

Whilst these are unprecedented and worrying times, our absolute priority is your safety and the safety of our staff.

We are working hard to maintain our services to you where-ever we can as a business, we've put a range of measures in place to protect you, your families and loved ones, and our staff.

Oldham response to COVID-19

Following Oldham Council's recent Strategic & Recovery Group meeting, housing providers were asked to consider how we can support action in response to the current situation and avoiding the risk of impending lock-down. Local housing partners have agreed a range of actions focussed on three areas; increasing communication to customers, supporting the council with door knocking in hotspot areas and ensuring frontline teams are briefed and reinforcing messages to customers at every contact. Our response to date has included:

7900 text messages have been sent to customers

Our IVR (intro) is being updated to include lock-down info as part of our welcome message when calling our contact centre.

OMBC message shared on all our social media platforms (Facebook, twitter and LinkedIn)

Front line teams have been briefed and will now include lock-down information in their interactions with customers for the foreseeable future

Contact centre agents are now informing customers at the end of calls "did you know Oldham could be facing a local lock-down, we are advising you to refer to the Oldham Council website for guidance on how to stop the spread"

Note that this is not an exhaustive list of our response to COVID-19, for more information please visit our website at fcho.co.uk/coronavirus-what-we-re-doing-to-lower-the-risk/

We are working hard with our customers to improve satisfaction with our services and encouraging customers to have a greater say in how they are shaped.

This helps us to achieve our mission of 'Improving lives in Oldham' and is also a key element of the Government's Social Housing Green Paper which aims to re-balance the relationship between customers and landlords.

Here's a look at how we are gathering feedback from you so far and how this has helped us improve our performance:

- Introduced feedback surveys four years ago** for all our customer service touchpoints e.g. repairs, contact centre and new tenancies.
- In the last 12 months, 38% (4,328) of our customers have responded** to our text satisfaction surveys.
- Used customer feedback and engagement** to drive improvements to services and directly tackle issues and concerns customers raise.
- Introduced dedicated teams** across the business to focus on improving customer experience.
- Developed a new complaints policy** and process with improved insight to resolve complaints quickly and efficiently via a new centralised team.

| Touchpoint | 2019/20 | 2020/21 | 2019/20 Vs 2020/21 Q1 | |
|-------------------------|----------------|-----------|-----------------------|------|
| Overall Landlord | 84% (1232) | 82% (300) | ↔ | -2% |
| New Tenancy | 92% (172) | 88% (33) | ↓ | -4% |
| Contact Centre | 86% (3188) | 85% (715) | ↔ | -1% |
| Responsive Repairs | 84% (1552) | 87% (221) | ↑ | +3% |
| Estates: Block Cleaning | 73% (1908) | 62% (184) | ↓ | -11% |
| Estates: Grounds | 68% (As above) | 62% (344) | ↓ | -6% |

Note that the table compares the first three months of this year with 12 months of the previous year. Numbers in brackets represent the count of individual responses we have received. We have received 4328 responses from customers in the last 12 months

232 homes completed in the last 3 years

In 2020/21 Q1 we have helped **38 people** find long-term employment

Our impact in the community

- We opened 121 new support cases for customers between 1st of April and the 30th of June 2020.
- We helped customers achieve over £30K in one off monetary gains in the same period (council tax/ water bills written off, thousands claimed in pensions).
- On average 120 families save £35 each week from their weekly food shopping bill by using our Bread and Butter partnership service.
- Our Directions team continue to support our customers and oldham residents into employment - between April and June 2020 we supported 32 customers into 34 jobs. In the same period 43 customers that we supported into work reached 6 months in employment.

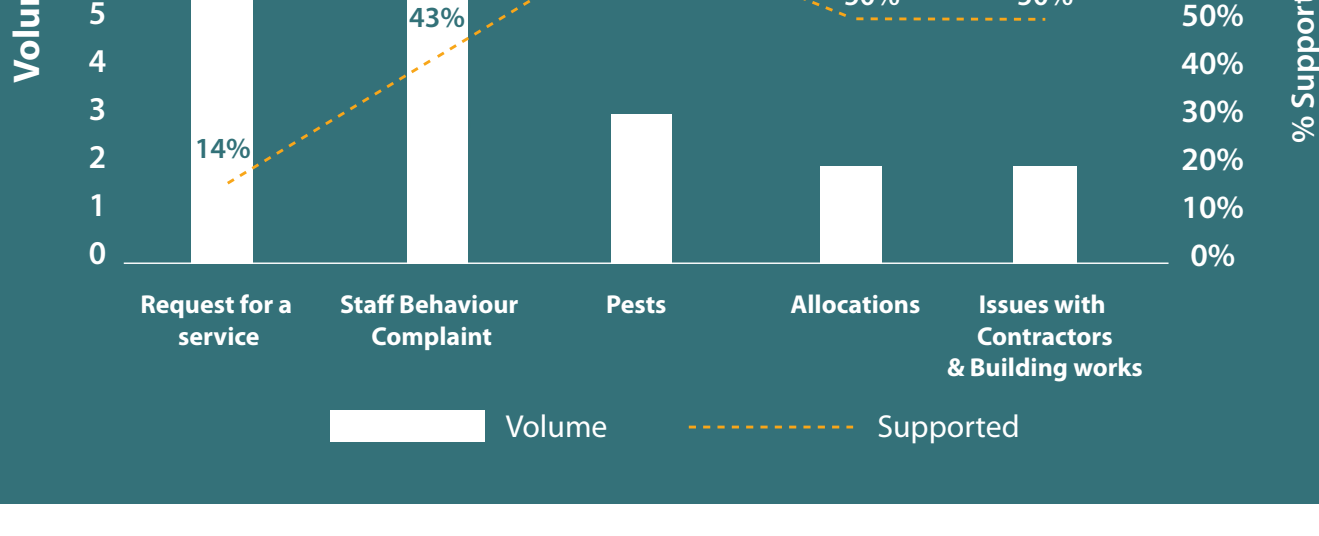
Our commitment is to keep on listening to your feedback; acting on what you tell us and making the service improvements you require.

Complaints Handling

| Measure | 2019/20 | 2020/21 |
|---------------------------------------|---------|---------|
| Number of complaints | 433 | 37 |
| Complaints Supported | 55% | 46% |
| Complaints resolved within timescales | 96% | 46% |

We support around 1 in 2 complaints in favour of our customers and have taken actions to get things right first time by introducing a more customer focused complaints service.

2020/21 Top Five Complaint Categories



What have we done as a result of your feedback:

You are telling us through satisfaction surveys and complaints what you want and we are listening. We are taking actions to get things right first time.

You Said
You want to be kept informed when waiting to move into a new home...

Results
88% of our customers are Satisfied overall with re-housing

We Listened
• Introduced multiple contact points to ensure you are aware of progress every step of the way.
• Increased quality checks of work carried out on properties prior to you moving in.

You Said
The intro message (IVR) was too long when calling to talk to an advisor...

Results
89% of our customers are Satisfied with the speed of answering calls.
(+2% Compared with 2019/20)

We Listened
We have shortened our IVR to make it clearer and simpler to get through to an advisor.

You Said
You want better levels of customer service when interacting with us...

Results
9 in 10 customers are satisfied with the helpfulness and knowledge of advisors in the Contact Centre.

We Listened
We monitor complaint and satisfaction data split by team and individual and use in feedback sessions monthly to improve.

You Said
During a review of our complaints process you said you would rather deal with one person from start to finish when raising a complaint rather than being passed to other FCHO colleagues..

We Listened
We now have centralised a complaints team to ensure one person is dealing with your complaints from end to end.