

Customer Impact Report

2024-25



Contents

01 Delivering on Our Strategy:
What We Said, What We're Doing

02 Neighbourhoods and
Community Safety

03 Repairs and Maintenance

04 Independent Living

05 Customer Experience



At One Vision Housing (OVH), we are dedicated to delivering a demonstrable positive impact on our customers' lives. We understand that our success is measured by how effectively we enhance our customers' experiences, address their needs, and ultimately, make a meaningful difference.

This report demonstrates the tangible steps we've taken to ensure that every decision and initiative directly translates into improved services, greater satisfaction, and a truly beneficial outcome for our customers. We're committed to ensuring the customer's journey with us is not just satisfactory but truly has a positive impact.

01 Delivering on Our Strategy: *What We Said, What We're Doing*

Objective:

Over the period 2024-29 we will continue our concerted publicity and recruitment drive for our resident engagement mechanisms and structures.

What we said we would do

Raise awareness of prevailing engagement opportunities. Expand participation from a wider cohort of customers, to:

- Ensure a wide breath of customer opinion informs OVH service delivery
- Prevent burnout and over reliance of the existing small number of 'involved customers'

What we're doing

We continually recruit for new customers through our website, newsletter, Customer Voice brochure/leaflets which are shared via notice boards, coffee mornings and leaflet drops.

Objective:

Review budgets available to support customer voice activity.

What we said we would do

Ensure there is sufficient budget / resource available to deliver all customer voice activities and encourage wider participation.

What we're doing

A dedicated budget is in place to fund all planned Customer Voice initiatives throughout 2025/26. We've also recruited an additional Customer Voice Coordinator and Customer Experience Apprentice to expand our activities and maintain a strong focus on recruitment in this area.

Objective:

Continue to complete a 'data cleanse' exercise reviewing all current sources and systems for storage and validation of customer data throughout 2024-2025.

What we said we would do

- Ensure current customer contact details are up-to date and that this is in format that can drive service improvement / prioritisation of programmed works
- Implement a universal EDI data capture form

What we're doing

We have implemented a universal data capture form to ensure the data we gather is consistent. Customer details are also checked during each interaction with the Customer Service Centre to ensure accuracy.

Objective:

Improve methodology for ensuring property condition data is up-to-date and ensure closer correlation with customers personal circumstances e.g. health needs or other enduring conditions that can be alleviated / managed better through property investment measures.

What we said we would do

Develop true customer / property 360° reporting capabilities that feed into investment programme and prioritised scheduling.

What we're doing

To ensure a tailored and supportive service, customer vulnerability data is shared with Sovini Property Services. This allows them to adjust their service delivery based on individual needs, such as providing additional time for a customer to answer the door for a repair.

Objective:

Review the types of customer data that is captured ensuring there is a legitimate business need for the information i.e. it will be used to shape service delivery. This will include defining enduring customer 'vulnerabilities' that require a differential service provision. All customers to be contacted and records updated throughout 2024 - 25.

What we said we would do

- Provide tailored services that meet individual needs and prioritise actions where there is overlap between vulnerabilities / lack of contact / property condition issues
- Allow for a far greater degree of digital interaction and information exchange (including up-to-date performance information) between OVH and its customers
- Improve efficiency of customer consultation to inform decision making processes
- Fully meet equalities requirements for preferred methods of contacts
- Implement a universal EDI Form

What we're doing

We are working to Make Every Contact Count by implementing improvements to ensure data accuracy and relevance. As part of this, our 2024/25 Fair Access to Surveys project engaged 100 customers, including those with English as a second language, customers who have declared a disability, and recent adaptation recipients. Analysis of these surveys has informed an action plan to ensure fairer access and enhance customer experience throughout 2025/26. Additionally, a new Vulnerable Persons and Reasonable Adjustments Policy has been introduced to support the removal of barriers to accessing OVH's services.

