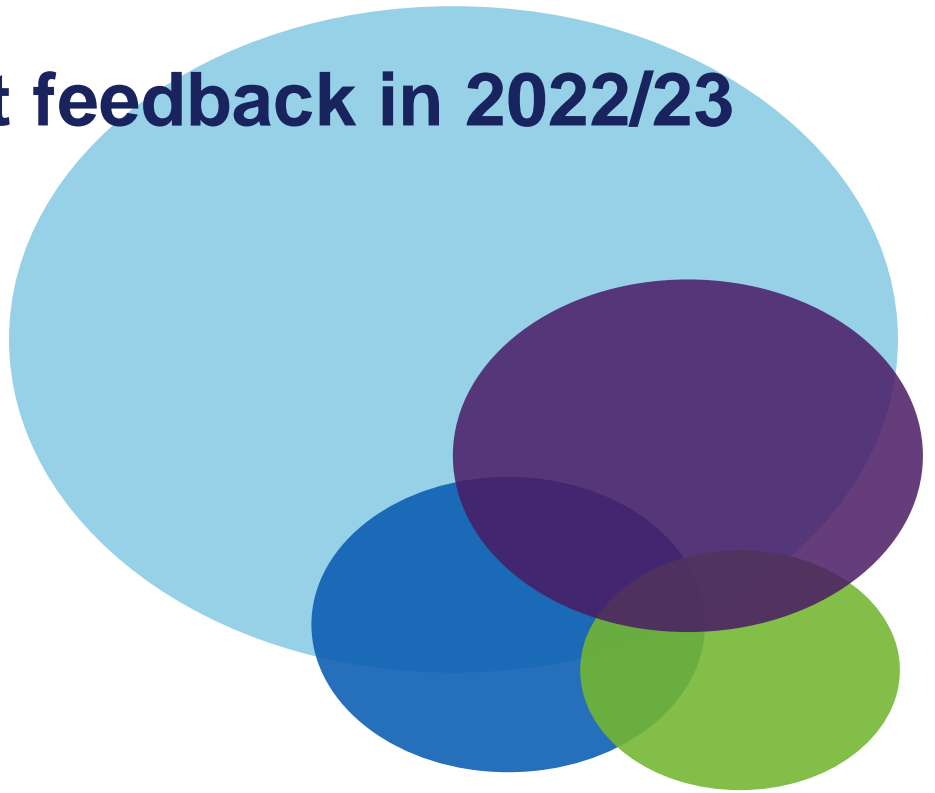


Origin Housing

How we listened and acted on resident feedback in 2022/23

30 March 2023



Great Homes
Positive People
Strong Communities

Services that make peoples lives easier



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Residents said : We need greater staff visibility and connectedness to residents out on ‘ the patch’

Action taken :

- Introduced quarterly ‘Neighbourhood Walkabouts’ from August 2022 lead by the Neighbourhood Manager(NM) with residents invited to attend.

- In October 22 we ‘reset’ what it means to be a NM at Origin – includes
 - Being proactive rather than reactive
 - Understands what is going on by ‘walking and talking’ in the Neighbourhood
 - Takes a holistic view of the resident & their household - ‘joins the dots’ and is professionally curious
 - Builds relationships with third parties

Services that make peoples lives easier



Residents said : Listen and act on our feedback

Action taken :

- Relunched Neighbourhood Action Plans as a way to address local issues where cross team working was needed. Resident Steering Groups to co-design solutions and monitor progress with the plan were introduced.
- Strengthened the way we work with Spotlight and building links between them and CSC/ Board so that the resident voice is amplified at Board level
- We are amplifying the lived experiences of residents across Origin .
 - 70 staff listened to a panel discussion with residents on the topic of service with respect during Customer Service week in October.
 - Residents were invited to attend & share their experiences at a Managers forum in May and the all staff conference in Sept featured direct quotes from residents voiced by actors.
- Require Managers to use the feedback from complaints to feed into improvement plans
- Updated the Together Strategy to better reflect residents priorities

Services that make peoples lives easier



Residents said: Make it easy when we contact Origin

Action taken :

- Completed the centralisation of the Customer Relations (Complaints) Team - recruiting and training to a higher level of skill so that we are better at responding when things go wrong
- Introduced a new approach to quality assurance in the Customer Resolutions Team to raise the quality of our call handling standards
- Introduced a 'call back' option on the telephony system and made other improvements to our CRM system
- Invested in training for the customer resolution advisors so they are able to handle more queries at the first point of contact and provide a better customer experience

Services that make peoples lives easier

Residents said : Help vulnerable residents or those who may be struggling

Action taken :

- Launched the ‘support hub’ in October as a new service to vulnerable residents in general needs housing with a focus on helping those with mental health issues and hoarding disorder
- Introduced a hardship fund for those struggling with the cost of living crisis

Services that make peoples lives easier

Residents said :Improve the repairs service and reduce delays

Action taken :

- Across both the Gilmartins contract and specialist contractors (eg lifts, door entry) we are providing better and more proactive resident communication when things are delayed
- Restructured the Property Maintenance Team to recruit staff with the right skills and knowledge to better manage the contract .
- Retendered the repairs contract using feedback from residents to shape the service specification and be involved in the tender evaluation
- Restructured the Compliance team to create capacity and recruit staff with the right skills to manage the specialist contracts

Communities :

Places that people are proud to be part of

Residents said :Improve the quality of homes & address damp and mould

Action taken :

- Reviewed our approach following the tragic death of Awaab Ishak in Rochdale to have a 'people' and 'property' focus
- A new approach to aftercare and follow up
- Reviewed our communication and information for residents
- Awareness raising & training for staff

Communities :

Places that people are proud to be part of

Residents said :Improve the cleaning and gardening standards

Action taken :

- Refocused Estate Inspections by our Estates Services Team leaders to pro-actively monitor and act on cleaning, grounds maintenance standards and identify communal repairs.

Communities :

Places that people are proud to be part of

Residents said : Address ASB and security concerns

Action taken :

- Set up a cross departmental security task group to look holistically at security issues and made recommendations on
 - Strengthening partnership working with the Police and agencies that support Rough Sleepers.
 - Working with the Police 'Design out Crime' to identify physical enhancements (eg new security doors)
 - Contract management and response times for door entry and gate repairs

- Updating our ASB policy and providing training for NM's on legal remedies.