



You Said, We Did!

2023/24 (Year-End)

Report Compiled by David Barton
Customer Experience Team

Introduction

Following each quarter, we carry out detailed reviews of customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction / dissatisfaction, managers are asked to report back any actions they have developed to improve the service for customers.

We conduct a detailed analysis of our Customers Voice from a variety of channels including satisfaction surveys and complaints. Through this analysis, we identify themes and trends associated with high and low levels of satisfaction. Consequently, this is shared with managers and service area leads to help inform decisions and shape their service offer to improve our Customers Experience.

You will find a selection of the actions developed during 2023/24 listed below (from 1st April 2023 to 31st March 2024).

We are always working to improve our Customers Experience, and we welcome your feedback. If you have any comments or suggestions in relation to this report, please contact David Barton via feedback@ovh.org.uk.

You Said

During this period, a major cause of complaints from our customers was regarding poor communication.

We Did!

A pilot is being undertaken, which will enable customers to track where their operatives is when they are waiting for a repair. This will help reduce the complaints about communication, as the customer will be kept more informed.

A weekly complaints drop-in session is also in place, which provides the Investigating Officers with the opportunity to attend and report any issues they are having. This is having a positive impact on the Investigating Officers, as it provides an opportunity to meet with different departments who can provide further information and help with the investigation.

You Said

Complaints were received about the length of time to carry out repair work.

We Did!

Our contractor, Sovini Property Services, have increased van stock and are able to monitor this more effectively. This is having a positive impact on the ability to resolve a repair on the first visit. Also, the Asset Management Team, who manage the contractor, are going to be working closer with the Customer Service Centre to improve the diagnosis of jobs when the customer calls to report a problem.

You Said

Following a complaint raised with the Housing Ombudsman, One Vision Housing received a recommendation to work with our contractor to review the electrical safety appointment letters to ensure the tone of the letter was respectful, and consider if any changes were necessary.

We Did!

To ensure we acted appropriately in response to the recommendation, we called upon our dedicated Tenant Scrutiny Panel to review the electrical letters and provide feedback. As a result of our tenant's feedback, we were able to implement the following changes, and improve the quality of communication for our customers:

- We consulted with our teams and removed legal information with regards to no access.
 - Made adjustments to the tone of the letter to ensure our tenants were aware of their responsibilities in a respectful manner.
 - Included clarification around Saturday appointments.
 - Amended all grammatic issues.
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You Said

A reoccurring theme from our customer satisfaction surveys is dissatisfaction with the contact provided throughout the complaint process.

We Did!

To remedy this, we have developed a form to assist the customer advisor with capturing all relevant information when initially logging the complaint, to enable us to tailor the service to the customers preference. This will come into effect in 2024/25, as part of our drive to continuously improve the service we provide to customers.

You Said

Overall satisfaction with the handling of complaints was 73% at the end of Quarter 4 2023/24.

We Did!

Detailed 'End to End Reviews' have been carried out to monitor all complaints which have a dissatisfied survey response, and those that were escalated to a Stage 2 of our process. These results are helping us to identify any areas of poor performance, and provide feedback or training to staff to improve the complaint process for our customers.

Using these results, the Customer Experience Team are compiling an overview of each Investigating Officer's performance. This is being sent to Neighbourhood Managers monthly. The Managers are discussing the information with the Investigating Officers to improve the quality of complaint handling.

You Said

On our communal cleaning survey, customer satisfaction with the overall service was 81% in 2023/24, which was under the target of 92%. Complaints were also received from customers about the standard of this service.

We Did!

When reviewing the complaint and customer satisfaction data, it has become evident that many customers are unhappy with the standard of cleaning. As soon as dissatisfaction is received, the contractor manager will visit the site to complete an inspection and identify any problems. Since the service was taken over by Sovini Property Services, the quality of equipment has improved on the vans, such as providing the workers with hot water.

In addition to this, Sovini Property Services are continuing to collaborate closely with One Vision Housing and feedback any issues identified on site, with a view to resolving these issues for customers.

A working group was set up to review any trends, and identify ways of communicating with customers (such as providing more information about the completed jobs).

You Said

During Quarter 4 of 2023/24, the customer satisfaction for Day to Day Repairs was 94.3%, just below the target of 95%. Themes from the dissatisfaction include the miscommunication of issues, customer expectations, and the misdiagnosis of the staff raising the jobs, and operatives.

We Did!

Quarterly Performance updates have been developed, with a focus on customer satisfaction and improving the customer experience. These were delivered to all Sovini Property Services operatives during the quarter as part of the staff briefings.

Additional briefing sessions, called Toolbox Talks, have been completed with operatives regarding communication with tenants, and managing their expectations. These will take place on a regular basis to ensure that essential information is delivered to staff.

Sovini Property Services have been collaborating with One Vision Housing to help them identify the type of work needed when a repair is raised. This will be a long-term project through the next financial year due to a new system being setup, and an in-depth process to resolve this.

You Said

84.8% of customers were satisfied with the outcome provided as part of their ASB cases in Q4. This is below the current target of 90%.

We Did!

Although Quarter 4's performance was 84.8%, we have achieved 89.7% at year end, which is just under target. Our Neighbourhood Services Team will continue to review the survey feedback from tenants, and develop service improvements. To ensure that a high quality of service is maintained, all of the

Neighbourhood Services Officers are retaking the ASB Training. An ASB surgery will be carried out in April with staff, with a view to discussing individual performance and areas of improvement.

You Said

On our 2023/24 STAR Survey, 86.6% of customers were satisfied with the overall service provided by One Vision Housing, which is higher than the target of 85%. Satisfaction with repairs over the last twelve months was also over the target of 80.2%, as 81.9% of customers were pleased with the service they had received.

We Did!

The results from this survey are used to measure satisfaction against the Tenant Satisfaction Measures, a new system developed by the Regulator of Social Housing. This assesses how well social housing landlords are doing at providing good quality homes and services.

Although the results were extremely favourable, we want to improve on these in the future, and provide the best service we can. Therefore, any problems are identified from the feedback, and the following are examples of actions which have been developed to remedy them:

- The survey is carried out on a monthly basis, and feedback is provided to staff on an ongoing basis. This means that customers can be responded to in a timely manner, in order to resolve any problems.
- This includes any negative feedback about our repairs service, which has been mentioned by the customers in their response. Inspections have been arranged at the customers property to see what the issues are, and appointments have been raised to resolve any outstanding repairs.
- Problems such as fly tipping has been brought to the attention of our Neighbourhood Services Team, who will work to resolve these issues. Actions include contacting those responsible for any clutter, booking in clearance jobs, and informing customers about Neighbourhood Action Days to clean up their neighbourhoods.
- Outstanding complaints about anti-social behaviour have been followed up on by our Neighbourhood Service Team, who will work with customers to resolve any issues.
- We are reviewing the information we hold on the website to ensure that customers are provided with up to date information on the services we provide, and what they can expect from OVH as a landlord.
- Our Outbound Survey Assistants, who carry out the survey calls, will ensure that any serious problems raised by a customer during a survey call are logged, and followed up on by the correct member of staff.