Objective:

Assess all current strategic partnership arrangements including gap analysis to maximise benefits of collaborative working with external agencies e.g. local health provision and police and crime partnerships

What we said we would do

Provide better joined-up service provision and deliver area-wide improvements to community and place.

What we're doing

We're committed to supporting our customers by actively engaging with external partners and community initiatives. This includes providing councillor training, collaborating with Sefton Council on an alleyways project, and developing a joint customer directory with Sefton CVS for more dynamic support information. We also continually build new strategic partnerships and facilitate the Community Development Fund to strengthen local organisations and relationships.

Objective:

Develop special interest engagement forums.

What we said we would do

New special interest groups to be established for Independent Living customers, to address customers Anti-Social Behaviour (ASB) concerns, in addition to the already established High Rise Buildings Safety Group.

What we're doing

We've launched an EDI Roadshow that visits Independent Living Schemes, allowing us to meet with customers directly. These sessions are a great opportunity to hear customers' views about our services and discuss how we can best support them to live safely and securely in their homes.

Objective:

Continue to update customer records to capture current mobile and email contacts and preferred methods of contact.

What we said we would do

- Provide tailored services that meet individual needs and prioritise actions where there is overlap between vulnerabilities / lack of contact / property condition issues
- Allow for a far greater degree of digital interaction and information exchange (including up-to-date performance information) between OVH and its customers
- Improve efficiency of customer consultation to inform decision making processes
- Fully meet equalities requirements for preferred methods of contacts
- Implement a universal EDI Form

What we're doing

We are working to Make Every Contact Count by implementing improvements to ensure data accuracy and relevance. As part of this, our 2024/25 Fair Access to Surveys project engaged 100 customers, including those with English as a second language, customers who have declared a disability and recent adaptation recipients. Analysis of these surveys has informed an action plan to refine fair access and enhance customer experience through 2025/26. Additionally, a new Vulnerable Persons and Reasonable Adjustments Policy has been introduced to remove barriers to accessing OVH's services.

Objective:

Consult customer base on their specific areas of interest (2024-25).

What we said we would do

Develop a menu of options for receipt of information / consultation opportunities targeted at individual areas of interest and to prevent 'consultation overload'.

What we're doing

We've surveyed our engaged customers to pinpoint their key interests, enabling us to offer direct involvement opportunities tailored to their preferences. Likewise, new customers joining one of our Customer Voice mechanisms are now asked to specify their areas of interest, ensuring their involvement is meaningful from the outset.

Objective:

Improve information availability via website and 'My Account' functionality (2024-29).

What we said we would do

Making information available instantaneously and maximising the value of each customer contact.

What we're doing

Our commitment to customer engagement is further enhanced by a new "Get Involved" section on the OVH website, providing a clear pathway for participation. This is complemented by the launch of the new MyAccount app, which offers customers increased functionality and the convenience of push notifications, ensuring they stay informed and connected.

Objective:

Revise delivery format of existing engagement mechanisms (expanding digital and where appropriate remote access opportunities) – (2024-25).

What we said we would do

- Increase customer engagement without having to attend meetings in person and improve convenience
- Increased number of customers engaging with OVH on a regular basis
- Greater use made of 'instant feedback' via the OVH website

What we're doing

We're expanding our customer engagement efforts with a new digital option for Customer Voice meetings, making it easier for customers to participate. So far, 196 customers have registered for Customer Voice, and 444 have signed up to receive our newsletter, showing strong interest. Additionally, we are developing a dedicated Customer Consultation page to host polls and quick surveys, enabling us to gather feedback on key issues directly from our customers.



Objective:

Devise and deliver free to access training programme for all interested customers on use of remote technologies (2024-25).

What we said we would do

- Improved customer confidence in use of technology enabling greater take up of engagement opportunities
- Deliver Housing Ombudsman Complaints Code Training

What we're doing

In 2024-25, we've begun to devise and deliver a free training program focused on the effective use of remote technologies for all interested customers.

