Our ongoing Journey for excellence…

Jake Boomhauer

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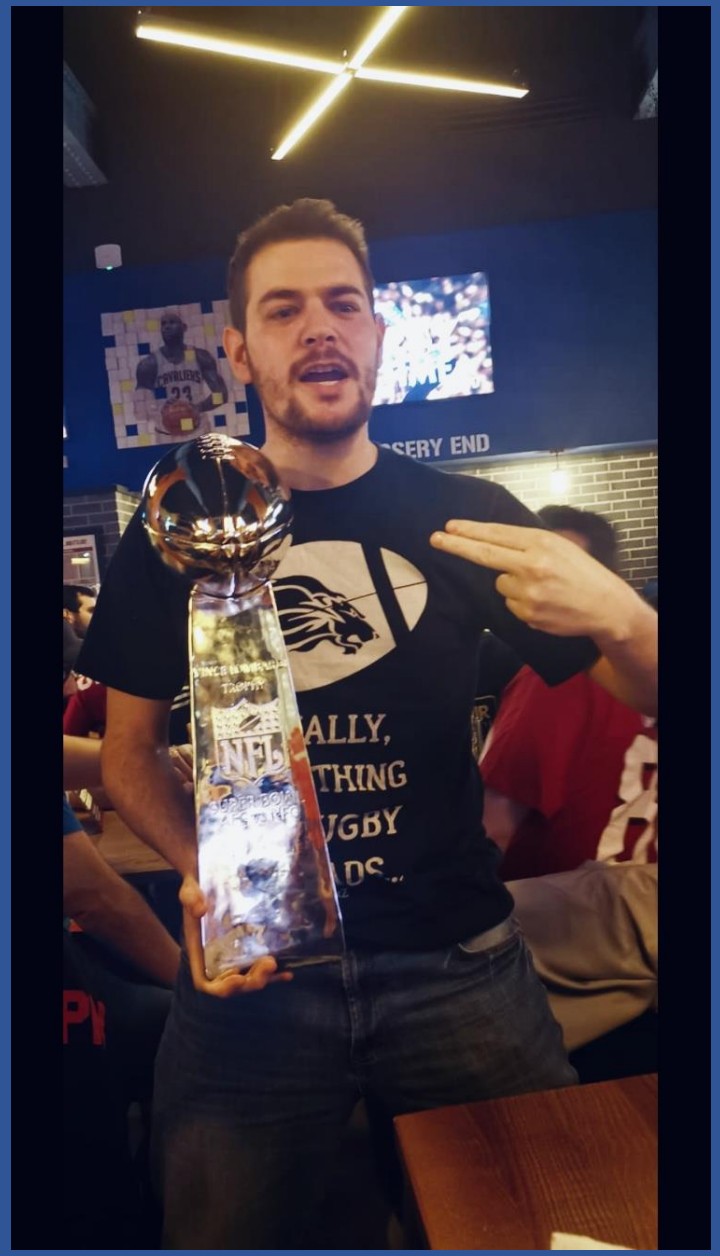
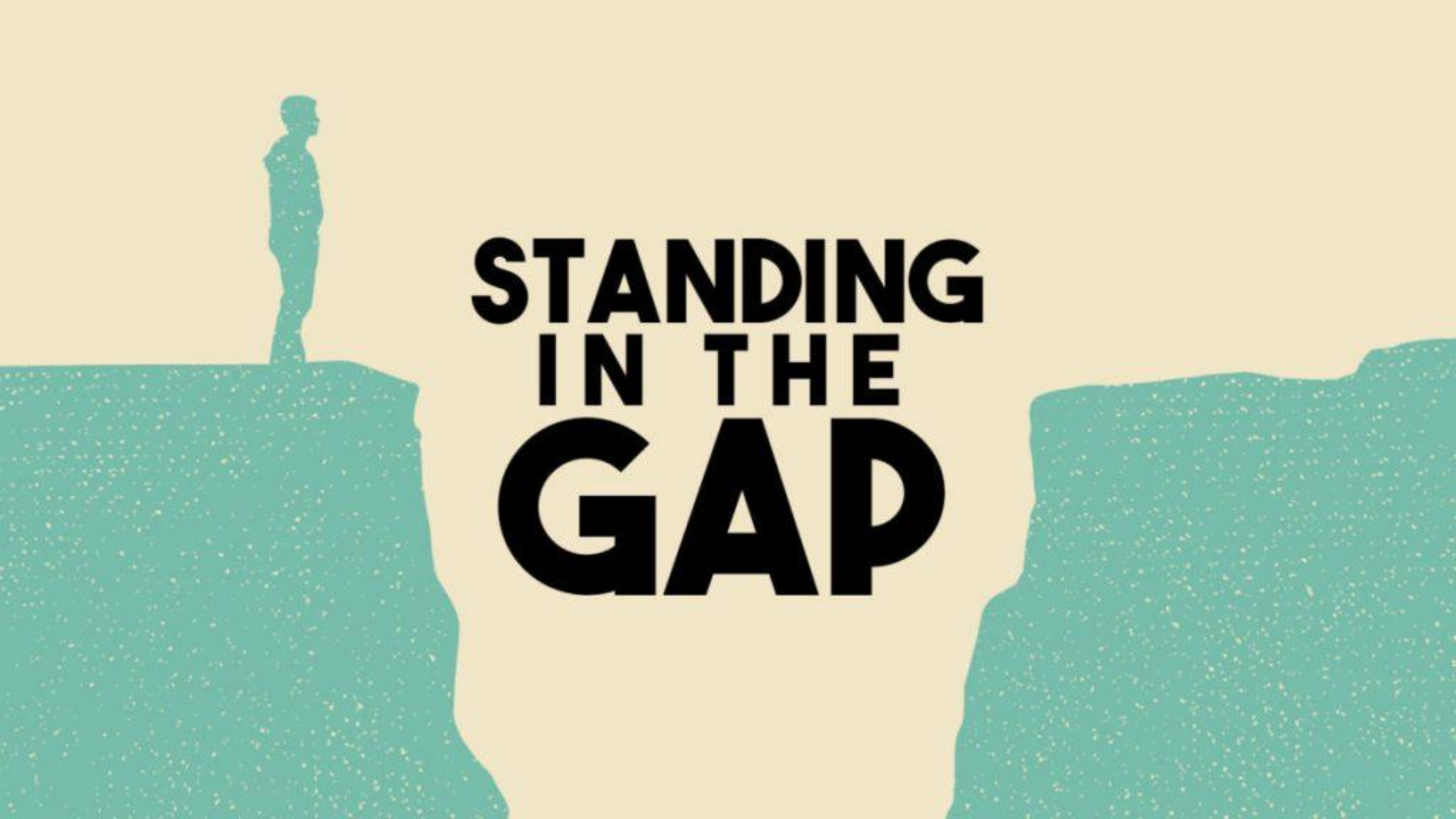


