

2024 - 25

Tenant Partnership and Influence Report

Winchester City Council Landlord Services



Winchester
City Council

Executive Summary

This year we rebuilt our engagement framework and gave tenants more ways than ever to shape housing services.

79

engagement activities
delivered

1,815

tenants reached through
events, surveys and workshops

823

responses to the Repairs Re-
Design consultation

500

attendees at the Access All
Areas community event

23

community hubs and 22
digital drop-ins supporting
tenants face-to-face

6

members appointed to the
new TACT Board (4 tenants, 2
independents)

Key achievements

Launched the
new TACT Board,
strengthening
tenant voice in
strategic decisions.

Co-designed the
new Repairs &
Maintenance Policy
with tenants.

Introduced the Four
Pillars Framework
to measure
engagement
impact.

Delivered targeted
outreach to
rural, older, and
underrepresented
tenants.

Began collecting
equality, diversity
and inclusion
(EDI) data across
activities.

Focus for 2025 - 26

Launching the Tenant Awards Ceremony to celebrate involvement.

Expanding Digital Drop-Ins and distributing 110 refurbished laptops.

Delivering new tenant training on regulation, scrutiny, and leadership.

Launching Policy Co-Creation Groups and Armchair Reviewers.

Strengthening inclusion and representation across all engagement.

Foreword from the Cabinet Member for Housing

Tenants are at the heart of everything we do. This report shows how partnership working is creating real, positive change - not only in the services we provide, but in the trust and collaboration we're building with our residents.

Over the past year, Winchester City Council's Tenant Partnership Programme has gone from strength to strength. The creation of the new TACT Board, the introduction of Housing Improvement

Workshops, and the redesign of key housing policies all show what can be achieved when tenants and officers work together.

I want to thank every tenant who has given their time, energy, and lived experience to shape our services. Together, we're delivering safer homes, stronger communities, and a more accountable housing service for all.



Cllr Mark Reach
Cabinet Member for Housing (Good Homes)

Introduction

This report highlights how tenants have shaped Winchester City Council's housing services during 2024–25. It brings together the outcomes of our engagement work, the difference tenant feedback has made, and our shared priorities for the year ahead.

Tenant involvement is vital. The Housing Revenue Account (HRA) is funded by tenants' rent, service, and maintenance charges, and this report shows how that investment supports meaningful engagement and service improvement.

Over the past year, we have rebuilt our engagement structure, launched the new TACT Board, and created more ways than ever for tenants to influence decisions - from Housing Improvement Workshops and repairs redesign to new digital and community-based activities.

The Tenant Partnership Report sits alongside our Housing Communication and Engagement Plan (2020-2025), demonstrating how Winchester City Council aims to meet the Regulator of Social Housing's standards for Transparency, Influence and Accountability (TIA).

We are grateful to every tenant who has given their time, insight, and experience to make housing services safer, fairer, and more responsive for everyone.

About Tenant Partnership

The Tenant Partnership structure brings together a range of engagement groups and activities, designed to give every tenant a voice at a level that suits them:

- **TACT Board** – Strategic partnership of tenants, councillors, and independents overseeing performance and decisions.
- **Housing Improvement Workshops (HIWs)** – Themed sessions on Tenancy, Safety & Quality, Transparency, and Neighbourhood & Communities.
- **Policy Co-Production Groups** – Tenants and officers co-design new policies and strategies.
- **Armchair Reviewers** – Tenants remotely review draft policies for clarity and accessibility.
- **Complaints Focus Group** – Tenants assess how complaints are handled to ensure fairness and transparency.
- **Community Hubs, Focus Groups, and Surveys** – Local and accessible ways for tenants to share views.

Together, these groups ensure that every tenant has an opportunity to influence decisions that affect their homes, neighbourhoods, and services.

Performance at a Glance

Activity	Sessions / Hubs	Engagement
Community Hubs	23	28 attendees
Digital Drop-Ins	22	31 attendees
Housing Improvement Workshops (HIWs)	10	~42 attendees
Access All Areas	1	~500 attendees
Repairs Re-design (Survey)	1	823 responses
Repairs Re-design (Workshops)	8	17 attendees
HRA Consultation	1	13 responses
Food Parcel Distribution	12 hubs	300 parcels
Tenant Food Pantry	Ongoing	42 parcels
Sheltered Housing Wellbeing Survey	1	90 responses

Total activities delivered: 79

Total tenants reached: ~1,815

Community Engagement Highlights 2024 - 25

Community Hubs

23 sessions | 28 attendees

Provided informal support, signposting, and social connection, especially for older tenants from the city centre and surrounding areas.

