



**Blackpool Coastal
Housing**

Customer Voice Report

**Quarter 3
October - December 25**



HOW CUSTOMERS HAVE BEEN INVOLVED

TOWER Scrutiny



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

TOWER have reviewed the BCH Adaptations Policy and have made some recommendations for changes, including the draft of an easy read version that will be developed into a customer booklet.

The panel have met with the Head of Housing Services and the Neighbourhoods Manager to scope out the next scrutiny on the Neighbourhoods Service. This will commence in January 2026.

Complaint Panel

The complaint panel scrutinised the Q1 2025/26 complaint performance report and identified trends around communication, particularly around advance notice of appointments. The new CRM system was discussed and the panel noted that they felt that this will be helpful to improve communication internally and with customers. The panel also noted that from the Satisfaction Survey results, some customers weren't getting a personal contact at Stage 1. It was agreed that this will now be a mandatory requirement for managers and the guidance will be updated.

The panel reviewed a selection of Stage 1 and Stage 2 complaint responses. The panel raised that some terminology such as 'claim' and 'confusion' inferred blame on the customers behalf or suggested a lack of belief. It was agreed that such terminology would not be used going forward and that the Involvement & Communications Manager will review all responses for quality and consistency. The panel also noted that some of the Stage 1 responses had less empathy and understanding than the Stage 2 responses and hoped that this would improve with the implementation of personal contact.

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Neighbourhood Panel

The Neighbourhood Panel reviewed the updated ASB risk assessment tool and the comments and feedback are being used to inform the new service/case management information guides. The panel also reviewed case studies of some complex cases and again, informed that this needs to be included in guidance about what to expect and the timescales some cases can take due to complexity.

Green & Clean Wardens

Clean Wardens have continued to provide monthly feedback on our cleaning contract. 16 feedback forms were received in the quarter and 81% of wardens noted the overall standard of cleaning as ok or good. As the cutting season ends in September, Green Wardens do not receive score sheets over the winter months but the September feedback resulted in 14 responses, where 100% of wardens rated the overall performance of the green space maintenance as ok or good. A winter works score sheet will be sent out prior to the new cutting season.

Reading Panel

Our Reading Panel reviewed the October Newsletter and updated tenant 'Gas No Access' letters and provided feedback to ensure the documents are clear, informative, worded appropriately and easy to understand.

Neighbourhood Walkabouts

During the period 9 walkabouts took place across BCH managed areas.. The walkabouts are advertised for customers to join and this resulted in 12 customers attending walkabouts with the officers to identify issues in their area. The customers who attend are then invited to a follow up review meeting to ensure issues identified are actioned. 1 customer attended a follow up meeting and stated 'I feel appreciated to be part of the walkabout'.

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Customer Information and Communication Survey

In October 25 we sent out a survey to all customers with the newsletter to obtain views on the customer newsletter and to ask what content customers wanted to see in future newsletters and communications. This is to help us make sure we're providing relevant information that's important to customers.

221 customers responded and overall 89% were very satisfied or satisfied with the newsletter. 9% noted they were neither satisfied or dissatisfied and 2% answered that they were very dissatisfied or dissatisfied.

Key areas of importance identified are:

- Updates about BCH services
- Community news and events
- Safety information
- How BCH are performing
- How we act on customer views
- New initiatives or projects
- How rent money is spent

The customer feedback about what is important will be used to create content for future newsletters, social media activity and publications. It will also feed in to the current review of the Customer Engagement Strategy.

TSM: TP07 - Satisfaction that your landlord keeps you informed about things that matter to you

ACTING ON CUSTOMER VIEWS



Customers Said

Customers told us that they want more information about community news and events.

Customers at Stronsay Place told us that they would benefit from lower level/accessible drying facilities as part of a drying area upgrade.

A consultation around drying area facility upgrades took place at Rodwell Walk and Gateside Court. This established that upgrades to the drying area provision is not currently something that residents want.

We Did

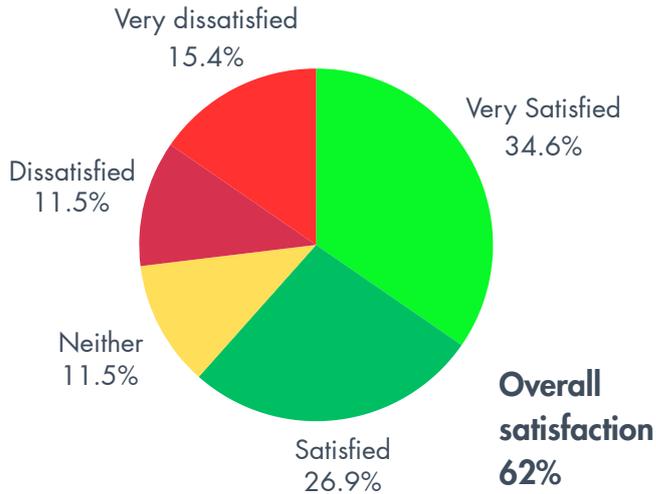
We are launching neighbourhood e-newsletters that will be individually tailored and sent out to different geographical areas. These newsletters will also be available on the BCH website.

Plans have been approved to install accessible drying facilities to the drying area closest to the residents who have said they need it. The individual residents have been contacted about specific provision.

We have updated residents that we will not be currently proceeding with works as it is not a current priority for the community and would not be used. We will keep this under review.

NEIGHBOURHOODS SATISFACTION SURVEYS

Satisfaction with how report was resolved:



So what?