PERFECTION IS NOT ATTAINABLE, BUT IF WE CHASE PERFECTION WE CAN CATCH EXCELLENCE

VINCE LOMBARDI


STANDING
IN THE
GAP

Policy Environment

Net Zero Carbon by 2050

Planning White Paper

Changes at Homes England

Building Safety Bill

Fire Safety Bill

Recommendations from Grenfell Tower Public Inquiry

New Decent Homes standard?

New Regulators

Relationship change between ombudsman and regulator

COVID-19 impact and response … What does this mean for our residents and customers?

Overview of Orbit Housing Association Limited Board

- Setting the strategic direction of Orbit's Customer Services
- Agreeing key policies
- Agreeing key performance targets and monitoring performance against these
- Hearing the voice of customers
- Supporting and constructively challenging Orbit teams

Your Voice

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Make a difference

Let's Influence and change the future together. Take part in our engagement activities below by clicking the follow button next to each opportunity. Work with us to share your views, challenge our performance, hold us to account and help to improve our services.

Community Champions

A page dedicated to all of our past and current community champions. a place where you can all share ideas with one another.

Empty Homes Virtual Inspections

Receive training and take part in virtual inspections to hold us to account on our re-let service standards

Tell us what is important to you and take part in discussions

Join us in discussions and give your feedback on topics that affect your home, neighbourhood and services you receive

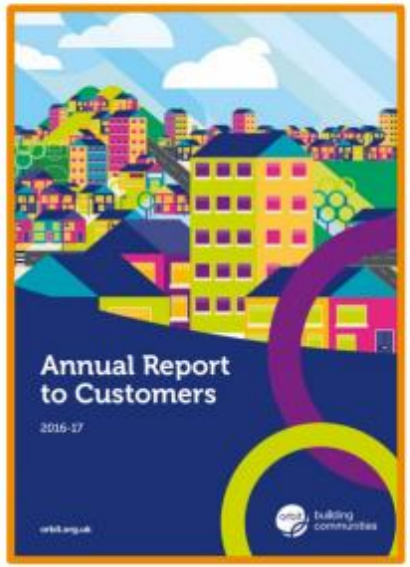
Webinars and Conference Calls

Got a burning question or would like to understand our service better to improve it? Take part in an interactive webinar or join a conference call on a range of subjects

What is the annual report to customers?

Our annual report to customers provides you with an update on our performance and key updates from the year including plans on how we intend to improve our services going forward. In our customer annual reports you can expect to see:

- An annual review from our Group Director of Customer and Communities
- An annual review from each service area (e.g. Lettings, Customer Safety, Customer Service Centre, Repairs etc)
- How we performed against our targets –where we have underperformed we will provide a plan as to how we will improve
- Details of the advice and support services we offer to customer and how to access them
- A review of the complaints received in the year
- A breakdown of how we have ensured value for money as part of our 'profit for a purpose' ethos.



Your Voice

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Engagement stages

Input on overall process

Individual content review and feedback

Full content review

Design review

Review of overall process

Your Voice

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How customer engagement shaped the 2019/20 report

- Customers were able to share their thoughts on:
  - the areas of content they believed to be most relevant to them
  - the areas of content they found irrelevant
  - the content they would like us to provide more detail on.
- Customers were able to help with overall spelling and grammar checks.
- Customers were able to pitch new ideas for content within the report (e.g. customer welcome message and map).
- Customers decided how they would like to provide their suggestions and feedback.

Our annual report to customers

Welcome message from Baeti,

one of our engaged customers in Kent

It has been clear this past year that Orbit has worked hard at engaging with customers to increase the overall customer satisfaction. As an engaged customer myself, I have been involved in supporting Orbit to help shape and improve their services, holding them to account through scrutiny, feedback within meetings and digitally through Your Voice. Their commitment to customer communication is also highlighted with the half yearly meetings under the 'National Together with Tenants' strategy where engaged customers have had the opportunity to be involved in strategic decisions.

To ensure the health, safety and wellbeing of customers during the coronavirus pandemic and while employees were forced to work from home, it was good to see Orbit successfully engage in online meetings, telephone contact (including wellbeing calls) and continue to carry out essential repairs and safety checks.

I appreciate Orbit's continued work in providing new homes and upgrading our kitchens, windows and bathrooms. However, it is interesting to see that there has been a higher number of repair complaints than last year, and I would like to see Orbit review these complaints and focus on how they can improve their repairs services this coming year. I would also like to see a focus on Property Managers and improving their visibility to ensure a focussed presence within communities.

