

# Onward

## Regional Scrutiny Board (RSB) update

November 2020

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 our efforts to be accountable to customers, we have three Regional Scrutiny Boards (RSBs) which comprise a diverse range of tenants from our three regions: Lancashire; Merseyside; and Greater Manchester & Cheshire.

The RSBs meet regularly and every three months they check how our services are performing and challenge us to improve, where necessary.

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.

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### **What have our Regional Scrutiny Boards (RSBs) been up to?**

Over the last few months the RSBs have risen to the challenge of mobile working and have quickly adopted digital channels as a way to connect. With the support of the Customer Engagement team, they have successfully continued to carry out their crucial work.

### **Tackling COVID**

In line with Government guidance we have continued to deliver the best services possible within the restrictions throughout the COVID pandemic.

For the RSBs, as for Onward, the priority was making sure customers had access to essential services – food, medication, support and emergency repairs.

Members met with Bronwen Rapley, Chief Executive Office, to reflect on the challenges that customers faced and how we were adapting and prioritising services to support customers and communities.

The RSBs welcomed Onward's approach to keeping customers informed about services, and they continue to engage with us on our plans.

## Improving repairs

In early May 2020, the RSBs met to review Onward's performance for 2019-20 and in particular the period from October 2019 - March 2020.

Through their examination of detailed Performance and Insight reports, the RSBs raised questions to Onward about how we could improve various aspects of the service.

- **communication** – keeping customers informed about changes to appointments
- **efficiency** – completing repairs 'right first time'
- **quality** – inspecting completed repairs to ensure they meet our standards
- **speed** – repairing empty homes quickly so they can be let promptly

Members met with Simon Brown, Property Services and Delivery Director, and several repairs managers to find out more about the action Onward was taking to improve in these areas.

From there, members were invited to work with newly formed Repairs Service Improvement Groups to push change forward.

- Manchester RSB members are helping to set a clear void standard, monitor our repairs performance times, and look at the quality of homes which are ready to let
- Merseyside and Lancashire RSB members are working to improve the repairs experience for customers and achieving "right first time" repairs

*"There is a lack of customer confidence about right first time. There is a lot of talk about it, but it doesn't always happen."* – Stephen, Merseyside RSB.

Together, the members and Onward teams will work to deliver on the performance improvements set out.

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## Want to get involved?

If you would like to volunteer or give feedback to help improve Onward's services, then become a member of the Customer Engagement Community.

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](mailto:customerengagement@onward.co.uk).