



176 customers helped shape clearer standards and more consistent support

You said



Knowledgeable staff, clear communication and reliable support matter most



77%
support the proposed staff behaviours



76%
feel the proposed support is enough



83%
support how we set expectations and standards



83%
agree with how we help staff learn and improve



83%
had no additional suggestions for improvement

We listened

- ✓ We will add these priorities and behaviours to the proposed new Code of Conduct. The Leadership Team will review it by the end of September 2026.
- ✓ By the end of December 2026, we will review trauma-informed care and support training for colleagues and decide how it should be introduced.
- ✓ By the end of December 2026, we will make our professional standards clearer and ensure colleagues understand the skills expected in their roles.
- ✓ By December 2027, all colleagues will complete customer experience training. It will help them understand customer needs, communicate well and respond effectively to questions and complaints.
- ✓ In August 2026, we added contractor management to the policy and aligned it with our contract management procedures.