

Customer involvement Learning and development policy and procedure review



August 2026



8 customers reviewed this policy and procedure



7 Customer recommendations



Manager's summary

We were pleased to hear that our customers found the policy and procedure to be clear, fit for purpose and responsive to customer feedback from an earlier focus group around staff competency and conduct.

Key questions:

What does 'CIH' mean? - Chartered Institute of Housing

The policy states regular meetings, how often is regular? - Individual employee and team meetings take place monthly.

Continue reading to find out what our customers said,
and how we will action their recommendations.

If you would like further information on this focus group,
please email: makeadifference@selwoodhousing.com



You said...

- A change in tone could improve the reader experience.
Suggestion: Include a friendlier covering note before the policy moves into a more formal tone.
- It was felt that the policy was a little too long.
- Make sure all acronyms are clearly explained.
- Phrases including 'such as' need clearer explanation.
- Wording like 'regular' needs more clarity.
- Include the words competency and conduct in the title.
- Record that customer involvement has helped develop this policy and procedure, and noted in the decision-making record.
- Question: Will new starters be given a copy of this policy?
- Question: Would there be opportunities for customers to observe staff training sessions?



We did...

- We have noted the point raised around the tone, and will look at options to improve this.
- We are reviewing the document length, but must ensure essential information is covered within the policy and procedure.
- We will ensure all acronyms are clearly explained.
- We will look at phrasing to make sure key points are clear, with relevant explanations.
- Competency applies to certain roles – this is the formal government standard, currently only senior roles are expected to have a level 4 or 5 relevant qualification. We expect good conduct from all staff but the specific standard is only relevant to a few currently.
- We will include customer involvement in the decision-making section of this document.
- New starters have access to all policies and procedures.
- Training for this is online, assignment based and therefore it would not be possible for customers to observe. The training is the full level 4 or 5 housing practice/housing diploma qualifications – please see below for the course outlines:
[level-4-housing-practices.pdf](#) [diploma-in-housing-level-5.pdf](#)