

Winchester City Council – TACT Board meeting

Actions / Outcomes

Date: 15 July 2025

In attendance: Lin Mellish, Mike Sagar, Nick Derbyshire, Matthew Hamilton, Chantelle Lindo Davies, Paul Woodham, Cllr Reach, Simon Hendey, Yvonne Anderson, Sarah Hobbs, Stella Thurston

Apologies: Karen Alexander, Cllr Horrill

Agenda Item	Discussion Summary/ Notes	Actions	Person Responsible	Deadline
Feedback from Housing Improvement Workshops	<p>The Board discussed feedback from recent HIWs, noting that tenants appreciated the structured and engaging format of the sessions. HIWs were described as well-facilitated, with a good balance of management information and opportunities for tenant contribution. However, concerns were raised that not all tenants feel confident using Home Choice due to the lack of detail in property adverts.</p> <p>Suggestions were made to make the system more user-friendly and comparable to Rightmove, with the inclusion of property photographs, videos, and floorplans.</p> <p>There was also a call to broaden representation in HIWs to include a more diverse range of tenants, especially younger people and those from underrepresented communities.</p>	<p>Enhance Home Choice with detailed property media to support better decision-making.</p> <p>Develop a strategy to encourage participation in HIWs from diverse age groups and demographics.</p>	<p>Lettings Team</p> <p>Tenant Partnership Team</p>	
TACT Terms of Reference	<p>The Terms of Reference for TACT were reviewed and changes agreed regarding board membership.</p> <p>It was decided that a recruitment process, rather than elections, is more appropriate for selecting new members. Recruitment should be conducted with tenant involvement to ensure transparency and relevance. It was agreed that recruitment panels will include at least one current TACT Board member to ensure the tenants voice was represented.</p>	<p>Recruitment to TACT board membership to replace the election approach.</p> <p>Recruitment panel to contain at least one TACT Board member.</p>	<p>Tenant Partnership Team</p>	

Feedback from Tenant Engagement Conference	<p>TACT members reflected on the recent Tenant Engagement Conference. While the event was valuable, it was expensive for WCC to support, and similar value may be gained from attending other, more local events. Board members enjoyed networking with tenants from other landlords and noted that WCC compared favourably with others.</p> <p>Some speakers were praised, but others were viewed as having outdated perspectives on customer engagement. The conference also prompted discussion about improving the customer journey across WCC services and ensuring tenants feel heard and understood.</p> <p>WCC's SHINE project was noted as a positive step towards a more integrated and collaborative approach to service delivery.</p> <p>It was highlighted that WCC's successes are often overlooked in the public domain and more effort should be made to share good news stories.</p>	<p>Investigate alternative, cost-effective training for tenants.</p> <p>Submit TACT feedback to conference organisers to improve future events.</p> <p>Prioritise communication strategies that highlight achievements and consider tenants' experiences holistically.</p>	<p>Tenant Partnership Team</p> <p>TACT Board</p> <p>Tenant Partnership Team</p>	
<p>Performance: Tenants Satisfaction Measures data return for 2024/25</p> <p>Compliance Scorecard & Housing dashboard</p>	<p>Board members discussed the latest performance and TSM data. They welcomed improvements but noted that reports often lack context to help interpret the figures meaningfully.</p> <p>Specific questions, such as 'How safe do you feel?', were recognised as being influenced by several factors and did not relate purely to safety of home.</p> <p>Reports should include quartile-on-quartile trends and clearly differentiate WCC's local authority housing services from those of registered providers.</p> <p>Progress is being made to automate data collection and better capture tenant feedback through qualitative and quantitative means.</p>	<p>Provide summary of areas of concern to be discussed.</p> <p>Add benchmarks and clear trajectories in reporting. Start reporting customer satisfaction for repairs from Quarter 2</p> <p>Finalise FRAs and improve visibility of compliance through</p>		

