute ends.

“The lack of external support agencies has reduced massively over the last few years for all customer groups.”

Further challenges are brought about through the cost-of-living pressures posing challenges around affordability and households ability to meet their housing and wider costs. The increasing complexity of need that customers present with was a recurring theme, placing further challenges upon the service, and identifying the gaps in the response from other key statutory services including adult social care and mental health services.

Concern was raised in relation to the poor support provided to unaccompanied minors upon turning 18 years old, with children's services not being very accessible for both staff and customers. The lack of specialist young person's supported housing was a significant gap and means that where young people are able to access supported accommodation this is general needs provision placing young people at risk of exploitation from older and entrenched residents.

Unplanned prison release was identified as another area that placed additional pressure upon the service, with prison release to homelessness and rough sleeping being common practice, similar issues were also acknowledged in relation to hospital discharge.

Gaps in the provision of services were largely identified to be in relation to supported housing generally and specifically in relation to meeting specific customer's needs including young people, females, those with complex needs, those with complex mental health needs, clients with active substance misuse issues and clients with learning difficulties. It was also identified that there was a need for off the street accommodation for anyone sleeping rough. A number of staff raised concerns about the impact of the closure of West View, and the gap this will leave in overall provision

and the impact upon achieving positive outcomes for single people experiencing homelessness.

“It’s frustrating wanting to help more but working with such limited resources and having to manage customer’s expectations.”

The need for generic floating support was identified and echoed by both stakeholders and customers both in relation to homelessness prevention and resettlement support. Other challenges in relation to resettlement for clients having experienced homelessness include the lack of infrastructure in rural areas, isolation, access to affordable furniture, flooring and white goods.

It was also felt that there was a need to further increase the provision of temporary accommodation and increasing access to the private rented sector. The lack of one bedroom settled accommodation options was a further challenge in relation to move on.

Customer expectation was a recurring theme in both the questionnaires and focus groups, with a strong sense that many customers had unrealistic expectations in terms of access to settled housing. It was felt that while sufficient information was provided to customers regarding the housing register and property availability customer expectation remained unrealistic and further work was required in this area. There were some specific concerns expressed in relation to refugee resettlement and the expectations of some of these customers, this was in part due to the close-knit community that many live within, alongside the high quality of some of the host accommodation that they have previously resided within.

Concern was expressed by all staff regarding the implications of devolution and local government reorganisation and what this will mean in relation to service delivery. Staff were concerned regarding the legacy of the service delivery model of the housing options service and wanted to ensure that the good proactive and positive customer outcomes are not compromised following reorganisation.

### [Partnership working](#)

In relation to partnership working, it was felt that while there many good areas of partnership working; there were opportunities to improve this in relation to joint working with children’s services in relation to care leavers, and more widely improved joint working with adult social care and health, including community mental health. The impact of cuts and budget constraints on partner agencies, including statutory services, was widely felt by the Housing Options service.

### [Housing Management](#)



A focus group was held with key managers within the Housing Management service responsible for the council's housing stock.

It was considered that there was good and effective joint working between Housing Options and Housing Management colleagues, particularly focused on homeless prevention work for tenants whose homes were at risk due to rent arrears or anti-social behaviour, resulting in very few cases of actual evictions. In the last year there were 3 evictions due to rent arrears and 3 for anti-social behaviour.

It was identified that there is good joint working in relation to lettings and information sharing; although concern was raised that some prospective tenants are not yet ready to be able to manage their tenancy. It was felt that there would be many benefits to introduce a pre-tenancy training course.

Concern was expressed in relation to the allocations policy and move on from temporary accommodation, with customers being placed in higher band after having spent a set period of time in temporary accommodation. It was felt that some customers were not able to successfully manage a tenancy after this time, equally other customers were able to manage a tenancy immediately. It is suggested that developing a more personalised approach would be beneficial in both ensuring timely move on and successful tenancy sustainment; increased banding should be provided at the point it is evident the customer can manage a tenancy with or without support.

The reliance on multiple different ICT systems across housing raised some challenges in relation to information sharing and duplication. It was felt that there was a need to improve information sharing to address this issue or explore opportunities to procure one system that meets each department's needs.

It was identified that the lack of wider support, both generic and specialist was impacting upon tenant's ability to successfully sustain their tenancies. There was an identified need for floating support for both new and existing tenants. Particular concern was expressed in accessing support and help from adult social care and mental health services. Increases in tenant's needs in relation to both of these areas and the lack of support and provision was placing tenancies at increased risk.

Concern was also raised in relation to the lack of ongoing support from children's services for those that had left care. Care leavers were considered to not have had the support, training and skills development to enable them to successfully manage a tenancy. Given the lack of supported housing for young people, this results in care leavers moving straight into social housing without the skills to be able to successfully manage the tenancy, placing them at risk of tenancy failure and

homelessness. Concern was expressed that these young vulnerable individuals are being set up to fail. There is a need for an improved care leaver's pathway.

Challenges in relation to cost of living have impacted upon tenants of social housing, however, the team's proactive approach to addressing arrears as soon as they occur has prevented this from becoming a significant issue that results in homelessness. Contact is always made with tenants following the first missed payment to ensure that the arrears do not begin to accumulate and support and help can be put in place. Concern was raised in relation to the proposed changes to disability benefits, whereby if many existing tenants are no longer eligible for these benefits their homes (affordable rent) will no longer be affordable.

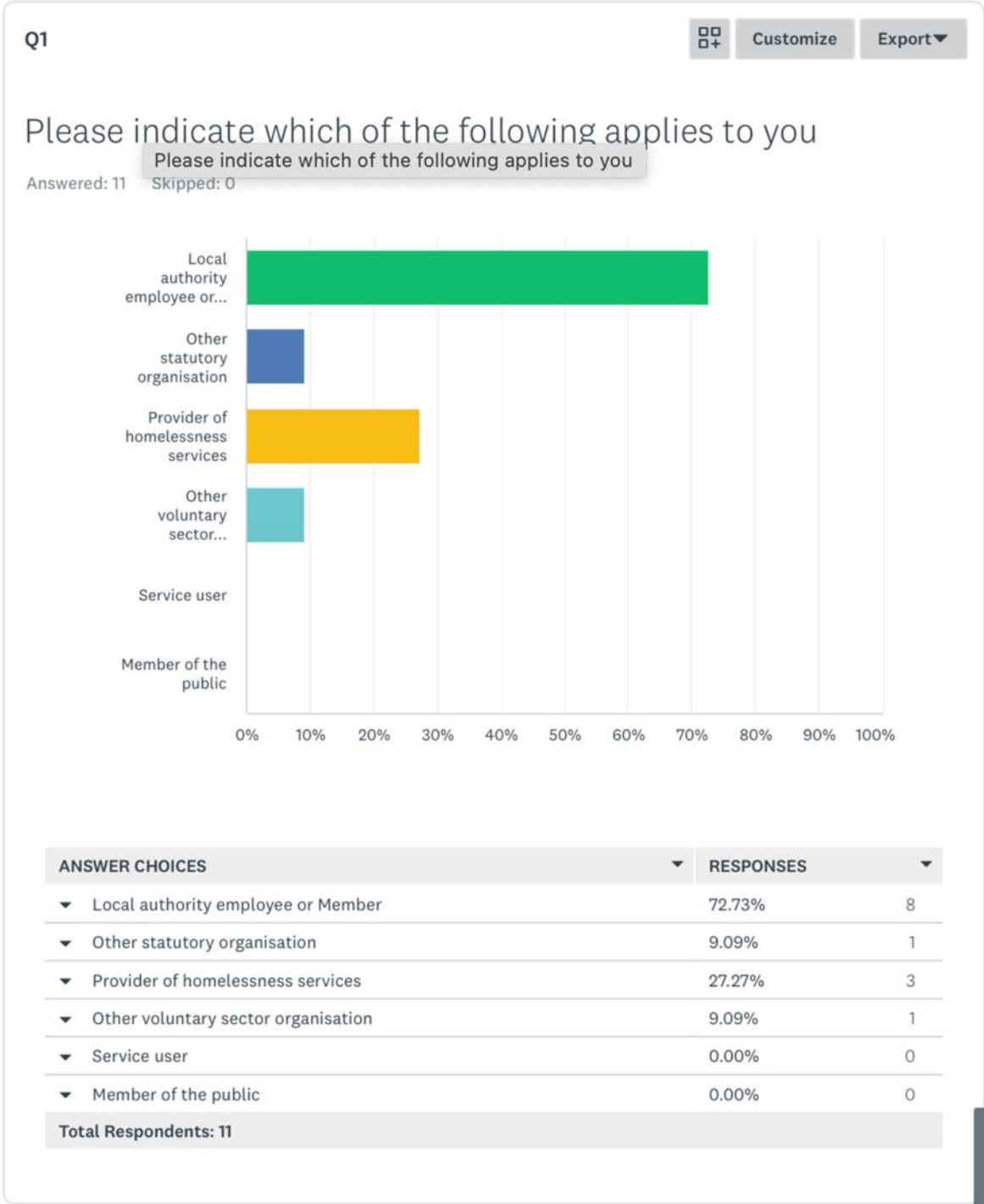
A particular challenge was identified in relation to individuals left in occupation after the death of a parent where there are no succession rights. The allocations policy allows for these individuals to be offered a one-bedroom property; however, there are identified challenges in being able to engage with these individuals many of whom were considered to have an undiagnosed learning disability or neurodiversity. It was felt that there was a need for specialist support for these individuals to avoid homelessness and to enable these family homes to be used to meet the housing needs of families.

#### Recommendations



- Ensure new starters have a clear training programme with opportunities for shadowing and peer support
- Consider the use of Teams messaging, with clear parameters, to improve communication across the service.
- Raise awareness corporately of the impact of reduced opening hours on customers experiencing homelessness; in the interim ensure that customers can be seen outside of the opening hours at homelessness projects on an outreach basis.
- Work corporately to ensure access to private and confidential interview spaces.
- Work with neighbouring authorities to develop clear joint protocols and standards generally and more specifically in relation to local connection, with a particular focus on fleeing domestic abuse and other form of violence.
- Work to develop improved pathways for those leaving care, including unaccompanied minors
- Work to improve pathways with adult social care and mental health services

- Review the prison release protocol and the hospital discharge policy
- Work with partners to effectively manage customer expectation
- Review the allocations policy to ensure a more personalised approach to increased banding for households in temporary accommodation in line with their readiness to be able to live independently.
- Review opportunities for an integrated ICT platform and improved information sharing across housing.
- Develop a joint approach to individuals left in occupation with no succession rights.

**Stakeholder Consultation response on the draft strategy**

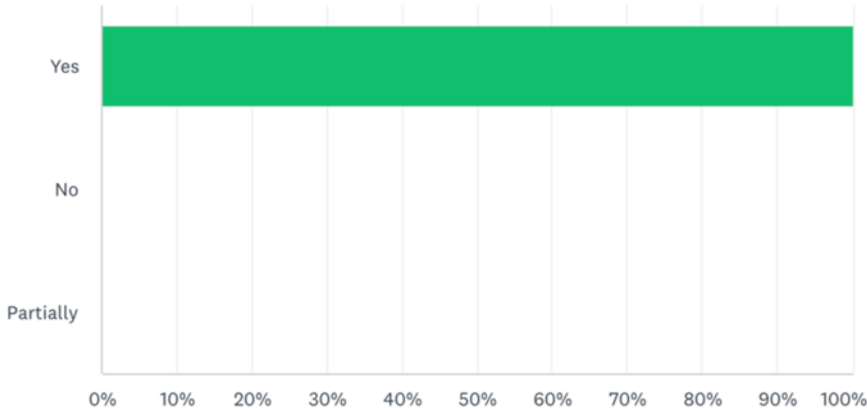


Q2

 Customize  Export

The strategy's vision is: 'Working together to ensure that everyone at risk of homelessness has early and effective access to the right support, and where homelessness cannot be prevented, ensuring a safe, suitable, and sustainable home is secured as quickly as possible.' Do you agree with Winchester's vision for addressing homelessness?

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 11
No	0.00% 0
Partially	0.00% 0
<b>TOTAL</b>	<b>11</b>

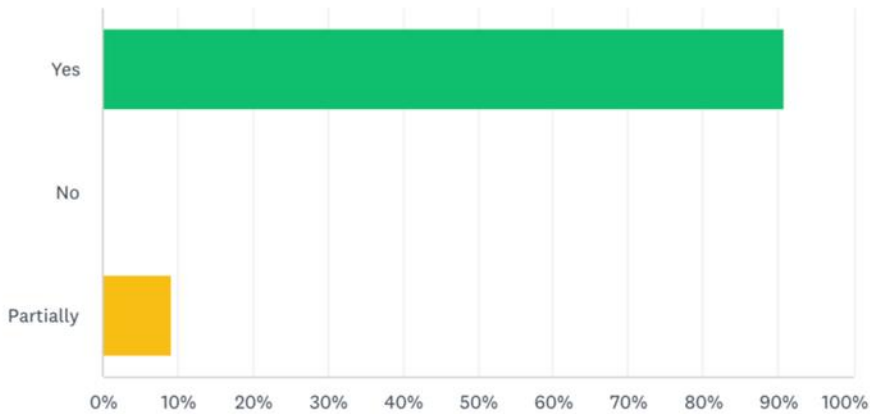
Comments (0)

Q3

Customize Export

The strategy is made up of the following 4 priorities- Making homelessness everyone’s priority through a partnership wide approach.- Prevent and respond to homelessness through early intervention and personalised solutions.- Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness. - Develop sustainable, supported and settled housing solutions. Do you agree that these are the right priorities for the strategy to focus on?

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	90.91% 10
No	0.00% 0
Partially	9.09% 1
<b>TOTAL</b>	<b>11</b>

Comments (1)


RESPONSES (1) WORD CLOUD TAGS (0)

Search Responses

Filter: by tag

Showing 1 response

- Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness via signposting to correct services, both voluntary and statutory.

Q4  [Export](#)

Do you feel there are any key areas that the strategy has failed to consider?

Answered: 2 Skipped: 9

---

**RESPONSES (2)**   WORD CLOUD   TAGS (0)

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? Filter: by tag ▼

Showing 2 responses

---

<input type="checkbox"/>	We appreciate this is a draft and matters cannot stand still but the impact/ risks of local Government reorganisation and possible mitigation measures / pre-emptive activities might be worth considering.	08/08/2025 16:49	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	None	22/07/2025 16:15	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>

Are there any priorities or individual actions that you or your organisation would like to be involved in helping to deliver?  
(Please include your contact details)

Answered: 4 Skipped: 7

RESPONSES (4)

WORD CLOUD

TAGS (0)

Showing 4 responses

Increased dialogue with the Winchester Beacon would help to identify and progress areas where we can assist - we currently provide 22 beds in total + support + winter emergency beds, with a desire to increase this but it is not noted in the draft. Increased framework for collaboration and reference to all of the local providers would be useful.

08/08/2025 16:49

[View respondent's answers](#) [Add tags](#)

Making homelessness everyone's priority through a partnership wide approach and Prevent and respond to homelessness through early intervention and personalised solutions.

28/07/2025 12:42

[View respondent's answers](#) [Add tags](#)


Review of supported accommodation, reduction in TA use.

23/07/2025 09:50

[View respondent's answers](#) [Add tags](#)

...



Q6  [Export](#)

## Any further comments?

Answered: 4 Skipped: 7

**RESPONSES (4)**   WORD CLOUD   TAGS (0)

? Filter: by tag ▼

Showing 4 responses

The removal of social inclusion funding by HCC risks the collapse of the homeless pathway across Hampshire, and the displacement of vulnerable people into rough sleeping. Providers report HCC funds c172 bed spaces for people experiencing homelessness across Hampshire plus community/outreach support programmes providing support for an overall caseload of c900 people. Homelessness is complex - prevention, early recognition of issues leading to homelessness is an area we feel needs more focus. The Homelessness charter is an important part of this. To lever real change the Charter should be underpinned by an Anti-Poverty Strategy coproduced by partners. Is this achievable? Crisis are piloting Built for Zero methodology which may be a mechanism which sits underneath a system Charter. Built for Zero Targeted interventions in HMP Winchester, Crown and Magistrates Courts Targeted interventions in Acute and Community Mental Health inpatients and A&E departments including specialist drug and alcohol services Specialist services for care leavers The draft notes an increase in people accessing services after they become homeless. Increased collection / review of data re the sources of homelessness would assist in addressing the issues. It is believed the probation service / NHS account for a fair proportion which could be addressed with multi-agency working.

08/08/2025 16:49 [View respondent's answers](#)   [Add tags](#) ▼

<input type="checkbox"/>	It is great to see a big emphasis on partnership working however it is concerning that with several supported housing projects closed or potentially due to close partners will no longer be working in the area. It also feels like many services are being brought in house which doesn't feel in line with the theme of working together.	23/07/2025 09:50	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	None	22/07/2025 16:15	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>
<input type="checkbox"/>	It may be helpful to add a Glossary to explain terms used in the strategy document - LAHF, Trauma Informed, Housing First model, DAHA, Home for Cathy. Who are the 'partners' mentioned in the strategy? If Winchester is known to provide 'off the street' accommodation for all, what will prevent neighbouring areas sending their street homeless here, overwhelming the service?	22/07/2025 13:30	<a href="#">View respondent's answers</a>	<a href="#">Add tags ▼</a>

### **Service User Consultation**

A total of 8 service users provided feedback from The Beacon, Temporary Accommodation and Trinity: Winchester.

#### **Vision**

Working together to ensure that everyone at risk of homelessness has early and effective access to the right support, and where homelessness cannot be prevented, ensuring a safe, suitable, and sustainable home is secured as quickly as possible.

Do you agree with this vision?

All 8 service users agreed

Does it cover everything that it needs to?

All 8 service users felt it covered everything and did not have any thing to add.

#### **Comments**

'I agree with the sentiment but Winchester needs more supported housing for people.'

'I agree with what's written on paper, you need to make sure practical help and support is available.'

#### **Priorities**

The strategy is made up of the following 4 priorities

1. Making homelessness everyone's priority through a partnership wide approach.

We will do this by

- getting all organisations to commit to work together to prevent homelessness
- Making sure services are more joined up

- Making sure that preventing homelessness is everyone's responsibility
- Ensure that service users can help to shape homelessness services
- Ensure better access to health services

Do you agree with this priority?

All 8 service users agreed.

Have we missed anything important?

No

**Comments**

None

1. Prevent and respond to homelessness through early intervention and personalised solutions.

We will do this by

- Making sure we can prevent homelessness as soon as possible
- Making sure that all help is personalised and responsive
- Ensuring there is clear information available
- Raise awareness of the help and support available
- Work with communities so that they can refer into the housing options service
- Tackle the main causes of homelessness

Do you agree with this priority?

All 8 service users agreed.

Have we missed anything important?

No

**Comments**

None

2. Meet the complex and unique needs of our customers by preventing rough sleeping and repeat homelessness.

We will do this by

- Preventing people from having to sleep rough
- Ensure that we can provide joined up responses to people who are homeless with multiple needs
- Prevent repeat homelessness through good accommodation and support
- Ensure that there is an offer of accommodation for anyone sleeping rough

Do you agree with this priority?

All 8 service users agreed.

Have we missed anything important?

No

**Comments**

'There needs to be more support for people.'

3. Develop sustainable, supported and settled housing solutions.

We will do this by

- Making sure that we have enough suitable temporary accommodation so that we don't have to use B&B
- We will reduce the length of time people spend in temporary accommodation
- Ensure people in temporary accommodation can access support and activities
- Develop more supported accommodation
- Develop more settled accommodation options both in private rented accommodation and social housing
- Develop a floating support service

Do you agree with this priority?

All 8 service users agreed.

Have we missed anything important?

No

**Comments**

'Moving into a new property is overwhelming, we all need support when we first move into a property otherwise we will fail.'

## **Appendix 4- Homelessness Review**

### **Winchester Homelessness Strategy Evidence Base**

#### **Homelessness Review 2025**

This Homelessness Review will form the principal element of the required evidence base for Winchester City Council to develop its Preventing Homelessness and Rough Sleeping Strategy.

The evidence base is compromised of the following elements:

1. Introduction and Methodology
2. Legislative Context
3. Strategic Links – local and national policy context
4. A profile of Winchester – People and Housing
5. Nature and Scale of Homelessness across Winchester – Data Report
6. An overview and audit of services including the homelessness service, temporary accommodation, advice, prevention, access to permanent accommodation, and provision of support.
7. Future forecasting
8. Building on Success – achievements over the lifetime of the last Homelessness Strategy

### **Introduction & Methodology**

#### **BACKGROUND**

This Homelessness Review has been prepared and undertaken by Laura Paterson Ltd on behalf of Winchester City Council. The Review complies with the associated and relevant legislation and Code of Guidance. This review is an independent review of homelessness across Winchester using a range of data sources and based upon extensive consultation.

This Homelessness Review will form the principal element of the required evidence base for Winchester City Council to develop its Preventing Homelessness and

Rough Sleeping Strategy. It identifies, captures and quantifies the levels of current provision and future demand for homelessness services within the area and through its findings will underpin and inform the development of the Council's strategic response to homeless prevention and ending rough sleeping.

### WINCHESTER'S APPROACH

Tackling and preventing homelessness is a key priority for Winchester City Council and its partner organisations. This comprehensive review will provide an evidence base to inform the Authority's Preventing Homelessness & Rough Sleeping Strategy.

Whilst Winchester City Council, as part of its statutory duty, has produced this document; it is not simply a review of the services provided by the council. There are multiple and complex issues that can cause homelessness, therefore in compiling this review, we have worked closely with a variety of other statutory and voluntary agencies to gain a detailed understanding of homelessness across Winchester.

The review is a multi-agency document, which recognises that partnership working is key to preventing homelessness and developing sustainable housing and support solutions.

### METHODOLOGY

The review process sought to identify the needs of all people experiencing homelessness, and those likely to become homeless. This was achieved by compiling a detailed picture of the past, current and future nature and levels of homelessness across the area.

The review pulls together available data from a wide range of sources including H-CLIC data, Local Authority data together with information from partner agencies. Several consultation and mapping exercises were also completed. This information provides a detailed picture of the levels and causes of homelessness across Winchester, and used together with demographic data, the review identifies unmet need and future trends.

Consultation with staff, partners and customers has been critical to the review process and will continue to inform the development of the strategy and improvements to existing council services. We have consulted extensively with service users and stakeholders through a range of methods to ensure that the review directly reflects the experiences of those who have been homeless and those working in the sector.

## Legislative Context

[Requirement to undertake a Homelessness Review and develop a Homelessness Strategy - Homelessness Act 2002](#)

The Homelessness Act 2002 requires every local authority to carry out a review of homelessness in its area every five years, to develop and publish a homelessness strategy based on this review, and to consult with other local statutory and voluntary organisations.

This review will provide a basis for a strategic approach to tackle and prevent homelessness and rough sleeping and will build upon the positive work already taking place to provide individuals in housing need with a range of housing options to prevent and alleviate homelessness across Winchester.

The homelessness review is required to cover:

- A picture of the scale and nature of homelessness in the area, and likely future levels of homelessness.
- A map and audit of services including the homelessness service, temporary accommodation, advice, prevention, access to permanent accommodation, and provision of support.
- The gaps in provision and any overlaps.
- A review of resources available to be spent on homelessness.
- A record of the views of stakeholders and service users.
- An analysis of the links between homelessness and other key strategies.

The legislation states that the homelessness review must consider the following:

1. Current and future levels of homelessness.
2. Activities which are carried out for any of the following purposes:
  - a. Preventing homelessness.
  - b. Securing that accommodation is available for people experiencing homelessness in the district and will be available for people in the district who may experience homelessness.
  - c. Providing support for people in the district who:
    - Are experiencing homelessness.
    - May experience homelessness.
    - Have experienced homelessness and need support to prevent them experiencing homelessness again.
3. Resources available to the housing authority, the social services authority for the district, other public authorities, voluntary organisations and other persons for activities mentioned in (b).

The homelessness strategy must include actions to:

1. Prevent homelessness.
2. Ensure there is sufficient accommodation available for people who are or may experience homelessness.

3. Ensure there is satisfactory support for people who are, or may experience homelessness, or need support to prevent them from experiencing homelessness again.

The Act states that reviews and strategies apply to all people experiencing homelessness, not just those to whom the council has accepted a full duty towards under the Housing Act.

### Homelessness Legislation

The statutory framework for local authorities to provide assistance to people who are experiencing homelessness or threatened with homelessness is embedded within Housing Act 1996, part 7, and modified by the Homelessness Act 2002 and the Homelessness (Priority Need for Accommodation) (England) Order 2022, and more recently the Homelessness Reduction Act 2017.

The Homelessness Reduction Act 2017 (HRA) was one of the biggest changes to the rights of people experiencing homelessness in England for many years. The Act placed new legal duties on local housing authorities and amends the existing homelessness legislation in the Housing Act 1996.

The HRA made the following changes:

- The HRA duties apply to all eligible applicants (i.e., based on immigration status), and ignore intentionality and priority need. The Act requires thorough assessment of homelessness applications and a personalised response, placing new duties on local authorities to properly assess the cause of homelessness, circumstances, and needs of all household members, including children.
- The HRA places renewed emphasis on prevention of homelessness; extending from 28 to 56 days the period in which a household is defined as “threatened with homelessness”. The Act places a new “prevention” and “relief” duty on local authorities to “take reasonable steps” to prevent the threatened or actual homelessness of anyone who is eligible, and to develop and agree with applicants a personalised plan of the steps that will be taken to prevent or relieve homelessness.
- If the relief duty expires (after 56 days) and the household is unintentionally homeless and in priority need, then the main rehousing duty applies, and they must be offered suitable settled accommodation (or temporary accommodation until a suitable offer of settled accommodation has been made).
- The HRA aims to encourage joint working to tackle homelessness by placing a new duty on public authorities, such as hospitals and prisons, requiring them to make a referral, with the individual’s consent, to the local housing authority if someone they’re working with appears to be experiencing homelessness or threatened with homelessness.



## Care Act 2014

The Care Act represents a significant reform of care and support placing vulnerable people in control of their care and support. One of the core principles of the Act is the promotion of wellbeing. The Act aims to actively promote well-being and independence, supporting the delivery of person-centred services, which enable people to retain their independence as long as possible. Under the Act anyone, regardless of their level of need for care and support is entitled to an assessment under the Act.

The Act stipulates that local authorities have a duty to meet service user needs rather than having a duty to provide services. As everyone has individual needs, local authorities are not able to comply with the Act by providing a 'one size fits all' type of service, instead they need to put the individuals at the centre of their care and/or support.

## Domestic Abuse Act 2021

The Domestic Abuse Act placed new duties on local authorities. Measures in the Act include:

- A statutory definition of domestic abuse, emphasising that domestic abuse is not only physical violence, but can also be emotional, coercive or controlling, and economic abuse. As part of this definition, children will be explicitly recognised as victims if they see, hear or otherwise experience the effects of abuse.
- Extending the controlling or coercive behaviour offence to cover post-separation abuse.
- A duty on local authorities in England to provide support to victims of domestic abuse and their children in refuges and other safe accommodation.
- All eligible homeless victims of domestic abuse automatically have priority need for homelessness assistance.
- When local authorities rehouse victims of domestic abuse, they do not lose a secure lifetime or assured tenancy.
- A new Domestic Abuse Protection Notice and Domestic Abuse Protection Order, which will prevent perpetrators from contacting their victims, as well as force them to take positive steps to change their behaviour.

## Supported Housing (Regulatory Oversight) Act 2023

The Supported Housing (Regulatory Oversight) Act became law in August 2023 and aims to introduce new regulations to tackle poor quality supported exempt accommodation. The Act introduces National Supported Housing Standards, which

will provide minimum standards for both the property and the support provided in supported accommodation. In addition, the Act will require local authorities to create local supported accommodation licencing schemes, and it will also introduce a strategic planning duty on local authorities.

The Supported Housing (Regulatory Oversight) Act 2023, came into force in August 2023, and includes a requirement on local housing authorities to develop a supported housing strategy informed by an assessment of needs.

### **Renters Right Bill 2024**

The Renters Rights Bill aims to:

- **Abolish section 21 evictions** and move to a simpler tenancy structure where all assured tenancies are periodic – providing more security for tenants and empowering them to challenge poor practice and unfair rent increases without fear of eviction.
- **Ensure possession grounds are fair to both parties**, giving tenants more security, while ensuring landlords can recover their property when reasonable. The bill introduces new safeguards for tenants, giving them more time to find a home if landlords evict to move in or sell, and ensuring unscrupulous landlords cannot misuse grounds.
- **Provide stronger protections against backdoor eviction** by ensuring tenants can appeal excessive above-market rents which are purely designed to force them out. As now, landlords will still be able to increase rents to market price for their properties and an independent tribunal will make a judgement on this, if needed.
- **Introduce a new Private Rented Sector Landlord Ombudsman** that will provide quick, fair, impartial and binding resolution for tenants' complaints about their landlord. This will bring tenant-landlord complaint resolution on par with established redress practices for tenants in social housing and consumers of property agent services
- **Create a Private Rented Sector Database** to help landlords understand their legal obligations and demonstrate compliance (giving good landlords confidence in their position), alongside providing better information to tenants to make informed decisions when entering into a tenancy agreement. It will also support local councils – helping them target enforcement activity where it is needed most. Landlords will need to be registered on the database in order to use certain possession grounds.

- **Give tenants strengthened rights to request a pet in the property**, which the landlord must consider and cannot unreasonably refuse. To support this, landlords will be able to require pet insurance to cover any damage to their property
- **Apply the Decent Homes Standard to the private rented sector** to give renters safer, better value homes and remove the blight of poor-quality homes in local communities.
- **Apply ‘Awaab’s Law’ to the sector**, setting clear legal expectations about the timeframes within which landlords in the private rented sector must take action to make homes safe where they contain serious hazards.
- **Make it illegal for landlords and agents to discriminate against prospective tenants in receipt of benefits or with children** – helping to ensure everyone is treated fairly when looking for a place to live.
- **End the practice of rental bidding by prohibiting landlords and agents from asking for or accepting offers above the advertised rent.** Landlords and agents will be required to publish an asking rent for their property and it will be illegal to accept offers made above this rate.
- **Strengthen local authority enforcement** by expanding civil penalties, introducing a package of investigatory powers and bringing in a new requirement for local authorities to report on enforcement activity.
- **Strengthen rent repayment orders** by extending them to superior landlords, doubling the maximum penalty and ensuring repeat offenders have to repay the maximum amount.

## The Winchester District

### Overview

The Winchester district spans 250 square miles (661 square kilometres) of central Hampshire and is a distinctive mix of rural and urban communities, including a historic city centre, traditional market towns and a National Park.

Winchester is located in the heart of Hampshire in the central south of England, transport links to the city centre are good, however, the sprawling geography poses challenges for movement within the district itself. Transport is often cited as a barrier to accessing services for those without access to their own vehicles.

Large parts of Winchester district are rural with 40% of the district comprised of South Downs National Park and encompassing 18 Sites of Special Scientific

Interest. The lack of physical and digital infrastructure can pose a barrier to engagement in rural locations.

The Winchester district is an attractive place to live, with a thriving, vibrant, and diverse economy. As at the 2021 census, the Winchester district population is approximately 127,500, comprised of 51.3% females and 48.7% males. There are around 51,700 households. The Winchester population projection suggest a 5.2% increase over the next 12 years. The most prevalent age groups predicted to rise are 65 plus with the over 85's population increasing by 65.4%.

Other demographics are also shifting with increased representation across religions and ethnicities between the 2011 and 2021 censuses.

Over 78.2% of residents aged between 16-74 are economically active with median earnings of £32,783 (Northern district area is £62,500) representing a higher level than regional and national medians.

There is a notable drop-off in early career individuals (25- 40 years old) living in the district and this could be linked to the higher-than-average cost of homes in the area.

## **Housing Market**

The Winchester housing market is characterized by relatively higher house prices compared to the wider Southeast region, with average house prices in March 2025 at £483,000. The market also experiences significant demand, leading to rising rents and competition among first-time buyers.

Key aspects of the Winchester housing market:

- **House Prices:**

The average house price in Winchester was £483,000 in March 2025, up 2.8% from the previous year. This increase was lower than the South East's 5.3% rise.

- **Rent:**

Private rents in Winchester increased to an average of £1,445 in April 2025, a 9.6% increase from the previous year.

- **First-Time Buyers:**

The average price paid by first-time buyers in March 2025 was £366,000, a 4.4% increase from the previous year.

- **Mortgage Buyers:**

The average price for homes bought with a mortgage was £482,000 in March 2025, a 3.2% increase from the previous year.

- **Market Dynamics:**

Winchester's popularity and affluence contribute to higher average house prices compared to the broader Southeast. The market has experienced significant price growth since the start of the pandemic, reflecting a "boom" in housing.

- **Comparison to Wider Region:**

Winchester's house price inflation (9.5% over the last year) is slightly below the national average (12.9%). However, house prices in Winchester are significantly higher than the national average.

- **Impact of Affluence:**

The affluence of Winchester and its proximity to London have contributed to a higher proportion of wealthy buyers, further driving up prices.

### **Affordable Housing**

Rising interest rates have impacted on the affordability of housing, as the cost of retail bank lending increases impact on mortgages. The median house price to income ratio in the district stands at 13.19 as of 2023.

The council aims to enable and deliver 1000 homes by 2032. The basis of good housing policy and decisions regarding affordable housing supply stems from good data on housing need and demand.

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

The tenure profile in Winchester is made up of 67.5% owner occupied, 16.1% private rented and 16.4% affordable housing, comprising of a total of 46,865 dwellings.

The profile of dwelling stock in the Winchester district is different to regional and national figures, with higher proportions of larger stock in the Winchester district and smaller proportions of flatted accommodation.

The Northern and Southern Market Areas have much higher proportions of larger accommodation and Winchester Town Market Area has much higher proportions of smaller accommodation, reflecting the usual stock found in the private rented sector and that of a town.

## **National & Local Context**

### **NATIONAL CONTEXT**

#### **Pressures**

This review is being conducted in a time of continuing and new challenges both locally and nationally. Homelessness has increased over the past several years nationally following a sustained period of government austerity coupled with a challenging, and increasingly unaffordable housing market. Welfare reform and legislative changes alongside these factors creates a difficult environment for tackling homelessness; this has been compounded by the impact of the pandemic and more recently the cost-of-living crisis, and increasing demand linked to refugee resettlement.

There have been several national, regional and local policies and announcements that have impacted upon the housing sector since the last Homelessness Strategy was launched.

- The legacy from the Covid-19 pandemic is far reaching. While the initial response to the pandemic was focused on saving lives and protecting vulnerable individuals through the Everyone In initiative. The longer-term impact has been increased use of temporary accommodation, and changes to service delivery. The pandemic cemented the importance of safe and suitable accommodation on health and wellbeing outcomes.
- The UK has experienced a cost-of-living crisis since late 2021, which has had a significant impact on the affordability of housing, energy and living costs. The impacts of this are felt across the country but this is particularly compounded in Winchester, which is considered to be one of the most unaffordable places to live. In addition, high-cost borrowing continues to put pressure on homeowners with mortgages and private sector landlords.
- The current asylum arrangements have had a significant impact upon homelessness across the country. In 2022 the annual number of asylum applications has reached the highest level for 20 years linked to war and economic instability across parts of the world. Whilst the number of asylum claims has since reduced the number of individuals with refugee status seeking assistance through homelessness services has increased significantly in the last year, which has been compounded by the Government's directive to fast track claims to address the backlog of applications, often providing housing authorities with very limited notice of being required to leave Home Office accommodation
- In response to prison overcrowding the Government has announced that many prisoners will be eligible for release after serving a third of their

sentence. Early prison releases, especially when not accompanied by adequate support can significantly exacerbate homelessness. Homelessness and a lack of suitable housing are major risk factors for reoffending. Research by NACRO indicates that 800 people leave prison each month directly into homelessness, many of whom are rough sleepers. Early release is likely to compound the current pressures in relation to single homelessness.

- Pressure on public services, budget pressures has seen a reduction in many services, alongside an increase in demand for key statutory services, with many people experiencing homelessness not able to access the wider help and support they need to address underlying support needs that have impacted upon them becoming homeless and/or their successful pathway out of homelessness. This has in part resulted in an increase in the complexity of need that customers are presenting with, and the challenges of meeting these wider needs.

These combined challenges and pressures have led to increases in homelessness across the country, and in Winchester. These challenges are compounded by the lack of affordable housing in the area.

### **Devolution and Local Government Reorganisation**

The government's devolution white paper sets out the detail of Labour's 'devolution revolution'. Ministers plan to further empower England's existing 12 metro mayors, to extend devolution to the whole of England and to reorganise local government, transferring power out of Westminster to local communities.

Devolution deals could mean that local leaders will be able to make decisions directly affecting their communities, with the intention of encouraging local authorities to come together to take on new powers through new Combined Authorities.

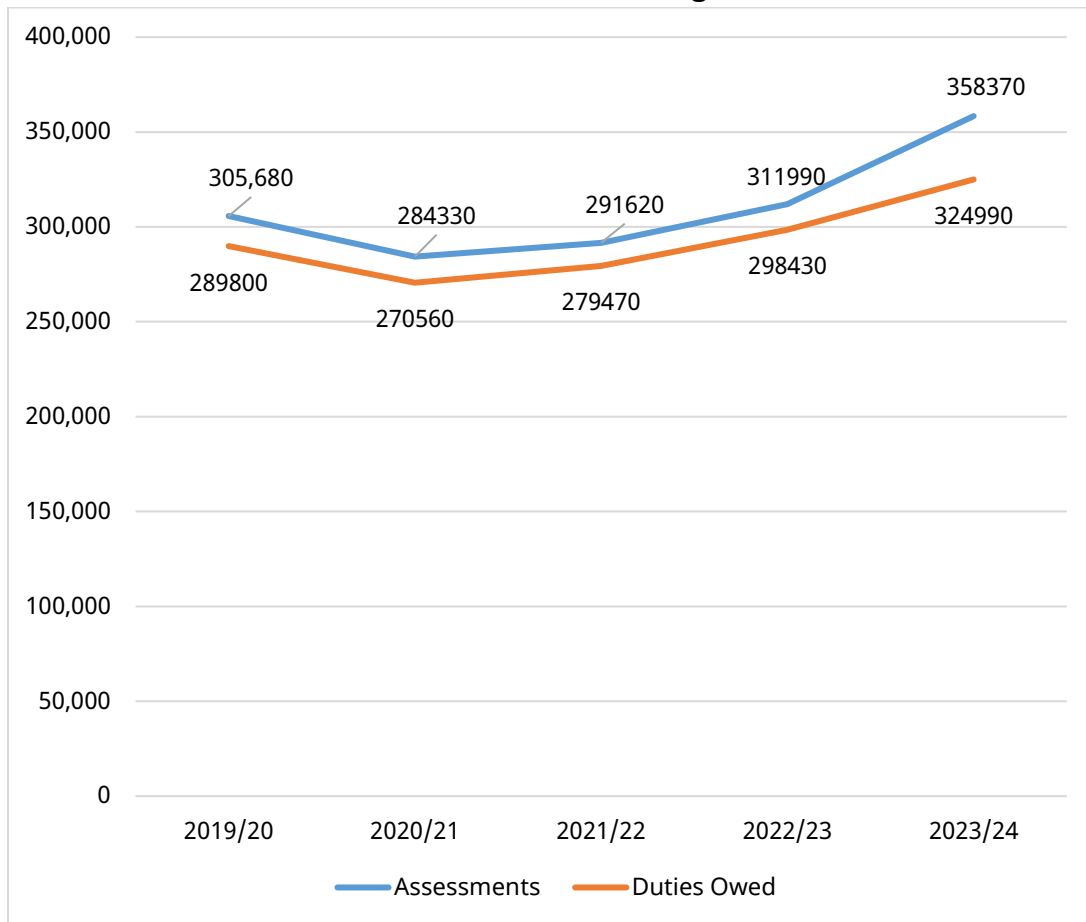
The Government plans to provide more powers to local authorities over transport, adult education and skills, employment support, and housing and planning, are aimed at allowing towns and cities the tools they need to pursue growth, create jobs, and improve living standards.

Alongside devolution, the Government also plans to replace the current two-tier system of counties and district councils with unitary councils across the country. Each unitary council will have a population of at least 500,000. This re-organisation will also include existing small neighbouring Unitary Authorities.

**NATIONAL HOMELESSNESS DATA**

Homelessness duties owed and the number of households in temporary accommodation nationally has reached record levels. In 2023/24 the number of homelessness duties owed increased by 9% compared with the previous year. Since 2018/19 homelessness duties increased by 21%.

**Homelessness Assessments and Duties - England**



Source: MHCLG

In 2023/24 there were an initial 358,370 homelessness assessments in England, up 10.4% from the previous year. Of these, 324,990 households were assessed as owed a homelessness duty, due to being threatened with homelessness or already being homeless in 2023-24. This increase from 2022-23 is driven by the increase in both households assessed as being threatened with homelessness, as well as households assessed as already homeless at the time of application.

146,430 households were assessed as being threatened with homelessness and therefore owed a prevention duty in 2023-24. This is a 3.1% increase from 2022-23.



The increase from 2022-23 has been influenced by a 4.6% increase, to 57,340 households, in those threatened with homelessness due to the end of an assured shorthold tenancy. Conversely, there was a 5.2% decrease in households owed a prevention duty due to family or friends no longer willing or able to accommodate.

178,560 households were assessed as homeless and therefore owed a relief duty in 2023-24. This is up 12.3% from 2022-23. Similar to increases in prevention duties, this also has been influenced by an 8.9% increase, to 22,160 households, in those threatened with homelessness due to the end of an assured short hold tenancy. There has also been a 4.8% increase in households owed a relief duty due to family or friends no longer willing or able to accommodate.

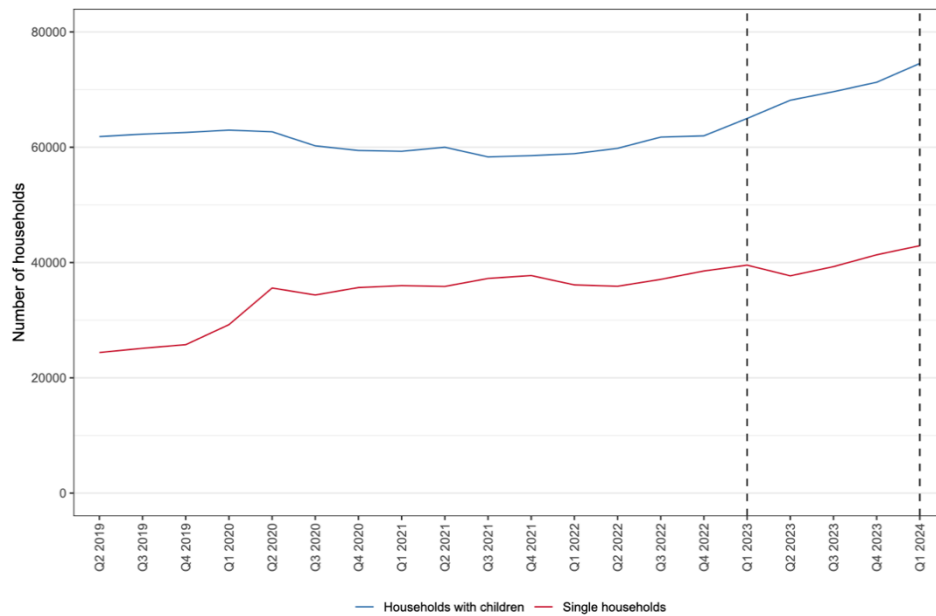
For those owed a prevention duty, the most common reason for the threatened loss of last settled home was due to the end of their private rented assured shorthold tenancy (AST) at 32,860 households or 52.8% of households with children owed a prevention duty. the majority of the households owed a prevention duty due to private rented AST's ending were due to the landlord wishing to sell or re-let the property at 68.0% (22,350 households), an increase of 2.6% compared to 2022-23.

The most common reason for loss of last settled home for those owed a relief duty was due to domestic abuse at 12,130 or 25.6% of households with children owed a relief duty. This is a 0.5% increase from 2022-23. However, for those owed a prevention duty, domestic abuse as a reason had decreased by 1.8% from 2022-23.

On 31 March 2024, 117,450 households were in temporary accommodation, an increase of 12.3% from the same period last year.

Households with children in temporary accommodation increased by 14.7% to 74,530, while single households increased by 8.5% to 42,920

### **Households in Temporary Accommodation**



## NATIONAL RESEARCH- RURAL HOMELESSNESS

### Homelessness in the Countryside: A Hidden Crisis – March 2023

The report was commissioned, funded and co-designed by a coalition of housing and homelessness organisations concerned by the growing issue of rural homelessness.

The research found that:

- Rural homelessness is a real and growing problem that requires specific, locally informed and properly funded policy interventions. Without active interventions and good preventive services rural homelessness will keep increasing.
- People with intersecting disadvantages are particularly at risk of homelessness in rural areas. Support services are very dispersed and often unavailable.
- The voices of those experiencing, or who have experienced homelessness in rural areas are rarely heard. Concerns include- high costs of food and transport and unavailable support services.
- The shame and stigma associated with homelessness in prosperous areas is a significant barrier to getting support. This intensifies the invisibility of rural homelessness which in turn leads to reduced support services, exacerbating need.
- Frontline workers have valuable insights into rural homelessness. 91% of professional respondents in rural areas think homelessness has increased in the last five years. This is corroborated by analysis of the latest statistics from

DLUHC (now MHCLG) which indicates that there is a 24% increase in rural rough sleeping in the past year.

- Rural poverty exacerbated by high housing costs are fundamental drivers of rural homelessness. Severe restrictions in local authority funding since 2009 intensifies risk. Rural areas receive 65% less funding per capita than urban for homelessness prevention who themselves are severely underfunded. Funding for genuinely affordable housing and state support for housing costs are also highly inadequate and have limited impact in rural areas.
- The aftermath of the Covid-19 pandemic and the current cost of living crisis leave people in rural areas at much greater risk of homelessness than before.

