

# Plus Dane VOICES

## Welfare Satisfaction Survey Oct 2023

### Why did we ask for feedback?

Our Welfare Team provide financial help to our most vulnerable customers. We wanted to ensure the service we are providing is what you want and that it is supporting your needs.

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

41 of you who had used the welfare service within the past six months completed a short survey to tell us about the service you received.

The top words you used to describe how the welfare team dealt with you were ‘**understanding**’ and **caring and polite**.

<p><b>85%</b> of you rated the <b>officers knowledge</b> as ‘<b>very good</b>’.</p> 	<p><b>93%</b> of you felt <b>reassured</b> that the <b>welfare team</b> could help them.</p> 	<p>You felt staff provided <b>reassurance, compassion, and empathy</b> for your situation and you had confidence in their abilities</p>
<p><b>90%</b> of you felt the service you received made a <b>positive difference</b> to your situation.</p> 	<p>The <b>top 3 areas</b> where the support made a difference was; helping with general wellbeing, helping to pay rent and other reasons.</p>	<p><b>80%</b> of you were ‘<b>very satisfied</b>’ with the <b>support</b></p> 

What you said	Actions we will take	Target Date
<p>You wanted us to promote the support to wider customers through the portal and via text.</p>	<p>We have provided a link to information on welfare support available on the portal and will ensure this is updated regularly and accessible.</p>	<p>30 April 2024</p>
	<p>We will improve our texting facilities to allow links to Welfare Support to be sent to you. We will ensure there is a dedicated 'money matters' feature in our customer magazine and on our website.</p>	<p>30 Sept 2024</p>
	<p>We are investigating the possibility of self-referral using the portal for support via the One Referral process.</p>	

<p>You wanted to improve accessibility to the support team by giving direct numbers, removing the queue and providing an aftercare telephone follow up.</p>	<p>We are unable to provide direct numbers to staff as all contact comes via our Customer Access Team. This ensures there is a member of staff available at all times during business hours for any customer in crisis.</p> <p>We will investigate the available options for an aftercare service. This could be a telephone call, email, SMS or survey.</p>	<p>31 July 2024</p>
<p>You wanted to have the same member of staff for each individual case and for us to employ more support staff.</p>	<p>Current staff resources are adequate however we will continue to review case numbers and manage demand on resource to ensure waiting time is minimised.</p> <p>To offset pressure we will continue to refer customers to our partners such as Raise and other support agencies.</p>	<p>31 March 2024</p>

For more information on how customer feedback makes a difference visit our website [www.plusdane.co.uk](http://www.plusdane.co.uk)