Looking ahead to 2025-26, we're making training a priority. This includes induction training for new customers to help them get started. We'll also provide comprehensive complaints training for Involved Customers (ICs) and service area teams, clearly outlining why their feedback is crucial and what we aim to gain from it. Additionally, we'll offer Tenant Inspector (TI) training with a strong focus on Health & Safety.

Objective:

Improved reporting to OVH Board of collated customer insight information (from all sources including satisfaction surveys and instantaneous consultations) – (2024-29).

What we said we would do

- Ensure OVH Boards decision making process is informed by the customer voice and opinion
- Better accountability and transparency of decision-making process
- Evidence of customer influence

What we're doing

Our commitment to knowing our customers is our priority and we share regular updates on progress made, including a quarterly Knowing Our Customers update shared with the board, and the Customer Complaints and Insight annual report for 2024/25, which was also shared with the board and published on the OVH website. Additionally, an external audit of OVH's approach to surveys has been completed, with an action plan now in place to enhance the collation of customer data and intelligence and improve customer experience.

Objective:

Increased use of SMS messaging and social media - (2024-29).

What we said we would do

- Improved ability to receive, collate and disseminate mass customer feedback to relevant Managers and Senior Management Teams / Board for strategic oversight
- Improved ability to conduct real time customer journey mapping to drive service improvement

What we're doing

To streamline communication, we're now capturing customer contact preferences via the Universal EDI data capture form, with this information also displayed on our Customer Relationship Management system, NEC. Our Customer Voice communications are being shared on social media by our marketing team to reach a wider audience, and we're also recording preferred contact methods directly on our complaint form.



Objective:

Continue to explore potential for greater collaborative working with peer housing providers and external agencies such as Police and Fire Service to establish stakeholder engagement events.

What we said we would do

Work to create a stronger regional voice for resident engagement, creating opportunities to share best practice and for joint working, on issues that impact all customers.

What we're doing

We're actively engaged in regional customer engagement through our membership in the Ring Northwest Customer Engagement group. Additionally, our Customer Voice team is collaborating closely with Neighbourhood Services and Sefton Council on an important alleyways project.

Objective:

In 2024-25 establish new forums for customer quality assurance with closer links between OVH Board and customer representatives, alongside a wider review of governance arrangements.

What we said we would do

- Closer collaborative working between the Board and customers
- Establish an EDI Forum
- Establish a Complaints Review Group

What we're doing

We further embed customer perspective through a dedicated Customer Co-optee Board member and have integrated customer feedback into our Customer Voice Strategy.

We've successfully launched a customer focused Equality, Diversity and Inclusion (EDI) EDI Forum. This dedicated space allows diverse customer groups to raise concerns and contribute to improvements. By addressing EDI, we're better understanding varied customer needs and ensuring our quality assurance mechanisms are inclusive and effective for everyone.

We've also created a dedicated Customer Complaints Review Group. This group independently reviews escalated complaints to pinpoint root causes and areas for systemic improvement. Its findings are reported directly to relevant officers ensuring that detailed customer feedback drives necessary changes and strengthens our responsiveness and accountability.

Objective:

Involve customer representatives in regulatory compliance monitoring and action-planning.

What we said we would do

Obtain customer insight / reality checking of plans to meet regulatory compliance and any on-going inspection preparations.

What we're doing

We have established a Policy and Strategy Review Group which plays a crucial role in obtaining direct customer insight and reality-checking of our plans to meet regulatory compliance, as well as informing any on-going inspection preparations.

Objective:

In 2024-25 we will conduct 'Customer Journey' mapping exercises on:

- Complaints
- Damp, Mould and Condensation cases

What we said we would do

We will gain in-depth 'lived experience' of service delivery identifying strengths and weaknesses and putting in place remedial actions were required

What we're doing

In 2024/25, we focused our Customer Journey Mapping exercises on Complaints and Aids & Adaptations. Due to the updated regulations surrounding Awaab's Law, we've adjusted our plans and will now conduct the Damp, Mould and Condensation Customer Journey Mapping exercise in 2025/26.