	<p>Future reports will include comparative benchmarks against peer providers.</p> <p>In discussing the data return, it was observed that while most satisfaction measures were at or above the median, there were several areas requiring further attention. For instance, the safety-related TP05 measure may reflect perceptions more about the local neighbourhood than the home itself, suggesting a need to better communicate compliance performance and demonstrate that homes are safe. For TP10, concerns were raised about dissatisfaction with communal cleaning services, and it was suggested that contract management data be explored for insights. TP11 prompted discussion around community engagement and the visibility of housing services on estates, with suggestions that more work could be done with the voluntary and community sectors to increase presence and positive associations. In the case of TP12, while confidentiality constraints make it difficult to promote successes in tackling ASB, the Board suggested more could be done to publicise the scale and complexity of this work, potentially through collaboration with the Police to highlight joint operations and successes.</p> <p>Board members reviewed the latest compliance performance and dashboard metrics. Provide summary of areas of concern to be discussed. Add benchmarks and clear trajectories in reporting. Start reporting customer satisfaction for repairs from Quarter 2.</p> <p>The Board noted strong performance in key areas including gas, electric, water safety and lift maintenance, and commended the service teams and contractors involved. However, concerns were raised regarding outstanding fire risk assessments, which should be swiftly resolved; members suggested considering commissioning</p>	<p>dashboards. There was concern about the number of FRA that were outstanding, but it was explained this was re-doing the previous FRA. The number of remedial actions outstanding was managed with all high risk addressed or in process of being addressed.</p>		
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	<p>additional external resources to accelerate completion. A focus on remedial actions following assessments was also recommended. There was also concern regarding asbestos compliance. Although a performance improvement plan is in place, clarity on expected timelines for reaching target performance is needed. It was noted that surveys are being carried out on blocks but not necessarily on individual houses; the Board proposed establishing a programme of periodic surveys for properties with known asbestos-containing materials.</p> <p>Members suggested that the overall compliance approach could benefit from a clearly defined framework, structured around robust policies for each compliance area—such as gas safety, electrical testing, fire safety, and damp and mould management—with clear assignment of responsibilities and regular reviews. In addition, all policies should be underpinned by clear procedures, including expectations for contractors and internal roles.</p> <p>In terms of performance monitoring, a scorecard approach was encouraged, along with clear documentation of governance, such as who reviews performance data, how often, and what actions are taken in response. The Board also advocated for improved internal and external assurance. Internally, this could include regular compliance meetings, annual landlord compliance reports, and an internal audit regime. Externally, assurance could be strengthened through third-party audits of contractor activity and data quality checks, ensuring that compliance activities are underpinned by reliable data and verifiable performance.</p> <p>Turning to the housing dashboard, members noted that while there</p>			
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	<p>was a decline in call volumes and an increase in online portal registrations—a positive digital engagement trend—the drop in performance for completing Damp & Mould inspections within 14 days was concerning and requires immediate attention. Similarly, the explanation for the decline in Decent Homes performance was not sufficiently clear and warrants further analysis. Despite these concerns, the Board recognised high performance in Housing Management and Income areas and encouraged celebrating such successes across the service.</p> <p>Paul shared updates on Fire Risk Assessments (FRAs), stating all would be completed by 18 July 2025.</p> <p>Only 3 of 13 fire safety actions remained outstanding, with a new Building Safety Manager focusing on high-risk blocks.</p> <p>The new ‘True Compliance’ system will visually track all Big Six compliance areas in real time.</p>			
Regulator for Social Housing (RSH) update – Cabinet Committee report	<p>The Board reviewed compliance and improvement plans submitted to the RSH.</p> <p>Latest questions from the regulator were mostly for clarification. TACT members suggested regular updates be provided to them on WCC’s engagements with the RSH.</p> <p>Improved communication via social media and alternative formats was encouraged.</p> <p>Tenants have been invited to join groups like Armchair Reviewers and Focus Groups to help shape WCC’s communication and engagement strategies.</p>	<p>Keep TACT updated on outcomes from regulator monthly meetings</p> <p>Expand digital and non-digital communication methods.</p> <p>Organise a demo of the resident portal ‘My Winchester Tenancy’</p>		

