Online Customer Panel

Riverside Customer Voice Feedback Survey

Panel members were asked to feedback on their awareness of the Riverside Customer Voice ; as well as feedback on the current information on the webpage.

Survey End date: 21st December 2018   Total number of participants: 80
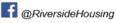
Summary:

- 56% of panel members were aware of the Riverside Customer Voice (RCV) and 43% were aware that all Riverside Customers are automatically members of the Riverside Customer Voice.

- Panel members in older age groups (65+) were more likely to be aware of the RCV compared to customers in younger age groups.

- The majority of panel members found the information on the website useful; with some customers highlighted that they would like to see more information around actions/improvements made by the Riverside Customer Voice Executive (RCVE).

- 85% rated the layout of the webpage good or very good; with a small number of panel members suggesting areas from improvement (more visual, layout easier to use, bolder print).

- Just 38% of panel members were aware that the RCVE have a Facebook page; with 45% of these panel members following or liking the Facebook page. Panel members commented that they did not like/follow the page as they did not use Facebook or limited their social media use.

- Themes from the comments included ensuring information is kept up to date, customers are kept informed, more clarity around the selection process and the representativeness of the RCVE and sharing information in other ways (e.g. using other social media platforms, having face-to-face meetings and other ways of communicating that are not online).

What we will do following your feedback:

To make sure we continue to provide our customers the opportunities for involvement and update how RCVE are delivering activities on your behalf we will work to:

- Update the webpage about activities and how customers can get involved. As well as add agreed minutes from executive meetings and consultation dates on key focus areas to allow members to feedback.

- Publish the improvement to services or actions to be taken as a result of RCVE input and to show wider members what they have been doing on their behalf.

- Review the Riverside Customer Voice page and the Make a difference page. We will involve customers and RCVE on improving this.

- Review the webpage monthly to ensure information is up to date.

- Continue to make RCVE transparent, keep members informed of opportunities and ensure the information on the recruitment process is clear.

- Inform you through our service update on the RCVE activities, key information and opportunities to get views across.

- Give customers regular updates through the following social media channels.

Riverside Group

[f] @RiversideHousing   [twitter] @RiversideUK

Riverside Customer Voice

[f] @rcustomervoice   [twitter] @VoiceRiverside

Results

Please tell us your age group?	No. responses	% of responses
<35	9	11%
35-44	9	11%
45-54	14	18%
55-64	17	21%
65-74	22	28%
75-84	9	11%

Please tell us how you accessed the webpage:	No. responses	% of responses
Laptop/ Computer	33	42%
Mobile Phone	34	43%
Tablet	12	15%

Were you aware of what the Riverside Customer Voice is?	No. responses	% of responses
No	35	44%
Yes	45	56%

Were you aware that as a Riverside Customer you are automatically a member of the Riverside Customer Voice?	No. responses	% of responses
No	45	57%
Yes	34	43%

How useful did you find the following information: *What the Riverside Customer Voice is*	No. responses	% of responses
1- Not at all useful	2	3%
2- Slightly useful	3	4%
3- Somewhat useful	32	40%
4- Very useful	32	40%
5- Extremely useful	11	14%

How useful did you find the following information: *The role of Scrutiny*	No. responses	% of responses
1- Not at all useful	4	5%
2- Slightly useful	6	8%
3- Somewhat useful	25	31%
4- Very useful	34	43%
5- Extremely useful	11	14%

How useful did you find the following information: *What the Riverside Customer Voice Executive does on your behalf*	No. responses	% of responses
1- Not at all useful	3	4%
2- Slightly useful	6	8%
3- Somewhat useful	33	42%
4- Very useful	26	33%
5- Extremely useful	11	14%

Results

How useful did you find the following information: *Training courses available to our customers*	No. responses	% of responses
1- Not at all useful	5	6%
2- Slightly useful	8	10%
3- Somewhat useful	22	28%
4- Very useful	26	33%
5- Extremely useful	17	22%

Please rate the layout of the webpage:	No. responses	% of responses
1 - Very poor	0	0
2 - Poor	2	3%
3 - Neither	10	13%
4 - Good	51	64%
5 - very good	17	21%

Comments webpage:

"could make the layout easier to use", "it would be nice to know just how other areas are doing", "Show what improvements have been made because of customers voice" , "More useful information in brief ", "examples of some of the things they have achieve", "Could be in bold print", "greater use of images, colour and hyperlinks would improve it".

Are you aware that the Riverside Customer Voice Executive has a Facebook page?	No. responses	% of responses
No	50	63%
Yes	30	38%

Have you followed or like this Facebook page?	No. responses	% of responses
No	16	55%
Yes	13	45%

Comments why not followed/ like Facebook:

"do not use Facebook", "member of the RCVE, and when we have our monthly meetings we are informed of what is happening", "I try to limit my social media interaction", "Rarely use Facebook"

Is there any more feedback about the Riverside Customer Voice that you would like to share with us?

Panel members commented on:

- Ensuring information is kept up to date and keeping the customer informed *("keep the customers informed of what is happening and why you are doing any alterations", "All information should be up to date ", "Feedback and information to customers".*
- Using other forms of communication *("twitter and Instagram", "elderly tenants do not have or want internet access and you need to find other means of regular communication", "Let the executive have more face to face meetings with residents/tenants").*
- Selection process/ representativeness of the Riverside Customer Voice Executive (*"selective when people apply to go on it", "open access to all ages and local people working local", "ensure that all areas of the country are treated equally".)*