Your Voice

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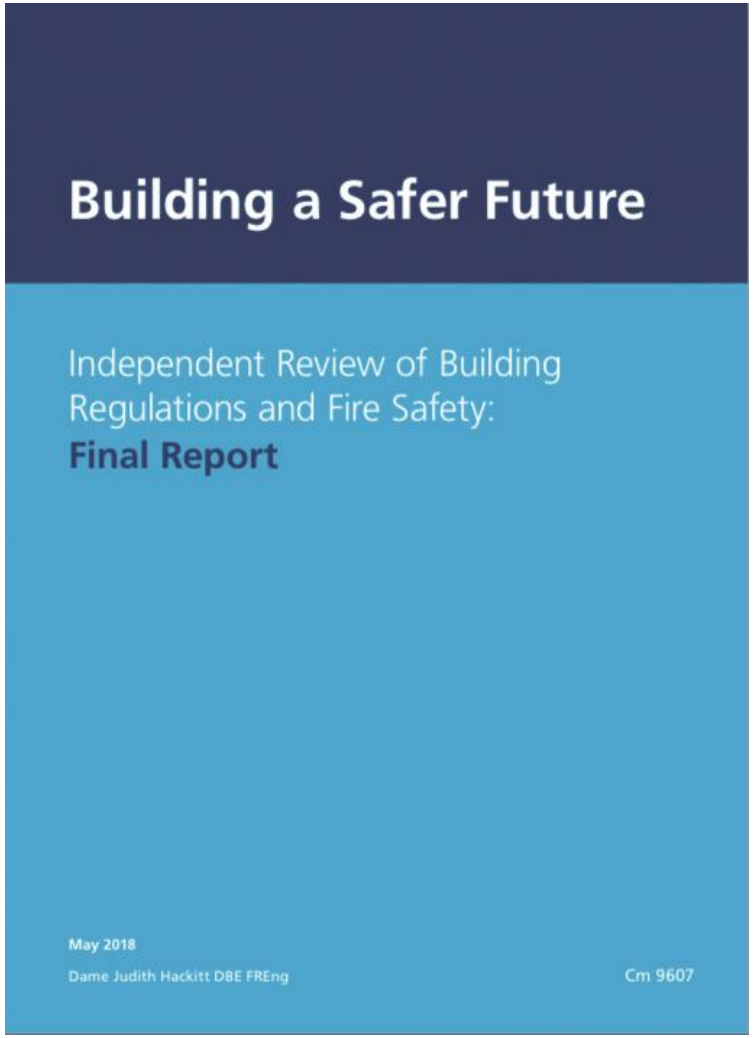
Building Safety at Orbit



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Traditional “Compliance” Cycle

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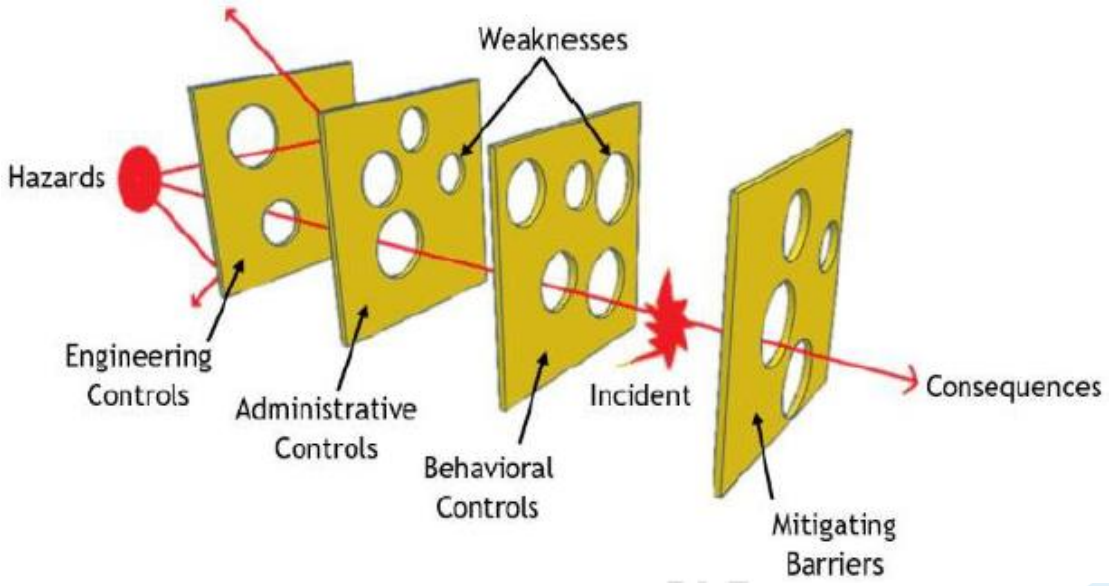
Philosophical Change - Swiss Cheese Model

Managing risk, not managing compliance



Our Proposed Delivery Strategy

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Strategic Exam Questions

1. How do we focus our resources on the in-scope buildings whilst avoiding a two tier system between in-scope and out of scope buildings?

