

# Together with Tenants:2024-2025 Action Plan

*Strengthening relationships between housing associations and residents*



## Commitments:

*Housing associations that adopt the Together with Tenants charter are making six commitments:*

1. **Relationships:** Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.
2. **Communication:** Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
3. **Voice and influence:** Housing associations will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.
4. **Accountability:** Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.
5. **Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.
6. **When things go wrong:** Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

[National Housing Federation - Together with tenants](https://www.housing.org.uk/TogetherWithTenants)

## Action Plan:

<b>Relationships</b>			
<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
1.a	Customer involvement & communities' strategy, involvement offer, and service standard statement.	Use our customer involvement & communities' strategy, involvement offer and service standards to inform our work and publish an updated set of documents for 2025-2028	Published on website and used to inform work. Due for update to start in Q3.
1.b	Value, support and develop our volunteers.	Hold sessions/events to acknowledge the work of customers who volunteer for us and promote their contributions through our communications.	Thank-you event scheduled for all our volunteers on 6th June during volunteers' week. CEO to also attend.
1.c	Value, support and develop our volunteers.	Provide support and training to the scrutiny team and other involved customers through access to TPAS and other training providers.	Training offered to all members. Chair has taken up this offer on several courses. All scrutiny are members of TPAS so can use the Connect forum and access online information. Sharepoint & basic ICT training provided. Scrutiny can access L&D team training courses.
1.d	Ensure Scrutiny are informed of high-level business notices.	Provide updates from the executive committee meetings at Scrutiny quarterly business meetings.	To be delivered at April meeting.
1.e	Ensure all changes to customer-facing services and policy reviews include customer involvement.	Engage with teams across the business to develop involvement opportunities for each service/policy change.	Currently working with Contracts Manager and Grounds Maintenance on Tree Policy; Sheltered Housing & Complaints team on Unacceptable Behaviour Policy, Group Director on Asset Management; Contracts Manager on Decarb Project; Lettings & Neighbourhoods on Rehousing Warminster Project.

1.f	Selwood values - developed by staff - and accompanying behaviours guide to set out how we work.	Annual Living the Value awards (LTVA) promote and reward these values and behaviours in staff.	LTVA launched in March for staff to make nominations, promoted in weekly update to all staff, encouraging nominations across the business accepted until 26th April. Individual and Team awards related to each value. Winners to be announced at staff event in June. Additional staff award that is based on customer feedback from Rant & Rave data over the last year.
1.g	Keep customers updated in developments of Horizon, Dynamics and the customer portal.	Quarterly update on progress of Phase 1	Following a period of re-planning, Board have approved the updated business case and roadmap for phase 1. In a change of approach, phase 1 will now be delivered iteratively between now and December 2025. Phase 2 will then follow. The first process to go-live will be tenancy sustainment in late Spring 2024. Portal development for phase 1 will focus on the lettings process, with other functionality being deferred. Portal work on lettings will restart from Autumn 2024.

<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
2.a	Regular communication with all customers on key notices and features that customers have told us are priorities through Customer Conversation 2021.	Monthly customer newsletter sent via email or post to all customers. Up to date website and regular posts on social media.	Monthly customer newsletter sent in January, February, March. Topical articles on Damp & Mould, repairs, rent review and safety in the home and cost of living.
2.b	Promote involvement opportunities and outcomes to customers.	Monthly Involvement & Communities mailout sent to all customers who have requested further information on involvement opportunities.	Sent on 26th March: survey on Unacceptable Behaviour Policy; Invite to Asset Management Scrutiny workshop; promotion of Ombudsman residents' panel.
2.c	Promote involvement opportunities and outcomes to customers.	Results, feedback and outcomes - you said, we did - of all involvement opportunities published through mailout and I&C website pages.	Outcome of latest involvement work (Unacceptable Behaviour Policy review) due to be published in April I&C mailout and on website.
2.d	Promote Stronger Communities Fund to local communities and enable groups to apply for funding.	Promotion of Stronger Communities Funding through website, social media, customer newsletter and mailout and external channels.	Fund open during March & April for Q1 funding, promoted on website and socials. Promotion of spend on 2023-2024 projects planned for April I&C mailout.
2.e	Promote Stronger Communities Fund to local communities and enable groups to apply for funding.	Support local communities to apply for grants through simple application system and good communication throughout process.	Simple, clear process, all details on website with new links to other grants available locally for match-funding.

