ONGO CUSTOMER FOCUS COMMITTEE REPORT

Item No	*9*	**Date**	10 March 2026
Title	Consumer Standards Self-Assessment Report		
Report Author	*Becky Johns, Head of Customer Experience, becky.john@ongo.co.uk*		
Presented by (if different)	*Becky Johns*		

REPORT INFORMATION

Action Required:	✓	**Strategic Objective:**	**Governance Journey:**	
For Approval	☑	**Be a great landlord**	**Consulted**	Relevant colleagues from across the business relative to each standard. Community Voice members.
	☑	**Customer Focus**		
	☑	**Growth & Sustainability**		

Company Impact:				
	☑	**Ongo Homes**	☐	**Ongo Heating & Plumbing**
	☐	**Ongo Developments**	☐	**Ongo Roofing**
	☐	**Ongo Communities**	☐	**Ongo Recruitment**
	☐	**TVES**	☐	**Crosby Brokerage**

PURPOSE, RECOMMENDATIONS & EXECUTIVE SUMMARY

PURPOSE

To provide the Customer Focus Committee with assurance on Ongo's compliance with the Consumer Standards by presenting the 2025/26 self-assessment outcomes, supporting assurance mapping and tenant insight, and to seek approval to submit the self-assessment to Ongo Homes Board for further assurance.

RECOMMENDATION(S)

1. Note the outcome of the 2025/26 Consumer Standards self-assessment, including that all four Consumer Standards have been assessed as compliant at the point of review and that the assurance mapping indicates strong/substantial assurance across the majority of requirements.
2. Approve the submission of the self-assessment and assurance mapping to Ongo Homes Board for further assurance and oversight.
3. Note the continuous improvement actions arising from the self-assessment and tenant consultation, and agree that progress will be monitored through the Service Improvement Forum to completion, with a completion update presented to the Customer Focus Committee.

EXECUTIVE SUMMARY

This report provides the Customer Focus Committee with the outcome of Ongo's 2025/26 self-assessment against the four Consumer Standards and seeks approval to progress to Ongo Homes Board for assurance.

Overall conclusion: all four Consumer Standards have been assessed as compliant at the point of review, based on an evidence-led assessment against the outcomes and specific expectations within each standard.

Assurance: the assurance mapping indicates strong or substantial assurance across the majority of the standards, with no areas assessed as non-compliant.

<table>
<tr><td colspan="4">Tenant voice: consultation has taken place and the feedback has validated areas of strength (including confidence in home safety checks, access to services and fairness of treatment) and helped shape the continuous improvement actions.

Key improvement themes include clearer customer communications on safety in the home; strengthened information at the start of tenancy, improved accessibility of information; increased visibility of complaints and service information for customers who are not online; and regular performance updates including ‘you said, we did’ across neighbourhoods and communities.

Next steps and monitoring: subject to committee approval, the self-assessment will be submitted to Ongo Homes Board for assurance. Actions will be monitored by the Head of Customer Experience via the Service Improvement Forum through to completion, with a final update brought back to this committee when actions are complete.</td></tr>
<tr><td rowspan="4">Risk</td><td>Risk Appetite</td><td colspan="2">Strategic Risk Impact</td></tr>
<tr><td>Balanced</td><td colspan="2">This report impacts the Health and Safety, Quality Homes, Customer experience, and Governance Strategic Risks, by self-assessing against the consumer standards it provides actions to mitigate and control risks and provides assurance.</td></tr>
<tr><td colspan="2">Identified Risks</td><td>Mitigations</td></tr>
<tr><td colspan="2">There are no material risks within this report however there are some areas of assurance that could be improved to evidence our compliance with the standards.</td><td>By routinely self-assessing our performance against the Consumer standards this mitigates risks and assures that we are maintaining compliance against the regulated standards.</td></tr>
<tr><td>Asset & Liabilities Register</td><td colspan="3">Not applicable</td></tr>
<tr><td colspan="4">IMPACT ASSESSMENT</td></tr>
<tr><td>Customer</td><td colspan="3">Tenants have been consulted on the self- assessments. Meaningful consultation has been conducted through the Tenant Complaint Panel, Community Voice Consumer Standard Workshop and inviting tenants to contribute through our website. This report actively seeks and incorporates the tenant voice and continuous improvement shaped by our tenants.</td></tr>
<tr><td>Governance</td><td colspan="3">This report is for approval by this committee and then submitted to Ongo Homes Board for assurance.</td></tr>
<tr><td>Data Use & Assurance</td><td colspan="3">The self-assessments have been conducted by assessing policy, procedure, and performance. Performance data is assessed to check against the service standards to gain assurance of compliance. The main data assessed is the tenant satisfaction measures and regulatory management data which are governed by our data and performance team providing unbiased and accurate data in line with the regulatory standards.</td></tr>
<tr><td>Health & Safety</td><td colspan="3">By self-assessing against the Safety and Quality Standard this provides assurance that we are acting in line with our Health and Safety responsibilities and should provide further assurance for the committee.</td></tr>
<tr><td>Financial</td><td colspan="3">There are no financial or budgetary implications contained within this report. However important to note that any non -compliance of Consumer standards within our services carries a financial risk in the way of fines and compensation for non-delivery of services and safety issues.</td></tr>
<tr><td>Value for Money</td><td colspan="3">By self-assessing against the consumer standards it ensures we are compliant, ensuring we are delivering the best possible services to our tenants and customers which in turn delivers efficiency and value for money, increased customer satisfaction, and a reduction in complaints.</td></tr>
<tr><td>Equality, Diversity & Inclusion (EDI)</td><td colspan="3">Through the self-assessment process accessibility of service is considered especially around the Transparency, Influence and Accountability Standard. Consideration has been given to ensuring all of our tenants can access services with consideration of vulnerabilities.</td></tr>
</table>

Assurance	There is a full assurance map attached with this report that maps out the assurance against all four Consumer standards and highlights where there are any gaps within our assurance.

