

Regional Scrutiny Boards: July 2020

Update 4

Onward believes that developing meaningful relationships with its customers is critical to achieving long term success. In fact, listening to customer feedback underpins every interaction between the organisation and its customers.

As part of its efforts to engage customers, Onward has three Regional Scrutiny Boards (RSBs) which comprise a diverse range of tenants from all of our three regions, namely: Lancashire; Merseyside; and Greater Manchester & Cheshire.

The RSBs meet with Onward colleagues every three months to review how our services are performing and to identify where improvements can be made.

RSB members compare our performance against targets and review customer feedback which has been gathered via surveys, reported complaints and various other channels.

Where the results and feedback highlight areas for concern, the RSBs carry out an investigation which typically lasts for six months. The findings of their investigations and their recommendations for change are formally presented to Onward's Finance and Performance Committee. In this way, the committee and RSBs are able to hold us accountable for performance improvement.

What are our Regional Scrutiny Boards (RSBs) up to?

Between October 2019 and April 2020, the RSBs investigated three areas of service. Read on for an overview of their recommendations and keep an eye out for updates on how we use their feedback to make change.

Merseyside – Planned maintenance

Merseyside RSB investigated how Onward could improve its communication with customers about planned maintenance, including the renewal of kitchens and bathrooms.

Recommendations made included:

- Consult customers on Onward's investment strategy and investment priorities
- Be clear as to why homes are included or excluded from planned investment programmes
- Involve customers in decision making about planned maintenance programmes
- Provide more information about investment programmes on the Onward website and in print
- Improve communication with customers about maintenance works being carried out to their home, e.g kitchen replacements, particularly if plans change

Greater Manchester & Cheshire - Gas servicing

Greater Manchester & Cheshire RSB investigated how Onward could improve the annual gas servicing process for customers.

Recommendations made included:

- Ensure that operatives attempt to contact customers if they are unable to access a property for an appointment
- Share necessary customer information with operatives to improve service provision, particularly to vulnerable customers
- Emphasise the importance of the gas servicing process with new customers
- Speed up the installation of carbon monoxide detectors across all Onward properties
- Record gas servicing complaints consistently to enable better analysis of data and trends

Lancashire - Adaptations

Lancashire RSB investigated how Onward could improve the process of requesting adaptations and the information available to customers about the process.

Recommendations made included:

- Make the process of applying for adaptations clearer on the Onward website
- Provide links to relevant local authority Disabled Facilities Grants information
- Channel enquiries about adaptations directly to relevant departments, rather than via the Customer Contact Centre

Want to get involved?

If you would like to volunteer or give feedback to help improve Onward's services, then you can become a member of the Customer Engagement Community [here](#). As a member, you can help shape the future of Onward, influence the priorities in your neighbourhood, and access a range of training opportunities to help you develop new skills. And if that wasn't enough, all members are entered into a monthly prize draw.

Onward's fantastic Customer Engagement team will invite you to participate in events and feedback sessions as little or as often as you choose. The team appreciates that members have different lifestyles and, therefore, members have access to different levels of involvement which suit their availability.

Alternatively, if you would like to be considered for a role on one of the Regional Scrutiny Boards (RSBs) please contact the Customer Engagement team at customerengagement@onward.co.uk.

