

Meeting: scrutiny team meeting Monday 25 th July 2022	Author: Paul Walsh, development director
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Subject: Together with tenants Quarter Two monitoring report

This is the second monitoring report for the scrutiny on the Together with Tenants action plan. Scrutiny selected the five areas below and asked for explanations / evidence.

Discussion points:

1 – Relationships – the Values and Behaviour guide

See the link <https://selwoodhousinggroup.sharepoint.com/sites/Intranet/Values and behaviours/Forms/AllItems.aspx?id=%2Fsites%2FIntranet%2FValues and behaviours%2FValues %26 behaviours guide%2Epdf&parent=%2Fsites%2FIntranet%2FValues and behaviours>

The values and behaviours guide is a key document for Selwood Housing and members of staff.

- The values and behaviours are part of the induction training for all new staff.
- At every staff members 121 the values are discussed. This is the same with the annual review for staff members.
- The Living the Value Awards is an annual event to celebrate staff members achievements and going the extra mile. This is built around the values.

2- Communication – are we able to see the results please of when the comms team asked customers what news features they wanted covered in the newsletter

See Appendix A for a copy of the survey report. We reported back to customers on the survey in the July customer digital update – see the link. We aim to cover at least one of the top area’s customer identified in each edition. For each edition we also aim to include at least one involvement feature.

[Your June customer update - cost of living support, grass cutting and more \(newzapp.co.uk\)](#)

The priorities mirror what customers have told us in the customer conversation 2021.

The newsletter feedback on priorities (114 respondents) is:	The customer conversation on Selwood Housings priorities in Dec 21 (1,350 16%) was:
<ol style="list-style-type: none"> 1 Making your home more energy efficient (75%) 2 Repairs and maintenance (64%) 3 ASB (54%) 4 Grass cutting and gardening club (52%) 	<ol style="list-style-type: none"> 1 Repairing and investing in homes 2 Ensuring the safety of homes 3 Making homes environmentally friendly 4 Managing Anti-Social Behaviour (ASB)

3- Voice and Influence – is there any evaluation/analysis/learning from the customer training programme so far?

Overall, We Are All Selwood Housing went well. We received positive feedback from both in person and online learners. Three learners became Scrutiny Team members.

- 15 customers participated in the programme
- 11 customers completed the programme.
- Four learners started the online programme and completed at least one day but didn't complete the whole course.
- Three out of four newly recruited scrutiny team members were on the WAASH programme.
- No WAASH learners applied to our customer board member vacancies, however, 7 WAASH learners attended the related taster sessions and/or expressed an interest and were sent the recording.
- 88% were very happy or happy with the modules and 92% had a very good or good understanding of the learning subjects after completing the modules.

Improvements

- Print out presentation slide handouts
- Longer modules - Deeper reflection sessions to go into more detail on specific subjects i.e. a 5th half-day on repairs, maintenance and voids
- Numbers could have been higher – four people dropped out after initially signing up. We'll ask for feedback from those who didn't complete the course as well.

The lessons learned report is available on request.

4 – Accountability- how is the Reviewed Whistleblowing policy being promoted to customers

There is a rolling plan to promote the policy. So far this year there has been one feature in the February 2022 customer update and two social media posts. Activity like this is planned quarterly. See the link to the February 2022 newsletter. [Your February customer update - rent charges, your feedback and more \(newzapp.co.uk\)](#). Example of the social media posts are available.

5 – Not required

6 – When Things go Wrong – Training using the modules from the Housing Ombudsman – what training have you been doing/what are the modules, and which staff are they aimed at?

Currently, all complaints training materials are on Skill Up (Selwood Housing intranet called Our Place). [Dealing with complaints \(sharepoint.com\)](#).

The Housing Ombudsman has its own [e-learning portal](#) which staff log on to directly for training.

We have started work to bring this training in-house, through our own e-learning courses. The first two of three sections are prepared. The third section will be completed alongside the new complaints coordinator who starts in August.

The new in-house training will be launched as part of the all staff training for dynamics which will start in the autumn ready for launch on the 30th January 2023. Training will be tailored to staff members roles and responsibilities.

An example of all of the existing and new training materials are available on request.

Recommendations

The report is for assurance and noting.

Appendices

A. Customer digital update survey report

The Together with Tenants action plan is available on request.