



**Scrutiny Q4 business meeting minutes & actions
Wednesday 14 February 2024 10.30 – 13.30**

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

In attendance:

- Sandie Smith (SS) (Chairperson)
- Roy Derrick (RD) (Vice chairperson)
- Kelly Burns (KB) (Scrutiny member)
- Stuart Booth-Roderick (SBR) (Scrutiny member)
- Clive Mitchell (CM) (Scrutiny member)

- Laura Pictor (LP) (Involvement and communities manager)
- Angie Blackford (AB) (Involvement and communities facilitator)
- Jasmine Dickson (JD) (Involvement and communities coordinator)

Apologies:

- Paul Walsh (PW) (Group development director)
- Katie Perkins (KP) (Group research analyst)

| | | |
|----|--|----|
| 1. | Welcome, apologies and introductions | SS |
| | SS opened the meeting by welcoming all and announcing RD as the elected vice chairperson. SS also welcomed back CM to the scrutiny team. SS gave apologies on behalf of PW and KP. | |
| 2. | Q3 business meeting minutes October 23 | SS |
| | <p>Ele from the marketing & communications team provided responses to outstanding actions:</p> <p>Are letters double sided? 'When sending from the office, yes double-sided is an option, however iMail it is not configured to print double-sided.'</p> <p>Do Selwood Housing offer a paperless version? 'Email is used as much as the customer would like. Sometimes there are items that need to be sent as hardcopies in the post, an example of this is notice of changes to rent.'</p> <p>SS and RD checked and approved last quarter's minutes.</p> | |
| 3. | Together with Tenants update | LP |
| | <p>Noted updates since last quarter include:</p> <ul style="list-style-type: none"> • Customer conversation project has been approved and plans to roll out the surveys in October 2024 | |

| | | |
|----|---|----|
| | <ul style="list-style-type: none"> • Involvement and Communities have begun the next policy review with customer engagement on the Tree policy. The next planned policy reviews are unacceptable behaviour policy and development new home procedure. • Q3 tenant satisfaction measures were completed in December 2023, 157 customers completed the survey. • The Horizon project (digital transformation) is still under review with the first phase beginning April 2024. • The social housing decarbonisation project is progressing as planned with the first phase completed and the second phase starting in February 2024. All work is due to be completed by April 2024. • On track to publish a summary of planned programmes in July / August 2024. • The Development team are on track to deliver more than 150 new homes by March 2024. • Complaints relating to repairs is the highest complaint in the sector and Selwood Housing mirror this. During the first quarter 51% of complaints related to response repairs and void repairs. • The customer complaints forum review 5 cases per quarter and rate our service out of 5.0. Overall, the scores range between 3.0 – 3.6. | |
| 4. | <p style="text-align: center;">Executive Business update</p> <p>LP gave an overview on updates from the executive team:</p> <ul style="list-style-type: none"> • Selwood Housing have renewed a contract with John O'Connor for grounds maintenance contractor. • New development project in Adderwell, Frome – 12 homes available. • Corporate plan agreed from April, the focus is on data collection, usage and storage. | LP |
| 5. | <p style="text-align: center;">Review 15 update – Customer communications</p> <p>Marketing and communications team provided the scrutiny team with a written update on this project:</p> <ul style="list-style-type: none"> • Phase 1 and 2 are complete, with phase 3 in progress. • Communication champions have been selected from each team at Selwood Housing with training to be distributed in February 2024. These champions will advocate excellent communication with our customers. | LP |
| 6. | <p style="text-align: center;">Customer satisfaction and Tenant satisfaction measures</p> <p>The scrutiny team were given a presentation on the customer satisfaction statistics and the tenant satisfaction measure figures (from April 2023 to present date)</p> | LP |
| 7. | <p style="text-align: center;">Scrutiny governance papers</p> <p>The scrutiny terms of reference is under review and is awaiting a date to be presented to the Board.</p> | LP |
| 8. | <p style="text-align: center;">Review 16 – Damp & Mould Service update</p> | SS |

| | | |
|-----|--|----|
| | <p>SS completed 10 customer phone interviews on 06/02/24. RD and CM have begun writing the report and will share the first draft on SharePoint by 18/02.</p> <p>Meeting dates have been set to review the report.</p> | |
| 9. | <p style="text-align: center;">Review 17</p> <p>The team discussed ideas on the next service to review. Selwood Housing customers can suggest a service through the Involvement and Communities customer newsletter.</p> <p>The team will finalise the chosen service in March 2024.</p> | SS |
| 10. | <p style="text-align: center;">AOB & Close</p> <ul style="list-style-type: none"> • The team have been invited to lunch by Barry (CEO of Selwood Housing) and Sheila (Board chairperson). • Next business meeting on Wednesday 10th April 2024, 10.30 – 13.00. • The scrutiny team are planning to attend Tpas conferences this year including a national scrutiny conference. • LP and SS to arrange annual reviews with each member of the team. | SS |

Upcoming meeting dates:

Wednesday 10 April 2024 10.30 – 13.00

Wednesday 17 July 2024 13.00 – 16.30