Objective:

Continue to implement Better Social Housing Review recommendations with customer input.

What we said we would do

Ensure maintenance / investment contractor training is linked to service standard developed by customers.

What we're doing

We have published a case study on our website which outlines the ways in which we are implementing the Better Social Housing Review recommendations. This study highlights our collaborative approach to incorporating customer feedback into our findings. Furthermore, we're actively working to ensure that all maintenance and investment contractor training is directly linked to the service standards developed by our customers, reinforcing our commitment to their priorities.



02 Neighbourhoods and Community Safety

Our Neighbourhoods and Community Safety teams are dedicated to making a positive impact on our customers' lives and the communities we serve. They work tirelessly to help customers maintain and sustain their tenancies, ensuring stability and support. Furthermore, both teams are committed to building safe and secure neighbourhoods for everyone.

Days of Action

Our Neighbourhood Services and Community Safety teams have carried out a series of "Days of Action" throughout the year, making a direct impact on hundreds of customers and residents. During these events, teams engaged directly with residents, offering advice and support. We provided skips, which many residents utilised, and worked in strong

partnership with the local council, police, and fire services to support the community and address anti-social behaviour. A comprehensive door-knocking exercise was carried out during each event which allowed us to gather vital information about resident concerns, enabling us to collectively devise plans for improvement.

Good Neighbour Policy

This policy aims to foster harmonious neighbourhoods and good relations among all residents, regardless of their tenure. The policy encourages customers to be "good neighbours" by promoting mindful noise levels, respectful common courtesies, and consideration for property boundaries and communal areas. It seeks to create better living environments by outlining expected behaviours, such as avoiding

antagonism, maintaining property, reporting repairs promptly, and being considerate of activities that might impact neighbours, such as outdoor fires or smoking. This also extends to responsible pet ownership and looking out for each other, encouraging neighbours to be aware of signs that someone might be struggling and to inform OVH or other agencies if they believe a neighbour needs support or is in distress.



Tenancy Sustainment Model

We're deeply committed to helping our customers maintain and sustain their tenancies, and our Tenancy Sustainment Model is a prime example of this in action. This innovative model leverages data to inform and refine our service delivery, allowing us to proactively identify and address potential challenges our customers might face. By understanding their

needs better, we can provide targeted support that not only helps individuals keep their homes but also contributes to building secure and thriving neighbourhoods for everyone.

Alleyway Strategic Action Plan: Tackling Fly-Tipping

We've launched our Alleyway Strategic Action Plan to combat fly-tipping and improve local areas for customers and residents alike. The initiative kicked off with a successful clean-up event in Bootle, involving local residents, councillors, MPs, and partners like Sovini Property Services and Sovini Waste Solutions.

This plan emphasises collaboration with Sefton Council and the community to address what matters most to our customers and residents. It underscores our commitment to creating thriving communities and resident well-being. Future efforts will focus on community involvement, awareness campaigns, and taking action against fly-tipping through improved monitoring and legal measures.

03 Repairs and Maintenance

Our Repairs and Maintenance Team is dedicated to making a tangible, positive impact on our customers' lives. They've been making significant strides, demonstrating a clear dedication to identifying actionable changes that have led to tangible improvements in key performance indicators (KPIs) and a noticeable uplift in customer perception.

Investment

We're committed to enhancing the quality and comfort of homes, which is why we've successfully completed improvement works valued at £15.7 million. This significant investment directly translates into better living spaces for our residents.

In total, we've carried out 5,929 improvements across OVH properties, reflecting our ongoing commitment to providing safe, well-maintained, and enjoyable homes for our communities.

Asset Management

As a Real Living Wage employer, we recognise Beyond improvements, our dedication extends to ongoing property upkeep. In the 2024/2025 financial year alone, we invested £14.9 million in repairs to our properties, successfully delivering 65,990 individual repairs. This consistent and substantial effort ensures our homes remain in excellent condition, addressing issues promptly and maintaining a high standard of living for all our residents.