## **Voice & Influence**

<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
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3.a	Customer representation on Board - three of nine places reserved for customers.	Three customers currently on Board and vacancies advertised when they arise.	Currently 3 customers on Board.
3.b	Scrutiny team empowered to carry out their function and have a voice.	Scrutiny team of volunteer customers conduct reviews into services and performance.	Scrutiny working on review #16 report into Damp & Mould and starting to plan review #17.
3.c	Scrutiny team empowered to carry out their function and have a voice.	Scrutiny attend Board meetings on completion of reviews to present their reports.	Scheduled for July if Review #16 report complete.
3.d	Scrutiny team empowered to carry out their function and have a voice.	Monitor and complete all actions agreed from scrutiny review #15 into Operational Communications	Currently 11 comms champions, just 2 areas - Compliance and Programme Delivery – that haven't put forward a volunteer yet. L&D completed first draft of comms training which will be compulsory for certain teams and optional for others, planned April roll out of training, comms rep will sit in on first training sessions, plus quarterly comms lunch & learn session will include the training. Ele will attend scrutiny business meeting on Weds 10th April to update and get feedback, then there will then be a final steer co just after that in April.
3.e	Scrutiny team empowered to carry out their function and have a voice.	Monitor and complete all actions agreed from scrutiny review #16 into Damp & Mould	Report completed due to go to next Board meeting.
3.f	Scrutiny team empowered to carry out their function and have a voice.	Monitor and complete all actions agreed from scrutiny review #17 into Asset Management	Initial briefing to be held on 4/4/24.
3.g	Together with Tenants charter and action plan.	Scrutiny team input into the annual revision of the commitments and actions of the TWT action plan.	Prior to and at April meeting.

3.h	Customer conversation conducted every three years to inform service delivery.	Carry out customer conversation in October 2024 and publish all findings.	PID approved, survey being drafted, and questions agreed.
3.i	Customer conversation conducted every three years to inform service delivery.	Use customer conversation outcomes to update and guide future decisions and service delivery - keep customers updated.	CC21 informed current strategy and CC24 will be used to inform update in Q3&Q4.
3.j	Involve customers in the development of the customer portal.	Involve customers in playback session of lettings part of portal, forecast for Autumn 2024	Mutual Exchange functionality won't now be delivered in this phase so customer insight sessions will not be required. A Playback session for Lettings will be booked in once the Lettings process has been built. The plan for this stage of the project has not been built yet, so we don't know exact dates just yet.
3.k	Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email	Use Rant & Rave real time data to respond to specific, individual issues promptly	Low score alert notifications forwarded to relevant teams for follow up with individual customers where appropriate.
3.l	Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email	Share Rant & Rave aggregate data with relevant service heads so that it can be used to inform decisions on service improvements	Quarterly R&R reports and insights provided to teams. Team leaders responsible for using the info, along with other info (e.g. costs and staff capacity), to inform improvement action plans. Additional customer complaints specialist role recruited to improve complaints handling process.
3.m	Customers provided with range of opportunities to get involved and feedback used to influence decision making and improve our services.	Involve customers in all customer-facing policy creations and renewals throughout the year including Tree Policy; Unacceptable Behaviour Policy; Mobility Scooter Policy; Tenancy Fraud	Tree Policy digital review in February by 4 customers then follow on survey completed by 23, feedback taken on board and changes made. Focus Group held in March on new Unacceptable

		Policy; Domestic Abuse Policy; Empty Homes Policy; Fencing & Boundaries Policy	Behaviour Policy attended by 6 customers and follow on survey sent in March I&C mailout.
3.n	Customers provided with range of opportunities to get involved and feedback used to influence decision making and improve our services.	Creation and support of a Sheltered Housing Forum.	Invites sent to all sheltered customers in March. So far 8 expressions of interest returned.

