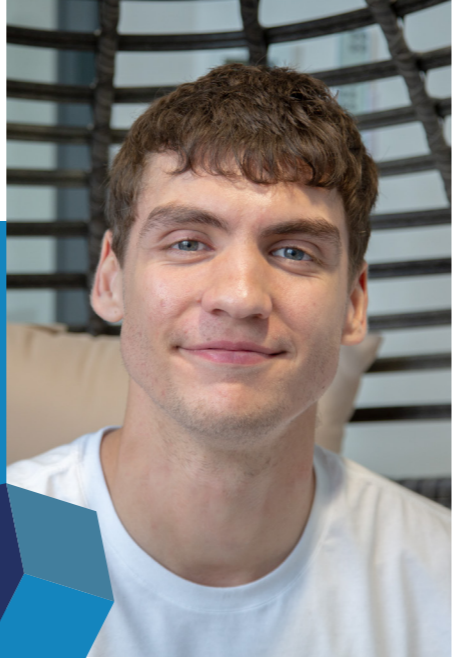


Meet Joe

Joe is our Community Engagement Officer and has been with Futures for two and a half years. He monitors and analyses data from our customer relationship surveys in addition to supporting with other research projects. In his spare time he's a keen Rams supporter and plays football in a local team. He also enjoys listening to music and going to gigs, and has recently seen Kasabian, the Arctic Monkeys and King Gizzard and the Lizard Wizard!



On an average day I'll work on a range of different projects – mostly monitoring, analysing and interpreting the data that comes in from our customer relationship surveys. These are managed by a company called IFF, but feed straight back into our team so we can understand how our customers are feeling and how we can improve. We collect hundreds of answers every day, so it's important that we stay on top of what's coming in! I also design and distribute surveys for specific improvement projects, and work with Leia and our communications team to find customers to engage in different research tasks. I love seeing the changes we recommend, based on our research and the insights you give us, get put into action and make a real difference to our customers' lives.



Customer relationship surveys

We want to hear from as many customers as possible, so we've partnered with an external research company to reach as many of you as we can. IFF Research is an independent social and market research agency that works with clients in lots of sectors, including housing, government organisations and private businesses, so they really know their stuff. IFF contact our customers over the phone and by email, asking them about their experiences. They aim to speak to customers who have been in touch with us recently – maybe to organise a repair or use our money advice service – and also our 'silent' customers, who haven't needed to reach out. This makes sure we're getting a wide range of views from customers and seeing how



interacting with us affects how people feel about us. Using the insights from these surveys, we can see what's important to our customers. We're really proud of the good results we see, and we use the less positive responses to highlight where we need to improve and what we can do better. They make a real difference at Futures, and we'd encourage anyone contacted by IFF to respond honestly and openly so we can make sure we're addressing the things that are important to you.

How are we doing?

The results are in from our most recent IFF surveys! We're thrilled to see our satisfaction scores continuing to rise, and that we've managed to stay on the up despite the pandemic. These results are very important to us, and they really do inform the way we offer our services.

Of the customers we surveyed this time:

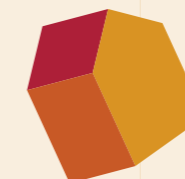


If I could tell our customers one thing about the work the research and intelligence team does, it would be that your opinion matters. Any and all of your feedback is listened to and makes a difference.

The more you tell us, the more we understand what needs to change and the easier it is for us to make those changes. Some might take longer than others, but we really are working on putting as many of your insights into action as we can.



The services are brilliant, and the house is a forever home.



They are always helpful... they have given me advice to tell them if I'm struggling with my rent and they would help.