

Onward

# YOUR VOICE.

NOVEMBER 2021  
QUARTERLY UPDATE

Welcome to our latest edition of Your Voice, we hope that you are finding your monthly and quarterly newsletters useful. In this edition you will find information on some of the latest opportunities to get involved, as well as some updates on what the team have been up to.

We are currently working on plans to create engagement opportunities across other areas of the business... so if you are passionate about all things Digital or want to ensure that we are delivering inclusive services and want to get involved, then make sure to drop us a line.

Jo Phillips, Customer Engagement Manager

## WE NEED YOUR HELP.

Membership of our Customer Engagement Community has now reached 2617, members continue to provide feedback on policy reviews, our communications, and service delivery.

We currently have about 8.5% of our customers signed up to our Engagement Community, but we want to try and get 10% signed up by the end of March. We would really appreciate your help in helping us reach this target, this will help up to be able to talk to more customers about Onwards services.

Could you encourage your Onward neighbours and friends to sign up? Share this newsletter with them so they get an idea of what being a part of the community means.



Ask them to scan the QR code with the camera on their phone to sign up

## EQUAL AND INCLUSIVE SERVICES FOR ALL...

We are pulling together a customer panel to work with us to ensure that we are providing accessible and inclusive services to all. Would you like to be involved?

You can choose to get involved by phone, email, video chats or face to face - whatever suits you best. If you have a genuine passion to make people feel valued and included, we would love to hear from you. Contact [leanne.baldwin@onward.co.uk](mailto:leanne.baldwin@onward.co.uk) and she can arrange a call to discuss further.



# REPAIRS WORKING TOGETHER.



At the beginning of the year, we advertised our 'Fixing it' events to talk to you about getting involved in helping to improve our repairs service. Following these events, we have piloted 'Repairs Working Together Groups'.

Each online session brings customers together to focus on a different aspect of the service. Sharing our improvement plans with customers always leads to new ideas and approaches. All feedback and ideas are monitored, this allows us to track where changes are made to the service. Nikki Currie, one of our Senior Repairs Managers, leads the sessions and uses customer feedback to help improve the customer experience of the service.

## IDEAS YOU'VE SHARED HAVE INCLUDED:

- Influencing the tone and detail of a newsletter article on our approach to rechargeable repairs
- Promoting the use of photos and video calls to improve the accuracy of repair reports
- Finding a way of explaining to customers some of the issues being faced by contractors that are leading to delays – explanatory letters have been sent out following this suggestion

- Looking at how we can highlight issues like testing boilers before the cold weather starts
- Addressing the issue of having the right equipment and parts on contractor's vans

## WHAT YOU CAN DO

If you would like to get involved in the sessions, contact us at [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)



**Would you like to work with us to shape the services of the future?**

Is technology and digital access an interest to you? We are currently working on the implementation of our Digital Strategy and would love customers to be involved....so if you want to be part of shaping digital services get in touch with [Samantha.Amis@onward.co.uk](mailto:Samantha.Amis@onward.co.uk)

# BIG PLANS - ONLINE TRAINING FOR YOU AND YOUR FAMILY.

Early next year Onward will launch an online learning site giving our customers and their families access to a range of free resources including:

- Accredited courses to help enter or progress within employment
- Family learning including help for children at school
- Mental health and wellbeing advice
- Understanding your tenancy

We'd love to hear your ideas on what sort of courses and resources you'd like to see. Please email [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk)

We are working with our Social Investment Team and will also have a dedicated section for members of our Customer Engagement Community.

Are there any areas you would particularly value training on? Let us know.

## IT'S COMPETITION TIME...

'Tis the season to be jolly and you are in with a chance to win one of several prizes. We have a luxury hamper and 3 x £50 high street voucher up for grabs.

They have been kindly donated by Axis, Fortem, Liberty and Onward Repairs.

All you need to do is let us know what the missing word is from the wordsearch:

a	d	p	e	i	p	r	y	c	s	v	n	r	c
z	e	t	f	q	a	e	g	k	y	t	m	e	h
r	t	t	a	d	i	t	i	o	n	s	b	c	r
e	a	r	m	r	o	u	j	y	p	o	r	u	i
s	w	a	i	a	t	e	i	a	q	z	t	s	s
x	a	d	l	z	e	j	o	l	l	y	b	t	t
e	l	i	y	s	a	l	w	o	e	g	w	o	m
l	k	t	m	u	v	a	r	i	w	h	q	m	a
g	c	i	j	o	n	w	a	r	d	j	m	e	s
n	e	o	c	m	r	l	t	r	e	e	v	r	c
i	u	n	i	p	t	o	s	z	a	k	n	u	o
j	x	s	t	e	w	c	t	y	s	l	b	y	l
a	s	t	f	a	f	v	e	t	d	z	v	t	x
l	t	m	x	o	r	b	w	i	n	t	e	r	c
e	y	h	r	l	h	y	r	r	f	x	c	e	v
q	c	o	m	m	u	n	i	t	y	j	l	q	a

christmas  
jolly  
star  
tree  
jingle  
winter  
traditions  
joy  
member  
onward  
community  
customer

# GETTING THE MESSAGE RIGHT.

In October we asked a group of customers how we could improve our annual rent and service charge letters.

Thanks to those of you who took part.

## YOU GAVE US SOME GREAT IDEAS ABOUT:

- How the letters look
- The legal terms that are used and how we could simplify and explain them better
- Tailoring our approach to suit different customers
- Providing more details about what your rent and service charges pay for

Our Income Management Team are now working with the Customer Engagement Team to make changes for next year's letters and looking ahead at what else we could improve in the future.

## WHAT YOU CAN DO.

Rent and service charge letters go out in March, so look out for yours and let us know if you have ideas on how to improve them.

Email your answer to [leanne.baldwin@onward.co.uk](mailto:leanne.baldwin@onward.co.uk) before 10th December so she can arrange getting the prize to you before Christmas.