<b>Accountability</b>			
<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
4.a	Transparency of decision-making, governance, finance and performance.	Board AGM minutes published on website published annually in November	<a href="#">Draft-minutes-of-of-Annual-General-Meeting-2023.pdf (selwoodhousing.com)</a>
4.b	Transparency of decision-making, governance, finance and performance.	Annual financial report published online annually in July.	<a href="#">Financial statements - Selwood Housing</a>
4.c	Transparency of decision-making, governance, finance and performance.	Environmental, Social and Governance report published on website annually in June	<a href="#">ESG report year ending March 2023 (selwoodhousing.com)</a>
4.d	Transparency of decision-making, governance, finance and performance.	Annual performance report for customers published on website and shared in customer newsletter in September	<a href="#">Review our performance in 2022/23 - Selwood Housing</a>
4.e	Transparency of customer involvement.	Involvement & Communities' team annual report published on website and shared through Involvement & Communities mailout.	Link on web (to be added by end Q1).
4.f	Transparency of Stronger Communities Funding.	Policy and published on website with all criteria clearly detailed.	Published on website.
4.g	Transparency of Stronger Communities Funding.	Quarterly publication of projects funded and promotion of project outcomes.	Published on website and socials.
4.h	Transparency of Stronger Communities Funding.	Publication of annual Stronger Communities Fund spend.	2023-2024 to be published in I&C mailout in April and on website.

4.i	Transparency of spend of Development Homes England grant funded schemes over £500.	Development Homes England grant funded schemes published online for spend over £500.	To be updated.
4.j	Publish the Scrutiny team's findings to all customers.	Scrutiny team's review reports published on website and promoted through mailout.	Review #16 report completed, to be presented to Board in July.
4.k	Publish the Scrutiny team's findings to all customers.	Scrutiny Chair's annual report published on website and promoted through mailout.	Due at July Board.
4.l	Together with Tenants charter and action plan.	Scrutiny team monitor and challenge the commitments and actions of the TWT action plan at their quarterly business meetings.	
4.m	Whistle blowing policy for staff and customers.	Reviewed whistle blowing policy promoted to all staff and customers and published online.	In place.
4.n	Independent Tenant Satisfaction perception surveys conducted quarterly, in line with regulatory TSM requirements.	Monitor and publish quarterly results from Tenant Satisfaction Measure surveys	Q3 TSM results published in March newsletter/website/ social media. Q4 survey has now concluded and report from Acuity will be available after 5 <sup>th</sup> April. Results are available to relevant staff on the Acuity portal.
4.o	Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email	Monitor and publish high-level results and stories from Rant & Rave customer surveys	Repairs results and stories in recent newsletter/website/ social media, articles on other business areas to follow in future.

## Quality

Ref	Commitments	Actions	Progress
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5.a	Plans to deliver 1,700 new, affordable local homes by 2033.	Number of locally affordable homes built against target of 150 during 2024/25	148 new homes completed at end of Feb, forecast this will rise to 165-170 by end of March.
5.b	Plans to deliver 1,700 new, affordable local homes by 2033.	Number of locally affordable new homes started	Completed 171 homes in 2023/24, aim to deliver 150 homes in 2024/25 and 170 plus in 205/26. We have nine schemes in our pipeline for a further 200 homes.
5.c	Selwood Housing Decent Homes Standard monitored.	Annual report	To be provided by early May.
5.d	Asset management strategy published 2022 included target of EPC C+ rating for all homes by 2030.	Annual report	To be provided by early May.
5.e	Publish quarterly details of performance against targets on all planned improvement programmes	Report to GDAC quarterly on work completed against targets and updates to forecasted works.	Planned programmes delivered against target (in brackets) during 23-24: Windows 190 (203) External Doors 83 (136) Domestic roofs 137 (143) Facias & soffits 42 (250) Kitchens 328 (318) Bathrooms 58 (62) Loft & cavity wall insulation 184 (230)
5.f	Publish details of the progress of the Social Housing de Carbon Fund project	Number of properties to have undergone completed works and raised EPC level to C+	This is a new workstream to the sector and is part of the journey to Net Zero by 2050. The first milestone is to ensure that all our properties are SAP band of C or above. A Government grant would fund 40% of this work if the property started below a band C and the upgrades bring it above. This grant is accessed through WECA, who act as the regional agent for the Department for Levelling up, housing