Energy Upgrades

We're actively securing significant funding to enhance our properties' energy efficiency and residents' comfort. We've claimed £1.1 million from the Social Housing Decarbonisation Fund (SHDF), with £315,000 received. Furthermore, we've secured £1.77 million from The Warm Homes: Social Housing Fund to deliver further energy improvements over the next three years.

With the support of this funding, we were able to collaborate with multiple partners to address significant thermal comfort issues for residents across 12 bungalows. These residents consistently struggled to adequately heat

their homes, even with continuous heating operation. Our comprehensive approach involved installing external wall insulation to all external walls, significantly improving heat retention. Additionally, we completed a full roof replacement, which included new fascia, soffits, and rainwater goods, further enhancing the thermal envelope and overall energy efficiency of these homes. This multi-faceted project, delivered in partnership, has made a tangible difference in the comfort and well-being of these residents.

Communal Area Refurbishments

After reviewing customer feedback, OVH's Assets Team took a comprehensive approach to address customer issues and ultimately brought together multiple teams across the Group to develop practical solutions to improve customer satisfaction and maintain the property's condition.

As a result of OVH's investment works, ten blocks benefited from a significant transformation with the replacement of their outdated flooring. The new easy-to-clean flooring dramatically reduced visible

markings and enhanced the overall appearance of the communal areas. This upgrade has not only improved the visual appeal of the blocks but also made them easier to maintain, contributing to a cleaner and more pleasant living environment for residents.

Residents expressed their approval and gratitude for the new flooring and noted the positive impact of the improved surfaces on the overall cleanliness and appearance of the communal areas.

05

Independent Living

Our Independent Living Team is dedicated to supporting customers to live independently in their own homes and maintain their tenancies. They are actively working across multiple initiatives to create a positive impact on our customers' lives and well-being. The team work collaboratively with customers to overcome obstacles, facilitate referrals to other agencies, and assist with accessing resources such as volunteering, learning, or social activities, understanding their tenancy, and managing their finances.

The Independent Living team has been instrumental in several key initiatives. They've successfully facilitated the recruitment of a care-experienced young person's housing officer and introduced a new housing protocol for care leavers, directly incorporating feedback from young care leavers' lived experiences and surveys.

Furthermore, they've made significant improvements to outside communal areas in retirement housing schemes based on feedback

gathered from coffee mornings, positively impacting residents' health and well-being.

In response to increasing case numbers, the team has also appointed a new Safeguarding and Domestic Abuse Officer. Additionally, they've established a vital Refuge provision, a direct outcome of their strong relationship with Sefton Women & Childrens Aid (SWACA) and an identified need within the borough's Domestic Abuse partnership strategy.



Care Leavers Project

We've worked closely with our partner agencies to ensure that care leavers find suitable properties and successfully transition into their new homes. Our collaborative approach extends beyond just securing a tenancy; we provide practical support to help young people get set up and maintain their homes, fostering long-term stability. We are dedicated

to making a tangible impact on the lives of these young people, understanding that this crucial period is particularly vulnerable for care leavers. Without the right support, they can be susceptible to negative outside influences, making it challenging for them to establish a positive and sustainable path forward.

Communal Garden Improvement Project

Our Retirement Housing Schemes were allocated additional funding in 2024/25 to allow for communal garden enhancements to improve health and wellbeing. As part of this project, we consulted residents at coffee mornings, purchasing popular items such as

chairs, tables, benches, comfy couches, and various garden accessories. Residents have been delighted with the improvements, which benefit approximately 300 customers, fostering greater enjoyment of their outdoor areas.

06 Customer Experience

Our Customer Experience team is deeply committed to creating a vibrant community where every individual feels genuinely heard. Responsible for Customer Voice, Complaints and Data Insight, we go above and beyond, utilising a diverse range of methods from surveys and workshops to in-depth scrutiny reviews and more, all to ensure that every single voice matters and contributes to shaping our shared environment.

