

Onward

# YOUR VOICE.

Spring 2026

**IN THIS ISSUE:** An update on how we've listened, what we've learned and shaped together.

## Hello and welcome to the latest edition of Your Voice.

Over the last couple of months, we've spent a lot of time listening to you about our approach to customer involvement. We've asked customers, colleagues and forum members what a strong and meaningful customer voice should look like at Onward. This has included a customer survey, workshops with forum members and focus groups with colleagues from across the organisation.

I want to say a genuine thank you to everyone who has taken part.

Some really clear themes came through. You told us you want more ways to get involved that fit around your lives, better feedback on how your views make a difference, clearer communication, and confidence that your insight genuinely shapes decisions.

We're now using everything we've heard to co-create our new Customer Voice and Influence Strategy. We're pulling together what good involvement looks like, how scrutiny fits in, and how we can make it easier for more customers to have their say. The new strategy will be ready to launch in early summer, and we'll keep you updated as we get closer. I'm really excited about what this means for strengthening your voice at Onward.

We're here to listen, so please do get in touch with us via the usual methods, whether that's emailing [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk), or giving us a call on **0300 555 0600**.

Thanks, as always, for being involved. It really does make a difference.

**Amy Holden**  
Customer Involvement Manager



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## IMPROVING OUR ANTISOCIAL BEHAVIOUR SERVICE.

The Onward Scrutiny Board (OSB) recently completed a review of our Antisocial Behaviour (ASB) service. Using real customer experiences, the OSB set off with the aim of making the service clearer and more supportive.

The review focused on what it feels like to be a customer at each stage of an ASB case, from getting in touch to report an issue to how cases are managed and followed up. The OSB looked at how easy it was to find information about the service, what happens at the first point of contact, how well customers are kept informed throughout the process, and whether different needs are properly supported.

**Based on what they heard, the OSB made several recommendations aimed at improving clearness, communication and support. This included:**

- making information on the website easier to understand
- ensuring customers feel listened to from the first point of contact
- improving letters by making them clearer and more customer friendly
- helping customers to collect evidence
- being clearer about what will happen next

We'll be working to review the website and update letters, set out actions and timescales more clearly, and strengthen the role of ASB Champions within the Contact Centre who will use more detailed knowledge of the service to support customers.

*"I hope that the positive recommendations we have made will lead to customers being more satisfied with how their case was handled and better outcomes for the victims of antisocial behaviour."* **Joe, member of the Onward Scrutiny Board**

This review was all about learning from real customer experiences and improving our ASB service to best reflect your needs. We're looking forward to seeing the impact these improvements will have.

## SHAPING OUR APPROACH TO CCTV.

We recently worked with customers to review our CCTV Policy and heard from customers who told us they felt it was clear and balanced, and how CCTV is seen as an important part of feeling safe, particularly where there are concerns about antisocial behaviour or vulnerability.

**We also heard about how we could improve the policy and are now working to put your feedback into action. This includes:**

- clearer explanations
- more guidance for people living in buildings with communal areas
- customer friendly information such as diagrams, frequently asked questions and examples

Thank you to everyone who shared their views. We'll be back in touch with those who fed back to show these improvements.

## CHAMPIONING YOUR VIEWS ON BUILDING SAFETY.

Over the past few months, we've been working closely with our Building Safety Team to improve how we engage with customers living in high-rise homes.

Across a three-week consultation, we listened to customers to understand how they want to receive information about building safety, and how they would like to be involved. We heard from lots of customers who told us that building safety information needs to be clear, accessible and meaningful.

Thank you to everyone who took part. Your views will help us improve how we share important safety information, tailor our approach to different needs, and create clearer ways for customers to have their say.

## INCLUSIVE, ACCESSIBLE SERVICES.

The Customer Equity Forum recently discussed accessibility, and shared feedback on how we could improve building safety documents and our office spaces. The forum also focused on the future of their role, and how they can make the biggest difference.

The forum will continue to meet every other month, with sessions focused on specific themes. These themes may reflect what's happening locally or nationally, or to help us better understand the needs of our customers. This could include exploring how services work for people with different communication needs, life circumstances or support requirements, and using these insights to make our services more inclusive and accessible for everyone.

These sessions will be a space to share your experiences, raise awareness, work together to improve how we communicate and deliver services, as well as helping to shape practical changes that benefit different communities. If you'd like to be involved, or just have a chat, please get in touch. And if meetings aren't right for you, you can still get involved by sharing your views by email or over the phone.

# OUT AND ABOUT IN NEIGHBOURHOODS.

We spend lots of time in local communities to listen, check in and offer support. It's one of the many ways we make The Onward Difference by being visible in your neighbourhoods.

One of the ways we do this is through what we call a Neighbourhood+ approach. Through Neighbourhood+, we knock on doors and speak to customers we don't often hear from to check in, make sure everything is okay with their homes and tenancies, and to confirm we have the right contact details.

Through our latest round of Neighbourhood+ visits, teams from right across Onward have been out and about in our Riverside, Princes Park, Oldham and Salford East neighbourhoods. It's been a great way to listen, understand what matters locally and offer help where it's needed.

