

*Panel members were asked to review the draft 2020-23 corporate plan; and to complete a short survey to share their views about the draft plan.*

Survey End date: 17th January 2020 Total number of participants: 49

## Summary:

- **63% of Voice iCommunity members agreed that the draft Riverside Plan reflected the direction in which Riverside should be travelling.** Members commented that they agreed with the objectives in plan and that it put customers as the forefront, but highlighted the need to ensure that the plan is put into action and all objectives are achieved. Some members felt they needed to see more detail. Members who disagreed commented on it not representing all customers equally, that customers do not have a say in changes and that the objectives were hard to achieve.
- **69% of Voice iCommunity members agreed that the plan focused on what was important to the customer.** Members felt the plan had the right focus and that it was an improvement in terms of customer focus. Some members noted that customers vary across the country and not all customers may agree that the plan is focused on what is important to them. Members who disagreed with the statement commented that the plan does not focus on what is important to them/ to Riverside customers or on local problems that need addressing.
- **69% of Voice iCommunity members felt that there wasn't anything significant missing from the plan.** Members who felt there was something significant missing from the plan wanted to see more in the plan about improving issues that are important to customers such as communication, the repairs service and value for money. Members also commented on wanted to see more detail about what actions are planned.

## What we will do following your feedback:

- The plan provided to the iCommunity was a summary, and there is a lot of activity (including some of your feedback) that we will be undertaking that will be included within the full version.
- We have selected a title of 'Our Riverside Plan', which reflects our new values being 'Our Riverside Way', and other initiatives set out in the same way.
- We are committed to addressing the other areas identified over the next three years, through a range of activities that will be clearly set out in the final version of the plan, including:
  - Introducing more effective ways for customers to get involved and shape our services, starting with the introduction of new customer promise for all staff and contractors.
  - A dedicated 'Customer Plan' that we will keep up to date, to ensure that we continue to focus on providing better quality services.
- There is a lot more activity under 'Homes' and 'Places', and information on exactly what we will be doing in all areas will be included within a detailed delivery plan that accompanies 'Our Riverside Plan'. We know the challenge is to make sure we achieve what we say we will, and will be monitoring our progress regularly to make sure that we do.

# Results

Please let us know the extent to which you agree with the following statement: *"I feel that the Riverside Plan reflects the direction in which Riverside should be travelling"*

	No.	%
Strongly disagree	2	4%
Disagree	3	6%
Neither	13	27%
Agree	21	43%
Strongly agree	10	20%

*Members who agreed with the statement commented that they agreed with all the objectives in the plan, that it was heading in the right direction and that it is putting customers at the forefront. Members also highlighted the need to ensure that the plan is put into action and all objectives are achieved. Members who disagreed with the plan commented on it not taking account of all customer types equally, customers not having a say in changes and the plans being hard to achieve. Members who neither agree or disagreed commented that they found this difficult to answer and that the plans weren't detailed enough to be able to answer.*

Please let us know the extent to which you agree with the following statement *"I feel that the Riverside Plan focuses on what is important to customers"*

	No.	%
Strongly disagree	4	8%
Disagree	6	12%
Neither	5	10%
Agree	25	51%
Strongly agree	9	18%

*Members who agreed with the statement commented that they felt the plan had the right focus, covered customers aspirations and was positive for customers and the environment and highlighted an improvement in terms of customer focus. Some members noted that customers vary across the country and not all customers may agree that the plan is focused on what is important to them. Members who disagreed with the statement commented that the plan does not focus on what is important to them/ to customers, on the local problems that need addressing or on value for money for customers. They also commented that customers are not consulted or listened too.*

Do you feel we have missed anything significant in the Riverside corporate plan?

	No.	%
No	34	69%
Yes	15	31%

*Members who felt there was something significant missing from the plan commented about wanting to see more in the plan about improving issues that are important to customers such as communication, repairs service, value for money/ service charges and updating current properties. Members also commented on wanted to see more detail about what actions are planned and using language that is customer focused and less corporate.*