

Continuous Learning Scrutiny Reviews

2023/24



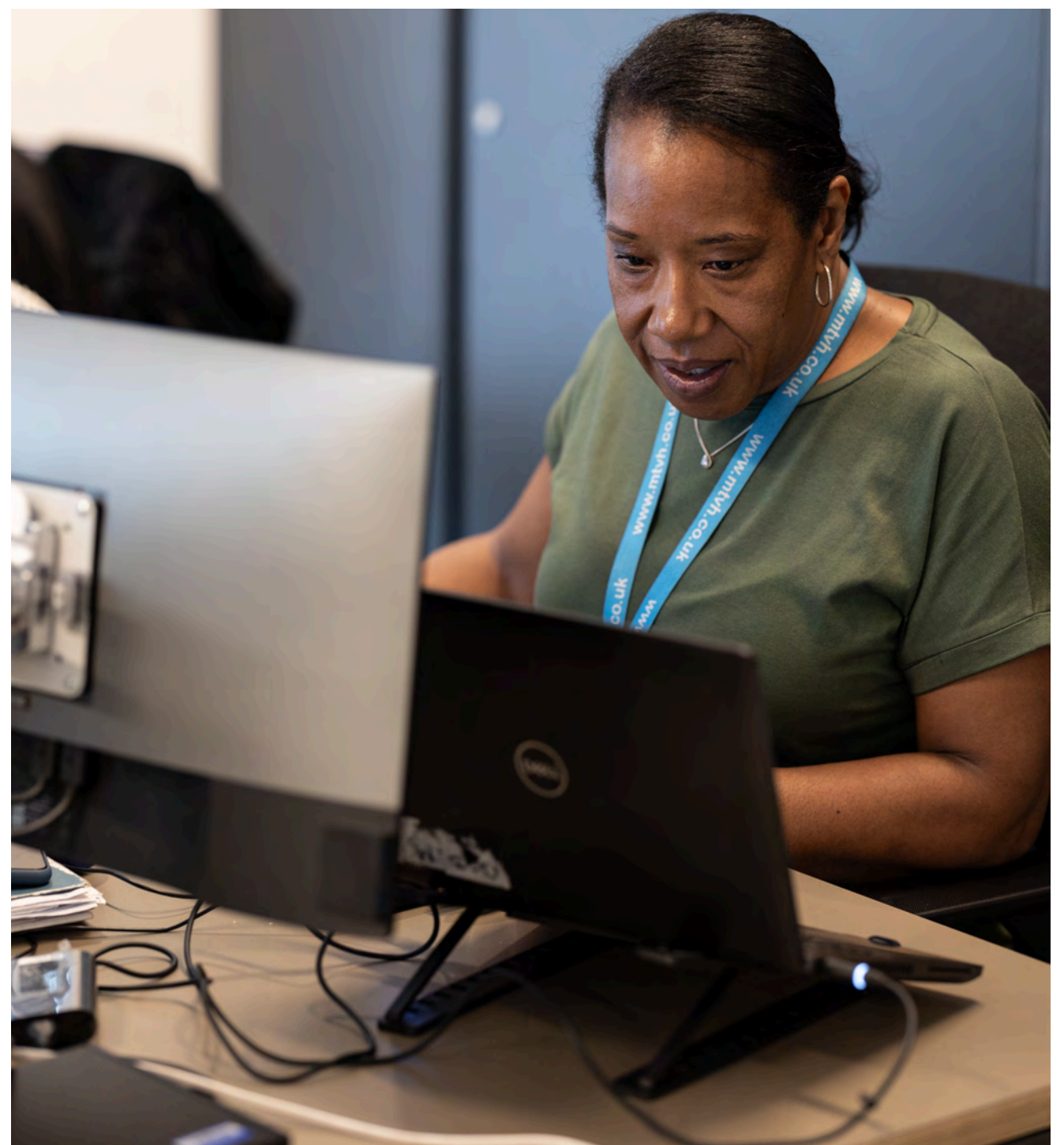
Our approach to scrutiny

At MTVH, customer scrutiny is completed to meet our obligations under the Transparency, Influence and Accountability Standard, and to provide assurance to residents that our organisation is acting in the best interests of our residents.

