

Winchester City Council – TACT Board meeting

Actions / Outcomes

Date: 27 January 2025

In attendance: Lin Mellish, Mike Sagar, Karen Alexander, Nick Derbyshire, Matthew Hamilton, Chantelle Lindo Davies, Cllr Westwood, Cllr Horrill, Simon Hendley, Yvonne Anderson, Sarah Hobbs, Gillian Knight, Abimbola Olaniyan, Stella Thurston

Apologies: n/a

Agenda Item	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
Feedback from Consumer Standards Groups by TACT board members		<ol style="list-style-type: none">1. Circulate papers for discussion in good time before the meeting2. Explore wider tenant participation opportunities3. Consider CSG meeting locations to avoid use of sheltered communal rooms.4. Rename the CSGs group to be more customer friendly and for tenants to easily understand the purpose of the group.5. Issue refined agenda for CSG prior to the meetings which does not read like a 'lesson plan'	<p>meeting organisers</p> <p>ALL</p> <p>CSG Leads</p> <p>CSG Leads</p> <p>CSG Leads</p> <p>CSG Leads</p>	<p>2 weeks prior to next meeting</p> <p>March 25/ongoing</p> <p>March 25</p> <p>Tbc</p> <p>March 25</p> <p>March 25 - ongoing</p>

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Apologies: n/a

		6. Manage CSG groups/agenda to avoid individual issue discussions to dominate the meeting agenda		
Performance Quarter 2	<p>An update on the Housing Operations & Community Safety policy with the focus on the targets was presented. The agreed target for the void properties is 13 days. The current timescale is 21 days due to some existing properties taking longer to feed through the system. This is similar to other authorities.</p> <p>Potential service development opportunities – combining Repairs and Housing Hubs together to improve the process and our customers’ experience of contacting their landlord.</p> <p>A question was raised-on complaints analysis and quality assurance process. Offer of working with WCC Officers to review this process together.</p> <p>Confirmation that the complaints awareness training for staff has been rolled out and complaints handling training has started in January 2025. An internal audit of complaints has started from January 2025 to take a 5% sample (end-to-end programme) of complaints to review each quarter focusing on time taken, quality</p>	<ol style="list-style-type: none"> 1. To aim / achieve the target of resolving complaints within 10 days 2. Improve the presentation of advertisement information on Hampshire Home Options to include photos. 3. Review the current ambitious void target - aim for better quality of void than turnaround times. 4. Consider combining Repairs Hub and Housing Hub to improve the customers’ experience 	<p>YA/Housing Lead(s)</p> <p>Strategic Housing Lead</p> <p>YA/Housing Lead</p> <p>YA/Housing Lead(s)</p> <p>SHo/DJ</p>	<p>January 25 performance/ongoing</p> <p>Tbc</p> <p>April 25</p> <p>April 25</p> <p>April 25</p> <p>March 25</p>

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	of responses and other elements. It was suggested that the process involves the tenants via the Reading Panel.	<p>5. Train all Housing staff in Complaints Handling procedure – this is under way</p> <p>6. Contact Matt to discuss complaints analysis and QA work</p> <p>7. Scorecard performance information to be annotated to provide better clarity and context.</p>	<p>YA/SH</p> <p>SHo/DJ</p>	21 February 25
Complaints performance – Quarter 3	<p>The reduction of complaints being escalated to Stage 2 this quarter was noted. The Complaints Handling / Awareness training has been rolled out to staff which highlights some case studies to help highlight learning from complaints. Ongoing work around complaints is captured on the improvement plan.</p> <p>Question on the timescale for acknowledging complaints which is 10 days and questioned why this target is currently not being met.</p>	<p>1. Consider approach to study a sample of 5 complaints cases to follow the customer's journey to enhance training for staff ('Lessons Learned')</p> <p>2. SHo to provide details on progress of staff trained for complaints</p>	SHo/Housing Lead(s)	March 2025

