



**Scrutiny business meeting
28 July 2023
10.30am – 13.00pm**

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

Minutes & Actions

In attendance:

Sandie Smith (SS) (Scrutiny chair)
Kelly Burns (KB) (Scrutiny member)
Alan Brims (AB) (Scrutiny member)
Roy Derrick (RD) (Scrutiny member)
Stuart Booth-Roderick (SBR) (Scrutiny member – remotely)
Stella Shepherd (SSh) (Tenant board member - observer)
Laura Pictor (LP) (Involvement and communities manager)
Paul Walsh (PW) (Group development director)
Angie Blackford (AB) (Involvement and communities facilitator)
Jasmine Dickson (JD) (Involvement and communities coordinator)

Apologies:

Clive Mitchell (CM) (Scrutiny member)

Speakers:

Frances Ginn (FG) (Marketing and communications manager)
Katie Perkins (KP) (Group research analyst)

1.	Welcome, apologies and introductions SS welcomed all attendees and passed on the apologies from Clive. SS reminded all scrutiny members to submit their expenses by 1 st of the month.	Sandie	
2.	Minutes April 2023 Scrutiny team approved the minutes from last quarter's business meeting, noting all actions have been completed. LP welcomed SBR is a new member of the scrutiny team.	Sandie	

	<p>LP provided an update from the communications team. All staff are given plain English training and customer compliments to staff will be included in the customer update (as requested by scrutiny)</p>		
3.	<p>Together with Tenants</p> <p>PW gave an overview on the Together with Tenants charter and how the scrutiny team review the action plan at each business meeting to monitor the progress.</p> <p>PW updated the scrutiny team through each area in the charter. All members approved with no actions needed.</p> <p>It was noted the action plan will be posted on the Selwood Housing website.</p> <p>RD questioned the target date for the customer conversation. LP said the project is in the process stage and will be taking place on September 2024.</p>	Paul	
4.	<p>Exec Business update</p> <p>PW provided an update on the current state of the business. He referred to the state in the economy causing inflation therefore affecting our customers and staff.</p> <p>Chief Executive Barry Hughes is rolling out the corporate plan, the scrutiny team will be meeting him in August.</p> <p>PW gave an overview on the new digital portal, Horizon which will transform service operations and improvements. The new system will be user friendly for both internal and external use for our customers and staff. Internal changes are being made and we are waiting for the consultant report. This will be submitted to the board for review and set live dates and plans going forward. Horizon team are working in the background on new portals such as the mutual exchange (home swap). The Involvement and communities team are working with the Horizon team to invite customers to review this portal in September.</p> <p>RD asked if there are any incentives given to tenants to move to smaller properties. PW explained it would not be a viable option to offer incentives but instead we communicate and provide support to customers who wish to downsize.</p>	Paul	

5.	<p>Review 15 update – Operation communications</p> <p>FG provided the scrutiny team with an update on the communications review #15. FG passed on thanks to the scrutiny team for their review and how the marketing and communications team value their input for future projects.</p> <p>FG confirmed recommendations were approved by the board.</p> <p>Improving customer letters: The marketing and communications team are prioritising which letters to update based on frequency and importance within the organisation.</p> <p>Correspondence to customers: The marketing and communications team are now a member of the in-house equality, diversity and inclusion (EDI) group. The team are working on a project to provide information in other languages and will be included in future projects.</p> <p>Quality assurance: The team are developing 'communications champion' roles within various teams in the organisation who will work closely with the marketing and communications team, this will be rolled out in October 2023. The team are also improving the staff training and information toolkit with the help of the learning and development team, this will start from January 2024.</p> <p>RD asked if there is a best practice guide for writing letters. FG explained building a communications toolkit for staff to help deliver plain English options for external communications.</p>	Fran	
6.	<p>Customer Satisfaction update and Tenant Satisfaction Measures</p> <p>KP provided the scrutiny team with an update on the customer satisfaction ratings using the Rant and Rave system and an update on the tenant satisfaction measures.</p> <p>2022/2023 highlights</p> <p>Operation highlights included 89% of customers rated repairs 4/5 out of 5, 98% of customers rated gas servicing 4/5 out of 5 and 80% of customers rated void works 4/5 out of 5. Planned works highlights included 90% of customers rated kitchen replacements 4/5 out of 5 and 43% of customers rated windows 4/5 out of 5. KP noted Selwood Housing have recently changed contractors for window works.</p> <p>Housing and support highlights included 90% of customers rated the lettings process 4/5 out of 5 and 52% of customers rated their Anti-social behaviour (ASB) case was handled 4/5/ out of 5.</p>	Katie	

