

Customers helping choose our Out of Hours Service

Our Out of Hours service supports customers when our offices are closed. Two customer representatives helped evaluate suppliers and shape the final decision.

Why we involved customers

Better decisions

Customers bring real-life experience.

Stronger services

Feedback keeps the focus on what matters most.

Building trust

Involvement makes decisions clear and transparent.

A stronger voice

Services are shaped with customers, not just for them.

How we worked together

Customers reviewed supplier answers, scored customer-focused questions, recorded evidence and joined moderation discussions before the final decision.

How customers supported us



Reviewed

Read supplier answers to customer-focused questions.



Scored

Used the agreed guide and recorded evidence for each score.



Discussed

Joined moderation discussions before the final decision.

How we supported customers



Clear guidance

Explained the tender process and what the service needed to deliver.



Practical tools

Provided scoring templates and a workshop before evaluation began.



Fair decisions

Agreed scores through moderation using evidence from supplier submissions.

The outcome

Customer insight gave us greater confidence in the decision and helped us choose a service focused on clear information, calm support and helpful responses when customers need them most.

What people said

“I really enjoyed the whole experience – learning new things about the organisation along the way. It was great to feel I was contributing to how services are provided to Plus Dane customers.”

Customer

“It was good to see what goes on behind the scenes in making decisions and awarding the contracts.”

Customer

“Involving customers gave us valuable insight into what matters from their perspective. Their contribution strengthened the procurement process, and we look forward to using this approach again on future tenders.”

Alex Grundy | Head of Customer Experience

“Customers brought valuable first-hand insight into the service. Combining their perspective with operational and technical expertise gave us a more balanced and robust evaluation, with greater assurance that the outcome reflects customer expectations.”

Dan Walls | Procurement Business Partner

