



## You Said, We Did!

Quarter 3 2024/25

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 Quarter Three of 2024/25 listed below (from 1st October to 31st of December 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](mailto:feedback@ovh.org.uk).

---

## You Said

*We recently carried out a Customer Journey Mapping Exercise with customers, about our Aids & Adaptations service. Customers were interviewed about the service they received at each point they had contact with us, and while work was being carried out. This is why we call it the customer journey, as we want to know how our customers felt from start to finish.*

*Once all of the interviews had been analysed, and the recommendations had been provided to our Aids & Adaptations Team, we identified areas for improvement.*

## We Did!

Full details of the project will be published on our website, as a case study, but a selection of the improvements which have been put in place can be found below:

- We will inform customers of any delays and provide information on our website. Our approval letter has been amended and confirms how long the process will take for each priority request. The Aids & Adaptations Officer will update as needed.
- To improve information about the service, and what is involved, a pictorial step by step guide is included on the website about the service, as opposed to a video.
- We have updated our letters and website to provide more information, so customers feel more informed.
- We have worked with our Marketing Team to change the information on our website to include information around bespoke equipment and possible delays in completing works.
- To improve communication, we will speak to customers during the Assessment Stage and establish their communication preference and ensure that the correct method of contact is provided to contractors.

- Following customer feedback, we agreed that a handout to customers would be beneficial and have begun the process to get this arranged for future adaptations. We are working to create a leaflet for customers in accessible formats.
  - A recommendation was to expand Trusted Assessor Level 3 training for minor adaptations, so customers could be provided with more information. We agree that this would be a good course of action and will look to see if this is a viable option with our partners at Sovini Property Services (SPS).
  - There is demand on the Aids & Adaptations service to provide wet rooms to customers, and a recommendation was to increase the number of number of staff who called install these. We can confirm that our contractor, SPS, has provided further resource for this.
- 

## **You Said**

*The Day to Day Repairs service has received the highest number of complaints, with the main themes from this feedback being too long to carry out work, and poor communication.*

## **We Did!**

Below are improvement measures which have been implemented by our repairs contractor, Sovini Property Services:

- We have rolled out Communication Workshops to all SPS Office Staff, Operatives, and apprentices.
- Positive customer feedback is being shared with staff and the wider group, from our repairs system, Localz.
- A process has been developed to acknowledge negative feedback received from customers through the Localz system, and ensure that action has been taken.
- A Complaints Channel has been introduced to provide visibility to managers, and the ability to assign tasks to responsible officers in order to aid with complaint investigations.
- A 'no reply' scheduler email and templates are being set up, to send appointments to customers.
- Toolbox Talks have taken place on ensuring staff PDA devices are refreshed, appointments and customers kept updated.
- We are carrying out post Inspections of properties, to investigate the causes of dissatisfaction.
- Work has been completed with the Grounds Maintenance and Communal Cleaning both collaboratively and by Sovini Property Services. This is to improve the service provided to customers who receive these services.

- Meetings have been arranged with Outbound Survey Assistants. This is to provide examples and guidance for them, should customers ask questions relating to different workstreams (e.g. void specifications).
- 

## You Said

*The Customer Voice and Neighbourhood Services Officers attended Kirkstone Road to give customers the opportunity to tell us exactly what they think about living there. To gather feedback, three surveys were completed face to face and nine surveys were completed over the phone.*

## We Did!

The following improvements were made as a result of this feedback:

- 3 Customers raised that the communal door has been smashed and is also whistling loudly:
    - We listened! The repair was raised, and the communal door was reglazed and repaired the same week.
  - 1 Customer raised that the exit doors to get onto the balcony are all unlocked, and anyone can walk onto the balcony:
    - The Neighbourhood Services Officer has completed an inspection on the doors and confirmed for the customer that they are locked.
  - 9 Customers raised their concerns about the current rubbish collection arrangements:
    - One Vision Housing are currently working with Sefton Council to provide euro bins for the area, and are optimistic from the feedback we received from the survey that this will improve the current situation.
- 

## You Said

*On our ongoing Tenant Satisfaction Measures Survey, 84.5% of customers were satisfied with the overall service provided by One Vision Housing in Quarter Three, which is just below the target of 85%. Satisfaction with repairs over the last twelve months was also just below the target of 80%, as 79.5% of customers were pleased with the service they had received.*

*The Tenant Satisfaction Measures were developed by the Regulator of Social Housing. This assesses how well social housing landlords are doing at providing good quality homes and services.*

## We Did!

The following are examples of actions which have been developed to remedy any problems which are raised by customers who participate in the survey:

- The survey is carried out on a monthly basis, and feedback is provided to staff on an ongoing basis. This means that issues are raised, and customers can then 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. Customers have been contacted, and appointments have then been raised for them, in order to resolve any outstanding repairs.
  - Problems such as litter being left, and fly-tipping in neighbourhoods. These issues have been brought to the attention of our Neighbourhood Services Team, who will work to resolve the situation for customers.
  - Outstanding problems with complaints are followed up on by our Customer Experience Team, who will work with customers to resolve any issues.
-