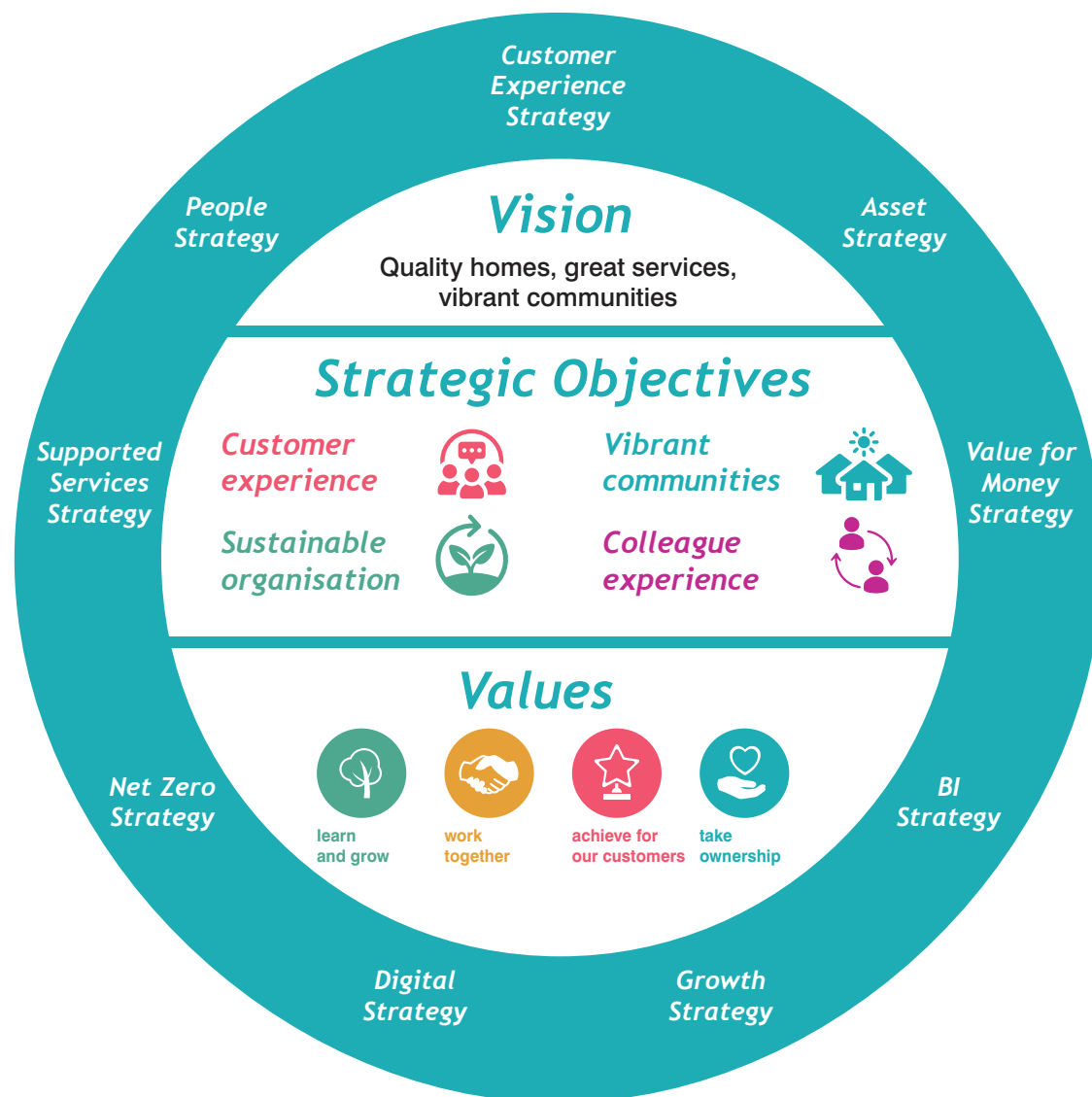


Customer Voice Framework



Through our framework, **we will**

- Listen
- Be honest
- Be inclusive
- Demonstrate accountability

The framework is about different ways to hear the customer voice to help us deliver our vision and strategic objectives, ensuring we stay on track and check progress with delivering customer priorities

We define customer voice as:



Engagement (say)

A range of meaningful opportunities for customers to have their say and influence over what we do and how we do it in their homes, through services and in communities.



Insight (think)

Assess whether our services deliver fair and equitable outcomes and predict demand and use of services to improve the customer experience.



Experience (feel)

Opportunities for customers to provide feedback on their perceptions of our services both proactively and reactively.

