

Winchester City Council – Housing Standards Groups

Group: Safety & Quality

Date: 5 June 2025

Actions / Outcomes

Agenda Item	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
One-Word check-in	<ul style="list-style-type: none"> • Focused • Improving • Questioning • Hopeful • Interested • Encouraged 	None	N/A	N/A
Service Update (Adrian Wilgoss – Repairs, Compliance & Voids Manager)	<ul style="list-style-type: none"> • Huge amount of work around compliance in 6 key areas; Gas, Electrical checks, Fire safety, Asbestos, Water Hygiene • A comprehensive data validation was carried out with the goal of having “one version of the truth” • Found and addressed data gaps in property compliance records (e.g. common parts missing in data but present in reality) • Rating from the regulator: C3. • 73% of domestic stock has asbestos surveys which is considered a high standard • Current contracts (Cardo for repairs, CCS for gas) end of July next year • Procurement of new contracts underway aiming for smarter services and possible new technologies • Procurement impacted by updated legislation 			
Main Activity: “Fix the Journey”	<p>Customer Journey Mapping for Reporting a Repair: Identify the Issue → Report → Book a repair → Wait for Appointment → Repair Visit → Aftercare/ Follow-up</p> <p>What works well:</p>			

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	<ul style="list-style-type: none">• Phone reporting works well; Call handlers improved with quick response time• Callback system appreciated• Repairs are usually booked with 1-2 days• Contractors are courteous• New Boilers are installed when needed <p>Frustrations</p> <ul style="list-style-type: none">• Wrong tradesperson dispatched causing delays• Concerns over lack of routine safety checks• Calendar on my Winchester Tenancy doesn't use actual dates only days of the week.• Needed lots of prompting• Slow to respond• Couldn't fix the problem• Outsourced call centre prioritised NHS over tenants• Poor follow-up after first visit• Out-of-hours service unreliable, especially for vulnerable tenants• Long call wait times and issues with wrong contact details being used• No direct contact with contractors once job is scheduled• Jobs closed between contractors without being raised again causing loss of service <p>Failures</p> <ul style="list-style-type: none">• Diagnosis and triage is inaccurate at reporting stage• Out-of-hours services not arriving• Contractors have incorrect details of customers	<p>Conduct Internal procurement process analysis on;</p> <ul style="list-style-type: none">○ Contractor performance on Fridays○ Follow-through when multiple contractors are involved		
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	Ideas <ul style="list-style-type: none">• Explore feasibility of quick SMS-based surveys; avoiding star-only rating• Consider follow-up process post-repair (e.g. calls, text, survey)• “Beefed-up” out-of-hours service could cover evening routine jobs• Use of real-time alerts (text/phone) on the day of appointment to better support vulnerable residents (e.g. delayed door answering)• Introduce early evening or Saturday slots for repairs booking• Having direct contact with contractors• Bring back random follow-up checks instead of paper green cards• More accessible appointment calendars• Use Readers’ Panel to co-produce feedback questions• Contractors texting/calling with Estimated Time of Arrival (ETA)• Introduce Mystery shopping to assess service quality• Validate and update contractor data fields• Improve diagnosis and triage at reporting stage by sending pictures• Publicise best call times (quiet periods)/ Add peak/ off-peak times to phone auto-message• Enable clearer communication between residents and contractors		Adrian Wilgoss / Repairs Team	Sept 2025
Topic for Future Sessions	Fire Safety		Adrian Wilgoss / Tenant Partnership Team	October 2025