2. How do we judge the pace of change, considering law/guidance hasn't been released yet?

3. How will we ensure we have the right competency levels in a high demand area?

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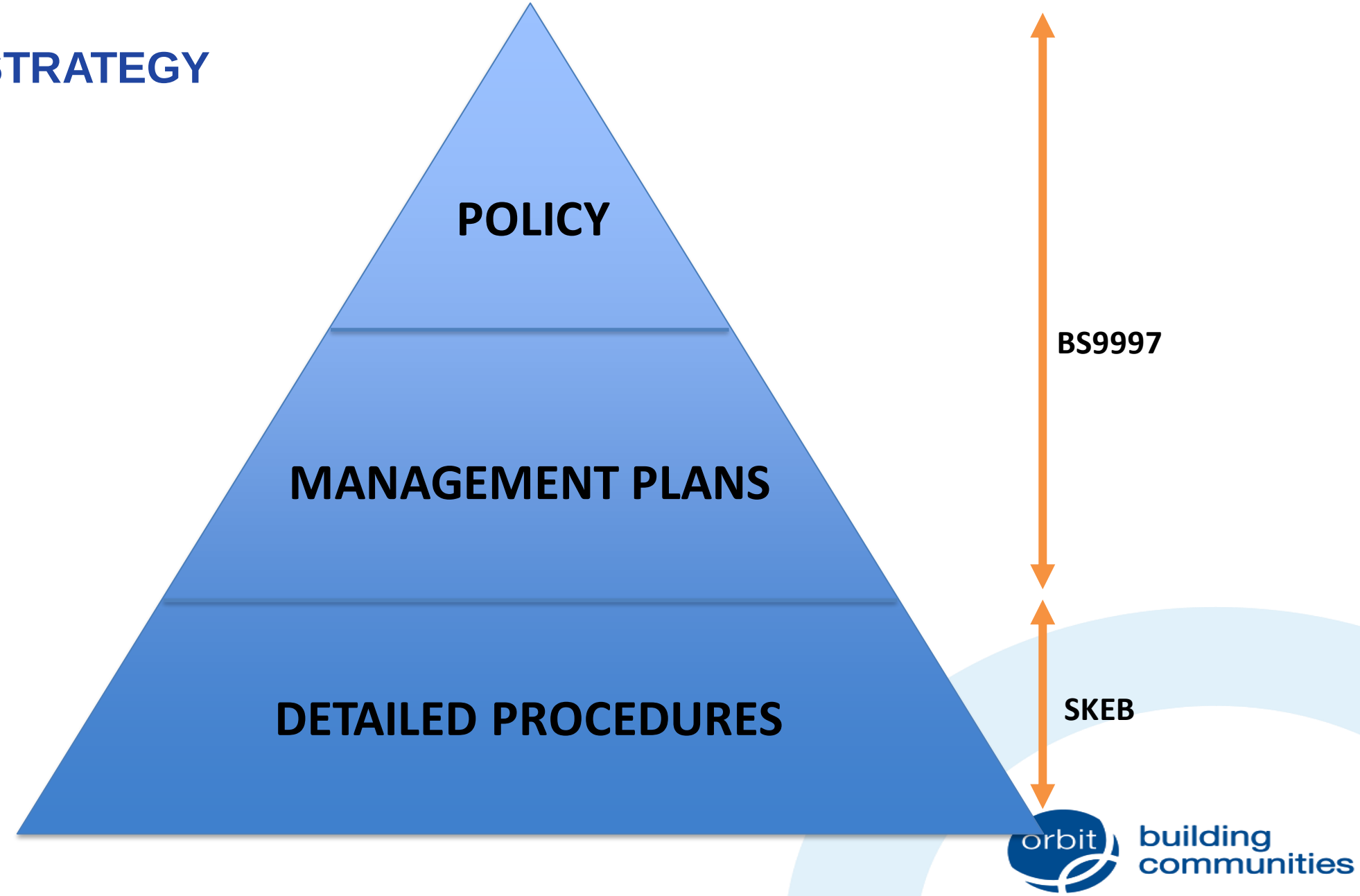
CURRENT STRATEGY



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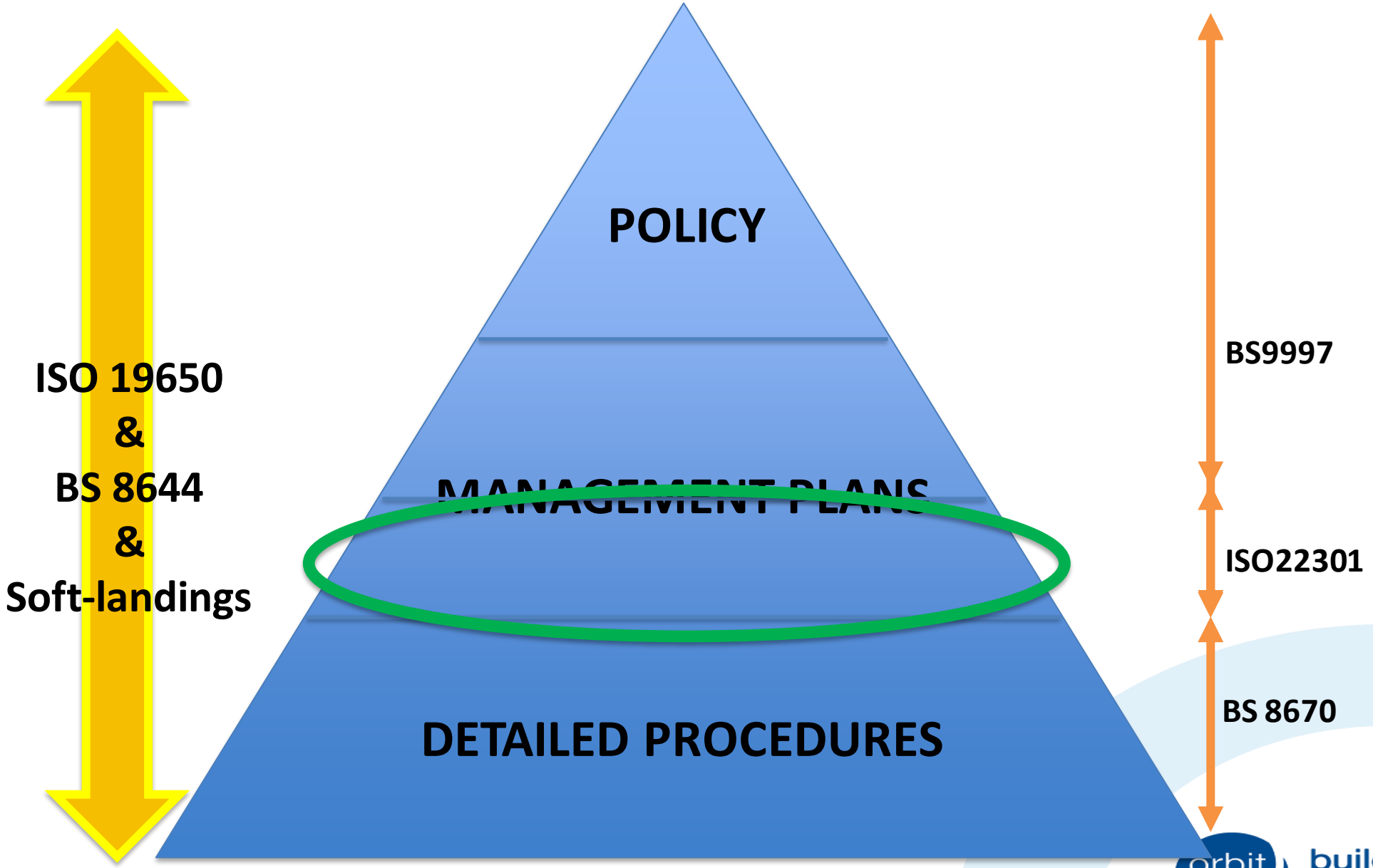

