

Winchester City Council – Housing Improvement Workshops

Group: Neighbourhood & Community

Date: 29 March 2025

Actions / Outcomes

Activity	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
'One Word Check In'	Then participants shared their thoughts in one word reflecting on how they feel about the housing services at the moment. A combination of positive and negative thoughts exchanged: changing; changing but not in the right direction; disappointed; disillusioned but hopeful; not enough done; trying to do it well; need more tenants involved and positive environment to hold discussions; springboard (for good projects); invigorated / enthused / excited.			
Review of the previous actions	<p>It was acknowledged that there were tenant engagement issues in December 2024 due to time pressure and lack of resources within TP Team.</p> <p>Using Cllrs' network for improving engagement is taking place.</p> <p>The location of HIW was discussed. Tenant Satisfaction Measures (TSM) survey results indicated that Stanmore was in the spotlight. Hence the recent HIWs taking place in The Carroll Centre. It is expected that the next round of HIW will take place in Highcliffe and Winnall areas. Next TSM survey is due in September.</p>	<p>Continue rotate the locations of HIWs based on the outcomes of the TSM survey.</p> <p>Digital sessions to improve tenants' engagement via digital route be followed up within 6 months' time.</p>		<p>Ongoing</p> <p>September 2025</p>
Update on rebranding of the groups	New Policy Group is being set up and will run from July 2025 and Readers' Panel will use a new framework to evaluate draft policies. This is to create	Email to be sent to all participants with actions and outcomes along with	Abimbola Olaniyan – Tenant Partnership Officer	14 April 2025

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	<p>a 2-step approach to co-creating policies with tenants.</p> <p>Comments made by the group members the need for joint up communication across all meetings /workshops and communication following HIW sessions.</p> <p>New Community Hub is launching in April at the Carroll Centre – 3rd Monday of the month at 10am – 11am.</p> <p>Discussion held around information about TACT and HIW groups on the website as well as topics for discussion. It was pointed out that it's important to advertise who the TACT board members are and include their bio.</p> <p>The group discussed pluses and minuses of TARA group.</p> <p>Responsibility for growing membership on HIW was discussed. Charlotte explained the engagement process the team follows.</p>	<p>thank-you note. Actions and outcomes to be published on WCC website.</p> <p>All adverts re meetings and workshops will be joint up going forward e.g. Digital Drop Ins and Community Hubs, HIW, TACT). Corporate Communications team is working on this with TPT. Evenings and Saturday morning slots are to be considered for Hubs.</p> <p>TACT board membership etc bio and roles info for website is being collated and will be published asap. April Newsletter will cover TACT board info.</p> <p>Summary of topics for HIW meetings to be published on the website in advance.</p> <p>All members of HIW to promote / grow the HIW membership.</p>	<p>All Officers</p> <p>Tobias Mason _ Community Engagement Officer</p> <p>Abimbola Olaniyan – Tenant Partnership Officer</p> <p>Abimbola Olaniyan – Tenant Partnership Officer</p> <p>All</p>	<p>Ongoing</p> <p>Immediate</p> <p>April 2025</p> <p>April 2025</p> <p>June 2025</p>
Smiles, Frowns, Lightbulbs, Butterflies Activity	Two groups worked on the topics: Estate improvement and Partnership working.	Provide feedback to Adrian re improvements needed to be made to the CCS / contractors booking system.	Abimbola Olaniyan – Tenant Partnership Officer	

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	<p>Partnership working</p> <p>What's going well:</p> <ul style="list-style-type: none">• OT – HCC helped with a wet room.• Police attend quickly – Council police Fire set up a pop up following a drugs warrant• NFS Mediation service• School help with child ASB <p>What's not going well:</p> <ul style="list-style-type: none">• Comms due to GDPR• Case management system – notes between departments• Clear reporting routes and who to report to• Appointments from contractors' times / do not turn up• Comms between contractors and WCC – i.e. plumber where an electrician is needed• Contractors expensive <p>What's innovative or outstanding:</p> <ul style="list-style-type: none">• Improved web / web chat• Who to report to – drop down links on web• In-house repair service (plumbers / electricians) <p>What's possible:</p> <ul style="list-style-type: none">• In-house repair service• Better communication• Smaller timeframes or text on route to property			
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	<ul style="list-style-type: none"> • Ensure contractors show ID <p><u>Estate improvement</u></p> <p>What's going well:</p> <ul style="list-style-type: none"> • Check fire / smoke detectors • Clearing of communal areas • Rewired properties • Gardening services • New roof – any issues followed up quickly <p>What's not going well:</p> <ul style="list-style-type: none"> • New plants have died – not tended • Clear about responsibility – understanding of the Tenancy handbook • Contractors slow to arrange an appointment • Do not know the Neighbourhood officer <p>What's innovative or outstanding:</p> <ul style="list-style-type: none"> • Come and meet officers / managers – street meet • Workshops are moving forward (negative and positive) • Photographs of people, the contacts • Share ideas with other areas e.g. Bishops Waltham / Denmead <p>What's possible:</p> <ul style="list-style-type: none"> • Change the time for contractors to action a fault – 2 hours NOT all day 	<p>Provide feedback to Fiona Churcher re improvements needed to be made to the CCS / contractors booking system</p>	<p>Abimbola Olaniyan – Tenant Partnership Officer</p>	
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	<ul style="list-style-type: none">• Understand the IT skills of tenants - letters, texts (balance online vs text / letter)• All Stanmore residents meet – not just council, RPs etc.			
Final thoughts / requests / comments	<p>The group expressed a need for comms on social media to keep up to date on the developments (advertise meetings).</p> <p>Assistance with transport for HIW and TACT attendees will be useful on the website.</p>	<p>Social media to be considered for placing info on the groups and meetings.</p> <p>Transport support to attend HIW / TACT board meetings to be advertised on the web page.</p>	<p>Charlotte Bailey – Tenant Partnership Manager</p> <p>Abimbola Olaniyan – Tenant Partnership Officer</p>	