



## Scrutiny Q2 Business Meeting

Wednesday 30 July 2025 10:30 – 13:00

Selwood Housing office, Bryer Ash business park

### Members present:

Sandie Smith (SS)  
Roy Derrick (RD)  
Asma Bakali-Laughton (ABL)  
Mary Firth (MF)  
Hazel Brooks (HB)  
Jenni Jones (JJ) – observer  
Merfyn Jones (MJ) - observer

### In attendance:

Laura Pictor (LP) – Group customer involvement manager  
Jasmine Dickson (JD) – Customer involvement coordinator  
Angie Blackford (AB) – Customer involvement facilitator  
Paul Walsh (PW) – Group development director  
Emma Trapmore (ET) - Senior data analyst  
Marc Robins (MR) – Income and lettings manager  
Joe Frost (JF) – Junior data analyst

1.	<b>Welcome, introductions and apologies</b>  SS welcomed attendees and noted apologies for absences from David and Stuart. JJ and MJ introduced themselves as potential new scrutiny members and observers of the meeting.	Sandie
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2.	<p><b>Q1 business meeting minutes</b></p> <p>All scrutiny members in attendance gave their approval on last quarter's minutes.</p>	Sandie
3.	<p><b>Executive business update</b></p> <p>Social housing sector update:</p> <ul style="list-style-type: none"> <li>- PW provided an overview of government investment in affordable housing (£39 billion over 10 years), planning reforms, and the impact of high interest rates and inflation on housing associations' ability to invest in new homes.</li> <li>- The West Ashton extension in Trowbridge received outline planning approval, with £55 million investment in local infrastructure.</li> <li>- Government targets and standards for housing associations were discussed, including energy efficiency and the Decent Home Standard.</li> <li>- Awaab's Law is due to be in force from October 2025. Plans in place for Selwood Housing to be ready.</li> </ul> <p>Selwood Housing board approvals:</p> <ul style="list-style-type: none"> <li>- The targets were agreed for this coming year and will remain the same as previous year. We benchmark ourselves against the national median.</li> <li>- Customer involvement strategy approved</li> <li>- Complaints annual report approved</li> </ul> <p>Development and infrastructure:</p> <ul style="list-style-type: none"> <li>- The development program aims to increase from 150 to 175 homes, with a target to return to 200 homes per year, depending on board approval.</li> <li>- No explicit government targets for the number of homes to be built by medium-sized associations, but expectations are set by the regulator.</li> <li>- Discussion on requirements for housing associations to contribute to local infrastructure (schools, etc.) when developing or purchasing new homes. If we develop, then Selwood Housing need to invest.</li> </ul>	Paul

	<ul style="list-style-type: none"> <li>- Three main ways Selwood Housing acquires properties: direct development, purchasing land, or buying from developers.</li> <li>- About 10% of newly built homes must meet accessibility standards (e.g., wider doors, wet rooms).</li> </ul>	
4.	<p><b>Together with tenants</b></p> <p>LP gave an overview to scrutiny team about the action plan and quarterly updates for the National Housing Federation's "Together with Tenants" commitments, with each team member responsible for monitoring progress on specific commitments.</p> <ul style="list-style-type: none"> <li>- Updates provided on Warminster rehousing projects, financial statements, ESG reports, and customer annual reports.</li> <li>- Dynamics project 1a &amp; 1b launched – 1c due to launch later in the year, however it may be delayed due to software updates.</li> </ul>	Laura
5.	<p><b>Customer satisfaction and tenant satisfaction measures</b></p> <p>ET presented the customer satisfaction dashboard which will be updated every quarter by the business performance and insight team, so that the scrutiny team are able to self-serve on the customer satisfaction results. The dashboard includes satisfaction percentages, the number of respondents for each category, tenant satisfaction figures and development statistics on shared ownership homes.</p> <ul style="list-style-type: none"> <li>- The overall satisfaction for Q1 was 89%, showing a 4% increase from the previous quarter.</li> <li>- The provision of safe homes had a satisfaction rate of 90%.</li> <li>- Treating residents fairly and with respect and keeping residents informed both had the highest satisfaction rating of 94%.</li> </ul>	Emma & Joe

	<ul style="list-style-type: none"> <li>- Discussion on the potential impact of merging sheltered and general needs caretaking on satisfaction figures. It was suggested that the merger might skew the figures and recommended keeping an eye on the trends.</li> </ul>	
6.	<p><b>Review #18 general needs caretaking service</b></p> <ul style="list-style-type: none"> <li>- Currently on track</li> <li>- The team recently carried out site visits to observe caretakers. They spoke with a customer who shared praise for Selwood Housing and our caretaking team.</li> <li>- MF to update review plan</li> <li>- Customer survey results are in, and the team are due to carry out phone interviews with customers next week.</li> <li>- Scheduled to start drafting the report in early August.</li> </ul>	Scrutiny Team
7.	<p><b>Equality, diversity and inclusion (EDI) project update</b></p> <p>MR provided an update on the project, explaining the importance of collecting meaningful customer information and the role of the new housing management system, Dynamics. He discussed the challenges and plans for maintaining and updating customer data.</p> <ul style="list-style-type: none"> <li>- The new housing management system, Dynamics, will securely store sensitive personal information and ensure it is kept up to date. This system will allow for better data management and compliance with data protection principles.</li> <li>- Will comply with the Equalities Act, the Housing Ombudsman service and the Regulator of Social Housing requirements. The data will help in understanding customer needs and providing better services.</li> <li>- Discussion on the importance of collecting and maintaining customer data, including protected characteristics and hidden disabilities. MR mentioned the potential touchpoints for collecting this information and the need for appropriate communication with customers, for example, the use of a self-service customer portal.</li> </ul>	Marc

8.	<p><b>AOB</b></p> <p>AB invited the scrutiny team to participate in the upcoming focus groups on our response to Awaab's Law scheduled for September 2025.</p> <p>HB gave the team a brief overview on her experience attending the Tpas National Tenant Conference earlier this month. HB to share her report on SharePoint.</p> <p>JD invited the scrutiny team to express their interest in attending the Tpas Scrutiny conference in October 2025.</p> <p>LP invited each member of the team to an informal review.</p> <p>Next business meeting scheduled for: Wednesday 22 October 2025 10.30 – 13.00 at Selwood Housing office, Trowbridge</p>	Sandie
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