



**Blackpool Coastal
Housing**



Customer Voice Report

Quarter 4
January- March 2026

HOW CUSTOMERS HAVE BEEN INVOLVED

TOWER Scrutiny



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

The panel are midway through the Neighbourhood Service Scrutiny exercise. So far, policies, performance and complaint data has been scrutinised and the panel have interviewed various members of staff from the Neighbourhoods Team at different levels. Benchmarking has been conducted with other organisations and Neighbourhood Satisfaction data has been reviewed and interviews have been arranged with customers who have used the Neighbourhood Service. Recommendations are being tracked in progress and the final report with recommendations will be finalised and presented at the July 2026 Board Meeting.

Panel Members held advertised drop in sessions at Grange Park and Mereside to provide an opportunity for customers to learn more about Tower and discuss any concerns. A new panel member joined up and is participating in the current scrutiny exercise.

Complaint Panel

The panel reviewed and noted the Q3 and Q4 complaint performance report. It was agreed that the panel meetings will be arranged so that the quarterly reports are reviewed prior to Board so that Board can note any customer findings or recommendations.

The panel also agreed the 2026/27 Complaint Satisfaction Survey content and noted that a question should be added about joining the panel to try and recruit new members. The panel also reviewed the current Service Standards in relation to complaints and agreed that the service standards that are covered by the TSM's should be removed as these are already monitored and reported on separately. The panel agreed for Manager contact at Stage 1 to be introduced as a service standard to be reported on.

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Neighbourhood Panel

As a result of including a question on interest in the panel on the Neighbourhood Satisfaction Surveys, 4 new members joined this quarter. Due to this, Anti-Social Behaviour Training was provided in-house in March by Resolve, the UK's leading expert organisation specialising in ASB. The 6 attendees provided positive feedback and agreed they now have a better understanding of ASB and BCH's service which will support them in their role on the panel.

Green & Clean Wardens

Scoresheets received from the Clean Wardens identified issues with some areas of cleaning being missed - the Environmental Contracts and Projects Officer will be completing spot checks in future to ensure the standard improves. 22 feedback forms were received this quarter and 82% noted the overall standard of cleaning as ok or good. 12 responses were received from Green Wardens on the winter works scoresheet with 83% rating the standard as ok or good.

Reading Panel

Our Reading Panel have reviewed the Spring 2026 newsletter, the Block Cleaning booklet and the Managing a Community Garden booklet. Changes were made to the information in the newsletter around the use of e-bikes and e-scooters prior to being published.

Neighbourhood Walkabouts

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

Engagement Strategy Consultations

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

BCH has developed its new Customer Engagement Strategy using extensive feedback gathered from customers through surveys, door-knocking activities, and a dedicated focus group. The aim was to understand customer priorities, identify barriers to involvement, and shape a more effective and inclusive approach to communication and engagement.

The Communications Survey sent to all customers in October 2025 highlighted key areas of importance for future content in newsletters and communications. This feedback has helped to inform the “Informing” section of the new strategy.

Feedback from involved customers through a targeted survey demonstrated that participation is primarily driven by a commitment to improving services and contributing positively to their community. Respondents recommended more opportunities for regular involvement, improved accessibility of meetings, increased training, and more consistent feedback from BCH.

The Door Knocking Engagement Survey targeted residents not formally involved and demonstrated that most customers understand how to share their views, and many feel no major barriers to engaging. However, some residents identified challenges such as health issues, childcare responsibilities, and being new to the organisation.

HOW CUSTOMERS HAVE BEEN INVOLVED

Engagement strategy consultations cont.

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

A mixed **Engagement Strategy Focus Group** provided further insights, stressing the importance of being kept informed, offering local and ad-hoc opportunities to engage, tailoring communication to community demographics, and improving transparency around services such as grounds maintenance. Participants also highlighted the potential role of local community champions and frontline staff, including Sheltered Housing Officers, in supporting better two-way communication.

Across all engagement activities, several barriers consistently emerged: perceptions of poor communication, a belief that involvement will not lead to meaningful change, lack of interest, inconvenient meeting times due to work or caring commitments, and reluctance to complain directly.

From these findings, clear strategic priorities have been agreed:

- Strengthen communication and feedback so customers feel informed and heard.
- Develop localised, targeted engagement opportunities tailored to community needs and demographics.

These insights provide a strong foundation for a customer-led engagement strategy that improves transparency, increases participation, and ensures BCH's services continue to reflect the needs and expectations of its customers.

