

Winchester City Council – Housing Improvement Workshops

Group: TIA

Date: 12 March 2025

Actions / Outcomes

Activity	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
'One-Word check-in'	<ul style="list-style-type: none"> Optimistic, Passionate, Disillusioned, Concerned, Curious, Living-Hopeful, Hopeful, Do more!, Positive, Evolve 			
Review of the previous actions (Sarah Hobbs – Housing Policy and Project Manager)	<ul style="list-style-type: none"> Website review is in progress. HIW comms strategy is also on going A project team will be looking at the housing website. Ensuring that we capture the right things on the website 			
Smiles, Frowns, Lightbulbs, Butterflies Activity	<p>Groups look at chosen area out of the 10 areas. Groups then talk about what makes them smile from the chosen area they have selected, highlight what makes them unhappy or frown, what are the moments of inspiration that may be from the council (what you've seen us do), other councils or personal ideas.</p> <p>Group 1 Feedback: Tenant Involvement & Decision Making</p> <p><u>Smiles</u></p> <ul style="list-style-type: none"> Happy about the Readers' Panel, TRA and HIW <p><u>Frowns</u></p> <ul style="list-style-type: none"> Unhappy about the council's lack of Influence and lack of communication Lack of transparency Agenda/ workplans not on website 			

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	<ul style="list-style-type: none">• Recognition of disabilities at the meetings• Less scrutiny than last year• Less accountability – gone backwards• Lack of understanding of organisation structure (names on the door)• Tenant voice united• Consultation too late to influence decision <p><u>Light bulb</u></p> <ul style="list-style-type: none">• Readers’ Panel is an insightful initiative• Tenant Satisfaction Measures (TSM) is good for information and there should be more made available. <p><u>Butterfly</u></p> <ul style="list-style-type: none">• More frequent meetings• Visit more places in the district• South Coast Training is a good avenue for networking and knowledge of other authorities• Visit other parts of the housing portfolio as tenants• Tenant Conference at the Guildhall <p><u>Group 2 Feedback: Groundwork/Maintenance</u></p> <p><u>Smiles</u></p> <ul style="list-style-type: none">• Grounds are well maintained on a regular basis <p><u>Frowns</u></p> <ul style="list-style-type: none">• Replacement of plants are poorly done• Lack of communication on why plants are removed• Shopping trolleys litter (Winnall)			
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	<ul style="list-style-type: none"> • Wastebin overflow • Unused gardens and Rubbish <p><u>Lightbulb</u></p> <ul style="list-style-type: none"> • Encourage local gathering of people interested in Groundwork and maintenance <p><u>Butterfly</u></p> <ul style="list-style-type: none"> • Encourage people to look after their surroundings • Seek residents' opinions before implementing changes • Ensure the job is done properly <p>Group 3: Communication</p> <p><u>Smiles</u></p> <ul style="list-style-type: none"> • Receiving communication (letter) <p><u>Frowns</u></p> <ul style="list-style-type: none"> • Tenant voice • Miscommunication (including wrong type of communication) • Poor service (department not working as a team) <p><u>Lightbulb</u></p> <ul style="list-style-type: none"> • Tenants to self-advocate • More access to newsletter 			
Final thoughts / requests / comments	<ul style="list-style-type: none"> • Council housing stock is not working in unison or disparity, there appears to be division. Information fed back does not highlight good practice 			

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	<p>The Council is losing it's transient. There's been a lot of change where many of the properties in the council are now student accommodation</p> <ul style="list-style-type: none"> • Student problems/ issues • Assylum seeker/ victims of abuse in the community • There needs to be a room of diversity that represents some groups in the community to hear their views • Use of terminology that impedes contribution. The use of simple terminology will be helpful. Terminology can be a bit of barrier. The session can be a bit intimidating for tenants - it should be simplified • Allow platform for feedback, implement feedback. The session should be engaging from the start to end • The structure of the workshop is better compared to previous sessions • There should be session plan or structure of session on the website. For tenants to know what the session should be on • A brief overview of what the service is doing internally on the workshop areas. Service update basically for TIA 	<ul style="list-style-type: none"> • Terminologies will be simplified and easy to understand • Session plan will be shared with TACT members prior to meeting • Service manager will provide brief overview on workshop topic 	<p>Abimbola Olaniyan – Tenant Partnership Officer</p> <p>Abimbola Olaniyan – Tenant Partnership Officer</p> <p>Sarah Hobbs – Housing Policy and Project Manager</p>	<p>Ongoing</p> <p>June 2025</p> <p>June 2025</p>
NEXT HIW	<ul style="list-style-type: none"> • Group vote on Topic to be discussed deeper at next HIW 	<ul style="list-style-type: none"> • To get vote feedback from attendees 	<p>Abimbola Olaniyan – Tenant Partnership Officer</p>	<p>April 2025</p>