# How we can work better together

**YouTube Link:** <https://youtu.be/VeaDQcgX6uQ>

**Visuals:** The animations used in the video are decorative only and do not convey any meaningful content.

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| **Marker** | **Speaker** | **Narration** |
| 00:00 >> | Female narrator 1 | **We are better when we work together** |
| 00:05 >> | Female narrator 1 | We want to deliver a great service and work with you to help us achieve that. |
| 00:10 >> | Female narrator 1 | We want you to design our services with us. |
| 00:13 >> | Female narrator 2 | We want you to hold us account for what we do. |
| 00:18 >> | Female narrator 2 | We need your help to improve the service that we give you. |
| 00:23 >> | Male narrator 1 | As you live in a Sanctuary home, you know the service we provide. |
| 00:27 >> | Male narrator 1 | You know when it’s good, or bad, and what we could do better. |
| 00:33 >> | Male narrator 2 | There are many ways for you to tell us how we’re doing. |
| 00:36 >> | Male narrator 2 | This can include completing a quick survey, or meeting with other residents and staff, |
| 00:42 >> | Female narrator 1  Female narrator 2  Male narrator 1  Male narrator 2  [TOGETHER] | either in person, or online, or wherever you happen to be. |
| 00:47 >> | Female narrator 1 | Everything you tell us can help us get better. |
| 00:49 >> | Female narrator 1 | We are listening. |
| 00:51 >> | Male narrator 2 | We work with a dedicated group of Sanctuary residents to examine and explore what you tell us. |
| 00:59 >> | Male narrator 2 | Sometimes we investigate and test our services, changing what we need to do based on our findings. |
| 01:05 >> |  | [MUSIC] |
| 01:08 >> | Male narrator 2 | **Your experience matters to us.** |
| 01:13 >> | Male narrator 1 | **Your views matter to us.** |
| 01:15 >> | Female narrator 1 | Help us shape our future by visiting the [How to Get involved website](https://scotland.sanctuary.co.uk/resident-involvement), or emailing scrutiny@sanctuary.co.uk |
| 01:25 >> |  | [MUSIC] |