

Appendix One: Further detail about the things we have considered

Nationally...

The **Regulator for Social Housing** keeps an eye on what we do. In contrast to previous regulators, they have taken a 'light touch' approach in relation to the Consumer Standards (which includes customer engagement). This means they won't take any action unless they have concerns about the way we do things.

We need to show that we meet the seven national standards in relation to:

- Tenant involvement and empowerment
- Home
- Tenancy
- Neighbourhood and community
- Rents
- Value for money
- Governance and financial viability

In doing this, we must involve our tenants in assessing what action is needed to comply with the standards and in producing an annual report.

How we compare to other housing associations

Every year we compare the costs of our customer engagement service and satisfaction levels against other national housing organisations as part of an annual benchmarking exercise. Our recent performance against other housing organisations is listed below and demonstrates that Ongo Homes is ranked 1st out of 30 in terms of satisfaction levels and 19th out of 43 for delivering value for money.

Resident Involvement Summary							
KPI	Sample Size	Upper	Median	Lower	Ongo (2016/2017)		
					Result	Rank	Quartile
Direct CPP of Resident Involvement	43	15.02	27.22	36.53	21.90	19	👉
Total CPP of Resident Involvement	43	24.11	42.37	62.25	33.21	16	👉
% of respondents very or fairly satisfied that their views are being listened to and acted upon (GN & HFOP)	30	79.72	75.78	69.00	91.00	1	★

The Customer Engagement strategy 2018-21 will ensure that we continue to deliver our Customer Engagement service in the most effective and cost efficient way.

Tenant Participation Authority Service Accreditation (TPAS)

In July 2017 our Customer Engagement service was re-accredited with the national kitemark award by the Tenant Participation Advisory Service (TPAS) for a further three year period. This national award, involved a full assessment and inspection process.

It demonstrates that we are providing an effective and fit-for-purpose service that meets and in a number of cases, exceeds, a wide range of national resident involvement standards covering the following themes:-

- Strategic Commitment to Involvement & Empowerment
- Opportunities to Involve and Influence
- Use of Resident Intelligence
- Accountability and Performance
- Community Development
- Support and Resources
- Governance

Internally...

Annual Impact Assessment Feedback 2017/18

Every year we undertake an impact assessment with each of our customer engagement groups listed in the Menu of Options to ensure they provide a wide range of opportunities for residents to be involved and enable them to influence and monitor services.

Members of the groups were very positive and had a lot of great things to say. However, the main themes emerging in terms of how we could improve were:

- Greater diversity of members in terms of age, geographical location, experience, skills or culture
- Better promotion of groups - what they are, what they do and what they've achieved
- More projects to get young people involved

Customer Engagement surveys 2018

We carried out a survey to find out what involved & non-involved residents thought about customer engagement. This is what they said....

Involved residents said...

- 89% of respondents were very satisfied or satisfied with the range of opportunities available to get involved
- 83% of respondents were very satisfied or satisfied with the support and opportunities for training
- Some ideas about how to get more people involved included:
 - Volunteering or classes for older people and courses in the community
 - Surveys to those who can't commit to 2-3 hour meetings
 - More online feedback and online involved opportunities
 - Resident input into standards of new builds and floor plan layout

- Ensure opportunities are there for everyone, not just certain people
- Increased promotion of what the resident involvement structures do and achieve
- Better communication

Non-involved residents said...

- 100% of respondents were aware that we had a dedicated Customer Engagement Team
- 66% of respondents were aware of the different ways they could get involved
- Most were interested in becoming Tenant Inspectors
- Transport was identified as a barrier to participation