In line with the Customer Voice Framework, a continuous learning approach was developed, which involves collaboration between customers and colleagues to enhance service recommendations.

The Customer Council approved this method in September 2022, marking the 2023/24 cycle as it's second implementation.

Previous topics of the 2022/23 cycle included accessing the complaints procedure without internet, the responsive repairs transactional survey and how to communicate with Local Housing Managers. These reviews provided valuable insight on what matters most to our residents, allowing us to act on resident recommendations to improve service delivery.



For further information or to see the 2022/23 report, please contact the Customer Voice Team.

Our approach to scrutiny



PLAN

The Customer Council vote on and decide the scrutiny topics for the next cycle by ranking them in order of what matters to them. The Customer Voice Team then recruit new residents to each review, provide training and issue informative packs about the topic.

DO

The workshop sessions then take place where a colleague expert will explain the current process and residents participating have chance to ask questions to thoroughly understand the topic. **The group then work together to make improvement recommendations.**



CHECK

The Customer Voice Team collate and draft the recommendations, feeding these back to Senior Management. The recommendations are then assessed against budgetary, operational and regulatory restrictions before implementation.

ACT

After passing checks, MTVH colleagues implement the report recommendations. The Customer Voice Team monitors and provides updates on service improvement progress to the Customer Council.



Our Customer Voice Framework Principles

→ Supporting our customers to work in partnership with MTVH to scrutinise our services and hold us to account for decisions affecting the quality of their homes or services they receive from us.

→ This approach to scrutiny directly uses the voice of customers to improve services in ways that will make the most impact. The topics can range from projects, processes, policies or services which offers the opportunity to thoroughly embed resident voice into multiple areas in MTVH.



**Accountable
& Robust**

**Influential &
Embedded**

**Respectful &
Inclusive**

**Open &
Honest**

→ Our CLS Reviews are completed by residents and colleagues alike, making sure we treat customers and their voice with the same respect as colleagues which embeds a culture of listening. We recruit a new group of customers to each review, allowing a wider and more diverse range of customer voices to be heard.

→ The overall CLS process increases accountability from MTVH towards our residents, it is a clear demonstration of our Customer Voice Model - supporting our improved approach to communication and increasing collaboration between residents and colleagues.

CLS Review Cycle 2023/24

The CLS topic long-list for 23/24 cycle was presented to Customer Council at their meeting on 3rd June 2023. This list was formulated solely by suggestions from Customer Council members.

The longlist was comprised of the following topics:

MetWorks repairs jobs being marked as complete

Resident Estate Inspectors

Planned maintenance programme selection communication

MTVH Colleague Induction

Lessons learnt: The end of the Axis contract

How the topics are decided

The survey provided each Customer Council member with 5 topics and requested them to prioritize the topics for a CLS review.

Each topic ranked first received 5 points, second place received 4 points, and so on, with the fifth-ranked topic getting 1 point. With 5 respondents, a topic could score a maximum of 25 points if all respondents ranked it as their top choice.

<u>CLS Topic</u>	1st Preference Points	2nd Preference Points	3rd Preference Points	4th Preference Points	5th Preference Points	T o t a l	% of Total Possible Points (25)
Lessons Learnt: The end of the Axis Contract	10	4	0	4	0	18	72%
The role of estate inspectors and how residents would like to see this implemented	10	8	3	0	0	21	84%
MTVH Colleague Induction	5	4	6	2	0	17	68%
MetWorks repairs jobs being marked as complete	0	4	3	4	1	12	48%
Planned maintenance programme selection communication	0	0	3	0	4	7	28%

Lessons learnt: the end of the Axis contract



The Customer Voice recruited a mix of residents to this panel, with half of the group previously having had repairs and maintenance services provided by Axis and the remaining half by Networks.