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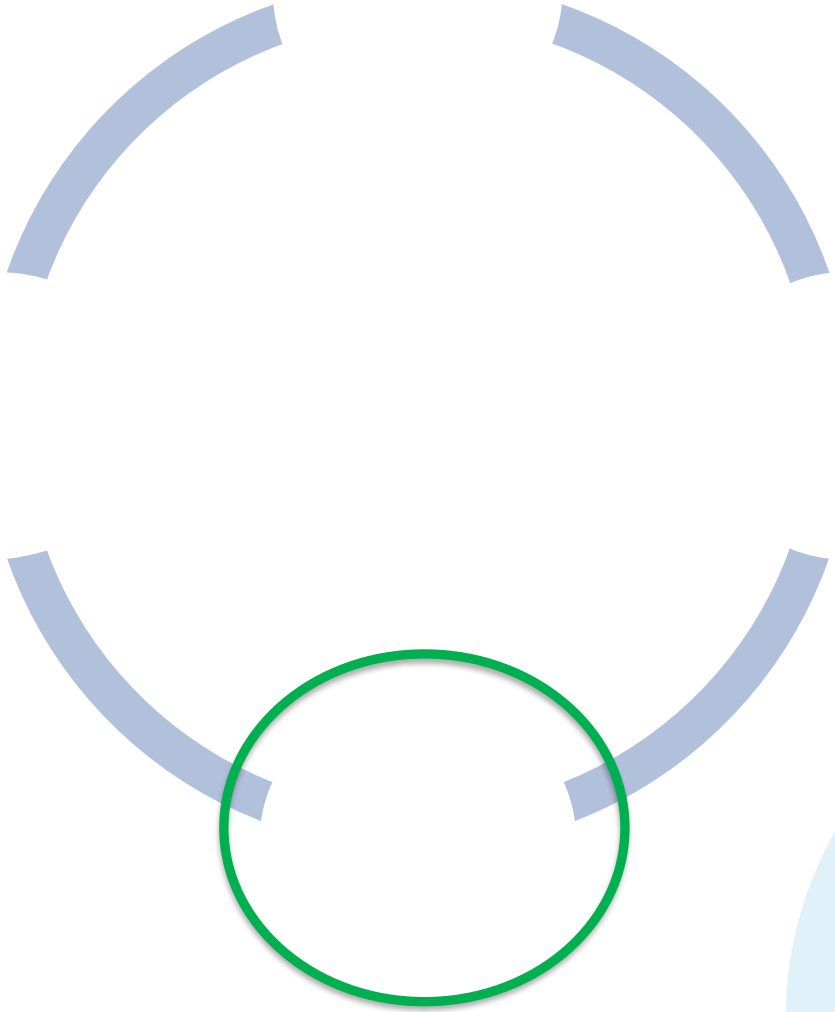
Strategic Lodestone Standards



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What is BS9997?

- It is the ‘Gold Standard’ for fire risk management in the UK
- It was developed as the result of the Rose Park fire tragedy in Scotland.
- It is designed to appreciate that managing fire safety across a large stock is very different to managing fire safety in a single building – it looks at the swiss cheese model specifically for fire.
- It is based around the Plan, Do, Check, Act Cycle
- We already have BS9997 accreditation!