### Right to Home? Rethinking homelessness in rural communities<sup>1</sup>

This 2017 Institute of Public Policy Research report suggests that “Idyllic images of rolling hills, countryside pursuits, and village life” can mask significant experiences of inequality and deprivation. Homelessness across England is on the rise. While rates are high in urban areas, many households in rural areas are also threatened with or experience homelessness:

- In 2015/16, 6,270 households were accepted as homeless in England’s 91 mainly and largely rural local authorities.
- In 16 of these predominantly rural authorities at least, two in every 1,000 households was accepted as homeless.
- In 2015/16, mainly and largely rural areas in England reported making 12,977 decisions on homelessness approaches – representing 11% of local authority decisions, nationally: and
- From 2010 to 2016, mainly rural local authorities recorded a rise from 191 to 252 rough sleepers – an increase of 32%.

Rural areas have experienced a more significant decline in social housing over the past 12 years. This can contribute to further deterring individuals from approaching their authority. They may feel there is simply no point since there will be no appropriate accommodation available for them.

The economies of rural areas have historically experienced seasonal work patterns, responding to peaks, particularly in the agricultural and tourism calendars. Individuals may move to rural areas and then struggle to access accommodation alongside any employment they have secured. Tied accommodation, typically linked to employment, may offer only a fixed-term solution.

Challenges for rural service delivery, not unique to homelessness provision, include:

- Balancing economies of scale.
- Providing specialist services.
- Overcoming travel distances and accessing public transport.
- Reaching isolated groups.

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<sup>1</sup> <https://www.ippr.org/publications/right-to-home>

- Commissioning in two-tier structures.
- Ensuring accurate monitoring and reporting.
- Finding alternative accommodation; and
- Managing falling budgets.

### **Captive and Controlled – Domestic Abuse in Rural Areas <sup>2</sup>**

The National Rural Crime Network recently completed a detailed inquiry in 2019 seeking to discover how and why the experience of domestic abuse in rural areas and getting help for it is different from urban areas.

Key findings of the report included:

- Abuse lasts, on average 25 % longer in most rural areas.
- The policing response is largely inadequate.
- The more rural the setting, the higher the risk of harm.
- Rurality and isolation are deliberately used as weapons by abusers.
- Close-knit rural communities facilitate abuse.
- Traditional, patriarchal communities' control and subjugate women.
- Support services are scarce – less available, less visible, and less effective.
- Retreating rural resources make help and escape harder.
- The short-term, often hand to mouth funding model has created competing and fragmented service provision; and
- An endemic data bias against rural communities leads to serious gaps in response and support.

Recommendations for support services and commissioners included a call for services to be improved and greater collaboration locally to provide secure, longer-term funding.

### **Local Policy Context**

#### **Winchester Plan 2025 -30**

The Council Plan 2025-30 was adopted in January 2025. It sets out what the council wants to achieve and informs other strategies and plans including the Local Plan and individual service plans. Tackling the climate emergency is the overarching priority for the council and will be at the heart of everything that it does.

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<sup>2</sup> <https://www.ruralabuse.co.uk/wp-content/uploads/2019/07/Domestic-Abuse-in-Rural-Areas-National-Rural-Crime-Network.pdf>

The vision for the plan is that the council 'will make a real difference to the lives of our residents, the strength of our business and the quality of our environment.'

The priorities are:

- Greener, Faster
- Healthy Communities
- Thriving Places
- Good Homes for All
- Efficient and Effective
- Listening and Learning

Under Good Homes for All the plan commits to:

- Continue to increase the number of affordable homes across the district, including our 2023 commitment to delivery 1,000 more council homes by 2032.
- Ensure all council homes are decent, safe, energy efficient and resilient to the effects of climate change
- Decarbonisation of district homes, consistent with our net zero goal
- Every homeless person to secure a permanent home
- Policy-led planning to deliver NPPF objectives without 'planning by appeal', ensuring the right mix of homes for all, including young people and key workers

### **Winchester's Housing Strategy 2023-28**

The Housing Strategy's vision is that by 2028 there will be healthier, greener homes meeting housing need within better neighbourhoods.

The vision of the strategy is not to just create new homes but to create high quality homes and adaptable new housing to meet local need, including a range of sizes and tenures.

The strategy is made up of 4 overarching objectives

- More Homes for all
- Greener Homes
- Homes that better meet different needs
- Better managed homes, better neighbourhoods

### **Strategic Market Assessment Update 2024**

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

The analysis shows that there is a need for 411 rented affordable homes per annum from 2023 to 2040 across the area– an affordable need is seen in both sub-areas.

### **Local Planning Policy & Objectives**

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

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

The Local Plan makes provision for approximately 12,500 new homes (2011 to 2031). Priority will be given to the provision of affordable housing within the overall supply of new housing, with priorities including maintaining the supply of housing so that it meets a wide range of community needs (including older persons and those with disabilities), maximising the provision of new affordable housing throughout the district, including rural areas, and increasing the supply of family housing. To support this aim, policies are included to ensure a range of housing types, sizes and tenures are provided, including affordable housing on "market led" sites, to promote and enable new homes on "land led" sites and on "exception sites" where housing development would not normally be permitted.

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

The Local Plan also contains area-based policies relating to Stanmore and Abbots Barton that provide a framework to deliver new affordable housing. A policy to plan for Housing in Multiple Occupation in the most appropriate places is also included.

Policies to limit environmental impact on new development relating to energy efficiency and water consumption are contained within the plan.

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

### **South Downs Local Plan (2014-2033)**

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

### **Private Sector Renewal Strategy**

The Private Sector Housing Renewal Strategy for 2023-2028 sets out how the council will;

- a) Use its powers to ensure properties are maintained and brought up to the right standard
- b) Use grant funds to allow people to adapt their homes so residents can continue to live independently
- c) To promote carbon reduction measures in the private sector housing stock and improve energy efficiency
- d) To offer advice, assistance, and support to private sector tenants around issues such as damp and mould

### **Empty Homes Strategy 2022-27**

The overarching aim of the strategy is to help return long term private sector empty homes to occupation through primarily informal methods, although ultimately enforcement action may be required.

The council's main approach to tackling the issue of long-term empty homes is to work with the owners to encourage them to bring their homes back into use voluntarily. The council will work with the owners of empty homes and pursue the following objectives to bring about the return of empty homes to occupation with legal action being considered as a last resort.

- Identify and monitor

- Engagement
- Signposting
- Enforcement

## Winchester Council – Homelessness Data Review

### Homelessness Data Overview

This report forms part of the Homelessness Review evidence base, which has been used to inform the council’s new Preventing Homelessness & Rough Sleeping Strategy.

This report seeks to understand the scale, nature, and causes of homelessness in Winchester.

To understand fully the levels and causes of homelessness a range of data collected by both Winchester City Council and a number of other agencies is considered.

These sources include:

- Housing options approaches.
- Homelessness statistics (H-CLIC data) submitted to the Ministry for Housing, Communities & Local Government (MHCLG).
- Data from other services.

Winchester City Council are required to provide homelessness statistics in the form of quarterly submissions to MHCLG, which records the numbers of households who have approached the Council as homeless or threatened with homelessness and what duties are owed. It is widely acknowledged that this data source only captures those individuals experiencing homelessness who seek statutory assistance and does not enable a true understanding of the level of hidden homelessness across the area.

All of the data contained in this document needs to be read in context. Low figures could result in higher percentages and distort some of the results.

### DEMAND ON THE HOUSING OPTIONS SERVICE

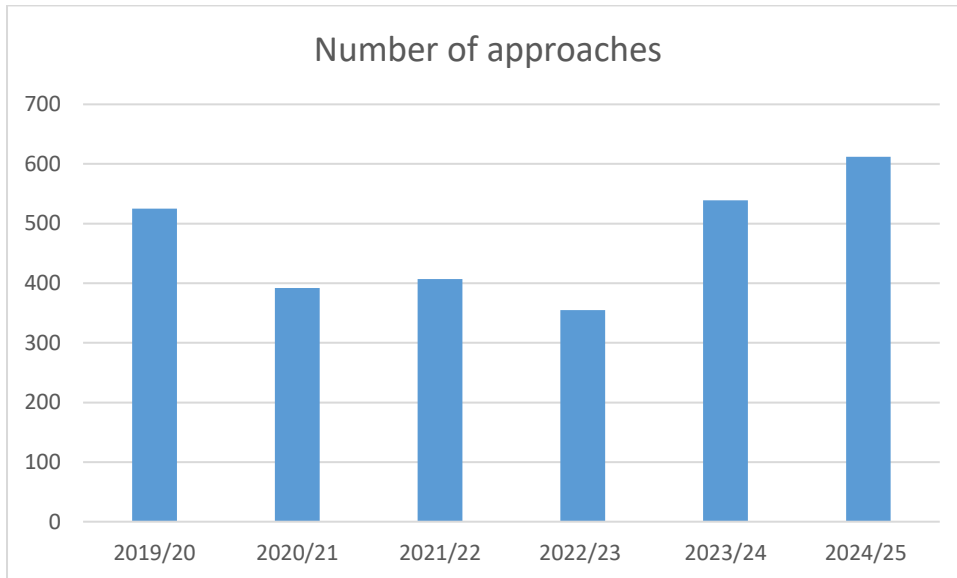
The table below details the total number of approaches to the Housing Options service for the last six years.

Year	Number of approaches
2019/20	525
2020/21	392



2021/22	407
2022/23	355
2023/24	539
2024/25	612

Source: Winchester data returns



Source: Winchester data returns

The data shows that approaches have increased over the last two years. In 2024/25 there was a total of 612 approaches for advice, representing a 14% increase in the last year and a 72% increase since 2022/23. This growth in demand places increased pressure on the service; it will be important to continue to monitor demand and ensure that sufficient resources are in place to meet this demand if the current success rate in relation to customer outcomes is to be maintained.

**Recommendation**

Regularly monitor demand and ensure sufficient resources are in place to respond to this demand.

CASE LOADS

Caseloads are around 30 cases per officer. These are considered to be manageable caseloads. Prior to Covid DLUHC advised that the average caseload for officers is between 35-40 cases but where local authorities manage demand and systems well, the caseload is between 20-25 per officer. However, this approach

involves regular management support. The current case load in Winchester will directly correlate with the team's success in preventing and relieving homelessness; any significant increase in caseloads would have a negative impact upon the current success rate.

### DUTY TO REFER

The table below shows the number of duty to refers received for the last three years.

Duty to Refer	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Total number of Duty to Refers	16	29	31	36	25	44

Source: H-CLIC data

The number of duty to refers received has remained relatively steady in recent years but increased slightly in 2024/25. The table below details the referring agency.

Referring Agency	2022/23	2023/24	2024/25
Prison	1	0	1
Youth secure estate	0	0	0
Probation	11	11	10
Community rehabilitation company	0	0	0
Hospital	5	4	4
Mental health in-patient care	2	3	4
Jobcentre plus	4	3	9
Adult social service	5	1	1
Children's social services	7	3	15
Nil recourse team	1	0	0
Secretary of state for MOD	0	0	0
Other/not known	0	0	0
Agencies not subject to duty to refer	53	30	44
Other LAs	3	2	3

Source: H-CLIC data

The main referring agency subject to the duty is probation, although there was a significant increase in the number of referrals from children's services in 2024/25. There are a high number of referrals from other agencies outside of the duty to refer, indicating positive partnership working with a wide range of agencies.

### Homelessness Assessments and Duties

The data below analyses the assessments and outcomes recorded under the Homelessness Reduction Act 2017. An assessment is undertaken where the Local

Authority has reason to believe the customer is homeless or threatened with homelessness. A prevention duty is owed where the council is satisfied the customer is threatened with homelessness within 56 days and a relief duty is owed where the council is satisfied the customer is homeless.

Assessments	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Total number of assessments	345	293	257	369	394	439
Total owed a duty	343	292	255	365	380	436
Threatened with homelessness – prevention duty owed	226	160	158	228	219	239
Homeless – relief duty owed	117	132	97	137	161	197
Not homeless	2	1	2	0	6	3
Withdrew application	0	0	0	2	5	-
No longer eligible	0	0	0	2	3	-

Source: HCLIC data

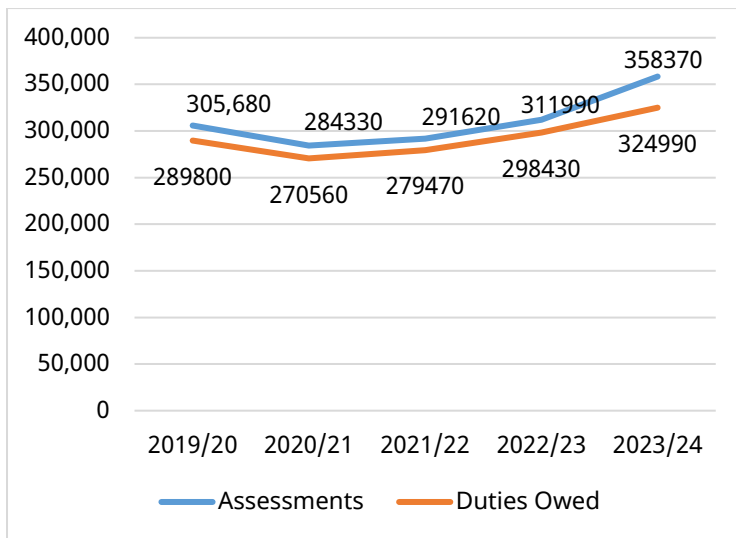


Source: H-CLIC data

The annual number of homelessness duties owed has increased since 2021/22, representing a 71% increase over the last 3 years. In the last year there has been an increase of 15% in homeless duties owed.

The graph below shows the increase in homeless duties owed across England between 2019/20 and 2023/24.

### Homelessness Assessments & Duties – England



Source: H-CLIC Data

In Winchester there has been a significant increase in homelessness duties owed, representing a 23% increase over the last 6 years.

The graph below provides a comparison of the change in homelessness duties owed in Winchester across the Southeast and across the rest of England.

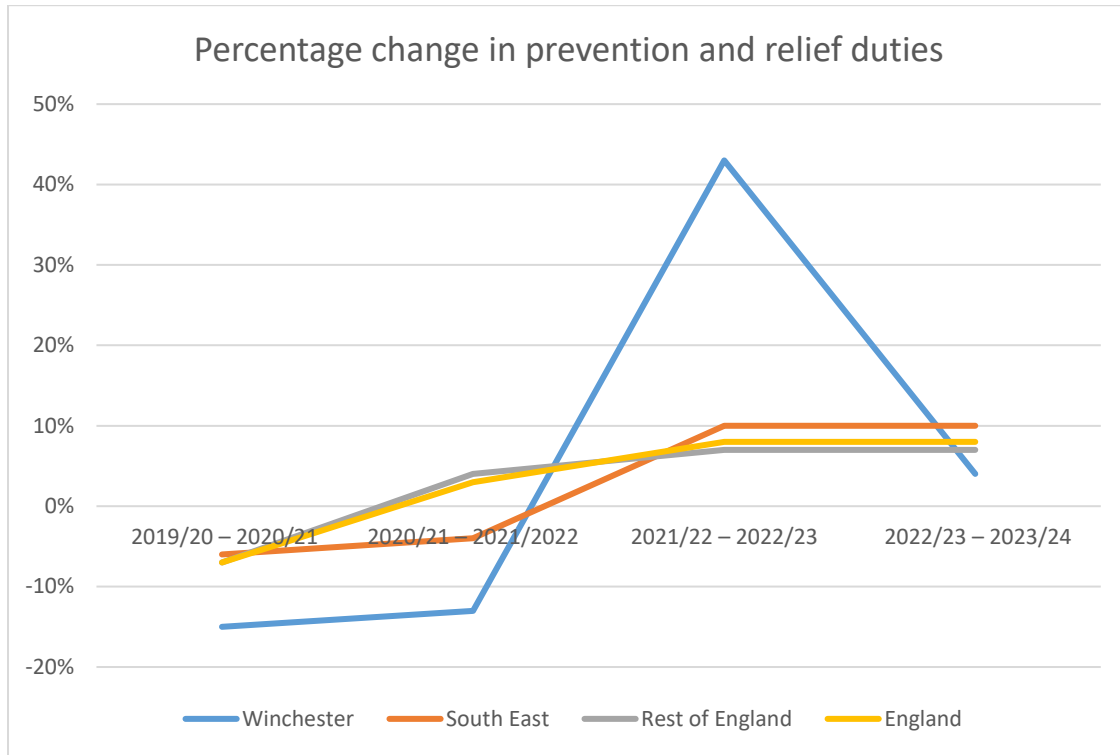
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Winchester	343	292	255	365	380	436
Southeast	40,560	38,090	36,710	40,240	44,280	-
Rest of England	235,520	218,350	227,550	243,030	259,640	-
England	289,800	270,560	279,470	300,910	324,990	-

Source: H-CLIC data (24/25 national and regional data not published)

The table below shows the percentage change in homeless duties owed in Winchester and across the region and country.

	% change 2019/20 – 2020/21	% change 2020/21 – 2021/2022	% change 2021/22 – 2022/23	% change 2022/23 – 2023/24	% change 2023/24 – 2024/25	Change over 5 years between 2019/20-2023/24
Winchester	-15%	-13%	+43%	+4%	+15%	+11%
Southeast	-6%	-4%	+10%	+10%	-	+9%
Rest of England	-7%	+4%	+7%	+7%	-	+20%
England	-7%	+3%	+8%	+8%	-	+21%

Source: H-CLIC data (24/25 national and regional data not published)

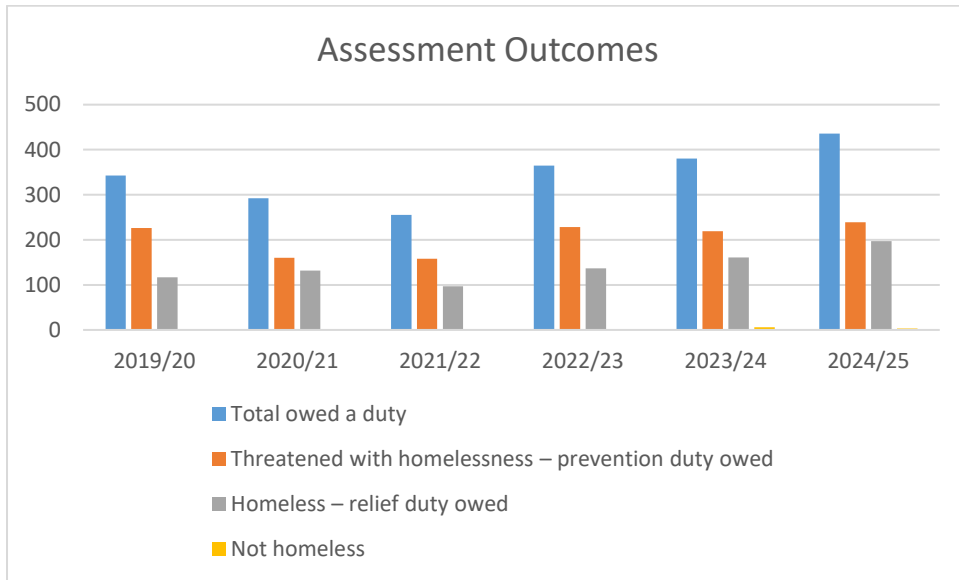


Source: H-CLIC Data

The analysis indicates that Winchester is not mirroring the national picture in relation to homelessness duties, with larger decreases seen in in 2020 and much larger increase in 2021/22, which has since plateaued, although increased by 15% in 2024/25. It is however important to note that the numbers are much smaller in Winchester therefore any changes in duties owed will show as a bigger percentage change than figures at a regional and national level.

Between 2019/20 and 2023/24 Winchester has seen an 11% increase in homeless duties owed which is just above the regional increase of 9% but lower than the national increase of 20% over the same time period. The percentage increase between 2019/20 and 2024/25 is 23% in Winchester, data has not been published at a regional and national level to enable comparisons.

### Assessment Outcomes

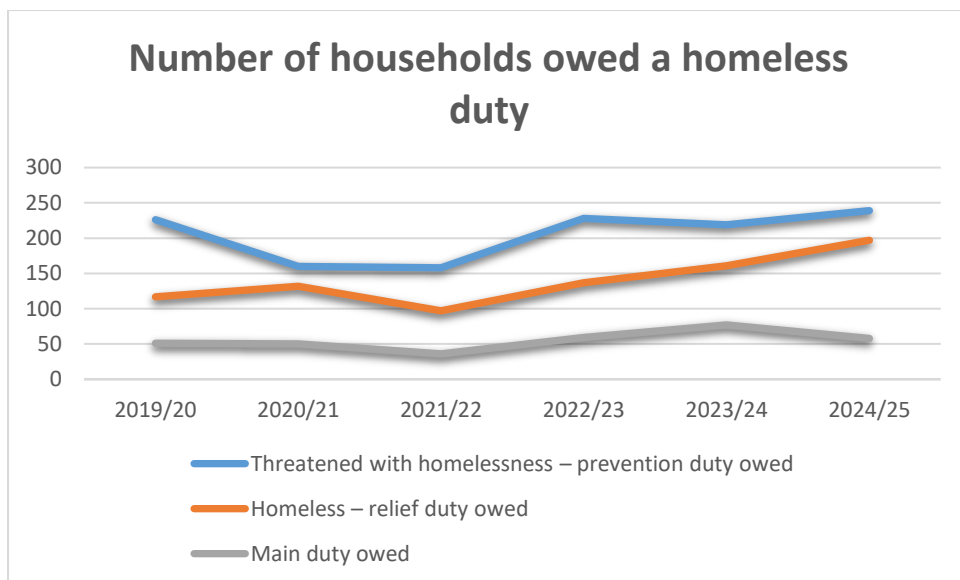


Source: HCLIC data

Over the last six years the majority of customers were owed a prevention duty compared with a relief duty, which is very positive and indicates that the team is working well with a clear focus on prevention and early intervention; this remained the case even through the pandemic. The ratio between prevention and relief work has, however, changed; in 2019/20 66% of customers were owed a prevention duty, this reduced to 55% in 2020/21 and then increased to 62% in 2021/22, but has since reduced to 54% in 2024/25.

In 2023/24 56% of assessments owed result in a prevention duty being owed compared with 41% nationally.

The graph below shows how the breakdown of duties has changed over the last six years.



Source: HCLIC data

While the service is more successful than many areas in the proportion of households it is able to work with under a prevention duty, it is evident that this has reduced slowly over the last few years. It will be essential to ensure that clients access the service at the earliest opportunity so that opportunities for homeless prevention can be maximised, however it is equally important that there are sufficient resources in place for staff to be able to dedicate time to prevention work. An awareness raising campaign would assist in ensuring that customers are encouraged to access help at the earliest opportunity.

**Recommendation**

Undertake an awareness raising campaign to encourage more people to access help at the earliest possible point to ensure opportunities for prevention work are maximised.

The number of not homeless decisions made is low, accounting for 1.5% of all assessment outcomes in 2023/24 and 0.7% in 2024/25; this may indicate that triage arrangements are working effectively.

PROFILE OF HOMELESS HOUSEHOLDS

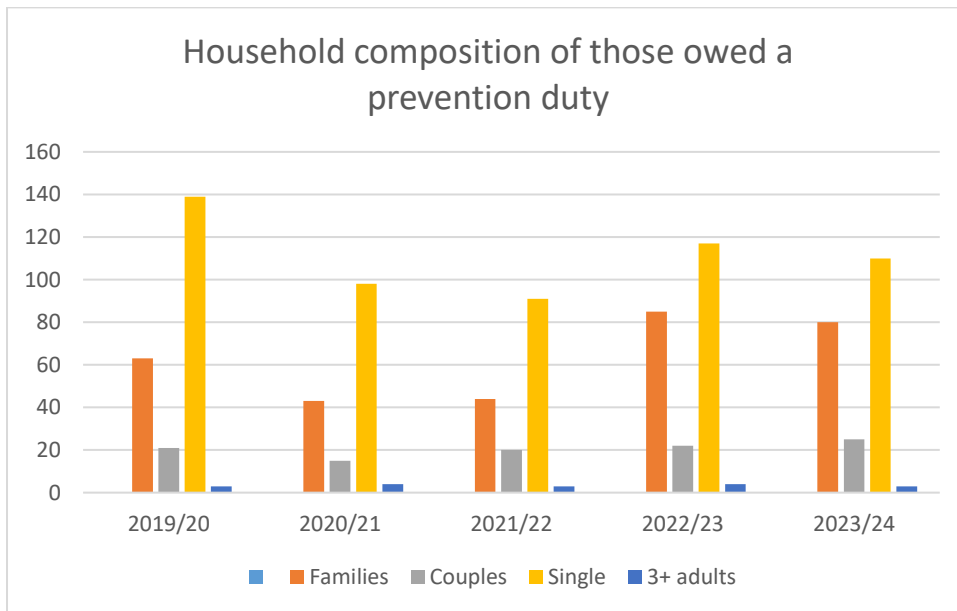
The family composition of households owed a prevention duty is detailed in the table below. (Data is not available for 2024/25).

Household Composition Owed a Prevention Duty	2019/20	2020/21	2021/22	2022/23	2023/24
Families	63	43	44	85	80

Couples	21	15	20	22	25
Single	139	98	91	117	110
3+ adults	3	4	3	4	3
Not known	0	0	0	0	1
Total owed a prevention duty	226	160	158	228	219

Source: HCLIC data

In 2023/24 single people account for 50% of those owed a prevention duty and families account for 37%.



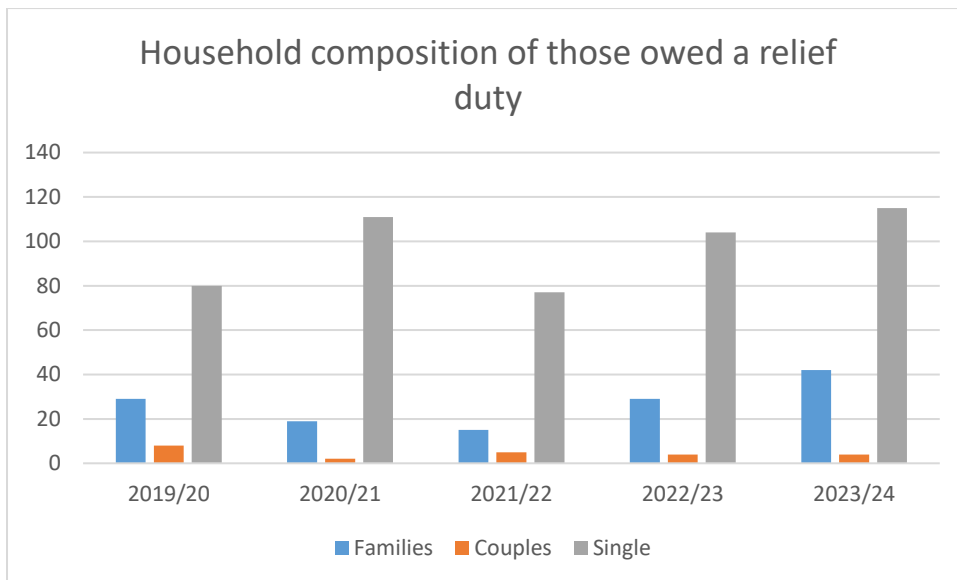
Source: HCLIC data

The family composition of households owed a relief duty is detailed in the table below. (Data is not available for 24/25).

Household Composition Owed a Relief Duty	2019/20	2020/21	2021/22	2022/23	2023/24
Families	29	19	15	29	42
Couples	8	2	5	4	4
Single	80	111	77	104	115
Total owed a relief duty	117	132	97	137	161

Source: HCLIC data





Source: HCLIC data

Over the last three years the majority of households owed a relief duty were single people accounting for 71% in 2023/24. There has been a steady increase in the number of both single households and families owed a relief duty over the last three years.

Single households are over-represented at relief stage in all years. This may indicate that families are more likely to approach the service prior to becoming homeless than single people. More work may need to be done to raise awareness of the service with single people to ensure that they approach the service when there is a threat of homelessness as opposed to once they become homeless. It is also possible that it may be more difficult to prevent homelessness for single households due to the availability of affordable housing options for single households. It is also important to note that single people are more likely to be vulnerably housed, or their homelessness may be hidden, and as such at increased risk of a crisis presentation.

In total singles account for 59% of all households owed a prevention or relief duty in 2023/24, compared with 72% in 2020/21; this indicates that there has been an increase in family homelessness, this could be linked to the pressures associated with the cost of living.

### Gender

The table below shows the gender of single homeless households owed a homelessness duty.

Year	Single women owed a	Single women	Total single women	Single men owed a	Single men owed a	Total single men

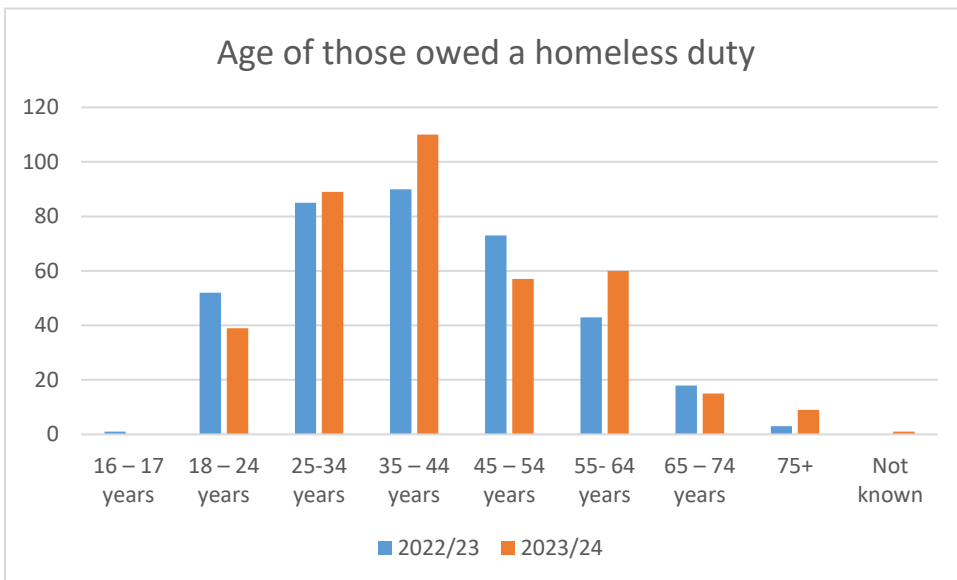
	prevention duty	owed a relief duty		prevention duty	relief duty	
2021/22	41	20	61	48	57	105
2022/23	60	30	90	55	74	129
2023/24	53	37	90	57	78	135

In 2023/24 single women account for 40% of all single households owed a homeless duty and single males account for 60%.

### Age

The table below shows the age of the main applicant owed a prevention or relief duty over the last two years.

Year	2022/23	2023/24
16 – 17 years	1	0
18 – 24 years	52	39
25-34 years	85	89
35 – 44 years	90	110
45 – 54 years	73	57
55- 64 years	43	60
65 – 74 years	18	15
75+	3	9
Not known	0	1



Source: H-CLIC Data

The largest age group in the last two years is those aged 35-44 years, followed by those aged 25-34 years. In 2023/24 people aged 18 – 34 years accounted for 34% of all customers. Younger people are more likely to struggle to find affordable

housing options, particularly single under 35-year-olds who are subject to the single room rate.

## Ethnicity

The table below shows the ethnicity of those owed a prevention or relief duty for the last two years.

Ethnicity	2022/23	2023/24
White	327	352
Black/African/Caribbean/Black British	8	10
Asian/Asian British	10	5
Mixed/Multiple ethnic groups	9	3
Other ethnic groups	6	5
Not known	5	5

Source: H-CLIC data

In 2023/24 White households account for 93% of those owed a duty, and Black/African/Caribbean/Black British account for 3%. The 2021 census recorded that 93.7% of the population of Winchester described themselves as white, 3.1% as Asian, Asian British or Asian Welsh and 1% as Black. This may indicate that Asian households are under-represented in homelessness data, and households that describe their ethnicity as Black are over-represented when compared with census data.

## SUPPORT NEEDS

The table below shows the total number of assessed households who have a self-identified support need.

Support Needs	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Households with a support need	214	217	170	211	230	282
Total support needs	459	426	367	486	407	434

Source: HCLIC data

In 2024/25 a total of 434 support needs were identified for 282 households. Of the clients owed a duty by the Housing Options team in 2024/25 65% had a support need; this is an increase on the previous year when 61% had a support need.

The number of households with an identified support need has increased over the last 6 years, by 32%, while the number of homeless duties owed has increased by

23%. Although the actual number of support needs has remained relatively static; suggesting that while the number of people with a support need has increased, this increase appears to be for households with one support need as illustrated in the table below.

	2021/22	2022/23	2023/24
Households with one support need	81	80	121
Households with two support needs	44	64	64
Households with three or more support needs	45	67	45

Source: H-CLIC Data

In 2023/24 in Winchester the total number of households owed a homeless duty with a support need equates to 61% of all households, this is above the average for England of 54% and the Southeast 54.3%.

2023/24	Winchester	Southeast	Rest of England	England
% of all households owed a duty with a self-identified support need	60.5%	54.3%	57.5%	54%

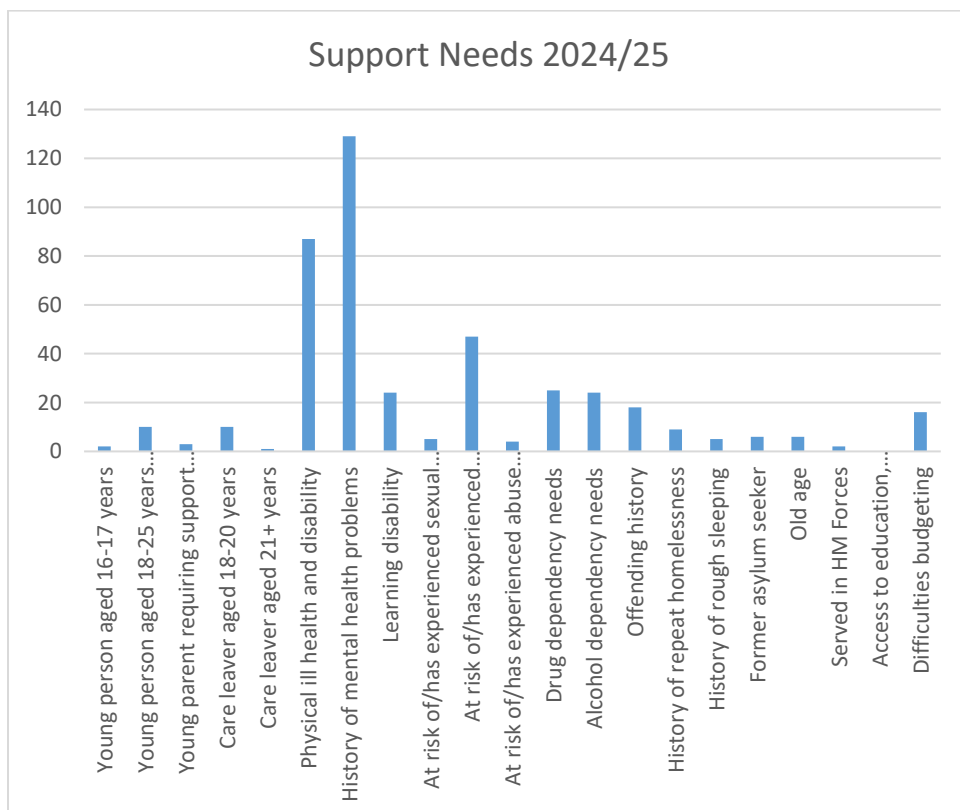
This indicates that the percentage of households in Winchester with a self-identified support need is higher than both the regional average and the rest of England average.

The nature of the identified support needs is detailed below.

Support need	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Young person aged 16-17 years	7	2	1	2	0	2
Young person aged 18-25 years requiring support to manage independently	20	12	8	11	6	10
Young parent requiring support to manage independently	5	1	4	6	2	3
Care leaver aged 18-20 years	3	6	6	6	4	10
Care leaver aged 21+ years	7	4	7	0	0	1
Physical ill health and disability	77	64	57	87	83	87
History of mental health problems	124	125	97	125	123	129
Learning disability	17	14	18	24	18	24
At risk of/has experienced sexual abuse/exploitation	8	6	11	8	10	5

At risk of/has experienced domestic abuse	52	39	44	53	47	47
At risk of/has experienced abuse (non-domestic abuse)	3	1	7	9	5	4
Drug dependency needs	34	31	25	24	20	25
Alcohol dependency needs	20	30	18	28	18	24
Offending history	23	35	19	30	21	18
History of repeat homelessness	22	26	21	20	14	9
History of rough sleeping	17	19	12	12	5	5
Former asylum seeker	0	1	1	0	1	6
Old age	7	7	8	9	10	6
Served in HM Forces	7	2	6	3	0	2
Access to education, employment or training	6	1	0	3	0	0
Difficulties budgeting	-	-	-	19	20	16
Total support needs	459	426	367	486	407	434

Source: HCLIC data



Source: HCLIC data

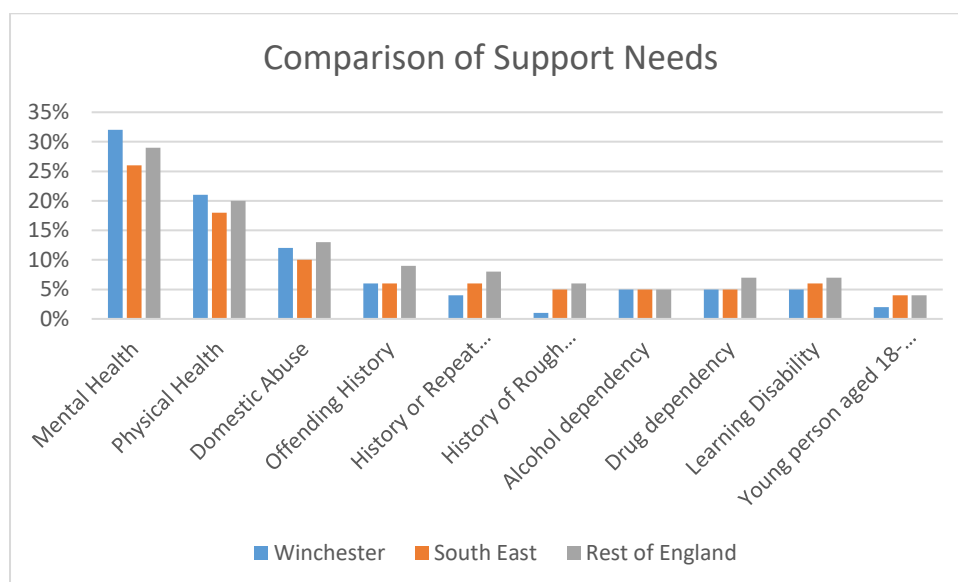
The most frequently occurring support need is mental health, accounting for 30% of all declared support needs in 2024/25. Other frequently occurring support needs

include physical ill health and domestic abuse, and to a lesser extent drug dependency, alcohol dependency, and learning disability.

The table and graph below compare the position in Winchester with that of the Southeast and the rest of England.

Support Needs 2023/24	Winchester	South East	Rest of England
Mental Health	32%	26%	29%
Physical Health	21%	18%	20%
Domestic Abuse	12%	10%	13%
Offending History	6%	6%	9%
History or Repeat Homelessness	4%	6%	8%
History of Rough Sleeping	1%	5%	6%
Alcohol dependency	5%	5%	5%
Drug dependency	5%	5%	7%
Learning Disability	5%	6%	7%
Young person aged 18-25 years requiring support to manage independently	2%	4%	4%

Source: H-CLIC Data



Source: H-CLIC Data

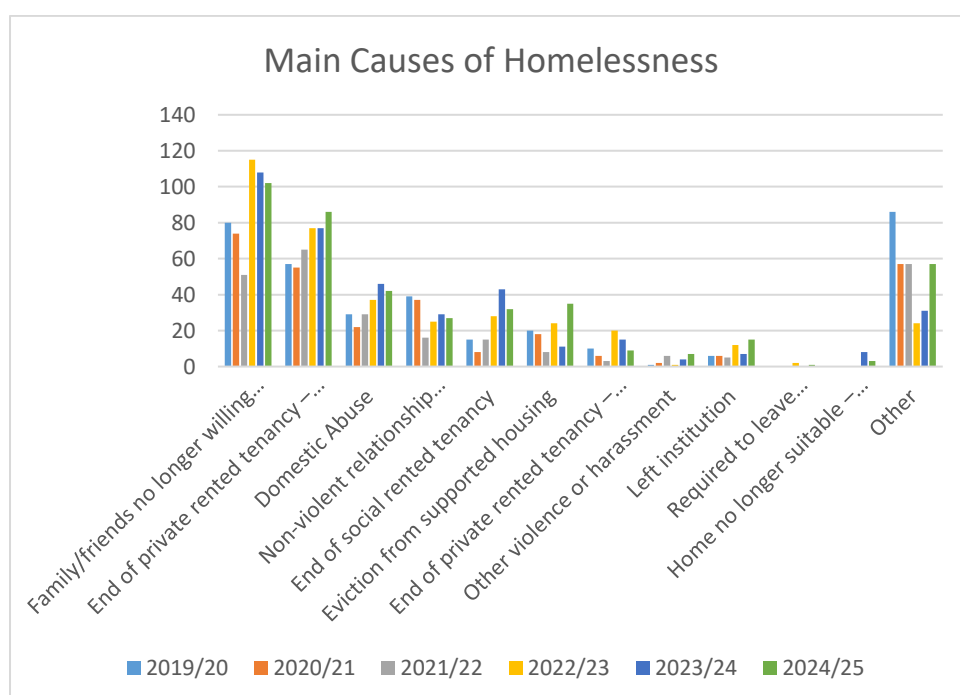
Broadly, the prevalence of support needs is in line with the regional and national averages; although the prevalence of a support need in relation to mental health and physical health is slightly higher in Winchester and support needs in relation to rough sleeping lower.

## REASONS FOR HOMELESSNESS

The table and graphs below detail the main causes of homelessness for those owed a prevention and relief duty.

Main reason for homelessness	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Family/friends no longer willing or able to accommodate	80	74	51	115	108	102
End of private rented tenancy – assured shorthold	57	55	65	77	77	86
Domestic Abuse	29	22	29	37	46	42
Non-violent relationship breakdown	39	37	16	25	29	27
End of social rented tenancy	15	8	15	28	43	32
Eviction from supported housing	20	18	8	24	11	35
End of private rented tenancy – non assured shorthold	10	6	3	20	15	9
Other violence or harassment	1	2	6	1	4	7
Left institution	6	6	5	12	7	15
Required to leave accommodation provided by Home Office as asylum support	0	0	0	2	0	1
Home no longer suitable – disability/ill health	0	0	0	0	8	3
Other	86	57	57	24	31	57

Source: H-CLIC data



Source: H-CLIC data

The main reason for homelessness in Winchester in 2024/25 was due to family and friends asking to leave, accounting for 24% of cases, followed by end of private rented accommodation (20%). The number of actual cases whose homelessness was due to family and friends evicting has reduced over the last three years, however homelessness due to the end of private rented accommodation has increased in the last year.

The other main causes of homelessness are domestic abuse, eviction from supported housing, eviction from social housing and relationship breakdown.

The table below compares the main causes of homelessness in Winchester with the regional and national average, and in most areas, Winchester is broadly comparable, however end of private rented accommodation is lower in Winchester compared with the other averages and eviction from social housing is higher.

In relation to social housing, most of these (80%) were owed a prevention duty. In Winchester in order to access the household support fund to address rent arrears the Housing Options team will undertake a full housing assessment to ensure that any other measures required to help the household manage their tenancy are put in place, and as such this is the reason that the figures relating to threat of homelessness from social housing is higher than the national picture. In 2024/25 there were only 4 evictions from Council housing.

Main Reason 2023/24	Winchester	South East	Rest of England
Family/friends no longer willing or able to accommodate	28%	26%	27%
End of private rented tenancy – assured shorthold	20%	27%	24%
Domestic abuse	12%	11%	12%
Non-violent relationship breakdown	8%	6%	7%
End of social rented tenancy	11%	4%	3%
Eviction from supported housing	3%	4%	5%
Left institution	2%	3%	4%

Source: H-CLIC Data

#### Recommendation

Ensure prevention tools are developed that focus on the main causes of homelessness and this is regularly reviewed in line with data.



## Pressure Points

This section considers acceptance rates and pressure points across prevention, relief, and the main duty.

Overall, the data suggests that an increasing number of households are entering the system later (i.e., when they are already homeless), which is reflected in the reduction in the proportion of households owed a prevention duty from 62% of all duties owed in 2021/22 to 55% in 2024/25. Although it important to note that Winchester compares positively to the national picture and continues to work with a higher proportion of households under a prevention duty.

Moving forward the challenge will be to encourage customers to access the service at an earlier point in time and reduce the proportion of cases that are reaching crisis point, where immediate intervention is necessary because households are already homeless.

There is a range of specialist work and protocols and pathways in place to support groups at a higher risk of homelessness, and these pathways and associated partnership working are considered to be effective, progress, however, is hindered by limited availability of suitable temporary, supported and settled accommodation.

## Family or friends no longer able to accommodate

The most common reason for homelessness in Winchester is family and friends no longer willing or able to accommodate, accounting for 22% of all prevention duties owed, and 27% of all relief duties. There has been a gradual increase in the number of households owed a homeless duty due to this reason over the last six years, and is likely to be linked to the affordability pressures within the housing market making it challenging for households to secure affordable housing alongside the pressures associated with the cost of living and the impact this can have on family dynamics.

It is notable that this is the main cause of cases owed a relief duty and as such there may be merit in working with household members to require reasonable notice to be served (where this is safe to do so) to enable the team to undertake prevention work and enable planned moves and reduce the number of crisis presentations. This would provide the team with some breathing space in which to be able to effectively commence prevention work, the implementation of this alongside home visits may help to mitigate the pressure linked to this area.

**Recommendation**

Require households to provide reasonable notice to enable time for prevention work to commence and for home visits and planned moves to take place.

### Private rented sector

A notable pressure point is the private rented sector. A total of 30% of customers owed a prevention duty, and 12% of those owed a relief duty, are due to the loss of private rented sector accommodation. There has been a gradual increase in cases triggered by the end of a private rented tenancy over the last six years equating to a 51% increase (increase of 30 cases over the time period.)

The service, despite market challenges, remains successful in securing private rented accommodation as a prevention and relief outcome

### Cost of living pressures

Financial payments have become an increasingly important tool in preventing homelessness, accounting for 26% of all prevention outcomes in 2024/25. Over the last 5 years there has been an increase in the proportion of families seeking assistance from the team which may be linked to cost-of-living pressures.