			and communities. Upgrades 36 delivered to date against end of year target of 78.
5.g	Continue resident engagement throughout de carbon project to support customers through the works	Update on resident engagement methods from customer liaison officer and I&C team	Reviewed option of Community Champions but insurance and safeguarding barriers so planning pictorial info sheets and short videos plus extra drop-in sessions for end of Q2, early Q3 ahead of heating season.
5.h	Promote work on neighbourhood management, specifically tackling ASB, with regular news features in the customer newsletter and on website	Update quarterly	The Selwood website has been reviewed to ensure our ASB content, advice and guidance is up to date, including some examples of positive customer feedback. During March 2024 we shared a website article from Mike Grizzell (Neighbourhood Manager) in support of National Careers Week 2024. This incorporated Mike's approach to supporting vulnerable customers and tackling ASB, working in partnership with agencies such as the local authority and the police. We also provided a customer update on ASB in October 2023.
5.i	Create more efficient housing management system by moving over to Dynamics from QL.	Update quarterly on progress of Phase 1 which includes Tenancy Sustainment case management; Domestic Abuse recording; Safeguarding recording, reporting and monitoring; ASB case management and recording of tenancy breaches	Selwood Housing will be implementing Microsoft Dynamics as the replacement Housing Management system, over several different phases. Our approach to Anti-Social Behaviour reporting and case management has been identified for 'go live' in Dynamics during August 2024. We've recently reviewed the ASB requirements and reporting, which has been signed off for development. We

			are working with Business Analysts and ICT colleagues to complete User Acceptance Testing for ASB case management in Dynamics. A programme of training is being put in place to support colleagues as part of the mobilisation plan.
5.j	Smooth and timely transition for the 42 households identified in the Warminster Rehousing Project, addressing housing needs and providing support through the process	Quarterly progress update on rehousing of 42 households in tranches 1, 2 and 3.	All customers affected have been visited. 42 home visits and housing needs assessments (HNA's) completed (out of 42 households). A project initiation document (PID) for the rehousing phase from March 2024 to March 2025, approved at Portfolio Board on Tues 19/03/24. Potential rehousing options identified for all but x2 households in the priority block at Alcock Crest. Aim to vacate this first block by September 2024. Three tenancy sign ups completed as of the end of March 2024, with second viewings arranged when required and customers supported when moving home.
5.k	Smooth and timely transition for the 42 households identified in the Warminster Rehousing Project, addressing housing needs and providing support through the process	Quarterly progress update on support provided to customers by the Warminster Rehousing Project	Letters hand delivered on Mon 22/01/24 to inform customers of the planned rehousing project and the underlying reasons supporting demolition of the x3 blocks at Warminster (x2 at Alcock Crest & x1 at Westleigh). Customers provided with information and guidance on Homeless and disturbance payments, alongside a Frequently Asked Questions document (FAQ's). A dedicated website page,

