

Customer Voice



You Said, We Did!

At One Vision Housing (OVH), our commitment to customers goes way beyond bricks and mortar. This update outlines OVH's response to the Better Social Housing Review, and specifically the regulatory requirements for Housing Associations to work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation.

How the OVH Board listen to you, our customers, and influence service delivery is of paramount importance to ensure that OVH are transparent in their communications, accountable for their actions and allow customers to influence and shape service delivery.

I speak for all Board members when I say that to help realise our vision of **'A Better Future'**, we recognise and support the need for a flexible service provision that provides fair and equitable access and outcomes for all.

At OVH there are lots of ways in which our customers can provide feedback on the services we provide, sharing with us what is important to them. This data and information is shared with the Board in many ways, through direct reports on Customer Voice, Performance Reports, Tenant Satisfaction Measures, Customer Scrutiny Review and Customer Journey Maps, to name a few. All of this helps the Board, to make the right decisions for OVH, ensuring we continue to improve our service offer to you, and continue to invest in those areas that are most important to our customers and wider communities.

Knowing Our Customers

Given the current focus and regulatory expectation around organisations, and specifically the Board, understanding who their customers are, what they think of the services and homes that they provide and what customers expect from their landlord. The Board have instructed Officers to report regularly, via the 'Knowing Our Customers' dashboard, with feedback and insight across the following areas:

- **Customer Profiling Data** – To include a current position, challenges and progress in making improvements both for collating and utilising data.
- **Customer Views on Services** – To provide the Board with insight relating to customer satisfaction, complaints and compliments, highlighting key themes of dissatisfaction and the improvement actions that have been identified and implemented
- **Customer Priorities** – To include the areas that our customers tell us are the priority for them
- **Customer Voice Activity** – To include updates on key customer voice activity that has been undertaken during the quarter, along with any key pieces of work and customer feedback
- **Customer Impact** – To include examples of outcomes achieved in the quarter aligned to regulatory requirements and customers priorities inc. Scrutiny and Anti-social behaviour
- **Fair Access to Services** – To share outcomes of the Fair Access to Services Project and demonstrate how Customer Equality, Diversity and Inclusion (EDI) information is used to influence service delivery since the introduction of a universal approach to capturing Customer Data.

It is pleasing to see the results since OVH have enhanced their approach to providing tailored communication where applicable, utilising British Sign Language Sign and Translation services, as well as providing a Monthly Newsletter in Audio format.

The Board acknowledges that the 'Knowing Our Customers' report can and will evolve over time and include matters relevant to that period of time. Board member feedback is also provided to Officers to ensure the content of the report reflects what the Board want to see in relation to these areas to better influence service delivery.

Customer Involvement

We are committed to providing customers with meaningful opportunities to shape and influence our services and as such, we have regular scrutiny reviews allowing customers to delve deep into housing matters which they may be concerned about or underperforming areas where they feel there is room for improvement. By involving customers in our decision-making, we are able to enhance our services, increase satisfaction, and become more efficient.

OVH have an established Customer Scrutiny Panel that is designed to strengthen the relationship between tenant and landlord, fostering trust and improving our reputation in the process. We believe that effective communication is key, and we are dedicated to maintaining an open and honest forum where customers can have their questions answered and suggestions respected. We believe that our Scrutiny Panel should be independent and inclusive. Therefore, we ask tenants to lead and own the scrutiny process. This includes choosing topics and compiling their own recommendations. Our Scrutiny Panel is outward looking and connects well with other engagement structures and the wider tenant base. It also provides opportunities for all tenants to contribute to the scrutiny process such as influencing the topic for review or contributing to the evidence gathering process.

You can learn more and meet our Scrutiny members [here](#).

In line with regulatory guidance, registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered. Therefore, to ensure there is an effective and regular dialogue between the Scrutiny Team and the Board, a series of regular meetings have been scheduled between the Chair of the OVH Board and the Chair of the Scrutiny Team. Regular agenda items for these meetings will include:

- Chair of the Board's update
- Update and recommendations from any ongoing / completed Scrutiny Team investigations
- Performance updates, including Tenant Satisfaction Measures (TSM) performance and any Service Review Group Commentary

The OVH Scrutiny Team act as a channel of communication for concerns raised by customers or through their own work direct to the Board.

The Board receive collated customer voice intelligence reports, and this information is taken into consideration when approving major expenditure programmes or projects. The Board have instructed Officers to ensure we are provided with up-to-date information on customer opinion when taking important business decisions impacting on customers and the results of these decisions are fed-back to customers.