The group was primarily made up of general needs tenants as they are likely to have had more experience in reporting repairs issues.

All participating residents completed an online module as an 'introduction to scrutiny'.



The review was broken down into three overall sessions:

- The first online meeting took place on the 13th November, attended by the Senior Head of Repairs, which introduced how MTVH worked with Axis and managed the contract
- The second online session saw a comparison in data and feedback relating to the two providers and the group worked together to establish learnings that could be taken forward.
- The final meeting was attended by the National Operations Director for Networks in order to hear the recommendations firsthand and discuss how the lessons learnt could be implemented in the Networks expansion.



The expansion of the Networks Team -

Participating residents were able to share recommendations gathered from the review of any lessons learnt from Axis' performance. These recommendations will help shape Networks service delivery in the former Axis served homes.

Recommendations

The group worked together to establish the following recommendations. These will be reviewed under the 'checking' stage of the CLS process.



Improve communication relating to missed visits by using a calling card.



More consistent text message communications relating to a booked appointment



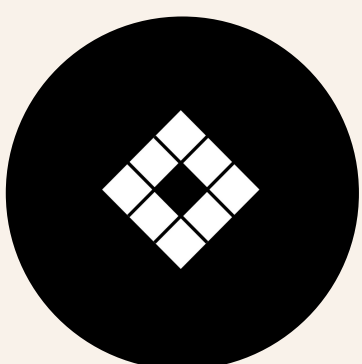
Adaptations to the online portal such as more visibility over previously logged repairs and an increased character count on reporting



Increased training focussed on equality, diversity and inclusion to better equip operatives



Clear and honest communication to former Axis residents to inform them of what to expect during transition



New/transferred staff from Axis to receive training and emphasis on MTVH standards and vision, as well as the MTVH code of conduct

MTVH COLLEAGUE INDUCTION



Participating residents were requested to attend an in person induction session as part of this review that was held in our Nottingham Office. With this in mind the Customer Voice Team recruited nearby residents from a mixture of tenure types.

This topic was originally requested to review what level of emphasis is put on instilling MTVH's values at the beginning of a colleague's journey with the organisation.

