

## Winchester City Council – Housing Standards Groups

Group: Transparency, Influence & Accountability

Date: 2 December 2024

## Actions / Outcomes

Task	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
1.	Request for agenda to be published on website in good time ahead of the meeting-attendees had not had sight of the agenda prior to the meeting.	Officer to ensure topics are publicised ahead of meeting	Sarah Hobbs	1 week ahead of meeting date
2.	Request for meeting plans to be published in date order on events page	Review and update website area to display most recent document at the top  Look at cards for the group with future meeting dates	Denise Jenkins  Tobias Mason	Dec 2024
3.	Review website to look at ways to improve this	Discuss with communication and digital team how to get tenants involved in this work	Sarah Hobbs Communication team	March 2025
4.	Terms of Reference reviewed by the group	Share Terms of Reference with the group	Charlotte Bailey	March 2025
5.	Complaints – overview of complaints process and work on the Complaints Handling Code provided by Denise Jenkins.  Group asked some questions: how do we measure success? Can we share anonymised complaints case studies with the group?	Review how and what is shared with this group around reporting	Sarah Hobbs	March 2025

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	<p>Discussed how we know we are reaching everyone to ensure the complaints process is accessible to all</p> <p>Group activity focused on:</p> <p><u>Barriers to making a complaint:</u></p> <p>Knowing how to make a complaint</p> <p>No internet / access to information</p> <p>Fear/afraid – lack of trust</p> <p>Confidence</p> <p>Understanding of complaints</p> <p>Disability</p> <p>Worried about tenancy</p> <p>Unheard</p> <p>Difficult to contact</p> <p>Learning difficulties</p> <p>Literacy difficulties</p> <p>Time to resolve</p> <p>Poverty</p> <p>Poor communication</p> <p><u>What good complaints handling looks like:</u></p> <p>Empathetic</p> <p>Regular updates</p> <p>Knowledge to deal with the complaint</p> <p>Ownership</p> <p>Regular feedback</p>	<p>Look at this as part of equality &amp; diversity work</p> <p>Service to review tenant feedback and consider how this can improve service delivery.</p> <p>Share complaints performance &amp; trends with the group</p>	<p>Sarah Hobbs Charlotte Bailey</p> <p>Sarah Hobbs Denise Jenkins</p> <p>Denise Jenkins</p>	<p>March 2025</p> <p>June 2025</p> <p>March 2025</p>
6.	<p>What matters most – focus for future meetings.</p> <p>Discussion with the group on ideas/topics for future meetings.</p>	<p>Invite Strategic Director to next meeting</p>	<p>Sarah Hobb</p>	<p>March 2025</p>

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	Overview of finances & how money is spent Clear purpose for the meetings Understanding decision making			
7.	How do we get more people to engage? Group discussion on ideas to increase engagement and diversity within the group. Suggestions from the group: Change of approach / how we engage with people Review our engagement strategy Open event for all groups Partnership day Map out existing structures which are already in place across the district Different venues Offer refreshments	Share ideas on other engagement approaches with the group	Sarah Hobbs	March 2025
8.	Follow up and feedback gathered via email after the meeting on: <ol style="list-style-type: none"><li>1. What do you think the group should focus on to improve Transparency, Influence &amp; Accountability?<ul style="list-style-type: none"><li>• Focus on communication</li><li>• Website improvements (linked to communication)</li><li>• I think the group needs to look at diversity and equality as I think this is a huge topic that the council needs to improve on.</li></ul></li></ol>	To be picked up and discussed with the group at the next meeting to agree priorities and actions	Sarah Hobbs Tobias Mason	March 2025

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	<ul style="list-style-type: none"><li>• Stronger chairing is needed to guide the sessions back to the bigger challenges we face and how we can address them collectively.</li><li>• Too much granular focus on individual, one off issues.</li><li>• Proactive communication of outcomes. Need to demonstrate to tenants how their input shapes decision making.</li><li>• Clear, timely updates on actions taken or changes made as a result of tenant feedback will help build trust and transparency.</li><li>• Diversifying members - ensure that all tenants, regardless of digital capability or other barriers have the opportunity to share their views.</li><li>• Consider other methods such as digital drop ins, paper surveys</li></ul> <p>2. One key takeaway from Monday's meeting?</p> <ul style="list-style-type: none"><li>• It was good to have the update from Dee on complaints performance - I hope that the group will be kept updated on where things are showing to have improved with less complaints and where things are slipping, what it is that is going wrong in that particular area.</li></ul>			
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	<ul style="list-style-type: none"><li>• I enjoyed the second part of the group it felt more natural and flowed.</li><li>• Inclusion of subject matter experts in the discussion is a huge success. Having people from within the organisation join the group to provide updates and answers is extremely valuable. While we sometimes get caught up in the detail, their presence adds depth and clarity to the discussions.</li></ul> <p>3. A hope or goal you have for the group by the next meeting?</p> <ul style="list-style-type: none"><li>• I hope to see an agenda published on the website at least 3 but preferably 7 days before the meeting.</li><li>• I suppose it is staying on topic and bringing things back to the general audience as-well.</li><li>• Group dynamics and ensuring all voices are heard.</li><li>• Ensure all reading materials are shared prior to the meeting, along with a clear agenda, and stick to it during the session. While I don't mind finishing late, we need to focus on the key issues and work towards tangible outcomes.</li></ul>			
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	<p>4. Any other feedback on the meetings you have attended so far?</p> <ul style="list-style-type: none"><li>• The meeting was interesting, I was pleased to see the two councillors there</li><li>• Very positive, felt busy and noisy at times but that was the passion I guess</li><li>• Allocate time in meetings to agree on clear next steps and assign responsibilities to ensure follow-through.</li><li>• Share examples of successful tenant engagement or accountability initiatives from other registered providers to inspire innovation and improve outcomes.</li><li>• Consider appointing a single chair to keep discussions on track and ensure we stay true to the allocated time.</li><li>• We need to create an open and honest environment where constructive challenges are welcomed, enabling us to achieve great outcomes together.</li></ul>			
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