

YOUR VOICE.

June 2023

Welcome to the latest edition of Your Voice, the quarterly newsletter for members of our Customer Engagement Community, which has a membership of almost 3000 customers.

Members are choosing to get involved in a range of activities to help shape and improve the services we deliver. It doesn't matter if you have five minutes or five hours to spare there is always

something that you can join in with, whether it be completing a short survey, joining us on a neighbourhood walkabout or meeting up with other customers to talk about a specific service. Read on to find out what members of the Community have recently been up to.

Jo Phillips,
Customer Engagement Manager

THE ONWARD BOARD – HEARING YOUR FEEDBACK.

New members joined the Onward Scrutiny Board meeting in Accrington in May. They were also joined by two of Onward's Board members Wyn Dignan and Rachel Barber, for an update on Onwards new Customer Committee a subcommittee of the Board. This committee will look at the services customers receive and ensure customer feedback is heard by the Board and used to shape and improve services.



KEY ROLE FOR RUNCORN CUSTOMER.

Ralph, a customer from Runcorn who has been working with us as a Neighbourhood Champion during energy efficiency works on Murdishaw will be helping Onward in the procurement of the next energy efficiency contract for Kirkdale in Liverpool. Work in Kirkdale is planned to include new doors and windows, external wall insulation to the rear of the property and more insulation in the roof. Ralph has completed a training course on procurement run by Tpas.

To find out more about what Tpas offer visit their website, Onward are members that means you are too **Tpas: Tenant engagement experts**

NEW REPAIRS RECOMMENDATIONS FROM THE SCRUTINY BOARD.

Scrutiny board members have shared a report they produced about communication in the repairs service with Onward's Head of Repairs. Some of the recommendations include:

- better questioning to understand a customer's repair issue, to ensure accurate diagnosis
- clearer communication with customers about repairs process and progress
- improved use of technology/IT
- changes to the confirmation of appointments via text
- more consideration in the planning and carrying out the work
- improvements in dealing with complaints.

The Repairs team has welcomed the recommendations, they will be included in the repairs service improvement project and in plans for a new IT system.



OPPORTUNITY!

We are looking for customers to be involved in developing improvements to our repairs service. If this is something that you are interested in the contact Val.alker@onward.co.uk for more information.

ENERGY EFFICIENCY FUNDING SUCCESS.

Onward has been successful in securing over £6.8m from the Social Housing Decarbonisation Fund (SHDF) to deliver energy efficiency upgrades in customers homes.

Work is planned to start in the Kirkdale, Liverpool later this year and go on for 2 years. Customers who are included in the planned programme will be receiving letters in the coming weeks.

In total 600 homes will receive energy efficiency work across Greater Manchester, Merseyside and Lancashire.

We will be looking for customers from the areas included in the programme to get involved in the project - we will keep you updated... watch this space

HOME OWNERSHIP FORUM.

Our Home Ownership Forum has been running for 18 months now with lots of positive contributions to the Home Ownership service. The Budget Setting and Account Management procedures, which customers worked on closely with our Head of Home Ownership, have now been implemented and are already proving successful. The team are working closely with Finance colleagues to ensure that they can provide transparency for customers when it comes to their accounts, which was very important to our customer forum members.

ARE YOU LIVING IN OUR HATTERSLEY NEIGHBOURHOOD?

Do you have a neighbour who is also an Onward customer who is not receiving our Your Voice newsletter, ask them to sign up:

[Get Involved - Onward](#)

Would you like the Customer Engagement Team to visit your neighbourhood to tell you more about how Customer Engagement works at Onward? Email Sam samantha.amis@onward.co.uk

EXCITING THINGS COMING SOON...

The Onward Customer App is currently 'Under Construction' and as a member of the Customer Engagement Community you will be one of the first customers to have access to the App and let us know what you think! You will be able to view your rent, make payments, report repairs, and receive important messages from Onward.



FOUR MILLION HOMES.

Four Million Homes
Knowledge and action for change in social housing

A new opportunities and training programme called Four Million Homes has recently been launched by the Confederation of Co-operative Housing (CCH).

Four Million Homes is targeted at improving engagement with social housing residents. The programme aims to facilitate effective engagement between landlords and residents and empower residents to hold their landlords to account. It will offer various free learning and support activities and provide residents with information on ways to get involved and engage with their landlord.

Opportunity to join the Four Million Homes Sounding Board. Find out more here...

[Join the Resident Sounding Board - Four Million Homes](#)

DIVERSITY AND INCLUSION FORUM.

Our customer Diversity and Inclusion forum regularly meets to discuss topical issues.

One of our group members Amanda recently attended a training course to help increase their understanding of the subject of Diversity and Inclusion, the course focussed on areas such as

- **Why Diversity and Inclusion is a hot topic**
- **The importance of using the right language**
- **How to create inclusive environments**

Learning from the course will be shared with wider forum members.

“ I’ve learnt so much and cannot wait to put it all into practice. ”

Do you have an interest in Diversity and Inclusion? Would you like to join the forum? If so, get in touch with Leanne Leanne.Baldwin@onward.co.uk It is an excellent time to join as we are looking to do further training and topical sessions.

THUMBS UP FOR OUR CONTRACTORS!

Often as part of a contract, Contractors agree to provide additional benefits to the area that they are working in, and this is referred to as ‘Social Value.’ As part of the 2022-23 Kitchen replacement programme in Clitheroe, our contractors Wright Build provided one of our schemes Littlemoor with a FREE kitchen!

Each financial year we tend to choose a communal kitchen as these benefits the residents in the scheme, rather than just one household/resident. supplied by Moores Furniture Group, one of our customers said, ‘This one is nice, brighter and cleaner.’



CALLING ALL CUSTOMER ENGAGEMENT COMMUNITY MEMBERS LIVING IN HALTON, SEFTON, AND KNOWSLEY.

We’re not sure why but there are less members of the Customer Engagement Community (CEC) in your area than others.

Can you help?

- **Could you get a friend or neighbour who is also an Onward customer to sign up and receive Your Voice Get Involved - Onward**
- **Is there a community centre or building you could suggest that we could run a drop-in session from?**
- **What are the housing or neighbourhood issues that you and your neighbours talk about most?**

Email Val and let us know Val.alker@onward.co.uk

HAVE YOU RECENTLY HAD CAUSE TO COMPLAIN?

Do you think you could help shape a better complaints service at Onward?

The Customer Resolution Forum currently meets online, we meet during the evening, starting at 6pm - would this work for you? We review the performance of the complaints service and provide feedback to the team. Want to know more? Get in touch with:

Leanne.leanne.baldwin@onward.co.uk



DOES YOUR NEIGHBOURHOOD NEED US?

Our Customer Engagement Specialist, Leanne recently ran a customer engagement session in our Crow Trees Community Centre, Clitheroe. The session was an opportunity to meet up with a group of customers to talk about the involvement opportunities we have available, as well as providing an opportunity for customers to provide us with feedback about Our services.

The session was a real success, customers went away with a greater understanding about how they can get involved and were happy that they had been able to share their views with us.



We thoroughly enjoyed the meeting and left with a “ sense of relief that the concerns of the attendees ” were heard and would be addressed.

Would you like us to run a similar session in your local area? Email Leanne with the details and we can look at running a session Leanne.baldwin@onward.co.uk