	<p>New build survey highlights included 86% of customers rated the overall quality of their home 4/5 out of 5.</p> <p>2023/2023 Quarter 1 highlights Operations highlights included 91% of customers rated repairs 4/5 out of 5, 98% of customers rated gas servicing 4/5 out of 5 and 81% of customers rated void works 4/5 out of 5. Planned works included 84% of customers rating overall planned works 4/5 out of 5 and 79% of customers rated kitchen replacements 4/5 out of 5. KP noted a decrease in this rating; this is due to be investigated. Housing and support highlights included 100% of customers rated the lettings process 4/5 out of 5, 73% of customer rated the caretaking (general needs) 4/5 out of 5 and 89% of customers rated the caretaking (sheltered) 4/5 out of 5. Complaint handling received a rating of 38% of customers rating 4/5 out of 5 and ASB case handling received 25% of customer rating 4/5 out 5. KP noted low scores are expected due to nature of transaction and small sample size in quarter 1.</p> <p>KP gave the scrutiny team the figure rating for the tenant satisfaction measures for Q1. This included an overall satisfaction rating of 87%. Other ratings included 84% for well maintained home, 82% for repairs in the last 12 months, 90% for keeps you informed and 65% for approach to anti-social behaviour. KP has provided the scrutiny team with a full report for Q1.</p> <p>AB noted surveys can be open to human error and scoring incorrectly, therefore effecting overall results. He questioned how the survey for the tenants satisfaction measures are carried out. KP explained an external provider, Acuity, issues out telephone surveys to our customers which eliminates errors.</p>		
7.	<p>Scrutiny Review on D&M</p> <p>SS confirmed next review taking place in August will be damp and mould. This will be conducted through a one-day workshop and the scrutiny team are inviting customers to provide their feedback and support the team in their recommendations.</p> <p>LP noted the agenda and list of information was complied by Samantha Goodwin (TPAS) who is supporting the scrutiny team in conducting their first review using the workshop method. Staff who specialise in damp and mould services will also be attending alongside surveyors.</p> <p>AB asked for a demonstration on the equipment used to manage damp and mould.</p>	Sandie	

	SS asked for the team to be provided with information such as customer ratings relating to damp and mould and for information from any customers who are using the equipment.		
8.	<p>Scrutiny team on communication</p> <p>LP reviewed the scrutiny team's terms of reference and code of conduct, which all members have signed, in relation to communication. Scrutiny team to ensure they keep communication with all members and to notify the IT support team at Selwood Housing if they experience any technical difficulties.</p> <p>AB proposed the team log in to emails twice weekly e.g. on Mondays and Fridays to keep communication and workload flowing.</p>	Laura	
9.	<p>AOB & Close</p> <p>JD informed the scrutiny team that a photographer will be attending the one-day workshop. Scrutiny team were asked to sign consent form.</p> <p>SS reminded other members of the induction training on 2 August.</p> <p>PW thanked the scrutiny team for all the work they do. As volunteers, the time and work they put in is very much appreciated.</p>	Sandie	

Upcoming meeting dates:

25 October 2023, 10.30am - Bryer Ash office

14 Feb 2023, 10.30am - Bryer Ash office