



**Scrutiny Q3 Business Meeting
Wednesday 25 October 2023**

Oak board room, Selwood Housing office
Bryer Ash business park, BA14 8RT

Minutes & Actions

In attendance:

Sandie Smith (SS) (Scrutiny chair)
Clive Mitchell (CM) (Scrutiny member)
Roy Derrick (RD) (Scrutiny member)
Stuart Booth-Roderick (SBR) (Scrutiny member)
Dani Green (DG) (Scrutiny member)

Paul Walsh (PW) (Group development director)
Laura Pictor (LP) (Involvement and communities manager)
Jasmine Dickson (JD) (Involvement and communities coordinator)
Angie Blackford (AB) (Involvement and communities facilitator)

Apologies:

Kelly Burns (KB) (Scrutiny member)
Dawn Cooper (DC) (Scrutiny member)

Speakers:

Eleanor Weston (EW) (Digital & social marketing executive)
Katie Perkins (KP) (Group research analyst)

1.	<p>Welcome, apologies and introductions</p> <p>SS opened the meeting by thanking everyone for coming and gave apologies from Kelly. Welcome to our new members, Dani & Dawn who joined the scrutiny team this October.</p> <p>Alan has stepped down from the team but may look to rejoin at a later date.</p>	SS
2.	<p>Q2 business meeting minutes July 23</p> <p>Scrutiny team reviewed the minutes from July 2023 business meeting, noting all actions have been completed.</p> <p>SBR gave his approval to sign off on the minutes. CM has received additional IT training – no issues with access to emails and SharePoint. Getting up to date with all emails and in regular contact with SS.</p>	SS
3.	<p>Together with Tenants update</p> <p>LP updated the group on the purpose and meaning of TWT. The beginning of each financial year the plan is put in place and reviewed and actioned quarterly.</p> <p>Noted updates include:</p> <ul style="list-style-type: none"> • Customer conversation is due to be carried in Oct 2024. • ASB – Update from neighbourhoods team. Recent internal audit (good result). ASB procedure on the website and what constitutes ASB clarification. • Update on delays with Horizon digital transformation project (including customer portal). It is due to a change in contractor. Areas are being sectioned out – 1st phase will be centred around ASB management. • Social housing decarbonisation project – grant funding from the government to review and update properties rated D and below by 2023. Customer engagement carried out by I&C team. • Complaints relating to repairs are the common theme in the housing sector and Selwood Housing mirrors this. 51% of complaints during first quarter were related to response repairs. 192 stage 1 complaints in 1st quarter (23 escalated to stage 2). 	LP
4.	<p>Executive Business update</p> <p>PW gave an overview on updates from the Executive team:</p> <ul style="list-style-type: none"> • Performance – reasonably well, complaints for repairs will be higher due to managing over 20,000 repairs. Issues with current grounds maintenance contract, we aim to find a more suitable contractor before end of winter season. • Shared ownership – hoping to exceed the target of 150 homes. 	PW

	<ul style="list-style-type: none"> • Economy – cost of living is causing pressure across the board. Costs are higher. Housing market is flat lining and interest rates have more than doubled. • Regulations – new consumer standards due to come in from 1st April 2024, Selwood Housing have most expectations already in place. • Expecting an update on Decent Home Standards from central government– waiting for rent settlement for next year. 	
5.	<p>Review 15 update – Customer communications</p> <p>EW gave our Scrutiny team an overview on the Customer communication project – Operational Communications (3 phases).</p> <p>Selwood Housing staff are being provided with customer letter templates and a guidance document based on scrutiny recommendations. Letter templates include a recommended layout, a highlight box for call to action, headings and bullet points. This is now in place.</p> <p>RD asked where these templates are kept and if it is easy for staff to access. EW explained that the documents are on the Selwood Housing intranet.</p> <p>DG asked if the letters are doubled sided. EW will check with iMail.</p> <p>SBR asked if there is a template for customer email communication. EW explained Selwood Housing do not currently use a template for emails. EW will note to review this in future.</p> <p>RD asked if Selwood Housing offer a paperless version. EW will speak to the communications team and find out more about the process. EW to provide an update on these actions before Q4 business meeting.</p> <p>Scrutiny team are satisfied with the progress on the Review 15 customer communications project. JD will add full update on review 15 to the Scrutiny SharePoint site.</p>	EW
6.	<p>Review 16 – Damp & Mould Service update</p> <p>LP to arrange a meeting with the specialist damp and mould team to update Scrutiny on the project. Will include an update on the customer journey, from reporting an issue to completion.</p> <p>RD asked if the specialist team could provide information on how well customer expectations are being met and how customers are being kept up to date.</p> <p>Scrutiny team received the action plan for their recommendations. Will monitor outstanding actions in Q4 business meeting.</p> <p>SRB & RD are working on customer survey questions. This will be sent to customers end of November 2023.</p>	LP
7.	Scrutiny Terms of reference	SS

	<p>Scrutiny team shared their comments on the current terms of reference.</p> <p>Noted areas for review include:</p> <ul style="list-style-type: none"> • Clarification that the Scrutiny team work as an independent group with the support of the I&C team when necessary. • LP informed the scrutiny team that the reference to internal auditors relates to whether an area of the business is being audited. • Reference to review methods to be added as an appendix. • Include a link to the whistleblowing policy <p>All points raised were initially agreed and approved by all. PW and LP to review and check with the Board if approval of change is required.</p>	
8.	<p>Customer satisfaction and Tenant satisfaction measures</p> <p>KP gave an overview on customer satisfaction ratings and the Q2 YTD ratings for tenant satisfaction measures.</p> <p>JD added all content on the Scrutiny information pack.</p>	KP
9.	<p>AOB & Close</p> <p>Tpas to provide 'Introduction to scrutiny' training to Scrutiny team members – Scrutiny to confirm proposed date.</p> <p>I&C team invited Scrutiny team to a 'Christmas cake & coffee morning' as a thank you for their work this year.</p> <p>Scrutiny informal team meeting on 1st November 2023 2.30pm. SBR to arrange survey questions (D&M).</p> <p>Next Q4 business meeting on Wednesday 14 February (10.30 – 13.00).</p>	SS