

## Review of our Annual Report July 2024

### Why did we ask for your feedback?

We worked with a group of **19 selected customers** to review our **Annual Report 23/24** to make sure it is easy for **customers to read** and to help us shape the **welcome page**.

### What did you say and what Changes will we make using your feedback?

What you said	Actions we will take	Target Date
<b>On the Finance page</b> , 42% said the figures were not clear	We have <b>simplified the charts</b> and made the <b>figures clearer</b>	Aug 24
<b>Tenant satisfaction measures [TSMs]</b> 58% of you found this page <b>easy to understand</b> but you <b>asked for clarification</b> on the TSM acronym	The headline now reads ' <b>our Tenant Satisfaction Measures</b> ' and we explain what TSMs are	Aug 24
<b>Helping customers into homes page</b> . 95% of you found this page <b>easy to understand</b> but you suggested we use a more <b>friendly photograph</b>	We have <b>changed the image</b> to a smiling colleague	Aug 24
<b>Your feedback page</b> . Although 89% of you felt this page was <b>easy to understand</b> you told us the <b>smiley face graphic</b> was misleading	We have <b>altered the smiley face</b> to make it look <b>sad</b>	Aug 24
<b>Helping you into work page</b> . 90% of you felt this page was easy to understand however you asked us to provide <b>last years figures</b> for comparison	We have added that <b>comparison figure</b>	Aug 24
<b>Customer voice page</b> . 90% of you felt this page was <b>easy to understand</b> however you asked us to make <b>paper copies</b> available	We have added a contact on this page for those who want to receive a copy in an <b>alternative format</b>	Aug 24
<b>Here when you need us page</b> . You suggested adding in a <b>contact number</b>	We have added our full ' <b>contact us</b> ' panel	Aug 24
<b>Anti Social Behaviour [ASB] page</b> . 74% of you found this page easy to understand but you found the colours used confusing	We have <b>altered the colours</b> to make the information clearer between the different segments	Aug 24
<b>Customer voice page</b> . You suggested this page should appear at the end of the report with a <b>QR code</b> for <b>extra information</b>	We have moved this to the final page and added a QR code to take people to more info	Aug 24
You highlighted a number of other ' <b>design related suggestions such as colour changes</b> , icon designs used & providing more detailed explanations.	We will consider these ideas before we start work on the next annual report in 2024/25	Apr 25
<b>Welcome page</b> you provided a number of suggestions for information that you felt could be included in this page	We included how we have responded to 2000 requests for support; how our new plan has been driven by the views of customers; and our CEO provides commitment to improve the customer experience over the next 12 months	Aug 24

For more information on this visit our website [www.plusdane.co.uk](http://www.plusdane.co.uk)