

Winchester City Council – Housing Standards Groups

Group: Transparency, Influence & Accountability

Date: 28 June 2025

Actions / Outcomes

Agenda Item	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
One word Check-in	Disillusioned to hopeful Overwhelmed to reassured Wordy Frustrating Excited	None	N/A	N/A
“Fix the Journey” – A Tenant-Led Service Mapping and Redesign Exercise	<p>This activity was a collaborative process where the workshop participants actively mapped out the following process identifying what works well, limitations and ideas for improvement</p> <p>What works well</p> <ul style="list-style-type: none"> • Digital Drop-Ins offer support to people who are less tech savvy • Rent statements accessible via My Winchester Tenancy • On-Hold wait times are improving • Call Back service on phones works well <p>Frustrations</p> <ul style="list-style-type: none"> • Reduced reception hours hinder ease of contact • Quality of customer service differs depending on which staff member the tenants reach • My Winchester Tenancy doesn’t show calendar dates • Long hold times and sudden disconnections • Communication breakdowns: no email replies or untimely responses. • Persistent ASB remain unresolved when reports go unanswered • Automated messages too lengthy • Technical barriers such as character limits on text messages <p>Failures</p> <ul style="list-style-type: none"> • Send follow-up email with ‘return by’ date 		Tenant Partnership Team	Ongoing

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	<ul style="list-style-type: none">• Be intentional with surveys and use insights to shape future actions• Embed tenant voices into service redesign, e.g., websites, phone systems• Adaptive screens not working as expected• Password Issues with my My Winchester Tenancy site <p>Ideas</p> <ul style="list-style-type: none">• When contacting WCC, tenants should link follow-up email's to original messages for traceability• Need for clear indicators such as wait times, peak/off peak times, queue position• Iona to return to the HIW to give update on Website• Repairs slots bookable by smaller timeframe and to include the tenants name and/or address (this is important to tenants who also manage communications for vulnerable family members at other addresses)• Use tenant testing groups to co-create website content and road-test apps – this helps to ensure the tech is easy for all tenants and reduces the fear of using digital technology• Customer Service Staff to attend the HIW			
Future Topic	<ul style="list-style-type: none">• Website redesign, content co-creation, and tenant testing with Iona.			