

Onward

YOUR VOICE.

Autumn 2024

Welcome to the Autumn edition of the Your Voice newsletter.

Getting the basics right and listening to your views about our services provides a foundation for everything we do. In this edition, we share just some of the ways you have influenced our services to make them better this year.

We are also pleased to share with you an update on the work of the Onward Scrutiny Board in their annual review. The group, made up of customers from across our regions, have produced this report independently and hope it gives you some insight into the work they do on your behalf.

Thank you, as always, for sharing your views and getting involved.

Val Alker
Customer Involvement Manager



SHARE YOUR VIEWS.



We are currently building a new IT system that will help us to improve outcomes for customers.

With 35,000 homes, we have a lot of data and records to transfer to our new system. It's important that this data is correct and that we have access to older records.

We would like to hear your views on how many years of customer records we should transfer. For example, we think six years of rent records would be enough.

Tell us what you think before 8th November by visiting surveymonkey.com/r/XGY5F87

If you would like to give feedback in another way, please email customerengagement@onward.co.uk or call **0300 555 0600**.

AN UPDATE FROM THE ONWARD SCRUTINY BOARD.

The Onward Scrutiny Board is made up of customer volunteers from across the North West, who provide valuable feedback and recommendations on how we can improve the services you receive. The Board does this by reviewing service performance, policies and working closely with our Customer Committee.

In addition to Onward's annual report for 2023-24, which can be found on our website (onward.co.uk/reports), the Onward Scrutiny Board has produced a new Annual Review. The review outlines the role of the Board, introduces its members, reflects on successes of the last financial year and talks about priorities for the year ahead.

We've included [a copy of the review](#) with this edition of the newsletter.

Looking ahead, the Board will be reviewing the information customers receive about rent and service charges ahead of next year's communications.

If you are interested in becoming a member of the Onward Scrutiny Board, please email customerengagement@onward.co.uk or call **0300 555 0600**.

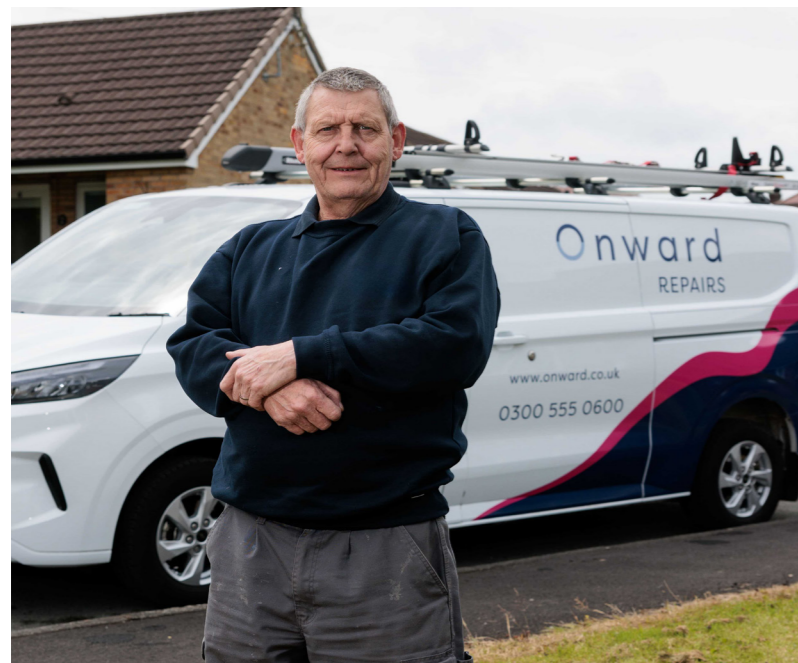


POLICY REVIEWS.

Members of the Customer Engagement Community have reviewed our Mutual Exchange and Tenancy Fraud policies. They have suggested some changes and would like to introduce infographics to help make our policies easier to understand. We look forward to working with customers who have volunteered to help us make these improvements over the coming months.

The Community also recently reviewed our Repairs Policy and we'll include an update on this in the next edition of the Your Voice newsletter

REVIEWING OUR REPAIRS SERVICE.



We also run Regional Repair Groups, where customers meet with their local Onward Repairs Team to discuss the day-to-day service that we deliver, review plans and make recommendations on how we can improve.

The Groups are now expanding their reviews to cover gas servicing and compliance works, as well as planned maintenance programmes for kitchens, bathrooms and windows.

If you are interested in joining your local Group to discuss these services, please let us know by emailing customerengagement@onward.co.uk or calling **0300 555 0600**. Meetings are held online via phone or video calls. If you need help getting online, just let us know.

AN UPDATE FROM THE CUSTOMER EQUITY FORUM.

Our Customer Equity Forum is made up of 22 customers who help to ensure that customer facing policies address the needs of our communities, as well as making sure that our communications are written clearly and are accessible to all customers. The Forum also oversees an action plan that supports our Houseproud Pledge and helps us to promote and celebrate diversity.

Over the Summer, members of the Forum joined Onward employees to celebrate diversity at Pride events in Liverpool and Manchester.

In June, we worked with the Forum to understand how we can improve the accessibility of our communications.

The Forum told us that they didn't know how to use the accessibility and translation tools on our website. With their help, we have updated the button on our website and have created a guide on how to use the tool which you can access by visiting onward.co.uk/accessibility.