We'll soon be reaching out to customers in these areas with a newsletter to update them on how their feedback has already prompted real change. And, as the months roll on, we'll be checking in to ensure progress continues and customer's voices remain at the forefront of our activities in these neighbourhoods.

As well as Neighbourhood+, we also carry out regular walkabouts across all our neighbourhoods. Our recent walkabouts took us to Clitheroe and Runcorn, where we came together with customers to look at shared spaces and agree on improvements that were needed.

We look forward to visiting more of your neighbourhoods this year to see how we can work together and make a difference, so be sure to keep an eye out for your invite to join one of our upcoming walkabouts.



# TURNING COMPLAINTS INTO IMPROVEMENTS.

The Customer Resolution Forum looks at how complaints are being handled, so we can learn, improve services and prevent issues from escalating. By working closely with the forum, we've co-created a new approach to complaint responses which has allowed us to see these through a customer lens.

## Our new approach includes:

- Using straightforward language and a clearer structure to explain what we can and can't do, what will happen next, and how long things should take.
- Setting out, in simple terms, what actions we've taken because of a customer's vulnerability and why.
- Introducing extra checks on more complex complaint responses, meaning a second colleague now reads and reviews the response before it's sent. This helps make sure our explanations are clear, fair and easy to understand.
- Improving how we record key information during an investigation, so we can give you a more complete and transparent response the first time.

The forum also told us that delays, missed appointments and repeat visits are some of the most frustrating parts of the repairs experience.

## Guided by their feedback, we're now:

- Doing more to get repairs right the first time, including improving how we identify issues before we attend.
- Giving our Customer Service Centre extra training so they can safely talk you through simple fixes which may not require a visit, where these are appropriate.
- Replacing old or unreliable boilers sooner when it's more cost effective and better for you to do so. This helps break the cycle of breakdown → repair → breakdown and provides a longer term solution.
- Reducing the number of appointments needed, with gas safety checks and a range of other compliance checks now being done in one visit where possible. This gives you more flexibility and cuts down the number of times we need to come back, helping make your experience smoother and less disruptive.

We're pleased to share that we have seen positive progress following these changes, including quicker Stage 1 responses, improved customer satisfaction, and fewer complaints overall compared to last year.

Looking ahead, the forum will be exploring where improvements are still needed, such as reducing Stage 2 escalations, learning from Ombudsman cases, improving customer satisfaction questions, and making apology letters clearer and more supportive. They'll do this by continuing to review closed complaints and working more closely with managers from across Onward to share learning, improve services and reduce complaints and escalations.

# YOUR VIEWS ON REPAIRS AND MAINTENANCE



Customers from Lancashire and Greater Manchester recently joined online meetings to talk about their repairs and maintenance experiences since these have been brought in-house from contractors to Onward Repairs.

During the sessions, we asked customers for ideas on how we could improve communication, especially when appointments need to change. You told us you'd like clearer, quicker updates, with two way text messages and WhatsApp being popular suggestions. You also told us that it's important to use your preferred contact methods wherever possible.

We'll now be working to improve how we keep in touch about repairs over the coming months, using your feedback to guide what we do.

And in Merseyside, customers helped us shape clear information about Onward Repairs taking over all gas repairs across the region when our contract with PH Jones came to an end in April. Your involvement has helped make sure this information is clear, timely and easy to understand, so thank you for everyone who shared their views.

Finally, we worked closely with customers across the North West to refresh our repairs handbook to ensure it is easy to understand and provides up-to-date information about repairs services. You can download a copy of the new handbook on our website ([onward.co.uk/repairs](https://onward.co.uk/repairs)), or if you would like to request a printed copy, please give us a call.

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YOUR REPAIRS HANDBOOK

A collage of four photographs showing Onward staff and customers. The top-left photo shows a woman in a grey sweater standing next to a man in a dark blue Onward jacket. The top-right photo shows a man in a dark blue Onward jacket standing next to a white van. The bottom-left photo shows a woman in a dark blue Onward jacket working on a gas meter. The bottom-right photo shows a man in a dark blue Onward jacket sitting in the driver's seat of a white van with 'Onward REPAIRS' written on the side.

## BE IN IT TO WIN IT.

We're giving you the chance to win a £30, £20 or £10 voucher in our wordsearch competition. Can you spot the missing word? Simply complete the wordsearch below and let us know which word is missing by emailing [customerengagement@onward.co.uk](mailto:customerengagement@onward.co.uk) by Monday 25th May.

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FEEDBACK  
INSIGHTS  
OPINION  
COMMENTS

LISTEN  
VOICE  
SURVEY  
COMMUNICATE

SHAPE  
DIFFERENCE

## PRIZE DRAW WINNERS.

As a member of our Customer Engagement Community, you're automatically entered into our monthly prize draw to win a £50 high street voucher.

Congratulations to our latest winners Gina, Paul, Richard and Fayaz.

Next time, it could be you!

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to **customerservices@onward.co.uk**.

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