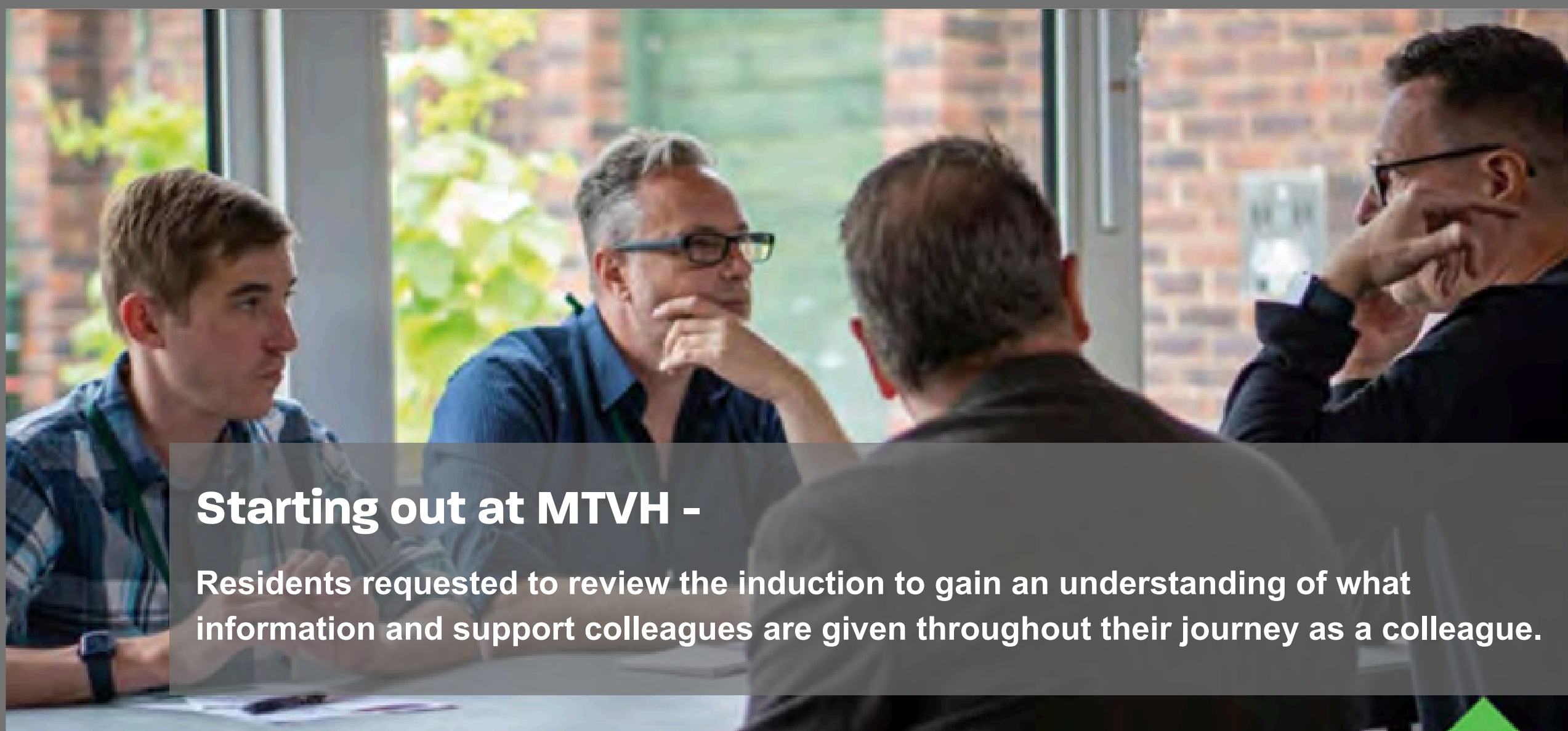


All participating residents received a full information document and completed an online learning module relating to scrutiny

The review was broken down into two overall sessions

- In advance of the first session, residents were sent the induction document that all new starters receive when they begin at MTVH. The workshop to review this in detail then took place on the 17th January 2024 online, where the group worked through it and provided recommendations for improvement.
- The final part of this review saw the residents attending and shadowing a full day, in person induction session at MTVH Nottingham Office. This provided an opportunity to also showcase to new starters how residents influence service delivery through the completion of scrutiny.

This review offered a unique opportunity for residents to get involved in a process that doesn't directly affect them but which can shape the culture within MTVH. Residents were able to imagine what information they would like to know if they were new to MTVH and this proved invaluable, helping to create a more resident focused colleague induction.



Starting out at MTVH -

Residents requested to review the induction to gain an understanding of what information and support colleagues are given throughout their journey as a colleague.

Review 2

Recommendations

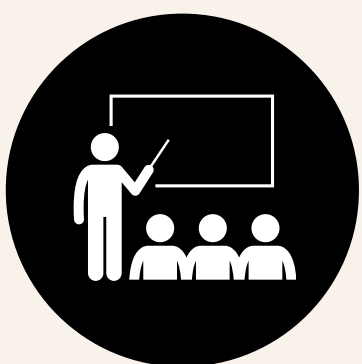
The group worked together to establish the following recommendations. These will be reviewed under the 'checking' stage of the CLS process.