Before

Accessibility & Language



After

The Forum also discussed how we can improve accessibility for customers who do not use the internet. We are introducing standard text to our letterheads and communications to advise how customers can access help understanding the documents we send to them. You can find an example of this on the last page of this newsletter. And if customers require letters or documents in certain formats, large text for example, they can contact us to let us know.

If you are interested in joining the Customer Equity Forum, please email leanne.baldwin@onward.co.uk.



DIGITAL ONWARD

STAY CONNECTED ONLINE.

Our Onward Digital Connect initiative has been designed to help you access our services online and benefit from the opportunities that being online can bring.

For help gaining digital skills, access to a free digital device and data, please email socialinvestment@onward.co.uk or call **0300 555 0600**.



OUT AND ABOUT IN YOUR NEIGHBOURHOODS.

Our Neighbourhood Walkabouts bring together colleagues from across Onward to identify areas where we need to focus our efforts. These Walkabouts also provide you with the opportunity to chat to your Neighbourhood Specialists, meet neighbours and discuss local issues which matter to you most.

Over the Summer, we visited several of our neighbourhoods across the North West where customers told us that their main concerns were litter, fly tipping and communal bins not being used correctly.

In response to these concerns, we cleared fly tipping, organised regular litter picks and at some schemes we have also created new bin stores with the help of customers. We've also included general waste management guidance for all customers in our Autumn tenant newsletter which can be found on our website (onward.co.uk/newsletters).

Keep a look out for your email invitation to join us at an upcoming Walkabout in your neighbourhood. You can also find out more about what we're doing in your area by reading the local updates on our website (onward.co.uk/local-updates).

AN UPDATE FROM OUR CUSTOMER RESOLUTION FORUM.

We welcomed eight new customers to our Customer Resolution Forum earlier this year, which now has 12 members. The Forum independently reviews our complaint handling process to ensure effective and efficient resolutions are given to customers and identify areas where we can improve our services and customer experiences.

Earlier this year, the Housing Ombudsman Complaints Code became a legal requirement. In line with the code, our annual report about complaints will now be called an 'Annual Complaints and Service Improvement Report'. The Forum have agreed to this change and are working with us to ensure that the report is easy to understand and accessible to all customers.

Over the next few months, the Forum will be working with teams across Onward to ensure we are learning from our complaints and improving services based on customer feedback.

If you'd like to join the Forum and get involved, please email leanne.baldwin@onward.co.uk.

LET'S GET COOKING.

In our Spring edition of the Your Voice newsletter, we asked you to share your favourite recipe with us.

The winner of the competition was Tom, who sent in his quick and easy tomato soup recipe. Tom is looking forward to putting his new slow cooker, recipe book and ingredients to use whilst rustling up a tasty new dish. Well done, Tom!

TOM'S TOMATO SOUP.

INGREDIENTS

- Tomatoes
- Carrots
- Garlic
- Teaspoon full of flour
- Onions
- Oil (preferably olive)
- Tomato puree
- Vegetable stock

METHOD

1. First of all, chop the tomatoes in a big dish to save all the juices.
2. Chop the onions and fry them in a little oil until soft alongside the garlic.
3. Once the onions have softened, add your chopped tomatoes and gently cook for 10 minutes.
4. After 10 minutes, add a teaspoon of plain flour and stir until the sauce has thickened.
5. Make up two pints of vegetable stock liquid, add this to the pan and stir.
6. Finely chop the carrot and add this to the pan.
7. Cook for another 10 minutes, stirring well before leaving it to simmer for a further 10 minutes.
8. Add a good squeeze of tomato puree then zap everything in the pan until smooth and silky. If necessary, sieve replace back into pan.
9. Serve with warm crusty bread and enjoy.

Do you have a delicious recipe to share? Simply email it to leanne.baldwin@onward.co.uk by Friday 22nd November to be in with the chance of winning a slow cooker, recipe book and bag of ingredients



PRIZE DRAW WINNERS.

As a member of our Customer Engagement Community, you are automatically entered into our monthly random prize draw for the chance to win a £50 high street voucher.

Congratulations to our latest winners Terry, Jodie, Laura and Rachel! Next time it could be you...

"I'm delighted to have won the prize. Since I moved back to Liverpool after 26 years into my new home, I've settled in well. I have been welcomed by my lovely neighbour, Betty, and have always found Onward to be very supportive with any issues or questions I've had. Thank you again for my prize."
Laura

"I never win anything. I'm so pleased with my prize and looking forward to spending my vouchers.
Thank you!
Rachel

LISTENING TO CUSTOMERS.

The Regulator of Social Housing expects us to be open with our customers, treating you with fairness and respect so that you can access services, raise complaints, influence decision making and hold us to account. If you are interested in learning more, please visit gov.uk.

If you need help understanding this document, please give us a call on **0300 555 0500**, send us a message on WhatsApp to **07793 795882**, or send an email to customerservices@onward.co.uk.

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07793 795882**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07793 795882 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07793 795882 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07793 795882 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07793795882 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07793 795882，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, fariin noogu soo dir lambarkan WhatsApp-ta 07793 795882, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07793 795882 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07793 795882, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پۈۈبستت بە یارمەتی ھەییە بۆ تیگەشتن لەم بەلگەنامەییە، تکایە پەییوھندیمان پۈۈ بەکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەییامیکمان بۆ بنیەرە بە ژمارە تەلەفۆنی 07793795882 یان ئیمەیلیکمان بۆ بنیەرە بۆ customerservices@onward.co.uk.

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