### Domestic abuse

Domestic abuse is the third main cause of homelessness in Winchester, and 12% of all recorded support needs are linked to domestic abuse. The number of cases presenting as homeless due to domestic abuse has gradually increased over the last five years.

It is possible that this increase may be linked to the expanded interpretation of domestic abuse under the Domestic Abuse Act and increased awareness of the help and support available.

## PREVENTION OUTCOMES

The table below details the number of cases where the prevention duty came to an end during the year and the outcomes achieved.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Total number of households whose prevention duty ended	202	170	138	259	186	159
Total prevented	141	121	103	199	138	137

Successful prevention rate	70%	71%	75%	77%	74%	86%
56 days or more expired and no further action	12	13	3	20	5	6
Contact lost	7	8	6	9	8	10
Homeless (including Intentionally homeless)	35	19	15	22	31	57
No longer eligible	0	0	0	1	0	0
Refused suitable accommodation	0	0	2	0	1	0
Refused to cooperate	0	0	0	0	0	0
Withdrew application/applicant deceased	7	9	9	8	3	6
Not known	0	0	0	0	0	0

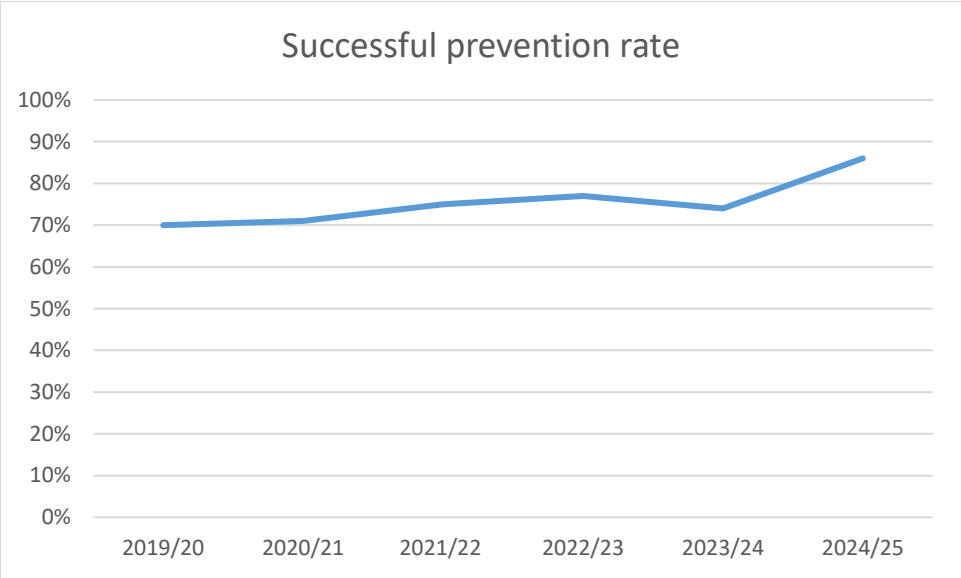
*Source: HCLIC data*

For the 159 cases in 2024/25 owed a prevention duty, where the duty has ended, accommodation was secured for 137 of these households, this indicates that of those households owed a prevention duty homelessness was successfully prevented for 86% of these households and is a significant increase from the previous year.

In 2023/24 the successful prevention rate was 74% compared with a national prevention rate of 51%. This is a huge achievement given the wider pressures on homelessness services and the overall increase in demand.

While the actual number of prevention outcomes peaked in 2022/23 and has decreased in subsequent years, the successful percentage rate has increased; this is linked to the change in the number of households owed a prevention duty.

The graph below shows the prevention rate in Winchester over the last 6 years and shows that despite the pressures linked the pandemic and wider housing market, Winchester have managed to maintain a successful prevention rate which is significantly above the national average and is a huge achievement that should be celebrated.

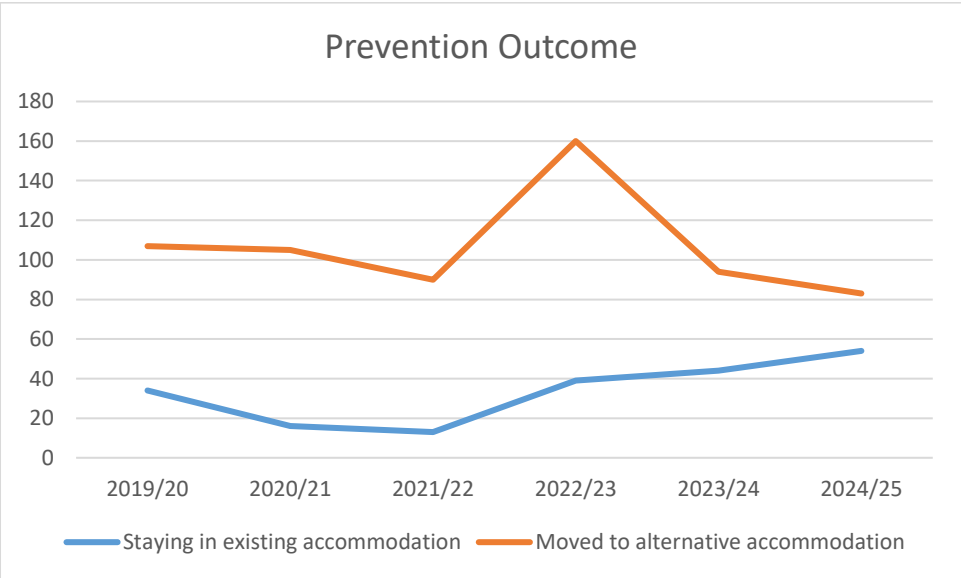


This enhanced focus on prevention and early intervention has been critical in stemming the flow into temporary accommodation and the low use of bed & breakfast accommodation.

The table below illustrates how the prevention outcomes have been achieved.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Staying in existing accommodation	34	16	13	39	44	54
Moved to alternative accommodation	107	105	90	160	94	83

Source: HCLIC data



Source: HCLIC data

In 2024/25 of those cases prevented from becoming homeless 61% were helped to secure alternative accommodation and 39% were supported to retain their existing accommodation.

The service is much more successful at assisting households to secure alternative accommodation and rather than enabling them to remain in their existing accommodation.

Given the overall pressures in accessing affordable accommodation, moving forward there may need to be a greater focus on preventing people losing their existing accommodation, although there has been an increase in this activity since 2021/22 which is a positive development.

The table below illustrates the prevention activity that resulted in homelessness being successfully prevented.

<b>Prevention Duty: Positive Outcome Prevention Activity</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
Accommodation secured by local authority or organisation delivering housing options service	90	47	31
Helped to secure accommodation found by applicant, with financial payment	25	11	35
Helped to secure accommodation found by applicant, without financial payment	29	16	18
Negotiation/mediation/advocacy work to prevent eviction/repossession	6	4	6
Negotiation/mediation work to secure return to family or friend	4	7	9
Supported housing provided	5	2	3
Discretionary housing payment to reduce shortfall	0	0	0
Other financial payments (to reduce arrears)	25	23	0
Housing related support to sustain accommodation	-	-	17
Other	9	14	4
No activity – advice and information provided	8	14	14

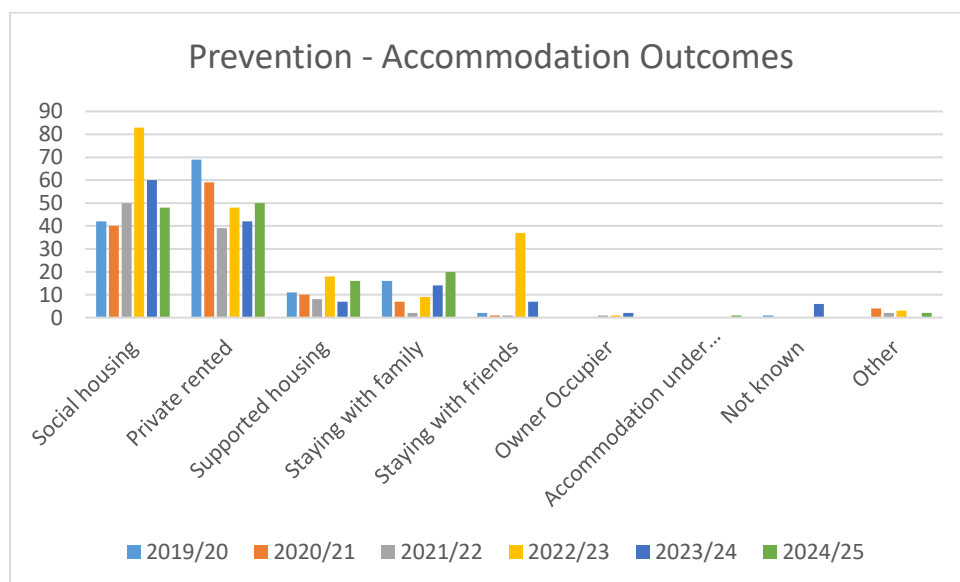
Source: H-CLIC Data

The main prevention activity in 2024/25 was help to secure accommodation both with and without a financial payment.

The table below shows the type of accommodation secured under prevention activity.

Accommodation Outcome Prevention	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Social housing	42	40	50	83	60	48
Private rented	69	59	39	48	42	50
Supported housing	11	10	8	18	7	16
Staying with family	16	7	2	9	14	20
Staying with friends	2	1	1	37	7	0
Owner Occupier	0	0	1	1	2	0
Accommodation under a resettlement scheme/sponsorship	0	0	0	0	0	1
Not known	1	0	0	0	6	0
Other	0	4	2	3	0	2

Source: HCLIC data



Source: HCLIC data

In 2024/25 the majority of households whose homelessness was prevented were helped to access private rented accommodation accounting for 36% of all preventions, closely followed by accessing social housing accounting for 35%.

### Relief Outcomes

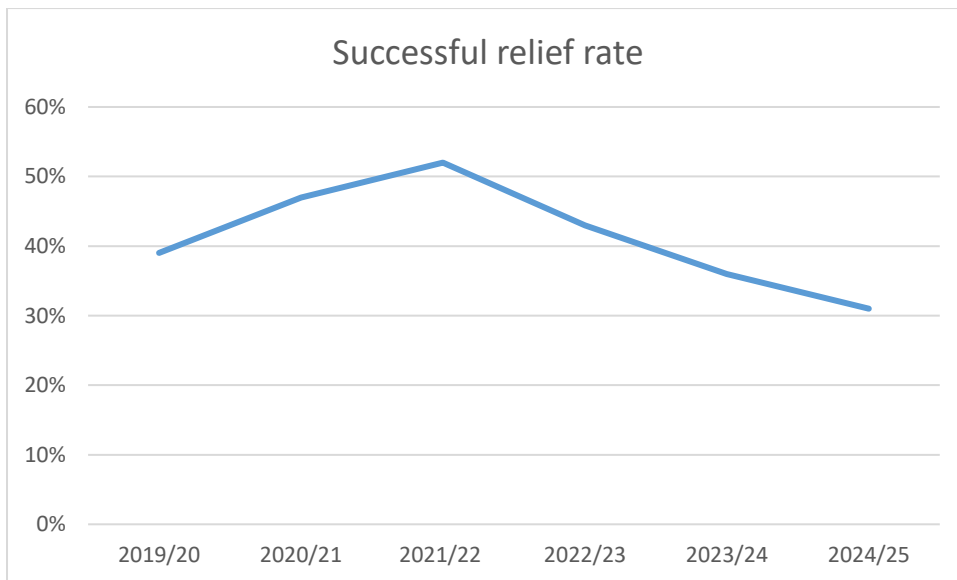
The table below shows the reasons where the relief duty has ended during the year.

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Total number of households whose relief duty came to an end	160	159	107	158	184	167
Secured alternative accommodation for 6 months	62	74	56	68	66	52
Successful relief rate	39%	47%	52%	43%	36%	31%
Local connection referral accepted by other LA	0	0	0	0	2	0
56 days elapsed	73	65	32	67	87	87
Contact lost	21	10	8	9	17	14
Intentionally homeless from accommodation provided	0	3	1	3	0	0
No longer eligible	0	0	0	0	1	0
Notice served due to refusal to cooperate	0	0	0	0	0	0
Refused final accommodation	0	1	1	0	0	0
Withdrew application/applicant deceased	4	6	9	11	11	12
Not known	0	0	0	0	0	1

Source: HCLIC data

In 2024/25 a total of 167 relief duties came to an end of which 52 were successfully relieved equating to 31%.

In 2023/24 the successful relief rate was 36% compared with a national relief rate of 32%.



The graph above shows the relief rate in Winchester over the last 6 years and shows a reduction in the percentage of positive outcomes being achieved since 2021/22. This is likely to be impacted by access to affordable housing options and will be further impacted in 2025 by the closure of Westview.

Relief Activity	2022/23	2023/24	2024/25
Accommodation secured by local authority or organisation delivering housing options service	35	30	22
Helped to secure accommodation found by applicant, with financial payment	7	4	14
Helped to secure accommodation found by applicant, without financial payment	9	10	9
Negotiation/mediation work to secure return to family or friend	0	0	0
No activity – advice and information provided	2	6	3
Other activity through which accommodation secured	9	6	8
Supported housing provided	7	10	3

Source: H-CLIC Data

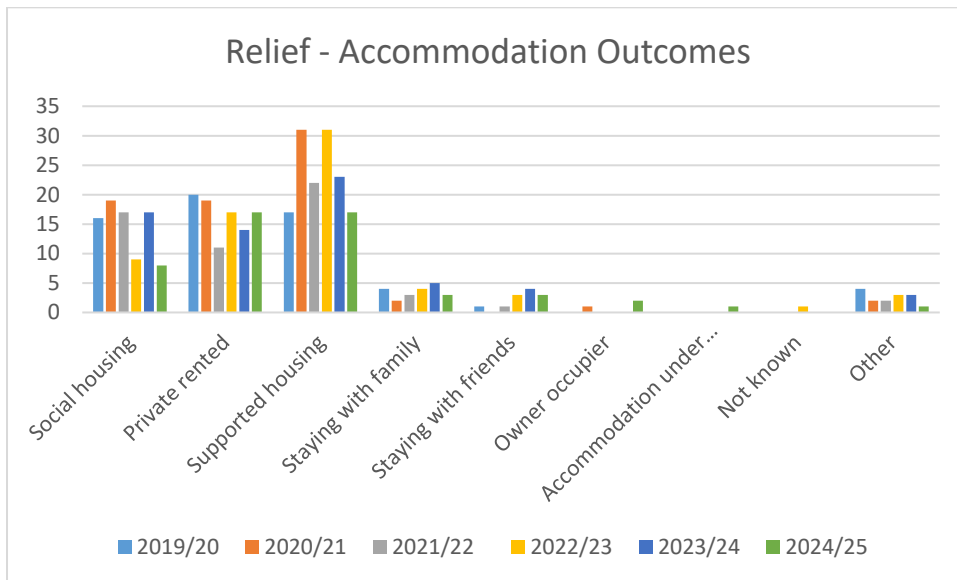
The table below shows the accommodation secured under relief work.

Accommodation Outcome (Relief)	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Social housing	16	19	17	9	17	8
Private rented	20	19	11	17	14	17
Supported housing	17	31	22	31	23	17



Staying with family	4	2	3	4	5	3
Staying with friends	1	0	1	3	4	3
Owner occupier	0	1	0	0	0	2
Accommodation under a resettlement scheme/sponsorship	-	-	-	-	-	1
Not known	0	0	0	1	0	
Other	4	2	2	3	3	1

Source: HCLIC data



Source: HCLIC data

Across all years the majority of households who had their homelessness relieved were helped to access supported housing, however this decreased in 2024/25 and is linked to the reduction in supported housing available. In 2024/25 there was also a reduction in the number of households accessing social housing compared with previous years.

### MAIN DUTY DECISIONS

The table below details the number of main duty decisions for households where the homelessness could not be prevented or relieved.

Main duty decisions	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Homeless + priority need + unintentionally homeless (S193 acceptance)	51	50	36	59	77	58
Intentionally homeless	4	3	1	4	2	0

No priority need	7	18	5	12	10	27
Not homeless	0	0	0	0	0	2

Source: HCLIC data

The graph below illustrates the number of full duty (S193) cases over the last six years. Homelessness acceptances have increased from a low in 2021/22, peaking in 2023/24 and reducing slightly in 2024/25.



Source: HCLIC data

Of the original 380 households owed a prevention or relief duty in 2023/24 89 households (23%) went on to have a main decision made, compared with 29% nationally, and (20%) had a full duty (s193) owed, this compares with 20% nationally.

The table below shows the reason as to why the section 193 (full housing duty) has come to an end for all of those households where the duty has been discharged. The main reason for discharge is due to an offer of social housing.

A total of 14 households had the s193 duty brought to an end of which 8 had a successful outcome, compared with 58 households who had a s193 duty owed to them in the year.

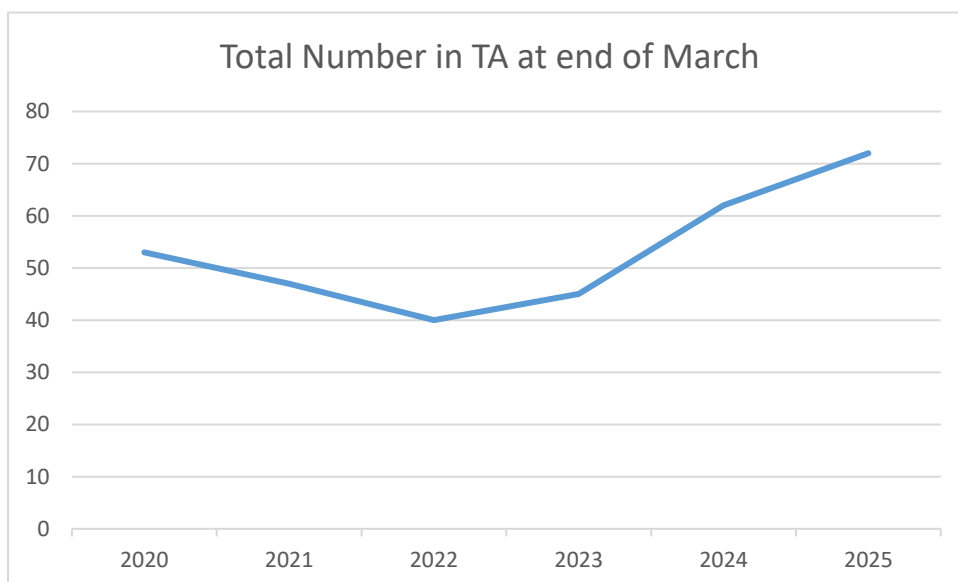
Main duty Discharged	2024/25
Accepted a Housing Act 1996 Pt6 social housing offer	8
Applicant withdrew or lost contact	2
Became homeless intentionally from temporary accommodation	1
Ceased to occupy temporary accommodation	2

Refused suitable temporary accommodation offer	1
<b>Total Main duty Discharged</b>	<b>14</b>

### TEMPORARY ACCOMMODATION

The graph below shows the total number of households accommodated in temporary accommodation at the end of each financial year. This provides a snapshot of those in temporary accommodation at the end of each year.

<b>Main duty Discharged</b>	<b>2024/25</b>
Accepted a Housing Act 1996 Pt6 social housing offer	8
Applicant withdrew or lost contact	2
Became homeless intentionally from temporary accommodation	1
Ceased to occupy temporary accommodation	2
Refused suitable temporary accommodation offer	1
<b>Total Main duty Discharged</b>	<b>14</b>



*Source: H-CLIC data*

The number of households in temporary accommodation at the end of each year has increased since 2022, representing an 80% increase between 2022 and 2025. The number of households with dependent children has also increased over this time period.

The table below shows the total number of temporary accommodation placements over the last three years; while the snapshot figure has increased, the total number of placements in 2024/25 was lower than the previous year.

Year	Total Number of individual temporary accommodation placements
2022/23	77
2023/24	97
2024/25	84

In the last year the average length of a temporary accommodation placement was 312 days.

### Rough Sleeping

Rough sleeping is defined as “People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes")”.

Each Authority is required to submit an official figure of numbers of rough sleepers found per year or to submit an estimate. The graph below details the number of rough sleepers found/estimated since 2010.

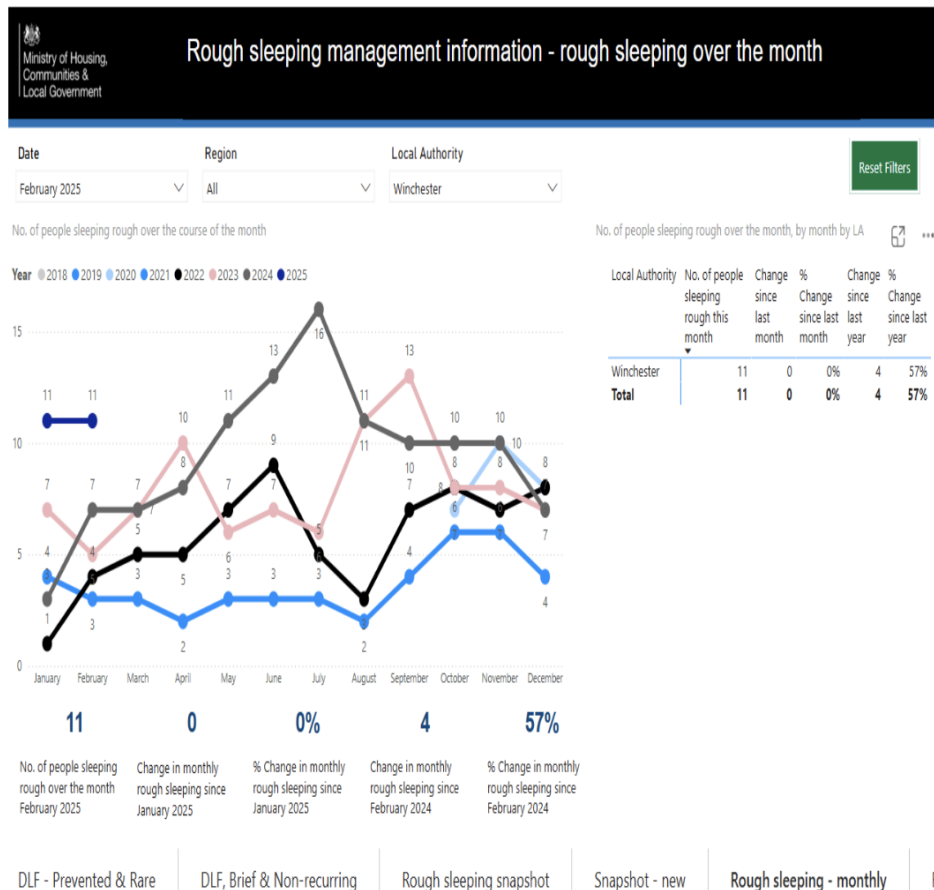


Source: MHCLG Rough Sleeping Data  
Please note there was no data available for 2016

Rough sleeping levels have fluctuated in Winchester peaking in 2014. Prior to the pandemic in 2019 10 rough sleepers were found on the count, this number has since reduced and the last count in the Autumn of 2024 identified 5 rough sleepers. The reduction since 2020 is likely to be linked to Covid, whereby many individuals who may have otherwise slept rough were provided with emergency accommodation under Covid provisions. Changes to the night shelter provision has since provided a much improved accommodation offer, which is also likely to have had a positive impact on rough sleeping levels.

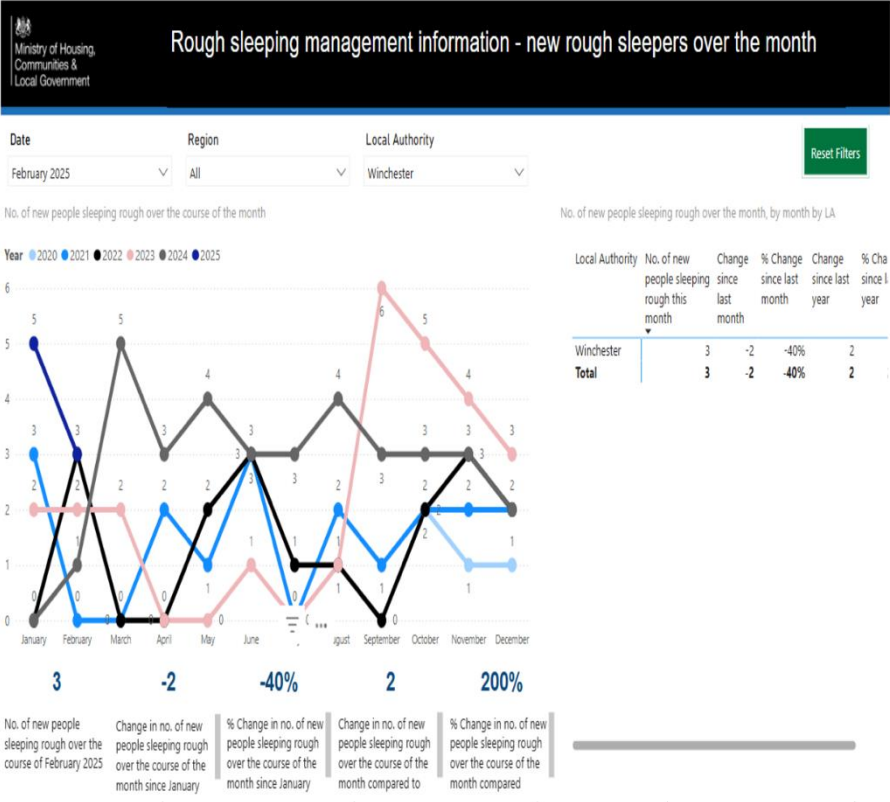
**Outreach data**

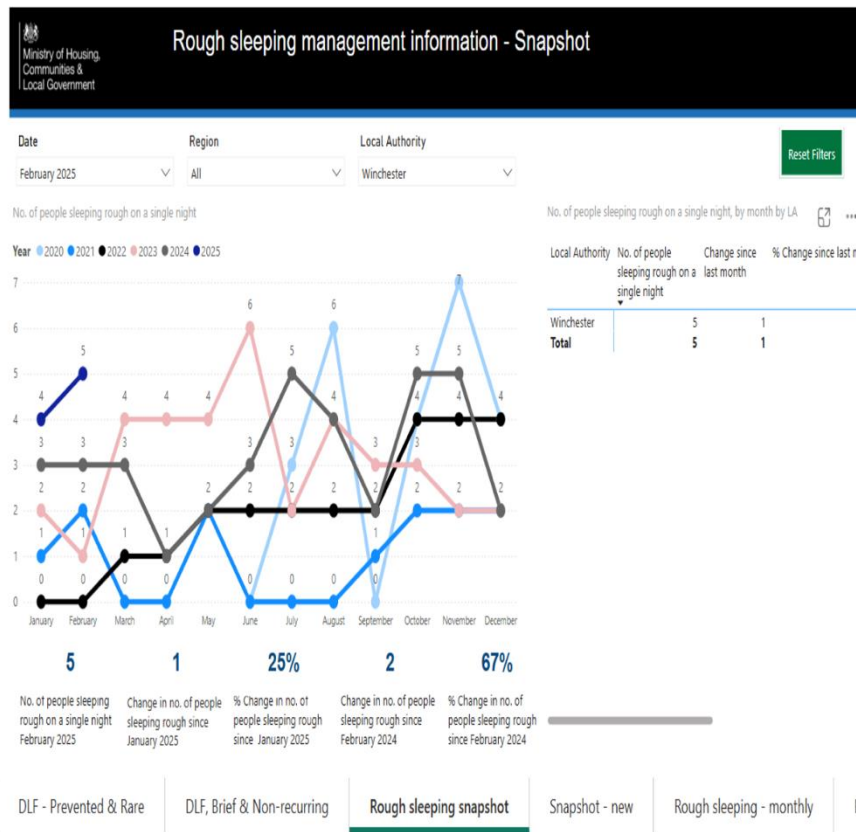
The graph taken from the rough sleeping dashboard details those sleeping rough over a month. July 2024 saw this figure peak at 16, but since reduced to 11 in February 2025. The data does indicate an increase during the summer months and a decrease during the winter, which is likely to be linked to a range of factors including individuals finding other temporary arrangements during cold weather, activation of SWEP arrangements, and increased opportunities for begging during the tourist summer months.



The graph below shows the number of individuals sleeping rough on a single night; in February 2025 there were 5 individuals found to be sleeping rough.

The graph below displays the same information for those new to the streets; 3 new rough sleepers were identified in February 2025.





## Housing Register & Social Housing

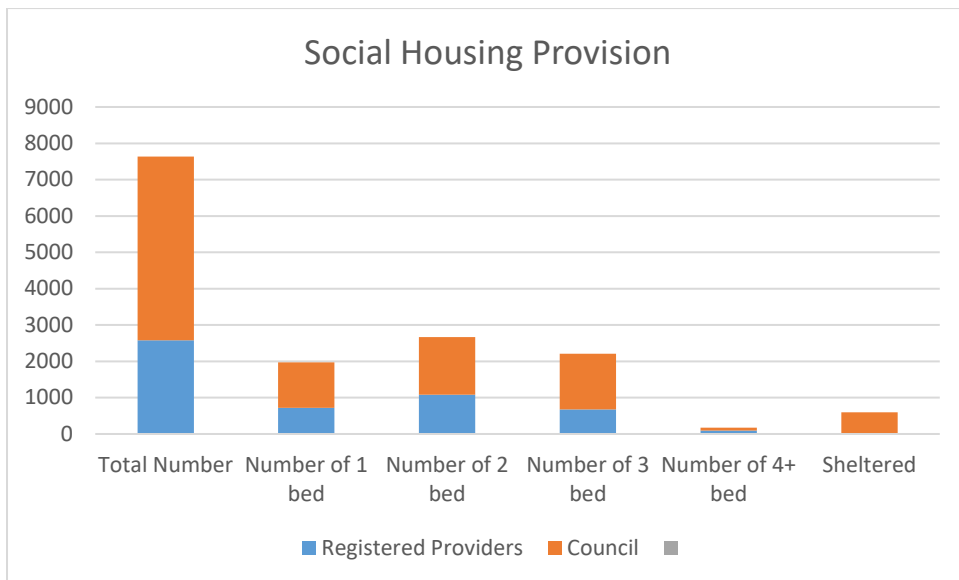
### Social housing provision

The table below details the social housing provision across Winchester.

	Total Number	Number of 1 bed	Number of 2 bed	Number of 3 bed	Number of 4+ bed	Sheltered
Registered Providers	2580	724	1081	672	98	0
Council	5054	1249	1589	1536	80	600
<b>Total</b>	<b>7634</b>	<b>1973</b>	<b>2670</b>	<b>2208</b>	<b>178</b>	<b>600</b>

Source: Winchester City Council

There is a total of just under 7,634 homes, of which around two thirds are owned by the Council and one third are registered provider properties. The greatest proportion of homes are 2 bed properties accounting for 35% of the stock, followed by 3 bed properties (29%), with 1 bed properties making up 26% of the total stock.



Source: Winchester City Council

### Housing Register

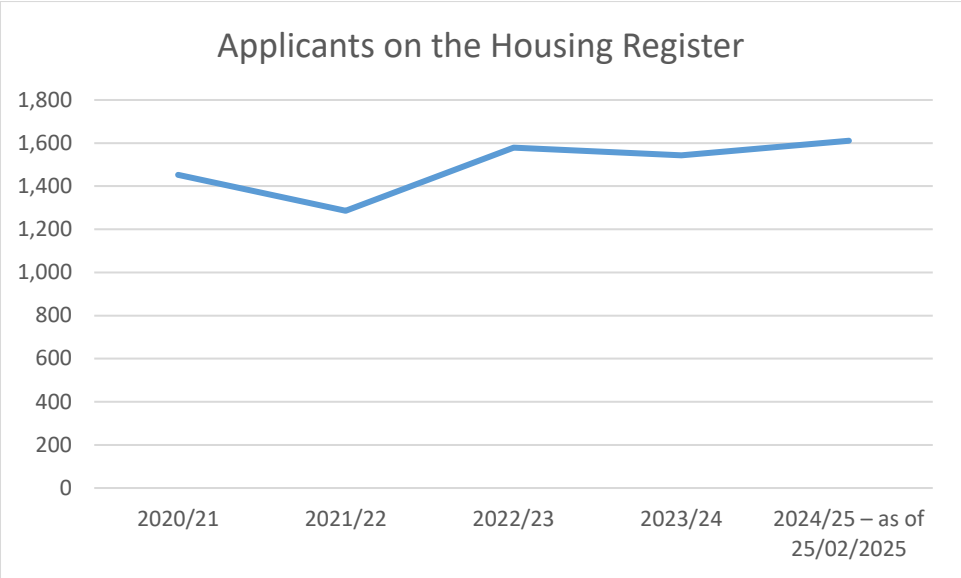
The table below details the number of households on the Housing Register for the last five years.

Number of Households on the Housing Register

	Total Number	Number requiring 1 bed	Number requiring 2 bed	Number requiring 3 bed	Number requiring 4+ bed
2020/21	1,452	943	303	159	47
2021/22	1,286	874	226	138	48
2022/23	1,579	1,015	324	168	72
2023/24	1,544	1,009	303	169	63
2024/25 – as of 25/02/2025	1,611	1,035	337	175	64

Source: Winchester Council



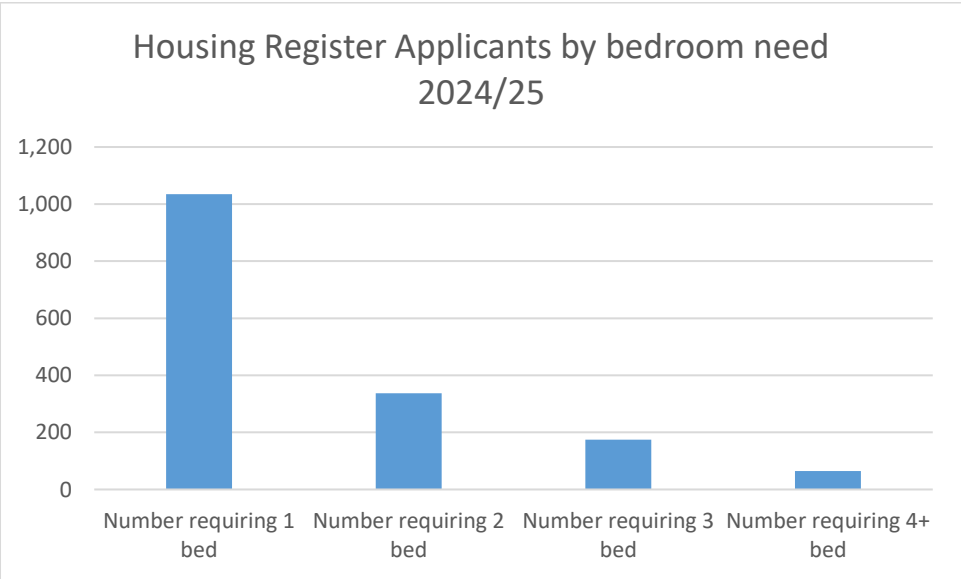


Source: Winchester Council

The number of households on the Housing Register has increased steadily over the last five years representing an 11% increase over that time period.

Of the households on the housing register 77% are general applicants and 23% are transfer applicants.

The number of households on the Housing Register in February 2024 is broken down by property size need in the graph below.

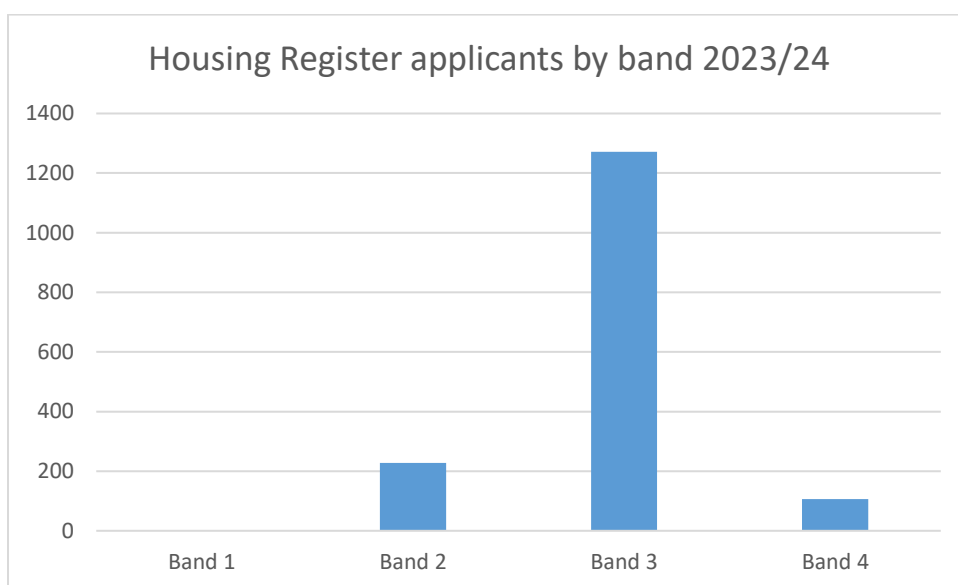


Source: Winchester Council

The greatest demand is for one-bedroom general needs accommodation, accounting for 64% of all applicants, followed by two bed accommodation (26%) and three bed accommodation (15%).

The table and graph below illustrate the band that households on the housing register are in.

	Households
Band 1	2
Band 2	228
Band 3	1271
Band 4	106



A total of 79% of applicants are in Band 3, followed by band 2 (14%).

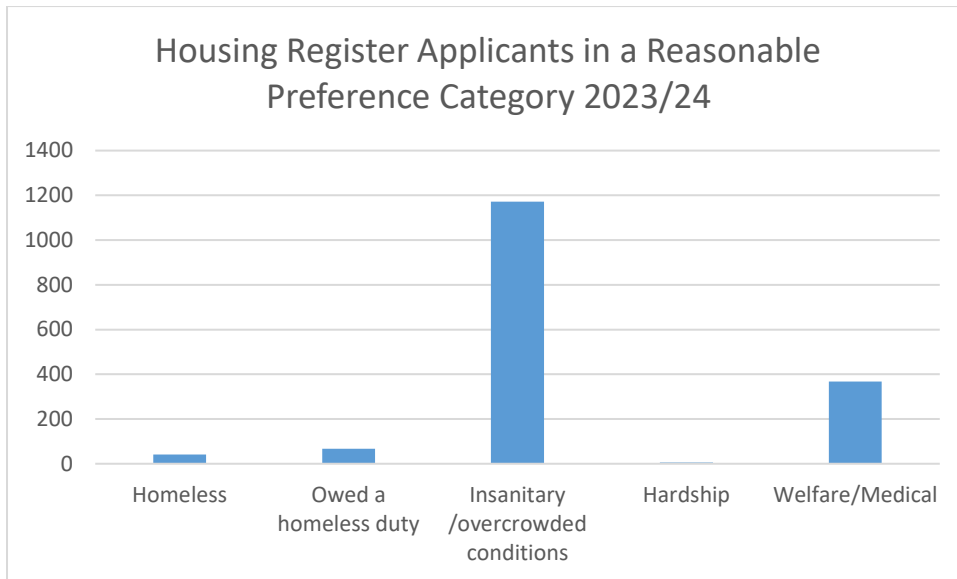
The table below illustrates the total number of households on the Housing Register who are in a reasonable preference category.

#### Reasonable Preference Category

	Total Number in RP	Homeless	Owed a homeless duty	Insanitary /overcrowded conditions	Hardship	Welfare/Medical
2020/21	1369	92	54	890	3	301
2021/22	1179	30	47	696	2	276
2022/23	1463	52	54	1321	8	319
2023/24	1441	41	67	1172	5	367

Source: Winchester Council

**In 2023/24 a total of 93% of housing register applicants were in a reasonable preference category. The majority of these are due to insanitary and overcrowded conditions. A total of 108 households are in a reasonable preference category due to homelessness.**



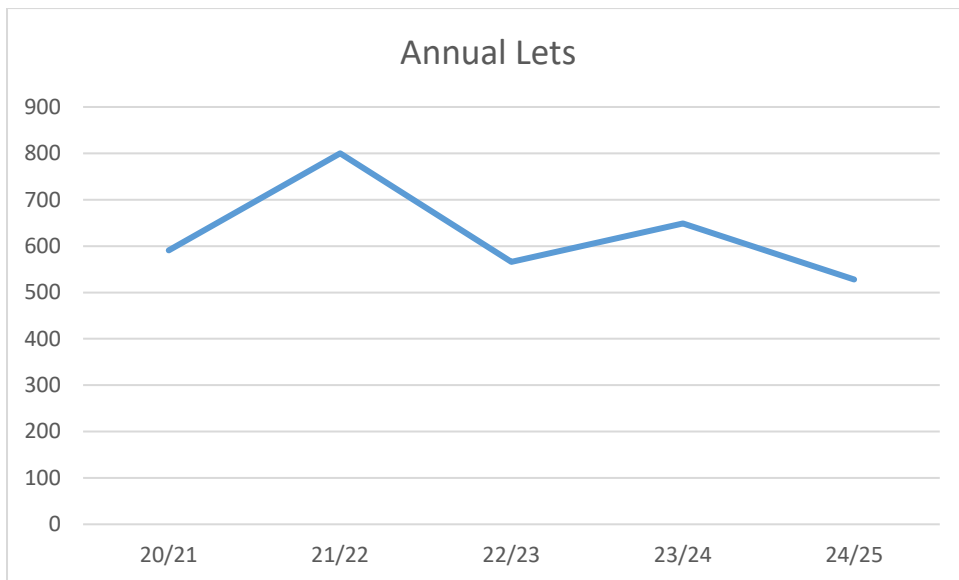
Source: Winchester Council

### **Lettings**

The table below shows the number of lettings for the last five years broken down by property type via Home choice

	Total Number	60+ GN bungalows	1-bed including bedsits	2-bed	3-bed	4-bed +	Number of sheltered or extra-care
20/21	591	66	107	197	86	22	113
21/22	800	65	233	301	119	11	71
22/23	566	78	123	198	88	9	70
23/24	649	63	169	256	99	16	46
24/25	528	44	103	188	112	21	60

Source: Winchester Council



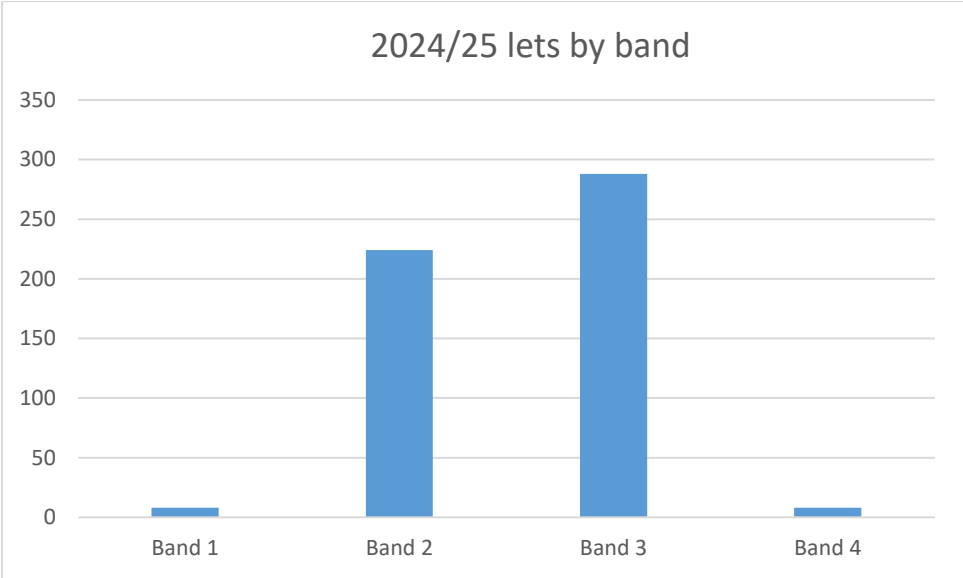
Source: Winchester Council

The number of annual lets has ranged from just over 500 to 800 annual lets over the last five years with the peak seen in 2021/22. The number of annual lets recorded in 2024/25 was the lowest number over the last five-year period.

The table below shows the 2024/25 annual lets broken down by the assessed band that applicants were in.

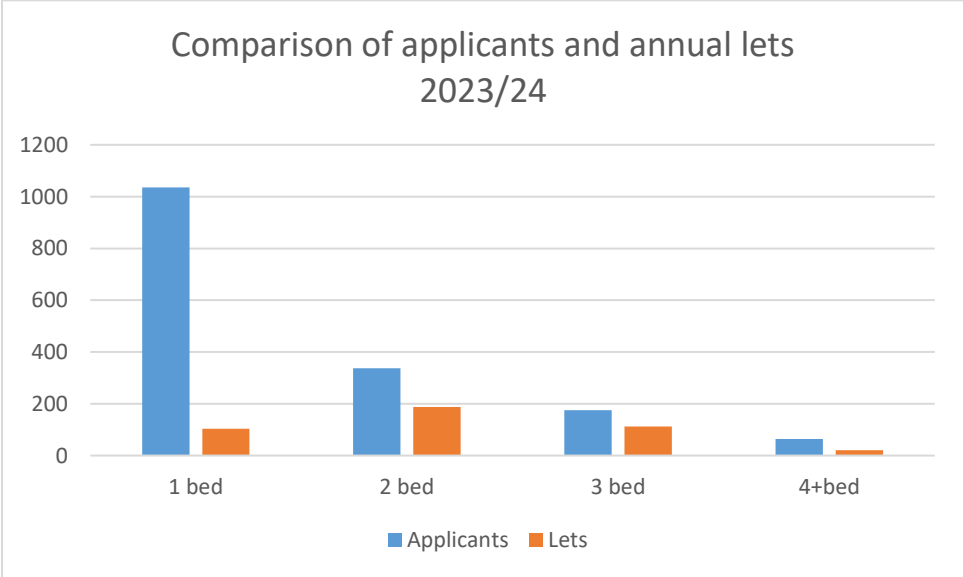
2023/24	Lets made
Band 1	8
Band 2	224
Band 3	288
Band 4	8

Source: Winchester Council



The majority of lets were made to band 3, followed by band 2. In total 55% of lets went to applicants in band 3 and 42% went to households in band 2.

The graph below compares the demand from the housing register against the annual lets.



