

Scrutiny team annual report 2021-22

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.

Scrutiny team annual report 2021-22



Over the last year, there have been some changes amongst the team, we have welcomed new members, as well as waved farewell. Laura has stepped up into the role of Scrutiny team chair and has made several changes and brought numerous ideas with her.

“It’s been a great year for the scrutiny team, completing 2 reviews, setting up a framework for monitoring the Together with Tenants Charter and completing a review of our Terms of Reference. I have been so proud of how the team has come together and worked hard throughout everything, making my first year as chairperson just that much easier.”

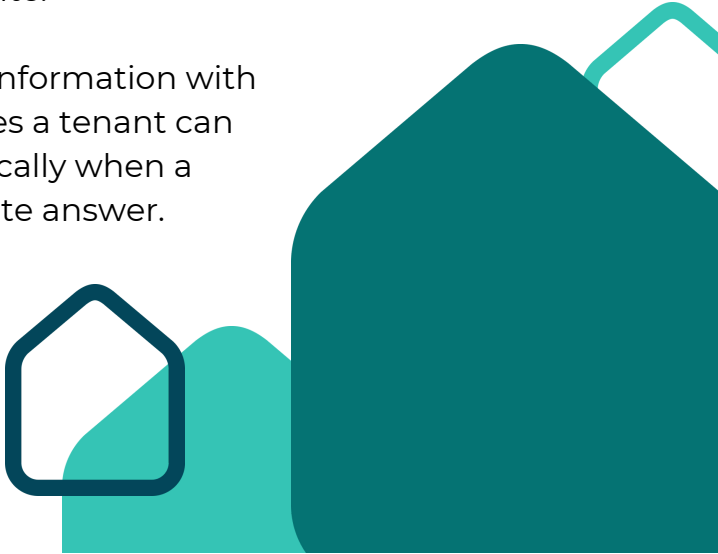
We’ve had several new team members join us during the year, and with another recruitment campaign about to begin, and another very exciting review about to start, I’m really looking forward to what the next year has in store for us.”

Laura Henderson, scrutiny team chair.

Our reviews

The scrutiny team has completed two reviews over the last year, presenting each report to the board and agreeing on timely action plans with management.

Firstly, the enhanced landlord service review in sheltered housing – where three out of four recommendations were taken on board and all have already been implemented. These include:

- The enhanced landlord service standards have been clarified, agreed by the sheltered housing forum, and then published on the Selwood Housing website.
 - The sheltered housing team has shared information with schemes which details the response times a tenant can expect when they report an issue, specifically when a member of staff cannot give an immediate answer.
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This was followed by the beginning of a tenancy review – where four main recommendations looked to balance staff requirements, streamline the process and provide value for tenants.

“We started working with the scrutiny team in August 2021. The team chose to review the start of a Selwood Housing tenancy and delivered this review in November 2021. Initial concerns about the scrutiny review making recommendations that had the potential to be lost in wider transformational change were soon allayed.

Working with the scrutiny team was refreshing the team managed to steer a path between previous service reviews, project horizon and voids being out of scope. The scrutiny team’s review was a timely reminder that the start of a customer’s journey with Selwood Housing is extremely formative and sets a tone for the life of that tenancy.

The lettings team enjoyed working with the scrutiny team; all of our interactions were positive, and every member of the scrutiny team offered probity and insight.”

Marc Robins, income and lettings manager.

We have also continued to monitor recommendations that haven’t yet been implemented from previous reviews and are happy that these are progressing. We have seen five out of six implemented during the latter part of the year, which is fantastic.

This includes two new animations created and added to the ‘moving home’ section of the website. These detail what the tenant can expect from a new home and Selwood Housing’s expectations when a home is returned to us.

When conducting each review, the team think it’s very important to get in touch with other tenants to gather their feedback. The team do this in many ways such as discussions over the telephone and more recently through online surveys. We have always seen a great response, so we’d just like to say thank you for taking the time out to provide us with your experiences.

All our scrutiny team work is placed on the website, where tenants can read each review and the recommendations we’ve made. This year has also seen the addition of completion wheels to the website, which visually show the progress of each review.



Together with Tenants



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“The scrutiny team ask a sample of questions based on what we said we do, asking for evidence of progress and asking about what we are doing as a stop gap in areas where we are delayed, or progress is slower. This is then reported to the scrutiny team’s business meeting and reviewed. I think this is a really good challenge and a supportive way to hold us to account.”

We had our scrutiny team meeting that reviewed our first Together with Tenants monitoring report in April 2022. I personally found this a great experience and learned so much as the scrutiny team drilled down on a selection of areas. I really appreciated the scrutiny teams’ time and support in getting our first report right. I’m looking forward to our July monitoring report.”

Paul Walsh – group development director

In 2022-23

Over the next year, the scrutiny team want to concentrate on successfully recruiting and training some new team members and completing our review of ‘tenant communications within Selwood Housing’, which is just getting started.

If you feel that there is an area that you’d like us to look at and potentially review, or want to join our team, let us know at makeadifference@selwoodhousing.com.

The scrutiny team
June 2022