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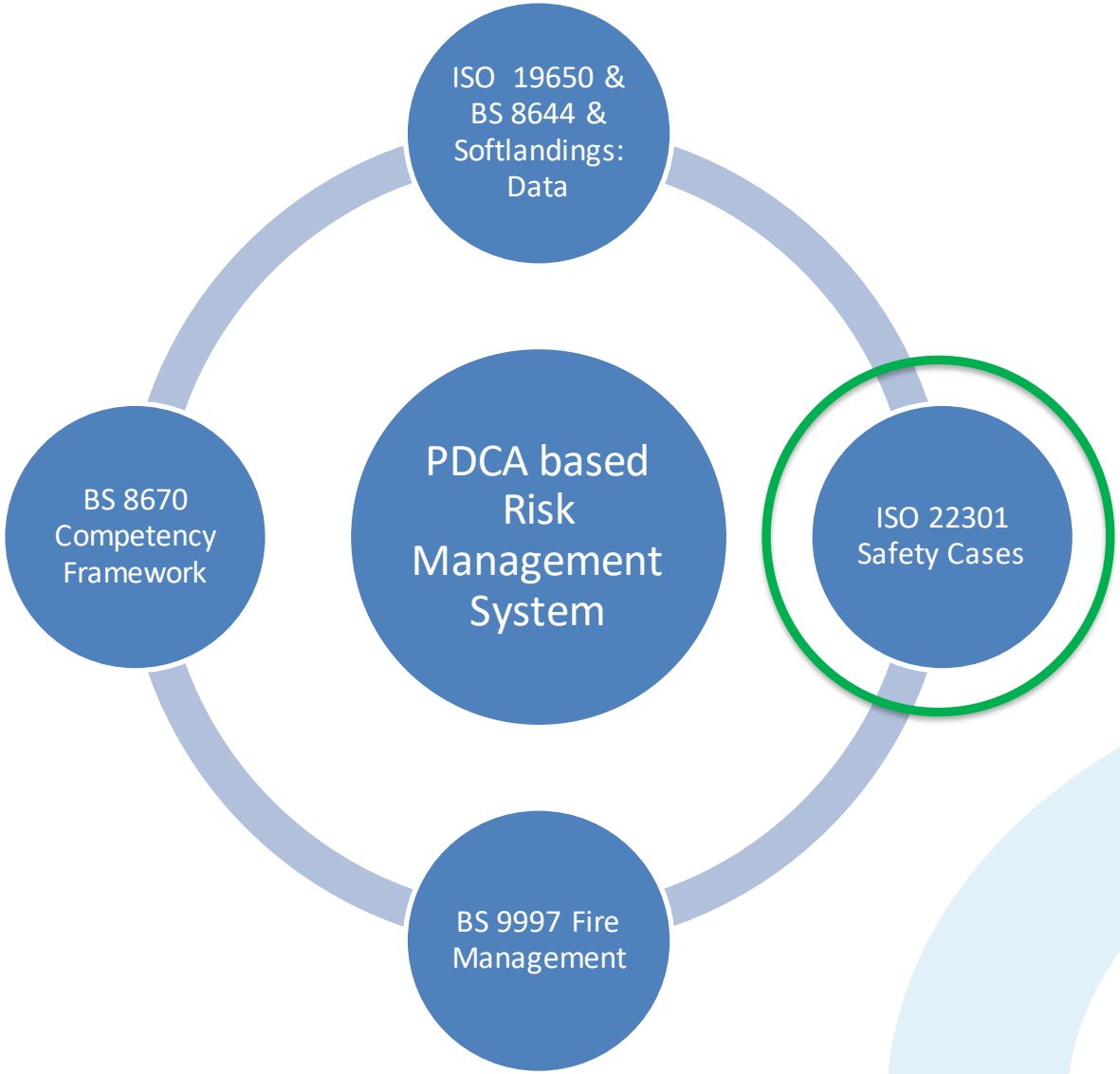
Strategic Lodestone Standards



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What is ISO 22301?

- Internationally recognised standard for resilience.
- It is specifically designed to anticipate potential disasters and to identify the potential impact
- It then provides a framework to minimise the risk of the disaster happening
- It then also provides a framework for disaster recovery, in the event the disaster occurs.
- BS 9997 has elements of this, however, following a Gap analysis, we have identified that ISO 22301 contains121 additional requirements above and beyond BS9997.

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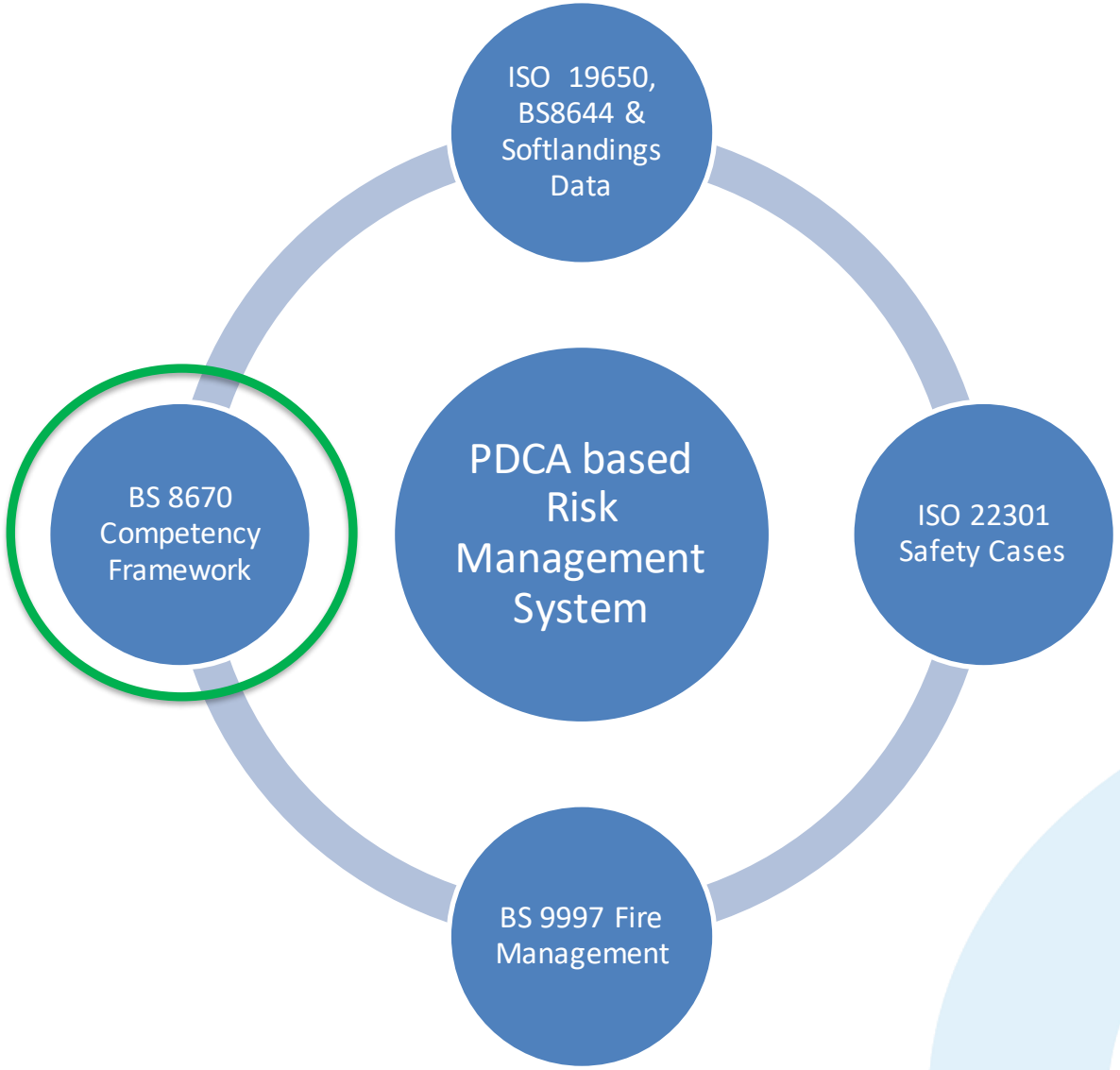
Strategic Lodestone Standards



