



Community Call for Scrutiny

Resident led self regulation

The Customer Scrutiny Team is in place to scrutinise and recommend improvements to services offered by One Vision Housing and is now formally recognised within the governance structures of the organisation. The structure ensures that customers are measuring, testing and monitoring the services they receive and are integral to the development of the business. The Customer Scrutiny Team will undertake a minimum of two scrutiny exercises each year.

What is a Community Call for Scrutiny?

It is important that the wider body of customers that One Vision Housing serves has an opportunity to influence the areas of the business that the Customer Scrutiny Team will scrutinise. The Community Call for Scrutiny has been introduced to allow customers to request that the team scrutinise an area of the business on your behalf.

How does it work?

If you are concerned about the quality of a service that One Vision Housing is offering you or your neighbours can approach the Customer Scrutiny Team to request that they scrutinise the service. Before you can submit a Community Call for Scrutiny you will be required to complete a form detailing your concerns, the actions you have taken to resolve your concerns, any service failures by One Vision Housing. If the failure of the service affects other people, for example your neighbours, you will need to explain why this is. You can ask for support to complete this form and the Customer Scrutiny Team will identify an officer to help you.

What happens next?

The Customer Scrutiny Team will consider your request and offer advice how a Community Call for Scrutiny can be submitted and you will be offered advice how to do this, where necessary an officer will be identified to help you. A Community Call for Scrutiny will usually be in the form of a petition. You will be advised how many signatories you need to collect to submit the petition for consideration. The number of signatories will be representative of the area in which you live or the number of customers affected by the service failure. A Community Call for Scrutiny may be requested by an individual customer who receives a specific service failure. In these circumstances it may be difficult for the customer to collect evidence and signatories from other service users and the Customer Scrutiny Team will identify an appropriate officer to work with the customer to gather any evidence required to support their request for a Community Call for Scrutiny. Occasionally the Customer Scrutiny Team may consider that the service failure is so significant that no further evidence is required and will accept the pro-forma as a Community Call for Scrutiny.

Submitting a Community Call for Scrutiny

Any request will be considered at the next scheduled meeting of the Customer Scrutiny Team. When considering any Community Call for Scrutiny the Customer Scrutiny Team will look to identify systematic failures or persistent service delivery failure. They will also look to see if the petitioners have attempted to resolve the situation through the channels that are available, for example, the complaints procedure.

Making a decision

Once the Customer Scrutiny Team have considered all the information provided they will determine what happens next. The Customer Scrutiny Team may decide that the avenues to resolve the issue have not been explored and those opportunities need to be exhausted prior to any Community Call for Scrutiny being accepted. Your issue may be referred to the appropriate Service Review Group to monitor and identify improvements for service delivery if there is sufficient evidence the Customer Scrutiny Team will accept the Community Call for Scrutiny. The Community Call for Scrutiny will be scored before being scheduled into the annual programme of scrutiny. You will be advised of the outcome by the Customer Scrutiny Team.

Scoring a Community Call for Scrutiny

All business areas are scored prior to being scheduled for scrutiny. A scoring matrix is used that considers performance, customer satisfaction and complaints. The Customer Scrutiny Team also consider if the service is business critical. The Customer Scrutiny Team will be provided with the relevant performance and management information to score the business area and additional points will be awarded for a Community Call for Scrutiny.

Annual Programme of Scrutiny

The Customer Scrutiny Team will scrutinise a minimum of two business areas each year, each scrutiny activity takes 13 stages to complete. A final report of the findings together with recommendations is presented to Executive Management Team and OVH Board members. The Board and EMT will consider the report and delegate the task of responding to the recommendations to the Customer Empowerment Manager and Head of Service for that particular area of the business. The head of service will agree an action plan with the Customer Scrutiny Team to improve service delivery. The action plans are monitored by the Customer Scrutiny Team.

What happens if a serious failure of service is identified?

If the Customer Scrutiny Team considers that your evidence identifies a serious failure of service delivery they will make immediate recommendations to resolve the issues prior to any scrutiny taking place.

Right of Appeal

If you are not happy with the decision made by the Customer Scrutiny Team you have a right of appeal. You should submit your appeal in writing within 28 days to:

Customer Empowerment Manager

One Vision Housing

Atlantic House

Dunnings Bridge Road

Bootle

L30 4TH

A panel of independent Link Group members will be convened to consider your appeal. The panel will be made up of a minimum of 4 and maximum of 6 representatives of the OVH Link Group. The panel will consider the Community Call for Scrutiny together with the decision of the Customer Scrutiny Team. The decision of the appeal panel will be final.

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Who is affected by your concerns?

Please state who you believe is affected and if this is different to how you are affected, please state why:

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How do you believe your concerns could be addressed?

Please state what actions One Vision would need to take to resolve your concerns:

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Signature:

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Date:

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Please continue on a separate sheet if necessary

If you require advice or assistance to complete this form, please contact the Customer Voice team at getinvolved@ovh.org.uk or 0300 365 1111.

Scrutiny Team use only

Date received and acknowledged	
Date considered	
Action	
Date customer informed of action	
Officer assigned to support customer	

This document is available in large print, braille or audio. If any of these options are required, please contact the Customer Voice team for assistance at getinvolved@ovh.org.uk or **0300 365 1111**.