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	<p>There is currently capacity and resource constraints having an effect, linked to our repairs complaints which account for over 55% of quarter 3 complaints. There is work to review this.</p> <p>Current timeframes to respond are 10 working days however working to have this changed to 20 working days in line with the Housing Ombudsman complaints handling code. procedure has 21 days timescale where more complex issues are involved and where communication with tenants should be improved.</p>			
Tenant satisfaction survey	<p>The group was updated on the results of the survey and mentioned that the number of responses were similar to the previous year's sample. 9 out of 12 measured areas came out at or above benchmark. It was noted that as a landlord undertake surveys every year. We had a positive representation sample. Main themes: complaints, repairs and maintenance, and communal areas. It was noted that the contract management systems are robust.</p> <p>Discussion also covered issues with cleaning of communal areas based on block management data and the current contract with Blue Frog.</p> <p>Feedback from 'general needs' tenants indicates that they are less satisfied than other tenants.</p>	<ol style="list-style-type: none"> 1. Consider analysing feedback in the context of seasonal trends (turning data into meaningful information to act on) 2. Review TSM result in respect of communal cleaning dissatisfaction rates in general need blocks. 	<p>YA/SH/Housing Lead(s)</p> <p>YA/Housing Lead</p> <p>ALL</p> <p>YA/ Housing Lead</p>	<p>March 2025</p> <p>April 2025</p> <p>Ongoing</p> <p>April 2025</p>

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	A suggestion for CSG to focus on a particular geographical area, e.g. Stanmore. And perhaps rename the group's name to e.g. 'North Walls' (instead of Repairs & Maintenance) or 'Stanmore' (instead of other titles).	<ol style="list-style-type: none"> 3. Celebrate success / focus on good news via all communications channels available 4. Create an action plan for areas in the district with low satisfaction indicators (e.g. Stanmore) 5. Introduce the Housing Team to the residents via Residents' Newsletter – who we are and what we do. 	SH/DJ YA/ DJ	March 2025
Social Housing Regulations report to Cabinet Committee	The group was updated on the report to Committee on 24 February and WCC's self-assessment against the Regulator of Social Housing (RSH) consumer standards. Safety and Quality was reviewed by external agency, and it was concluded that we are not compliant in this area. Further information has been provided to the Regulator. An action Plan has been developed to achieve compliance. Three potential outcomes are anticipated from the RSH 1. Thank you for the self-referral and information 2. Bring	<ol style="list-style-type: none"> 1. Improve stock condition data and compliance information, evidencing safety data. 2. Implement the safety and quality action plan with a focus on Fire Safety in line 	YA/Housing Leads YA/Housing Lead(s)	March 2026 March 25

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	<p>forward our regulatory inspection 3. Issue a judgement grading</p> <p>Further updates will be provided to the group for discussion.</p> <p>The areas identified are: governance & oversight, our data and out of date stock condition. condition survey on a rolling basis. We will commission external support to catch up on stock condition survey data.</p>	with the independent review recommendations.		
Housing Revenue Accounts	<p>The costs of the housing service in 2025/26 is estimated to be £ 38.5m and income estimated to be £ 36.5m. The income is based on implementing a 2.7% rent increase in line with maximum Government guidance and reducing costs of services by £ 2m. The resulting £ 2m deficit is affordable in the overall HRA business plan.</p> <p>The reduction of Tenant Involvement budget was questioned. it was explained that there was an underspend in the past and hence not all money is required and as such there was no reduction in spend compared to previous years.</p> <p>.</p> <p>A question of the appointment of the Quantity Surveyor to better manage contract expenditure on repairs and maintenance. The</p>	<ol style="list-style-type: none"> 1. The pending rent increase to be explained / justified to pre-empt negative reaction from tenants. 2. Improving the technical language used to interpret the survey data to be user friendly for tenants to better understand. 	<p>YA/Housing Lead</p> <p>SH/Housing Lead(s)</p>	<p>February 25</p> <p>March 25/ongoing.</p>

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	<p>most cost effective approach this will be in place from the next financial year and that may not be a quantity surveyor.</p> <p>The group was updated on the 'TARA group' discussion and that there were no questions raised. On behalf of TARA that they had questioned why the TACT board meetings are closed to the public.</p> <p>Cllr Westwood explained that the TACT board is new and constituted to help drive the service forward. It is not a public meeting like the old TACT meetings.</p> <p>It was highlighted that last year only five people were involved in discussing the budget. This year 4,000 people saw the budget via survey.</p> <p>Nick questioned the timeframe / target for the void process which currently states 13 days and how this is reflected in the cost of the voids.</p> <p>Improvement to people's homes should be obvious and that people will be angry if things are not done. E.g. Timescale for retrofit.</p>			
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Apologies: n/a

	The upcoming Cabinet Meeting a on 3 rd February at 9:30am as a TACT group representative. Confirmation that places at the table are open for TACT group and invitation will be extended to them.			
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