Customer voice opportunities

Reactive

- Complaints
- Compliments
- Social media sentiment analysis
- Customer contact

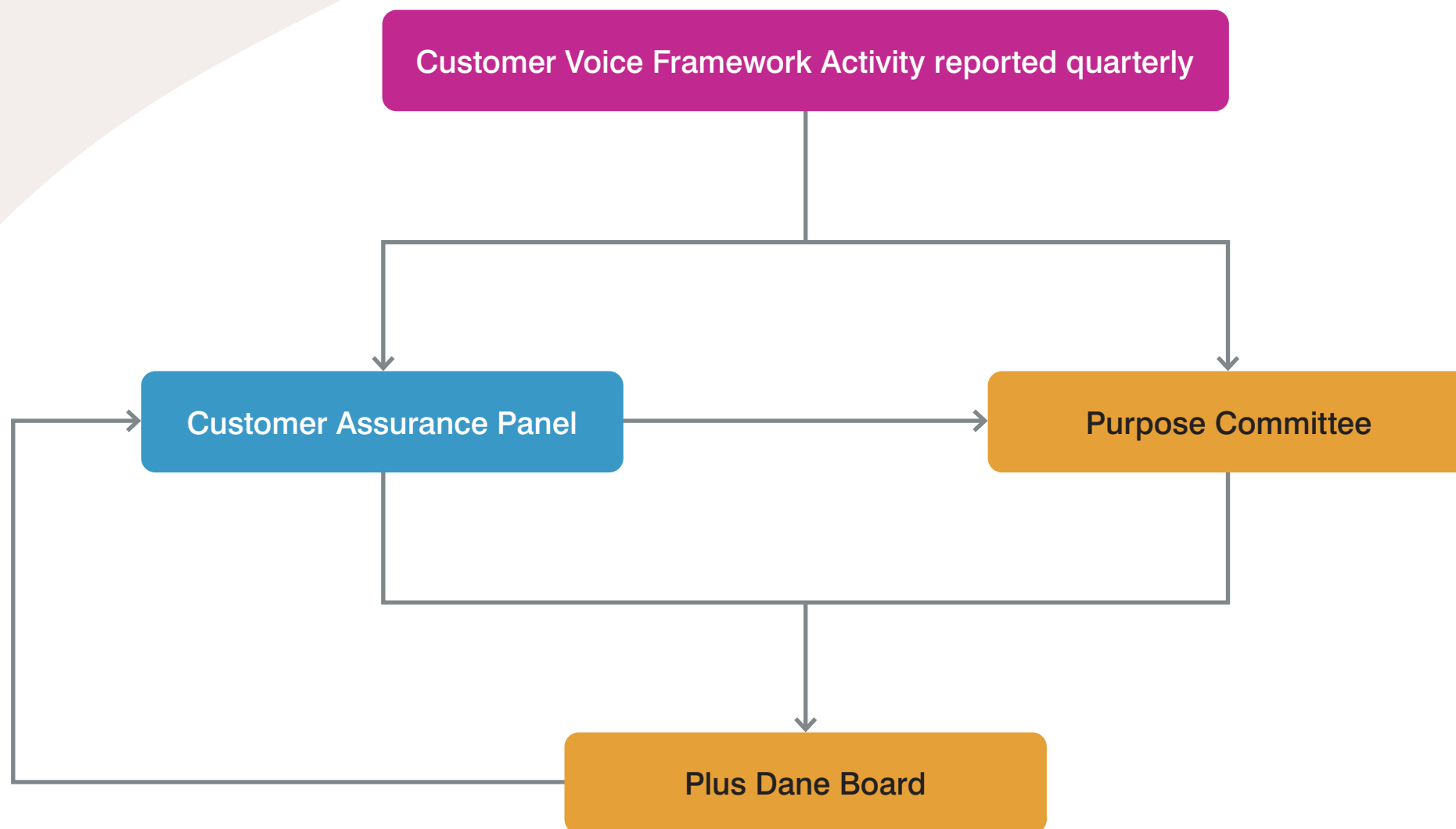


Proactive

- Board and Committee Membership
- Customer Assurance Panel
- Plus Dane Voices
- Satisfaction surveys
- Customer insight
- Tenant and Resident Groups
- Community events
- Plus Dane customer groups



Customer Voice Framework Reporting



Customer Groups



Community task and finish groups

Place based activity such as regeneration or to improve community cohesion.



Plus Dane Voices

A virtual group giving Plus Dane the opportunity to test voices across policies, service provision and building safety. An opportunity to consult on proposals developed through customer insight work.



Leasehold and Service Charge group

Formally constituted forum for leasehold and service charge customers to discuss services and improvements including building safety.



Service improvement group

Commissioned by Plus Dane or CAP to discuss a particular service or challenge.



Supported housing service users forum

Formally constituted forum for service users to discuss experiences and help design service improvements or identify provision gaps.



Customer communications group

Supporting the development of communications to ensure they are understood and focussed on what matters most to customers.

Learning Loop

