

Onward

YOUR VOICE.

August 2021

Welcome to the latest edition of Your Voice, our exclusive newsletter for Customer Engagement Community members.

The Team have been busy over this last couple of months helping to shape new involvement opportunities, as well as getting out and about into neighborhoods to listen to your views and priorities. Read on to hear about some of the work that we are doing and the latest opportunities for you to get involved.

Jo Phillips,
Customer Engagement Manager

IT'S GOOD TO BE DIFFERENT.

We are committed to understanding the experiences of people who belong to the many different backgrounds that make up our communities. We have been chatting with some of you recently to listen to your stories and understand how we can offer services to meet your needs. If you have a passion for ensuring all customer voices are heard and would like to work with us to shape our approach to equality, diversity, and inclusion then we would love to hear from you Suzanne.londra@onward.co.uk

HOW ARE WE DOING?



We have a dedicated group of customers who take part in a monthly survey to provide feedback on the grounds maintenance service that they receive.

Your feedback is helping us to make sure that we are delivering the best service we can. Want to join in? Drop Leanne a message Leanne.baldwin@onward.co.uk

Chat to our friendly team at customerengagement@onward.co.uk or see what they've been getting up to on the Onward website.



KEEPING YOU SAFE.

We have been chatting with some of our customers in our high-rise buildings about the importance of fire safety. We want to keep this conversation going. Please get in touch if you have an interest in building fire safety and want to work with us to ensure everyone remains safe in their homes and understands what they need to do in an emergency.

customerengagement@onward.co.uk

SCRUTINY AT ONWARD.

The Scrutiny Board made up of customers from across our communities, meet up every three months to review how services are performing against our targets.

Working together they meet with Onward colleagues to identify where improvements can be made. The findings of their investigations along with their recommendations and agreed actions for change are then presented to Onwards Finance and Performance Committee.

We provide Scrutiny Board members with support, and access to training to help them to fulfil their role.

Sounds like scrutiny is for you? Get in touch to find out more.

customerengagement@onward.co.uk



Are you a digital enthusiast? Or simply want to learn more about our plans for developing digital services?

We are setting up a new group for customers to work with us to shape services for the future, test ideas and products as well as identifying ways to ensure that all customers are digitally enabled.

If you want to be part of shaping digital services get in touch customerengagement@onward.co.uk

EASY ACCESS TO TRAINING.

We are working with colleagues across Onward on an exciting new training offer.

Our Customer Learning Portal will provide customers and their families with access to a free online training resource. We will keep you updated with how this is progressing in future newsletters.