Splitting the induction documents into separate parts that are gradually introduced throughout a colleagues induction would make the information more digestible



The induction document should be more tailored to each team, which should shorten the overall length of the booklet



Introduce mandatory refresher sessions for colleagues to go back and review the induction document on an annual basis



Improve overall accessibility of in person sessions, making use of hearing loops, ensuring that text is readable and videos contain subtitles



The group suggested making the in person session more interactive by including breakout activities and more discussion opportunities



Make the induction sessions more resident focused in order to embed the customer centric focus of the organisation

Recommendations



Section to be added relating to high profile cases in the housing sector such as the Grenfell Tragedy or the death of Awaab Ishak



'A Day in the life' videos to be created showcasing key examples of roles within MTVH



The group recommended reviewing the amount of content shown during induction as it could be deemed as overwhelming to a new person

“ I found the process easy to follow and very interesting, we were given clear guidelines on how a scrutiny review would be conducted, this being my first one. We had a group of people with some brilliant ideas, leading to a very constructive debate that was inclusive for all to take part.

It was encouraging to see how strangers can come together and immerse themselves into the process of scrutinising such an important internal process. Being involved with helping MTVH improve their policies and procedures is a boost to morale in my opinion. “

CLS Participant

Resident Estate Inspector Scheme

→ The Customer Voice team recruited residents from across the North London region for this review, due to the required travel to our Chalkhill Estate in Wembley.

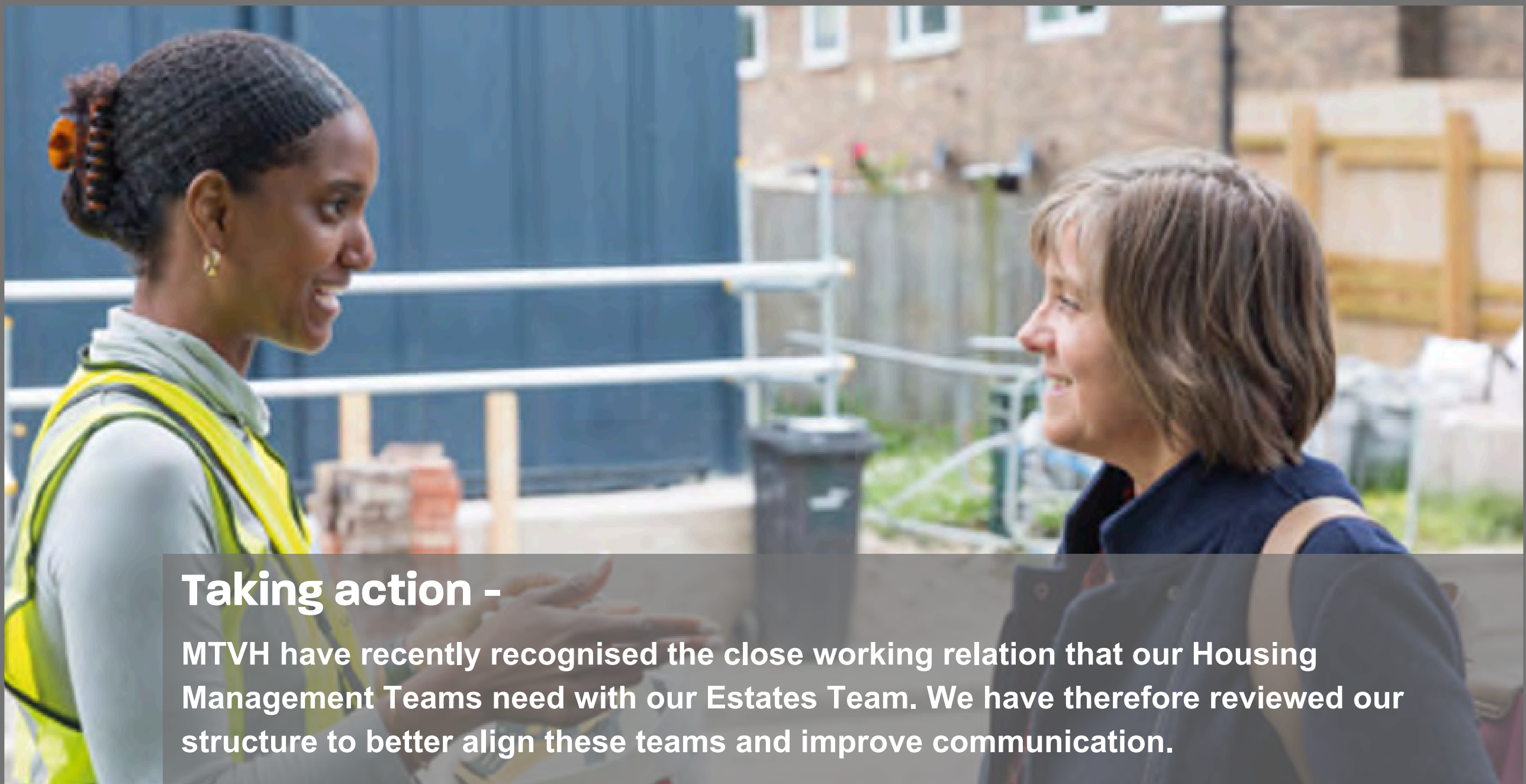
The group was made up of residents from a mixture of tenure types as we had heard from many resident groups that they would be interested in completing estate inspections.

