

REPORT TITLE: TACT BOARD REPORT BACK

5 NOVEMBER 2024

REPORT OF CABINET MEMBER: Cllr Chris Westwood

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

WARD(S): ALL

PURPOSE

The purpose of this report is to provide cabinet committee housing a summary of the first meeting of the newly constituted TACT board which met on the 21 October.

RECOMMENDATIONS:

Cabinet Committee Housing is asked to -

1. Note the matters that were considered at the first meeting of TACT board.

IMPLICATIONS:

1. COUNCIL PLAN OUTCOME

- 1.1. Tackling the Climate Emergency and Creating a Greener District
- 1.2. The purpose of the TACT Board is to hold the Council's landlord service to account in the delivery of services and programmes. As such it will receive reports and provide advice on the delivery of the retrofit programme as well as how day to day service can be changed to address the climate crisis.
- 1.3. Homes for all
- 1.4. The TACT board will hold the housing landlord service to account in the delivery of Homes for its customers.
- 1.5. Vibrant Local Economy
- 1.6. The TACT board will not directly help deliver this aspect of the Council plan.
- 1.7. Living Well
- 1.8. The TACT board will hold the housing landlord service to account in delivering services to vulnerable customers and ensuring those customers are aware of and have access to other Council support to help them live well.
- 1.9. Your Services, Your Voice
- 1.10. Obviously, the inclusion of residents on the TACT board ensures the voice of tenants and their experience is heard in discussion concerning the housing landlord service.

2. FINANCIAL IMPLICATIONS

- 2.1. There are no direct financial implications stemming from this report.

3. LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1. None

4. WORKFORCE IMPLICATIONS

- 4.1. None

5. PROPERTY AND ASSET IMPLICATIONS (

- 5.1. None

6. CONSULTATION AND COMMUNICATION

- 6.1. The TACT board fulfils one element of the tenant and resident engagement strategy. The inclusion of residents on the board ensures that in holding the service to account the experience of customers is heard.

7. ENVIRONMENTAL CONSIDERATIONS

- 7.1. No direct considerations stemming from this report

8. PUBLIC SECTOR EQUALITY DUTY

- 8.1. None

9. DATA PROTECTION IMPACT ASSESSMENT

- 9.1. Not applicable

10. SUPPORTING INFORMATION:

- 10.1. The first meeting of the newly constituted TACT board took place on the 21 October. It was attended by; Cllr Chris Westwood, Cllr Caroline Horrill, Lin Mellish resident representative, Mike Sagar resident representative, Karen Alexander resident representative, Matthew Hamilton independent and Nick Darbyshire independent . Chantelle Lindon -Davis gave her apologies.
- 10.2. The TACT board considered performance information for the second quarter. It was noted that there are gaps in data availability. There was lack of quarter on quarter information for some areas of performance. Some data was not helpful in understanding performance . Information such as the level of non-decency in the housing stock needed better quantification and comparison to programmed work. Stock condition information and fire risk assessment information and the remedial action proposed and completed would be required for future meetings.
- 10.3. There was lack of regular customer satisfaction information. For example the void process is an on boarding process for customers and so customer satisfaction with that process was an important indicator. It was recognised that void performance was below target due to need to remove asbestos from void properties in some cases but the trajectory was moving back towards target following new processes. The board understood that there was a trade-off between speed of reletting and quality of work undertaken.
- 10.4. Anti-social behaviour (ASB) is an area which has scored low in the annual tenant satisfaction survey yet there is no regular information on customer satisfaction with the process. It was recognised that communication was important especially to explain what the Council was able to do to resolve issues of ASB.

- 10.5. The board was keen to hear about customer journeys in the various services provided. It was also keen to agree targets based on benchmarked information so as to drive service improvement. The relatively low level of take up of My Winchester tenancy was noted and that given simplicity of use this should be better promoted.
- 10.6. It was agreed to address these points and report to the next TACT board in January 2025 with a revised format and suite of data and information.
- 10.7. The TACT board considered the potential budget gap for the Housing Revenue Account in 2025/6 and a number of proposed savings to bridge the gap. Concern was raised that some proposals may cut across the ongoing work to address regulatory requirements. Consultation with customers would be key to inform decisions to be taken on the HRA in February 2025.
- 10.8. The Board considered a self-assessment against the social housing regulatory standards. The impending assessment by an independent organisation early November was noted.
- 10.9. The board received a report on the Housing Ombudsman and complaints.
- 10.10. It was agreed to hold a virtual meeting of the board on the 11 November to consider the repair and maintenance procurement report that is being submitted to Cabinet at its meeting on the 20 November.
- 10.11. TACT board members allocation to consumer standard groups was discussed to ensure that board members were able to bring back to the board the discussions that took place.
- 10.12. Overall the first meeting of the board concluded there was a need to improve availability and use of data on the housing landlord service but the first step on the journey to improving and holding the service to account was welcomed.