****

**Title of Consultation**

*Review of the Annual Report*

**Month / Year**

*August 2018*

**Service Area**

*Communications*

**Why did we need feedback from our Tenants and Customers?**

*We asked our Virtual panel of customers to review a draft version of the Annual report for 2017/2018. We wanted to know whether the content and design were appropriate for the intended audience and if the report was fit for purpose.*

**How did we get the feedback from our Tenants and Customers?**

*The draft Annual Report was circulated to 289 customers and we received 25 responses to our online survey.*

**What did our Tenants and Customers say?**

*92% of customers said that the report was easy to understand and relevant.*

*83% customers found the report interesting*

*72% of customers felt that there was nothing missing from the report*

*96% of customers said the colours and design made the report easy to understand.*

*Customers highlighted issues with the money infographics used and abbreviations. Requests to include more information about future/major works and a breakdown of the Anti-Social Behaviour into categories were also mentioned.*

**What changes are Plus Dane going to make using this feedback?**

*Customers highlighted that some of the abbreviations made it difficult to understand. We have revisited these and removed a majority of them to ensure clarity and that the text is easy for all customers to understand.*

*Customers asked why some of the targets had not been reached and what Plus Dane will be doing about it. We have included some information on where our targets have come from.*

*The use of money infographics were causing some confusion. We have changed the infographics in light of this and made them clearer.*

*Customers asked for information about the average waiting time for a repair. We have taken this on board and included more information about our repairs response times.*

*It was felt that it would not be appropriate to include details of future/major works as the Annual Report is a retrospective look back at the previous financial year. We will look to identify another method for communicating this information out.*

*We will look to include a breakdown of anti-social behaviour complaints in future, whether that be future annual reports or via other channels.*