Digital Drop-Ins

22 sessions | 31 attendees

Delivered practical IT support in Alresford, Wickham, and Winchester, helping older tenants gain digital confidence and access council services online.

Housing Improvement Workshops (HIWs)

10 workshops | ~42 attendees

Tenants voted on priorities, reviewed performance data, and co-designed service improvements around the Social Housing Regulator's Consumer Standards.

Access All Areas

1 community fun day | ~500 attendees

Brought local families, partners, and council services together for a day of connection, activities, and housing advice in Stanmore.

Repairs Service Re-Design

823 survey responses | 8 workshops | 17 attendees

Tenants shaped the future of repairs by identifying key priorities: appointment times, communication, and first-time fix reliability.

HRA Consultation

13 responses

Tenants informed budget priorities, improving transparency and accessibility around how HRA funds are used.

Food Support Projects

- Half-term food parcels: 300 distributed through **12 hubs**.
- WCC Pantry: **42 parcels** supporting **71** adults and families.

Live Longer Better (Sheltered Housing)

90 residents participated in a wellbeing survey, leading to tenant-designed activity programmes like Steady and Strong Dance and Qi Gong across three schemes.



A Stronger Voice for Tenants: The New Tenants and Council Together (TACT) Board

The new TACT Board gives tenants a stronger, more strategic voice at the heart of decision-making.

Achievements 2024- 25

- Scrutinised performance data and complaints trends.
- Supported improvements to complaints handling.
- Reviewed Tenant Satisfaction Measures and initiated action plans.
- Advised on reshaping Consumer Standard Groups into Housing Improvement Workshops.
- Challenged reports and promoted better stock condition data and contract oversight.

You Said, We Did - Repairs and Maintenance Policy

You said

Offer more flexible appointment slots.

We did

Added Saturday mornings, twilight (5–8 pm) and school-run friendly times.

Keep us informed about works.

Contractors now provide updates by phone, text or email and confirm satisfaction before leaving.

Fix repairs first time.

Set targets of 90% first-time fixes and 95% appointments kept, with results published online.

Be polite and professional.

Introduced Contractors' Code of Conduct requiring ID, branded clothing and respect for homes.

Make services fair and inclusive.

Added an EDI section ensuring communication adjustments and satisfaction monitoring by household type.

Equality, Diversity and Inclusion

Tenant engagement must reflect the diversity of Winchester's communities. EDI data collection began in 2024–25 and will expand across all engagement.

Who we reached:

- **39% aged 60+ (Community Hubs)**
- **64% women**
- **18% LGBTQ+**
- **14% from minoritised ethnic backgrounds**
- **36% with a disability or access need**
- **46% with dependants at home**

We remain committed to reducing barriers and ensuring all voices are heard.

Looking Ahead: 2025 - 26 Priorities

Celebrating tenants

- Relaunch the Tenant Awards Ceremony to recognise tenant achievements and community spirit.

Building skills and confidence

- Deliver Tenant Training in partnership with Southcoast Training – covering regulation, scrutiny, and leadership.

Expanding digital inclusion

- Distribute 110 refurbished laptops and tablets.
- Grow Digital Drop-Ins to five locations (including rural parishes).
- Launch the first online Housing Improvement Workshop and enable digital Armchair Reviewers.

Deepening co-production

- Launch Policy Co-Creation Groups and Armchair Reviewers.
- Strengthen links between the TACT Board and wider tenant groups.

Measuring impact

- Apply the Four Pillars Framework (Representation, Participation, Influence, Feedback Loop).
- Publish quarterly "You Said, We Did" updates and annual engagement results.

Tell Us What You Think

We'd love your feedback on this report or on any of our engagement activities.

Email: tenantpartnership@winchester.gov.uk

Website: winchester.gov.uk/tenant-partnership

Printed, large-print or translated copies available on request.

Together, we're building stronger communities - not just for tenants, but with them.