

December 2018 – Governance and Engagement

Why the survey is taking place and the purpose

This month's Greenview survey was about governance and engagement. We want to ensure that our customers have a wide range of opportunities to influence and be involved in the decisions we make about what services we deliver and how we deliver them. We want customers to be able to scrutinise our performance and tell us where and how you think we should be doing better. By answering the following questions about governance (decision making) and engagement, you will be helping us to do this.

How many users took part in the survey

Total of surveys completed – 139

Online - 80

Post - 17

Phone - 42

What you said

37% of customers said they felt they had a say in what GreenSquare does and how we do it. 38% of customers said No and the remaining customers said they were unsure.

77% of customers said they would like to be involved in the decisions we make about what services we provide and how we provide them.

We asked customers how they would like to be involved and the majority of customers (89%) said they would be happy to complete a survey of up to 30 minutes per month.

More specifically, we asked if customers would welcome the opportunity to influence or be involved in the management of our repairs and maintenance services; helping to select and appoint contractors for example or taking on work yourself and sharing in the savings made subject to relevant Health and Safety legislation? 75% of customers answered No to this question.

59% of customers said they would need support from us to enable them to be involved.

What we did

Outcomes/Changes made as a result of the survey/comments from Managers

We're currently working on our new three year corporate plan which we'll launch in the summer of 2019. Feedback from this survey, together with all the feedback we've received from customers throughout the last year at:

- Customer Focus events
- from all GreenSquare customer satisfaction surveys and staff surveys and

- a range of different forums and focus groups

will be used to shape the plan and keep customers at the very heart of it. The plan aim is to ensure we provide simply brilliant services and homes for all our customers and we will inform our customer experience, engagement and governance plans for the next three years. You can expect to hear more about our plans in the coming months.