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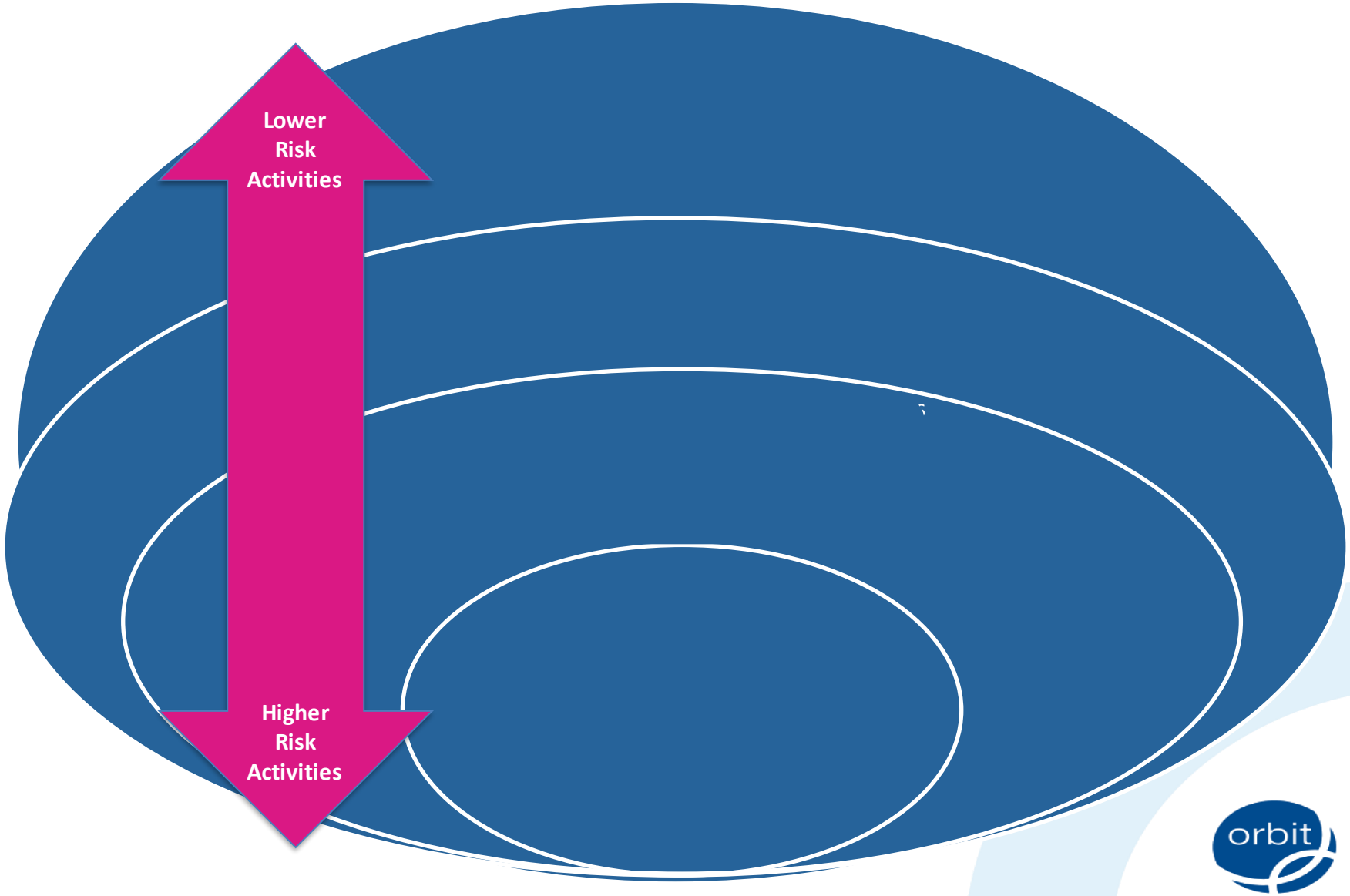
The Right People, Making the Correct Decision



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Strategic Lodestone Standards

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Golden Thread

Philosophical change = we owe just as much to the Accountable person and customer in 50 years as we do the CEO and Mrs Miggins today.

