



**Blackpool Coastal
Housing**



Customer Voice Report



**Quarter 1
April- June 2026**

HOW CUSTOMERS HAVE BEEN INVOLVED

TOWER Scrutiny



“ Transparency, Influence & Accountability Standard: Engaging With Tenants ”

The panel underwent a scrutiny workshop with DTP associates to review the current scrutiny model and make recommendations in line with best practice and scrutiny principles. This has resulted in the Terms of Reference and handbook being updated, in agreement with the panel. A standard agenda has also been agreed and agenda packs introduced. The panel will now meet monthly, and on a quarterly basis, Blackpool Council's Housing Standards and Compliance Manager will attend to present KPI data for the panel to seek assurance and challenge. The panel will also use complaint and customer voice data plan future scrutiny activity. The Q4 scorecard was presented to the panel and they sought assurance on what measures are being put in place to address high void timescales. They have agreed that they wish this to be a future area for scrutiny.

The panel are in the final stages of the Neighbourhood scrutiny review and it is expected that the report, findings and recommendations will be presented at the October 2026 Board meeting for consideration and agreement. A new member has joined so there are 6 active members working on the scrutiny.

Complaint Panel

Due to availability of the panel, the scheduled meeting had to be postponed. The panel members were sent the Annual Complaint and Improvement Report and the HOS Complaint Handling Code Self assessment by email to review, provide any challenge and observation.

At the next meeting the panel will review the 2026/27 Q1 complaint performance report.

HOW CUSTOMERS HAVE BEEN INVOLVED

Green & Clean Wardens

We received 54 scoresheets from our Green Wardens in this period with 86% rating the overall performance of the green space maintenance as an ok or good standard.

Clean Wardens provided 26 scoresheets with 85% rating the overall block cleaning as an ok or good standard. New noticeboards have recently been installed in some areas and Clean Wardens reported that there was no information within them. The Neighbourhoods Team will be ensuring that relevant information is displayed, including a block cleaning record which the contractor will sign each time they have been.

In April, a Green and Clean Warden meeting took place and 20 Wardens attended from Grange Park, Bispham, Queens Park, Central, South Shore and Mereside. The wardens took part in a Q&A session where specific area issues where contractor performance was challenged, issues were discussed and actions agreed. The wardens also reviewed and approved the Grounds Maintenance and Block Cleaning Booklets and the Community Garden Agreement. Wardens were consulted as part of the upcoming procurement exercise for the block cleaning contract and this informed the decision to update the tender documents to evidence areas of importance customers told us about, including customer care, standards, being kept informed and reliability.

Neighbourhood Panel

The Neighbourhood Panel met in June and reviewed the customer guide to reporting neighbourhood issues which had been drafted following discussion at the previous meeting. Whilst the panel agreed that this will be useful for customers to understand how the process works, they raised that the terminology included around closing a case was emotive and may cause confusion; therefore a further review of this will be completed.

The Neighbourhood Panel agreed that the completion of Action Plans for cases should be closely monitored at future meetings to ensure the Neighbourhoods Team is being held to account.

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Reading Panel

Our Reading Panel reviewed the updated Fire Safety Advice booklet and as a result of feedback, additional information was provided for customers who have a disability. The panel also reviewed the Reporting Cannabis Smells leaflet, which was updated to reflect feedback on Police terminology and the colour and layout changed to support improved accessibility.

Neighbourhood Walkabouts

There were 11 walkabouts that took place within the period across the Claremont, Grange Park, Mereside, South Shore, Bispham and Layton areas of Blackpool. 22 residents attended with the Neighbourhood Officers to identify areas for improvement and highlight positive contributions.

A walkabout that took place in Bispham with Fylde Council in attendance resulted in additional works being agreed to tend to overgrown weeds. The walkabout was filmed and we returned to take footage of the during and after works. The reel has been published on BCH's social media channels to further promote the walkabouts and show outcomes and 'you said, we did'. The reel had a significant increase in views on the the BCH Facebook page, particularly engaging the younger audience, with 43% of views being from people aged 18-24.

Detailed feedback is included on the BCH website - www.bch.co.uk/my-neighbourhood/neighbourhood-services/neighbourhood-walkabouts - and will be provided in the next editions of the Neighbourhood newsletters.

