## We are better when we work together

## Video transcript

1. We are better when we work together.
2. We want to deliver a great service and work with you to help us achieve that.
3. We want you to design our services with us.
4. We want you to hold us to account for what we do.
5. We need your help to improve the service that we give you.
6. As you live in a sanctuary home, you know the service we provide.
7. You know when it's good, or bad, and what we could do better.
8. There are many ways for you to tell us how we're doing.
9. This can include completing a quick survey, or meeting with other residents and staff, either in person, or online, or wherever you happen to be.
10. Everything you tell us can help us get better.
11. We are listening.
12. We work with a dedicated group of Sanctuary residents to examine and explore what you tell us.
13. Sometimes we investigate and test our services, changing what we need to do based on our findings.
14. Your experience matters to us.
15. Your views matter to us.
16. Help us shape our future by visiting the How to Get Involved website, or emailing scrutiny@sanctuary.co.uk