

## VIVID Thanks Customers for their Help Shaping Customer Experience

2 months ago



Nearly 40 customers joined [VIVID](#) in Winchester for an event celebrating the impact their voices are having across the organisation. Customers are influencing and shaping not only the services they receive, but also the decisions that affect their homes, communities and neighbourhoods. This was an opportunity to say thank you and explore how customers can stay involved in shaping VIVID's future direction.

Natalia Hadfield, Head of Customer Experience at VIVID said "Customer feedback is vital to shaping our services, so we're very grateful to everyone who gave their time to help us improve. The ideas shared at this event will also help guide our focus for the coming year, ensuring we're really understanding what matters most to our customers, how they want to be involved and how we plan to feedback how we've used their ideas and feedback to improve how we deliver services."

The work done by this group over the last two years has already resulted in new service standards, support for 40 projects across VIVID, and 3 roadshows knocking on over 900 doors to gather feedback. Their contribution offers valuable insight that will continue to support VIVID's wider plans. The organisation is listening, understanding, learning and acting on customers' voices to ensure they remain central to its work.

Lisa Macintosh, a VIVID customer who attended the event said "The event was a fantastic way to get involved. I appreciate the transparency and the chance to have a real say in the decisions that affect my home."

This event is part of continuing work by VIVID to involve customers in the services they provide.