HOW CUSTOMERS HAVE BEEN INVOLVED IN DECISION MAKING

Rechargeable Repairs Policy Consultation

“
Transparency, Influence &
Accountability Standard:
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”

The consultation was sent on 22nd April 2026 to **599** people.

▶ **402** by email ▶ **165** by text message ▶ **32** by post

24 responses were received altogether,
which is a response rate of **4%**.

The results were reviewed and the following changes have been made to the policy:

The policy will define “fair wear and tear” as:

- a) Unavoidable changes in condition that take place in a property over time, through normal, everyday use.
- b) Natural and gradual deterioration of a property or item which occurs over time through intended use – not because of misuse, neglect or accidental damage.

The current process of having to complete a “statement of truth” will be removed. Tenants will instead be asked to provide a crime reference number

BCH will charge for missed appointments where a tenant fails to provide access to BCH staff or contractors*

BCH will send written confirmation with reasoning for recharges, along with photos, when issuing a recharge to a tenant

Two letters will be sent to customers for recharge debts before this is passed to a debt collection agency

Recharges will be requested within 3 months of the repair, where possible, in tenanted properties. In void properties, recharges will be requested within 12 months of the repair, where possible.

A payment plan for tenants which can be over a 12 month period to provide further support.

*under consideration

ACTING ON CUSTOMER VIEWS



Customers Said

Customers raised an issue with members of the public, mainly students cutting through the communal areas in a Bispham Community via a gap near the drying area.

Customers at Tarnside had been asking for a landscaped seating area on the communal green space near their properties.

Reports from residents at Spencer Court were raised regarding street cleaning not being completed.

Local residents at Claremont reported an issue with members of the public cutting through the communal green and depositing waste items in the area.

Customers advised us that the information on the Assisted Gardening Service on our website was unclear that the service is chargeable.

We Did

We consulted with local residents and have fenced off the gap as part of drying area works to make the area more secure and to protect the privacy of residents.

A wildflower seating area was created in collaboration with our grounds maintenance contractor, Fylde.

BCH got in touch with Enveco who have confirmed they now attend after bin collections.

We fenced off a section of the communal green to assist in reducing ASB.

Our website has been reviewed and amended

NEIGHBOURHOOD SATISFACTION SURVEYS

Satisfaction with how report was resolved **35%**

SO WHAT?

We have asked for some information regarding completion of Action Plans from the Performance Team as this is linked to two of the satisfaction survey measures that are poor – the explanation of what action would be taken in response to the report of ASB and about being kept informed about the actions taken in response to the report.

Once we have this information we will address with individual officers about their reasons for not completing the action plan.

Closed cases where customers made a complaint about the service will be cross referenced to see if there are any further lessons that can be learnt and we will be completing surveys at point of closure.

Following feedback from the Neighbourhood Panel we will review the terminology used when a case is closed – members have said this feels very final and have told us they understand why we need to close the case but we should phrase this differently.



HIGHLIGHTS - POSITIVE

How satisfied are you that your Neighbourhood Officer was polite and respectful? **74% satisfied**



HIGHLIGHTS - TO IMPROVE

How satisfied are you with the explanation you were given about what action would be taken in response to your report?
26% satisfied

How satisfied are you with the way you were kept informed about the actions taken in response to your report?
43% satisfied

REPAIRS SATISFACTION SURVEYS

Overall satisfaction with the Repairs Service 85%

The process for satisfaction surveys has now changed to an automated system which sends the survey once a repair is completed by an operative and links directly to the job number so any concerns can be looked at and addressed. There has been a technical issue with the question around trades persons showing ID and also individual comments, which has limited the opportunity to consider trends so we so have not been able to report on this for the quarter but a fix is being applied.

SO WHAT?

The satisfaction levels in relation to the attitude of the tradesperson completing works in a resident's property is unacceptable. A review of the questionnaires returned will be undertaken to determine any trends and to identify if it relates to particular operatives. Once this exercise has been completed individuals will be spoken to regards what is expected from them when engaging with residents and working in their property. This will also be reiterated in team meetings to all operatives.