3.0 BACKGROUND

3.1 The Social Housing (Regulation)Act 2023 strengthens the regulation of social housing and provides a greater emphasis on consumer protection, transparency, and accountability as part of this framework register providers are required to undertake a regular self-assessment to evidence compliance with the Consumer Standards. These self-assessments provide assurance to the Customer Focus Committee and Ongo Homes Board which supports a proactive approach to regulation, continuous improvement, and customer focussed service delivery.

3.2 The four consumer standards are:

Standard	Outcomes
Safety and Quality	It expects tenants to have safe, good-quality homes and landlord services, with repairs and safety checks completed properly and on time.
Transparency, Influence and Accountability	It expects tenants to receive clear, accessible information and have real influence and effective routes (including complaints) to hold their landlord to account.
Neighbourhoods and Community	It expects tenants to live in safe, well-maintained neighbourhoods, with landlords working with partners to keep shared spaces safe and tackle ASB, hate incidents and domestic abuse.
Tenancy	It expects homes to be allocated and let fairly and transparently, with tenancies managed to support sustainment (and avoid unnecessary eviction), offer appropriate tenure, and enable mutual exchange.

3.3 Ongo completes a formal self-assessment against the Consumer Standards each year to confirm our level of compliance and to identify any gaps or areas for development. This supports our corporate objectives by helping us to be a great landlord through safe, well-maintained homes and effective services; strengthening Customer Focus by using tenant feedback and performance insight to shape improvements; and supporting Growth and Sustainability by providing assurance that we have strong governance and controls in place as we continue to deliver and develop services. However, meeting the standards is not a once-a-year exercise; continuous improvement activity takes place throughout the year to maintain compliance, respond to emerging risks, and strengthen outcomes for tenants.

3.4 Internal Audit completed an independent review of Ongo's arrangements for completing the Regulatory Self-Assessment Review (Consumer Standards). The review assessed whether the systems and processes in place are adequate and whether the content of the self-assessment provides an appropriate level of information. The outcome of the Audit was a strong level of assurance over both the approach and ongoing compliance. No recommendations for improvement were raised; instead, several good practice points were identified alongside one observation for consideration.

4.0 ISSUES FOR CONSIDERATION

4.1 Leadership review, colleague contribution and tenant insight were brought together to provide a balanced and transparent view of performance against the outcomes and specific expectations of the Consumer Standards. Areas of strength, improvement and risk have been clearly identified, with identifications of actions to strengthen our performance further.

4.2 The outcome of the self-assessment exercise concludes that all Consumer Standards have been assessed as compliant at the point of review. This conclusion is based on an evidence-led assessment of the required outcomes and specific expectations of each standard.

Individual Standard Owners have provided oversight of the assessment and recognise that compliance is not static. They will continue to maintain active oversight to ensure that the standards are consistently delivered and that any emerging risks are identified and addressed in a timely and proportionate manner. The Consumer standard self-assessment is within the associated papers of this report.

4.3 The assurance mapping shows that we have strong or substantial assurance for most of the Consumer Standards, and no areas were rated as non-compliant at the time of the review. We use 4 lines of assurance, modelled on the Institute of Internal Auditor's Three Lines model:

- First line –operational management (e.g. policies, procedures, KPIs)
- Second line –corporate oversight (e.g. Board / Leadership reporting)
- Third line –independent review (e.g. Internal Audit)
- Fourth line –customer review (e.g. Resident Scrutiny / surveys / complaints)

Internal Audit opinions are the main source of formal assurance, supported by recent audits and a forward audit plan that together give us confidence that we continue to meet the Consumer Standards. The full assurance map is within the associated papers of this report.

4.4 We have conducted a raft of customer consultation throughout the self- assessment process and compiled a record to demonstrate how we have incorporated the customer voice into our Consumer Standards self-assessment.

Feedback gathered through Community Voice (CV) workshops, the Tenant Complaint Panel and website consultation has been used to validate areas of strength (including confidence in home safety checks, access to services and fairness of treatment) and to identify clear actions for continuous improvement.

Key themes and actions include improving customer communications on safety in the home, strengthening information provided at the start of tenancy (including a new tenancy induction handbook and supporting videos), ensuring information is accessible for different needs (for example, easy-read formats and clearer signposting of support), increasing visibility of complaints and service information for customers who are not online, and providing regular updates on performance and 'you said, we did' activity across our neighbourhoods and communities. The full customer consultation record is within the associated papers of this report.

4.5 All actions arising from the self-assessment will be monitored by the Head of Customer Experience via the Service Improvement Forum. A final update will be presented to the Customer Focus Committee once the actions have been completed.

ADDITIONAL READING	
Associated background papers	*2025-26 Self- Assessment - Full* *2025-26 Consumer Standard - Assurance Map* *Consumer standard Consultation Record*

Discretionary Reading	*Regulatory Self- Assessment (Internal Audit)*	
GOV TEAM USE ONLY		
Check list	☑	*Comments/notes*
Over three pages long? Exec Summary	☐	
All fields completed	☐	
Appendices? Additional Reading?	☑	
Proof read	☐	
Convene ready (margins/format)	☐	
ELT approved	☐	