

Continuous Learning Scrutiny Review Report

2024/25



Our approach to scrutiny

Why do we complete scrutiny reviews?

At MTVH, we scrutinise topics to meet the Transparency, Influence, and Accountability Standard. This process shows our commitment to these standards and assures residents that we act in their best interests. By fostering trust and confidence, we reinforce our dedication to transparency and accountability, allowing us to improve services and address concerns effectively, improving resident satisfaction.



How was the approach developed?

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 2024/25 cycle as its third implementation.



What did the previous cycle look like?

Previous topics in our 2023/24 cycle included reviewing our process to onboard new starters, the implementation of Estate Inspectors and what this role looks like, and the ending of a maintenance contract. These reviews provided valuable insight on what matters most to our residents, allowing us to act on resident recommendations to improve service delivery.

Our approach to scrutiny



PLAN

The Customer Council vote on and decide the scrutiny topics for the next cycle by voting on the topics from the long list that matter most to them. The Customer Voice Team then recruit new residents to each review, provide training and issue information packs about the topic.

DO

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, embedding 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 2024/25

The CLS topic long-list for 24/25 cycle was presented to Customer Council at their meeting on 3rd June 2024. This list was formulated solely by suggestions from Customer Council members.

The longlist included the following topics:

01



Reporting
communal
repairs

02



Asbestos
awareness

03



Handling anti-
social
behaviour at
MTVH

04



MTVH
Welcome Pack

05



Social housing
stigma

06



Building safety
communication

07



Annual
Complaints
Performance
Report

08



Compensation
remedies
guidance

How the topics are decided

Over the past two cycles, the Customer Council has ranked topics by significance, awarding 8 points to the topic they deem as most important and 1 point to the least. However, this scoring method often results in narrow margins between topics that differ significantly; for example, in the 2022/23 cycle, the top-ranked topic only received 40% of first-choice votes.

To improve fairness in topic selection, the Customer Voice Team introduced a new approach: grouping topics into pairs for members to choose between. This method also helps clarify priorities and reduces pressure on certain business areas.

We did not proceed with continuous learning scrutiny reviews on building safety communication and social housing stigma, as the voting patterns showed limited cross-tenure support. Social housing stigma was primarily selected by tenant members, while building safety communication was predominantly chosen by leaseholders and homeowners. We therefore prioritised topics with broader and more balanced support across all tenures within the Customer Council and completed other, more suitable, customer voice activities to review these two topics.

The diagram below illustrates how the top three topics were selected for this years cycle:

Reporting communal repairs

Asbestos awareness



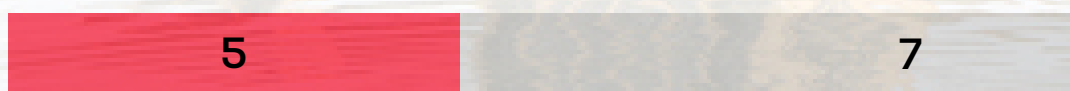
Handling of anti social behaviour

MTVH Welcome pack



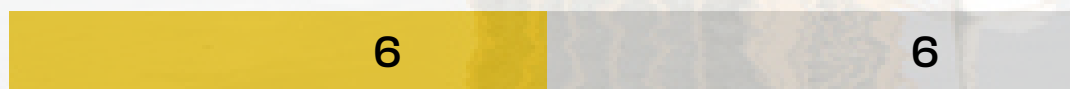
Social housing stigma

Building safety communication



Annual complaints report

Compensation remedies guidance



Review 1

Reporting Communal Repairs

Participating residents were asked to attend two online sessions, taking place via Microsoft Teams, 10 residents were invited to attend these sessions. Due to the sessions being held online, we were able to recruit for this review nationally.

The group was primarily composed of general needs residents, with some homeowners also taking part - both groups likely to have experience reporting communal repairs.



The review was broken down into two overall sessions:

- The first online meeting took place on the 29th October, attended by the Repairs Operations Manager and the Digital Product Manager, which explained how MTVH residents currently log communal repairs and the process involved behind the scenes.
- The second online session gave residents the opportunity to share existing challenges with logging communal repairs, and provided recommendations to take back into the wider business.

This review mostly impacts customers living in apartment buildings with communal areas such as hallways, gardens, and receptions. It gave residents the opportunity to draw on their lived experiences and offer meaningful suggestions for improvement.



The process for reporting communal repairs

Participating residents shared their recommendations after learning about MTVH's internal processes for reporting communal repairs. These suggestions aim to make the reporting process easier and more accessible for all customers.