Source: Winchester City Council

Demand significantly exceeds supply for all property types; however, the greatest unmet need is in relation to one bedroom accommodation.

**Supported housing move-Ons via the Housing Register**

Supported accommodation is predominantly made up of the Beacon, Trinity, Hostels, (current and historic,) Care-Leaver accommodation but also includes mental health supported accommodation and learning disability accommodation within the Winchester District and other forms of supported accommodation outside of the Winchester District where the applicant has a standard qualifying local connection to the District of Winchester and/or a homelessness application with Winchester.

The table below shows the number of move-Ons from supported accommodation via the Housing Register.

Year	Move-Ons
2022/23	13
2023/24	12
2024/25	13

## Resources

The table below shows the grant funding received for the purposes of responding to homelessness.

General Fund Costs 2024/25	£396,505
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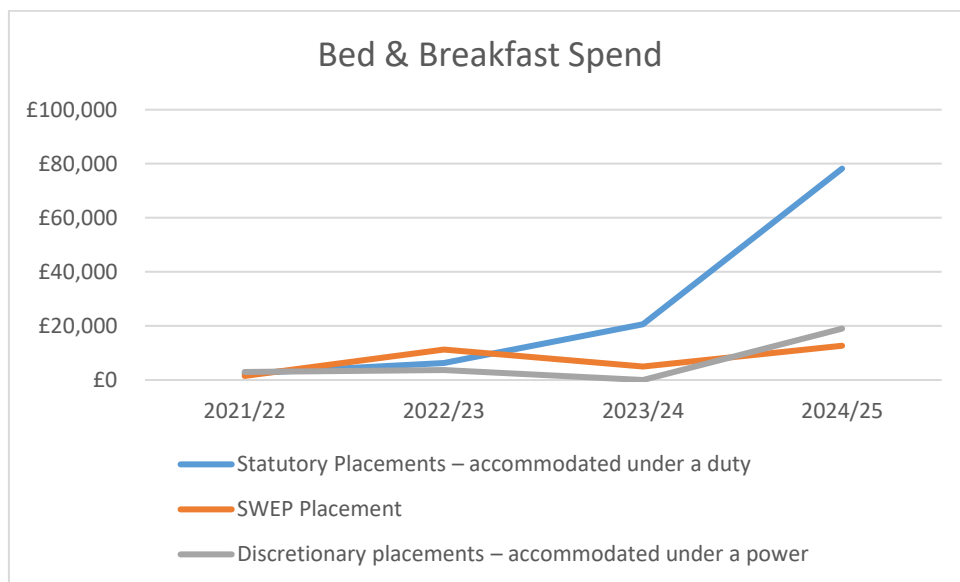
<b>General Fund Costs 24/25</b>	<b>£396,505</b>
<b>Income</b>	<b>25/26</b>
RSI	£96,000
HPG (2 tranches of HPG was allocated in 24/25)	£781,000
HCC contribution to SI (Beacon)	£24,500
Safe Accommodation Domestic Abuse Support	£37,467
HHC Social Inclusion Funding	£83,000
Home Office Asylum Dispersal Funding	£0
<b>Total Income</b>	<b>1,021,967</b>

## B&B expenditure

	Statutory Placements – accommodated under a duty	Of which for Ukrainian households	SWEP Placement	Discretionary placements – accommodated under a power
2021/22	£2,400	£0	£1,500	£3,000
2022/23	£6,275	£0	£11,215	£3,700
2023/24	£20,600	£0	£4,968	£0

2024/25	£78,200	£15,233	£12,671	£19,000
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As can be seen the spend on bed and breakfast accommodation has risen sharply in the last year, both on households accommodated under a statutory temporary accommodation duty and for households accommodated under a power. This is likely to be linked to both the overall increase in demand and the closure of a supported housing project due to a withdrawal of county council funding.



## Homelessness Services and Provision across Winchester

### Homelessness & Prevention Services

#### Winchester City Council Housing Options Service

The Housing Options Service is delivered by the council and is largely accessible with customers being able to access the service in person, over the phone and via email. The Council also delivers an out of hours service.

The Housing Options service delivers the council’s statutory duties in relation to housing advice, homelessness and its prevention. The Housing Options team, also manages temporary accommodation, delivers support, provides private rented sector support and initiatives and services for rough sleepers. The council’s duties in relation to Allocations are also delivered from within the Housing Options service.

Winchester Council, are in many ways unique, delivering a good quality customer focused service which achieves positive outcomes, even through the pandemic. The council has also largely managed to avoid the use of B&B accommodation. It is only

recently (since October 2024) that there has been a dependency on B&B, with on average 5 single households accommodated in B&B at any one time, with an average stay of only 2 weeks. No families are placed in B&B.

Housing Options officers undertake a generic role; they provide the triage function on a duty rota basis. The officer will decide how much detail to go into at the initial appointment very much in line with the customer's needs, for example for a rough sleeper they would seek to undertake the full assessment while the window of opportunity to engage presents, but for other customers they may only take basic information and then arrange a full assessment at a later date once not on duty. This approach is entirely bespoke based upon the customer's needs and ensures the best use of staff time while on duty. Following duty, the officer will retain responsibility for the case all the way through from prevention to discharging the section 193 duty; providing consistency for the customer, enabling positive relationships to be developed, and removing any duplication from the system.

Assessments are expected to take at least an hour in order to ensure that they are robust and following this each customer is provided with a bespoke and meaningful PHP.

Case officers spend 2 days a week on duty in the office, 2 days working from home and 1 day out and about undertaking proactive casework and meeting customers.

The success in achieving a high number of prevention outcomes is considered to be attributable to the following factors.

#### Accessible Service

The Housing Options service is fully accessible to all customers throughout the week, customers are able to drop into the council offices during the week and be seen in person, alongside telephone and online access. The service ensures that all calls are responded to that day. The accessible and responsive service is considered to be critical in achieving positive outcomes and ensuring that windows of opportunity for prevention work are not lost.

Members of the team also spend time at the local homelessness day service and supported accommodation projects to ensure further accessibility.

The service also ensures that housing register applications are managed in a timely manner and promptly screened for any suggested risk of homelessness or unsuitable accommodation so that a timely prevention response can be implemented.



### Personalised Approach

Customers are given the choice as to how they wish to access the service and can choose face to face appointments and the location of where they would prefer to be seen, or telephone access if this is more convenient.

The service has found that face to face contact helps them to achieve positive and sustainable customer outcomes. Through face-to-face contact officers are able to often discover underlying support needs and/or other factors that have impacted upon their homelessness and put measures in place to address this.

The housing options officers work very closely with customers to ensure a personalised approach. Staff “know their cases inside out” and remain in regular contact with them with ongoing communication and will often undertake visits. Staff will pull in other key services to support the customer as necessary, and co-ordinate these services around the needs of the customers. This means that staff are very ‘hands on’ in their approach rather than being desk based and process driven. This is another factor that has led to the success of their prevention approach.

### Effective Partnerships

There are a range of effective partnerships in place including monthly pathway meetings. In these meetings all single households in need of housing related support are discussed with the aim of finding a suitable supported accommodation solution. All referrals into supported accommodation are discussed to ensure the most suitable placement for customers, matching based on need rather than vacancy. Within this meeting upcoming hospital discharges and prison releases are discussed with plans put in place. In addition to this any cases where an existing supported housing resident is struggling or at risk of losing their placement are brought to the meeting, so that a housing options officer can ‘parachute in’ to try and resolve the issue and prevent the placement from breaking down.

### Prevention Options

A number of successful prevention outcomes are achieved through accessing social housing; the team has a successful approach to working with customers and providing support and interventions at home until a planned move becomes available through the housing register. Further successful outcomes are achieved through having a Private Rented Sector Tenancy Sustainment officer embedded within the team, mediating between tenant and landlord in situations where there is a chance that the tenancy can be saved. The officer also works with those more complex PRS

tenants, even where the tenancy can't be saved, to help put measures in place to address any unmet support needs and money management issues to help get them tenancy ready for any future tenancies.

### Integration with the wider team

There is very close working between housing options and the wider housing team. There is close working between allocations and temporary accommodation staff ensuring that staff are aware of vacancies and can work with customers to bid and successfully move on. There is also an ongoing focus on ensuring that the allocations team is properly resourced to enable housing register applications to be promptly administered and thus ensuring that opportunities for prevention aren't lost.

The integration with the private sector team also helps to achieve positive outcomes with regular referrals to housing standards for property inspections and a pro-active and positive approach to working with private landlords. The use of DFGs can also assist in preventing homelessness by enabling properties to be made suitable for customer's needs. There is also an Occupational Therapist within the team that is of huge benefit particularly in relation to property suitability.

The service considers these peripheral services to be vital to the outcomes achieved by the service

### **Trinity Day Services**

Trinity Winchester provides direct access services for anyone experiencing homelessness, social isolation and the impact of poverty within the city.

Services range from meeting service user's basic needs in terms of bathing, laundry, clothes, warmth and hot meals. Alongside this Trinity deliver Support, Change and Aspire programmes to enable people to access all levels of help from learning, advice and therapies to housing qualifications and employment opportunities.

Staff within the centre provide support to help people keep their homes and to access housing, alongside advice and signposting to other key agencies.

A range of key agencies and services provide in-reach to the day centre including GP access, social prescriber appointments and dental care appointments.

### **Trinity Women's Services**

Trinity provides a woman only service to support women who are experiencing any area of vulnerability. The service is led by a team of qualified counsellors, support staff and learning tutors on hand to help women address the effects of trauma, domestic abuse, loneliness and unemployment alongside any other issues they may be facing. The service also hosts the nationally accredited Freedom programme for women who have or are experiencing domestic abuse.

### Other Advice Services/Key services

<b>Advice Services/Key services</b>				
<b>Domestic Abuse Services:</b>	<b>Debt/Money advice services:</b>	<b>Substance misuse Services:</b>	<b>Mental health Services:</b>	<b>Food banks:</b>
Stop Domestic Abuse – provide support and advice to those experiencing DA.	Citizens Advice – provide free, impartial advice on debt and other money matters, in addition to other issues such as benefits, housing and employment.	Inclusion/ Harm Reduction Services – Provide services that include advice, information, harm reduction interventions, recovery plan alongside pharmacological interventions.	No Wrong Door - provide support for those who might have dual diagnoses (e.g., substance use and mental health)	Community Food Pantry (Unit 12) – customers can pay £6 per shop and receive goods worth approx. £15
No Women Turned Away - It provides dedicated support and telephone advocacy to women experiencing domestic abuse who face barriers in accessing a refuge space or safe accommodation	CAP – free debt advice and help with money management/benefits	No Wrong Door – provide support for those who might have dual diagnoses (e.g., substance use and mental health)	Cruse Bereavement Support – supports those who have gone through a bereavement and need some support/counselling.	Winchester Basics Bank – provide access to emergency food and clothing around the Winchester district.
	Step Change Debt Charity – UK's most comprehensive free debt advice service. As well as advising	Parent support link- for family members / partners of people struggling with addiction.	The Lighthouse – out of hours mental health service for anyone over the age of 18 who	

	they assist with setting up debt solution and support for as long as needed.	Offer a telephone or face to face support service across Hampshire. 02380 399 764	requires short term support with their mental health, based in Southampton.	
			Adult Community Mental Health Team and Talking Therapies – part of the Hampshire and IOW NHS Trust	
			Reconnect – Links prison healthcare with appropriate follow up care in the community for up to 6 months.	

## Accommodation

### Supported Accommodation

#### Alleyne House – Trinity

Alleyne House provides 8 units of self-contained supported accommodation, with a live-in supervisor and a Housing Support Officer. Alongside housing related support the service provides training opportunities to support residents into employment.

#### Bradbury View – Trinity

Bradbury view comprises of 12 flatlets for people who are rough sleeping, including the most entrenched or hard to reach rough sleepers. Each flatlet has ensuite bathrooms. Residents are provided with individualised person-centred support to help them to move towards living independently and meeting their wider support needs. Residents are provided with:

- A full health needs assessment with the GP team
- A named care coordinator to help set up residents housing and tenancy related income and expenditure, alongside settling them into their new accommodation
- A well-being practitioner to help residents to help them access therapies and identify any additional needs.

- A full range of therapies and groups to attend
- A learning programme to further skills
- A focus on reducing addiction and moving towards recovery
- Life skills such as cooking and budgeting
- Tenancy management groups to set residents up for independent living
- Volunteering opportunities
- Recovery groups for ongoing support
- Preparing to move on into independent living
- Job club and CV building

### The Beacon

The Beacon provides 10 units of supported accommodation for both men and women. Accommodation comprises of self-contained bedrooms and bathrooms. A home cooked evening meal, lunch and breakfast is provided. Support includes person centred one to one advocacy and support with housing, employment, personal finances and other essential needs. The project also provides:

- Wellbeing and coping sessions and a confidential free counselling and psychotherapy service
- Support with finances, budgeting and support with benefit claims
- Access to training and volunteer work placement schemes with local business to help improve employment prospects
- Opportunities to develop independent living skills, including tenancy and first aid training
- Access to drug and alcohol advisory services and support
- Peer mentoring
- Life coaching
- Wellbeing activities

### Other Accommodation Projects

<p><u>84-86 Sussex Street (Two Saints)</u>                  Stage 2 supported accommodation, funded by Hampshire County Council until March 2026.                  Not 24 cover of staff                  Provides accommodation and accommodation-based support</p>	<p>13 beds</p>
<p><u>Quakers PR rooms, shared facilities, for more stable single people who struggle to rent on the open market. Tenancy management, no support. If support required, can be supported by WCC PSH Tenancy sustainment officer.</u></p>	<p>7 beds</p>

<p><u>Emmaus</u> residential community in Winchester, provides a home and tailored support for up to 40 people, known as Emmaus companions.</p> <p>Package of support for people who find themselves homeless or at risk of homelessness covers a wide range of areas including personal development, training, work experience and life-changing opportunities.</p>	30 beds
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### Domestic Abuse and Refuge Provision

Dispersed refuge accommodation across Hampshire- offering a safe and secure, self-contained living space outside of a traditional refuge. This accommodation is designed to provide the same level of support as a refuge but in a more independent setting, suitable for individuals who may not thrive in a communal environment or who have specific needs that require more privacy.

Trinity provides day services for women and has 2 flats within the service specifically for survivors of domestic abuse.

### Temporary Accommodation

Accommodation	No of bed spaces provided
Milford House (WCC Temporary Accommodation)	20
Gordon Watson House (WCC Temporary Accommodation)	14
Lent Hill Court (WCC Temporary Accommodation)	9
Brittany House (WCC Temporary Accommodation)	6
Pepper pot Temporary Accommodation units (WCC Temporary Accommodation)	28
1 King Harold Court (WCC Temporary Accommodation)	3
17 East Acre (WCC Temporary Accommodation)	4
59 Colebrook Street (WCC Temporary Accommodation)	6

### Private Rented Accommodation

The private rented sector (PRS) provides a significant and growing proportion of the total rented stock in England. Nationally the PRS represents 20% of the total housing market, in Winchester the PRS accounts for 16% of the total housing stock. Given the limitations on the size and investment in the social rented stock, it constitutes an essential element in the provision of housing for people who may otherwise be homeless.

Within Winchester most private landlords are small landlords, or 'accidental' landlords, there are very few portfolio landlords. The private rented sector in Winchester is largely unaffordable, for anyone on a low income or dependent upon benefits, low proportions of properties are within Local Housing Allowance levels although there are likely to be more at rent levels just above Local Housing Allowance levels,

Homeownership is reducing nationally due to 'would be' first time buyers being unable to access mortgages due to high house prices and high deposit requirements and increasing interest rates. This is having an impact upon the private rented market, with these 'would be' first time buyers accessing private rented accommodation, placing increased pressure on the private rented market with demand exceeding supply.

As a result of this the private rents are inflated, resulting in a gap between actual rent levels and the Local Housing Allowance. The increased demand on the private rented sector means that private landlords have a greater choice in relation to prospective tenants, which results in landlords choosing to work with professional households over those that are reliant on welfare benefits. In Winchester many households on low incomes and those in receipt of Local Housing Allowance struggle to find affordable accommodation in the private rented sector or landlords willing to accept housing benefit. For some, the need for upfront deposits, agent's fees and lender requirements to avoid the benefit dependent make the sector inaccessible. This problem has been further exacerbated with the introduction of universal credit.

While this affects all household types, the impact is the greatest on both single people under the age of 35 and large families due to benefit caps, and a lack of suitable affordable accommodation.

Despite these challenges the Council has some success in preventing and relieving homelessness through accessing private rented accommodation.

While the Renters' Rights Bill will provide more security for social housing tenants there is concern that some landlords will choose to leave the market due to perceived risks linked to the new legislation. It will be important to consult with local landlords to understand their concerns and to develop a comprehensive landlord offer in response to this to mitigate any perceived risks.

Alongside increasing access, emphasis needs to be placed on sustainment. The loss of private rented accommodation is one of the main causes of homelessness, it is therefore essential that any offer to enable clients to access the private rented sector

needs to be coupled with support for both landlords and tenants, with the ability for early intervention should any issues arise during the course of the tenancy.

### **Social Housing Provision**

There is a total of 7,634 units of social housing across Winchester, of which just over 5,000 is council owned stock. In 2025 there were a total of 1,611 households on the housing register in need of social housing, this has increased by 11% over the last five years. Of those households on the housing register, 54% have a one-bedroom need.

These figures contrast strongly with the total number of annual lettings, which in 2024/25 was 528 lets.

Demand significantly exceeds supply for all property types; however the greatest unmet need is in relation to one bedroom accommodation.

The Council aims to deliver 659 affordable and energy efficient council homes by 2028/29 and council commissioned new build housing through:

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

### **Customer Pathways**

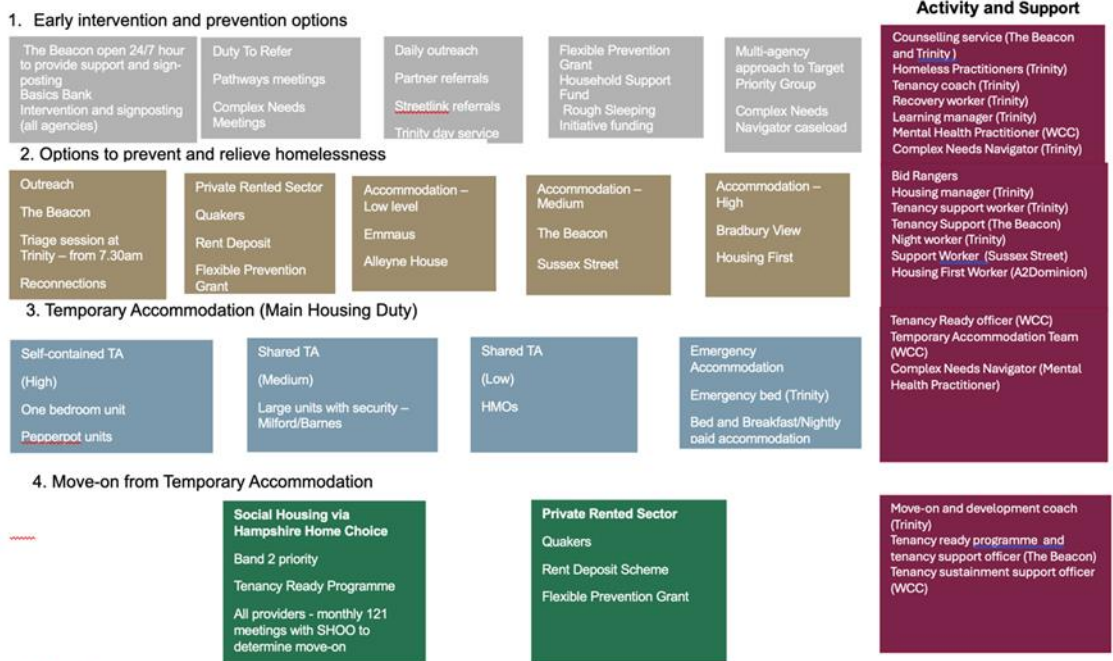
The below pathways have been developed for customers in response to their specific needs



### FAMILY PATHWAY



### ROUGH SLEEPING PATHWAY



## SINGLE HOMELESS PATHWAY

### 1. Early intervention and prevention options

Daily Outreach – WCC officer  
Outreach support – Beacon window 24/7  
Basics Bank

Duty To Refer process  
Pathways meetings  
Tenancy Sustainment Officer/Services

SHOO monthly meetings with partners to identify any individuals at risk  
Care Act Assessment

Flexible Prevention Grant  
Household Support Fund  
Rough Sleeping Initiative funding

### Activity and Support

Counselling service (The Beacon and Trinity)  
Homeless Practitioners (Trinity)  
Tenancy support (Trinity & Beacon)  
Recovery worker (Trinity)  
Learning manager (Trinity)  
Mental Health Practitioner (WCC)  
Complex Needs Navigator (Trinity)

### 2. Options to prevent or relieve homelessness

Mediation/Negotiation/Home Visits  
Flexible Prevention Grant/RSI funding  
Hampshire Home Choice

Private Rented Sector  
Quakers  
Rent Deposit

Accommodation – Low need  
Emmas  
Alleyn House

Accommodation – Medium need  
The Beacon  
Sussex Street

Accommodation – High need  
Bradbury View  
Housing First

Housing manager (Trinity)  
Tenancy support worker (Trinity)  
Night worker (Trinity)  
Tenancy Support (Beacon)  
Support Worker (Sussex Street)  
Housing First Worker (A2Dominion)

### 3. Temporary Accommodation (Main Housing Duty)

Self-contained TA  
High need  
One bedroom units  
Pepperpot units

Shared TA  
Medium need  
Large units with security – Milford House/GWH

Shared TA  
Low need  
HMOs

Emergency Accommodation  
Emergency bed (Trinity)  
Bed and Breakfast/Nightly paid accommodation

Tenancy Ready officer (WCC)  
Temporary Accommodation Team (WCC)  
Complex Needs Navigator (Mental Health Practitioner)

### 4. Move-on from Temporary Accommodation

Social Housing via Hampshire Home Choice  
Band 2 priority  
Tenancy Ready Programme

Private Rented Sector  
Quakers  
Rent Deposit Scheme  
Flexible Prevention Grant

Move-on and development coach (Trinity)  
Tenancy ready programme (WCC)  
Tenancy sustainment support officer (WCC)



## OVER 55's PATHWAY

### 1. Early intervention and prevention options

Adult Services – Care Act Assessments  
Winchester Basics Bank

Flexible Prevention Grant  
Landlords Tenancy sustainment services

### Activity and Support

Counselling service (The Beacon and Trinity)  
Homeless Practitioners (Trinity)  
Tenancy coach (Trinity)  
Recovery worker (Trinity)  
Learning manager (Trinity)  
Mental Health Practitioner (WCC)  
Complex Needs Navigator (Trinity)  
Housing manager (Trinity)  
Tenancy support worker (Trinity)  
Night worker (Trinity)  
Support Worker (Sussex Street)  
Tenancy Ready officer (WCC)  
Temporary Accommodation Team (WCC)  
Complex Needs Navigator (Mental Health Practitioner)  
Move-on and development coach (Trinity)  
Tenancy ready programme (WCC)  
Tenancy sustainment support officer (WCC)  
Winchester Basics Bank  
St Johns Charity  
Housing 21 (Housing Officer)

### 2. Options to prevent or relieve homelessness

Hampshire Home Choice  
Extra Care Accommodation  
Sheltered Accommodation  
Other providers (not HHC)  
Housing 21  
St Johns Charity

Private Rented Sector  
Quakers  
Rent Deposit  
Flexible Prevention Grant

Accommodation – Low level  
Emmas  
Alleyn House

Accommodation – Medium  
The Beacon  
Sussex Street

Accommodation – High  
Bradbury View

### 3. Temporary Accommodation (Main Housing Duty)

Self-contained TA (High)  
One bedroom unit  
Pepperpot units

Shared TA (Medium)  
Large units with security – Milford/Barnes

Shared TA (Low)  
HMOs

Emergency Accommodation  
Emergency bed (Trinity)  
Bed and Breakfast/Nightly paid accommodation

### 4. Move-on from Temporary Accommodation

Social Housing via Hampshire Home Choice  
Band 2 priority  
Tenancy Ready Programme

Private Rented Sector  
Rent Deposit Scheme  
Flexible Prevention Grant



## MENTAL HEALTH PATHWAY

### 1. Early intervention and prevention options

Mental Health Practitioner based at WCC  
Care Act assessments

Duty To Refer process  
Pathways meetings  
Trusted assessor process

SHOO monthly meetings with partners to identify any individuals at risk

Flexible Prevention Grant  
Household Support Fund

### Activity and Support

Counselling service (The Beacon and Trinity)  
Homeless Practitioners (Trinity)  
Tenancy coach (Trinity)  
Recovery worker (Trinity)  
Learning manager (Trinity)  
Mental Health Practitioner (WCC)  
Complex Needs Navigator (Trinity)

### 2. Options to prevent or relieve homelessness

Mediation/Negotiation/Home Visits  
Flexible Prevention Grant  
Hampshire Home Choice

Private Rented Sector Quakers  
Rent Deposit  
Flexible Prevention Grant

Accommodation – Low need  
Emmaus  
Alleyne House

Accommodation – Medium need  
The Beacon  
Sussex Street

Accommodation – High need  
Mental Health accommodation  
Bradbury View  
Housing First

Housing manager (Trinity)  
Tenancy support worker (Trinity)  
Tenancy support worker (Beacon)  
Night worker (Trinity)  
Support Worker (Sussex Street)  
Housing First Worker (A2Dominion)

### 3. Temporary Accommodation (Main Housing Duty)

Self-contained TA  
High need  
One bedroom unit  
Pepperpot units

Shared TA  
Medium need  
Large units with security – Milford/Barnes

Shared TA  
Low need  
HMOs

Emergency Accommodation  
Emergency bed (Trinity)  
Bed and Breakfast/Nightly paid accommodation

Tenancy Ready officer (WCC)  
Temporary Accommodation Team (WCC)  
Complex Needs Navigator (Mental Health Practitioner)

### 4. Move-on from Temporary Accommodation

Social Housing via Hampshire Home Choice  
Band 2 priority  
Tenancy Ready Programme

Private Rented Sector  
Quakers  
Rent Deposit Scheme  
Flexible Prevention Grant

Move-on and development coach (Trinity)  
Tenancy ready programme (The Beacon)  
Tenancy sustainment support officer (WCC)



## DOMESTIC ABUSE PATHWAY

### 1. Early intervention and prevention options

DASH process  
MARAC/HRDA  
Multi-agency work (Police, ASC)

Trinity – Womens Service  
National Domestic Abuse helpline  
Womens Aid

Stop Domestic Abuse Services  
Hampton Trust  
IDVA

### Activity and Support

IDVA (Sdas)  
Victim Support (Police)  
Counselling service (The Beacon and Trinity)  
Homeless Practitioners (Trinity)  
Tenancy coach (Trinity)  
Recovery worker (Trinity)  
Learning manager (Trinity)  
Mental Health Practitioner (WCC)  
Complex Needs Navigator (Trinity)  
Move-on and development coach (Trinity)  
Tenancy ready programme (The Beacon)  
Tenancy sustainment support officer (WCC)  
Tenancy Ready officer (WCC)  
Temporary Accommodation Team (WCC)  
Complex Needs Navigator (Mental Health Practitioner)  
Housing manager (Trinity)  
Tenancy support worker (Trinity)  
Night worker (Trinity)  
Support Worker (Sussex Street)  
Housing First Worker (A2Dominion)

### 2. Options to prevent or relieve homelessness

To remain in accommodation:  
Target Hardening – Blue lamp/Landlord  
Management move

To remain in accommodation:  
Non-molestation order  
Occupation Order

To leave accommodation:  
Refuge  
Support to approach other LA  
Referral to other LA

To leave accommodation:  
Private Rented Sector Quakers  
Rent Deposit/Flexible Prevention Grant

To leave accommodation:  
Hampshire Home Choice (Management move/Health and welfare)

### 3. Temporary Accommodation (Main Housing Duty)

Self-contained TA  
High need  
One bedroom unit  
Pepper pot units

Shared TA  
Medium need  
Large units with security – Milford/Barnes

Shared TA  
Low need  
HMOs

Emergency Accommodation  
Emergency bed (Trinity)  
Bed and Breakfast/Nightly paid accommodation

### 4. Move-on from Temporary Accommodation

Social Housing via Hampshire Home Choice  
Band 2 priority  
Tenancy Ready Programme

Private Rented Sector  
Rent Deposit Scheme  
Flexible Prevention Grant



## PRISON LEAVERS PATHWAY

### 1. Early intervention and prevention options

Duty To Refer process  
Ineosus – commissioned rehabilitative services  
Homelessness Prevention Taskforce

Pathways meetings to identify individuals due to be released  
Prison visits  
Complex Needs Navigator

Flexible Prevention Grant  
Household Support Fund  
Rough Sleeping Initiative funding

### Activity and Support

Counselling service (The Beacon and Trinity)  
Homeless Practitioners (Trinity)  
Mental Health Practitioner (WCC)  
Complex Needs Navigator (Trinity)  
Ineosus  
Probation  
Homelessness Prevention Taskforce

### 2. Options to prevent and relieve homelessness

Ineosus community accommodation -  
Approved premises  
BASS accomm  
CAS 3 programme

Private Rented Sector  
Quakers  
Rent Deposit  
Flexible Prevention Grant

Accommodation – Low need  
Emmaus  
Alleyne House

Accommodation – Medium need  
The Beacon  
Sussex Street

Accommodation – High need  
Bradbury View  
Housing First

Housing manager (Trinity)  
Tenancy support worker (Trinity)  
Night worker (Trinity)  
Support Worker (Sussex Street)  
Housing First Worker (A2Dominion)  
Support workers (The Beacon)

### 3. Temporary Accommodation (Main Housing Duty)

Self-contained TA (High)  
One bedroom unit  
Pepperpot units

Shared TA (Medium)  
Large units with security – Milford/Barnes

Shared TA (Low)  
HMOs

Emergency Accommodation  
Emergency bed (Trinity)  
Bed and Breakfast/Nightly paid accommodation

Tenancy Sustainment officer (WCC)  
Temporary Accommodation Team (WCC)  
Complex Needs Navigator (Trinity)  
Mental Health Practitioner (WCC & Southern Health)

### 4. Move-on from Temporary Accommodation

Social Housing via Hampshire Home Choice  
Band 2 priority  
Tenancy Ready Programme

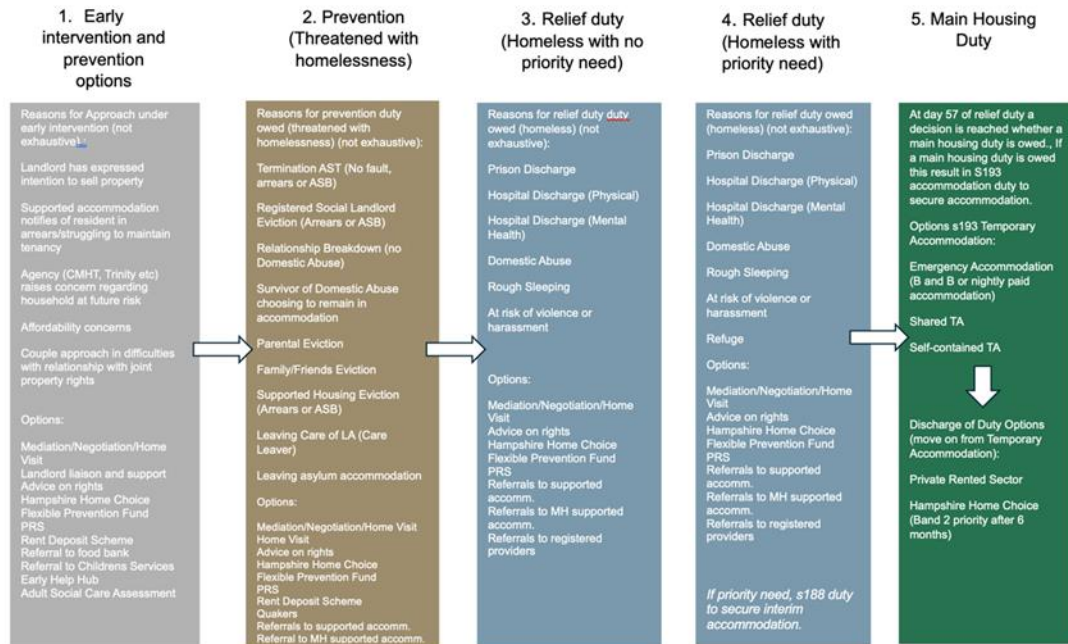
Private Rented Sector  
Quakers  
Rent Deposit Scheme  
Flexible Prevention Grant

The Beacon (if moving on from Beacon)  
12 rooms in move-on houses with ongoing support for all individuals

Move-on and development coach (Trinity)  
Tenancy ready programme (The Beacon)  
Tenancy sustainment support officer (WCC)



## OVERARCHING HOMELESSNESS PATHWAY



Likely Future Levels of Homelessness

This report forms part of the Homelessness Review Evidence Base to inform Winchester's new Preventing Homelessness & Rough Sleeping Strategy. This report considers national and local issues that could impact upon homelessness levels in both the short and longer term and indicates what future levels of homelessness and associated demand on services may look like.

## **National Policy Change**

### **Labour key policies & budget announcements**

Summer 2024 brought about a change in Government; Labour's key manifesto pledges in relation to housing and homelessness include:

- Introduction of the Renters Reform Bill, including the commitment to end no fault evictions
- Commitment to deliver the biggest increase in social housebuilding in a generation; £500 million boost to the Affordable Homes Programme to build up to 5,000 additional affordable homes. Pledge to deliver 1.5 million new homes while in power
- Reducing the discounts on the Right to Buy scheme and enabling councils in England to keep all receipts generated by sales
- Consulting on a new long-term social housing rent settlement of CPI+1% for 5 years
- £223 million of additional spending in 2025/26 on homelessness, taking the total spending up to £1 billion to prevent increases in the number of families in temporary accommodation and prevent rough sleeping
- The treasury indicates a two-stage fiscal process. The autumn budget acts as Phase 1 – which 'resets departmental budgets for 2024-25 and sets budgets for 2025-26', providing certainty until March 2026. Phase 2 sets the scene for the long-term spending review, and for a wider system of reforms to the public sector. The indicated approach includes simplifying funding streams, moving away from competitive tendering and a shift toward multi-year settlements as well as taking a more preventative approach and devolving more power to communities.
- Cross-government taskforce to address homelessness and rough sleeping ahead of the spring spending review
- An extension of Rough Sleeper Initiative funding for 2025/26

- £1 billion in 2025/26 to extend both the Household Support Fund in England and Discretionary Housing Payments (DHPs) in England and Wales
- A new Fair Repayment Rate which caps debt repayments made through Universal Credit at 15% of the standard allowance.

### **Homelessness Monitor**

Crisis' homelessness monitors forecasts that homelessness will continue to rise significantly in the immediate future with core homelessness **one fifth** higher in 2024 than in 2020.

Drivers include:

- Inflation squeezing real incomes.
- Increasing poverty
- Rising private rents and evictions
- Declining social rented lettings

### **The Legacy of the Covid-19 Pandemic**

Like many housing options services, Winchester's Housing Options service has not yet recovered from the impact that the pandemic has had on service demand and housing pressures; particularly in relation to temporary accommodation.

During the pandemic, the government introduced emergency legislation and powers to protect and manage everybody affected by the pandemic, in order to protect those at greatest risk. In March 2020, the government provided a clear directive to ensure all people experiencing rough sleeping were accommodated under 'Everyone In'. The then Ministry of Housing, Communities and Local Government (MHCLG) issued clear guidance to local authorities to ensure that everyone known to be experiencing rough sleeping, or those deemed to be at imminent risk of experiencing rough sleeping, would be offered accommodation. The initiative was undertaken to protect people experiencing rough sleeping, particularly those who were at increased risk of severe illness, with the aim of keeping them safe and to reduce the wider transmission of COVID-19. In order to ensure that social distancing could be maintained, and people could safely self-isolate, it was necessary that any offer of accommodation should be self-contained.

It is widely recognised that this response helped to save lives. A study published in the Lancet estimated that the interventions carried out had prevented hundreds of additional deaths from COVID-19 and had managed to maintain an infection rate of

only 4% amongst the population of people experiencing homelessness.<sup>3</sup> In contrast, internationally where such far-reaching measures were not taken, an estimated 40% of the population experiencing homelessness in Paris had COVID-19, and in New York the age adjusted mortality rates for people experiencing homelessness and living in shelters was 321 deaths per 100,000 people, compared with a citywide average of 200 deaths per 100,000.<sup>4</sup>

In Winchester, the impact of the pandemic has resulted in increases in the use of temporary accommodation, although it is important to note that Winchester has mitigated this through the delivery of effective prevention outcomes, and as such has not witnessed the same increases as many local authorities nationally which is most notable in the low reliance on bed and breakfast accommodation. While the council no longer operates Everyone In, the impacts of this policy during COVID-19 are ongoing, and the pressures associated when severe weather emergency protocol (SWEPE) are activated exacerbates the pressure around emergency accommodation provision. The use of temporary accommodation has increased from a snapshot of 53 households accommodated in March 2020 to 72 in March 2025. Between March 2022 and March 2025 there has been an 80% increase in the number of households accommodated in temporary accommodation at the year end. The average length of stay in temporary accommodation is 312 days.

The spend on Bed & Breakfast accommodation has increased from £2,400 on statutory placements and £3,000 on discretionary placements in 2021/22 to £78,200 and £19,000 respectively in 2024/25.

The provision of good quality supported accommodation provision is critical in ending rough sleeping and responding to single person's experience of homelessness. The recent loss of a supported accommodation project has further exacerbated pressures and impacted upon the increased use of bed & breakfast accommodation.

Homelessness data indicates that 59% of customers presenting to the service are single people, and 65% of all customers accessing the service have an identified support need.

In order to avoid expensive B&B accommodation, which provides an unsuitable offer, and one that is unlikely to lead to a successful pathway out of homelessness, it is essential that funding continues to be available to existing supported accommodation projects and that further projects are commissioned in line with identified need.

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<sup>3</sup> Lewer, D., Braithwaite, I., Bullock, M., Eyre, M., White, P., Aldridge, R., Story, A., Hayward, A. (2020) COVID-19 among people experiencing homelessness in England: a modelling study. *The Lancet*. 8 (12), pp. 1181 – 1191. Available [here](#).

<sup>4</sup> Crisis (2020) The Impact of COVID-19 on People Facing Homelessness and Service Provision Across Great Britain. Available [here](#).

The impact of the closure of West View will have an impact upon the available options for single households experiencing homelessness and could lead to an increase in temporary accommodation and B&B placements. It is recognised that it can take considerable time to commission supported accommodation projects, and there may be value in considering alternative options in the interim, which could include a soft market testing exercise to understand the appetite from providers to develop small, shared accommodation projects in the area funded through intensive housing management or the delivery of such projects in house.

In line with the Supported Housing (Regulatory Oversight) Act 2023 there will be a requirement to undertake a supported housing needs assessment and to develop a Supported Housing Strategy; this will enable the Council to understand the requirements for supported housing in the area and ensure commissioning aligns with evidenced need. Indications suggest the strategy will need to be in place by mid-2027, needs assessments take on average at least 6 months to complete and as such this work should commence in early 2026. It would make sense for this work to be undertaken on a county basis or in partnership with those local authorities that Winchester will be paired with as a result of Local Government Reorganisation.

**Recommendation**

In line with the requirements of the Supported Housing (Regulatory Oversight) Act 2023 undertake a supported housing needs assessment and develop a Supported Housing Strategy

Mitigate the impact of the closure of West View through the development of alternative supported housing in house or through working with providers to develop shared housing.

**Homelessness in the Private Rented Sector – Renters Reform Bill**

Following the pandemic, the housing market has become even more increasingly unaffordable – with an increase in house prices and rental levels being seen in most areas. The pandemic, together with changes to tax allowances, has also led to a number of smaller private landlords or ‘accidental’ landlords choosing to leave the market, and in many areas an increase in private rented sector notices have been served due to the landlord choosing to sell the property. Alongside this, the increases in mortgage interest rates means that for some landlords it will no longer be financially viable to continue to rent the property without increasing the rent.



Since 2015 private rented levels have increased by 30% in Winchester, with an 8% increase in the last year. The average monthly rent, according to the Office of National Statistics, in April 2025 was £1,445, compared with £1,319 the previous year, representing a higher increase than that seen across the South East. While rents have continued to increase, real wage growth has not kept pace, with the affordability gap increasing.

While the proposed end of no-fault evictions contained within the Renters Reform Bill is very welcome, and in the longer term will help to reduce homelessness from the private rented sector there is a risk that there may be an increase in private sector evictions ahead of enactment, as landlords choose to leave the market.

In Wales, ahead of the introduction of the Renting Homes (Wales) Act 2016, which introduced new occupation contracts with a minimum term and required landlords to issue 6 month's notice, a number of landlord's left the market. The increased administrative and financial burden drove some private landlords out of the market, leading to both an increase in homelessness, and a reduction in private sector properties available. Six months before the Act was enforced there was a 9% reduction in private rented sector properties, although it has since increased but still remains just below 2019 levels.

For those landlords who are considering leaving the market, this may present a time limited opportunity for the council, possibly together with a housing provider, to target these landlords with a leasing or buying scheme to ensure that these properties remain available to clients in housing need, however the window of opportunity to do this is small and would involve being able to develop a scheme quite quickly. It will be critical to consult with local landlords to understand their concerns ahead of the Renters' Rights Bill being enacted to ensure a landlord offer can be developed that mitigates these concerns.

#### **Recommendation**

Consult with local private rented landlords to understand their concerns ahead of the implementation of the Renters' Rights Act and develop a comprehensive landlord offer in response to this.

#### **Cost of Living Increase**

The other huge pressure that continues to impact upon homelessness levels and demand on the Housing Options service is pressures around the cost of living, which risks leaving large numbers of households unable to meet their housing costs.

Analysis by Crisis found outgoings of the lowest income households – those earning an average of £12,650 – would exceed their average monthly incomes by a third.<sup>5</sup> It is believed as a result hundreds of thousands of low-income people could be facing being on the brink of experiencing homelessness and destitution. Crisis identified in the worst-case scenario 1.7 million of households on the lowest incomes will be spending on average 133% of their monthly income on rent, food and energy. Crisis have warned that households in high rent areas or in poorly insulated homes are most at risk.

Shelter and HSBC undertook research published in January 2024 on the impact of the cost of living and housing pressures. The research found that

- 19.7 million people (66%) in England reported pressures on their housing in 2023
- 6.3 million people (21%) struggled to keep up their mortgage or rent payments
- 3.1 million people (10%) worried about eviction
- 11.7 million people (39%) had to cut back on essentials to keep up with their housing costs
- Families with children are more likely to have experienced a housing concern than those without children
- 12 million people (40%) worry their housing pressures will get worse
- 30% of people say they did not know where they could get help with their housing concerns.

The research identified that more than half of adults (56%) report being kept awake at night in the last year as a result of housing pressures, while seven in ten (70%) said they felt anxious, and half said their housing situation has left them feeling hopeless (49%).

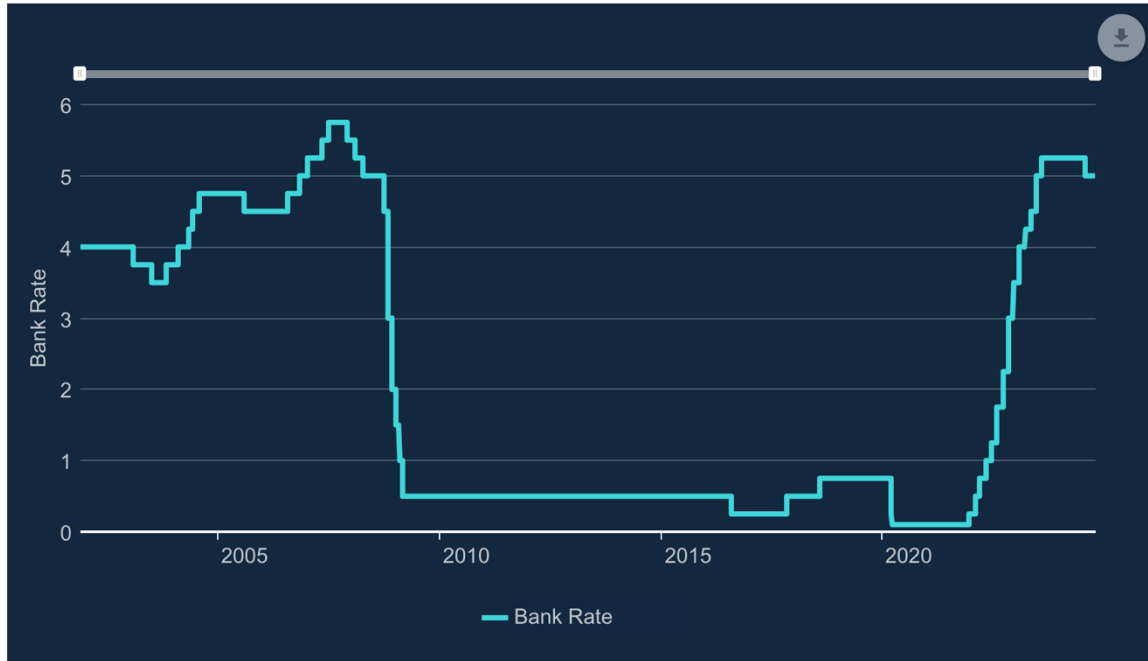
The series of monthly increases to the Bank of England base rate has seen mortgage interest rates increase impacting upon those on variable and tracker mortgages, while this has more recently begun to stabilise the impact of these increases will place increased pressure on many households, including those whose fixed rate mortgages are coming to an end, and buy to let landlords. It will also impact upon those households looking to buy their first properties. All of these

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<sup>5</sup> Crisis (2022) Cost of living crisis threatens homelessness surge – with the lowest income households spending 133% of their monthly income on rent, energy and bills. Available [here](#).

factors place further pressure on the housing market, and will result in households falling into mortgage arrears, and being at risk of homelessness.

