Scrutiny Team
Annual Report 2022-2023

Overview

Over the financial year 2022-2023 there were several changes within the scrutiny team.

The team gained two new members from a successful training programme held by the involvement and communities' team in July 2022, called 'We are all Selwood Housing.'

Sadly, other members had to step down for various personal reasons which meant that there was an interim chair from the end of 2022 and just three other members.

A recruitment drive was held in early 2023 with the intention of interviewing at the start of the 2023-2024 financial year.

A new review on operational communications was completed and presented to board in January 2023.

Our Reviews

The scrutiny team completed its review into Selwood Housing's operational communications, agreeing timely action plans with management and presenting the final report to the board. The actions will be monitored until the project is complete.

The review was to understand the volume and type of communications that are sent from Selwood Housing to customers, and from which teams. In addition to wanting to add value and improving the services of teams that are part of the Horizon project, the Scrutiny Team felt that now was a good time to review the customer communications of Selwood Housing and review the perceptions of a representative sample of customers.

The research involved reviewing letter templates, interviewing staff, telephone surveys to customers, reviewing related compliments and complaints and benchmarking against other housing associations.

Recommendations were made for each area reviewed and these were discussed with the marketing and communications team and managers in other connected teams. The Scrutiny Team members invested 400 hours on this review.

The marketing and communications team have since had a project approved by Selwood Housing's portfolio board which focuses on completing the works raised by the scrutiny team's review. This will concentrate on creating letter templates, producing guidance and toolkits for staff and establishing communications champions across the business.

> "The marketing and communications team really welcomed this review and appreciated that this was a big undertaking by the scrutiny team, since customer communications spans so many different service areas.
>
> It was great to work with scrutiny members and colleagues across many teams to provide an overview and insight into the range of customer communications.
>
> In turn, the scrutiny team provided valuable and practical customer feedback to help improve clarity and consistency in our customer communications. The five agreed actions from the scrutiny team's review will make a positive impact on customer communications across the organisation."
>
> **Rachel Pearson, Group Head of Communications and Engagement**

All Scrutiny teamwork is published on the Selwood Housing website, so all customers can read each review and the recommendations the team has made.

Together with Tenants

The 'Together with Tenants' charter is a sector initiative focused on strengthening the relationship between tenants and their landlords. This has been a new initiative, just in its second year. Working with the framework set in early 2022, the scrutiny team monitor progress at their quarterly business meetings, against the charter's six commitments.

Thank you

Thank you to all the time and effort given by all scrutiny members over the year. And thanks, and best wishes for the future to those who have stepped down during this period: Ian Brereton, Yvonne Crook, Laura Henderson, Carol Hornby, Louisa May-Wright, Emily Muir and Norma Tapp. We especially would like to thank Laura Henderson for chairing the team over the last few years and to Alan Brims for taking on the interim chair for the last six months.

Contact

If you feel that there is an area that you'd like the scrutiny team to look at and potentially review, or if you are interested in finding out more, then please get in contact with Selwood Housing's Customer Involvement and Communities' team via makeadifference@selwoodhousing.com