



Scrutiny business meeting

17th April 2023

10.30am – 1.00pm

Board rooms, Selwood Housing offices
Bryer Ash Business Park, BA14 8RT

Minutes & Actions

In attendance:

Kelly Burns (KB) (Scrutiny Vice Chair) remotely
Roy Derrick (RD) (Scrutiny member)
Laura Pictor (LP) (Involvement and communities manager)
Sandie Smith (SS) (Scrutiny Chair)
Paul Walsh (PW) (Group development director)

Apologies:

Alan Brims (AB) (Scrutiny member)
Sarah Baker (SB) (Scrutiny member)
Clive Mitchell (CM) (Scrutiny member)
Rachel Pearson (RP) (group head of communications and engagement)

The scrutiny team met with Selwood Housing on Monday 17 April 2023. The key areas of discussion from the meeting are as follows:

- Roy Derrick and Sarah Baker have been recruited as new scrutiny team members. The involvement team are currently recruiting.
- Update for Review #15 Customer Communications - The Project Initiation Document (PID) is going to the portfolio board for comment/approval. The marketing and communications team are working on producing toolkits and guides for staff.
- Laura gave an overview on the process for receiving compliments via customer support and Rant and Rave surveys.
- Executive update provided to the team by Paul Walsh. Discussions points – Selwood awarded G1 for governance and V2 for viability, updates on development projects and the Horizon project.
- Update on customer satisfaction in relation to customer feedback and tenant satisfaction measures from Katie Perkins, our business performance and insight analyst.
- Together with tenant update and evidence provided to the Scrutiny team by Paul Walsh.

Next meeting dates

28 July 2023 – Selwood offices, Bryer Ash BA14 8RT

25 October 2023 - Selwood offices, Bryer Ash BA14 8RT