

## Winchester City Council – Housing Improvement Workshops

Group: Safety & Quality

Date: 20 March 2025

## Actions / Outcomes

Activity	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
One-Word check-in	<ul style="list-style-type: none"><li>• Relaxed &amp; Curious</li><li>• Relieved</li><li>• Okay</li><li>• Good</li><li>• Pleased</li><li>• Interested</li><li>• Positive</li><li>• Nostalgic</li><li>• Excited</li><li>• Positive</li></ul>			
Service Update (Laura Doyle – Tenancy Services Manager)	<ul style="list-style-type: none"><li>• Feedback on the website</li></ul>	Session plans to be updated on the website	Abimbola Olaniyan – Tenant Partnership Officer	June 2025
Update on HIW	<ul style="list-style-type: none"><li>• Discussion on updating the HIW groups on the website as well as topics for discussion.</li><li>• Sharing session notes before the workshop</li><li>• </li></ul>	<ul style="list-style-type: none"><li>• Thank you email to be sent to all participants with actions and outcomes of the workshop sessions.</li><li>• Actions and outcomes to be published on WCC website.</li></ul>	Abimbola Olaniyan – Tenant Partnership Officer	April 2025
Smile, Frowns, Lightbulb and Butterfly	Group select 1 subject area to focus on from 3 subject 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).			

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	<p><b>Group 1 Feedback: Allocation &amp; Lettings</b></p> <p><b><u>Smiles</u></b></p> <ul style="list-style-type: none"><li>• 12 months introductory Probation</li><li>• It is secure</li></ul> <p><b><u>Frowns</u></b></p> <ul style="list-style-type: none"><li>• Lack of communication about repairs</li><li>• Getting to bid is very difficult</li><li>• Processing time to get a house when bidding</li><li>• Afraid to make complains about repairs due to probation /fear of eviction</li><li>• Poor quality of voids (windows, structural issues, heating systems)</li><li>• Slow reaction to housing issues</li></ul> <p><b><u>Light bulb</u></b></p> <ul style="list-style-type: none"><li>• In-house team for repairs not contractors</li><li>• More money is spent on using contractors. The cost could be less if done using in-house team.</li><li>• Improve communication</li></ul> <p><b><u>Butterfly</u></b></p> <ul style="list-style-type: none"><li>• In-house repair service (Saves Money)</li><li>• Bring back shared ownership scheme</li></ul> <p><b>Group 2 Feedback: Tenancy Sustainment</b></p> <p><b><u>Smiles</u></b></p> <ul style="list-style-type: none"><li>• Hoarding support</li><li>• Re-housing support</li><li>• Financial support</li><li>• Adaptation available in homes</li></ul>			
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	<p><b><u>Frowns</u></b></p> <ul style="list-style-type: none"> <li>• Lack of communication</li> <li>• Cost of living crisis</li> <li>• Lack of clear reporting structure (Knowing who to report)</li> <li>• Confidence in traditional contact method</li> </ul> <p><b><u>Lightbulb</u></b></p> <ul style="list-style-type: none"> <li>• Single point of contact for all resident</li> <li>• Open communication channel</li> <li>• Balance of intervention/ independence</li> </ul>			
Final thoughts / requests / comments	<ul style="list-style-type: none"> <li>• Knowledge shared on Tenancy services was good</li> <li>• Positive feedback on the workshop activity and engagement style</li> <li>• Diversity in attendance</li> <li>• Group vote on topic of discussion at next workshop – Allocation &amp; letting</li> <li>• The workshop venue was small and felt unsafe because of the poor outside lighting</li> </ul>	<p>More service update in future workshop</p> <p>Deep dive into the chosen topic</p> <p>Venue will be carefully considered for future workshops</p>	<p>Laura Doyle – Tenancy Services Manager</p> <p>Abimbola Olaniyan – Tenant Partnership Officer</p>	<p>June 2025</p> <p>June 2025</p>