

Plus Dane VOICES

Customer Voice Consultation Nov 2021

we wanted to understand **how best to listen to you** about the things that **matter most & share with you** how your **feedback improves services**

1027
completed
our online
survey

51% of you want to **speak** to a **Plus Dane** colleague



we will carry out an inclusive recruitment drive for Plus Dane Voices September 23

47% of you are **happy** to complete a **short survey** through **Plus Dane Voices**



we will look to do more neighbourhood events giving customers the opportunity to have direct conversation with us

90 of you are interested in becoming a member of our **Customer Scrutiny Panel**




we will send you the recruitment advert for our new Customer Assurance Panel by September 2022

66% of you want us to introduce **new digital ways** to bring customers together



by September 23 we will look to invest in new software and introduce new digital engagement tools such as zoom & Teams to bring customers together

67% of you want us to use the **website** to show you how we have **listened to you**



we will continue to use our 'you said we did' infographics on the website and will look to use our new customer portal

you told us that the **top 3 themes** you want to be further involved in are **repairs & maintenance, Improvements to your home & supporting older & vulnerable customers**



We will champion your voice and involve you in these things going forward

we we'll come back to you in March 2023, to update you on the progress from this consultation