	<p>The 'Scorecard' tool was praised for supporting performance tracking and cross-team collaboration.</p> <p>Upgrades are due to outdated digital tools, including the 'My Winchester Tenancy' portal and the 'Orchard' housing system. It was stressed that not all tenants will be digitally confident, so a balanced approach is needed. A concern was raised regarding a drop in repair calls and whether this indicates redirection towards online reporting.</p> <p>Matt offered to demonstrate how digital transformation was successfully implemented in his own organisation.</p> <p>It was agreed to arrange training for TACT board on health and safety and compliance similar to that provided to councillors</p>	<p>Follow up with Matt for a demonstration session on digital transformation.</p> <p>Arrange compliance training for TACT to be delivered by Pennington's</p>		
Annual Housing Report 2024/2024 content	<p>The Housing Report for 2024/25 was discussed in detail.</p> <p>Board members requested more transparency regarding the condition of housing stock and lettings standards.</p> <p>Properties being let in unsatisfactory condition was raised as a concern, and the need for pre-letting inspections emphasised.</p> <p>Lettings for older people are particularly problematic when properties have features such as large gardens or stairs.</p> <p>Photos, videos, and detailed information were again requested for listings.</p> <p>Voids turnaround has improved, which was acknowledged positively by the Board.</p> <p>CARDO system reporting was discussed - data is seen as satisfactory, but members want more transparency and understanding.</p>	<p>Ensure all letting information is up to date, clear, and relevant to prospective tenants' needs.</p> <p>Agreed to present a report to future TACT on letting standard of void properties.</p> <p>Use CARDO data to identify and resolve ongoing issues.</p> <p>Clarify how projects and emergency repairs are measured and reported.</p>	Y Anderson	

	<p>Distinctions between emergency repairs and longer-term projects were unclear and may skew performance stats.</p> <p>Communication problems with contractors were highlighted—wrong trades being sent, appointments missed or not communicated well.</p>			
Repairs and Maintenance Policies: Repairs; Recharges; Disabled Adaptations; Damp & Mould	<p>Suggestions were made to gather more feedback during customer calls and informal interactions.</p> <p>Feedback from tenants who completed the recent digital surveys to review policies found there was too much to review for 4 big policies. Tenant feedback reported that policy documents for too long were found to be difficult to use and too dense in content.</p> <p>The Communications Team is working on producing simpler, digestible summaries such as 'policy on a page' and easier navigation through the sections of policy documents.</p>	<p>Sarah to circulate updated report which needs to be more accessible.</p> <p>Pursue continuous engagement with tenants to obtain feedback on policies, etc.</p> <p>Managers to report on progress made by Comms Team on making policies more customer friendly.</p> <p>Feedback to be reviewed and incorporated into new policy co-production work with tenants being launched in July</p> <p>Sarah to share updated version of policies to Cabinet meeting on 23 July.</p>		
Complaints Handling Code self-assessment	<p>Cllr Reach has responsibility for Complaints.</p> <p>TACT Board acknowledged WCC's above-average performance in complaints handling and congratulated the efforts made.</p>	Invite feedback from TACT on draft complaint handling assessment.		

	<p>Board stressed that complaints should be seen as valuable feedback, with communication being a recurring area for improvement.</p> <p>Call handling was cited as an area where changes could improve responsiveness and reduce repeat issues.</p>	<p>Incorporate case studies to highlight learning and improvements.</p> <p>Maintain clear feedback loops with the Scrutiny Panel and TACT.</p>		
TACT meetings forward plan	<p>Chantelle is stepping down from the Board after moving into homeownership. She was thanks for her contributions, and the board was sad to see her leave although glad for her and her family they had now purchased all their home. Recruitment will begin immediately and although a leaseholder representative will be sought overall what is important is to get the best board member regardless of their tenure.</p> <p>The board observed that WCC External Sharing site is a helpful tool, however the filing of Board documentation in the folder could be improved significantly. For consistency it was suggested to link the file names and the meeting agenda. It was also suggested to have a folder named “Final Board Papers” which is aimed at Board Members in which all the files are final PDFs and all have a reference at the beginning of the file name to the Agenda Item.</p> <p>TACT members requested parking access to WCC’s courtyard after office hours during meetings.</p>	<p>Begin recruitment process to replace Chantelle.</p> <p>Review the content of the WCC External Sharing site along with the format and titles of the documents.</p> <p>Investigate parking access options for TACT members.</p>	Tenant Partnership Team	
Service & Stock Tour	Yvonne invited members to a stock tour scheduled for mid-August, avoiding Fridays per Lin’s request.	Yvonne to circulate the Stock Tour dates to TACT Board members (avoid Fridays).	Y Anderson	
Reflections on meeting	Reflections included requests to focus meetings on priority issues, reduce agenda length, and circulate summaries in advance.	Match documents to agenda items in the shared folder.		

	TACT Board members noted that the meeting have become more open and transparent thanks to Sarah and Yvonne.	Provide summary headlines for documents.		
Date of next meeting:	Wednesday, 15/10/2025; 6pm – 8pm	Circulate agenda and supporting materials 1 week before meeting		