

Onward

YOUR VOICE.

MAY 2022

Welcome to the latest quarterly edition of Your Voice. We hope that you are all well and are enjoying the lighter nights and sunshine. It has been a busy few months for the Customer Engagement team and members of the engagement community - read on to find out more about the latest opportunities and some updates on recent activities.

If you are a new member or haven't yet got involved with something and want to find out more, then don't miss the opportunity to join in on one of our events in June. You will get to meet members of the engagement team and hear more about the things you can get involved in.

Jo Phillips, Customer Engagement Manager



DEVELOPMENTS IN MURDISHAW.

Daniel and Val from the Customer Engagement Team, along with Vickie Hodgson the Neighbourhood Specialist for Murdishaw, spent two days out and about speaking to customers about the upcoming improvement works planned for the bungalows. With the project due to start in just a few weeks' time, we gave customers an update about the progress of the work and some finalised design decisions.

With new roofs and changes to layouts, the planned works will greatly improve and future-proof the bungalows. Giving customers choice over aspects of the design has also ensured that we are redesigning their homes to meet their needs. Watch this space for further updates on this exciting regeneration project.

A BIG HELLO AND WELCOME TO ALL OUR NEW MEMBERS!

Over the last couple of months, we have been working on getting more and more customers involved in our Customer Engagement Community. The more customers we have helping to shape our services, the bigger difference we can make across Onward and in your local communities. We now have a huge 2,737 members, which is almost 10% of all Onward customers.

Thank you to everyone for making sure our customers' voice is at the heart of everything we do.

ALL THINGS DIGITAL.

Do you have an interest in all things digital? Be it new technology, the World Wide Web, or online services?



If so, why not join us and other interested customers online on Wednesday 22nd June at 11am.

We'll talk through what's been happening over the last few months, our plans for the future and some opportunities for you to get involved. If you are interested then please drop Sam an email at samantha.amis@Onward.co.uk or sign up at [Digital Customer Forum](#).

SCRUTINY BOARD RECOMMENDATIONS.

The Onward Scrutiny Board (OSB) met at our Manchester office on 10th May to review how Onward's services are performing. performance at the end of the financial year.

This was our first hybrid customer meeting to be held in person, and using video and phone calls. Thankfully the technology worked well and the conversation between customers and colleagues flowed seamlessly.

Regional Director Dave Mayner and Head of Neighbourhoods Andrew Lord committed to meet the OSB recommendations and ensure that customers are involved in neighbourhood walkabouts. Hopefully these will happen twice yearly in your neighbourhood. There was also agreement to improve communication about the planned walkabouts via noticeboards and flyers.

The OSB had a busy week. On 12th May they also met with members of the Onward Board and Executive team to assess Onward's performance against the [Consumer Standards](#) that are set by the Regulator for Social Housing.

Every year Onward must show the Regulator how we perform against standards via a self-assessment. Members of the OSB play a key role in this process, and being involved in this assessment allows them to ask questions and challenge us to keep delivering services that go beyond expectations set out in the standards take place over the financial year April 2022 to March 2023.

OLDHAM SOUTH WALKABOUTS.

Last month saw the re-launch of monthly walkabouts in The Avenues in Oldham.

After listening to customers who told us they wanted to see more of us, Onward teams went out and about, speaking to customers about local issues and priorities. Going forward these walkabouts will take place on the last Thursday of every month in Oldham. Remember to pop your postcard in the window if you want us to give you a knock.

Watch out for our walkabouts in your local neighbourhood.



GETTING A NEW KITCHEN OR BATHROOM THIS YEAR?

We hope the work goes well and you love your new fittings. Could you do us a favour? We would love to know how your installation goes, so if you're interested in taking part, drop us an email and we will send you one of our Experience Diaries.

All you need to do each day is just tell us what happened, and include just a little bit of information on how you felt about the work carried out. We can then let the contractor know what works well for our customers and what needs to change.

Please also tell your Onward friends and neighbours, as the more feedback we receive the better, and we can learn from it and make important changes. Let us hear your customer voice to improve our services by emailing Val at val.alker@onward.co.uk

NEW ONWARD SCRUTINY BOARD MEMBERS NEEDED!

We work collaboratively with our customers to improve our services and make our homes and neighbourhoods great places to live.

Part of this work is carried out by the OSB. The OSB are a group of committed Onward customers who volunteer their time to review the performance of our services and identify where improvements can be made.

By joining the OSB, you will:

- Gain experience of taking part in meetings in person or online
- Learn all about how housing associations work
- Use the skills you already have and gain new ones

The name Scrutiny Board may sound a bit scary, but don't be put off.

MEMBERS HAVE SAID:

“ I like it, I notice that even though the group is diverse we all have similar goals.

I feel involved. It is an important role and is respected. ”

We currently have four vacancies: two for Lancashire customers and two for Merseyside customers. We currently have our full quota for Manchester region customers. You don't need to have done anything like this before. We will provide all the support and information you need. Contact Val.alker@onward.co.uk

HELP US TO DELIVER SERVICES.

We often have to bring in new contractors and suppliers to help us to deliver our services, from window cleaning to installing a new bathroom. We want customers to work with us to choose who is best for the job, what the contract should contain and how we can best monitor service delivery. Are you interested in finding out more? Or fancy getting involved in something like this?

Contact leanne.baldwin@onward.co.uk

YOUR VIEWS MATTER.

Our Customer Diversity & Inclusion Forum has now started to meet online. Meeting for just an hour or so every couple of months, the group is helping to ensure that we embed diversity and inclusion into all that we do. All of our customers have individual needs and preferences, so by involving and listening to them we can achieve our aim of providing services that meet their needs. Diverse customers create diverse communities, and supporting our communities will bring benefits to all residents by improving community cohesion.

Would you like to be involved? 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

JOIN THE CUSTOMER ENGAGEMENT COMMUNITY.

We are running events in June (see links below) and all customers are welcome to attend. Please share this information with your friends and neighbours and encourage them to come along and see if they would like to become part of the Customer Engagement Community.

Merseyside Customer Engagement Event -
Manchester Customer Engagement Event -
Lancashire Customer Engagement Event -

[Beechwood, Wirral](#)
[Chorlton](#)
[Accrington](#)