HIGHLIGHTS - POSITIVE

The length of time it took to complete your repair from booking the initial job - **79% satisfied.**



HIGHLIGHTS - TO IMPROVE

Attitude of the tradesperson who carried out the repair in your home - **62% satisfied**

NEW HOME SATISFACTION SURVEYS

Overall satisfaction with the Lettings Service 97 %

In the quarter, 34 satisfaction surveys were received.

The feedback showed 80% of respondents were aware of the different ways they can pay their rent and service charges. Whilst this is mainly positive, there is a proportion of new customers who have advised they are not aware, which could cause customers difficulty and impact on rent collection.

SO WHAT?

We will be reviewing the sign up paperwork and the information provided in the new home packs to ensure that information about how to pay rent is accessible and clear and we will talk to the customers who weren't aware to see whether other formats of the information are needed.



HIGHLIGHTS - POSITIVE

How satisfied were you with the length of time between being offered a property and signing your tenancy agreement?

91% satisfied

How satisfied were you with the condition of the property when you moved in?

91% satisfied

NO CUSTOMERS REPORTED BEING DISSATISFIED WITH THE SERVICE THEY RECEIVED FROM THE LETTINGS TEAM. CUSTOMER FEEDBACK INCLUDED COMMENTS SUCH AS "10/10" AND "THEY ARE AMAZING", REFLECTING THE POSITIVE EXPERIENCE MANY CUSTOMERS HAD WITH THE SERVICE.

WHAT IS GOING WELL:

CUSTOMERS NOTED POLITENESS AND RESPECT

- ✓ *The Lettings Team are very polite and helpful* - New Home Satisfaction Survey
- ✓ *The gentleman who attended was polite, friendly and totally professional. A first class job carried out by a first class professional* - Gas Service Satisfaction Survey
- ✓ *They are always polite and friendly. Always take time to explain things to me* - Green Warden Survey
- ✓ *Always polite and helpful* - Clean Warden Survey
- ✓ *The worker currently at flat 2 is a credit, wonderful lovely polite guy in this heat as well. Also they have come re the guttering and again such polite workers. I'm not one to praise for someone doing the job, just wanted to make sure he's mentioned for being a credit to you* - Compliment - Voids Team & Contractor WRPS

CUSTOMERS NOTE A POSITIVE CONTRIBUTION TO THEIR NEIGHBOURHOOD

- ✓ *On behalf of the local residents, please pass on our thanks to those involved in the planting of said trees, as promised and (of course) your time and effort in supporting same - lets hope that the saplings thrive accordingly* - Compliment - Neighbourhoods & Fylde
- ✓ *The gentleman goes above and beyond his cleaning duties - excellent* - Clean Warden Survey

CUSTOMER ENGAGEMENT STRATEGY PROGRESS



Following the implementation of the 2026-29 engagement strategy, the following actions have been progressed. There are further actions to be progressed but are not due yet.

ACTION	UPDATE
Recruit new TOWER members, including leaseholders, to widen experience base	There were 3 additional members recruited, including a leaseholder. Membership is now 7.
Implement interim support to the TOWER panel identified in the mock inspection.	DTP workshop & scrutiny masterclass conducted. Terms of Reference and scrutiny model reviewed and updated in agreement with the panel. Outcome has reflected and addressed the feedback from the mock inspection.
Use new CRM system to ensure customer communication preferences are kept up to date.	Profiling exercise still being progressed and Housing Services chasing up non-engagement and alerts on accounts. Awaiting go live of new CRM and training will be provided. Current system shows needs and preferences, which can be reviewed and updated by all staff.

CUSTOMER ENGAGEMENT STRATEGY PROGRESS



ACTION	UPDATE
To ensure that regular communications are maintained regarding matters that are important to customers and feeding back outcomes at a local and organisational level.	This is ongoing using the feedback from the communications survey, with newsletters, leaflets, website and social media channels. We are also optimising email and text message software and have implemented social media 'reels' which has seen an improvement in engagement with social media content. The 2025-26 Annual Report is in development.
Implement any areas for improvement from Tpas reaccreditation.	Tpas desktop self assessment completed and reviewed by assessor. Reality checks now being conducted and final report expected September.
Ensure opportunities to get feedback from repairs visits and other interactions are optimised.	An Engagement Toolkit has been developed to support all staff to recognise and implement engagement activity and ensure that customer voice is captured and acted upon. This was presented to all staff at the June 2026 Staff Awareness sessions.