			<p>phone number and email address set up to support customers with communication. 2x drop in sessions completed at the Warminster Civic Centre on Weds 24/01/24 &amp; Fri 26/01/24. Local authority attendance and support - 18 households attended the drop in sessions (with NOK &amp; advocates). Cllr Jackson attended one of the sessions and provided positive feedback. Drop in sessions at Cobbett House weekly Weds 2pm-4pm. Update provided to Warminster Town Council during March 2024. Updated comms being sent to stakeholders and local Cllrs. 2<sup>nd</sup> round of customer letters sent March 2024 including updated FAQ's. Letter drafted to be hand deliver to residents in the locality of the blocks – for information purposes for the wider community. 2<sup>nd</sup> round of home visits scheduled for wc 22<sup>nd</sup> April 2024 to maintain engagement and support for customers.</p>
5.1	Carry out 5-year Priority Neighbourhoods' Project across our communities.	Carry out review and provide feedback to customers on the 2023 project on Westbury & Warminster	<p>Following the completion of the Priority Neighbourhoods Project in Warminster and Westbury at the end of 2023, the respective Project Teams have reviewed the outcomes of local initiatives and community engagement. This is being summarised in a 'You Said We Did' overview for both Priority Neighbourhood Areas. On completion</p>

			these will be updated on the Selwood website Priority Neighbourhoods page.
5.m	Carry out 5-year Priority Neighbourhoods' Project across our communities.	Use Customer Conversation 2024 to inform the plans for 2025 Priority Neighbourhoods' project	The Community Conversation that Community Involvement colleagues will be leading on later this year, will be the starting point for our next Priority Neighbourhoods Project(s). We will be able to listen to customer feedback and analyse the responses to understand local priorities. Following this the project teams will be set up in the period from Jan 2025, to start the next Priority Neighbourhoods Project in April 2025 for the year ahead.

### When things go wrong

Ref	Commitments	Actions	Progress
6.a	Adopted the Housing Ombudsman Complaints Code.	Complete Housing Ombudsman code self-assessment annually and publish results on website.	Going to board end of March to be published in April.
6.b	New system in place to deal with customer complaints, in line with Ombudsman.	Increase complaints team to give capacity to make proactive calls to check satisfaction at end of complaints.	New F/T team member recruited in March 2024.
6.c	New system in place to deal with customer complaints, in line with Ombudsman.	Regular staff training provided to managers using the modules from the Housing Ombudsman including updated training in line with Ombudsman's new code.	Training to be rolled out to complaints staff and case managers.
6.d	Complaints Forum created from customer volunteers to review staff management of complaints.	Customer complaint forum will be informed and supported to meet quarterly and to review anonymised complaints and their outcomes.	Complaints forum due to meet in June.

6.e	Complaints Forum created from customer volunteers to review staff management of complaints.	Customer complaint forum reports to be published quarterly on website	Reports to be written for last 2 forums and published on website.
6.f	Complaints system is straight-forward and promoted to customers.	Complaints process to be regularly promoted in customer newsletter and process detailed clearly on website	New Policy and procedure have been added to the website. Plan has been agreed with comms team to ensure that regular we regularly promote the complaints process and provide relevant information relating to complaints. March update included ref to the Housing Ombudsman Resident Panel.
6.g	Transparency of customer feedback on complaints	Learning outcomes of complaints to be shared 6-monthly in customer newsletter	To be included with this year's comms plan to customers.
6.h	Transparency of customer feedback on complaints	Annual reports on complaints to be published including Board report and Customer Annual report.	The complaints board report for 22/23 is published on our website.

<b>Scrutiny monitoring quarter 1</b>		
<b>Ref</b>	<b>Questions/Comments</b>	<b>Response</b>
	Please number the commitments on front page	Accepted and document amended

<b>Scrutiny monitoring quarter 2</b>		
<b>Ref</b>	<b>Questions/Comments</b>	<b>Response</b>

<b>Scrutiny monitoring quarter 3</b>		
<b>Ref</b>	<b>Questions/Comments</b>	<b>Response</b>

<b>Scrutiny monitoring quarter 4</b>		
<b>Ref</b>	<b>Questions/Comments</b>	<b>Response</b>