### Official Bank Rate



There is a need to ensure that households at risk are able to access advice and information as early as possible, this will include making advice and information available to a wide range of households, including those who may not traditionally approach a local authority for assistance. It is recommended that a publicity and awareness raising campaign is put in place to make households aware of the help that is available, and to encourage them to access advice early on so that the opportunities for homelessness prevention can be maximized.

However, if more people are encouraged to access the service, then it is essential that resources are in place to meet this increasing demand. In the first instance there will be a need to develop a factsheet and improved web content providing advice for those who may be struggling to cope financially.

There may also be a need to put plans in place to increase the staffing resource available to manage any increased demand, initially in a prevention capacity by providing early intervention advice with the aim of preventing homelessness occurring. While this may require an additional investment, it would be hoped that the provision of upstream advice would help to minimise crisis presentations and the need for temporary accommodation, and as such could deliver longer term savings. If data indicates that demand on the service does increase due to households being unable to afford to meet their housing costs, there will be the need to increase staff capacity to manage this increase in demand.

It will also be essential that customers are able to access money and debt advice – there are often long waiting lists to access specialist money advice, with the increase in the cost of living, the demand for money advice will increase. Good quality money advice will be an essential component of the council's strategy to prevent homelessness linked to affordability and it will therefore be essential for housing options customers to be able to access timely money advice. It is recommended that consideration is given as to how this can be achieved. Options could include reviewing any existing contracts for the provision of money advice to ensure that housing options customers are prioritised, commissioning the provision of additional money advice for customers, potentially including surgeries within the council's offices, or the appointment of in-house money advisers to sit with the housing options team.

#### **Recommendation**

Undertake an awareness raising campaign to ensure households in housing difficulty linked to cost of living know how to access help and advice at the earliest point possible.

Continue to monitor demand to ensure sufficient resources are in place.

Review access to money and debt advice to ensure that customers can have easy access to appropriate advice and support.

#### **Refugee Resettlement**

The Centre for Homelessness Impact identifies:

- Correlation between the UK's asylum system and a 223% increase in people sleeping rough after leaving asylum housing.
- Large scale resettlement programmes, including Homes for Ukraine scheme, leave people at increased risk of homelessness due to a lack of support when leaving host households.
- Short move on periods after asylum application decisions, contribute to housing instability for refugees.

#### **Homes for Ukraine**

At the time of completing the review there have been a total of 353 households in Winchester on the Homes for Ukraine scheme; this includes some rematches where a household has been rematched from one host to another.

As of June 2025, there are 56 households remaining with hosts. Since the scheme began a total of 57 households have been rehoused via the Housing Register, and 103 have been supported to move into private rented accommodation, of which 48 households were provided with financial assistance to access this accommodation.

Since the commencement of the scheme in 2022 a total of 18 households have been accommodated in temporary accommodation.

The funding for host families has been extended until March 2026, but it is likely that over time host families may not be able to accommodate Ukrainian guests, which has the potential to have a significant impact upon demand. It is likely that demand on the service will increase as a result of the Homes for Ukraine work based upon evidence to date, alongside the wider pressures around refugee resettlement.

The government has not yet given any indication as to what will happen beyond March 2026.

### **Afghan Resettlement**

There are currently 5 Afghan families currently accommodated in Local Authority Housing Fund (LAHF) properties, and a further property will be purchased using LAHF funding for a family and 3 properties for general temporary accommodation use.

### **Dispersal Arrangements**

As of May 2025, there were a total of 34 dispersed asylum seekers placed in Winchester, compared with 39 the previous month. Since October 2024 there have been a total of 11 properties which were of interest to the Home Office for the provision of accommodation for Asylum Seekers, representing 65 bedspaces, including 9 HMOs and 2 family properties. This places further pressure on the housing market and the availability of affordable housing options.

There are currently 600 unaccompanied minors accommodated across Hampshire by Children's Service. The potential future demand from this client group on the Housing Options service is not yet fully understood.

There is a need to ensure that work is underway to develop a range of housing options for clients granted refugee status, and those under resettlement schemes, alongside a clear supported pathway for unaccompanied minors due to turn 18 years old.

**Recommendation**

Work with Children's Services to develop a supported housing pathway for unaccompanied minors due to turn 18.

Develop a range of housing options for clients granted refugee status.

**Local Government Reorganisation and Devolution**

The government's devolution white paper, published on 16 December, sets out the detail of Labour's 'devolution revolution'. Ministers plan to further empower England's existing 12 metro mayors, to extend devolution to the whole of England and to reorganise local government, transferring power out of Westminster to local communities.

Devolution deals could mean that local leaders will be able to make decisions directly affecting their communities, with the intention of encouraging local authorities to come together to take on new powers through new Combined Authorities.

The Government's plans to provide more powers to local authorities over transport, adult education and skills, employment support, and housing and planning, are aimed at allowing towns and cities the tools they need to pursue growth, create jobs, and improve living standards.

Alongside devolution, the Government also plans to replace the current two-tier system of counties and district councils with unitary councils across the country. Each unitary council will have a population of at least 500,000. This re-organisation will also include existing small neighbouring Unitary Authorities.

Hampshire County Council and its local government partners were asked to submit outline proposals for consideration by Government in Spring 2025.

Central Government has provided feedback on these interim proposals, which will inform final proposals to be submitted to Government in the Autumn.

New Unitary Council arrangements are likely to take effect in 2027 or 2028.

In Hampshire, local government services are currently provided by one county council and 11 district and borough councils. Local government reorganisation (LGR) would completely change the landscape of Hampshire's local councils by

replacing the current two-tier council system and neighbouring Unitary Councils of Southampton, Portsmouth and the Isle of Wight with a number of large new unitary (all-purpose) councils. This change aims to simplify how councils are organised and run, creating large and financially resilient unitary councils that are more efficient, effective and deliver better value for money for taxpayers.

It is not currently known how many local authorities there will be in Hampshire following LGR, but what is known is that Winchester will join together with a number of other authorities and this will impact upon the way in which both homelessness services are delivered and funded.

Throughout the review it is evident that Winchester delivers a high quality, customer focused service; one that achieves very positive prevention outcomes and one that has been able to mitigate the significant pressures on homelessness services over the last five years without compromising customer outcomes, while minimising the use of unsuitable and costly temporary accommodation.

If positive customer outcomes are to be maintained post local government reorganisation, then it is critical that the service model that Winchester's Housing Options service has developed and the wider partnerships and services that have been established are not compromised. Winchester Council has proven that its approach can not only deliver personalised and positive customer outcomes, but importantly reduce the costs associated with temporary accommodation reliance. Winchester has been able to minimise these costs in a way that many neighbouring authorities have not been able to. There is a clear opportunity moving into local government reorganisation to replicate Winchester's successful delivery model across a wider area.

#### **Recommendation**

Ensure that Winchester's successful Housing Options service delivery model helps to inform future service delivery through local government reorganisation.

#### **Other Factors Likely to Impact Upon Homelessness Levels**

- Reducing numbers of social rented housing through historic right to buy sales coupled with a reduction of void levels could result in less available accommodation for those on the housing register.

- Affordability issues and the very limited access to private rented accommodation, including shared accommodation options, makes it increasingly more difficult for the housing options services to be able to find affordable and sustainable housing options for clients. Unless affordable accommodation is available, it is anticipated that homelessness will continue to increase as households are less able to resolve their own housing situation.
- The reduction in supported housing provision. Following the withdrawal of County Council funding for homelessness supported housing projects across Hampshire, West View in Winchester has closed. The impact of this will include a reduction in prevention and relief outcomes and less options for single homeless people with support needs. At worst, this could lead to an increase in rough sleeping.
- The newly announced early prison release, especially when not accompanied by adequate support, has the potential to increase levels of homelessness. Homelessness and a lack of suitable housing are major risk factors for reoffending. Early release is likely to compound the current pressures in relation to single homelessness.

### **What Might an Increased Demand Look Like?**

As detailed in the data report, homelessness levels have not followed national trends, while homelessness duties have increased by 21% over 5 years across England between 2019/20 and 2023/24, in Winchester they have increased by 11% over this time period, but increased by 27% if we measure the increase between 2019/20 and 2024/25

Below are a number of different potential scenarios to help understand what future demand could look like. All of the factors detailed within this report indicate that homelessness levels will continue to rise, at least in the short term.

### **Illustration of percentage increases on demand**

It is difficult to anticipate exactly what an increase in demand is likely to look like, and as such an uplift of various percentages has been calculated to give an indication of what the impact of this would be on resources and temporary accommodation. It is also important to recognise that the customer profile of households who may experience homelessness due to the cost of living may be different to the existing



customer profile that the service is currently working with, in recent years an increase in families experiencing homelessness has been witnessed in Winchester. An increase in demand from families has the potential to lead to higher increases in temporary accommodation as these households would all be in priority need.

Currently, 59% of customers are single and 65% have an identified support need. It is likely that the cost-of-living increases may mean that the service continues to see more families who are struggling financially and are threatened with homelessness, and as such there may be a need to procure more family sized temporary accommodation. It would be sensible to engage in discussions with registered providers in relation to the provision of social housing units to be used as temporary accommodation as demand increases.

The table below illustrates what an overall increase in demand on the service may look like, although it is important to recognise that there are a lot of variables. This is based on a percentage increase based on the current service delivery model and the team's ability to effectively prevent homelessness. If this is compromised, which may be the case if demand reaches unmanageable levels, the number of households in temporary accommodation would rise significantly more as the team would be unable to effectively prevent homelessness.

Moreover, if there are more households in temporary accommodation, move on from temporary accommodation is likely to be impacted, and as such the number in temporary accommodation will continue to rise, which will also directly impact upon caseloads, and the workload of the temporary accommodation team. Therefore, the data below provides a very rough indication based upon current service delivery. It is also likely that caseloads would increase more than highlighted below due to cases remaining open for longer periods of time.

### **Predicted Overall Increase in Demand on the Service**

<b>Increase</b>	<b>Approaches</b>	<b>Prevention &amp; Relief Duties owed</b>	<b>Caseloads</b>	<b>S193 duties owed</b>	<b>Temporary Accommodation Snapshot</b>
<b>2024/25 Position</b>	<b>612</b>	<b>436</b>	<b>30</b>	<b>58</b>	<b>72</b>
5% increase	643	458	32	61	76
10% increase	673	480	33	64	79
15% increase	704	501	35	67	83
20% increase	734	523	36	70	86

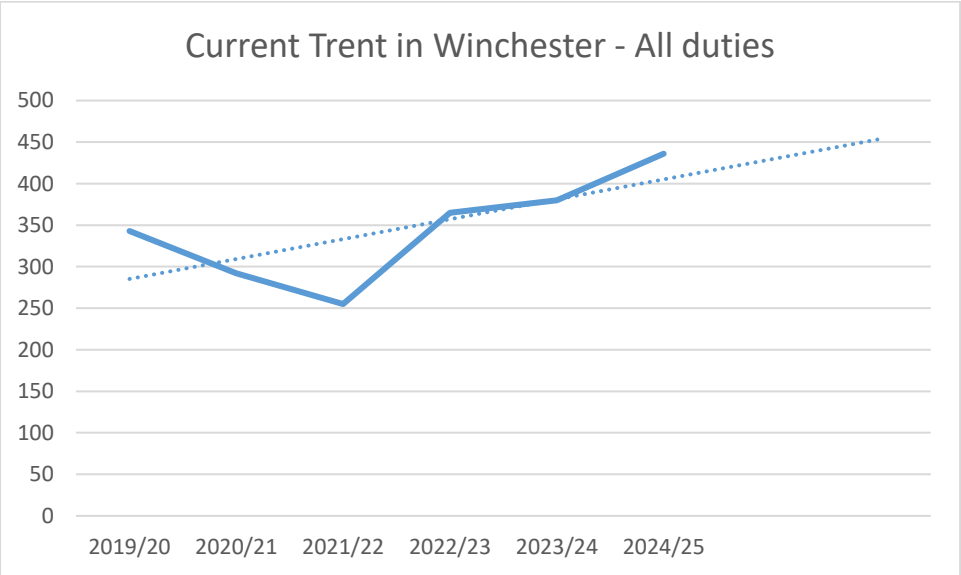
25% increase	765	545	38	73	90
30% increase	796	567	39	76	94

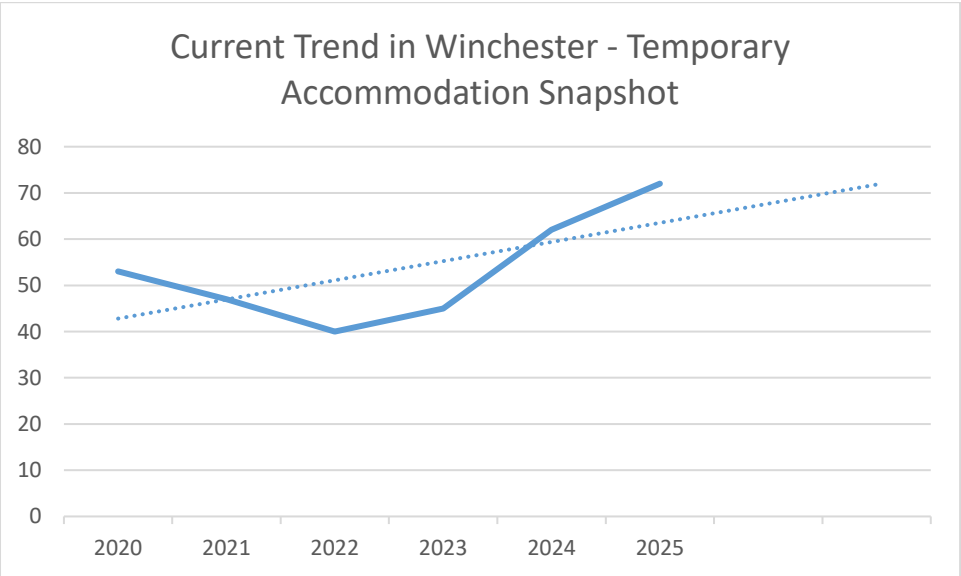
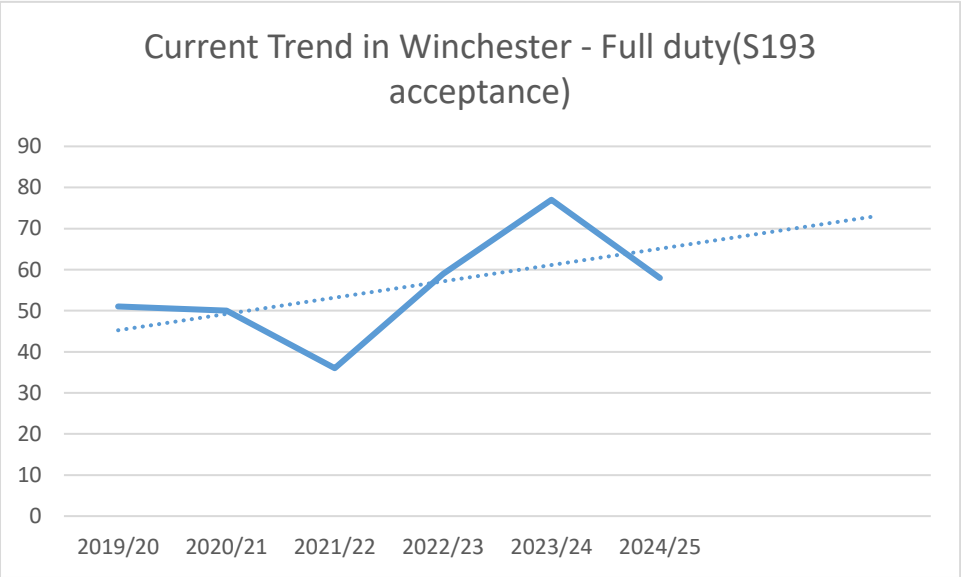
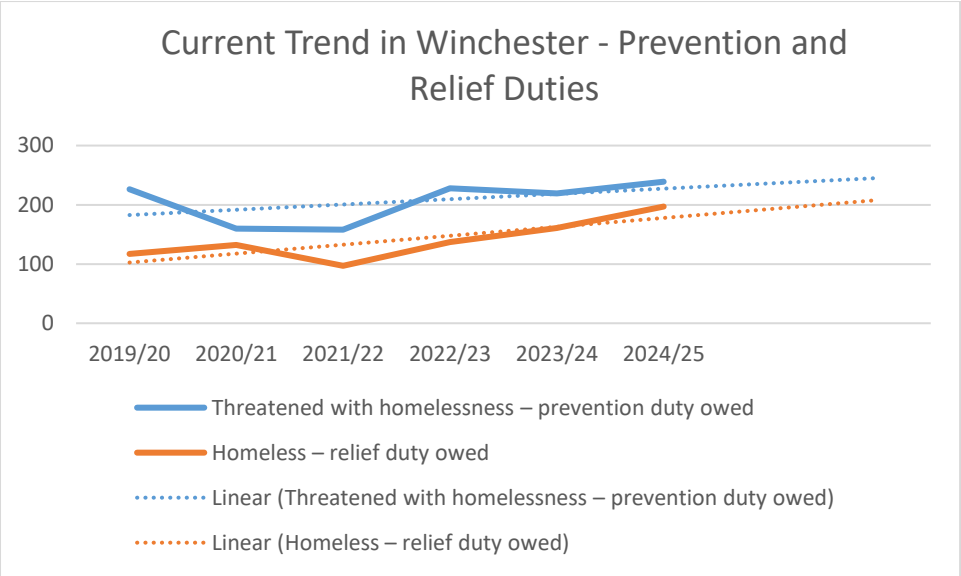
Data shows that the number of duties owed increased by 15% in the last financial year in Winchester.

It is also of note that the use of temporary accommodation and caseloads would be likely to increase at a higher percentage rate than assessments, as if demand grows there will be more cases that will remain open if a full duty is accepted and less opportunity for meaningful casework and focus on move on. As such, the figures in these columns are likely to be an under-representation.

**Applying the current trend in Winchester**

The graphs below illustrate if demand continues at a similar rate as it has in Winchester the projected trend for the next two years. In relation to homeless duties there will an increase of up to 450 per year in the next two years. Based upon the evidenced increase in the last year of 15% this is a conservative estimate. This is true of all the graphs shown below.





## **Summary**

It is difficult to accurately forecast what future level of homelessness may look like in Winchester given the high number of variables, it does however seem certain, given both the national and local pressures, that demand on homelessness services will continue to increase. The only way the impact of this on temporary accommodation and the associated costs can be mitigated is through an ongoing investment in prevention work and resources, and the development of affordable and sustainable housing solutions both supported and settled.

## **Key Findings**

- Broader pressures within the wider housing market, anticipated changes to private rented sector tenancies, the cost-of-living crisis, increasing mortgage rates, and pressure around accommodating refugees indicates that demand for homelessness services will continue to rise for the foreseeable future.
- In order to recover from the impact of the pandemic, there is the need for more supported accommodation provision in line with identified need, including meeting multiple and complex needs.
- In order to mitigate the impact of changes to the private rented sector, the council with its partners should consider the development of a competitive landlord offer, including exploring opportunities for a leasing or purchasing scheme in consultation with private landlords.
- To mitigate increases in homelessness associated with the cost of living there is a need for an awareness raising campaign of the help available, alongside access to timely money advice.
- There will be a need to develop a range of housing options for Ukrainian guests and other refugee households, and work with SERCO to ensure adequate notice is provided for prevention work to take place, alongside joint work with children's services in relation to unaccompanied minors.
- In preparation for further increases in the demand for temporary accommodation the council should enter into dialogue with social housing providers to identify additional units that can be used as temporary accommodation.
- Ensure that Winchester's successful Housing Options service delivery model helps to inform future service delivery through local government reorganisation.
- The council will need to ensure that there are adequate resources in place to meet any increased demand and should monitor data regularly to identify increases and causes.

## Building on Success

### Achievements since the last Homelessness Strategy 2020-2025

#### Housing Supply – Supported & Settled

- Delivery of **239** new affordable council homes and **1,383** Registered Provider homes between 2018/19 to 2022/23
- Development of Bradbury View in partnership between the Council and Trinity, providing 12 flats for individuals with complex needs, adding a further 3 beds in 2024
- Established a Housing First model of housing provision for those with multiple needs.
- Established a Housing Company- Venta Living.
- Introduced a private landlords forum.
- Back filled Hampshire County Council's social Inclusion cuts to funding to support The Beacon

#### Outcomes for vulnerable groups and those at risk of homelessness

- LAHF- Council were successful in obtaining funding for 45 homes for Ukrainians, Afghan's and Temporary accommodation.
- Brought back into use 2 empty homes for households on the Homes for Ukraine scheme.
- Providing a rapid response to rough sleeping through a renewed assertive outreach service
- Funding two beds for young people leaving care.
- Reviewed the Outreach provision to ensure support is targeted to meet the needs of those sleeping out for the first time, those returning to the streets and for single women rough sleeping. Enables the council and wider partners to capture and evaluate outreach intelligence and identify early indicators of rough sleeping to prevent street attachment
- Embedded trauma informed principles within the staff working practices through an established framework and staff training opportunities.
- Successful in obtaining Rough Sleeper Initiative (RSI) funding providing a Complex Needs Navigator, commission Housing First project and to provide a personalisation fund
- Funding for Trinity via the RSI to employ a Complex Needs navigator who provides intensive support to those individuals with a history of rough sleeping who have the most complex needs, supporting them to navigate the systems and find solutions.
- Provision of financial support to the BID for their 'Spare Change real Change' campaign to help reduce street activity.
- By working in partnership with the voluntary sector and charities entrenched rough sleeping, the annual rough sleeping snapshot reduced from 7 in 2020 to 5 in 2023.
- SWEP – During periods of either freezing conditions or Amber weather warning the council activates its Severe Weather Emergency Protocol. Providing accommodation for anyone who is sleeping rough. The council has assisted 33 individuals in the last 3 financial years

#### Prevention of Homelessness

- Over the last 5 years the council has prevented 839 households from becoming homeless, and secured accommodation for a further 378 households experiencing homelessness under a relief duty
- Administration of the Better Care fund/DFG to enable households to remain in their own home

#### Housing Register and Allocations

- 3086 lets through Hampshire Home Choice for the period April 2019-April 2024
- Assisted social tenants to downsize to smaller homes to free up the larger family homes.
- Promotion of Home Swapper (Mutual exchanges)

## Appendix 5



**Winchester**  
City Council

Winchester City Council

## Equality Impact Assessment

### Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	We haven't received any complaints regarding previous Preventing Homelessness and Rough Sleeping Strategies.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Yes, officers were consulted at the Housing Options Service monthly team meeting. Many officers attended the 2 homelessness forums and all relevant officers within the Housing Options Service were invited to a number of focus groups dedicated to the formulation of the strategy. Partners, service users and elected members have all been involved in delivering the vision and priorities for the strategy through the various consultation events and surveys.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No, this strategy is inclusive to anyone threatened with homelessness, who is currently homeless or has a history of rough sleeping.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(ie. Have you completed a self assessment and action plan for the implementation of your policy or project?)</i>	No	Action Plan included in the paper, paragraph – Appendix 2
5	Does any accessible data regarding the area which your	No	It will support anyone who is homeless, threatened with

	work will address identify any areas of concern or potential problems which may impact on your policy or project?		homelessness or rough sleeping regardless of their protective characteristics
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	It has been a legal requirement for councils to publish a strategy since 2002, and a requirement for this to be reviewed every 5 years. The service has years of experience developing and implementing a preventing homelessness and rough sleeping strategy.
7	Are there any other issues that you think will be relevant?	No	

## Section 2 - Your Equality Impact Assessment form

<b>Directorate:</b>	<b>Your Service Area:</b>	<b>Team:</b>	<b>Officer responsible for this assessment:</b>	<b>Date of assessment:</b>
---------------------	---------------------------	--------------	---	----------------------------

	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Preventing Homelessness and Rough Sleeping Strategy 2025-2030.
2	Is this a new or existing policy?	Yes, it is reviewed and renewed every 5 years. The last published strategy was the Preventing Homelessness and Rough Sleeping strategy 2019 – 2024.
3	Briefly describe the aim and purpose of this work.	<p>The Homelessness Act 2002 placed a duty on Local Authorities to develop a strategy to prevent homelessness and rough sleeping. The strategy should be formulated based on a comprehensive assessment and review of local homelessness within the district.</p> <p>This report presents the updated draft Preventing Homelessness and Rough Sleeping Strategy 2025–2030, setting out the council’s approach to tackling homelessness and supporting some of the most vulnerable members of our community.</p> <p>The council’s draft strategy adopts a holistic, prevention-first approach, the council’s vision is:</p>



	<p><i>'Working together to ensure that everyone at risk of homelessness has early and effective access to the right support, and where homelessness cannot be prevented, ensuring a safe, suitable, and sustainable home is secured as quickly as possible.'</i></p> <p>Through this strategy the council aims to:</p> <ul style="list-style-type: none"> <li>• Create, share, and replicate best practice and innovation in responses to homelessness.</li> <li>• Develop a community and partnership approach to prevent homelessness across the entire system by intervening earlier, developing service pathways, and creating individual solutions.</li> <li>• Respond to homelessness by ensuring individuals have prompt access to homes and tailored support.</li> <li>• Increase the range of affordable settled and supported housing options available.</li> </ul> <p>This Strategy sets out an ambitious plan for Winchester's response to addressing homelessness. This Strategy will meet the vision and aims through the delivery of four clear priorities.</p> <ul style="list-style-type: none"> <li>• Making homelessness everyone's priority through a partnership wide approach.</li> <li>• Prevent and respond to homelessness through early intervention and personalised solutions.</li> <li>• Meet the complex and unique needs of our customers</li> </ul>
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		<p>by preventing rough sleeping and repeat homelessness.</p> <ul style="list-style-type: none"> <li>• Develop sustainable, supported and settled housing solutions.</li> </ul> <p>This report outlines the strategy's vision, priorities, and delivery plans.</p>
4	What are the associated objectives of this work?	<p>Support the council to continue to meet its legislative duties under the Homelessness Reduction Act 2017 and other relevant legislation and frameworks</p> <p>To prevent and end rough sleeping by increasing activities to prevent single household homelessness.</p> <p>Reduce the number of families living in temporary accommodation by maximising family homeless prevention opportunities.</p> <p>To reduce the use of bed and breakfast and emergency accommodation for families providing more stable interim housing opportunities.</p> <p>To provide more safe and settled housing options</p>
5	Who is intended to benefit from this work and in what way?	<p>All residents of the Winchester District who are threatened with homelessness, already homeless, have a history of or are rough sleeping or seeking general housing advice from the council.</p>
6	What are the outcomes sought from this work?	<p>To prevent homelessness, reduce the risk of homelessness and eradicate rough sleeping for residents of Winchester.</p>
7	What factors/forces could contribute or detract from the outcomes?	<p>External factors outside the control of the council could affect the outcome and delivery of the action plan due to having to respond to factor such as economic factors, the cost of living, introduction of the renters rights bill , any further conflicts full asylum dispersal or the possibility of the closure of one of the partnering organisations that are delivering an intervention.</p>

8	Who are the key individuals and organisations responsible for the implementation of this work?	Strategic Housing Service, Winchester City Council Landlord Services, Hampshire County Council, NHS England, Hampshire and Isle Of Wight Healthcare Trust, Registered Providers, Private Landlords, The Beacon, Trinity, A2Dominion, Two Saints and other organisations in the voluntary sector.
9	Who implements the policy or project and who or what is responsible for it?	Strategic Housing Service, Winchester City Council.

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	Y	<b>N</b>	No- The strategy and its associated aims and the actions and interventions within the action plan are relevant of any resident of WCC who is threatened with or homeless, accessible at free of point of delivery.
10b	What existing evidence (either presumed or otherwise) do you have for this?	<p>WCC Census (2011) 91.8% residents are White British, in 2022, 85.9% of Housing options customers were White British compared to 90% in 2023, so other race groups would have been higher represented ensuring these ethnic groups are not negatively affected by the service.</p> <p>The council has participated in the Syrian, Afghanistan and Ukrainian resettlement scheme, delivering a bespoke service in additional to our statutory and prevention services provided to all residents</p>		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	<b>N</b>	No- The strategy and its associated aims and the actions and interventions within the action plan are relevant of any resident of WCC who is threatened with or homeless, accessible at free of point of delivery.

11b	What existing evidence (either presumed or otherwise) do you have for this?	The latest data from our Homeless system show; 31% male (single or with children) 40% female (single or with children) 29% couples with children		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>(you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview)</i></li> </ul>	Y	N	<p>Trinity/Beacon have accommodation which is suitable for those requiring disabled access, they are key partners in delivering the interventions outlined in the spending plan.</p> <p>Our partnering agencies have their own equality polices</p> <p>All staff have access to translation services, such as Big Word/Language Line</p> <p>Induction loop System is available</p> <p>Literature can be translated into different languages, larger type, Braille.</p> <p>The City Council's provide a homeless out of hours service available 24/7, 365 days of the year</p>
12b	What existing evidence (either presumed or otherwise) do you have for this?	<p>2011 Census – 15.5% registered with a disability.</p> <p>Housing Options data in 2025 recorded 23% with a physical disability Those with disabilities therefore are likely to have greater access to interventions through this budget.</p>		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	<p>No- The strategy and its associated aims and the actions and interventions within the action plan are relevant to any resident of WCC who is threatened with or homeless, accessible at free of point of delivery.</p>

13b	What existing evidence (either presumed or otherwise) do you have for this?	73.5% Heterosexual 1.5% Homosexual 1% Bi-Sexual 0.4% Other 23% Prefer not to say		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	No, the service will support anyone of any age.  WCC and HCC have a joint working protocol for 16-17 year olds who are at risk homelessness or who are homeless.
14b	What existing evidence (either presumed or otherwise) do you have for this?			
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	No- The strategy and its associated aims and the actions and interventions within the action plan are relevant to any resident of WCC who is threatened with or homeless, accessible at free of point of delivery.
15b	What existing evidence (either presumed or otherwise) do you have for this?	Census 2011 63% Christian, 10% Other  Not recorded on HCLIC		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	No
16b	What existing evidence (either presumed or otherwise) do you have for this?	Not currently recorded.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	Interventions are in accordance with legislation, statute, Council Plan 2025-2030, the Council's Housing Strategy. The council also works within other legislation such as the as Matrimonial Act 1973, 1996 Family Law Act

17b	What existing evidence (either presumed or otherwise) do you have for this?	No data on marriage		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	No - The strategy and its associated aims and the actions and interventions within the action plan are relevant to any resident of WCC who is threatened with or homeless, accessible at free of point of delivery.
18b	What existing evidence (either presumed or otherwise) do you have for this?			

19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	No									
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	<table border="1"> <tr><td>Race:</td></tr> <tr><td>Sex:</td></tr> <tr><td>Disability:</td></tr> <tr><td>Sexual orientation:</td></tr> <tr><td>Age:</td></tr> <tr><td>Gender reassignment:</td></tr> <tr><td>Pregnancy and maternity:</td></tr> <tr><td>Marriage and civil partnership:</td></tr> <tr><td>Religious belief:</td></tr> </table>	Race:	Sex:	Disability:	Sexual orientation:	Age:	Gender reassignment:	Pregnancy and maternity:	Marriage and civil partnership:	Religious belief:
Race:													
Sex:													
Disability:													
Sexual orientation:													
Age:													
Gender reassignment:													
Pregnancy and maternity:													
Marriage and civil partnership:													
Religious belief:													
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	Not applicable											
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	No									

Signed by completing officer	Charlotte Quinn, Strategic Housing Manager 05.09.25
Signed by lead officer	Karen Thorburn, Service Lead- Strategic Housing 05.09.2025



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REPORT TITLE: HOUSING COMPLIANCE POLICIES

4 NOVEMBER 2025

REPORT OF CABINET MEMBER: Mark Reach, Cabinet Member, Good Homes

Contact Officer: Gillian Knight Tel No: 01962 848 577 Email  
[gknight@winchester.gov.uk](mailto:gknight@winchester.gov.uk)

WARD(S): ALL

PURPOSE

The HRA housing repair and maintenance compliance policies and procedures for approval and adoption in this paper have been developed as a business need, to comply with the Regulator of Social Housing's consumer standards and in support of the housing procurement of the HRA Council Housing Repair, Maintenance and Compliance Activities Contract approved at Cabinet Committee on 21 May 2025 (CAB3506).

The landscape of housing property compliance continues to evolve rapidly, driven by legislative reform, heightened safety expectations and a renewed focus on resident safety. There is a need to navigate a complex framework of statutory obligations, regulatory standards and best practice guidance to ensure council homes are safe and legally compliant. The legislative reform and regulatory frameworks are complemented by the Regulator of Social Housing's consumer standards which set expectations for safety, quality, transparency and tenant accountability.

To ensure the repairs and maintenance compliance policies meet the requirements of the legislative and regulatory framework. Pennington's Choices, specialist property and surveying consultants have been commissioned as subject matter experts to develop the six compliance policies.

A key objective of the six health and safety compliance policies is to provide assurance that senior management, housing staff, partner contractors and our tenants are clear on our housing landlord legal and regulatory safety obligations.

RECOMMENDATIONS:

1. That Cabinet Committee: Housing is asked to approve and adopt the 6 Housing Repairs and Maintenance Compliance Policies:
  - Fire Safety Policy
  - Gas and Heating Policy
  - Electrical Safety Policy
  - Asbestos Policy
  - Water Hygiene Policy
  - Lift Safety Policy
  
2. That Cabinet Committee Housing:
  - a) Delegate to the Corporate Head of Housing, in consultation with the Cabinet Member for Good Homes, to make any minor amendments to the policies.

## IMPLICATIONS:

### 1 COUNCIL PLAN OUTCOME

#### 1.1 Greener Faster

Greener Homes' is one of the key strategic objectives within the Housing Strategy (2023 - 2028) and will help develop and support a greener district to address the climate emergency. The procurement of the repairs, maintenance and compliance contract will include a requirement for bidders to outline how they will contribute to the council's carbon reduction targets. Providing clear policies and procedures that outline service expectations is a critical component of the tender process, as they inform an integral part of the contractual framework, including service management and performance indicators.

#### 1.2 Thriving Places

Delivering a compliant and quality repair and maintenance service is essential for our tenants who often view how well the repairs service is run as representative of the performance of the council housing landlord. The views of residents is a key driver in designing and setting the new service standards for the Repairs and Maintenance redesign work. The tender process will encourage and assess how suppliers can incorporate the use of local market in delivering council home repairs and maintenance services with the aim of contributing to prosperity and resilience of the local economy.

#### 1.3 Healthy Communities

Good housing is crucial for healthy communities as it directly impacts on physical and mental well-being it can enhance overall safety, quality of life, promote healthy behaviours and reduce health inequalities. Part of the repairs, maintenance and compliance contract tender evaluation will assess the social value that contractors will deliver to enhance and support local communities. The provision of compliant policies and procedures setting out the service principles and procedures will support this work.

#### 1.4 Good Homes for All

Repairs and maintenance have a direct influence on the quality of the council's housing stock and on the wellbeing of our tenants' lives. The repairs, maintenance and compliance redesign contract will improve, repair and

increase the lifespan of a property's fabric while ensuring that residents' homes meet decency standards, comply with the Housing Health and Safety Rating system (HHSRS) and meet housing regulatory requirements. The provision of compliant repairs and maintenance policies and procedures setting out the service principles and procedures will help tenants and stakeholders to hold the council landlord to account and drive improvements in customer satisfaction and efficiency of delivery.

#### 1.5 Efficient and Effective

Sector specialist property surveying and consultancy advice has been commissioned to develop the six compliance repairs and maintenance policies to provide safety assurance and to ensure the most efficient options are in place to raise repair requests. This will support the aim of a first-time fix for tenants, reduce repeat visits and support improved tenant satisfaction levels. The provision of compliant policies and procedures setting out these service principles will enhance efficiency methods.

#### 1.6 Listening and Learning

- 1.7 The six supporting compliance policy aims and priorities help define firm expectations for the Housing Revenue Account (HRA) Council Housing Repair, Maintenance and Compliance Activities Contract. These expectations will require bidders to demonstrate a shared and proactive commitment to effective tenant communication and tenant satisfaction. This is considered a core contractual obligation and collective responsibility with a strong emphasis on the appointed contractor fostering a resident centric culture in the delivery of services.

## 2 FINANCIAL IMPLICATIONS

- 2.1 The compliance policies and procedures have been developed and updated to support procurement of the repairs, maintenance and compliance contracts which will be delivered and monitored within existing staffing resources. The business plan agreed in February 2025 included agreed estimates of reactive repair, void costs and compliance works within the scope of the repairs, maintenance and compliance policy principles and aims, the HRA revenue budget, and within the capital programme for planned and reactive maintenance works.

- 2.2 The overall HRA revenue budget in the agreed business plan supports the delivery aims of the proposed repairs and maintenance compliance policies for the revenue works that are within the scope of the repairs, maintenance and

compliance contract procurement is £56.7m, and capital budget for works in scope is £43.7m over the repairs and maintenance 4+3 contract period.

### 3 LEGAL AND PROCUREMENT IMPLICATIONS

3.1 Housing property compliance continues to evolve driven by legislative reform, heightened safety expectations and a renewed focus on tenant safety. There is a need to navigate a complex framework of statutory obligations, regulatory standards and best practice guidance to ensure council homes are safe and legally compliant.

3.2 Recent legislative has reshaped compliance requirements through:

Awaab's Law, introduced under the Social Housing (Regulation) Act 2023, mandates that social landlords address emergency hazards including damp and mould within strict timeframes. The first phase of implementation begins in October 2025, with further hazard categories added in 2026 and 2027.

Decent Homes Standard is undergoing a major review, with proposed changes focusing on enforceability, updated definitions of disrepair, and new safety measures such as window restrictors.

Housing Health and Safety Rating System (HHSRS) is being streamlined, reducing the number of hazard categories and introducing clearer enforcement guidance.

Building Safety Act 2022 continues to influence compliance, particularly around fire safety, structural integrity, and tenant engagement.

Additional legislation applies individually to each of the six compliance policies outlined in section 4 of each policy.

3.3 The repairs and maintenance compliance policies are required for inclusion in the tender documents as part of the housing procurement of the HRA Council Housing Repair, Maintenance and Compliance Activities Contract.

3.4 The proposed principles and aims of the repairs, maintenance and compliance policies and procedures align with the new Procurement Act, where the basis of award is now referred to as the 'most advantageous tender' rather than, as in the previous legislation, the 'most economically advantageous tender' (MEAT). This enables the assessment of tenders against a range of 'quality and 'social value' factors to determine the best solution.

#### 4 WORKFORCE IMPLICATIONS

- 4.1 The service commissioned Pennington Choice's, specialist property and surveying consultants as the subject matter expert to develop in partnership with officers the compliance policies and procedures for the six top areas of compliance related to property health and safety.
- 4.2 The operational delivery of the compliance policy and procedures work will be undertaken within existing and new staffing resources and current housing repairs and maintenance contracts. The Housing Revenue Account budget is in place to deliver on associated new staffing costs and revenue and capital works within the scope of the proposed housing compliance policies.

#### 5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 The housing repairs and maintenance compliance policies will support and drive changes that will improve the decency standards of council homes and comply with the Housing Health and Safety Rating (HHSRS) requirements and Awaab's Law legislation taking effect on 27 October 2025. Awaab's Law mandates social housing landlords to address damp and mould hazards and emergency repairs within strict timelines.

#### 6 CONSULTATION AND COMMUNICATION

- 6.1 Pennington's Choice, as a sector expert and recognised authority in property and surveying has developed the six compliance policies. Accordingly, consultation is not directly sought on the individual policy context but instead to support understanding and implementation of the policies.
- 6.2 Each of the six compliance policies includes a resident engagement section designed to: encourage reporting of safety concerns; reach vulnerable and hard-to-reach residents; communicate information clearly and transparently; ensure accessibility through housing newsletters and the website; and provide resident-friendly versions of compliance communications and documents.
- 6.3 In June 2025, Pennington Choices facilitated six workshop sessions with housing staff at management level and with property technical operators to agree the policy principles and strategic choices to be applied for each of the six core compliance areas. The workshops looked at the ideal position, rather than how we currently operate to develop a set of policies to streamline and simplify the management of compliance. Consultation was undertaken separately with the Corporate Health and Safety Officer.

- 6.4 The repairs and maintenance compliance policies were presented to the Economy and Housing Committee on 16 September 2025. Committee members were made aware that the report presentation was to raise awareness of the 6 compliance policies rather than for consultation. Committee members were reassured that Pennington's Choice were selected to produce the policies due to their professional accreditation and expertise. Clarification was sought on how the finalised policies would be communicated to tenants in an accessible format, given the length and technical nature of the documents. Members were reassured that the policies would be summarised into tenant Executive Policy version(s) and accessible to tenants via the website.
- 6.5 Tenant engagement to support the understanding and implementation of the six repairs and maintenance compliance policies took place from 12 September 2025 to 3 October 2025 through digital surveys and Armchair Reviewers with feedback reported to the TACT Board on 8 October 25. Due to the technical nature of the policies tenant feedback was limited but did capture comments such as 'policies are sound but overly technical, could be shorter, clearer and include more practical advice. Could include responsibilities and contact routes, and scenario guides e.g. smell of gas, suspect asbestoses.
- 6.6 As the compliance policies cover legal landlord responsibilities the tenant feedback received will be applied to inform an executive summary for each policy version to summarise the key content, components and messages. We have other new tenant engagement platforms in place where tenants will have further opportunities to monitor policy work to influence change, help fine tune policies and identify gaps in service that may need policy intervention.

## 7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 The Term Contractor(s) for the HRA Council Homes Housing Repairs, Maintenance and Compliance Activities Contract supported by compliant policies and procedures requires the successful bidder to support the council's Carbon Neutrality objectives and Nature Emergency.

## 8 PUBLIC SECTOR EQUALITY DUTY

- 8.1 Equality Impact Assessments were undertaken on the overarching service Repair and Maintenance policies in June 2025 and explored the potential impacts on tenants, particularly those with protected characteristics under the Equality Act 2010. The assessment process anticipated variations in tenant circumstances and the ways in which the policies can be applied to mitigate against any adverse effects on tenants.

- 8.2 Equality Impact Assessments on the six-housing compliance policies have been undertaken with the findings to include examples of how the policies can be applied to mitigate against any identified adverse effects on tenants.
- 8.3 Whilst the proposed compliance policies carry potential impacts, the Equality Impact Assessments will demonstrate that through adaptive design and processes, inclusive communication, access and ongoing monitoring, adverse effects can be mitigated, ensuring fairness and compliance with equality obligations to ensure there is little or no differential impact on tenants. The draft Equality Impact Assessments can be found in appendices 7 to 12.
- 8.4 The successful bidder for the Council Homes Repair and Maintenance and Compliance Activities Contract (retender process) will be required to adhere to the council's Equality Policy. As part of the tender evaluation bidders must disclose complaints made against them within the past three years, that were upheld following an investigation by the Equality and Human Rights Commission or an equivalent body.

## 9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 The proposed housing repair and maintenance compliance policies and procedures are operational business service policies for guidance and information and do not collect personal data. Personal data is collected, used or processed as part of current housing data systems in accordance with the data protection principles and legislation.

## 10 RISK MANAGEMENT

- 10.1 There are more opportunities than risk associated with the development and implementation of the six compliance policies and procedures developed in partnership with Pennington Choice's, specialist property and surveying consultants.
- 10.2 The potential business risk is a current lack of up-to-date compliant policies associated with the six top areas of compliance for property health and safety.

<b>Risk</b>	<b>Mitigation</b>	<b>Opportunities</b>
Financial Exposure	HRA Business Plan and revenue and capital budgets in place to support delivery of the associated work within	Demonstrate financial commitment of health safety compliance across the councils housing stock within statutory and regulatory requirements.



	the repairs and maintenance polices.	Improved Regulator TSM results. Reduced complaint handling.
Exposure to challenge	The policies will be monitored and reviewed every two years or sooner if there is a change in legislation that effects the policy focus.	
Innovation	Commission of Pennington Choice's, specialist property and surveying consultants as the subject matter experts to develop the compliance health and safety policies.	Meeting the Regulator for Social Housing (RSH) consumer standards requirements and in readiness for the RSH inspection.
Reputation	Enhanced compliant repairs and maintenance reputation of works through clear and transparent repairs and maintenance polices in place.	Demonstration of commitment towards health safety compliance across council homes. Meeting the RSH consumer standards requirements
Achievement of outcome	Demonstration of commitment to health safety across our homes through clear and transparent polices that provide guidance and information in respect of tenants and landlord repair and maintenance compliance responsibilities,	Improved tenant Repairs and Maintenance satisfaction levels. Improved Regulator TSM results. Reduced complaint handling.
Property	Housing compliance policies support and drive changes that will improve the decency standards of council homes and ensure compliance with legislative and regulatory frameworks.	Ensures consistent and efficient service delivery, reduced legal risk, sets clear expectations between landlord and tenants and promotes a positive repairs and maintenance culture of responsibilities.

Community Support	Consultation with tenants and stakeholders to provide collaboration of views and ensure the tenants voice is heard within the policy making process.	New tenant engagement platforms in place for tenant opportunities to monitor policy work influence change, help fine tune policies and identify gaps in service that may need policy intervention.
Timescales	The policies have been delivered within the scope of the project timescales supported by external consultants.	
Project capacity	Delivered within current and new staffing resources and budget resources in the agreed in HRA Business Plan	

## 11 SUPPORTING INFORMATION:

### **Background**

- 11.1 The landscape of housing property compliance continues to evolve rapidly, driven by legislative reform, heightened safety expectations and a renewed focus on tenant safety. There is a need to navigate a complex framework of statutory obligations, regulatory standards and best practice guidance to ensure council homes are safe and legally compliant.
- 11.2 The legislative reform and regulatory frameworks are complemented by the Regulator of Social Housing's consumer standards which set expectations for safety, quality, transparency and tenant accountability.
- 11.3 To ensure the big six repairs and maintenance compliance policies meet the legislative and regulatory framework requirements we commissioned Pennington's Choices, specialist property and surveying consultants as subject matter experts to develop in partnership the six compliance policies.
- 11.4 The repairs and maintenance compliance policies are also required as part of the housing procurement of the HRA Council Housing Repair, Maintenance and Compliance Activities Contract approved at Cabinet Committee on 21 May 2025 (CAB3506).
- 11.5 Pennington's Choices bring industry wide best practice knowledge across significantly reshaped compliance requirements to help apply a consistent

approach across the council's compliance policies and procedures. This approach supports the development of a suite of property compliance policies that clearly define our obligations and guiding principles across six core compliance areas.

