



Public Voice

*Service improvement
through user engagement*



Public Voice is a Community Interest Company (CIC) with a mission to improve services through user engagement. We do this through community engagement, individual user engagement and community intervention. We collect the combined voices of services users, gathering evidence and ultimately taking action to bring about positive change, now and in the future.

Our vision

Our vision is that:

- Service providers are continually responsive to user feedback
- People are enabled and empowered to influence decisions relating to policy making and service delivery;
- Commissioners of services ensure that contracts require providers to be both proactive in engaging with service users and responsive to feedback.

We achieve this by:

Listening to the **voices** of all service users to build robust **evidence**, and take, or support others to take, **action** to deliver positive **change** in service delivery.

Our values

We only seek business opportunities which allow us to genuinely enhance or empower consumers, service users or communities, and which allow us the independence required to undertake the work on their behalf.

We seek to re-invest any excess income in ways that maximise the benefits to local communities and empower consumers least able to speak for themselves.

We work to involve service users, feed back to them and ensure they see and understand the outcomes of our work.



Our offer

Public Voice has the expertise to deliver exemplary services. We have a track record in service user engagement and a developing capacity and capability in organisational change, enabling us to successfully deliver work in these specialist areas.

Effective service user engagement will often involve qualitative and quantitative research and evaluation. Our research and analysis skills enable us to provide the robust evidence required to support and monitor service change.

In many instances it is the service users themselves who will want to engage with commissioners and decision makers and we can support this process by convening communities of interest and developing their capacity to engage effectively. We are able to offer tailored packages to all our clients.

Our offer

- Consumer/service user engagement
- Consumer insight
- Convening communities of interest
- Independent tenant and leaseholder advice
- Planning consultation
- Research, surveys and data analysis
- Service evaluation and outcome monitoring
- Service improvement
- Social infrastructure and community capacity building
- Supporting the 'co-design' process

How to contact us



Call: 020 3196 1900



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Tweet: [@publicvoiceuk](https://twitter.com/publicvoiceuk)



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