Customer Voice

OneVision HOUSING

You Said, We Did!

Regulatory Inspection and Improvement Update

A message from: Lelir Yeung, Chair of OVH Board and Pam Holliday, Chair of OVH Customer Scrutiny Team and OVH Board Member

The Regulator of Social Housing oversees social landlords in England, setting the standards they are expected to meet and checking that they are well run, financially secure and delivering good-quality homes and services for customers.

Earlier this year, the Regulator of Social Housing carried out an inspection of One Vision Housing (OVH).

The outcome, published by the Regulator for Social Housing, confirmed that OVH is meeting the Consumer Standards and financial viability requirements. In relation to governance, the Regulator said: "Our judgement is that the landlord meets our governance requirements but needs to improve some aspects of its governance arrangements to support continued compliance." The Regulator identified the safety and quality of homes as a particular area for improvement, stating that "[Oversight] needs to be strengthened in relation to certain aspects of the safety and quality of its homes, particularly the management of damp and mould and non-decency of its homes."

We developed an Improvement Plan in response and, importantly, customers have been involved in shaping our approach. Customers also worked with Officers on the design of our website communications to ensure the Improvement Plan is communicated in a customer-friendly format and focuses on what it means for our customers.

This update sets out what customers told us as part of their involvement in shaping our response to the outcome of the inspection, what we have done in response and what it means for you.

You told us that:

- We should identify problems early, before they become more serious or affect more people.
- We should bring together information from complaints, satisfaction surveys, service performance and customer feedback to spot emerging issues.
- Good overall performance should not hide serious individual cases or repeated service failures.
- Performance information should be clear and easy to understand, including what is going wrong and what OVH is doing about it.
- Serious concerns should be escalated even when overall performance is on target, particularly where there is a risk of customer harm, a safety concern or a significant impact on a vulnerable customer.
- Simple Red, Amber and Green reporting would make it easier to understand where services are performing well and where action is needed.
- Customers should receive regular information about important risks and whether the action being taken is making a difference.

We did:

Improved how we identify and respond to potential problems

We have strengthened the way OVH uses performance information, complaints, satisfaction data and customer feedback together to identify emerging concerns. Performance thresholds provide early warning when services begin to deteriorate and identify where greater scrutiny, or recovery action may be needed. Importantly, we will not rely on headline figures alone. Serious individual cases can be escalated even when overall performance is on target.

Strengthened oversight of homes, repairs and safety

The Board now receives more detailed information about damp and mould, the condition of homes, repairs and property compliance. A new quarterly Asset Management and Property Compliance Update brings this information together, helping the Board identify emerging concerns and challenge whether appropriate action is being taken. This supports OVH's published commitment to strengthen the monitoring of homes and services so that issues can be identified earlier and improvements made more quickly.

Strengthened planning for future challenges

Officers have enhanced financial stress testing so the Board can better understand how OVH would respond to challenging circumstances. This helps us plan ahead and protect our ability to invest in homes and continue delivering services customers can rely on.

Added independent checks

Additional internal audit work is providing independent assurance over how we manage damp and mould, prepare for Awaab's Law and undertake financial stress testing. This will help us check that the improvements we are making are working as intended.

Put customers at the heart of our response

Customers have helped shape our response and create a customer-friendly webpage through the Customer Scrutiny Team, Service Review Group and Policy and Strategy Group.

Customers have also considered how OVH identifies and escalates risks and how we can make performance and risk information easier to understand.

Our full Improvement Plan is available on the OVH website.

What difference will this make?

These changes are designed to help the Board:

- Spot problems earlier and act before they become more serious.
- Look beyond headline performance to understand the experience of individual customers.
- Receive more information about homes, repairs, safety and emerging risks.
- Take quicker action where performance is deteriorating.
- Plan effectively for financial and operational challenges.
- Give customers a strong voice in challenging performance and shaping improvements.

The Board will continue to oversee progress and gather evidence to ensure these changes deliver sustained improvements for customers. We would like to thank the Customer Scrutiny Team, our Service Review Group, Policy and Strategy Group, and all customers who have shared their views and helped us improve. Your collective involvement is helping us identify concerns earlier, strengthen our services and keep customers at the heart of our decisions.

As Chair of the Board, Lelir would also like to recognise the crucial role Pam plays, both as a Board member and Chair of the Customer Scrutiny Team, in connecting the voice of customers directly with the Board and ensuring their experiences and priorities help shape our strategic direction.

Lelir Yeung
Chair of OVH Board

Pam Holliday
Chair of OVH Customer Scrutiny Team and OVH Board Member