

Scrutiny annual report

April
2020
-
March
2021



Scrutiny annual report 2020-2021

Hello, I'm Laura Henderson. I am a Selwood Housing tenant and have been chairing the scrutiny team since April 2021.

The scrutiny team is a group of independent minded tenants who review Selwood Housing services from a tenant perspective, to make them better for everyone. We are part of something called co-regulation, which is where tenants are involved in decision-making around matters that affect them and hold their landlord to account.

At the heart of the work we do is a strong team. Early in 2021, our chair Kate Tivney stepped down and onto new adventures. During her time with us, Kate was interviewed by Tpas (the tenant engagement experts) on how the team operated during lockdown, which was published online, and she won a Chartered Institute for Housing (CIH) award identifying her as one of the Top 100 Women in Social Housing. As a scrutiny team member for almost 3 years and whilst in her role as chair, Kate did fantastic work in ensuring the tenant's voice remains at the heart of the work Selwood Housing does. I have a very tough act to follow for the year ahead!

In 2020 – 21 we completed two scrutiny reviews. Firstly, we looked at responsive repairs, investing 340 hours of scrutiny team time to review the service and made 4 recommendations. This was followed by a review into communications within the complaints process, where we invested 370 hours of scrutiny team time and made 7 recommendations.

We presented our reports to the Selwood Housing board and action plans were agreed. (Copies of the reports, recommendations and action plans can be found on the ['Our scrutiny team'](#) pages of the Selwood Housing website).

Most of the recommendations we made on our previous reviews, which includes reviews on the end of a tenancy and grounds maintenance, have now been implemented.

This year has seen a change in the way that the scrutiny team have had to work due to the Covid-19 pandemic. It has meant that we've had to adapt to working remotely, as well using online resources to recruit new members to the team. We are proud that despite the challenges we faced, we continued to achieve what we set out to do.

Throughout the year we...

- Were kept updated about Selwood Housing's response to Covid-19
- Received laptops for our scrutiny team work
- Learned about a process Selwood Housing are going to use to map the tenant journey for key service areas across the business and
- Were briefed on Selwood Housing's plans for environmental and energy sustainability.

As well as reviewing services, we attend other strategic working groups throughout the year. We have attended presentations on tenant satisfaction data, which gave us an opportunity to ask questions and challenge performance. We've also continued to attend sub-committees of the board on a regular basis.

Our targets for the next financial year include sustaining the membership of the team and completing at least two further reviews. We have also agreed to hold Selwood Housing to account on how they perform against the National Housing Federation's (NHF) 'Together with tenants' charter.

If you'd like to suggest potential ideas for future service reviews, we'd love to receive them. You can email them to makeadifference@selwoodhousing.com – We look forward to hearing from you!

Laura Henderson

Scrutiny team chair