

# Listening to Plus Dane Voices in 2024/25

Over the last year we have listened to our Plus Dane Voices members to hear their views on a variety of themes. The following are some highlights of what customers have told us and what actions we have agreed to take to improve services.

## In 24/25

- **1344** customers responded to our Plus Dane Voices consultations
- **14** customer consultations took place on a variety of services and policies
- **280** new customers joined Plus Dane Voices to regularly give us feedback on services - taking our membership of Plus Dane Voices to 2,773 customers
- **83** recommendations from customers with ideas for service improvements

## Our office receptions

You told us that you would like more access to staff at the Shepherds Mill office in Cheshire.

As a result the Congleton office is now open every weekday, aligning its hours with our Liverpool office.

## WhatsApp Review

We were considering removing the automated WhatsApp message which directed customers to report a repair online, but you told us you liked that feature so we agreed to keep it.

## Sharing our performance information with customers

You told us that you wanted to see more information on how our repairs service is performing and make the information more accessible and easier to view on your phones. We thought this was a good idea so we plan to share more information in the future. We will also share more information about what we are doing to improve in areas where we are not meeting targets using benchmarking for comparison.

## Repairs

You told us that the waiting times and delays for repairs should be improved. We have now delivered our catch-up programme, and are improving our repairs response times. At the start of the catch-up programme we had over 4000 repairs, and now that the programme has been delivered the focus is on reducing the work in progress levels from the current monthly 9% of annual repair volumes to 7%.

As a result of customer feedback, we have piloted a change to our repairs appointment slots for the afternoon from 12-6pm to 12-5pm and created an early evening slot from 4-6pm.

## Building New Homes

Customers moving into new homes told us that they would like more information in their handover packs about how to maintain their gardens - we have now included this and have installed outside taps to help customers look after new turf.

## Communications with customers

Following customer feedback on our Communications Strategy, we are setting up a Communications Customer Consultation Group to look at how we can improve our communications with customers.

Following customer feedback on our Annual Report we will be making some changes to next year's report to make it easier to understand.

## Keeping you safe in your home

Following customer consultation in our block of flats we are going to simplify the Building Safety Regulations making them available in a variety of formats including dyslexia friendly.

We will also include information about building safety and fire risks in the annual newsletter emailed to customers as well as working with our communications team to produce a leaflet for customers so that everyone knows how to report safety concerns.

## Income/Welfare

You told us that you would like to see more accessible ways to seek benefit support. We are therefore enhancing our services to enable you to self-refer to our Welfare Team through a dedicated link on our website, providing direct access to benefits assistance and guidance.

## Housing Management

As a result of customer feedback about concerns with the cleanliness of bin stores in blocks, jet washing equipment has been purchased and will be included as part of the cleaning service over the summer.

Digital noticeboards have been installed as part of a pilot in 10 blocks and information about the cleaning service is included so that customers are aware what tasks the cleaners are expected to do.

Following customer feedback at the Radway neighbourhood event, 32 customers were referred to our employment partners.

## Anti Social Behaviour

In response to customer feedback requesting support information for individuals experiencing domestic violence, we have added links to our website for ManKind Initiative and Women's Aid. These two organisations provide up-to-date local support services to assist customers during difficult times.

## Supporting Older Customers

Following customer feedback at our older person's schemes, Heath View now has a weekly arts and crafts class and Spanish lessons; a Working Café has been set up with a local college at Arncliffe Gardens; and Derby Court offers weekly sewing sessions after securing a grant.

We have installed Wi-Fi in all our sheltered schemes and have piloted digital noticeboards at Heath View and Arncliffe Gardens to give useful messages direct to customers living in these schemes.