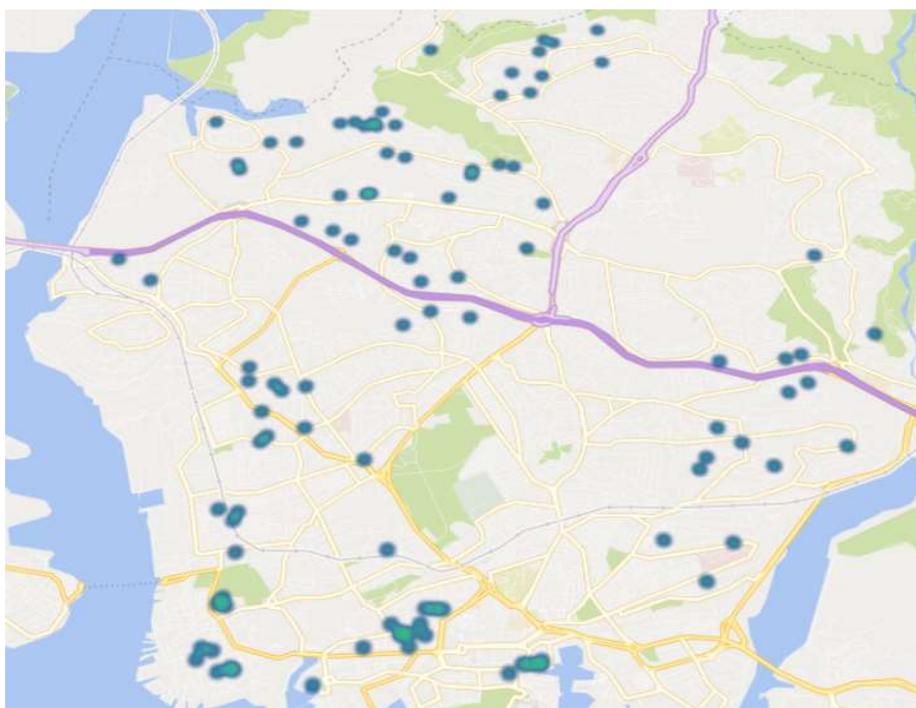


Feedback on PCH Annual Report

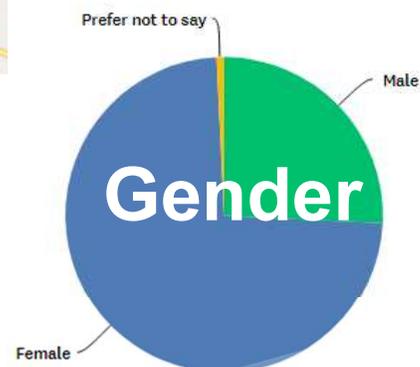
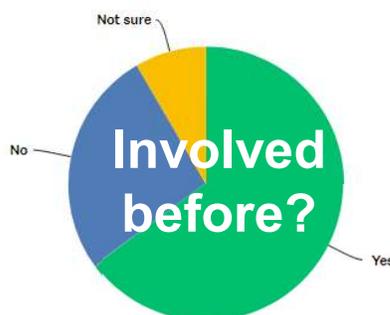
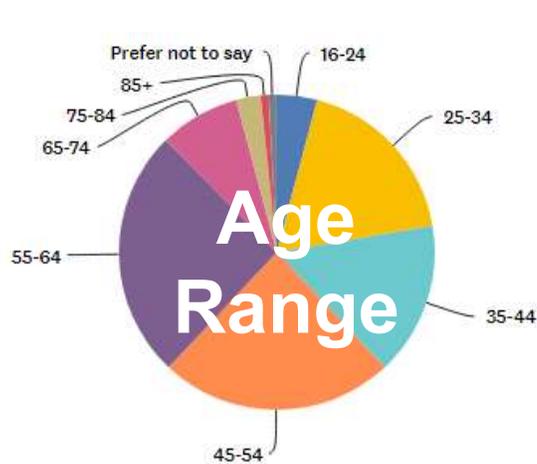
May 2021



Of the **132** who responded



Responses by Postcode



If you would like to see the full survey results please email communitiesteam@plymouthcommunityhomes.co.uk or call us on 0808 230 6500

Feedback on PCH Annual Report

May 2021



Every year in the summer we send out our Annual Report which shows what we have been doing over the last year. This matches up to our business plan which shows our values and what we are about as an organisation. We wanted to ask PCH residents how we can make sure we tell our story well, with information that they are interested in and a way that suits them best.

