









Blackpool Coastal Housing

Customer Voice Report

Quarter 2

July - September 2026

HOW CUSTOMERS HAVE BEEN INVOLVED

> Transparency, Influence & Accountability Standard:
> **Engaging With Tenants**

TOWER 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 have been 6 members working on the scrutiny.

Due to other commitments, the Chair of TOWER has recently put forward his resignation and we are currently working to elect a new Chair and Vice-Chair.

The panel has worked alongside BCH to review the Code of Conduct for staff, ensuring that this meets the new Competence and Conduct Standard which came into effect in October 2026. TOWER will be creating an easy-read infographic version to provide tenants with the key points at a glance.

Complaint Panel

The panel reviewed the 2026/27 Q1 complaint performance report, as well as the Annual Complaint Improvement report, and highlighted areas for further scrutiny at the next meeting.

Following review and feedback from the panel, the online complaint form has been amended, including rewording one question and including a 'Thank You' message once the form has been completed and submitted to show it has been sent successfully.

The draft Compensation policy was reviewed and it was agreed for a summary document to be produced.

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Green & Clean Wardens

We received 39 scoresheets from our Green Wardens in this period with 92% rating the overall performance of the green space maintenance as an ok or good standard.

As part of the winter works planning, Green Wardens were contacted to provide the opportunity for them to meet with the Environmental Contracts and Projects Officer and staff from partnering contractor, Fylde Council, to identify outstanding areas for grounds maintenance. 12 Green Wardens took part in this and a programme of works is now being compiled and will be completed over the winter months.

Clean Wardens provided 19 scoresheets with 100% rating the overall block cleaning as an ok or good standard. Positive feedback was also received relating to staff from partnering contractor 5-AM, who provide the Block Cleaning service.

Neighbourhood Panel

The Neighbourhood Panel met in August and approved the customer guide to reporting neighbourhood issues which had been updated following discussion at the previous meeting. It was also agreed that a separate document should be produced to provide customers with the standards of communication they should expect when reporting issues. This will be drafted and reviewed at the next meeting in October.

The panel agreed to review the Neighbourhoods section of the website and will be completing a short survey for discussion at the next meeting.

The process for when a case is no longer active was reviewed with agreement that wording in the draft letter be changed to remove "proportionate" which was not clear or easy to understand.

HOW CUSTOMERS HAVE BEEN INVOLVED

Transparency, Influence & Accountability Standard:
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Reading Panel

Our Reading Panel reviewed the Assisted Gardening Leaflet and the Cannabis Postcard. As result of feedback, changes were made the Assisted Gardening leaflet, to include information on Universal Credit and cost. The layout and fonts used on the Cannabis Postcard were changed and the Neighbourhood Team contact details were added.

Neighbourhood Walkabouts

10 walkabouts took place within the period across the Central, Layton, Bispham, Mereside and South Shore areas of Blackpool. 12 residents attended with the Neighbourhood Officers to identify areas for improvement and highlight positive contributions.

As a result of one of the walkabouts, a resident has signed up to BCH's Green Warden scheme to help monitor the grounds maintenance contract.

Across the areas, various issues were highlighted and reported to relevant teams for remedial works/action. 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

Transparency, Influence & Accountability Standard:
Engaging With Tenants

BCH Code of Conduct and Competency Policy

In order to meet the new Competence and Conduct Standard which came into effect in October 2026, as part of BCH's Code of Conduct review, a short survey was sent to gain resident views on the areas that matter most to customers when it comes to expected standards from staff. The survey was sent to BCH's involved customer base along with residents living in areas highlighted as least satisfied in relation to fairness and respect detailed in the recent TSM results.

The survey was sent according to communication preference (via email, text message or letter) and a total of 31 (out of 289) customers participated, representing an 11% response rate.

A staff survey was also completed to ensure values were aligned across the company and with customers. The results highlighted strong alignment on the core values that should underpin the BCH Code of Conduct and consistent themes identified: respect and dignity, honesty and transparency and fairness and equality. The results demonstrated strong agreement on the fundamental behaviours expected from BCH employees.

The Code of Conduct and Competency policy has since been revised to reflect customer feedback. TOWER have also been involved in reviewing this and will be assisting in developing quick reference guide for tenants which mirrors the policy.



ACTING ON CUSTOMER VIEWS

Customers Said	We Did
Residents said that one of the bin stores had been missed when completing works at Kipling Court.	Works were completed to install the door closers and suited lock at this bin store.
Issues with waste disposal & fly tipping at Scorton Avenue were reported	Recycling facilities have been introduced which has reduced issues with excessive litter.
Concerns were raised around the condition of the Dog Exercise area at Spencer Court.	We sent a resident survey to gain further feedback. 100% of respondents agreed that the fencing should be removed and the grassed area reinstated; this will be completed during the winter months.
Residents at Beattock Place reported that a section of the communal grassed area had been intentionally damaged.	Partnering contractor, Fylde Council, completed work to restore the area, including controlled burning to remove the damaged grass and reseeding.

Damaged area



During works



After works





Overall satisfaction with the Lettings Service 100%

9 satisfaction surveys were received in the quarter; overall the results are positive in the majority.

SO WHAT?

All respondents found the information on MyHomeChoice easy or very easy to understand and all were satisfied with the bidding process. Overall satisfaction with the BCH Lettings Team was also 100%, with eight respondents very satisfied and one satisfied.

HIGHLIGHTS - POSITIVE

How satisfied were you with the length of time between being offered a property and signing your tenancy agreement?
89% **satisfied**

How satisfied were you with the condition of the property when you moved in?
100% **satisfied**

One area for improvement relates to awareness of the different ways tenants can pay their rent and service charges. Seven of the nine respondents (77.78%) said they were aware of the different payment methods, while two were not. Given the small number of responses, this doesn't indicate a major issue, but it provides an opportunity to review and ensure the information that is provided to new tenants is correct and relevant.