- 11.6 The core compliance areas that social housing landlords are expected to maintain with rigorous oversight are across six key health and safety domains:
- Fire Safety Policy
  - Gas Safety Policy
  - Electrical Safety Policy
  - Asbestos Policy
  - Water Hygiene Policy
  - Lift Safety Policy
- 11.7 The compliance policies incorporate compliance requirements in respect of Awaab's law, Decent Homes Standard, and Housing Health and Safety Rating System (HHSRS). The Building Safety Act 2022 which continues to influence compliance, particularly fire safety, structural integrity of buildings and tenant engagement.
- 11.8 The compliance policies define roles and responsibilities, ensure contractor and staff awareness, and ensure a culture of respect and accountability
- 11.9 The compliance policies will be monitored and reviewed every two years or sooner if there is a change in legislation that effects the policy focus.

### **Conclusion.**

The housing repair and maintenance compliance policies for approval and adoption ensure compliant, consistent and efficient service delivery across the six core health safety areas of responsibilities within our council homes.

They are part of our wider commitment to drive a health and safety culture amongst staff and contractors, reduce legal risk and to set clear expectations between landlord and tenants to promote a positive repairs and maintenance culture of responsibilities.

They help provide a framework for decision making and procedure guides for staff and help clarify and communicate service principals to promote a positive culture and a climate of diversity and inclusion to create positive outcomes for our staff and tenants.

The housing service is committed to achieving and maintaining full compliance across the councils housing stock within statutory and regulatory requirements for the six core compliance policies for fire safety, gas safety, electrical safety, asbestos management, water hygiene, and lift maintenance.

Together policies and procedures provide a roadmap for day-to-day operations, ensure compliance with safety laws and regulations and provide guidance for decision-making.

11.10 The six draft housing repairs and maintenance compliance policies can be found in appendices 1 to 6.

## 12 OTHER OPTIONS CONSIDERED AND REJECTED

No other options have been considered and rejected as it is a business need and a legislative and regulatory requirement to have appropriate housing Landlord compliant policies in place to ensure our tenants remain safe in their home.

### BACKGROUND DOCUMENTS: -

#### Previous Committee Reports: -

CAB3506 Housing Repair, Maintenance and Compliance Activities Contract 21.5.25

CAB3512(H) Housing Repairs, Maintenance and Disabled Adaptations Policies  
23.7.25

Other Background Documents: - None.

### APPENDICES:

Appendix 1 Fire Safety Policy  
 Appendix 2 Gas Safety Policy  
 Appendix 3 Electrical Safety Policy  
 Appendix 4 Asbestos Policy  
 Appendix 5 Water Hygiene Policy  
 Appendix 6 Lift Safety Policy  
 Appendix 7 EIA Fire Safety Policy  
 Appendix 8 EIA Gas Safety Policy  
 Appendix 9 EIA Electrical Safety Policy  
 Appendix 10 EIA Asbestos Policy  
 Appendix 11 EIA Water Hygiene Policy  
 Appendix 12 EIA Lift Safety Policy



# Housing Fire Safety Policy 2025-2027

**Service Area**

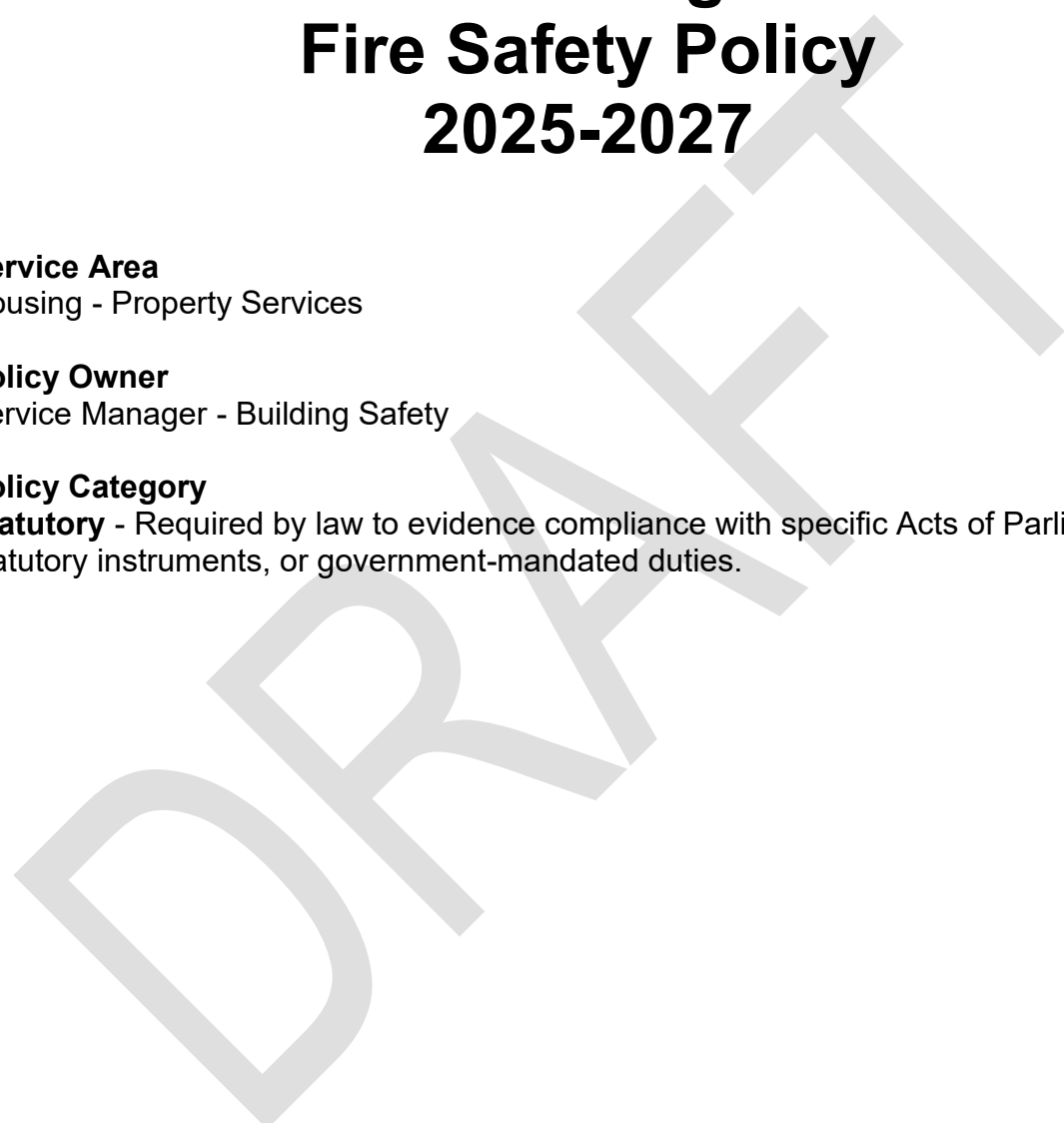
Housing - Property Services

**Policy Owner**

Service Manager - Building Safety

**Policy Category**

**Statutory** - Required by law to evidence compliance with specific Acts of Parliament, statutory instruments, or government-mandated duties.



**Version control:**

Version	Category	Trigger	Review Cycle	Author	Date
1.0	Statutory	New	2 years	Service Manager - Building Safety	01 July 2025

If you require this policy in another format or language, please contact Policy and Projects by emailing [policy@winchester.gov.uk](mailto:policy@winchester.gov.uk) or calling 01962 848400.

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## 1.0 Introduction and Objectives

- 1.1 As a landlord, Winchester City Council is responsible for carrying out fire risk assessments, and taking action to identify, manage and mitigate risks associated with fire within the common areas of buildings we own and manage.
- 1.2 The key objective of this policy is to ensure that our Strategic Director, Senior Management Team, employees, partners and residents are clear on our legal and regulatory fire safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

## 2.0 Scope

- 2.1 This policy applies to the following property types:
  - Communal blocks, scheme officers and communal spaces.
  - Sheltered / independent living schemes.
  - Temporary accommodation.
- 2.2 Some aspects of this policy also apply to individual domestic properties (houses, flats bungalows, and so on). Applicable items will be clearly referenced.
- 2.3 This policy is relevant to all our employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services. Adherence to this policy is mandatory.

## 3.0 Roles and Responsibilities

- 3.1 Winchester City Council is the Responsible Person as defined by the legislation (see Section 4) because we own and manage homes and buildings where residents and leaseholders live.
- 3.2 The Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Strategic Director will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

- 3.3 The Senior Management Team (SMT) will receive monthly performance reports in respect of fire safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.4 The Strategic Director has strategic responsibility for the management of fire safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.5 The Building Safety Manager has operational responsibility for the management of fire safety and will be responsible for overseeing the delivery of these programmes.
- 3.6 Housing teams will provide support where gaining access to properties is difficult.

#### 4.0 Legislation, Guidance and Regulatory Standards

4.1 **Legislation** - The principal legislation applicable to this policy is:

- **Regulatory Reform (Fire Safety) Order 2005 (FSO).**
- **Fire Safety Act 2021** - came into force on 16 May 2022 and amends the FSO.
- **Fire Safety (England) Regulations 2022** - came into force on 23 January 2023.
- **Building Safety Act 2022 (Section 156)** – came into force on 1 October 2023 and amends the FSO.
- This policy also operates within the context of additional legislation, industry guidance and government policy direction (see Appendix 1).

4.2 **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing’s regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

4.3 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution by the Fire and Rescue Service under the FSO; and via a regulatory judgement from the Regulator of Social Housing.

#### 5.0 Obligations

5.1 **Regulatory Reform (Fire Safety) Order 2005 (the FSO)**

As the Responsible Person under the FSO Winchester City Council must:



- Carry out a fire risk assessment (FRA) in all workplaces, commercial buildings and non-domestic parts of multi-occupied residential buildings.
- The FRA should identify general fire precautions and other measures needed to comply with the FSO. Although under the FSO this requirement only applies to common parts of premises, in practice the responsible person will need to consider the entire premises, including units of residential accommodation.
- Consider who may be especially at risk.
- Implement all necessary general fire precautions and any other necessary measures identified by an FRA to remove or reduce any risks.
- Implement a suitable system of maintenance and appoint competent persons to carry out any procedures that have been adopted.
- Periodically review FRAs in a timescale appropriate to the premises and/or occupation fire risk level. This timescale is determined by the fire risk assessor carrying out the FRA.

## 5.2 Fire Safety Act 2021

The Act amends the FSO by clarifying that in buildings with two or more sets of domestic premises, the FSO applies to:

- The structure and external walls of the building, including cladding, balconies and windows.
- All doors between the domestic premises and the common parts, for example, entrance doors to individual flats which open on to common parts.

Winchester City Council must ensure that FRAs comply with the criteria outlined above by appointing a competent person to review them (if the FRAs do not already comply). See Section 11 for competency requirements.

## 5.3 Fire Safety (England) Regulations 2022

Winchester City Council is required to carry out the following under these regulations:

- **All buildings with two or more sets of domestic premises:** provide residents with fire safety instructions and information on fire doors.
- Buildings **over 11 metres in height:** undertake quarterly checks of communal fire doors and annual checks of flat entrance doors.
- Buildings **over 18 metres in height:** provide the fire and rescue service with building plans and external wall information, install and maintain secure information boxes, install wayfinding signage and undertake checks on lifts for use by firefighters and other key pieces of firefighting equipment.

#### 5.4 **Building Safety Act 2022 – Section 156**

Section 156 of the Building Safety Act amends the FSO and requires Responsible Persons to do the following:

- Record FRAs in full and record fire safety arrangements.
- Record the name of the individual and/or organisation undertaking the FRA and share with residents.
- Identify other Responsible Persons/Accountable Persons and cooperate with them.
- Share relevant fire safety information with other Responsible Persons and residents.
- Provide residents with easy to understand, relevant fire safety information.

There will be an additional requirement to appoint a competent person to undertake and review FRAs which will come into force at a later date, which may result in future changes to this policy.

### 6.0 **Statement of Intent**

- 6.1 We acknowledge and accept our responsibilities under all the legislation set out in Section 4 and Section 5. We will endeavour to meet all the requirements of this legislation and set out how we will do this in our supporting procedures and process maps.
- 6.2 All our FRAs have been reviewed by a competent person to ensure they meet the requirements set out in the Fire Safety Act 2021.
- 6.3 Each property requiring an FRA will have one in place which has been carried out by a competent fire risk assessor, and which is compliant with the British Standards Institution's PAS 79-1:2020 and PAS 79-2:2020 specifications for non-residential and residential buildings respectively.
- 6.4 All FRAs will be reviewed no later than the review date set within the most recent FRA and in the event of:
- A fire, fire safety incident or near miss.
  - Change in building use.
  - Change in working practices that may affect fire safety.
  - Following refurbishment works.
  - Change in applicable legislation.
  - If required following an independent fire safety audit.

- 6.5 Fire evacuation strategies will be determined on a building-by-building basis, in accordance with the recommendations of the competent fire risk assessor and with any guidance from Hampshire Fire and Rescue Service.
- 6.6 To comply with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, which came into force on 1 October 2022, we will install, test and replace (as required) battery operated and/or hard-wired smoke alarms and carbon monoxide alarms as part of the annual gas safety check visit (or at void stage).
- 6.7 If we are made aware that a customer has an issue with mobility or a cognitive impairment, a person-centred fire risk assessment (PCFRA) will be completed.
- 6.8 Personal Emergency Evacuation Plans (PEEPs) will be carried out by a competent person, reviewed annually, and made available to the Fire and Rescue Service in the event of an evacuation, as follows:
- For any disabled resident and/or employee within any building where we provide care services and are the employer (i.e., sheltered or supported housing schemes); and
  - For any resident within a building where we have a responsibility for carrying out an FRA, where we have been notified that they are storing oxygen in their home for medical use.
- 6.9 When letting properties, we will consider the suitability of the accommodation for the prospective resident in respect of fire safety.
- 6.10 We are committed to working with Hampshire Fire and Rescue Service to create safer places to live and work.
- 6.11 We will advise all new tenants of the opportunity to request a free home fire safety check, provided by Hampshire Fire and Rescue Service.
- 6.12 We will operate robust processes to gain access should any resident or leaseholder refuse access to carry out essential fire safety inspection and remediation works (as tested in the case *Croydon Council v. Leaseholder* 1st August 2014).
- 6.13 We will operate robust processes to gain access to properties where resident vulnerability issues are known or identified (including hoarding), whilst ensuring we safeguard the wellbeing of the resident.
- 6.14 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.15 We will operate a robust process to manage immediately dangerous situations identified during fire safety programmes.

- 6.16 We will adopt a sterile environment approach in all internal common areas, requiring residents to remove combustible materials from corridors and fire escape routes.
- 6.17 We will not permit the storage of mobility scooters within internal common areas.
- 6.18 We will establish and maintain a risk assessment for fire safety management and operations, setting out our key fire safety risks and appropriate mitigations.
- 6.19 To comply with the requirements of the Construction, Design and Management Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement and refurbishment works.
- 6.20 To comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002, we will consider the safety of our workplaces and plant/boiler rooms of our residential blocks.
- 6.21 We will operate robust processes to record and action any property fires and fire safety related near misses. A near miss is an unplanned event which does not result in an injury but had the potential to do so.

## 7.0 Programmes

- 7.1 **FRAs** - We will ensure our communal blocks, schemes and commercial premises have an FRA in place where we have the legal obligation to do so.
- 7.2 We will undertake a new FRA annually.
- 7.3 All FRAs will be Type 3 surveys. Type 2 and Type 4 surveys will only be commissioned where it is deemed appropriate for a particular property.
- 7.4 We will ensure that a pre-occupation FRA is carried out on all new build schemes or new acquisitions where we have an obligation to do so, followed by a post-occupation FRA, a maximum of three months after the first tenant moves in.
- 7.5 **Properties managed by others** – We will obtain FRAs where our properties are managed by a third party. If the third party does not provide the FRA, we will carry out the FRA and re-charge them for the cost of this work.
- 7.6 **Fire door checks** – To comply with the Fire Safety (England) Regulations, we will undertake quarterly checks of communal fire doors and annual checks of flat entrance doors to all buildings over 11 meters in height.
- 7.7 For all other communal blocks and other properties with common areas, we will undertake quarterly check of all communal fire doors, and an annual check of all flat entrance doors. This sample will increase if issues are found on the initial sample.

- 7.8 **Servicing** - We will carry out a programme of servicing, maintenance and testing, in accordance with all relevant British Standards and manufacturer's recommendations, to all fire detection, prevention and firefighting systems and equipment within buildings we own and manage.
- 7.9 **Regular inspections** – We will carry out a programme of frequent risk-based inspections to all blocks and schemes.

## 8.0 Follow-up Work

- 8.1 We will ensure robust processes are in place to implement all general fire precaution measures identified by FRAs, in accordance with the following priorities and timescales:
- Intolerable risk – within 24 hours.
  - High risk – within one month.
  - Medium risk – within three months.
  - Low risk – within six months or delivered as part of a planned programme within 12 months.
- 8.2 We will use the date the FRA is received from the fire risk assessor, to ensure it has been through a validation process, as our timeframe to start completing FRA actions.
- 8.3 We will ensure there is a robust process in place to manage follow-up works arising from fire door checks, and servicing and maintenance checks to fire systems and equipment.

## 9.0 Data and Records

- 9.1 We will maintain a core asset register of all properties we own or manage, setting out which properties require an FRA. We will also set out which properties require fire safety servicing and maintenance regimes (for example, fire alarms, emergency lighting and smoke/heat detection).
- 9.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from fire safety programmes and the programme remains up to date.
- 9.3 We will hold fire safety inspection dates, FRAs, FRA actions, and fire safety servicing records against all properties on each programme. These will be held in the compliance monitoring system.
- 9.4 We will keep fire safety logbooks securely on site for all properties on the FRA programme.

- 9.5 We will keep all records and data, for the duration that we own and manage the property/in line with our document retention policy and will have robust processes and controls in place to maintain appropriate levels of security for all fire safety related data.

## **10.0 Resident Engagement**

- 10.1 We consider good communication essential in the effective delivery of fire safety programmes, therefore we will establish a resident engagement strategy and communication programme. This will support residents in their understanding of fire safety, advise them of how they can keep themselves and other residents safe, and encourage them to report any fire safety concerns.
- 10.2 We also aim to successfully engage with vulnerable and hard to reach residents. We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.
- 10.3 In line with the requirements of Section 156 of the Building Safety Act, we will provide residents with online access to a resident friendly version of the FRA for their property. A full version of the FRA will also be made available upon request.

## **11.0 Competent Persons**

- 11.1 The operational lead will hold the NEBOSH National Certificate in Fire Safety and Risk Management (or equivalent), or Level 4 VRQ Diploma in Asset and Building Management and full membership of the Institute of Fire Safety Managers (IFSM). If they do not have this already, they will obtain it within 12 months of the approval of this policy.
- 11.2 Only suitably competent contractors, fire risk assessors and fire engineers will undertake FRAs or works to fire safety equipment, systems and installations. These must be certified by BAFE and/or an IFSM member and be in line with the Fire Sector Federation's guidance on choosing a competent Fire Risk Assessor.
- 11.3 Only suitably competent fire safety consultants and contractors will provide third party technical quality assurance checks.
- 11.4 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## **12.0 Training**

- 12.1 We will deliver training on this policy and the procedures that support it, including team briefings; basic fire safety awareness training; and on the job training for those delivering

the programme of FRAs and other fire safety programmes, planned maintenance and repairs works as part of their daily job. All training undertaken by staff will be formally recorded.

### 13.0 Performance Reporting

13.1 We will report key performance indicator (KPI) measures for fire safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came into force on 1 April 2023 and must be reported to the RSH on an annual basis.

13.2 We will report the following fire safety performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Strategic Director	Quarterly
Residents TACT	Quarterly

13.3 We will also report the following:

#### Data – the total number of:

- Properties split by category (communal blocks/schemes, commercial/ other).
- Properties on the FRA programme.
- Properties not on the FRA programme.
- Properties with a valid and in date FRA.
- Properties without a valid and in date FRA.
- Properties due a new FRA within the next 30 days.
- Completed, in-time and overdue follow-up works/actions (split by priority).

#### Narrative - an explanation of the:

- Current position.
- Corrective action required.
- Progress with completion of follow-up works.

#### In addition:

- Compliance with the fire safety equipment, systems and installations servicing and maintenance programme.
- The number of RIDDOR notifications to the HSE with regards to fire safety.
- Details of any enforcement notices from the Fire and Rescue Service or other enforcement bodies.

- Recording and reporting on property fires to identify trends and target awareness campaigns.

## 14.0 Quality Assurance

- 14.1 We will ensure there is a programme of external quality assurance audits of FRAs (field and desktop), on a five per cent sample basis.
- 14.2 We will use optical character recognition (OCR) technology to carry out automated desktop audits of all certificates and documentation, with manual checks conducted only by exception.
- 14.3 We will carry 100 per cent property inspections to all properties with an FRA to audit that all required management actions have been completed.
- 14.4 We will carry out post-inspections of FRA actions related to building fabric work.
- 14.5 We will carry out an independent audit of fire safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify any non-compliance issues for correction.

## 15.0 Significant Non-Compliance and Escalation

- 15.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as an exception to routine processes and procedures.
- 15.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Winchester City Council employee becoming aware of it.
- 15.3 Any non-compliance issue identified at an operational level will be formally reported to the Building Safety Manager in the first instance, who will agree an appropriate course of corrective action with the **Service Lead for Property Services** and report details of the same to the SMT.
- 15.4 In cases of serious non-compliance, SMT and Strategic Director will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.
- 15.5 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to fire safety and will take action to address any



issues identified and lessons we have learned, to prevent a similar incident occurring again.

## 16.0 Glossary

16.1 This glossary defines key terms used throughout this policy:

- **BAFE:** Is the independent register of quality fire safety service providers, who are certified to ensure quality and competence to help meet fire safety obligations.
- **FRA:** A fire risk assessment is an assessment involving the systematic evaluation of the factors that determine the hazard from fire, the likelihood that there will be a fire and the consequences if one were to occur.
- **FRA survey:** The FSO states that an FRA is required, however, it does not prescribe how intrusive or destructive this should be. There are four types of FRA:
  - Type 1 – common parts only (non-destructive), basic level to satisfy the FSO.
  - Type 2 – common parts only (destructive), element of destruction on sample basis.
  - Type 3 – common parts and flats (non-destructive), considers means of escape and fire detection within at least a sample of flats.
  - Type 4 – common parts and flats (destructive).
- **IFSM:** The Institute of Fire Safety Managers.
- **PAS79:** A publicly available specification published by the British Standards Institution which focuses on making sure that all the required information that pertains to both an FRA and its findings are recorded.
- **PEEP:** A personal emergency evacuation plan is a bespoke escape plan for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.
- **UKAS:** The National Accreditation Body for the United Kingdom, appointed by government to assess and accredit organisations that provide services including certification, testing, inspection and calibration.

## Appendix 1 – Additional Legislation and Policy Direction

**Legislation** - This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Health and Safety at Work Act 1974
- The Occupiers' Liability Act 1984
- Furniture and Furnishings (Fire) (Safety) Regulations 1988
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Gas Safety (Installation and Use) Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)
- Housing Act 2004
- Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Building Regulations 2010: Approved Document B Fire Safety
- Homes (Fitness for Human Habitation) Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Electrical Equipment (Safety) Regulations 2016
- Data Protection Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Social Housing (Regulation) Act 2023

**Guidance** – The principal guidance documents applicable to this policy are:

- Housing - Fire Safety: Guidance on fire safety provisions for certain types of existing housing (Local Authorities Coordinators of Regulatory Services), August 2008.
- Fire safety in purpose-built blocks of flats. This guidance should be viewed as no longer comprehensive; the Home Office is currently working on a revised version but in the interim, it is continued to be made available as it contains relevant and useful information for purpose-built blocks of flats.
- Fire Safety in Specialised Housing (National Fire Chiefs Council), May 2017. This guidance covers sheltered schemes, supported schemes and extra care schemes.
- Housing Health and Safety Rating System Operating Guidance: Housing Act 2004 Guidance about inspections and assessment of hazards given under Section 9 (Ministry of Housing, Communities & Local Government), February 2006.

- Housing Health and Safety Rating System Operating Guidance: Addendum for the profile for the hazard of fire and in relation to cladding systems on high rise residential buildings (Ministry of Housing, Communities & Local Government), November 2018.
- Guidance to support a temporary change to a simultaneous evacuation strategy in purpose-built blocks of flats (National Fire Chiefs Council), fourth edition, August 2022.

**Additional guidance and policy direction** – The following documents set out clear direction for landlords in respect of fire safety, and whilst not statutory guidance or approved legislation, there are certain recommendations or proposals which are applicable to this policy:

- Fire Sector Federation – Approved Code of Practice: A National Framework for Fire Risk Assessor Competency (November 2020).
- Fire Sector Federation – A Guide to Choosing a Competent Fire Risk Assessor (Version 3, October 2020).
- Grenfell Tower Inquiry: phase 1 report. Volume 1 – 4 (October 2019).
- Building a Safer Future - Independent Review of Building Regulations and Fire Safety: Final Report (May 2018).

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**Winchester**  
City Council

# Housing Gas Safety Policy 2025-2027

## Service Area

Housing - Property Services

## Policy Owner

Service Manager - Building Safety

## Policy Category

**Statutory** - Required by law to evidence compliance with specific Acts of Parliament, statutory instruments, or government-mandated duties.

## Version control:

Version	Category	Trigger	Review Cycle	Author	Date
1.0	Statutory	New	2 years	Service Manager - Building Safety	01 July 2025

If you require this policy in another format or language, please contact Policy and Projects by emailing [policy@winchester.gov.uk](mailto:policy@winchester.gov.uk) or calling 01962 848400.

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## 1.0 Introduction and Objectives

- 1.1 As a landlord, Winchester City Council is responsible for the maintenance and repairs to our homes, communal blocks and other properties we own and manage, many of which will contain gas installations and appliances.
- 1.2 We are also responsible for maintaining other types of heating systems to ensure that all heating appliances provided for residents are safe. These include air source heat pumps/ oil/ solid fuel/ liquid petroleum gas (LPG)/ biomass/ electrical heating systems.
- 1.3 The key objective of this policy is to ensure our Strategic Director, Senior Management Team, employees, partners and residents are clear on our legal and regulatory gas/heating safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.4 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

## 2.0 Scope

- 2.1 This policy applies to the following property types:
  - Domestic properties (houses, flats, bungalows, and so on).
  - Communal blocks, scheme offices and communal spaces.
  - Sheltered / independent living schemes.
  - Temporary accommodation.
- 2.2 This policy is relevant to all our employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services. Adherence to this policy is mandatory.

## 3.0 Roles and Responsibilities

- 3.1 The Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Strategic Director will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).
- 3.2 The Senior Management Team (SMT) will receive monthly performance reports in respect of gas and heating safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

- 3.3 The Strategic Director has strategic responsibility for the management of gas and heating safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.4 The Building Safety Manager has operational responsibility for the management of gas and heating safety and will be responsible for overseeing the delivery of these programmes.
- 3.5 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access processes as necessary.
- 3.6 Under the requirements of the Social Housing (Regulation) Act 2023 we have appointed the Corporate Health and Safety Lead as our Health and Safety Lead.

#### 4.0 Legislation, Guidance and Regulatory Standards

4.1 **Legislation** - The principal legislation applicable to this policy is:

- The Gas Safety (Installation and Use) Regulations 1998 as amended (hereafter referred to as the Gas Safety Regulations). We have a legal obligation under Part F, Regulation 36 of the legislation (Duties of Landlords) and we are the 'Landlord' for the purposes of the legislation.
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- This policy also operates within the context of additional legislation (see Appendix 1).

4.2 **Approved Code of Practice (ACoP)** - The ACoP applicable to this policy is:

- ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (5th edition 2018).

4.3 **Guidance** – The principal guidance applicable to this policy is:

- INDG285 - 'A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance (3<sup>rd</sup> Edition 2018).

4.4 **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

4.5 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under the Gas Safety Regulations; and via a regulatory judgement from the Regulator of Social Housing.



## 5.0 Obligations

5.1 The **Gas Safety (Installation and Use) Regulations 1998** impose duties on landlords to protect residents in their homes. These obligations apply to both gas heating and liquid petroleum gas heating systems. The main landlord duties are set out in Regulation 36 and require landlords to:

- Ensure gas fittings and flues are maintained in a safe condition. Gas appliances should be serviced in accordance with the manufacturer's instructions. If these are not available it is recommended that they are serviced annually, unless advised otherwise by a Gas Safe registered engineer.
- Ensure the annual safety check is carried out on each gas appliance and flue within 12 months of the previous safety check.
- Have all installation, maintenance and safety checks carried out by a Gas Safe registered engineer.
- Keep a record of each safety check for at least two years (until at least two further gas safety checks have been carried out).
- Issue a copy of the latest safety check record to existing residents within 28 days of the check being completed, or prior to any new resident moving in.
- Display a copy of the latest safety check record in a common area of a building where the gas appliance serves a communal heating system to multiple homes.
- Ensure that no gas fitting of a type that would contravene Regulation 30 (for example, certain gas fires and instantaneous water heaters) is fitted in any room occupied, or to be occupied, as sleeping accommodation after the Regulations came into force. This includes any room converted into such accommodation after that time.

5.2 The **Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022**, came into effect on 1 October 2022, require landlords to:

- Install smoke alarm on every storey with living accommodation.
- Install carbon monoxide alarms in any rooms used as living accommodation with a fixed combustion appliance (excluding gas cookers).
- Repair or replace faulty alarms as soon as reasonably practicable.

5.3 For **other heating types** (as set out in Section 2.1), although there is no legal requirement to do so, we will carry out periodic safety checks to these properties as detailed in Section 7.

## 6.0 Statement of Intent

- 6.1 We acknowledge and accept our responsibilities under the Gas Safety Regulations, Smoke and Carbon Monoxide Alarm (Amendment) Regulations, and other duties outlined in Section 4 and Section 5.
- 6.2 We will carry out an annual gas safety check to all properties with a gas supply, irrespective of whether the gas is connected or not.
- 6.3 We will ensure that copies of all landlord's gas safety records (LGSRs)/certificates are provided to residents or displayed in a common area within 28 days of completion.
- 6.4 Any open flue gas appliances found in any rooms that are being used as bedrooms or for sleeping will be removed.
- 6.5 We will cap off gas supplies to all properties when the property becomes void, and a new resident is not moving in immediately after. This will be completed by the end of the next working day.
- 6.6 We will cap off gas supplies to all new build properties at handover from the contractor/developer to us if the new tenancy is not commencing immediately at the point of handover.
- 6.7 We will ensure that gas safety checks are carried out within 24 hours of the commencement of a new tenancy (void or new build properties), mutual exchange and/or transfer, and that the resident receives a copy of the LGSR before they move in.
- 6.8 We will ensure a gas safety check is carried out following our installation of any new gas appliance and obtain a gas safety certificate to confirm the necessary checks have been completed.
- 6.9 We will carry out a five-point visual check of resident owned appliances, provided that the resident is able to provide evidence that the appliance has been installed by a Gas Safe engineer. If the resident is unable to provide this evidence, then the appliance will be capped off until such time it can be evidenced as being safe.
- 6.10 A safety check will be carried out on completion of any repair and/or refurbishment works to occupied or void properties where works may have affected any gas fittings, appliances or flues.
- 6.11 We will install, test and replace (as required) battery operated and/or hard-wired smoke alarms and carbon monoxide detectors as part of the annual gas safety check (or at void stage).
- 6.12 We will carry out an annual gas safety check to all properties where the gas supply has been capped at the request of the resident, to ensure the supply has not been reconnected by the resident. At the same time, we will check on the resident's wellbeing and assess whether or not the lack of gas heating is adversely affecting the condition of

- the property. In addition, we will communicate Quarterly with these residents to ensure the property remains capped and inform the resident of what is required to reinstate gas at the property.
- 6.13 We will regularly check properties that are not currently connected to the gas mains network to ensure a gas supply has not been installed without our knowledge.
- 6.14 We will ensure that there is a robust process in place for the management of immediately dangerous situations identified from the gas/heating safety check.
- 6.15 We will operate a robust process if there is difficulty gaining access to a property to carry out the gas/heating safety check or remediation works. We will use the legal remedies available within the terms of the tenancy agreement, lease or license, provided the appropriate procedures have been followed and approval given by a Service Lead. where resident vulnerability issues are known or identified, we will ensure we safeguard the wellbeing of the resident.
- 6.16 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.17 We will ensure that all replacements, modifications and installations of gas appliances and heating systems within our properties will comply with all elements of Building Regulations, Part J Combustion Appliances and Fuel Storage Systems.
- 6.18 We will establish and maintain a risk assessment for gas safety management and operations, setting out our key gas safety risks and appropriate mitigations.
- 6.19 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement and refurbishment works.
- 6.20 To comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002, we will consider the safety of our workspaces and plant/boiler rooms of our residential blocks that fall within scope of the legislation.

## 7.0 Programmes

- 7.1 **Domestic properties** – We will carry out a programme of annual gas safety checks to all domestic properties we own and manage; the check will be completed within 12 months from the date of the previous LGSR/certificate.
- 7.2 We will consider/introduce the 'MOT' approach to gas safety checks within the lifecycle of this policy (from April 2026). This approach, under Part F, Regulation 36 (3) of the Gas Safety Regulations, allows a gas safety check to take place within ten months and one day

of the previous safety check and retain the original 12-month anniversary date of the previous LGSR.

- 7.3 We will carry out a safety check of electrical heating systems every five years during the periodic electrical inspection and testing programme.
- 7.4 We will carry out an annual safety check to all solid fuel appliances and a chimney sweep at least twice a year when burning wood or house coal, and at least once a year when burning smokeless fuels.
- 7.5 We will carry out an annual safety check to properties with air source heat pumps/ oil/ liquid petroleum gas (LPG)/ biomass/ solar thermal.
- 7.6 **Communal blocks and other properties** – We will carry out a programme of annual gas safety checks and services to all communal blocks and other properties (supported schemes/scheme offices and communal spaces/ temporary accommodation), where we have the legal obligation to do so; these will be completed within 12 months from the date of the previous LGSR/certificate.
- 7.7 **Properties managed by others** – We will obtain LGSRs/gas safety certificates where our properties are managed by a third party. If the third party does not provide the LGSR/certificate, we will carry out the safety check and re-charge them for the cost of this work.
- 7.8 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of a gas/heating safety check (where the work cannot be completed at the time of the check).

## 8.0 Data and Records

- 8.1 We will maintain a core asset register of all properties we own and/or manage, with component/attribute data against each property to show gas/heating safety check requirements.
- 8.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from gas/heating safety programmes and the programme remains up to date.
- 8.3 We will hold gas/heating safety check dates and safety check records against each property we own or manage. We will hold the dates and records of the safety checks in the compliance monitoring system.
- 8.4 We will ensure the Gas Safe registered engineer records the details of all appliances and other equipment which is served by the gas/heating supply in every domestic property, communal block or other property.

- 8.5 We will keep all completed safety check records, warning notices and remedial work records for the duration that we own and manage the property, in line with our document retention policy and will have robust processes and controls in place to maintain appropriate levels of security for all gas/heating safety related data and records.

## **9.0 Resident Engagement**

- 9.1 We consider good communication essential in the effective delivery of gas and heating safety programmes, therefore we will establish a resident engagement strategy and communication programme to support residents in their understanding of gas and heating safety.
- 9.2 This will assist us in maximising access to carry out gas safety checks, encourage and support residents to report any concerns about gas and heating safety, and help us engage with vulnerable and hard to reach residents.
- 9.3 We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.

## **10.0 Competent Persons**

- 10.1 The operational lead will hold the Level 4 VRQ in Gas Safety Management or Level 4 VRQ Diploma in Asset and Building Management (if they are not Gas Safe Registered), and full membership of the Association of Gas Safety Managers (AGSM). If they do not have these already, they will obtain them within 12 months of the approval of this policy.
- 10.2 All operatives/engineers (internal or external) will maintain Gas Safe accreditation for all areas of gas/LPG works that they undertake and will be members of the Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS).
- 10.3 Only suitably competent Gas Safe accredited contractors will undertake works to gas/LPG fittings, appliances and flues.
- 10.4 Only suitably competent Oil Firing Technical Association (OFTEC) and/or HETAS accredited contractors will undertake works to oil fired and solid fuel fittings, appliances and flues.
- 10.5 Only individuals/organisations with a Microgeneration Certification Scheme accreditation (MCS) will undertake works on air source heat pumps, and biomass heating systems.
- 10.6 Only suitably competent NICEIC (or equivalent) electrical contractors and operatives will undertake servicing and repairs to electrical heating systems.
- 10.7 Only suitably competent Gas Safe registered and NICEIC (or equivalent) third party technical auditors will undertake quality assurance checks.

10.8 We will check our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## 11.0 Training

11.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic gas and heating safety awareness training; and on the job training for those delivering the programme of gas and heating safety checks, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

## 12.0 Performance Reporting

12.1 We will report key performance indicator (KPI) measures for gas/heating safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came into force on 1 April 2023 and must be reported to the RSH on an annual basis.

12.2 We will report the following gas safety performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Strategic Director	Quarterly
TACT Board	Quarterly

12.3 We will also report the following:

### Data – the total number of:

- Properties split by category (domestic, communal, commercial/others).
- Properties on programme split by category.
- Properties not on programme.
- Properties with a valid and in date LGSR/certificate.
- Properties without a valid and in date record LGSR/certificate.
- Properties due to be serviced within the next 30 days.
- Follow-up actions arising from the programme (in time and overdue, by priority).

### Narrative - an explanation of the:

- Current position.
- Corrective action required.

- Progress with completion of follow-up works.

**In addition:**

- The number of RIDDOR notifications to the HSE about gas/heating safety.

**13.0 Quality Assurance**

13.1 We will ensure there is an annual programme of third-party quality assurance audits of gas/heating safety checks, gas appliance services and gas appliance repair works. This will be:

- 100 per cent of all new installations.
- Five per cent sample of field checks.
- Five per cent of all certificates.

13.2 We will utilise optical character recognition (OCR) technology to conduct automated desktop audits of all LGSRs/certificates based on the nine-point check, with manual reviews carried out only by exception.

13.3 We will carry out an independent audit of gas/heating safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

**14.0 Significant Non-Compliance and Escalation**

14.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as an exception to routine processes and procedures.

14.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Winchester City Council employee becoming aware of it.

14.3 Any non-compliance issue identified at an operational level will be formally reported to the Building Safety Manager in the first instance, who will agree an appropriate course of corrective action with the Service Lead for Property Services and report details of the same to the SMT.

14.4 In cases of serious non-compliance, SMT and Strategic Director will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

14.5 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications submitted to the HSE in relation to gas and heating safety and will take

action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

## 15.0 Glossary

15.1 This glossary defines key terms used throughout this policy:

- **Gas Safe Register:** the official list of gas engineers who are qualified to work legally on gas appliances.
- **LGSR:** Landlord's Gas Safety Record – a certificate containing the results of the annual safety check carried out on gas appliances and flues.

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**Appendix 1 - Additional Legislation**

This policy also operates within the context of the following legislation:

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Occupiers' Liability Act 1984
- Workplace (Health, Safety and Welfare) Regulations 1992
- Pipelines Safety Regulations 1996
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Gas Safety (Management) Regulations 1996 (as amended)
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Pressure Equipment (Safety) Regulations 2016
- Pressure Systems Safety Regulations 2000
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- Housing Act 2004
- Building Regulations 2010 (England and Wales)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Social Housing (Regulation) Act 2023

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# Housing Electrical Safety Policy 2025-2027

**Service Area**

Housing - Property Services

**Policy Owner**

Service Manager - Building Safety

**Policy Category**

**Statutory** - Required by law to evidence compliance with specific Acts of Parliament, statutory instruments, or government-mandated duties.

**Version control:**

Version	Category	Trigger	Review Cycle	Author	Date
1.0	Statutory	New	2 years	Service Manager - Building Safety	01 July 2025

If you require this policy in another format or language, please contact Policy and Projects by emailing [policy@winchester.gov.uk](mailto:policy@winchester.gov.uk) or calling 01962 848400.

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## **1.0 Introduction and Objectives**

- 1.1 As a landlord, Winchester City Council is responsible for repairs and maintenance to our homes, communal blocks and other properties we own and manage, all of which will contain electrical installations, equipment and portable appliances.
- 1.2 The key objective of this policy is to ensure our Strategic Director, Senior Management Team, employees, partners and residents are clear on our legal and regulatory electrical safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

## **2.0 Scope**

- 2.1 This policy applies to the following property types only:
  - Domestic properties (houses, flats bungalows, and so on).
  - Communal blocks, scheme offices and communal spaces
  - Sheltered / independent living schemes.
  - Temporary accommodation.
- 2.2 This policy is relevant to all our employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services. Adherence to this policy is mandatory.

## **3.0 Roles and Responsibilities**

- 3.1 The Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Strategic Director will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).
- 3.2 The Senior Management Team (SMT) will receive monthly performance reports in respect of electrical safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.3 The Strategic Director has strategic responsibility for the management of electrical safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.

- 3.4 The Repairs, Compliance and Voids Manager has operational responsibility for the management of electrical safety and will be responsible for overseeing the delivery of these programmes.
- 3.5 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal processes, as necessary.
- 3.6 Under the requirements of the Social Housing (Regulation) Act 2023 we have appointed the Corporate Health and Safety Lead as our Health and Safety Lead.

#### 4.0 Legislation, Guidance and Regulatory Standards

##### 4.1 Legislation – Principal legislation applicable to this policy is:

- Housing Act 2004.
- Landlord and Tenant Act 1985.
- Homes (Fitness for Human Habitation) Act 2018.
- Electricity at Work Regulations 1989.
- Electrical Equipment (Safety) Regulations 2016.

The government consultation into electrical safety within social housing closed on 31 August 2022 and we are awaiting the outcome to be published, which will likely result in future changes to this policy.

This policy also operates within the context of additional legislation (see Appendix 1).

##### 4.2 Guidance and codes of practice – The principal guidance and codes of practice applicable to this policy are:

- INDG236 - Maintaining portable electrical equipment in low-risk environments (as amended 2013).
- IET Wiring Regulations British Standard 7671:2018 (18th edition).
- Code of Practice for the Management of Electrotechnical Care in Social Housing (Electrical Safety Roundtable) January 2019.
- The Code of Practice for In-Service Inspection and Testing of Electrical Equipment (IET) 2020 (5th edition).

##### 4.3 Regulatory standards – We must ensure we comply with the Regulator of Social Housing’s regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

##### 4.4 Sanctions – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under

the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under any of the principal legislation listed in Section 4.1; and via a regulatory judgement from the Regulator of Social Housing.

## **5.0 Obligations**

- 5.1 The Housing Act 2004 requires that properties are free from Category 1 housing health and safety rating system (HHSRS) hazards; this includes electrical hazards.
- 5.2 The Landlord and Tenant Act 1985 and the Homes (Fitness for Human Habitation) Act 2018 place duties on landlords to ensure that electrical installations in rented properties are:
- Safe when a tenancy begins.
  - Maintained in a safe condition throughout the tenancy so the property is fit for habitation.
- 5.3 To comply with these duties, electrical installations should be periodically inspected and tested. Although there is no legal requirement setting out the frequency, best practice guidance from the Electrical Safety Council and from BS7671:2018 recommends intervals of no longer than five years from the previous inspection.
- 5.4 All electrical installations should be inspected and tested prior to the commencement of any new tenancies. This means that tests should be carried out whilst properties are void and when mutual exchanges and transfers take place, and a satisfactory Electrical Installation Condition Report (EICR) must be issued to the resident upon moving in.
- 5.5 The Electricity at Work Regulations 1989 places duties on employers that all electrical installations and appliances within the workplace are safe and that only competent persons work on the electrical installations, systems and equipment.
- 5.6 The Electrical Equipment (Safety) Regulations 2016 requires landlords to ensure that any electrical appliances provided as part of a tenancy are safe when first supplied.

## **6.0 Statement of Intent**

- 6.1 We acknowledge and accept our responsibilities with regards to electrical safety under the legislation and regulations, as outlined in Sections 4 and 5.
- 6.2 Following the data validation and catch-up programme, we will deliver an electrical inspection and testing programme as set out in Section 7.
- 6.3 We will ensure that all electrical installations are in a satisfactory condition following the completion of an electrical installation inspection and test and will require the production of a condition report or other certificate which confirms that the installation is safe.

- 6.4 We will ensure that a full electrical installation inspection and test is undertaken at change of occupancy (void properties, mutual exchanges and transfers), and when completing planned works within domestic properties; this will be evidenced through a satisfactory EICR or other report.
- 6.5 We will install, test and replace (as required) battery/hard-wired smoke and carbon monoxide alarms as part of the annual gas safety check visit (or at void stage). We will ensure that all properties have a hard-wired smoke alarm system within a period of no longer than one year following the approval of this policy.
- 6.6 We will operate a robust process if there is difficulty gaining access to a property to carry out the electrical safety check or remediation works. We will use the legal remedies available within the terms of the tenancy agreement, lease or license, provided the appropriate procedures have been followed and approval given by a Head of Service (or more senior role). Where resident vulnerability issues are known or identified, we will ensure that we safeguard the wellbeing of the resident.
- 6.7 We will ensure that there is a robust process in place for the management of immediately dangerous situations identified from the electrical safety check.
- 6.8 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.9 We will operate measures to identify, manage and/or mitigate risks related to portable electrical appliances in the properties we are responsible for.
- 6.10 We will establish and maintain a risk assessment for electrical safety management and operations, setting out our key electrical safety risks and appropriate mitigations.
- 6.11 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement and refurbishment works.

## **7.0 Programmes**

- 7.1 We will carry out a programme of five yearly electrical installation inspections and tests to all domestic properties, communal blocks and other properties (unless the competent person recommends an earlier next test date), and this will include the issuing of a new satisfactory EICR. The date of the inspection and test is driven by programming 3 months prior to the anniversary date of the most recent EICR.



7.2 **New builds and rewires** – All new builds, and all properties which have had a rewire, will receive their first electrical installation inspection and test ten years after the date of installation, and every five years thereafter.

