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SolutionsBox

If you have suggestions for improvements in your local area or for One Housing Group in general. Then email:

Solutionsbox
[@onehousinggroup.co.uk](mailto:solutionsbox@onehousinggroup.co.uk)

Each month all ideas received are reviewed by members of the Executive Team and one selected to win a £20 voucher.

We received lots of positive feedback via the evaluation forms handed out on the day.

Results



Thank you

We would like to say thank you to all those who participated in the resident consultation day held on Saturday 24th October at the Wellcome Centre in Euston.

The interactive format of the day was very successful and allowed some very important discussions to take place between residents and key staff.

We have now had the opportunity to look through the vast amount of feedback that you gave us on the day. As a starting point we have looked at themes and messages that came up most often and grouped them under key headings. We hope you find the information of interest and continue to provide us with valuable feedback in these areas.



Mick Sweeney

Chief Executive—One Housing Group

Evaluation results	Excellent	Good	Average	Poor	No answer
The overall event	43%	50%	7%	0%	0%
The facilitator	18%	68%	11%	0%	4%
The speakers	18%	75%	4%	0%	4%
Workshop - What works well?	32%	57%	7%	0%	4%
Workshop - Speed Questioning	25%	57%	11%	4%	4%
Venue	43%	46%	4%	4%	4%
Food and refreshments	25%	43%	21%	7%	4%
Accessibility	29%	57%	4%	7%	4%
Administration prior to event	29%	54%	18%	0%	0%
Promotion prior to the event	21%	54%	18%	4%	4%
Organisation on the day	29%	61%	7%	4%	0%

What did you find **most useful** about the day?

To be able to talk to real people!
Especially the Board.

Being able to say and get my point over regarding my problems.

You Said... you wanted to know more about our staff structures.

We Did... our staff organisation charts are now on the website in the 'Our People' section.

Communication... you said...

- You would like us to review the way we communicate with you and within our teams
- You would like to see a wider range of communication methods used such as email and text
- You would like to see less information sent via post
- You don't think we make as much use of notice boards as we should
- You would like more face to face contact with staff
- You would like more information on local performance
- You would like us to use shorter communications – less is more.



Decision Making... you said...

- We need to provide more training to staff and residents about how to chair meetings effectively
- We need to set clear terms of reference for various meetings to ensure that they achieve more
- We should make the agendas and minutes from meetings available to show their achievements
- You would like to be more involved with setting local service standards.

Staff... you said...

- Staff need to take greater ownership of issues, and follow through until they are resolved
- Staff should have a good knowledge of the local area
- You would like access to staff organisation charts
- We need to publicise the names and contact numbers of our staff, so that they are more accessible.



Networking and Sharing...you said

- We should make more use of our resident's talents in encouraging involvement
- We should use other residents to reach those we don't often hear from
- We should offer more social and fun events to reach those residents that don't want to attend meetings
- We should help to encourage learning and networking across resident groups who may not normally come together
- We should make more use of social networking on the internet.



Value For Money

You would like more say in how the service charge is set, and whether it is delivering value for money.

You would like more consultation on proposals for reinvesting savings achieved as a result of saving money elsewhere.

There were areas of concern with some local services such as cleaning and caretaking.

Other Issues...you said...

- The new Customer Contact Centre has been performing well
- We need to follow up more on repairs
- There are too many versions of the residents profiling form.



Equalities and Diversity

We must address language barriers in all our communication.

Some communication methods are not suitable for all tenants.

We need to be flexible with the times of our activities to take account of resident's different lifestyles and commitments.

What you took away from the event

I am looking forward to future events.

Knowledge and the possibility of becoming more involved.

A better understanding of OHG.

Enthusiasm and a better outlook for the future.

How it happened

All tenants and leaseholders of One Housing Group were sent a pack containing:

- An introductory letter from Mick Sweeney
- A letter from the Audit Commission providing the results of the Short Notice Inspection, a consultation flyer and an invitation to participate in the consultation.

Residents were given the option to reply by phone, email, website or letter.

Everyone who expressed interest in the consultation was called by a member of One Housing Group to be invited to the event.

58 residents accepted the invitation and 40 attended on the day.

The event was independently facilitated by Sharon Hunter from the Office of Public Management.



What happens next?

The event provided us with valuable information that we can take forward to use to develop our action plan for improvement. We are currently in the process of issuing a resident involvement survey to all our residents, this survey will be available in reception areas, on the internet and in other formats on request. We are also aiming to telephone a random sample of 1000 residents to ensure we have a diverse range of feedback and hear from some of those who would not normally get involved.

The information gathered from all events will be used to inform the action plan which will be submitted to the Audit Commission on 7th December. This plan will detail actions for improvements against the weaknesses identified. A draft copy will be available during the last week of November for your comments.



If you have any feedback you wish to provide on this report including the content and the style of the report. You can do this by emailing:

consultation@onehousinggroup.co.uk