Crucially, we also leverage data insights and feedback, recognising that these are vital opportunities to understand pain points and drive meaningful improvement. Complaints are seen as a vital opportunity to have a positive impact on our customers. When a complaint

is made, we are dedicated to improving that specific customer's experience directly. Feedback is also provided to service areas to shape and significantly enhance future services and ensure a better experience for all.

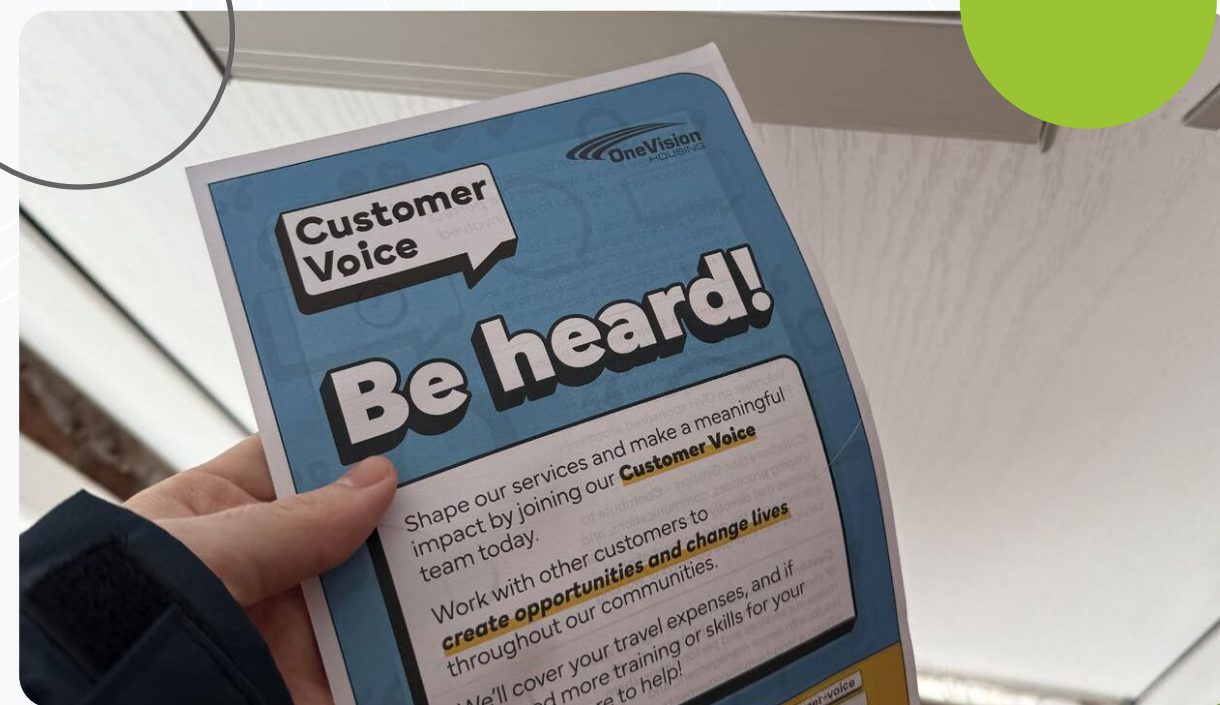
Customer Voice - Scrutiny Reviews

Customer scrutiny plays a pivotal role in driving accountability and service improvement. At OVH, we embrace this feedback to ensure our services consistently meet and exceed the expectations of our residents. A Scrutiny Review empowers our customers to deeply investigate housing matters, identifying areas for improvement and ensuring that our operations are transparent and responsive to their needs. Demonstrating this commitment, we have successfully completed two significant Scrutiny reviews in 2024/25.

