Selwood Housing

# Money advice policy review

August 2026



8 customers joined our focus group

11 key suggestions were raised by customers

## Manager's summary

Customers welcomed the clearer, more reassuring approach and told us what would make it even better.

Their feedback will help strengthen confidentiality, communication and access to compassionate, individual support, ensuring customers feel informed, respected and able to ask for help.

**You said:** explain the services available to customers.
**We will:** continue to discuss relevant services and support with each customer on a case-by-case basis, because eligibility and individual circumstances vary.

If you would like to find out more about this customer focus group, please email:
makeadifference@selwoodhousing.com

## You said...

- The purpose of the roles and responsibilities section on page 5 was unclear. Include a short explanation of why it is needed.
- The wording beginning “Following support...” should include the words “and compassionate”.
- The current wording could sound as though we are passing responsibility elsewhere. Use clearer wording: “We will openly discuss with you the options, support and avenues available.”
- Make clear that any referral or signposting will only be made with the customer’s consent.
- Make section 2, Underpinning Principles, simpler and easier to understand.

## We did...

- We agreed with these recommendations and will amend the policy.

## You said...

- Include a regular feature in the customer update every other month.
- Use direct, supportive wording such as “Are you worried about money?” and “Please give us a call.”
- Make it clearer that the service is strictly confidential.
- Publicise other help that may be available, including low-cost broadband and social tariffs for people receiving benefits, as well as utility support.
- Encourage customers to get in touch early by sharing personal stories, quotes and experiences from customers who have received help and improved their finances.

## We did...

- We agreed these were good ideas and will explore them with the communications team.