7.3 **Properties managed by others** – We will obtain EICRs where our properties are managed by a third party. If the third party does not provide the EICR, we will carry out the inspection and obtain the EICR, and re-charge them for the cost of this work.

## 8.0 Follow-up Work

8.1 We will endeavour to repair all Code 1 (C1) and Code 2 (C2) defects identified by an electrical installation inspection and test at the time of the check, to produce a satisfactory EICR. Where this is not possible, we will make the installation safe and return to complete the required remediation works within 28 days to ensure a satisfactory EICR is produced.

8.2 Where any C1 and C2 defects have been repaired, they will be recorded on the satisfactory EICR to provide an audit of the work completed.

8.3 We will review all Code 3 (C3) and Further Investigation observations and determine and take the most appropriate course of action.

## 9.0 Data and Records

9.1 We will maintain a core asset register of all properties we own or manage, with component/attribute data against each property to show electrical safety testing and inspection requirements.

9.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from the electrical safety programme and the programme remains up to date.

9.3 We will maintain accurate records, against each property we own and/or manage, of the following:

- Inspection dates.
- EICRs.
- Minor Electrical Works Certificates and Building Regulation Part P notifications associated with remedial works.
- Electrical Installation Certificates.

9.4 We will hold these in our compliance monitoring system.

9.5 We will keep all records and data for the duration that we own and manage the property, in line with our document retention policy. We will keep at least the two most recent EICR records or certificates outlined within section 9.3. We will have robust processes and

controls in place to maintain appropriate levels of security for all electrical safety related data.

## **10.0 Resident Engagement**

- 10.1 We consider good communication essential in the effective delivery of electrical safety programmes, therefore we will establish a resident engagement strategy and communication programme to support residents in their understanding of electrical safety.
- 10.2 This will assist us in maximising access to carry out electrical inspections, encourage and support residents to report any concerns about electrical safety, and help us to engage with vulnerable and hard to reach residents.
- 10.3 We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.

## **11.0 Competent Persons**

- 11.1 The operational lead will hold a relevant electrical management qualification or working to achieve this.
- 11.2 Only suitably competent NICEIC (or equivalent) electrical contractors and operatives will undertake electrical works on our behalf.
- 11.3 Only suitably competent NICEIC (or equivalent) third party technical auditors will undertake quality assurance checks.
- 11.4 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## **12.0 Training**

- 12.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic electrical safety awareness training; and on the job training for those delivering the electrical safety programme, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

## **13.0 Performance Reporting**

- 13.1 We will report key performance indicator (KPI) measures for electrical safety that follow the principles set out in the Tenant Satisfaction Measures (TSMs) which came in to force

on 1 April 2023. Although electrical safety is not specifically covered by these measures, we will adopt the same approach to ensure consistency with other compliance areas and ensure all dwellings at risk are accounted for.

13.2 We will report the following electrical safety performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Strategic Director	Quarterly
TACT Board	Quarterly

13.3 We will also report the following:

**Data – the total number of:**

- Properties split by category (domestic, communal, commercial/others).
- Properties on programme split by category.
- Properties not on programme.
- Properties with a satisfactory and in date EICR.
- Properties without a satisfactory and in date EICR.
- Properties due to be inspected and tested within the next 30 days.
- Follow-up actions arising from the programme (in time and overdue).

**Narrative - an explanation of the:**

- Current position.
- Corrective action required.
- Progress with completion of follow-up works.

**In addition:**

- The number of RIDDOR notifications to the HSE with regards to electrical safety.

## 14.0 Quality Assurance

14.1 We will ensure there is programme of third-party quality assurance audits of electrical safety checks. This will be:

- 100 per cent of all new installations.
- Ten per cent sample of field checks.
- Five per cent of all certificates

14.2 Internally we will use optical character recognition (OCR) technology to carry out automated desktop audits of all certificates and documentation outlined in Section 9.3, with manual reviews carried out only by exception

- 14.3 We will carry out an independent audit of electrical safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

## 15.0 Significant Non-Compliance and Escalation

- 15.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as an exception to routine processes and procedures.
- 15.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Winchester City Council employee becoming aware of it.
- 15.3 Any non-compliance issue identified at an operational level will be formally reported to the Repairs, Compliance and Voids Manager in the first instance, who will agree an appropriate course of corrective action with the Service Lead for Property Services and report details of the same to the SMT.
- 15.4 In cases of serious non-compliance, SMT and Strategic Director will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.
- 15.5 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to electrical safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

## 16.0 Glossary

- 16.1 This glossary defines key terms used throughout this policy:
- **EICR:** Electrical Installation Condition Report - a formal document that is produced following an assessment of the electrical installation within a property (domestic or communal). It must be carried out by an experienced qualified electrician or approved contractor.
  - **NICEIC:** National Inspection Council for Electrical Installation Contracting – an organisation which regulates the training and work of electrical contractors in the UK. The NICEIC is one of several providers given Government approval to offer Competent Person Schemes to oversee electrical work within the electrical industry.

## Appendix 1 - Additional Legislation

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Health and Safety at Work Act 1974
- The Occupiers' Liability Act 1984
- Workplace (Health Safety and Welfare) Regulations 1992
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Corporate Manslaughter and Homicide Act 2007
- Building Regulations 2010 (England and Wales) - Part P
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction, Design and Management Regulations 2015
- Data Protection Act 2018
- Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

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# Housing Asbestos Safety Policy 2025-2027

**Service Area**

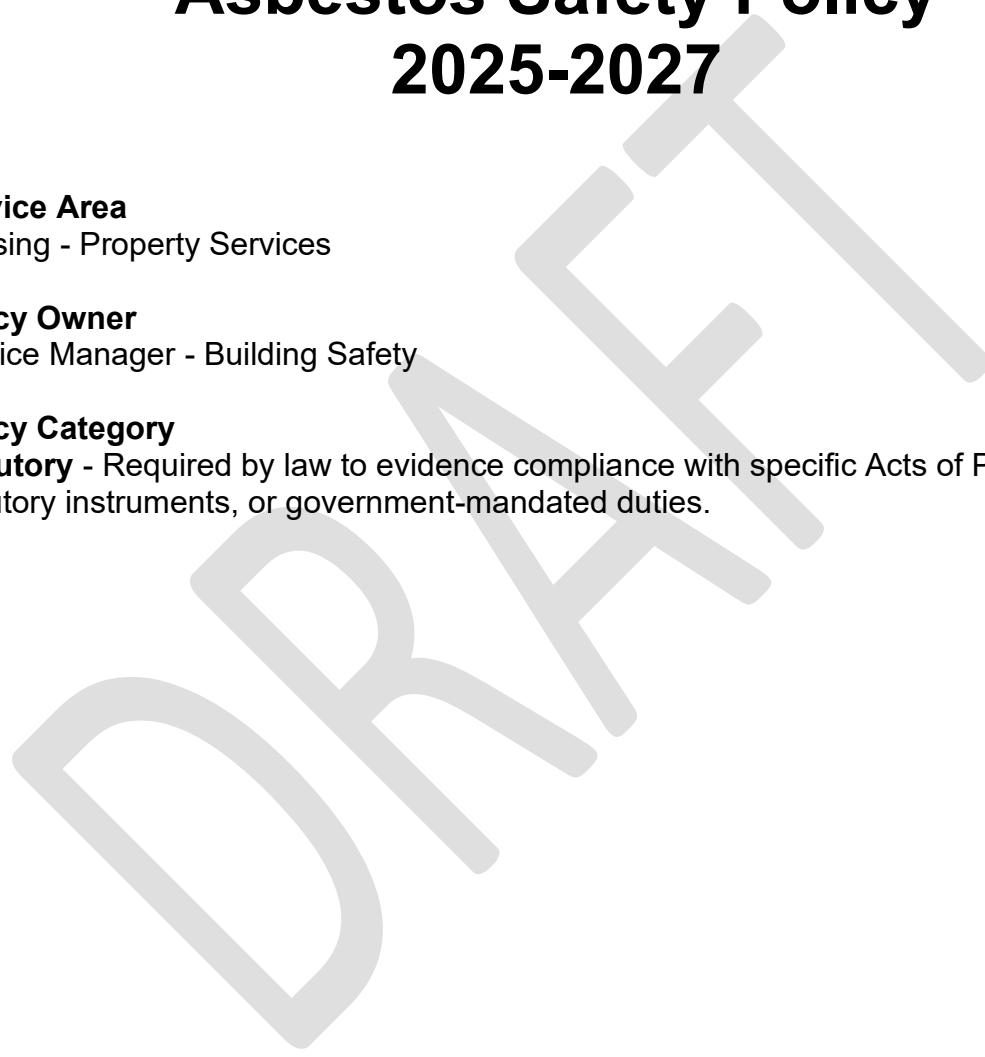
Housing - Property Services

**Policy Owner**

Service Manager - Building Safety

**Policy Category**

**Statutory** - Required by law to evidence compliance with specific Acts of Parliament, statutory instruments, or government-mandated duties.



**Version control:**

Version	Category	Trigger	Review Cycle	Author	Date
1.0	Statutory	New	2 years	Service Manager - Building Safety	01 July 2025

If you require this policy in another format or language, please contact Policy and Projects by emailing [policy@winchester.gov.uk](mailto:policy@winchester.gov.uk) or calling 01962 848400.

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## **1.0 Introduction and Objectives**

- 1.1 As a landlord, Winchester City Council is responsible for maintenance and repairs to our homes, communal blocks and other properties we own and manage, many of which will have been constructed using asbestos containing materials. As such, we have a legal duty to manage asbestos in these buildings.
- 1.2 Homes or buildings built or refurbished before the year 2000 may contain asbestos. If an asbestos containing material is disturbed or damaged it can release asbestos fibres into the air which are a danger to health if inhaled. Workers who carry out repairs and maintenance work are at particular risk, however, building occupants could also be put at risk.
- 1.3 The key objective of this policy is to ensure our Strategic Director, Senior Management Team, employees, partners and residents are clear on our legal and regulatory asbestos safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.4 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

## **2.0 Scope**

- 2.1 This policy applies to the following property types:
  - Communal blocks, scheme offices and communal spaces.
  - Sheltered / independent living schemes.
  - Temporary accommodation.
- 2.2 Some aspects of this policy also apply to individual domestic properties (houses, flats bungalows, and so on). Applicable items will be clearly referenced.
- 2.3 This policy is relevant to all our employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services. Adherence to this policy is mandatory.

## **3.0 Roles and Responsibilities**

- 3.1 The Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Strategic Director will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

- 3.2 The Senior Management Team (SMT) will receive monthly performance reports in respect of asbestos safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.3 The Strategic Director has strategic responsibility for the management of asbestos safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.4 The Repairs, Compliance and Voids Manager has operational responsibility for the management of asbestos safety and will be responsible for overseeing the delivery of these programmes. The Building Safety Manager will fulfil the role of the Appointed Person and will be the overall Responsible Person on behalf of Winchester City Council.
- 3.5 Housing teams will provide support for gaining access to properties as necessary.
- 3.6 Under the requirements of the Social Housing (Regulation) Act 2023 we have appointed the Corporate Health and Safety Lead as our Health and Safety Lead.

#### **4.0 Legislation, Guidance and Regulatory Standards**

4.1 **Legislation** - The principal legislation applicable to this policy is:

- The Control of Asbestos Regulations 2012.
- This policy also operates within the context of additional legislation (see Appendix 1).

4.2 **Approved Code of Practice (ACoP)** - The principal ACoP applicable to this policy is:

- ACoP L143 - Managing and working with Asbestos (Second edition, 2013).

4.3 **Guidance** – The principal guidance documents applicable to this policy are:

- HSG227 - A comprehensive guide to managing asbestos in premises (First edition, 2002).
- HSG247 - Asbestos: The licensed contractors' guide (First edition, 2006).
- HSG264 - Asbestos: The survey guide (Second edition, 2012).
- INDG223 - Managing asbestos in buildings: a brief guide (Revision 5, April 2012).
- HSG210 - Asbestos Essentials: A task manual for building, maintenance and allied trades and non-licensed asbestos work (Fourth edition, 2018).
- HSG248 – Asbestos: The Analysts' Guide (Second edition, 2021).

4.4 **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

- 4.5 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under the Control of Asbestos Regulations; and via a regulatory judgement from the Regulator of Social Housing.

## 5.0 Obligations

- 5.1 Under The Control of Asbestos Regulations 2012 (CAR 2012) Winchester City Council has a legal obligation under Part 2, Section 4 ‘Duty to manage asbestos in non-domestic properties’ and is the ‘Duty Holder’ for the purposes of the legislation. We are required to:

- Find out if asbestos containing materials (ACMs) are present, where we have an obligation to do so, presuming that materials contain asbestos unless we have strong evidence that they do not.
- Identify the location and condition of any ACMs.
- Assume asbestos is present if the property was built prior to the year 2000.
- Keep an up-to-date record (an asbestos register) of the location and condition of ACMs or presumed ACMs.
- Assess the risk from any ACMs found.
- Prepare an Asbestos Management Plan that sets out how we will manage the risk from ACMs, and review and monitor its implementation.
- Set up a system to provide information on the location and condition of ACMs to anyone who is liable to work on or disturb them.
- Assess the reliability of information we receive relating to asbestos within the properties we own and manage. Anyone who has information on the whereabouts of asbestos within these properties is required to make this available to us.

## 6.0 Statement of Intent

- 6.1 We acknowledge and accept our responsibilities under CAR 2012 as outlined in Section 5, and we recognise that the main hazard in relation to asbestos is the non-identification of ACMs. As such, we will protect those persons potentially exposed to asbestos as far as is reasonably practical, through the use of appropriate control measures and working methods.

- 6.2 We will have an Asbestos Management Plan and will maintain an asbestos register.
- 6.3 We will ensure that information about ACMs (known or presumed) is provided to every person liable to disturb it, accidentally or during the course of their work. This includes employees, contractors and residents.
- 6.4 We will not use asbestos labelling in domestic premises, non-domestic premises and common areas of domestic blocks.
- 6.5 We will provide appropriate personal protective equipment to our in-house delivery team where required.
- 6.6 We will ensure that there is a robust process in place to manage immediately dangerous situations identified during asbestos related works.
- 6.7 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.8 We will use the legal remedies available within the terms of the tenancy and lease agreement should any resident, leaseholder or shared owner refuse access to carry out essential asbestos related inspection and remediation works. Where resident vulnerability issues are known or identified we will ensure we safeguard the wellbeing of the resident.
- 6.9 We will establish and maintain a risk assessment for asbestos management and operations, setting out our key risks from asbestos and appropriate mitigations.
- 6.10 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement works and refurbishment projects.

## 7.0 Programmes

- 7.1 **Non-domestic properties** – All non-domestic properties (communal blocks/ supported schemes/ temporary accommodation) that we own or manage, built prior to the year 2000, will have an asbestos management survey that is compliant with CAR 2012 (dated after 6 April 2012 when this legislation came into effect). All reasonable steps will be undertaken to assess the risk of asbestos in no access areas. No access areas will be recorded as presumed to contain asbestos in the asbestos register.
- 7.2 We will maintain a programme of asbestos re-inspections for all properties that contain ACMs (known or presumed). Re-inspections will either be annual or in accordance with the risk level as identified by the previous survey. We will not re-inspect any properties where the initial asbestos management survey confirms that there are no ACMs.

- 7.3 **Domestic properties** – We currently hold asbestos survey data for a percentage of our domestic properties. Within the lifecycle of this policy, we will implement a risk-based approach to pro-actively carrying out surveys within domestic properties.
- 7.4 **Garages** – We own or manage 1639 garages, many of which may contain ACMs. We will carry out a risk-based programme of sample inspections to assess the location and condition of ACMs within these garages and implement a programme of remedial works as necessary.
- 7.5 **Repairs / planned maintenance** - We will review existing asbestos survey information prior to carrying out any intrusive void work, day-to-day repairs, planned maintenance or refurbishment work. Where there is no asbestos information, prior to the work taking place, we will commission a refurbishment and/or demolition asbestos survey to the areas of the property that are likely to be disturbed as part of the proposed works. We will also undertake a management asbestos survey to the remainder of the property as part of the same refurbishment and/or demolition survey. Once completed, survey details will be provided to the relevant operatives or contractors.

## 8.0 Follow-up Work

- 8.1 Where asbestos is positively identified and removal, sealing or encapsulation is recommended by the competent person, this will be carried out as follows:
- **Non-licensed works** (as defined in regulation 2 of CAR 2012) – will be undertaken by a Licensed Asbestos Removal Contractor (LARC) licensed by the Health and Safety Executive in compliance with CAR 2012.
  - **Notifiable non-licensed works** (as defined in regulation 2 of the CAR 2012) – will be undertaken by a LARC.
  - **Licensed works** (as defined in regulation 2 of CAR 2012) – will be undertaken by a LARC.

## 9.0 Data and Records

- 9.1 We will maintain a core asset register of all properties we own or manage, setting out which properties are and are not required to be included on the asbestos re-inspection programme.
- 9.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from asbestos programmes and the programme remains up to date.
- 9.3 We will keep an asbestos register in our compliance monitoring system. The asbestos register will include details of ACMs in the properties we own or manage, with information on the type, address, location and condition. We will hold inspection dates,

asbestos surveys, details of remediation works and evidence of completion of these works in our compliance monitoring system.

- 9.4 We will keep all of these records for the duration that we own and manage the property/in line with our document retention policy and have robust processes and controls in place to maintain appropriate levels of security for all asbestos related data.
- 9.5 We will keep air monitoring and health surveillance records for at least 40 years.

## **10.0 Resident Engagement**

- 10.1 We consider good communication essential in the effective delivery of asbestos safety, therefore we will establish a resident engagement strategy and communication programme. This will support residents in their understanding of asbestos, advise them of how they can manage any risk if there is asbestos within their property, and encourage them to report any asbestos safety concerns.
- 10.2 We also aim to successfully engage with vulnerable and hard to reach residents. We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.
- 10.3 We will provide residents with a resident friendly version of the asbestos survey for their property, where we have carried one out. A full version of the asbestos survey will be made available upon request.

## **11.0 Competent Persons**

- 11.1 The operational lead will require a relevant asbestos management qualification or working to achieve this.
- 11.2 Only competent contractors (as per HSG264) will carry out asbestos management surveys.
- 11.3 Only competent Licensed Asbestos Removal Contractors will carry out all work on asbestos, including non-notifiable non-licensed work, notifiable non-licensed work or licensed works.
- 11.4 Suitably competent persons will undertake asbestos re-inspections and the removal of non-licensed asbestos, under the supervision of persons who are suitably trained and competent to manage this work.
- 11.5 Only suitably competent asbestos consultants and contractors will provide third party technical quality assurance checks.
- 11.6 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## 12.0 Training

12.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic asbestos awareness training; and on the job training for those delivering the asbestos programme, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

## 13.0 Performance Reporting

13.1 We will report key performance indicator (KPI) measures for asbestos safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came in to force on 1 April 2023 and must be reported to the Regulator on an annual basis.

13.2 We will report the following asbestos safety performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Strategic Director	Quarterly
TACT Board	Quarterly

13.3 We will also report the following:

### Data – the total number of:

- Properties split by category (communal blocks/schemes, commercial/other).
- Properties with a post 2012 management survey.
- Properties without a post 2012 management survey.
- Properties on the re-inspection programme.
- Properties not on the re-inspection programme.
- Properties with a valid and in date re-inspection.
- Properties without a valid and in date re-inspection.
- Properties due to be re-inspected within the next 30 days.
- Completed, in-time and overdue follow-up actions arising from the surveys.

### Narrative - an explanation of the:

- Current position.
- Corrective action required.
- Progress with completion of follow-up works.

### In addition:

- The percentage of domestic properties with full asbestos data.

- The number of RIDDOR notifications to the HSE with regards to asbestos safety.

## **14.0 Quality Assurance**

- 14.1 We will require external contractors to provide the results of their own five per cent quality assurance audit checks, as required by UKAS, on a monthly basis.
- 14.2 The inhouse assurance team separate from the delivery team will carry out assurance reviews.
- 14.3 We will undertake ten per cent third party audits of asbestos removals and air monitoring.
- 14.4 We will commission an independent audit of asbestos management at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify any non-compliance issues for correction.

## **15.0 Significant Non-Compliance and Escalation**

- 15.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as an exception to routine processes and procedures.
- 15.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Winchester City Council employee becoming aware of it.
- 15.3 Any non-compliance issue identified at an operational level will be formally reported to the Repairs, Compliance and Voids Manager in the first instance, who will agree an appropriate course of corrective action with the Service Lead for Property Services and report details of the same to the SMT.
- 15.4 In cases of serious non-compliance, SMT and Strategic Director will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.
- 15.5 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to asbestos safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

## **16.0 Glossary**

- 16.1 This glossary defines key terms used throughout this policy:



- **Duty Holder:** The owner of the non-domestic premises or the person or organisation that has clear responsibility for the maintenance or repair of non-domestic premises, for example through an explicit agreement such as a tenancy agreement or contract.
- **Management asbestos survey:** A survey to enable the management of asbestos-containing materials during the normal occupation and use of premises.
- **Refurbishment and/or demolition asbestos survey:** A refurbishment and/or demolition survey (previously known as a type 3 survey) is a survey which is necessary prior to any works which may affect the fabric of a building, and which is used to locate (as far as reasonably practicable) asbestos-containing materials. The survey may be within a localised area or cover the whole building.
- **UKAS:** The appointed national accreditation body for asbestos surveyors. Accreditation is a means of assessing, in the public interest, the technical competence and integrity of organisations offering evaluation services.

## Appendix 1 - Additional Legislation

This policy also operates within the context of the following legislation:

- Defective Premises Act 1972
- Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Occupiers' Liability Act 1984
- The Workplace (Health Safety and Welfare) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- The Asbestos (Licensing) (Amendment) Regulations 1998
- The Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations (as amended) 2002 (COSHH)
- Hazardous Waste (England and Wales) Regulations 2005 (Amendment 2009)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018
- Social Housing (Regulation) Act 2023

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# Housing Water Hygiene Policy 2025-2027

**Service Area**

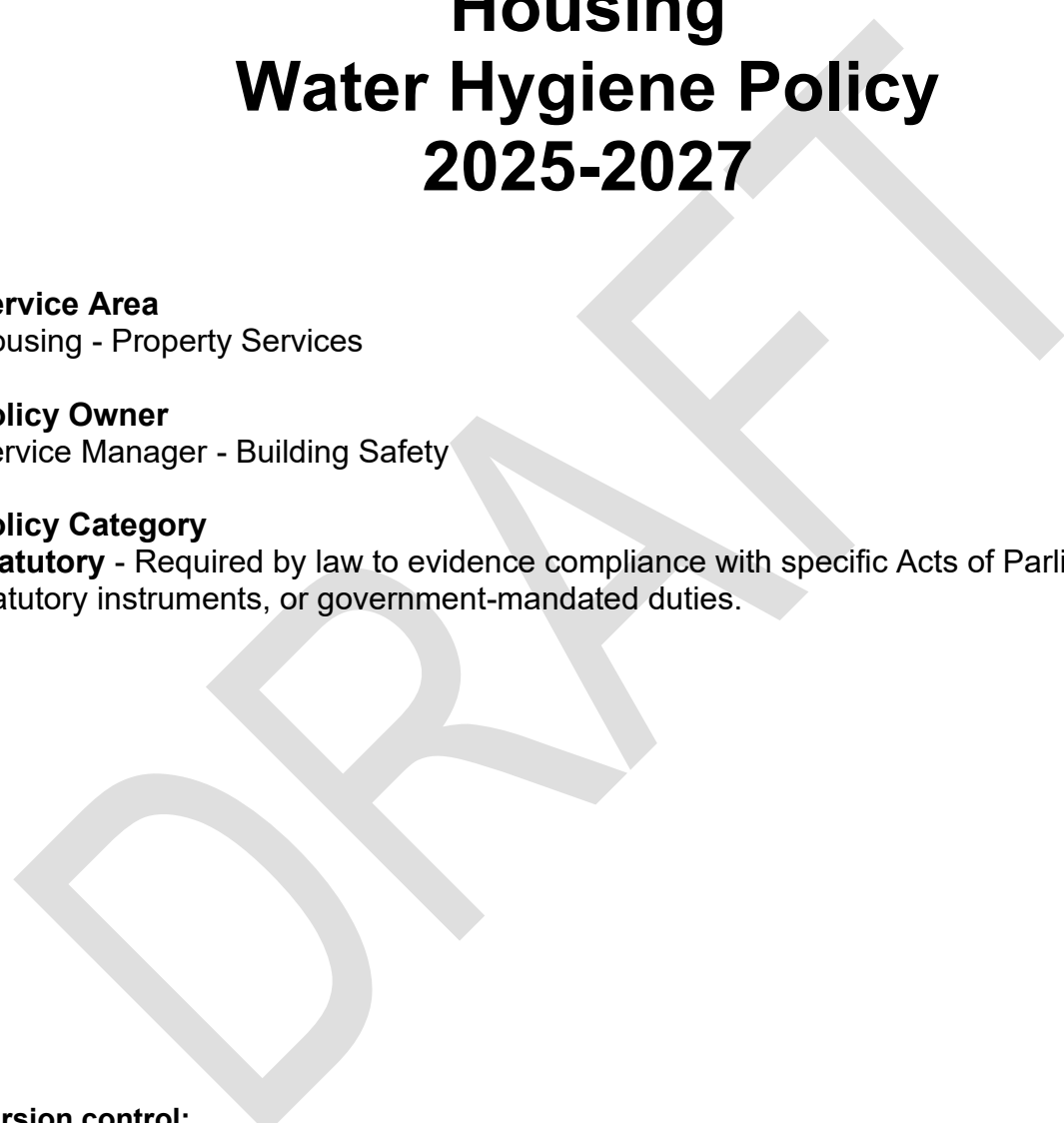
Housing - Property Services

**Policy Owner**

Service Manager - Building Safety

**Policy Category**

**Statutory** - Required by law to evidence compliance with specific Acts of Parliament, statutory instruments, or government-mandated duties.



**Version control:**

Version	Category	Trigger	Review Cycle	Author	Date
1.0	Statutory	New	2 years	Service Manager - Building Safety	01 July 2025

If you require this policy in another format or language, please contact Policy and Projects by emailing [policy@winchester.gov.uk](mailto:policy@winchester.gov.uk) or calling 01962 848400.

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## 1.0 Introduction and Objectives

- 1.1 As a landlord, Winchester City Council must meet the legal obligations which require us to deal with the risks associated with legionella bacteria within the properties we own or manage. Legionella bacteria can cause a potentially fatal form of pneumonia called Legionnaires' disease. People contract Legionnaires' disease by inhaling small droplets of water containing the bacteria.
- 1.2 As far as is reasonably practicable, we must introduce measures to reduce and/or control exposure to legionella bacteria, including managing the conditions that support the growth of the bacteria in water systems.
- 1.3 The key objective of this policy is to ensure that our Strategic Director, Senior Management Team, employees, partners and residents are clear on our legal and regulatory water hygiene obligations. This policy provides the framework our staff and partners will operate within in order to meet these obligations.
- 1.4 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

## 2.0 Scope

- 2.1 This policy applies to the following property types:
  - Communal blocks, scheme offices, and communal spaces.
  - Sheltered / independent living schemes.
  - Temporary accommodation.
- 2.2 Some aspects of this policy also apply to individual domestic properties (houses, flats bungalows, and so on). Applicable items will be clearly referenced.
- 2.3 This policy is relevant to all our employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services. Adherence to this policy is mandatory.

## 3.0 Roles and Responsibilities

- 3.1 The Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Strategic Director will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

- 3.2 The Senior Management Team (SMT) will receive monthly performance reports in respect of water hygiene safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.3 The Strategic Director has strategic responsibility for the management of water hygiene safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.4 The Building Safety Manager has operational responsibility for the management of water hygiene safety and will be responsible for overseeing the delivery of these programmes. The Building Safety Manager is the Responsible Person.
- 3.5 The Repairs Manager is the Deputy Responsible Person who will provide cover to the Building Safety Manager (Responsible Person) in their absence.
- 3.6 Housing teams will provide support where gaining access to properties is difficult.

#### **4.0 Legislation, Guidance and Regulatory Standards**

4.1 **Legislation** - The principal legislation applicable to this policy is as follows:

- The Health and Safety at Work Act 1974.
- The Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH).
- This policy also operates within the context of additional legislation (see Appendix 1).

4.2 **Approved Code of Practice (ACoP)** – The principal ACoP applicable to this policy is:

- ACoP L8 - Legionnaires' disease: The control of legionella bacteria in water systems (4th edition 2013).

4.3 **Guidance** – The principal guidance applicable to this policy is as follows:

- HSG274 - Legionnaires' disease: Technical guidance Part 2: The control of legionella bacteria in hot and cold water systems (2014).
- HSG274 - Legionnaires' disease: Technical guidance Part 3: The control of legionella bacteria in other risk systems (2013).
- INDG458 - Legionnaires' disease: A brief guide for dutyholders (2012).
- BS 8580-1:2019 Water quality, risk assessments for Legionella control – Code of practice.

4.4 **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

- 4.5 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including: prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the COSHH Regulations; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; and via a regulatory judgement from the Regulator of Social Housing.

## 5.0 Obligations

- 5.1 The Health and Safety at Work Act 1974 places a duty on us, as an employer and landlord, to ensure our employees and others affected by our undertakings (for example, residents), are not exposed to health and safety risks, including the risk from legionella.

- 5.2 We have a legal obligation under COSHH to prevent or control exposure to biological agents, including legionella.

- 5.3 Winchester City Council is the 'Duty Holder' as defined by ACoP L8 and we must take necessary precautions to prevent, reduce or control the risks of exposure to legionella.

- 5.4 As the Duty Holder, we must:

- Carry out a risk assessment for all hot and cold-water systems, cooling plant and any other systems that can produce water droplets to identify and assess potential risks.
- Implement measures to either eliminate, reduce or control identified risks.
- Appoint a Responsible Person to take managerial responsibility for:
  - Carrying out risk assessments.
  - Producing written schemes of control (a practical, risk management document used to control the risk from exposure to legionella).
  - Implementing the written scheme of control.
- Appoint a Deputy Responsible Person who will provide cover to the responsible person in their absence.
- Keep associated records for five years.

## 6.0 Statement of Intent

- 6.1 We acknowledge and accept our responsibilities and obligations under the legislation outlined in Sections 4 and 5.

- 6.2 We will review legionella risk assessments using a risk-based approach. Schemes will be assessed as high, medium or low risk.
- 6.3 Written schemes of control will be in place for all properties risk assessed as requiring controls to manage the risk of legionella exposure.
- 6.4 When properties become void, we will drain and flush the water system, including any shower loop, before undertaking any work. The water system will then be flushed and recommissioned before the property is let, and the shower head replaced or sterilised.
- 6.5 We will carry out checks to identify pipework ‘dead legs’ and remove them within void properties and any properties where we are carrying out adaptations or planned investment work.
- 6.6 When we acquire properties (existing or new build) we will follow the same process as for void properties, and we will ensure that there are no pipework ‘dead legs’ present when we take possession of the property.
- 6.7 We will operate a robust process for the management of immediately dangerous situations identified from the legionella risk assessment, water testing/monitoring regime or suspected legionella outbreak.
- 6.8 We will use the legal remedies available within the terms of the tenancy and lease agreement should any resident, leaseholder or shared owner refuse access to carry out essential water hygiene related inspection and remediation works. Where resident vulnerability issues are known or identified we will ensure we safeguard the wellbeing of the resident.
- 6.9 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors’ employee and public liability insurances are up to date on an annual basis.
- 6.10 We will establish and maintain a risk assessment for water hygiene management and operations, setting out our key water hygiene risks and appropriate mitigations.
- 6.11 To comply with the requirements of the Construction, Design and Management Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement works and refurbishment projects.

## 7.0 Programmes

- 7.1 **Communal blocks and other properties** – We will ensure all communal blocks and other properties (supported schemes/ scheme offices/ communal spaces) that we own or manage are subject to an initial visit to establish whether a legionella risk assessment



(LRA) is required. Thereafter, if an LRA is required, the property will be included on the LRA programme. If an LRA is not required, we will record this on our core asset register.

7.2 For all properties on the LRA programme, we will undertake a risk-based approach to renewing the LRAs. This will be supplemented by an annual internal desktop review.

7.3 LRAs will be reviewed in the following circumstances:

- Change in building use.
- Change in internal layout of water system.
- Change in building occupation that increases the risk due to health.
- After a confirmed or suspected outbreak of Legionella.
- Following a water hygiene audit (if required).

7.4 **Domestic properties** – We will undertake an annual programme of five per cent sample legionella risk assessments in domestic properties during void periods. These will be prioritised according to the perceived level of risk (based on design, size, age and type of water supply).

7.5 **Testing and monitoring** - We will undertake testing and monitoring (for example, monthly temperature checks) as set out within any written schemes of control.

7.6 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of an LRA or ongoing monitoring (where the work cannot be completed at the time of the assessment or check).

## 8.0 Data and Records

8.1 We will maintain a core asset register of all properties we own or manage, setting out which properties require an LRA. We will also set out which properties require ongoing testing and monitoring as prescribed by the written control scheme (for example, monthly temperature checks).

8.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from water hygiene programmes and the programmes remain up to date.

8.3 We will hold LRA inspection dates, LRAs, and testing and monitoring records against all properties on each programme. These will be held in the compliance monitoring system.

8.4 We will keep water hygiene logbooks electronically (or securely on site where practical), for all properties on the LRA programme.

- 8.5 We will keep all records for the duration that we own and manage the property/in line with our document retention policy and have robust processes and controls in place to maintain appropriate levels of security for all water hygiene related data.

## **9.0 Resident Engagement**

- 9.1 We consider good communication essential in the effective delivery of water hygiene programmes, therefore we will establish a resident engagement strategy and communication programme. This will support residents in their understanding of water hygiene and legionella risk, advised them of how they can manage the risks within their properties, and to encourage them to report any concerns about water safety.
- 9.2 We also aim to successfully engage with vulnerable and hard to reach residents. We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.
- 9.1 We will display written schemes of control in communal areas of buildings to inform occupants how the risk of exposure to legionella bacteria is being managed and controlled.

## **10.0 Competent Persons**

- 10.1 As we should appoint a Responsible Person (Building Safety Manager) and a Deputy Responsible Person (Repairs Manager), they should both be trained, instructed, and informed to the same level and should assist in the frequent monitoring of written control schemes. Therefore, they should hold a relevant qualification such as the BOHS P901 – Management and control of building hot and cold water services, Level 2 Award in Legionella Awareness (or equivalent), or Level 4 VRQ Diploma in Asset and Building Management. If they do not have these already, they will obtain them within 12 months of the approval of this policy.
- 10.2 Only suitably competent consultants and contractors, registered with the Legionella Control Association (or equivalent), will undertake LRAs, prepare written schemes of control and undertake works in respect of water hygiene and legionella control.
- 10.3 Only suitably competent consultants and contractors, registered with the Legionella Control Association (or equivalent), will undertake third party technical quality assurance checks.
- 10.4 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## 11.0 Training

11.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including: team briefings; basic water hygiene awareness training; and on the job training for those delivering the programme of LRAs and water hygiene testing and monitoring, as part of their daily job. All training undertaken by staff will be formally recorded.

## 12.0 Performance Reporting

12.1 We will report key performance indicator (KPI) measures for water hygiene safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came into force on 1 April 2023 and must be reported to the RSH on an annual basis.

12.2 We will report the following water hygiene performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Strategic Director	Quarterly
TACT Board	Quarterly

12.3 We will also report the following:

### Data – the total number of:

- Properties split by category (domestic, communal blocks/schemes, commercial/other).
- Properties on the LRA programme.
- Properties not on the LRA programme.
- Properties with a valid and in date LRA.
- Properties without a valid and in date LRA.
- Properties due an LRA within the next 30 days.
- Overdue follow-up works/actions (split by priority).

### Narrative - an explanation of the:

- Current position.
- Corrective action required.
- Progress with completion of follow-up works.

### In addition:

- The number of RIDDOR notifications to the HSE with regards to water safety.

### **13.0 Quality Assurance**

- 13.1 We will ensure there is a programme of third-party quality assurance audits to five per cent of LRAs. Annual audits will be undertaken to all systems identified as a high risk.
- 13.2 We will use optical character recognition (OCR) technology to carry out automated desktop audits of all certificates and documentation, with manual checks conducted only by exception.
- 13.3 We will carry out an independent audit of water hygiene safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify any non-compliance issues for correction.

### **14.0 Significant Non-Compliance and Escalation**

- 14.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as an exception to routine processes and procedures.
- 14.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Winchester City Council employee becoming aware of it.
- 14.3 Any non-compliance issue identified at an operational level will be formally reported to the Repairs, Compliance and Vois Manager in the first instance, who will agree an appropriate course of corrective action with the Service Lead for Property Services and report details of the same to the SMT.
- 14.4 In cases of serious non-compliance, SMT and Strategic Director will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by their regulatory framework, or any other relevant organisation such as the Health and Safety Executive.
- 14.5 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to water hygiene safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

## 15.0 Glossary

15.1 This glossary defines key terms used throughout this policy:

- **BOHS:** British Occupational Hygiene Society.
- **Duty Holder:** the owner of the non-domestic premises or the person or organisation that has clear responsibility for the maintenance or repair of non-domestic premises, for example through an explicit agreement such as a tenancy agreement or contract.
- **Legionellosis:** a collective term for diseases caused by legionella bacteria including the most serious Legionnaires' disease, as well as the similar but less serious conditions of Pontiac fever and Lochgoilhead fever.
- **LRA:** Legionella Risk Assessment – an assessment which identifies the risks of exposure to legionella in the water systems present in a premises and the necessary control measures required.

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## Appendix 1 - Additional Legislation

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Occupiers' Liability Act 1984
- Public Health (Infectious Diseases) Regulations 1988
- The Workplace (Health Safety and Welfare) Regulations 1992
- The Management of Health and Safety at Work Regulations 1999 (the Management Regulations).
- Water Supply (Water Fittings) Regulations 1999
- Housing Act 2004
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Water Supply (Water Quality) Regulations 2018
- Data Protection Act 2018
- Social Housing (Regulation) Act 2023



# Housing Lift Safety Policy 2025-2027

**Service Area**

Housing - Property Services

**Policy Owner**

Service Manager - Building Safety

**Policy Category**

**Statutory** - Required by law to evidence compliance with specific Acts of Parliament, statutory instruments, or government-mandated duties.

**Version control:**

Version	Category	Trigger	Review Cycle	Author	Date
1.0	Statutory	New	2 years	Service Manager - Building Safety	01 July 2025

If you require this policy in another format or language, please contact Policy and Projects by emailing [policy@winchester.gov.uk](mailto:policy@winchester.gov.uk) or calling 01962 848400.

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## 1.0 Introduction and Objectives

- 1.1 As a landlord, Winchester City Council is responsible for maintenance and repairs to our homes, communal blocks and other properties we own and manage, some of which will contain domestic lifts, passenger lifts and other lifting equipment. We are responsible for maintaining these lifts and carrying out thorough examinations to ensure they continue to operate safely.
- 1.2 The key objective of this policy is to ensure our Strategic Director, Senior Management Team, employees, partners and residents are clear on our legal and regulatory lift safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.3 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

## 2.0 Scope

- 2.1 This policy applies to the following property types:
- Domestic properties (houses, flats bungalows, and so on).
  - Communal blocks, scheme offices and communal spaces
  - Sheltered / independent living schemes.
  - Temporary Accommodation.
- 2.2 This policy is relevant to all our employees, residents, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services. Adherence to this policy is mandatory.
- 2.3 We own and manage domestic properties which have been adapted with living aids such as stair lifts, through floor lifts and hoists to enable residents to continue to live independently. We take responsibility for the lifts which have been installed within our domestic properties which we have been made aware of.

## 3.0 Roles and Responsibilities

- 3.1 The Strategic Director has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards. As such, the Strategic Director will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

- 3.2 The Senior Management Team (SMT) will receive monthly performance reports in respect of lift safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.3 The Strategic Director has strategic responsibility for the management of lift safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.4 The Building Safety Manager has operational responsibility for the management of lift safety and will be responsible for overseeing the delivery of these programmes.
- 3.5 Housing teams will provide support where gaining access to properties is difficult and will assist and facilitate any legal access process as necessary.
- 3.6 Under the requirements of the Social Housing (Regulation) Act 2023 we have appointed the Corporate Health and Safety as our Health and Safety Lead.

#### 4.0 Legislation, Guidance and Regulatory Standards

- 4.1 **Legislation** - The principal legislation applicable to this policy is as follows:
- The Health and Safety at Work Act 1974.
  - The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER).
  - The Provision and Use of Work Equipment Regulations 1998 (PUWER).
- 4.2 **Approved Code of Practice (ACoP)**–The principal ACoP applicable to this policy is:
- ACoP L113 - Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 (2<sup>nd</sup> edition 2014).
  - ACoP L22 – Safe use of work equipment: Provision and Use of Work Equipment Regulations 1998 (4<sup>th</sup> edition 2014).
- 4.3 **Guidance** – The principal guidance applicable to this policy is as follows:
- INDG422 - Thorough examination of lifting equipment: A simple guide for employers (2008).
  - INDG339 - Thorough examination and testing of lifts: Simple guidance for lift owners (2008).

- 4.4 **Regulatory standards** – We must ensure we comply with the Regulator of Social Housing’s regulatory framework and consumer standards for social housing in England; the Safety and Quality Standard is the primary one applicable to this policy.

The Social Housing (Regulation) Act 2023 changes the way social housing is regulated and may result in future changes to this policy.

- 4.5 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution under LOLER or PUWER; and via a regulatory judgement from the Regulator of Social Housing.

## 5.0 **Obligations**

### 5.1 **LOLER**

Passenger lifts in workplaces (for example, offices) which are used by people during their course of work, fall within the scope of LOLER.

LOLER requires landlords to maintain lifts and ensure that they have thorough examinations:

- Before use for the first time.
- After substantial and significant changes have been made.
- At least every six months if the lift is used at any time to carry people or every 12 months if the lift is only carrying loads (or in accordance with an examination scheme).
- Following exceptional circumstances such as damage to, or failure of, the lift, long periods out of use, or a major change in operating conditions which is likely to affect the integrity of the equipment.
- Thorough examination reports must be kept for at least two years.

### 5.2 **Health and Safety at Work Act 1974**

Section 3 of the Health and Safety at Work Act makes employers, such as landlords, responsible for the health and safety of employees and people using or visiting their premises, so far as reasonably practicable (including residents).

For passenger lifts in communal blocks and for tenanted properties with domestic lifts, duties may be adequately discharged by adopting the same provisions as applies to all other lifting equipment covered by LOLER (carrying out regular maintenance and a six-monthly thorough examination).

### 5.3 **Provision and Use of Work Equipment Regulations 1998 (PUWER)**

There is some overlap between LOLER and PUWER, which applies to all work equipment, including lifting equipment (such as hoists, lift trucks, elevating work platforms and lifting slings). The scope of this policy includes for lifts which are fixed within properties owned and managed by Winchester City Council (i.e., passenger/stairlifts/through floor lifts) and not mobile lifting equipment.

### 5.4 **Insurance**

Insurers may impose demands for similarly stringent levels of risk management to cover public liability.

## 6.0 **Statement of Intent**

6.1 We acknowledge and accept our responsibilities under the legislation outlined in Sections 4 and 5.

6.2 We will adopt the same principles to the management of lifts within communal blocks and domestic properties as for passenger lifts and any other lifts provided as work equipment. We will therefore carry out a programme of periodic servicing and maintenance and thorough examinations to lifts within domestic properties where these have been installed by us, or where our tenant has installed one and made us aware of it.

6.3 All lifts that we install in properties we own or manage will be fully accessible for disabled users, as per the requirements of the Equality Act 2010, and to the specifications outlined in Part M of the Building Regulations 2004.

6.4 We will endeavour to ensure that all lifting equipment will always be in full working order. Where we become aware of a breakdown, we will ensure our lift contractor attends within four hours.

6.5 We will operate robust processes to deal with entrapment situations. In the event of any persons becoming trapped in a lift we are responsible for we will ensure our lift contractor attends within 60 minutes.

6.6 We will operate a robust process to manage and rectify immediately dangerous situations identified during a lift safety check or any other maintenance work.

6.7 All passenger lifts will have an intercom that dials directly to a dedicated call centre. Call handlers will contact emergency services if there is an urgent concern for a person's welfare.

- 6.8 We will operate a robust process to gain access to properties to undertake thorough examinations, lift safety/servicing visits and follow-on works. Where resident vulnerability issues are known or identified we will ensure we safeguard the wellbeing of the resident, whilst ensuring the organisation can gain timely access to any property to be compliant with this policy.
- 6.9 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.10 We will establish and maintain a risk assessment for lift safety management and operations, setting out our key lift safety risks and appropriate mitigations.
- 6.11 To comply with the requirements of the Construction (Design and Management) Regulations 2015 (CDM), a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement works and refurbishment projects. This plan will detail what is required to reinstate lifts affected by the works, to ensure they are safe to use and continue to comply with relevant legislation.
- 6.12 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to lift safety, and we will take action to ensure any issues identified and lessons we have learned to prevent a similar incident occurring again.

## 7.0 Programmes

- 7.1 **Thorough examinations** – all lifts, including domestic lifts, will be subject to a thorough examination:
- Before being commissioned into use for the first time.
  - Every six months if the lift is being used to carry people.
  - Every 12 months if the lift only carries loads.
  - In accordance with an examination scheme (as prepared by a competent person) where there is one in place.
  - In accordance with our insurer's specification.
- 7.2 Domestic lifts will be decommissioned as standard in Void properties. All retained domestic lifts will be subject to a thorough examination before a void property is re-let in to ensure it is safe for the next resident. The new tenant will also be shown

how to operate the lift safely. We will also consider the suitability of prospective residents to ensure the property is appropriate if lifting equipment has been installed.

7.3 **Maintenance** - All lifting equipment will be subject to routine servicing and maintenance in line with manufacturers' recommendations.

7.4 We will ensure there is a robust process in place for the management of any follow-up works required following the completion of a thorough examination or servicing and maintenance inspection (where the work cannot be completed at the time of the examination or servicing/inspection).