All participating residents completed an online module as an 'introduction to scrutiny'.



The review was broken down into one full day session:

- The first review took place on Saturday 2nd March 2024, at the Chalkhill office in Wembley. The session was joined by the Housing Operations Manager as well as the Estates Contracts Manager for the area
- The group worked through the Housemark Estate Standards guidance document, which showed clear examples of how to rate relevant factors and what a good standard of estate keeping would look like
- A walkaround of the estate concluded the review, where the Housing Operations Manager was able to highlight the differences in standards depending on responsibility, the frequency of estates activities and how to report estates concerns through the MTVH webform



Taking action -

MTVH have recently recognised the close working relation that our Housing Management Teams need with our Estates Team. We have therefore reviewed our structure to better align these teams and improve communication.

Recommendations

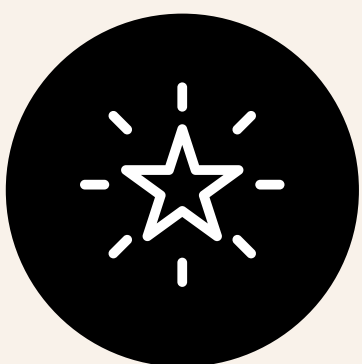
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Ensure information is given at the sign up stage for residents to help them know who is responsible for maintaining different parts of their estate, such as communal areas and pathways



MTVH to share feedback from residents with the appointed estates contractors at performance meetings



