

Review of Plus Dane Voices



228 Plus Dane Voices members took part in our survey to share their experiences about our consultation methods and how we communicate our actions and improvements as a result of their feedback.

What did you say

- **59%** of you were unaware of where to access the feedback following a survey
- **9** suggestions to improve the infographics, including making the 'You Said, We Did' link more visible and taking into account the consultation needs of older residents.
- **8** of you suggested ways to enhance Plus Dane Voices, such as introducing face-to-face consultations to promote inclusivity, replacing the Satisfied/Dissatisfied scale with a 1–10 rating system, and enlarging comment boxes to allow for more detailed feedback.
- **29** of you said the main reason you haven't completed any surveys in the past 12 months is that you never received one.
- **11** of you did not complete a survey giving reasons such as having no time, having no internet connection and being partially sighted.
- **10** of you shared ideas to encourage customers to become active members and complete surveys. Suggestions included; offering a more engaging platform with features like polls, providing better incentives or rewards, using text messaging, and more clearly demonstrating the actions taken in response to feedback.
- **114** of you said you would be interested in joining other residents to improve how Plus Dane communicates with customers. 126 of you said you would be interested in joining other residents to look at the new software to report repairs.

What we will do

- ✓ We will publish the 'You Said, We Did' infographic on our website and promote it via social media.
- ✓ By July 2025 we will announce our upcoming quarterly consultations on social media well in advance to give you plenty of time to get involved.
- ✓ By March 26 we will feature customer consultations in every edition of Unity, which is published three times a year, and share all new 'You Said, We Did' infographics in the news section of our website
- ✓ By July 25, we will expand our survey comment boxes to encourage more detailed feedback. To promote inclusivity, we will also conduct face-to-face consultations and make a proportion of follow-up calls for each survey where appropriate. Additionally, we will establish Task & Finish Groups to carry out in-depth reviews of our Communications and Repairs Service.
- ✓ By June 25, we will contact all 114 customers to introduce the new Communications Task and Finish Group.
- ✓ By July 25 we will contact all 126 customers to introduce the new Repairs Task and Finish Group.
- ✓ By September 25, we will reach out to our PDV customers for whom we have vulnerability or disability information, offering them the opportunity to share how we can best support their involvement.
- ✓ By March 26, we will explore the potential for a new engagement platform and the use of website polls.
- ✓ We will promote our voucher incentive and encourage greater participation from new customers, we will also feature our voucher winner in the infographic.