One of the two respondents provided their contact details, so we will follow this up with a courtesy call to better understand their experience and identify whether anything could have been communicated more clearly. This will also be raised with the Lettings Team to ensure the different payment methods are fully explained and reinforced as part of the sign-up process. Future survey results will be monitored to establish whether this is an isolated issue or a recurring theme.

NEIGHBOURHOOD SATISFACTION SURVEYS

Satisfaction with how report was resolved 80%*



*0% dissatisfaction was reported this quarter.

In the quarter, 10 satisfaction surveys were received.

HIGHLIGHTS - POSITIVE

How satisfied are you with the way you were kept informed about the actions taken in response to your report? 100% **satisfied**

How satisfied are you that your report to the Neighbourhoods Team was taken seriously? 90% **satisfied**

SO WHAT?

Customer satisfaction results for this quarter are very positive and demonstrate the team's continued commitment to delivering a responsive and customer-focused service.

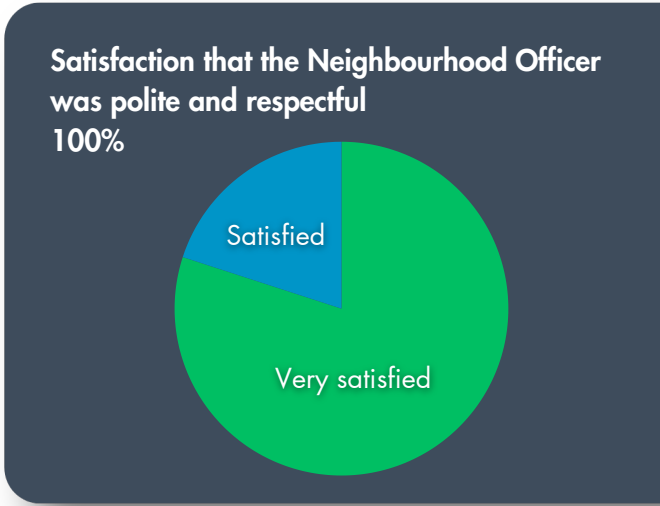
Notably, for the first time, the service achieved 100% satisfaction for both keeping customers informed and treating customers with politeness and respect. These results provide strong assurance that customers feel they are being communicated with effectively and are receiving a professional service throughout their engagement with the team.

NEIGHBOURHOOD SATISFACTION SURVEYS

A dissatisfied customer commented that "things could change in the block and I know I can call back." While scored negatively, the feedback suggests that the issues originally reported had been addressed and that the customer understood the limitations of the service, namely that action can only be taken where incidents can be evidenced. Positively, the customer expressed confidence in contacting the team again should any further issues arise, indicating an ongoing level of trust and accessibility of the service.

Additional qualitative feedback received during the quarter was highly encouraging. Two customers provided particularly positive comments, with one commending the professionalism and actions of an individual officer and another praising the speed with which their issue was resolved. These comments reinforce the satisfaction scores and highlight the positive impact that timely and effective intervention has on the customer experience.

Overall, the results indicate strong service performance, with excellent customer perceptions around communication, professionalism and responsiveness.



REPAIRS SATISFACTION SURVEYS

Unfortunately there has been an error with the system used to collect satisfaction surveys and therefore no data is available for this quarter. We are working with the system provider to hopefully resolve the issue for quarter 3.

WHAT IS GOING WELL:

CUSTOMERS NOTED POLITENESS AND RESPECT

- ***The overall experience was very accommodating and the Lettings staff were very helpful*** - *New Home Satisfaction Survey*
- ***10 out 10, the Neighbourhood Officer was amazing and really handled the situation well. There is no more abuse and I am so thankful*** - *Neighbourhoods Satisfaction Survey*
- ***I've always been treated fairly, and very professionally and with compassion at times of becoming bereft*** - *Compliment received through online website form*
- ***You can talk to them, they are very helpful and very polite not a problem*** - *Green Warden Survey*
- ***The Housing Officer who did the viewing and sign up was amazing. She explained everything in great detail and is a credit to BCH*** - *New Tenant Satisfaction Survey*

CUSTOMERS NOTE A POSITIVE CONTRIBUTION TO THEIR NEIGHBOURHOOD



- ***I can't believe the rapid response to my report and how quickly the rubbish was removed*** - *Neighbourhoods Satisfaction Survey*
- ***The two men were proper gentlemen, 10/10*** - *Clean Warden survey*
- ***I've been wanting to recycle since I moved in 3 years ago so it's fantastic we do now*** - *Scorton Avenue Bin Store Survey*

CUSTOMER ENGAGEMENT STRATEGY PROGRESS

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

ACTION	UPDATE
Ensure scrutiny and panel members are visible with the BCH board	TOWER scrutiny have completed the Neighbourhood Scrutiny Review and are attending the October 2026 Board Meeting to Present their finding. TOWER also receive and review quarterly performance information and their feedback and challenge is noted in this report for Board Members to review.
To ensure that regular communications are maintained regarding matters that are important to customers and feeding back outcomes at a local and organisational level.	The website and social media channels continue to be updated regularly and the Autumn all customer newsletter is in production. The next round of Neighbourhood newsletters are planned for December 2026.
Offer face to face involvement opportunities outside normal working hours on a trial basis	We are supporting Brunswick Councillors and Friends of Layton Rec conducting a consultation in the Queens Park area. A recent consultation took place on a Sunday to offer a weekend opportunity to engage.