Your voice matters! The Board, we're committed to creating a vibrant community where everyone feels heard. From surveys to workshops, there are plenty of opportunities to get involved. Find out more [here](#). The Board looks forward to closer working with Involved Customers in the near future.

Service Improvement

Following a Board Away Day in June 2024, and specifically as a result of a presentation given to us on Customer Voice and what data and insight is highlighting as a priority for customers, the Board asked Officers to focus on the key areas that will make the biggest difference to customers.

As a result of this request, Officers utilised all of the customer intelligence feedback to identify areas and agree the scope of this focus and have identified three areas, agreed by the Board, which include:

- Repairs
- Communal Spaces
- Complaints and Communication (Cross cutting theme)

The Board is pleased to see that Officers continue to review the feedback from customers and identify specific actions that will be taken to improve those areas outlined above, with a view to improving services to our customers resulting in higher levels of satisfaction and reduction in complaints. This work feeds into OVH's wider performance management and service excellence agenda, and the Board will continue to seek assurance through a series of reports including Managing Director updates, Performance Reports and Board Away Days.

Below is a summary of improvements made and/or service outcomes implemented to enhance Customer Experience across the three key areas between April – September 2024:

Repairs

- Work is on-going between our key partners Sovini Property Services, Sovini Trade Supplies and our IT team, to enhance reporting mechanisms in relation to the availability of part and materials. This exercise is a result of opportunities for improvement being identified within the process of ordering and collecting materials to enable repairs to be completed when we say they will. An in-depth review is underway, as part of the wider Van Stock Usage Group to enhance the internal ordering process of parts to increase efficiency.
- Sovini Property Services, our partner repairs contractors, have access to customer contact response time performance, which is being distributed weekly, with new performance measures set up for SPS to help improve their service offer. This includes the ‘% of Customer enquiries responded to within 48 hours’. This has been implemented to ensure customers are responded to quickly, in line with policy and process. SPS have seen increased performance, especially within the Scheduling Team and are working with some of the other teams to help increase their performance.
- Sovini Property Services are now utilising a central Complaint Teams channel, and attending weekly complaint drop-in meetings with OVH to share and track the themes and improvement measures embedded by OVH from Customer Voice feedback and complaints. The aim of this is to further inform improvements to services for our customers.
- Since the improvement working group has been established for repairs, the Board is pleased to note a reduction in out of target jobs, unappointed jobs and cases of no access – all of which have a direct impact on the quality of service to our customers.

Communal Spaces

- A new webpage has been created to allow customers to review specifications and discover what to expect from our service offer. This has helped to manage customer expectations, and the [link](#) is currently being distributed to customers via Text and Email.
- In Quarter Two of 2024/25 (July to September), SPS trialled a new high strength cleaner and de-greaser for areas that require extra cleaning to help increase customer satisfaction. Initial feedback has been positive, but a full review will be carried out to assess the impact of this improvement for our customers.

- A flyer is being delivered to all customers who receive grounds maintenance and cleaning services, to advise of the specification. QR codes will also be placed in the communal areas of our blocks for customers to access information online. Dissatisfaction with communal cleaning and grounds maintenance is now shared from the Customer Experience Team to OVH Neighbourhood Team to review and action as required. This includes dissatisfaction from surveys and complaints raised relating to the service to help shape service delivery.

Complaints and Communication

- A complaints communication pilot has launched with timescales communicated to Asset Management and Complaint Investigating Officers detailing instructions of what tasks should be completed to enable time within the Complaint Handling process for all communications to be checked by the Quality and Assurance Co-ordinator for accuracy prior to fully responding to our customers.
- Sovini Property Services now have a designated officer to help respond to all Stage 1 and Stage 2 complaints relating to repairs. This has helped to ensure consistency for customers when scheduling appointments and made it easier to raise and address any issues related to no access.
- A new complaint capture form is in place to ensure a robust communication plan is agreed with customers at the front end of the complaint handling process and that expectations associated with a successful resolution are managed prior to investigation. This helps to ensure transparency and accountability throughout the complaint handling process between OVH and our Customer.

Where possible, regardless of individual characteristics or circumstances, the Board would like Officers to make any reasonable adjustment to the way in which services are delivered.

How OVH communicate with customers and capture, store, and use customer data is vital to ensure we are able to deliver efficient services and ensure they are transparent, accountable and customers can influence and shape service delivery. Therefore, the Board, have instructed Officers to ensure that every contact with our customers counts and that customer data is reviewed and updated where applicable.

I look forward to sharing further updates with you in relation to the influence customers are having on Board decisions in the near future.

Thank you, Lelir Yeung, Chair of OVH Board