Recommendations

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



Clarify job status wording: Use terminology that is easily understood by residents rather than internal jargon. For example, terms like “received” may be unclear or lack context from a resident’s perspective and should be replaced with more descriptive, resident-friendly language.



Add brief explanations to job statuses: Include a one-line comment alongside each job status - particularly for cancelled jobs - to provide context. For example, notes like “duplicate repair order” or “re-raised as a separate job” can help reduce resident confusion and limit follow-up contact with the Property Hub.



Explore two-way communication via the online portal: Assess the feasibility of allowing residents to provide or request additional information through the portal when reporting issues. As this may be their preferred method of contact, enabling this feature could improve accessibility and responsiveness.



Improve consistency in communal repair job descriptions: Ensure job descriptions include clear and specific details to avoid confusion. Currently, some entries are precise (e.g., “communal PIR lighting above flats 57 & 59”) while others are too vague (e.g., “door”). A review by the Property Desk team is recommended to identify whether additional training for Advisors is needed to address this inconsistency.



Clarify the purpose of requesting mobile numbers: Some residents are hesitant to share their mobile number. MTVH should clearly explain that this information is only used if a contractor needs assistance locating the repair or gaining access to the block.



Provide residents with a copy of their reported repair: Similar to the confirmation provided when submitting a complaint, residents should receive a summary or receipt when reporting a communal repair through the portal or online.

Recommendations



Introduce a live chat feature: Implementing a live chat function would significantly benefit residents, particularly those who prefer digital communication. It would offer a quicker alternative to long call wait times and could also support other needs, such as clarifying job statuses or following up on repairs.



Review and simplify the MTVH Online registration process: Resident feedback highlights that the current registration process is lengthy and difficult to navigate. A step-by-step review should be carried out to improve clarity, reduce complexity, and enhance the overall user experience. Engaging a diverse group of residents for input will help identify specific barriers and ensure the process is accessible to all.

As a leaseholder it was reassuring that it's not just us experiencing these issues. Attending the review made it easier to understand the business and try to work together to make recommendations and improvements

- CLS Participant

Review 2

Handling anti-social behaviour at MTVH

Residents were invited to participate in two online sessions held via Microsoft Teams, with 10 residents taking part. Hosting the sessions online enabled national recruitment, ensuring broad representation.

The group included residents from a range of tenures - key worker tenants, general needs residents, homeowners, and leaseholders - reflecting the fact that anti-social behaviour can affect all communities.



The review was broken down into two overall sessions:

- The first online session, held on 13th November, was attended by the Head of Housing Services and a Tenancy Enforcement Lead. They provided an overview of how MTVH currently manages anti-social behaviour cases, including the supporting policies and procedures.
- The second online session gave residents the opportunity to share their experiences and highlight challenges with MTVH's approach to handling anti-social behaviour, leading to a set of recommendations for wider business consideration.

This review is relevant to all MTVH customers, as anti-social behaviour can occur in any community. To reflect the diversity of experiences across different regions, it was important to involve residents from all MTVH operating areas. Recruiting participants with direct experience of anti-social behaviour was essential to ensure the review was grounded in real, lived experiences.



The process for handling anti-social behaviour at MTVH

After learning about MTVH's internal processes for managing anti-social behaviour, participating residents shared a range of recommendations. These aim to make the process clearer, more effective, and easier for customers to navigate.

Recommendations

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



Review the tone and language used when addressing anti-social behaviour: The group agreed that adopting a more empathetic and supportive tone would enhance the customer experience, helping residents feel heard, respected, and taken seriously.



Develop and implement 'fact sheets' for residents: Create clear, accessible resources outlining what residents can expect at each stage of an investigation. These fact sheets should help explain potential delays - such as cases referred to the police, where updates may be limited - providing greater transparency and managing expectations.



Adopt a proactive communication strategy for case handling: Local Housing Managers should provide regular updates to residents - even if there is no new information to share. Consistent communication can reduce anxiety, build trust, and strengthen relationships between residents and MTVH.



Review satisfaction scores by tenure, with a focus on homeowners and shared owners: The group noted that satisfaction levels related to anti-social behaviour were significantly lower among homeownership tenures. They raised concerns about the level of guidance and support provided to Leaseholders and Shared Owners, who may have less regular contact with MTVH. Alternative communication methods should be explored to better convey policies and support available to these groups.



Clarify policy and procedure documentation: Residents felt that current documentation is too vague and should be reviewed in detail. To improve understanding, MTVH should consider developing supplementary materials - such as simplified guides or explanatory videos - that clearly outline our approach and procedure



Share success stories to build trust and credibility: The group highlighted the value of showcasing successful outcomes to demonstrate MTVH's effectiveness in addressing anti-social behaviour. These stories could be shared through newsletters, website updates, and other communication channels to reinforce confidence in our services.