Independent Living - A scrutiny review of the Independent Living service was initiated following requests from customers to examine

the level of engagement and communication between themselves and OVH. This prompted OVH's Scrutiny Team to assess the quality and effectiveness of the Independent Living services. This report aims to identify potential areas for improvement to enhance the customer's overall experience. ([link to IL report](#))

Communal Cleaning – A review of performance data by our involved customers identified communal cleaning as an area requiring service improvements. As a result, our Scrutiny Team undertook a thorough assessment of the Communal Cleaning service in order to pinpoint opportunities for improvement.



Fair Access Surveys

As a direct result of our Fair Access to Services project, which involved surveying 100 customers who faced potential barriers to accessing our services due to disabilities or language barriers, we've implemented several key improvements, including:

Enhanced Accessibility & Communication

We've made it easier for customers to access information and communicate with us. This includes sending large print letters and exploring coloured paper options for those with visual impairments. Our website now features Recite Me, a versatile tool that improves accessibility and provides language support. We've also diversified our Customer Voice newsletter, offering it in hard copy, electronic, and audio formats, and introduced a text line for our Customer Service Centre, making it easier for customers who are deaf or digitally excluded to request services like repairs.

Empowering Customers & Improving Support

We're committed to empowering our customers and providing better support. Our new Customer Training and Skills Hub offers

resources and training to help individuals enhance or acquire new skills. We've also launched an online Customer Support Directory, a comprehensive resource to help customers find assistance across a wide range of service areas within all local authorities we serve.

Driving Service Excellence

To continually improve our services, we've focused on internal enhancements such as implementing client considerations for operatives to ensure our staff better understand and cater to individual customer needs. Our IT and reporting capabilities now provide detailed satisfaction data by customer profile, allowing us to make informed decisions and refine our service delivery. Furthermore, recent Training in EDI, safeguarding, customer care, and dementia friendly practices has better equipped our colleagues to offer more informed and empathetic support to all customers.



Customer Journey Mapping – Aids & Adaptations

To better understand our customers' experience with our Aids and Adaptations service, we conducted a customer journey mapping project, tracing their experience from initial enquiry to completion.

A customer journey map visually depicts the entirety of a customer's experiences with our company and brand. Rather than focusing on isolated interactions, it maps the complete customer experience, from their initial contact to their ongoing relationship.

A series of recommendations were made as a result of this exercise. Some of the implemented recommendations include:

- Improved communication with customers including a clear step-by-step guide of the Aids & Adaptations process.
- Strengthened processes in partnership with local councils.
- Regular updates to customers via their preferred contact method.
- Satisfaction results have been split between major and minor adaptations to improve the reporting of these workstreams.

This customer journey mapping exercise has provided invaluable insights into our customer's experience, revealing both strengths and weaknesses in service delivery. By visualising the customer's interactions and emotional responses at each touch point, we were able to pinpoint areas for improvement and understand where customer expectations are not being met. This map highlighted opportunities to streamline processes, improve communication, and personalise interactions, ultimately leading to enhanced customer satisfaction.



Get in touch



ovh.org.uk



0300 365 1111*



enquiries@ovh.org.uk



@ovhousing



facebook.com/ovhousing



@onevisionhousing



One Vision Housing



One Vision Housing



One Vision Housing is part of The Sovini Group

**8am - 6pm, Monday to Friday excluding bank holidays.
Emergency repairs, 24 hours, 7 days a week*

INVESTORS IN PEOPLE
We invest in people Platinum

Investors in People
Good Practice | Health & Wellbeing Award



Certificate Number 2771
ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese – 如果您需要幫助了解本文檔中的信息，請致電 0300 365 1111 與我們聯繫。

Lithuanian – Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel 0300 365 1111.

Polish – Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem 0300 365 1111.

Portuguese – Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do 0300 365 1111.

Russian – Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону 0300 365 1111.

Turkish – Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyaciniz olursa lütfen bize ulaşın 0300 365 1111.

Ukrainian – Якщо вам потрібна допомога в розумінні інформації у цьому документі, зв'яжіться з нами за номером 0300 365 1111.

