

# Customer Scrutiny Team Annual Report 2025–2026

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## Overview

The past year has been another productive one for the scrutiny team. We have continued to build on the strong foundations established previously, further developing our skills, confidence, and independence as individuals and as a team.

We now have a well-established and supportive group that works collaboratively, with members contributing ideas, insight, and challenge. Over the year, the team has become more confident in leading reviews and working independently, while still benefitting from the support of staff where needed.

We have continued to strengthen our relationships across Selwood Housing, working in partnership to improve services for customers.

## Our Reviews

We have completed two scrutiny reviews during the year on the caretaking service for general needs homes and the empty homes service (voids). We applied a structured but flexible approach to these reviews, including the use of shadowing staff, survey information, and call backs to customers. Each review included gathering evidence, analysing data, and identifying opportunities for improvement.



Our reviews resulted in recommendations shared with management and the Board of Directors, focusing on improving service delivery, communication, and customer experience. The progress of these reviews continues to be monitored, with several recommendations already completed and others due to be implemented.



## Together with Tenants



The customer scrutiny team continues to act on behalf of customers, assisting Selwood Housing's legal obligations to consult tenants, which is done through the National Housing Federation's Together with Tenants charter.

We receive regular updates and review progress through quarterly meetings, ensuring the customer voice remains central to service delivery. This includes reviewing equality, diversity and inclusion commitments to ensure services are fair and accessible.

## Working in Partnership

Over the past year, we have strengthened partnership working across Selwood Housing. Staff have been open and willing to share information and data, supporting effective scrutiny. This collaborative approach ensures reviews are meaningful and recommendations are practical.

Before stepping down in May, Selwood Housing's former Chief Executive, Barry Hughes, shared the following:

*“As I reflect on my time at Selwood Housing, one of the things I can see that has genuinely made a difference to how we work is the customer scrutiny team. Since they were first formed, they have always worked well and struck the difficult balance between recognising good performance whilst also raising issues when necessary. The reviews they have done over the years have led directly to numerous improvements in our services to customers.*

*I would like to thank the team for all for their hard work, they have established themselves as a key part of the success of Selwood Housing and we would not be the same without them”*

During 2025, multiple members of the scrutiny team attended Tpas conferences, including the south regional conference, the national tenant conference and the scrutiny conference.

Mary, Hazel and Asma attended the south regional conference and had this to say: “the conference was both informative and energising — a great opportunity to connect with like-minded individuals who are equally passionate about tenant engagement.”.

Sandie, our chairperson, was nominated by the customer involvement team as their ‘Engagement Hero’ and received a certificate at the south regional conference for her invaluable and long-standing contribution to tenant engagement.



## **Customer Involvement**

Customer involvement remains at the heart of what we do. We thank all customers who have contributed through surveys, workshops, and focus groups. Their input is vital in shaping our work.

We thank all customer scrutiny team members for their commitment over the past year. The team continues to grow and provide a supportive environment for new members.

We also thank the Selwood Housing staff for their ongoing support and collaboration and particularly, the customer involvement and communities team.

### **Contact**

If you would like to suggest a review topic or get involved, please contact: [makeadifference@selwoodhousing.com](mailto:makeadifference@selwoodhousing.com)

***The Customer Scrutiny Team, March 2026***