Recommendations

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



Review support for residents accused of anti-social behaviour: The group questioned the adequacy of information, support, and guidance available to those accused of anti-social behaviour. A comprehensive review is needed to ensure fairness, clarity, and access to appropriate resources for all parties involved.



Use multimedia to illustrate anti-social behaviour case journeys: Create short videos or animations that present real-life case studies with varied outcomes, helping to manage resident expectations and raise awareness of available resolution options. Additionally, an interactive flowchart outlining the customer journey could further support understanding of the process from start to finish.



Implement a proactive case management approach: Local Housing Managers should provide regular updates throughout the case, even if there is no new progress to report. Consistent communication helps reduce resident anxiety, improves transparency, and strengthens trust and engagement between residents and MTVH.

**The session was engaging and thought provoking.
It was great to hear from one of the Tenancy
Enforcement Leads and the challenges they face
when dealing with anti social behaviour.**

- CLS Participant

Review 3

Annual Complaints Performance report

Participating residents attended a single in-person session held at our London office, the Johnson Building, with five residents taking part. As the session was location-based, attendance was limited to residents from the London area.

The group included a diverse mix of residents from various tenures, including key worker tenants, general needs residents, homeowners, and leaseholders.



The review was broken down into one session:

- The in-person meeting took place on the 31st January and was attended by the Head of Customer Voice & Complaints, the Service Improvement & Quality Manager and members of our Corporate Affairs Team. The Head of Customer Voice and Service Improvement & Quality Manager spoke to the group about the types of data available for inclusion in the report, as well as the mandatory content required.
- The Corporate Affairs Team attended the meeting to discuss how MTVH ensures its documents are accessible, clear, and easy for all residents to read and understand.

This review is relevant to all MTVH customers, as the Annual Complaints Performance Report is publicly available to all residents. It's essential that the report is accessible to those who may find industry jargon difficult to understand. Additionally, the content should be engaging and relevant to ensure it captures residents' interest and meets their information needs.



The Annual Complaints Performance report

Participating residents reviewed complaints reports from other G15 housing associations and shared their recommendations. Their feedback played a key role in shaping MTVH's new and improved Annual Complaints Performance Report for 2024/25.

Recommendations

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



Include resident success stories: Feature brief case studies in the report that highlight positive outcomes, including a photo of the resident, their tenure type, and location.



Use more relatable photography in the report: Increase the use of images throughout the report, focusing on authentic, resident-focused visuals rather than generic or unrelatable photos of MTVH colleagues.



Provide communications training for staff: Residents noted inconsistencies in the tone of communications from MTVH, with some lacking warmth and friendliness. To address this, tailored training should be provided across all departments to ensure clear, consistent, and customer-friendly communication.



Ensure accessibility for residents without internet access: Consider providing printed copies of the report in communal areas or offering a postal mailing option for residents who opt in, to ensure everyone can access the information regardless of their digital access.



Make the report easy to find on the website: Ensure the report is clearly displayed and easily accessible from the homepage, so residents can locate it without difficulty.



Include a summary of the report on the MTVH website: Add a brief overview of the report's key content within the Complaints section. This will help residents who prefer not to read the full report quickly understand its main points and findings.

Recommendations

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



Add an introduction to MTVH at the start of the report: Include a brief overview of the organisation, outlining its size, scope, and the current Complaints Process to provide context for readers and set the scene for the report's content.



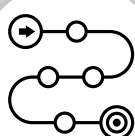
Include a glossary of key terms and abbreviations: Add a section that clearly explains commonly used terms such as Stage 1 and Stage 2 complaints, as well as concepts like severe maladministration.



Explore translation options to improve accessibility: Offer translated versions of the report in multiple languages to ensure residents who do not read English can access and understand the content.



Add contact information for enquiries: Include clear contact details at the end of the report for residents who have questions or would like to discuss the data further.



Include a visual guide to the complaints process: Add a process map showing the timeline for logging and resolving a complaint, or feature a "day in the life" section highlighting the role of a Complaints Handler.



Highlight the value of complaints as a learning tool: Emphasise that MTVH welcomes resident feedback and views complaints as a vital opportunity to learn and improve services.

Recommendations

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



Enhance the report's tone and language: While maintaining clarity and conciseness, adopt a warmer and more approachable tone. The group felt the current report could be more engaging and resident-friendly in its language.



Consider renaming the report: Explore changing the title of the report to make it more engaging. Suggestions included "Complaints: How Did We Do?" or "Complaints: How Are We Performing?"