The most frequent critical comments point to slow progress or "nothing done/ignored" experiences and not being kept updated. This has an impact in customer trust and assurance and can cause emotional distress leading to increased risk, complaints or dissatisfaction

Reporter action plans are a service standard and are tracked as part of performance monitoring. The completion of plans has been re-iterated to the team, as has the importance of communicating outcomes and actions, using preference methods customers have told us. We have consulted with our Neighbourhood Panel and they have recommended we develop information or a flow chart about how a case would progress, including timescales to help support customers.



HIGHLIGHTS - POSITIVE

How satisfied are you with the ease of making your report to the Neighbourhoods Team? **88% satisfied**

How satisfied are you that your Neighbourhood Officer was polite and respectful? **73% satisfied**

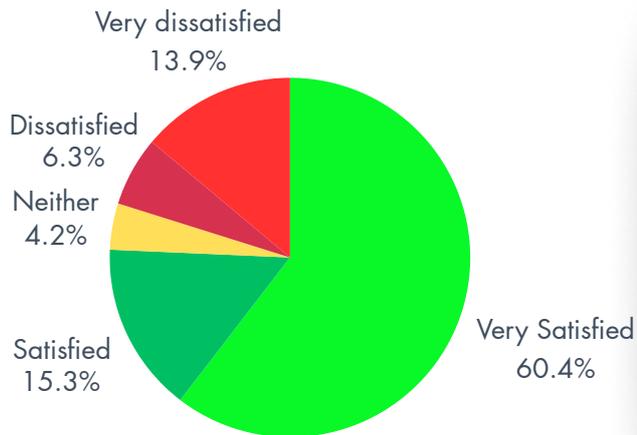


HIGHLIGHTS - NEGATIVE

How satisfied are you with the explanation you were given about what action would be taken in response to your report? **58% satisfied**

REPAIRS SATISFACTION SURVEYS

Overall satisfaction with the Repairs Service:



Overall satisfaction 78%

So what?

Operatives showing identification was raised in the previous quarter and this has not improved. This has been raised in the team meeting with operatives and also in Contract Management Meetings. The necessity to show will be reiterated with all again and this will continue to be monitored. Individual responses have been drilled down and individuals spoken to.

Where a negative comment has been received from a resident that they were unhappy with the repair carried out at their home, a process has been developed and the Hotline makes contact with the resident to ascertain further information. This may result in a new repair being raised or an inspection arranged.



HIGHLIGHTS - POSITIVE

How satisfied are you with the experience of reporting your repair? **80% satisfied**

How satisfied are you that the tradesperson was polite and respectful? **87% satisfied**



HIGHLIGHTS - NEGATIVE

Did the tradesperson who attended show you identification (ID)? **31% answered No**

WHAT IS GOING WELL?

CUSTOMERS NOTED POLITENESS AND RESPECT

- ✓ *Very respectful and cheerful work person* - Repairs Satisfaction Survey
- ✓ *The Repairs Inspector was extremely polite and gave an excellent service, he is a credit to BCH* - Compliment
- ✓ *The gentleman was polite and professional. He talked me through everything* - Repairs Satisfaction Survey
- ✓ *The Repair Team were very polite and helpful* - Repairs Satisfaction Survey
- ✓ *Both the Complaint Officer and the Manager were polite and helpful to me every step of the way and very understanding too, which resulted in me feeling supported and calmer in the light of what was quite an ordeal for me* - Complaint Satisfaction Survey

CUSTOMERS FEEL LISTENED TO AND THEIR REPORTS DEALT WITH EFFICIENTLY

- ✓ *Felt listened to and was dealt with quickly* - Neighbourhood Satisfaction Survey
- ✓ *Very good, quick and sorted the problem* - Neighbourhood Satisfaction Survey
- ✓ *He was very efficient and knew exactly what the problem was* - Repairs Satisfaction Survey
- ✓ *From the first call through to completion I found everyone polite, friendly & efficient* - Repairs Satisfaction Survey
- ✓ *The request was dealt with quickly and the tradesman knew exactly what he was doing* - Repairs Satisfaction Survey

WHAT CAN WE DO BETTER?

SOME CUSTOMERS WERE UNHAPPY WITH COMMUNICATION ON NEIGHBOURHOOD CASES

I did not know the outcome or what was going on during the case being open - Neighbourhood Satisfaction Survey

Did not have any communication from the officer whilst the case was ongoing - Neighbourhood Satisfaction Survey

WHAT ARE WE DOING ABOUT THIS?

In addition to the importance of effective case communication being reiterated to the team, the Neighbourhood Manager is working with IT to develop reports that will be monitored by the Team Leaders and will quickly highlight any cases of concern where updates are not being provided and this will be addressed.

SOME CUSTOMERS WERE FRUSTRATED THAT REPAIR REPORTS WERE NOT FOLLOWED UP BY OPERATIVES

He said it was the boiler not the pipes, he said he would report it but not heard anything - Repairs Satisfaction Survey

The workman said he would do a report about the issue but I haven't heard anything - Repairs Satisfaction Survey

Would have been good for the re-connection to take place automatically without me having to report it as a fault - Repairs Satisfaction Survey

WHAT ARE WE DOING ABOUT THIS?

It will be reiterated to staff and contractors that should a resident mention an additional repair to them during a visit they should either call this in for them there and then or make a note of it and pass to the Hotline to be raised when they return to the office. All staff guidance has been shared across BCH to ensure if customers are reporting repairs to any members of staff, then this is a report to BCH and should be passed to Repairs on behalf of the resident.