How the consultation was conducted

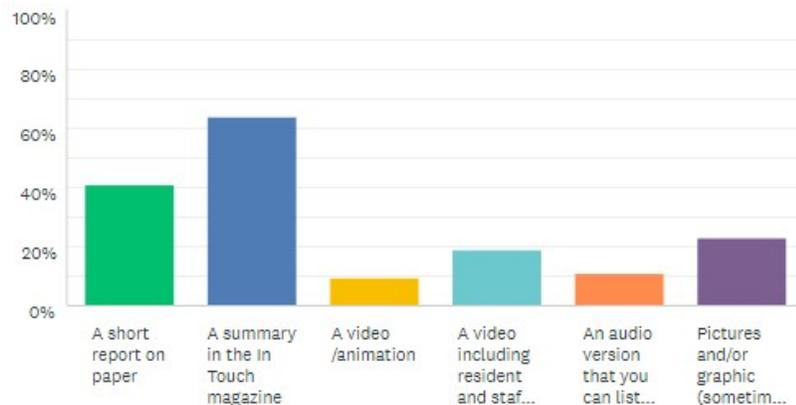
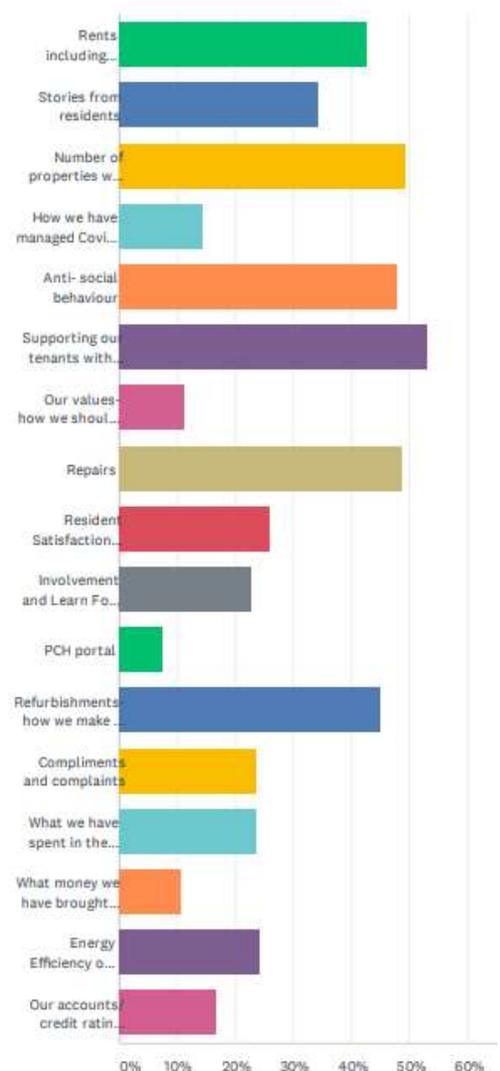
The consultation asked for a short survey to be completed on Survey Monkey and was promoted on PCH's Facebook page and website and was also sent by text and email to our list of over 500 'Involved Residents'. The respondents had the option to enter a prize draw to win a £75 voucher.

Consultation results

132 PCH residents completed the survey. Residents responded to questions subjects they wanted to see included in the annual report (see responses on this page), what the report should look like (paper copies and article in our Intouch magazine were most popular – see below).

Impact

PCH have used this feedback and the result to from a focus group to Revamp the Annual report to include some new contents and we have worked on different ways to deliver the information in a clear and concise manner. The results of this feedback will be seen in the next Annual Report later this summer (2021) and promoted online and in our Intouch Magazine.



Over 95% were satisfied
with the survey itself and over a 27% hadn't completed a survey with us before