Emphasise the role of resident feedback: Include a dedicated section in the report that acknowledges and thanks residents for their input, clearly stating that the report has been shaped by their feedback and insights



Include a section explaining the roles of key external bodies: Add a clear summary outlining the functions of the Housing Ombudsman, the Building Safety Ombudsman, the Regulator of Social Housing, and any other external organisations referenced in the report.

The session was extremely useful to gather insights on how MTVH prepare and create reports for resident consumption. It was great to be able to provide resident insight and recognise the changes we are able to make.

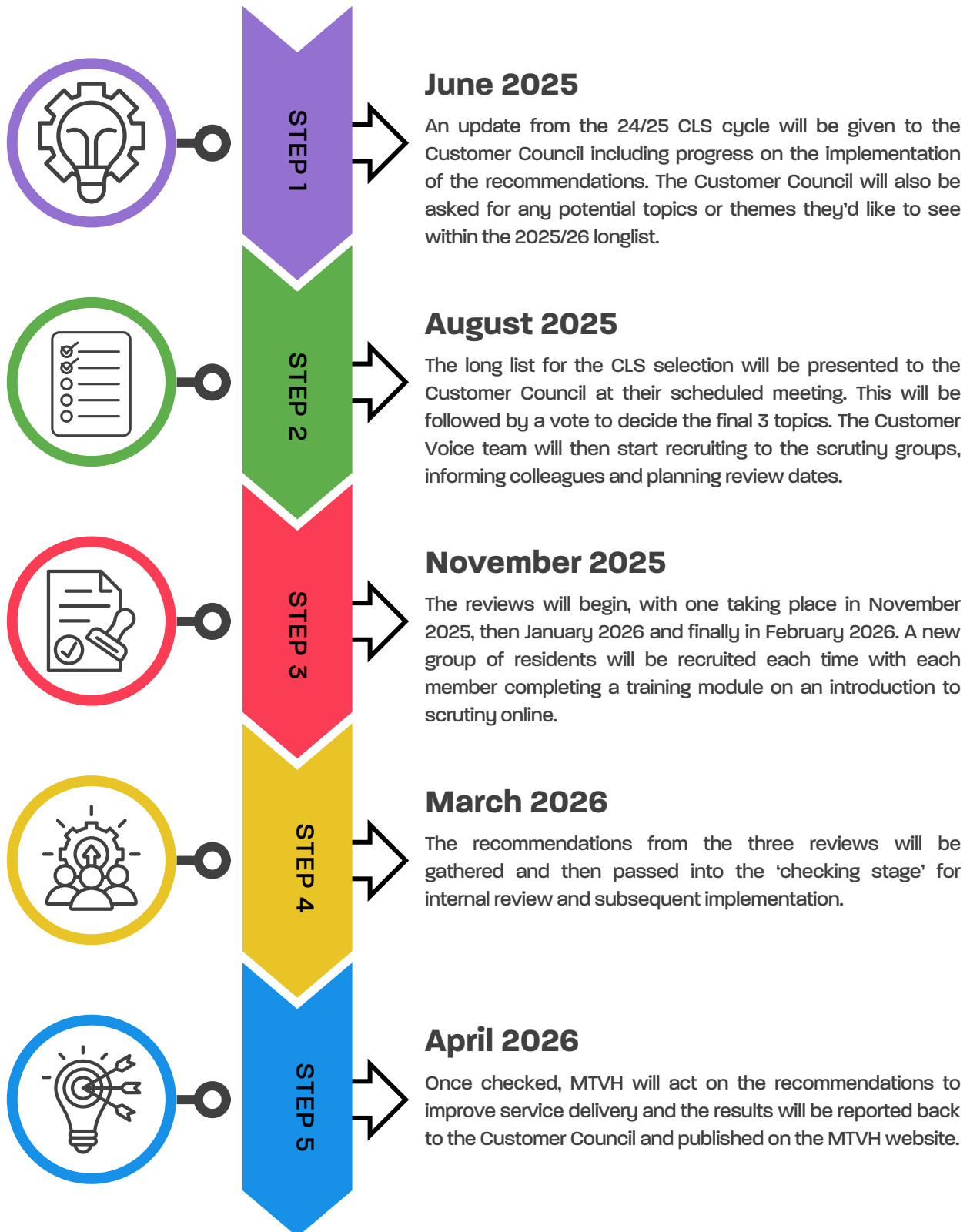
- CLS Participant

Customer Voice Model



CLS Review Cycle

25/26





MTVH

If you're an MTVH resident and want to get involved in paid opportunities, scan the QR code or click on the link below:



<https://forms.cloud.microsoft/e/bes54aNk2C>