Our decisions and actions impact for decades

The Golden thread is supposed to capture this and ensure the accountable person can demonstrate we made defendable calls and our work was to the right standard

ISO 19650 is the Vehicle for achieving this aim

ASCP conference in June.

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Back to the Strategic Exam Questions

Standards led approach will address 80% of the challenges ahead – it will mean we have confidence in the pace and coverage of our approach.

We will fine tune the 20% once guidance is released.

Building Safety Cases

Definition

The **safety case** is an **evidence-based** approach in which the duty-holder identifies the **hazards and risks**, describes how risks are controlled, and describes the **safety management system** in place, including emergency procedures in the event of an incident.

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Safety Cases- History

Used in the following *Life Critical* sectors…
Oil & Gas- Piper Alpha 1998
Petrochemical- Buncefield 2005
Nuclear- Sellarfield 2005
Defence- Afghanistan 2006
Aerospace- Lockerbie 1988
Medical- Northwick Park 2006
Housing- Grenfell 2017

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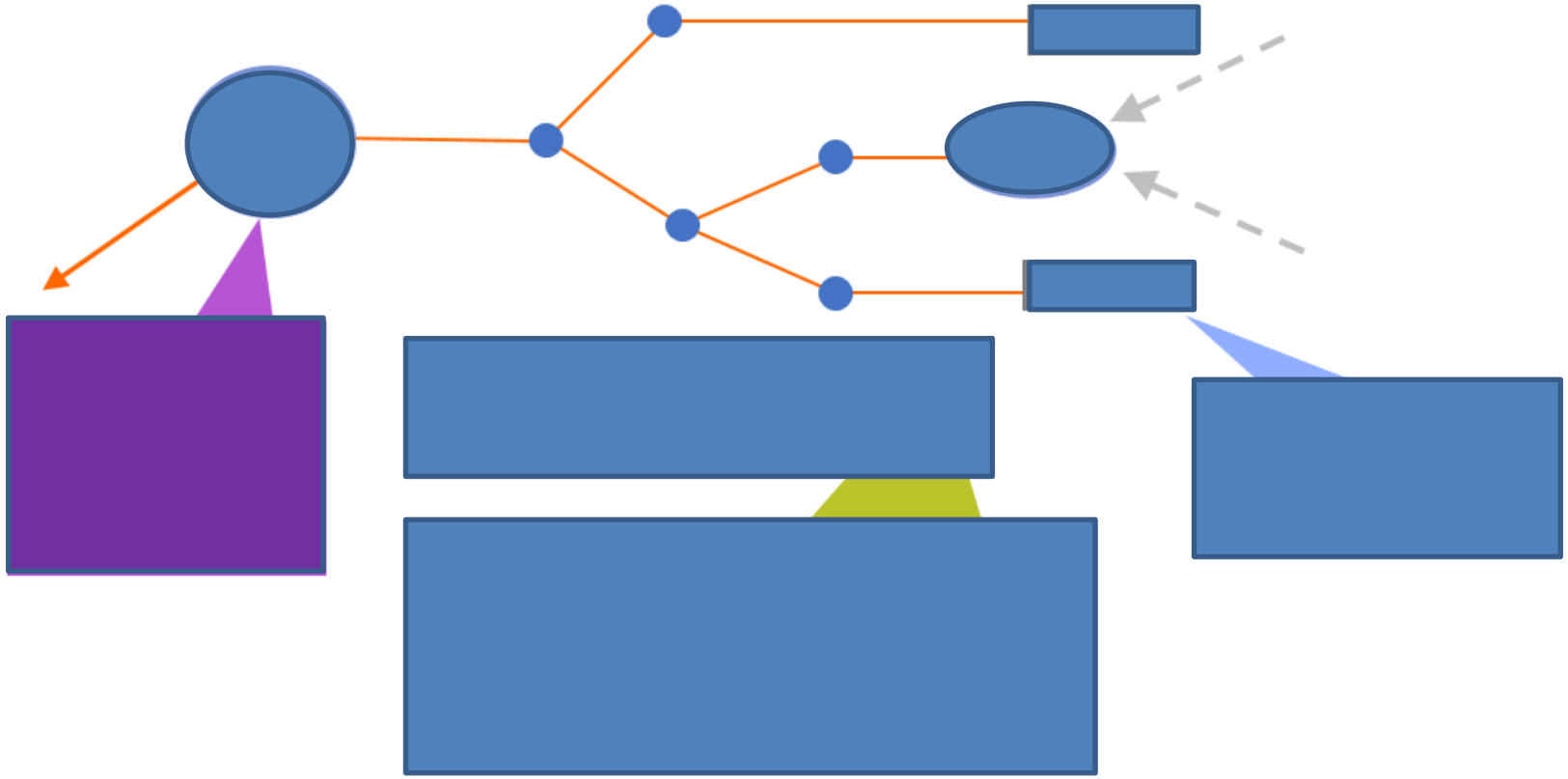
Building Safety Based on Structured Argument- Claim- Argument- Evidence



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Claim Structure & Associated Evidence. How have we organised the file?

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Hazard Specific Claims- Individual Buildings

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Management System Claims- Whole Organisation

BS 9997:2019

BSI Standards Publication

Fire risk management systems —

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Any questions before we move on to the Action Learning sets?

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