



Scrutiny Q2 business meeting minutes

Wednesday 17 July 13.00 – 15.30

Selwood Housing office, Bryer Ash business park

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| | <p>In attendance: Sandie Smith (SS) (Chair) Roy Derrick (RD) (vice Chair) Clive Mitchel (CM) Kelly Burns (KB) Asma Bakali-Laughton (ABL) Laura Pictor (LP) (minutes) Angela Blackford (AB) Paul Walsh (PW) Katie Perkins (KP) Alex Clark (AC)</p> | | |
| 1. | <p>Welcome, apologies and introductions:</p> <p>Apologies: Stuart Booth-Roderick (SBR) Jasmine Dickson (JD)</p> | Sandie | 13.00 – 13.05 |

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| | Sadly John (George) Bull has left the team due to health reasons, we thank him for his interest in getting involved and wish him all the best. | | |
| 2. | <p>April business meeting minutes:</p> <p>Minutes approved, no further actions</p> | Sandie | 13.05 – 13.10 |
| 3. | <p>Together with Tenants:</p> <p>LP explained that in recent customer reviews there had been discussion about scrutiny members taking ownership of a section of TWT each. The idea with this is that in future when they receive the papers ahead of each business meeting, they can review the updates of their section in TWT action plan and note any questions, challenges, suggestions they may have, they can then bring these to the business meeting, and LP will answer what can be on the day or take them away as actions, to report back on within the month.</p> <p>This was agreed and the following members have volunteered for the following sections: EDI (new section tbc) (RD) Relationships (CM) Communications (RD) Voice & Influence (SS) Quality (KB) Accountability (SS) When things go wrong (ABL)</p> | Laura | 13.10 – 13.30 |

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| <p>4.</p> | <p>Executive Business Update:</p> <p>New government seems positive towards Housing Associations (HAs) and how they will work with them Number of new bills in King's Speech today including housing bills Previous government quite 'piecemeal' in approach to housing and regulation, early indications from the NHF is that they want to be more joined up. Government is clear that public finances are tight and there is not lots of new money for investment and spending. Current issue is that the current Homes England grant programme comes to an end and is almost committed so now waiting on a new programme. The impact is it slows down / stops us talking on new commitments until it is announced National Planning Policy Framework (last government introduced housing targets then removed them) the new government have said they will reinstate them for Local Authorities (LAs). The targets are set by assessing local housing need, then new housing build targets are set, and land needs to be identified for sites to build those homes on. Damp & Mould review #16 warmly welcomed and approved at Board - thank you to scrutiny for all their time & work on this Consumer Standards, we believe we are broadly where government will expect us to be following a gap analysis that was reported to and discussed at board. There are a small number of actions we are working on. New communications & marketing strategy approved at board, a thank you again to scrutiny as their input via review #15 into operational comms accounted for much of the insight into this</p> | <p>Paul Walsh</p> | <p>13.30 – 13.45</p> |
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| | <p>New procurement strategy approved at Board Selwood aim to be top quartile across the board in performance and this has shown in the TSMs (Tenant Satisfaction Measures) for 2023-2024 and Q1 of 2024-2025 are similarly on track</p> <p>KB asked do we have to take customers from the Councils housing register and what power Selwood have. KB was highlighting how hard it is for families bidding for new homes. PW said he can see how hard it is as there simply are not enough homes to meet the demand. And this leads to harsh outcomes. PW explained we may work with LA on a local letting plans for new developments to determine a range of bands. But for new build the LA has 100% nominations. Thereafter Selwood has up to 25% nominations. PW said if the scrutiny team is interested, we could get lettings head of service or team manager along to talk to a future meeting.</p> | | |
| 5. | BREAK plus sandwiches & cake | | 13.45 – 14.05 |
| 6. | <p>Update on Selwood Housing's Complaints Process:</p> <p>See slides 20-27: Q2 meeting presentation.pptx</p> <p>Questions:</p> <p>Is this supported across the business – AC, yes exec and managers are responsive knowing how important this is.</p> | Alex Clark | 14.25 - 14.35 |

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| | <p>Are the customers visited by complaints coordinator – AC, yes if it goes to stage 2</p> <p>Can we have more detail on maladministration case – AC, yes, it is all publicly available on website: Maladministration finding 2023 (selwoodhousing.com)</p> <p>What are the timescales for a complaint:</p> <p>Stage one Upon receiving a complaint, we will: acknowledge it within 5 working days of the complaint being received.</p> <p>Issue a full response to the complainant within 10 working days of the complaint being acknowledged.</p> <p>Exceptionally, where this is not possible, we will provide a clear time for when the response will be received. This should not exceed a further 10 working days without good reason, and the reason(s) will clearly be explained to the complainant.</p> <p>Where agreement over an extension period cannot be reached, we will provide the Housing Ombudsman’s contact details so the customer can challenge our plan for responding and/or the proposed timeliness of our response.</p> <p>Where a customer raises additional complaints during the investigation, these will be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued.</p> <p>Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues will be logged as a new complaint. If the complainant remains dissatisfied with the response received at Stage one, the matter can be escalated to Stage two.</p> | | |
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| | <p>Stage two This is the final stage of our complaints process, we will: Ensure it is dealt with by a different person not involved in the Stage one process. • acknowledge it within 5 working days of the escalation request being received.</p> | | |
| 7. | <p>Customer Satisfaction & Tenant Satisfaction Measures:</p> <p>See slides 29-36: Q2 meeting presentation.pptx</p> <p>Questions:</p> <p>Is there a yearly comparison for TSMs – KP, no, not yet as they were new in April 2023, so only a quarterly comparison is available, but there will also be a complete & continued comparison year on year as we go forward.</p> | Katie Perkins | 14.35 - 14.45 |
| 8. | <p>Review 16 damp and mould update:</p> <p>Board approved, will monitor remaining actions for 6 months. Board commented they felt the wording of management response was wrong in regards supplying historical info on properties to new customers, they felt they should have considered this more.</p> | Sandie | 14.45 – 14.55 |
| 9. | <p>Review 17 planned programmes update:</p> <p>LP to arrange meeting with Nathan Anscombe & Liz Daniels, for scrutiny and them to agree action plan and timescale to report to board.</p> | Sandie | 14.55 – 15.05 |
| 10. | <p>Tpas tenant conference:</p> | Sandie | 15.05 – 15.25 |

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| | <p>Meeting ran over so SS's report postponed.</p> <p>SS raised about October conference: CM, ABL & SS all keen to attend. LP has budgeted for 2 places for scrutiny (3 for the year, one already used by SS in July conference) so advised places should be shared out so CM & ABL to be priority but need to confirm by end of next week if they can attend on those dates. SS will be reserve if one cannot.</p> <p>ACTION: ABL & CM need to confirm by end of next week (26th) that they can attend.</p> | | |
| 11. | <p>AOB & Close:</p> <p>Future meeting dates agreed, all on Microsoft Teams: Weds 28th Aug 10.30-12 Tues 10th Sep 2-3.30 Tues 24th Sep 10.30-12</p> <p>SS & KB proposed the social, this will be at Lowdens Garden Centre, near Melksham on 31st July for lunch LP reminded all to keep receipts as Selwood fund £25 per person for lunch.</p> | Sandie | 15.25 – 15.30 |

Upcoming quarterly business meeting dates:

Wednesday 30 October 2024 13.00 – 15.30

Wednesday 5 February 2024 10.30 – 13.00