## 8.0 Data and Records

8.1 We will maintain a core asset register of all properties we own or manage, setting out which properties have lifts which require a thorough examination. We will also set out which properties have lifts which require ongoing servicing and maintenance. This register will also hold data against each property asset of the type, age and condition of lifting equipment in place.

8.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from lift safety programmes and the programme remains up to date.

8.3 We will hold records of the following against all properties on each programme:

- Thorough examination dates and reports.
- Servicing and maintenance dates and reports.
- Any examination schemes in place.
- Evidence of completed remedial works.
- Entrapment incidents.

8.4 All records and data as outlined above will be stored in our compliance monitoring system.

8.5 Where we install any stairlifts or other lifts to domestic properties or give approval for or become aware of any installation of such lifts, we will add them to the thorough examination and servicing programmes.

8.6 We will keep all records for at least five years or for the duration that we own and manage the property/in line with our document retention policy and have robust processes and controls in place to maintain appropriate levels of security for all lift safety related data and records.

## **9.0 Resident Engagement**

- 9.1 We consider good communication essential in the effective delivery of lift safety programmes, therefore we will establish a resident engagement strategy and communication programme to support residents in their understanding of lift safety.
- 9.2 This will assist us in maximising access to carry out periodic servicing and thorough examinations, encourage residents to report any lift safety concerns, and help us to engage with vulnerable and hard to reach residents.
- 9.3 We will share information clearly and transparently and will ensure that information is available to residents via regular publications and information on our website.

## **10.0 Competent Persons**

- 10.1 The Building Safety Team will undertake appropriate training, such as the Lift and Escalator Industry Association (LEIA) Practical Management of a Lift/Escalator Contract, IOSH Managing Safely course, Level 4 VRQ Diploma in Asset and Building Management or equivalent, to ensure lift safety programmes are managed effectively.
- 10.2 Only suitably competent lift consultants and contractors, registered with the Lift and Escalator Industry Association (or equivalent), will be appointed to undertake thorough examinations, risk assessments, prepare examination schemes and undertake lifting equipment works. Lift engineers will have a minimum qualification of EAL QCF NVQ Level 3 Diploma or its equivalent in an appropriate discipline.
- 10.3 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

## **11.0 Training**

- 11.1 We will deliver training on this policy and the procedures that support it, through appropriate methods including team briefings; basic lift safety awareness training; and on the job training for those delivering the programme of lift inspections, planned maintenance and repair works as part of their daily job. All training undertaken by staff will be formally recorded.

## 12.0 Performance Reporting

12.1 We will report key performance indicator (KPI) measures for lift safety that follow the requirements set out in the Tenant Satisfaction Measures (TSMs) which came in to force on 1 April 2023 and must be reported to the Regulator on an annual basis.

12.2 We will report the following lift safety performance:

Report recipient	Frequency
Regulator of Social Housing	Annual
Senior Management Team	Monthly
Strategic Director	Quarterly
TACT Board	Quarterly

12.3 We will also report the following:

### Data – the total number of:

- Properties split by category (domestic, communal blocks/schemes, commercial/other).
- Properties on the thorough examination programme.
- Properties not on the thorough examination.
- Properties with a valid and in date thorough examination.
- Properties without a valid and in date thorough examination.
- Properties due to be examined within the next 30 days.
- Follow-up actions arising from the programme (in time and overdue, by priority).

### Narrative - an explanation of the:

- Current position.
- Corrective action required.
- Progress with completion of follow-up works.

### In addition:

- The number of entrapments within lifts (in month and year to date).
- The number of RIDDOR notifications to the HSE with regards to lift safety.
- Lift servicing programme.

## 13.0 Quality Assurance

13.1 We will ensure there is programme of annual third-party quality assurance audits of lifts that are not included on the thorough examination programme.



- 13.2 We will carry out an independent audit of lift safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify non-compliance issues for correction.

## 14.0 Significant Non-Compliance and Escalation

- 14.1 Our definition of significant non-compliance is any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety, and which needs to be managed as an exception to routine processes and procedures.
- 14.2 All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred, or of a Winchester City Council employee becoming aware of it.
- 14.3 Any non-compliance issue identified at an operational level will be formally reported to the Repairs, Compliance and Voids Manager in the first instance, who will agree an appropriate course of corrective action with the Service Lead of Property Services and report details of the same to the SMT.
- 14.4 In cases of serious non-compliance, SMT and Strategic Director will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by their regulatory framework, or any other relevant organisation such as the Health and Safety Executive.
- 14.5 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to lift safety, and we will take action to ensure any issues identified and lessons we have learned to prevent a similar incident occurring again.

## 15.0 Glossary

- 15.1 This glossary defines key terms used throughout this policy:
- **IOSH Managing Safely course** - The Institution of Occupational Safety and Health (IOSH) have designed the IOSH Managing Safely course for managers and supervisors of organisations in virtually all industry sectors, in order to give them all they need to know to effectively manage health and safety in the workplace.
  - **LEIA** – The Lift and Escalator Industry Association is the trade association and advisory body for the lift and escalator industry.

- **Thorough examination** - A systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report.

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## Appendix 1- Additional Legislation

This policy also operates within the context of the following legislation:

- The Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Workplace (Health Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- The Occupiers' Liability Act 1984
- Equality Act 2010
- Building Regulations 2010 – Part M
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Construction (Design and Management) Regulations 2015
- Data Protection Act 2018
- Social Housing (Regulation) Act 2023

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**Winchester City Council**  
**Equality Impact Assessment (EqIA)**



Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	There have been 2 recorded Fire Safety Complaints in the past 12 months. These were also logged via compliance monitoring systems.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Service Managers, Health & Safety, Legal, Corporate H&S Lead, Councillors, TACT, and residents consulted during policy drafting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No previous consultations evidenced.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	Yes	There are slight concerns about the technical nature of this policy and how this is then disseminated amongst the teams and wider affected parties.  Access to properties has been highlighted in the past to be an issue with carrying out such works.
5	Does any accessible data regarding the area which your work will address identify any areas of	No	Continued monitoring is required for access refusals and vulnerable households.

		Yes/No	Please provide details
	concern or potential problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	There is a need for clearer contractor briefings, improved tracking of remedial works, and better coordination with access arrangements. These lessons have informed the development of updated contractor specifications and enhanced database management.
7	Are there any other issues that you think will be relevant?	Yes	Access refusal or missed appointments remain a key risk, particularly among vulnerable tenants. There is also an ongoing need to ensure consistency between responsive repairs data and planned inspection programmes.

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing	<b>Your Service Area:</b> Property Services	<b>Team:</b> Building Safety	<b>Officer responsible for this assessment:</b> Darren Smith	<b>Date of assessment:</b> 01/10/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Fire Safety Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	To set out how Winchester City Council will meet its legal and regulatory obligations to keep residents safe from fire in its housing stock. The policy defines responsibilities, procedures, and performance standards for maintaining fire safety compliance and promoting resident awareness.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>- Ensure compliance with statutory and regulatory housing standards.</li> <li>- Support delivery of the Housing Strategy and HRA Asset Management Plan.</li> <li>- Enhance data quality, assurance and transparency in fire safety management.</li> <li>- Improve resident communication and safety culture.</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>- Council tenants and leaseholders through improved fire safety and access to clear, inclusive information.</li> <li>- Vulnerable adults, disabled residents, and older people – through person-centred risk assessments and Personal Emergency Evacuation Plans.</li> <li>- Housing staff, contractors, and partner agencies – through clarified procedures, training, and accountability.</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>- Reduction in fire-related incidents and complaints.</li> <li>- Increased resident satisfaction and sense of safety.</li> <li>- Greater equality of access to safety information and participation.</li> </ul>

		- Enhanced compliance with the Equality Act 2010 and Regulator of Social Housing consumer standards.
7	What factors/forces could contribute or detract from the outcomes?	<b>Contributors:</b> robust training, accessible communication, and partnership working with Hampshire Fire & Rescue Service.  <b>Detractors:</b> limited access to certain properties, language barriers, lack of resident cooperation, or resource constraints.
8	Who are the key individuals and organisations responsible for the implementation of this work?	Corporate Head of Housing, Housing Policy & Projects Manager, Property Services Lead, Building Safety Manager, Tenant and Leaseholder Panels, Contractors, Hampshire Fire & Rescue Service, Partner Agencies (e.g. Hampshire County Council).
9	Who implements the policy or project and who or what is responsible for it?	Property Services Lead Property Services Building Safety Manager

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	<b>N</b>	
10b	What existing evidence (either presumed or otherwise) do you have for this?	Language barriers could limit understanding of fire safety information or access arrangements. Some residents may require translated materials or culturally sensitive communication. The policy mitigates this through accessible formats and resident engagement strategy.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	<b>Y</b>	<b>N</b>	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence to suggest gender-based impacts. All services and communications apply equally.		



12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview</i></li> </ul>	Y	N	
12b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Residents with physical, sensory, or cognitive impairments may face barriers in understanding instructions or evacuating safely. Mitigated by person-centred fire risk assessments accessible information formats, and staff training</p>		
13a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?</p>	Y	N	
13b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No evidence to suggest differential impact. Policy implementation is based solely on housing need and safety risk.</p>		
14a	<p>Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?</p>	Y	N	
14b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Older residents may have limited mobility or digital access. Younger residents may require targeted communication formats. Mitigated through home visits, accessible printed materials, and tailored engagement in sheltered schemes.</p>		

15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	No known negative impact. Fire safety information is neutral and inclusive. Adjustments can be made for engagement during religious observances if needed.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence of differential impact. Communication and engagement are based on respect, privacy, and inclusion.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence of differential impact.		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Pregnant residents or those with newborns may experience temporary mobility issues or heightened vulnerability during evacuation. Mitigated through risk assessments and direct support where identified.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	Potential exists for indirect discrimination if communication, access, or mobility support is not sufficiently inclusive.

20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	Any potential negative impact must be mitigated through reasonable adjustments, inclusive design, and proactive engagement.
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	<p><b>Accessible Communication</b></p> <ul style="list-style-type: none"> <li>- Translate key documents into the top resident languages.</li> <li>- Provide interpreter or telephone translation service.</li> <li>- Ensure website and print content meet accessibility standards.</li> </ul> <p><b>Vulnerable Resident Protocol</b></p> <ul style="list-style-type: none"> <li>- Record vulnerability indicators and preferred communication needs (with consent).</li> <li>- Coordinate with Housing Neighbourhoods and Social Care to support access and welfare.</li> </ul> <p><b>Reasonable Adjustments</b></p> <ul style="list-style-type: none"> <li>- Offer flexible appointment times and relocation support.</li> <li>- Provide support officers from Tenancy Sustainment for vulnerable or disabled residents.</li> </ul> <p><b>Contractor and Staff Training</b></p> <ul style="list-style-type: none"> <li>- Ensure contractors receive Equality Diversity and Inclusion, safeguarding, and vulnerable resident awareness training.</li> <li>- Require competency accreditation.</li> </ul> <p><b>Resident Engagement and Feedback</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain a resident engagement strategy.</li> <li>- Use TACT and tenant panels to co-design accessible communications, where practicable.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>- Track equality-related KPIs around EDI delivery.</li> </ul> <p>Review equality data quarterly.</p>		

22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	This work supports delivery of the Housing Compliance and Safety Action Plan, Health and Safety Strategy, and Building Safety commitments. It aligns with the Council’s Equality, Diversity, and Inclusion (EDI) objectives and the Tenant Satisfaction Measures framework.
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Signed by completing officer	Paul Salter
Signed by Service Manager	Darren Smith
Corporate Head of Service	

**Winchester City Council**  
**Equality Impact Assessment (EqIA)**



Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	Yes	There are 6 No specific Gas-related complaint trends identified since policy creation.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Service Managers, Health & Safety, Legal, Corporate H&S Lead, Councillors, TACT, and residents consulted during policy drafting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No equality concerns were identified in prior reviews.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	Yes	There are slight concerns about the technical nature of this policy and how this is then disseminated amongst the teams and wider affected parties.  Access to properties has been highlighted in the past to be an issue with carrying out such works.
5	Does any accessible data regarding the area which your work will address identify any areas of	No	No specific equality-related data concerns identified.

		Yes/No	Please provide details
	concern or potential problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	We continue to Learn from previous audit and compliance reviews has leading to stronger data accuracy checks and contractor management processes.
7	Are there any other issues that you think will be relevant?	Yes	Challenges may arise in coordinating inspections across sheltered housing and communal areas where access requires advance resident communication. Specialist contractors may also face scheduling conflicts due to high demand, requiring proactive planning.

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing	<b>Your Service Area:</b> Property Services	<b>Team:</b> Building Safety	<b>Officer responsible for this assessment:</b> Darren Smith	<b>Date of assessment:</b> 01/10/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Property Services Gas Safety Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	To ensure Winchester City Council fulfils its legal duties as a landlord under the Gas Safety (Installation and Use) Regulations 1998, the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, and associated legislation. The policy sets out how the Council manages and monitors gas and heating safety to safeguard residents, contractors, and employees.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>- Ensure compliance with statutory and regulatory safety standards</li> <li>- Protect residents, staff, and contractors from injury</li> <li>- Promote inclusive communication and fair access during inspection works</li> <li>- Embed a proactive health and safety culture</li> <li>- Align with the Social Housing (Regulation) Act 2023 and the Safety and Quality Standard</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>- Tenants, leaseholders, and residents (especially those with disabilities or mobility impairments)</li> <li>- Staff and contractors operating or maintaining lifts</li> <li>- The wider Winchester community through improved safety and transparency</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>- Increased tenant and resident satisfaction</li> <li>- Reduction in complaints or maladministration</li> </ul>

		<ul style="list-style-type: none"> <li>- Enhanced compliance with the Equality Act 2010 and Regulator of Social Housing standards</li> <li>- Better identification and mitigation of discrimination risks</li> <li>- Data-driven continuous improvement</li> <li>- Timely remediation and re-inspection to maintain compliance</li> <li>- Improved recording, monitoring and reporting (TSMs / regulator)</li> </ul>
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> <li>- Resource/funding availability</li> <li>- Data quality and resident access cooperation</li> <li>- Contractor capacity and competence</li> </ul> Regulatory or insurance changes
8	Who are the key individuals and organisations responsible for the implementation of this work?	<ul style="list-style-type: none"> <li>- Housing Policy &amp; Projects Manager</li> <li>- Strategic Director (Housing)</li> <li>- Service Lead: Property Services</li> <li>- Building Safety Manager</li> <li>- Corporate Health and Safety Lead</li> <li>- Housing Systems &amp; Data Team</li> <li>- Partner agencies and contractors</li> <li>- Tenant &amp; Leaseholder Panels</li> </ul>
9	Who implements the policy or project and who or what is responsible for it?	Property Services Lead Property Services – Building Safety

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	<b>N</b>	
10b	What existing evidence (either presumed or otherwise) do you have for this?	Some residents have limited English proficiency or prefer alternative languages. Without translated information or culturally sensitive engagement, residents may not understand gas safety		



		access requirements. Occasional communication challenges have been recorded with non-English-speaking households.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No direct evidence suggests differential impact. Access and safety processes apply equally regardless of sex. Gender bias is not a factor in gas safety management.		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview</i></li> </ul>	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	Residents with mobility, sensory or respiratory impairments may face challenges during inspections or relocation. Access needs, reasonable adjustments, and alternative communication formats are essential. Evidence from past property visits highlights tailored arrangements for vulnerable tenants.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence of differential impact. Policy implementation and contractor standards apply equally to all residents.		

14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	Older residents (especially in sheltered or supported schemes) may be disproportionately affected by physical or health vulnerabilities. Additional communication and support measures are included in the policy.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	No direct link to gas safety. However, access scheduling should remain sensitive to religious observances and cultural practices.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence of differential impact. The policy promotes equitable service delivery and confidentiality for all residents.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence of any differential impact. The policy applies equally to all residents regardless of marital or partnership status.		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Pregnant or recently post-partum residents may be more vulnerable to risks from fumes or temporary loss of heating. Requires clear risk communication and relocation support when needed.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate	Y	N	Possible for race, disability, age, and pregnancy/maternity if not mitigated.

	against certain groups on the basis of protected characteristics?			
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	No justification for negative impact; mitigation required for all identified groups.
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	<p><b>Accessible Communication</b></p> <ul style="list-style-type: none"> <li>- Translate key documents into the top resident languages.</li> <li>- Provide interpreter or telephone translation service.</li> <li>- Ensure website and print content meet accessibility standards.</li> </ul> <p><b>Vulnerable Resident Protocol</b></p> <ul style="list-style-type: none"> <li>- Record vulnerability indicators and preferred communication needs (with consent).</li> <li>- Coordinate with Housing Neighbourhoods and Social Care to support access and welfare.</li> </ul> <p><b>Reasonable Adjustments</b></p> <ul style="list-style-type: none"> <li>- Offer flexible appointment times and relocation support.</li> <li>- Provide support officers from Tenancy Sustainment for vulnerable or disabled residents.</li> </ul> <p><b>Contractor and Staff Training</b></p> <ul style="list-style-type: none"> <li>- Ensure contractors receive Equality Diversity and Inclusion, safeguarding, and vulnerable resident awareness training.</li> <li>- Require competency accreditation.</li> </ul> <p><b>Resident Engagement and Feedback</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain a resident engagement strategy.</li> <li>- Use TACT and tenant panels to co-design accessible communications, where practicable.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>- Track equality-related KPIs around EDI delivery.</li> </ul>		

		Review equality data quarterly.		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	<b>N</b>	Equality mitigation measures will inform future service planning, training, and contractor performance frameworks.

Signed by completing officer	Paul Salter
Signed by Service Manager	Darren Smith
Corporate Head of Service	Gilly Knight

**Winchester City Council**  
**Equality Impact Assessment (EqIA)**



Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	Yes	1 Electrical Safety complaint identified in the past 12 months. No specific Electrical-related complaint trends identified.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Service Managers, Health & Safety, Legal, Corporate H&S Lead, Councillors, TACT, and residents consulted during policy drafting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No previous consultations evidenced.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	Yes	The technical nature of the policy requires clear operational briefings to ensure consistent understanding.  Access to properties has been highlighted as a recurring issue in electrical and compliance programmes.
5	Does any accessible data regarding the area which your work will address identify any areas of	No	Continued monitoring is required for access refusals and vulnerable households.

		Yes/No	Please provide details
	concern or potential problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	There is a need for clearer contractor briefings, improved tracking of remedial works, and better coordination with access arrangements. These lessons have informed the development of updated contractor specifications and enhanced database management.
7	Are there any other issues that you think will be relevant?	Yes	Access refusal or missed appointments remain a key risk, particularly among vulnerable tenants. There is also an ongoing need to ensure consistency between responsive repairs data and planned inspection programmes.

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing	<b>Your Service Area:</b> Property Services	<b>Team:</b> Building Safety	<b>Officer responsible for this assessment:</b> Darren Smith	<b>Date of assessment:</b> 01/10/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Electrical Safety Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	To define how Winchester City Council will comply with the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and associated landlord responsibilities. The policy ensures all electrical installations and appliances within Council homes are safe, regularly inspected, and maintained to protect residents and prevent electrical fires.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>- Ensure compliance with statutory and regulatory safety standards</li> <li>- Protect residents, staff, and contractors from injury</li> <li>- Promote inclusive communication and fair access during inspection works</li> <li>- Embed a proactive health and safety culture</li> <li>- Align with the Social Housing (Regulation) Act 2023 and the Safety and Quality Standard</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>- Tenants, leaseholders, and residents (especially those with disabilities or mobility impairments)</li> <li>- Staff and contractors operating or maintaining lifts</li> <li>- The wider Winchester community through improved safety and transparency</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>- Improved resident safety and satisfaction</li> <li>- Full compliance with legal and regulatory standards</li> <li>- Timely remediation and re-inspection of electrical hazards</li> </ul>

		<ul style="list-style-type: none"> <li>- Reduction in complaints and access-related delays</li> <li>- Enhanced data accuracy and transparency (TSM-aligned reporting)</li> <li>- Stronger focus on vulnerable and hard-to-reach residents</li> </ul>
7	What factors/forces could contribute or detract from the outcomes?	<p><b>Contributing</b></p> <ul style="list-style-type: none"> <li>- Strong contractor management</li> <li>- Data-driven compliance systems</li> <li>- Multi-disciplinary collaboration</li> <li>- Resident engagement programme</li> </ul> <p><b>Detracting</b></p> <ul style="list-style-type: none"> <li>- Access refusals or missed appointments</li> <li>- Limited language accessibility</li> <li>- Resource or funding pressures</li> <li>- Changing national regulations</li> </ul>
8	Who are the key individuals and organisations responsible for the implementation of this work?	<ul style="list-style-type: none"> <li>- Housing Policy &amp; Projects Manager</li> <li>- Strategic Director (Housing)</li> <li>- Service Lead: Property Services</li> <li>- Building Safety Manager</li> <li>- Corporate Health and Safety Lead</li> <li>- Housing Systems &amp; Data Team</li> <li>- Partner agencies and contractors</li> <li>- Tenant &amp; Leaseholder Panels</li> </ul>
9	Who implements the policy or project and who or what is responsible for it?	<p>Property Services Lead Property Services – Building Safety</p>

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	N	Residents with limited English proficiency may have difficulty understanding inspection notices, safety instructions, or consent documentation.



				Complaints and engagement logs show occasional communication barriers with non-English-speaking households.
10b	What existing evidence (either presumed or otherwise) do you have for this?			
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No identified direct negative impact. However, lone female residents may prefer same-gender operatives for access. Resident feedback through TACT and surveys.		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview</i></li> </ul>	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	Residents with mobility, sensory, or mental health conditions may struggle with access arrangements, communication formats, or temporary decanting. Case records show access difficulties among mobility-impaired and housebound residents.		

13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No differential impact identified. Maintain confidentiality and dignity in all communications.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	
14b	What existing evidence (either presumed or otherwise) do you have for this?	Older residents in sheltered schemes more likely to experience health or mobility barriers to works. Housing performance data and repairs access records. Prioritise visits for older/vulnerable residents; coordinate with scheme managers; provide additional welfare checks.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	Works scheduling may conflict with prayer times or religious observances. Consultation with resident representatives. Respect scheduling requests; brief contractors on cultural awareness.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No specific impact identified. Ensure staff and contractors adhere to equality and respect training standards.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No negative impacts identified. Standard neutral service provision applies.		

18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Pregnant residents and that recently post-partum may be more vulnerable to harm from asbestos exposure and require special consideration for works, relocation, and medical guidance. Policy requires safe management and record-keeping; need to ensure explicit procedures for pregnant residents.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	Potential indirect discrimination risks exist if access and communication barriers are not properly mitigated, particularly for residents with disabilities, language barriers, or health vulnerabilities.
20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	None justified.  All identified negative impacts must be mitigated through accessible communication, reasonable adjustments, and inclusive service delivery.
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	<p><b>Accessible Communication</b></p> <ul style="list-style-type: none"> <li>- Translate key documents into the top resident languages.</li> <li>- Provide interpreter or telephone translation service.</li> <li>- Ensure website and print content meet accessibility standards.</li> </ul> <p><b>Vulnerable Resident Protocol</b></p> <ul style="list-style-type: none"> <li>- Record vulnerability indicators and preferred communication needs (with consent).</li> </ul>		

		<ul style="list-style-type: none"> <li>- Coordinate with Housing Neighbourhoods and Social Care to support access and welfare.</li> </ul> <p><b>Reasonable Adjustments</b></p> <ul style="list-style-type: none"> <li>- Offer flexible appointment times and relocation support.</li> <li>- Provide support officers from Tenancy Sustainment for vulnerable or disabled residents.</li> </ul> <p><b>Contractor and Staff Training</b></p> <ul style="list-style-type: none"> <li>- Ensure contractors receive Equality Diversity and Inclusion, safeguarding, and vulnerable resident awareness training.</li> <li>- Require competency accreditation.</li> </ul> <p><b>Resident Engagement and Feedback</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain a resident engagement strategy.</li> <li>- Use TACT and tenant panels to co-design accessible communications, where practicable.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>- Track equality-related KPIs around EDI delivery.</li> </ul> <p>Review equality data quarterly.</p>		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	

Signed by completing officer	Paul Salter
Signed by Service Lead or Corporate Head of Service	Darren Smith

**Winchester City Council**  
**Equality Impact Assessment (EqIA)**



Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	Yes	There have been 4 Asbestos related complaints in the past 12 months. No asbestos-related complaint trends have been identified since policy creation. Any related reports were isolated and resolved promptly through existing Property Services procedures.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Service Managers, Health & Safety, Legal, Corporate H&S Lead, Councillors, TACT, and residents consulted during policy drafting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No specific equality concerns raised.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	Yes	Some concerns exist regarding the highly technical nature of the policy and the need for accessible communication across teams and residents. Property access can be a barrier, particularly for vulnerable or disengaged tenants.

		Yes/No	Please provide details
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?	Yes	Hoarding, storage of mobility scooters, and combustible materials present recurring access and safety risks that may delay compliance activities.
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Property Services has delivered asbestos survey and remediation programmes previously (non-domestic & communal blocks) with lessons on communications, contractor management, and protection of vulnerable residents.
7	Are there any other issues that you think will be relevant?	No	None identified at this stage.

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing	<b>Your Service Area:</b> Property Services	<b>Team:</b> Building Safety	<b>Officer responsible for this assessment:</b> Darren Smith	<b>Date of assessment:</b> 01/10/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Asbestos Management Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	To ensure Winchester City Council meets its legal duties under the Control of Asbestos Regulations 2012 by maintaining an asbestos register, implementing a risk-based survey and re-inspection programme, ensuring safe management and removal of asbestos-containing materials (ACMs), and protecting residents, staff, and contractors from asbestos exposure.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>- Demonstrate statutory and regulatory compliance.</li> <li>- Support delivery of the Housing Strategy and HRA Asset Management Plan.</li> <li>- Promote inclusion and eliminate discrimination in service delivery.</li> <li>- Ensure data integrity and transparency in reporting.</li> <li>- Strengthen partnership working with internal and external stakeholders.</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>- Tenants, leaseholders, and residents (especially those with disabilities or mobility impairments)</li> <li>- Staff and contractors operating or maintaining lifts</li> <li>- The wider Winchester community through improved safety and transparency</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>- Zero asbestos-related health incidents.</li> <li>- High compliance rating with the Regulator of Social Housing.</li> <li>- Increased tenant satisfaction and trust.</li> </ul>

		<ul style="list-style-type: none"> <li>- Improved equality data capture and reporting.</li> <li>- Timely remedial and inspection activity.</li> </ul>
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> <li>- Availability of funding and qualified contractors.</li> <li>- Data completeness in legacy systems.</li> <li>- Regulatory and legislative changes.</li> <li>- Resident cooperation and access</li> </ul>
8	Who are the key individuals and organisations responsible for the implementation of this work?	<ul style="list-style-type: none"> <li>- Housing Policy &amp; Projects Manager</li> <li>- Strategic Director (Housing)</li> <li>- Service Lead: Property Services</li> <li>- Building Safety Manager</li> <li>- Corporate Health and Safety Lead</li> <li>- Housing Systems &amp; Data Team</li> <li>- Partner agencies and contractors</li> <li>- Tenant &amp; Leaseholder Panels</li> </ul>
9	Who implements the policy or project and who or what is responsible for it?	<p>Property Services Lead Property Services – Building Safety</p>

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	<b>N</b>	
10b	What existing evidence (either presumed or otherwise) do you have for this?	Some residents may have limited English proficiency, potentially reducing understanding of asbestos safety messages or access arrangements.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	<b>Y</b>	<b>N</b>	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No identified direct negative impact. However, lone female residents may prefer same-gender operatives for access.		



		Resident feedback through TACT and surveys.		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview</i></li> </ul>	Y	N	
12b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Residents with mobility, sensory, or mental health conditions may struggle with access arrangements, communication formats, or temporary decanting.</p> <p>Case records show access difficulties among mobility-impaired and housebound residents.</p>		
13a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?</p>	Y	N	
13b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No differential impact identified.</p> <p>Maintain confidentiality and dignity in all communications.</p>		
14a	<p>Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?</p>	Y	N	
14b	<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Older residents, particularly in sheltered schemes, may face greater disruption during asbestos works and may require tailored communication and assistance.</p>		

15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	No differential impact identified. Religious or cultural sensitivities will be considered during engagement.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No differential impact identified. Confidentiality in engagement will be maintained.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No differential impact identified.		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Pregnant residents and new mothers may face increased risk of health harm from exposure; additional safeguards and temporary relocation options will be provided.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	

20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	None of the identified impacts can be justified. They must be mitigated through reasonable adjustments, accessible communication, and targeted support.
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	<p><b>Accessible Communication</b></p> <ul style="list-style-type: none"> <li>- Translate key documents into the top resident languages.</li> <li>- Provide interpreter or telephone translation service.</li> <li>- Ensure website and print content meet accessibility standards.</li> </ul> <p><b>Vulnerable Resident Protocol</b></p> <ul style="list-style-type: none"> <li>- Record vulnerability indicators and preferred communication needs (with consent).</li> <li>- Coordinate with Housing Neighbourhoods and Social Care to support access and welfare.</li> </ul> <p><b>Reasonable Adjustments</b></p> <ul style="list-style-type: none"> <li>- Offer flexible appointment times and relocation support.</li> <li>- Provide support officers from Tenancy Sustainment for vulnerable or disabled residents.</li> </ul> <p><b>Contractor and Staff Training</b></p> <ul style="list-style-type: none"> <li>- Ensure contractors receive Equality Diversity and Inclusion, safeguarding, and vulnerable resident awareness training.</li> <li>- Require competency accreditation.</li> </ul> <p><b>Resident Engagement and Feedback</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain a resident engagement strategy.</li> <li>- Use TACT and tenant panels to co-design accessible communications, where practicable.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>- Track equality-related KPIs around EDI delivery.</li> </ul> <p>Review equality data quarterly.</p>		

22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	Equality actions (communication, vulnerable resident engagement, and data integration) will be embedded in the Housing Service Plan under compliance and resident engagement priorities.
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Signed by completing officer	Paul Salter
Signed by Service Manager	Darren Smith
Corporate Head of Service	

**Winchester City Council**  
**Equality Impact Assessment (EqIA)**



Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	No	There has been 1 Water Hygiene-related complaint in the past 12 months, but no trends identified since policy creation. This was related to rust coming through the tap.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Service Managers, Health & Safety, Legal, Corporate H&S Lead, Councillors, TACT, and residents consulted during policy drafting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No previous consultations evidenced.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	Yes	Slight concerns about the technical nature of the policy and dissemination among staff and residents. Access to properties, particularly where residents are vulnerable or unwilling, has been a challenge.

		Yes/No	Please provide details
5	Does any accessible data regarding the area which your work will address identify any areas of concern or potential problems which may impact on your policy or project?	No	No equality-related data concerns identified but continued monitoring of access refusals and vulnerable resident data will inform reviews.
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Lessons learned include improved record-keeping, clearer contractor roles, and integrated compliance monitoring.
7	Are there any other issues that you think will be relevant?	No	Potential access issues where residents are vulnerable or reluctant to allow entry; operational challenges maintaining consistent temperature checks in shared schemes.

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing	<b>Your Service Area:</b> Property Services	<b>Team:</b> Building Safety	<b>Officer responsible for this assessment:</b> Darren Smith	<b>Date of assessment:</b> 01/10/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Water Hygiene Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	To ensure Winchester City Council meets its legal obligations under the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health (COSHH) Regulations 2002 by effectively managing the risk of Legionella and other waterborne bacteria within all housing assets. The policy sets out how water hygiene risk assessments, monitoring, and remedial actions are delivered to safeguard residents, visitors, and staff.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>- Ensure compliance with statutory and regulatory safety standards</li> <li>- Protect residents, staff, and contractors from injury</li> <li>- Promote inclusive communication and fair access during inspection works</li> <li>- Embed a proactive health and safety culture</li> <li>- Align with the Social Housing (Regulation) Act 2023 and the Safety and Quality Standard</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>- Tenants, leaseholders, and residents (especially those with disabilities or mobility impairments)</li> <li>- Staff and contractors operating or maintaining lifts</li> <li>- The wider Winchester community through improved safety and transparency</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>- Increased tenant and resident satisfaction</li> <li>- Reduction in complaints or maladministration</li> </ul>

		<ul style="list-style-type: none"> <li>- Enhanced compliance with the Equality Act 2010 and Regulator of Social Housing standards</li> <li>- Better identification and mitigation of discrimination risks</li> <li>- Data-driven continuous improvement</li> <li>- Timely remediation and re-inspection to maintain compliance</li> <li>- Improved recording, monitoring and reporting (TSMs / regulator)</li> </ul>
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> <li>- Resource/funding availability</li> <li>- Data quality and resident access cooperation</li> <li>- Contractor capacity and competence</li> </ul> Regulatory or insurance changes
8	Who are the key individuals and organisations responsible for the implementation of this work?	<ul style="list-style-type: none"> <li>- Housing Policy &amp; Projects Manager</li> <li>- Strategic Director (Housing)</li> <li>- Service Lead: Property Services</li> <li>- Building Safety Manager</li> <li>- Corporate Health and Safety Lead</li> <li>- Housing Systems &amp; Data Team</li> <li>- Partner agencies and contractors</li> </ul> Tenant & Leaseholder Panels
9	Who implements the policy or project and who or what is responsible for it?	Property Services Lead Property Services – Building Safety

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	<b>N</b>	
10b	What existing evidence (either presumed or otherwise) do you have for this?	Some residents have limited English proficiency or prefer communications in another language. Failure to provide accessible translated information or culturally appropriate engagement could reduce informed consent for access and		



		increase risk. Complaints/engagement logs indicate occasional difficulty reaching non-English-speaking households.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No differential impact identified. Works and engagement apply equally to all genders. Contractor training and DBS checks ensure fair treatment.		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i></p> <ul style="list-style-type: none"> <li>• <i>Physical access</i></li> <li>• <i>Format of information</i></li> <li>• <i>Time of interview or consultation event</i></li> <li>• <i>Personal assistance</i></li> <li>• <i>Interpreter</i></li> <li>• <i>Induction loop system</i></li> <li>• <i>Independent living equipment</i></li> <li>• <i>Content of interview</i></li> </ul>	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	Residents with mobility or sensory impairments may face access issues or need tailored communication (e.g., large print, easy read). Evidence: case reports during property visits; existing vulnerability flagging system.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence or indication of differential impact. All service users treated equally; no data suggesting specific barriers.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	

14b	What existing evidence (either presumed or otherwise) do you have for this?	Older residents (especially in sheltered schemes) are more likely to experience difficulties due to health, mobility, or cognitive issues. Engagement evidence: higher rate of delayed access or assistance needs among residents aged 70+.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	No direct link identified. Access and communication arrangements are neutral to faith or belief.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No evidence of disproportionate impact. Contractor codes of conduct and training reinforce respect and confidentiality.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No identifiable difference in impact. Service provided on an individual basis, not household type.		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Pregnant or postnatal residents may be more vulnerable to airborne bacteria or require relocation during intrusive works. Evidence: health and safety guidance; safeguarding cases.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	for Race, Disability, Age, and Pregnancy & Maternity, if mitigations are not applied
20				

	<p>Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.</p>	<p>Y</p>	<p>N</p>	<p>none can be justified; all require mitigation.</p>
<p>21</p>	<p>How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?</p>	<p><b>Accessible Communication</b></p> <ul style="list-style-type: none"> <li>- Translate key documents into the top resident languages.</li> <li>- Provide interpreter or telephone translation service.</li> <li>- Ensure website and print content meet accessibility standards.</li> </ul> <p><b>Vulnerable Resident Protocol</b></p> <ul style="list-style-type: none"> <li>- Record vulnerability indicators and preferred communication needs (with consent).</li> <li>- Coordinate with Housing Neighbourhoods and Social Care to support access and welfare.</li> </ul> <p><b>Reasonable Adjustments</b></p> <ul style="list-style-type: none"> <li>- Offer flexible appointment times and relocation support.</li> <li>- Provide support officers from Tenancy Sustainment for vulnerable or disabled residents.</li> </ul> <p><b>Contractor and Staff Training</b></p> <ul style="list-style-type: none"> <li>- Ensure contractors receive Equality Diversity and Inclusion, safeguarding, and vulnerable resident awareness training.</li> <li>- Require competency accreditation.</li> </ul> <p><b>Resident Engagement and Feedback</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain a resident engagement strategy.</li> <li>- Use TACT and tenant panels to co-design accessible communications, where practicable.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>- Track equality-related KPIs around EDI delivery.</li> </ul> <p>Review equality data quarterly.</p>		

22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	Resource allocation for translation services, vulnerability monitoring, and staff training to ensure equitable access.
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Signed by completing officer	Paul Salter
Signed by Service Manager	Darren Smith
Corporate Head of Service	Gilly Knight

**Winchester City Council**  
**Equality Impact Assessment (EqIA)**



Section 1 - Data Checklist

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

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

		Yes/No	Please provide details
1	Have there been any complaints data related to the policy or project you are looking to implement?	Yes	1 compliant received in the last 12 months relating to LOLER.
2	Have all officers who will be responsible for implementing the policy or project been consulted, and given the opportunity to raise concerns about the way the policy or function has or will be implemented?	Yes	Service Managers, Health & Safety, Legal, Corporate H&S Lead, Councillors, TACT, and residents consulted during policy drafting.
3	Have previous consultations highlighted any concerns about the policy or project from an equality impact perspective?	No	No previous consultations evidenced.
4	Do you have any concerns regarding the implementation of this policy or project?  <i>(i.e. Have you completed a self-assessment and action plan for the implementation of your policy or project?)</i>	Yes	There are slight concerns about the technical nature of this policy and how this is then disseminated amongst the teams and wider affected parties.  Access to properties has been highlighted in the past to be an issue with carrying out such works.
5	Does any accessible data regarding the area which your work will address identify any areas of	No	No equality-related data concerns identified, but continued monitoring of access refusals and vulnerable resident data will inform reviews.

		Yes/No	Please provide details
	concern or potential problems which may impact on your policy or project?		
6	Do you have any past experience delivering similar policies or projects which may inform the implementation of your scheme from an equality impact point of view?	Yes	Experience managing compliance has informed this approach — especially on access, safeguarding, and resident communications.
7	Are there any other issues that you think will be relevant?	Yes	Challenges may arise in coordinating inspections across sheltered housing and communal areas where access requires advance resident communication. Specialist contractors may also face scheduling conflicts due to high demand, requiring proactive planning.

## Section 2 - Your EqIA form

<b>Directorate:</b> Housing	<b>Your Service Area:</b> Property Services	<b>Team:</b> Building Safety	<b>Officer responsible for this assessment:</b> Darren Smith	<b>Date of assessment:</b> 01/10/2025
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	<b>Question</b>	<b>Please provide details</b>
1	What is the name of the policy or project that is being assessed?	Electrical Safety Policy
2	Is this a new or existing policy?	New
3	Briefly describe the aim and purpose of this work.	To ensure the safe use, maintenance, and inspection of all lifting equipment within Winchester City Council housing and communal buildings in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. The policy aims to prevent injury, ensure equipment integrity, and promote compliance through planned inspection, testing, and staff training.
4	What are the associated objectives of this work?	<ul style="list-style-type: none"> <li>- Ensure compliance with statutory and regulatory safety standards</li> <li>- Protect residents, staff, and contractors from injury</li> <li>- Promote inclusive communication and fair access during inspection works</li> <li>- Embed a proactive health and safety culture</li> <li>- Align with the Social Housing (Regulation) Act 2023 and the Safety and Quality Standard</li> </ul>
5	Who is intended to benefit from this work and in what way?	<ul style="list-style-type: none"> <li>- Tenants, leaseholders, and residents (especially those with disabilities or mobility impairments)</li> <li>- Staff and contractors operating or maintaining lifts</li> <li>- The wider Winchester community through improved safety and transparency</li> </ul>
6	What are the outcomes sought from this work?	<ul style="list-style-type: none"> <li>- Increased tenant and resident satisfaction</li> <li>- Reduction in complaints or maladministration</li> </ul>

		<ul style="list-style-type: none"> <li>- Enhanced compliance with the Equality Act 2010 and Regulator of Social Housing standards</li> <li>- Better identification and mitigation of discrimination risks</li> <li>- Data-driven continuous improvement</li> <li>- Timely remediation and re-inspection to maintain compliance</li> <li>- Improved recording, monitoring and reporting (TSMs / regulator)</li> </ul>
7	What factors/forces could contribute or detract from the outcomes?	<ul style="list-style-type: none"> <li>- Resource/funding availability</li> <li>- Data quality and resident access cooperation</li> <li>- Contractor capacity and competence</li> <li>- Regulatory or insurance changes</li> </ul>
8	Who are the key individuals and organisations responsible for the implementation of this work?	<ul style="list-style-type: none"> <li>- Housing Policy &amp; Projects Manager</li> <li>- Strategic Director (Housing)</li> <li>- Service Lead: Property Services</li> <li>- Building Safety Manager</li> <li>- Corporate Health and Safety Lead</li> <li>- Housing Systems &amp; Data Team</li> <li>- Partner agencies and contractors</li> <li>- Tenant &amp; Leaseholder Panels</li> </ul>
9	Who implements the policy or project and who or what is responsible for it?	<p>Property Services Lead Property Services – Building Safety Manager</p>

		Please select your answer in <b>bold</b> . Please provide detail here.		
10a	Could the policy or project have the potential to affect individuals or communities on the basis of race differently in a negative way?	<b>Y</b>	<b>N</b>	



10b	What existing evidence (either presumed or otherwise) do you have for this?	Residents with limited English proficiency may have difficulty understanding inspection notices, safety instructions, or consent documentation.		
11a	Could the policy or project have the potential to affect individuals or communities on the basis of sex differently in a negative way?	Y	N	
11b	What existing evidence (either presumed or otherwise) do you have for this?	No identified direct negative impact. However, lone female residents may prefer same-gender operatives for access.		
12a	<p>Could the policy or project have the potential to affect individuals or communities on the basis of disability differently in a negative way?</p> <p><i>you may wish to consider:</i>  <i>Physical access</i>  <i>Format of information</i>  <i>Time of interview or consultation event</i>  <i>Personal assistance</i>  <i>Interpreter</i>  <i>Induction loop system</i>  <i>Independent living equipment</i>  <i>Content of interview)</i></p>	Y	N	
12b	What existing evidence (either presumed or otherwise) do you have for this?	Residents with mobility, sensory, or respiratory impairments could be disproportionately affected by lift failures, maintenance visits, or relocation needs. Records show instances of home access challenges requiring additional support.		
13a	Could the policy or project have the potential to affect individuals or communities on the basis of sexual orientation differently in a negative way?	Y	N	
13b	What existing evidence (either presumed or otherwise) do you have for this?	No known or anticipated differential impact.		
14a	Could the policy or project have the potential to affect individuals on the basis of age differently in a negative way?	Y	N	

14b	What existing evidence (either presumed or otherwise) do you have for this?	Good housing performance data and repairs access records will support this function. Older residents, especially in sheltered housing, are more likely to depend on lifts and may be at greater risk from service interruptions or unsafe equipment.		
15a	Could the policy or project have the potential to affect individuals or communities on the basis of religious belief differently in a negative way?	Y	N	
15b	What existing evidence (either presumed or otherwise) do you have for this?	Works scheduling may conflict with prayer times or religious observances. No direct impacts identified; any cultural requirements can be addressed via resident liaison.		
16a	Could this policy or project have the potential to affect individuals on the basis of gender reassignment differently in a negative way?	Y	N	
16b	What existing evidence (either presumed or otherwise) do you have for this?	No direct or indirect impacts identified.		
17a	Could this policy or project have the potential to affect individuals on the basis of marriage and civil partnership differently in a negative way?	Y	N	
17b	What existing evidence (either presumed or otherwise) do you have for this?	No direct impact expected.		
18a	Could this policy or project have the potential to affect individuals on the basis of pregnancy and maternity differently in a negative way?	Y	N	
18b	What existing evidence (either presumed or otherwise) do you have for this?	Pregnant residents may face higher risk from environmental hazards during works (dust, noise, temporary relocation). Procedures must include special safeguards and communication.		
19	Could any negative impacts that you identified in questions 10a to 15b create the potential for the policy to discriminate against certain groups on the basis of protected characteristics?	Y	N	For race, disability, age, and pregnancy/maternity, if communication, access, or safety mitigations are not effectively applied.

20	Can this negative impact be justified on the grounds of promoting equality of opportunity for certain groups on the basis of protected characteristics? Please provide your answer opposite against the relevant protected characteristic.	Y	N	These impacts must be mitigated through reasonable adjustments and proactive communication.
21	How will you mitigate any potential discrimination that may be brought about by your policy or project that you have identified above?	<p><b>Accessible Communication</b></p> <ul style="list-style-type: none"> <li>- Translate key documents into the top resident languages.</li> <li>- Provide interpreter or telephone translation service.</li> <li>- Ensure website and print content meet accessibility standards.</li> </ul> <p><b>Vulnerable Resident Protocol</b></p> <ul style="list-style-type: none"> <li>- Record vulnerability indicators and preferred communication needs (with consent).</li> <li>- Coordinate with Housing Neighbourhoods and Social Care to support access and welfare.</li> </ul> <p><b>Reasonable Adjustments</b></p> <ul style="list-style-type: none"> <li>- Offer flexible appointment times and relocation support.</li> <li>- Provide support officers from Tenancy Sustainment for vulnerable or disabled residents.</li> </ul> <p><b>Contractor and Staff Training</b></p> <ul style="list-style-type: none"> <li>- Ensure contractors receive Equality Diversity and Inclusion, safeguarding, and vulnerable resident awareness training.</li> <li>- Require competency accreditation.</li> </ul> <p><b>Resident Engagement and Feedback</b></p> <ul style="list-style-type: none"> <li>- Develop and maintain a resident engagement strategy.</li> <li>- Use TACT and tenant panels to co-design accessible communications, where practicable.</li> </ul> <p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>- Track equality-related KPIs around EDI delivery.</li> <li>- Review equality data quarterly.</li> </ul>		
22	Do any negative impacts that you have identified above impact on your service plan?	Y	N	Resource planning, training, and monitoring processes must incorporate equality mitigations and reporting metrics.

Signed by completing officer	Paul Salter
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Signed by Service Manager	Darren Smith
Corporate Head of Service	