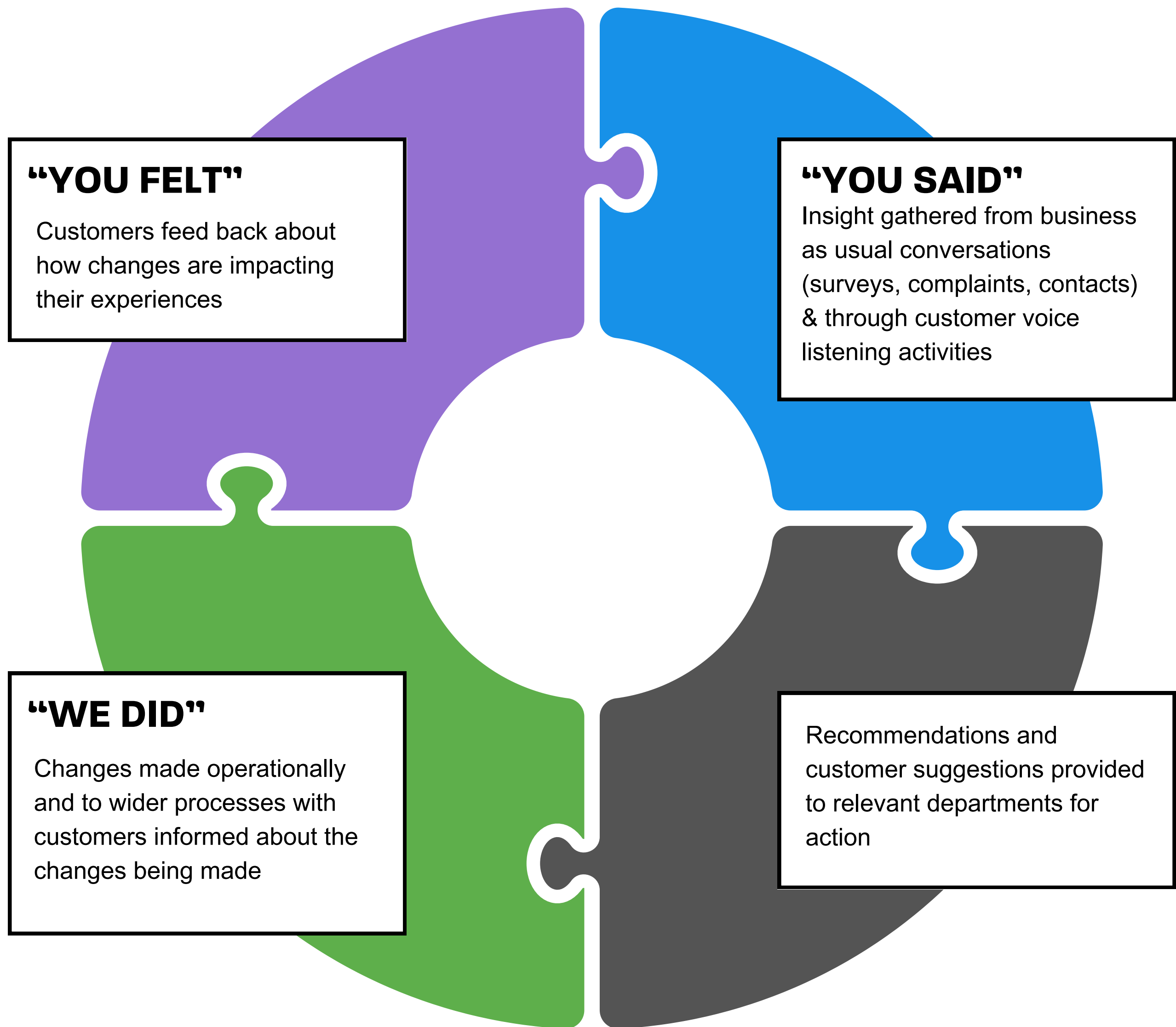
Ensure there is an outline of 'what good looks like' relating to estates maintenance quality



Once the new Housing team structure is implemented at MTVH, review what appetite there is from residents to form resident estate inspector schemes in their local areas



Customer Voice Model



CLS Review Cycle

2023/24

June 2024

An update from the 23/24 CLS cycle will be given to the Customer Council including progress on the implementation of the recommendations. The Customer Council will also be asked for any potential topics or themes they'd like to see within the 2024/25 longlist.



August 2024

The long list for the CLS selection will be presented to the Customer Council at their scheduled meeting. This will be followed by a vote to decide the final 3 topics. The Customer Voice team will then start recruiting to the scrutiny groups, informing colleagues and planning review dates.



November 2024

The reviews will begin, with one taking place in November 2024, then January 2025 and finally in February 2025. A new group of residents will be recruited each time with each member completing a training module on an introduction to scrutiny online.



March 2025

The recommendations from the three reviews will be gathered and then passed into the 'checking stage' for internal review and subsequent implementation.



April 2025

Once checked, MTVH will act on the recommendations to improve service delivery and the results will be reported back to the Customer Council and published on the MTVH website.



May 2025

The 2025/26 cycle begins again with the formulation of the suggested longlist.



MTVH

If you're an MTVH resident and want to get involved in paid opportunities, sign up today:

<https://forms.office.com/e/bes54aNk2C>

or scan the QR code -->

