



**Scrutiny Q1 business meeting minutes & actions**

**Wednesday 10 April 2024 10:30-13:30**

Oak board room, Selwood Housing office

Bryer Ash business park, BA14 8RT

In attendance:

Sandie Smith (SS)

Roy Derrick (RD)

Clive Mitchell (CM)

Stuart Booth-Roderick (SBR)

Kelly Burns (KB)

Laura Pictor (LP) Group customer involvement and communities manager

Jasmine Dickson (JD) Customer involvement and communities coordinator

Angela Blackford (AB) Customer involvement and communities facilitator

Paul Walsh (PW) Group development director

Katie Perkins (KP) Group research analyst

Eleanor Weston (EW) Digital and social marketing executive

1.	<u>Welcome, apologies and introductions</u> SS opened the meeting and welcomed all in attendance.	SS
2.	<u>Q4 meeting minutes (February 2024)</u> Terms of reference will be going to Board in December for review and approval. All minutes for Q4 meeting was approved by the scrutiny team.	SS
3.	<u>Executive business update</u> PW gave an overview of Selwood Housing’s performance at end of the financial year. Based on the figures from the end of February, Selwood Housing is demonstrating a solid performance despite it being a challenging year for the sector.	PW

	<ul style="list-style-type: none"> <li>• Satisfied with the tenant satisfaction measures and customer satisfaction statistics (from Rant &amp; Rave) for 2023-2024.</li> <li>• 171 new build homes built this year (target was 150)</li> <li>• Exceeded target on kitchen replacements for the year</li> <li>• New consumer standards in place from April 2024 – a gap analysis is currently being worked on</li> <li>• New decent homes standard in consultation – due to be in place end of this year/beginning of 2025.</li> <li>• Inflation is steady</li> <li>• Local authority partners are ‘feeling the squeeze’ of the economy, this will affect our costs and services</li> <li>• Selwood Housing will be supporting the National Housing Foundation campaign #PlanForHousing. For more details, click this link: <a href="#">National Housing Federation - #PlanForHousing</a></li> </ul>	
4.	<p><u>Brief on Selwood Housing’s project approval process</u></p> <p>PW gave an overview on the project approval process for Selwood Housing. He gave an understanding on the key challenges and expectations from the regulator of social housing (including the wider government agenda) that make it difficult to meet our targets. PW explained how our portfolio board govern each project, how they score and rank each project by priority and how we learn from each project to keep our processes successful. Following a review by the Scrutiny team, their recommendations will create a project that will then be submitted to the portfolio board.</p>	PW
5.	<p><u>Review 15 customer communications</u></p> <p>EW gave an update on the project created from the scrutiny review into customer communication in 2022.</p> <ul style="list-style-type: none"> <li>• Communication champions have been chosen from each team within Selwood Housing. They are receiving training from our communications team and will have ongoing support from the team thereafter.</li> <li>• The project is moving to the final phase to provide staff with updated communications training, including Plain English.</li> </ul> <p>RD: Are operatives trained/given support in customer service training? Do you have a customer service standard? <b>ACTION:</b> EW to check in with community champions and JD to follow up with learning and development team. <b>ACTION:</b> Scrutiny team to provide feedback on this review to our communications team:</p> <ul style="list-style-type: none"> <li>• Do you think the project has been a success?</li> </ul>	EW

	<ul style="list-style-type: none"> <li>Do you feel your recommendations have been actioned?</li> </ul>	
6.	<p><u>Customer satisfaction and tenant satisfaction measures</u></p> <p>KP gave an overview on the customer satisfaction statistics and tenant satisfaction measures figures produced at the end of this financial year. The scrutiny team are given a copy of these figures in their information packs.</p> <ul style="list-style-type: none"> <li>Overall customer satisfaction figures are good, these are compared to other housing associations on Housemark and show we are performing well</li> <li>2513 customers completed a survey on our repairs service throughout 2023-2024 and 91% rated it 4 or 5 out of 5</li> <li>Grounds maintenance figures are from a perception survey and out of 398 customers, 46% rated the service 4 or 5 out of 5. This service is provided by a contractor and Selwood Housing are monitoring this performance rate.</li> <li>The figures from the tenant satisfaction measures survey (TSM) for 2023-2024 have been reported. The overall satisfaction figure is 84%. Our results will be submitted to the regulator of social housing by end of June.</li> <li>The next TSM survey will include additional questions on complaint handling, and this will be carried out by telephone calls from an external provider, Acuity in May/June.</li> </ul> <p>KP suggested a scrutiny review focused on communal areas or caretaking.  <b>ACTION:</b> SS to note this for future scope planning.</p>	KP
7.	<p><u>Review 17 asset management strategy</u></p> <p>Scrutiny team are pleased with the presentation given by Verena (Group operations director), Liz (Asset manager) and Nathan (Head of programme delivery) on the asset management strategy. Next meeting date booked in for follow up presentation on chosen subject area. Dates and times for each workshop have been set and invitations sent to customers. Requested documents have been shared to scrutiny members on their SharePoint site. Attendance from each scrutiny member has been confirmed, waiting on one member.  <b>ACTION:</b> SS to follow up with SBR.</p>	SS
8.	<p><u>Together with tenants 2024-2025</u></p>	LP

	<p>The Together with Tenants is an initiative to help strengthen the relationship between residents and housing association landlords. Our action plan has been updated for 2024-2025. LP gave an overview and made these key notes:</p> <ul style="list-style-type: none"> <li>• Involvement and communities team are hosting a 'thank you' lunch to acknowledge our customers who have volunteered their time with us during 2023.</li> <li>• Customer conversation is in planning process, due to be carried out in October 2024.</li> <li>• Year 2 for the Decarbonisation project has begun with work being carried out on tenant's homes to improve their energy efficiency.</li> <li>• Warminster rehousing project update – just under half of our customers have been matched to new properties. Our neighbourhood team will be visiting the remaining customers to offer our support and update them.</li> <li>• The complaints team has expanded to include a new complaints specialist.</li> </ul>	
9.	<p>AOB &amp; Close</p> <p>Tpas south-west event on 22 May  Volunteer lunch on 6 June – invites will be sent in May  Next business meeting date: Wednesday 17 July 13:00 – 16:30  Annual 1-2-1s booked with each scrutiny member  <b>ACTION:</b> LP to book in with SBR</p>	SS

Upcoming meeting dates:

Q2 business meeting - Wednesday 17 July 2024 13:00 - 16:30 at Selwood Housing office, Bryer Ash business park