

Onward

YOUR VOICE.

FEBRUARY 2021

Welcome to the latest edition of Your Voice, our exclusive newsletter for Customer Engagement Community members. We hope that you are well and staying safe. Fingers crossed that better weather and better times are not too far off now.

Over the last three months we have been working closely with many of you on a number of activities, from testing out our new communications channels to understanding your aspirations for your local community. The team has also been busy developing new engagement events so more of you can get involved. For the very latest on the opportunities available, check out our website

[here](#) or read on to find out more.

In this edition of Your Voice, discover how you can help shape and improve our most important services, share your experiences, and take part in free workshops to boost your lockdown blues.

For the Gordon Ramsey's and Nigella's amongst us, make sure to check out our cooking competition on page four. We look forward to seeing your entries!

Jo Phillips,
Customer Engagement Manager



FIXING IT.

We know that repairs are important to customers and we're continuously striving to improve our service to meet your standards.

We are looking for customers who are willing to volunteer their time over the next twelve months to help us make these improvements.

Customers will be invited to attend online workshops, take part in briefings, read supporting documents and contribute ideas, suggestions and insight.

Join our Customer Engagement Specialists as they talk you through the volunteering opportunity and what you can expect.

ONLINE VIA MICROSOFT TEAMS

15 March, 11am

18 March, 2pm

18 March, 6pm

If you'd like help getting online or would like to speak to someone one-to-one, please contact us at customerengagement@onward.co.uk.

Please note: During the event, Specialists will not be able to feedback on the progress of outstanding repairs or discuss individual cases. Please report your repairs via My Onward or on 0300 555 0600.

NO COMPLAINTS.

This February we launched our Customer Resolution Forum – a group of customers and Onward colleagues working together to improve our complaints handling process.

The group will meet every three months to combine their insight, experience, knowledge and creativity to develop our service.

This month, the Forum kicked off by reviewing our **Complaints Resolution Policy**. We'll let you know their findings soon and will keep you updated on their great work.

“ The Forum is a good opportunity to have a voice which will hopefully help a lot of Onward tenants going forward. ”

Stephen, Manchester

RESULTS ARE IN.

459 of you took part in our Customer Engagement Policy review, and the results are in.

Our CE Policy sets out the way in which Onward will engage with and listen to customers. As part of the review, we assessed whether the policy is still fit for purpose and meets customer expectations, as well as meeting regulatory and sector requirements.

How satisfied are you that we listen to you and act on your views?

Some customers suggested that we must provide more local visibility, have a consistent presence in our neighbourhoods and be more involved in local events and meetings.

Following your feedback, we pledge to offer more local engagement opportunities and will work with Neighbourhood Specialists in your area to make your voices heard – louder and clearer.

“ Listen to tenants, understand what they are saying, take action, and provide feedback. ”

Do you think we should offer incentives for customers to get involved?

“ The most meaningful incentive for involvement is a belief that one's involvement is meaningful and worthwhile. ”

While many customers suggested that we should offer gift vouchers as incentives to get involved, some customers said they would rather receive recognition for their involvement.

The results of the Policy review and our response will be published online soon. For more information, or to talk to someone one-to-one, please contact us at customerengagement@onward.co.uk.

BOOST YOUR CONFIDENCE.

Coronavirus has taken its toll in lots of different ways and we know that some of our customers are feeling low during lockdown. We invite you to attend this workshop to help get your mojo back and feel positive looking to the future.

**Top 10 Confidence Tips to Get Back on Track
Online via Zoom
25 March, 10:30am**

The workshop is hosted by our partners Tpas (Tenant Engagement Experts). There is limited availability so act quick and contact us at customerengagement@onward.co.uk to reserve your spot.

DEAR DIARY.

If you are due to have planned works carried out in your home, we invite you to complete a daily diary recording your experience so we can ensure the service is up to scratch.

In the diary, we'd like customers to let us know about their operatives, the quality of the work, the efficiency of the work and anything else you observed.

Your feedback will help us to improve the service where it needs improving and celebrate the service where it delivers.

Once the works are complete, we'll also send you a survey so we can measure satisfaction and report back to our contractors.

To find out more or get involved, contact customerengagement@onward.co.uk.



“ Very happy with the new bathroom and all the people involved were great from both Onward and the contractor. They did a great job. Very professional, friendly, skilled, respected my home, all those things. 10/10. ”

FREE WEBINAR.

In this webinar, hear how Tpas (Tenant Engagement Experts) have amended their National Engagement Standards following weeks of research, tested by hundreds of landlords and tenants.

Tpas will explain how the standards can build confidence and provide assurance that we are meeting the expectation of the Regulator of Social Housing.

To claim your free spot, visit the Tpas website and make a free members account or contact us at customerengagement@onward.co.uk for help.



16 March
11am
Online via Zoom



STIR IT UP FOR £50.

Spice up your lockdown! We challenge you to keep busy and rustle up something exciting in the kitchen.

We'd love to see your best recipes – whether it be your dinner party showpiece, your Friday night feelgood feast or your quick and easy mid-week supper.

Send us your pictures, your recipe and tell us a little about yourself for a chance to win £50 of vouchers for a supermarket of your choice!

Entries must be submitted to customerengagement@onward.co.uk by 15 March and the winner will be announced shortly after.