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

TSM: TP06- Satisfaction that your landlord listens to your views and acts upon them

ACTING ON CUSTOMER VIEWS



Customers Said

Throughout the last grass cutting season, we listened to customer views, including TSM results and gathered information to identify and prioritise areas for additional winter grounds maintenance works.

Some customers raised queries about text messages being sent from BCH as they were unsure if they were genuine messages.

Leaseholders informed us that they were not receiving communications about walkabouts and other local events.

We Did

Winter works projects including reinstating grass and addressing raised beds and planters took place at Edmonton Place, Washington Court, Claremont Court, Ibbison Court and Newby Place. Specific works carried out were in consultation with residents.

We have developed user guidance for staff sending text messages to ensure that the wording and branding is consistent. We have also done further communications in the all customer newsletter, on the website and on our Facebook page to inform that BCH are using text messages to communicate with customers and to provide assurance that the messages are genuine.

We have updated our mailing lists to ensure that Leaseholders receive the same communications as tenants regarding walkabouts, local events and community updates.

NEIGHBOURHOOD SATISFACTION SURVEYS

Satisfaction with how report was resolved
45%

Dissatisfaction with how a report was resolved **30%%**

35% of respondents were not satisfied with the explanation provided on what action would be taken to deal with the report.

This once again highlights the importance of completing an action plan with your Neighbourhood Officer. Whilst some reporters decline to complete an action plan, it is an opportunity for us to discuss how we will deal with a case and the actions we are able to take.

Our actions need to be reasonable and proportionate. We also need to have regards for equalities legislation, ensuring that the subject is fully aware of the impact of their actions. Initially we need to give the subject opportunity to change their behaviour and need to use non-legal actions such as warnings, making referrals and requesting Community Protection Warnings from our colleagues in Community Safety. If these interventions fail, we will move to more formal actions and consider injunctions, serving of notices and lodging at Court.



HIGHLIGHTS - POSITIVE

How satisfied are you that your Neighbourhood Officer was polite and respectful? **75% satisfied**

35% (7 respondents) stated they would be interested in joining the Neighbourhood Panel.



HIGHLIGHTS - NEGATIVE

How satisfied are you that your report to the Neighbourhoods Team was taken seriously? **50% satisfied**

How satisfied are you with the way you were kept informed about the actions taken in response to your report? **45% satisfied**

BCH's Neighbourhoods Manager:

REPAIRS SATISFACTION SURVEYS

Overall satisfaction with the Repairs Service 82%

Overall dissatisfaction with the Repairs Service 11%

BCH's Interim Director of Assets and Operations:

The satisfaction figures for repair reporting and time to complete the works are still very good. There was also some very positive feedback with regards to individual Operatives performing well and going above and beyond which will be fed back to them.

After a discussion process with the repairs software company we utilise, they now have a 'neither' option on the automated satisfaction survey on their system.

Previously we had been undertaking our own satisfaction surveys, with a 'neither' option to allow us to benchmark accurately with our peers.

The automated system will allow satisfaction questionnaires to be sent to residents immediately that a job is completed by an operative. However, the most important benefit of this is that this method will allow us to identify who attended and when, and also what repair was undertaken. This will be particularly beneficial when we receive negative feedback and identify training needs or issues that need to be raised with a member of staff/ contractor. Similarly if a compliment is received without naming who attended we will have this info readily to hand.



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? **93% satisfied**



HIGHLIGHTS - NEGATIVE

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

WHAT CAN BE IMPROVED:



REPAIR OPERATIVES AND CONTRACTORS SHOWING ID

Previous reports have noted that operatives or contractors not presenting their ID badges when attending to carry out a repair has been an ongoing issue. Numerous tool box talks and meetings with operatives have taken place to address this issue, but the latest satisfaction returns show that 30% are still not doing this according to residents.

The advent of the new method of undertaking repairs questionnaires as described above will allow us to pinpoint exactly who attended a property where it is claimed ID wasn't shown and address this with the individual directly.

RESIDENTS NOTED SPECIFIC DISATISFACTION WITH GARDEN CONDITION CASES

Customers have feedback that conditions around gardens have not improved when they have made reports about neighbouring properties. These details have been passed to a Neighbourhoods Team Leader to contact the reporters and get more information. If it is appropriate cases will be re-opened

WHAT IS GOING WELL:

CUSTOMERS NOTED POLITENESS AND RESPECT

- ✓ *The Neighbourhood Officer was polite and made me aware of the next steps* - Neighbourhood Satisfaction Survey
- ✓ *The Rents Officer provides great customer service and is caring in their approach* - Compliment
- ✓ *Office staff absolutely amazing and very helpful* - Repairs Satisfaction Survey
- ✓ *The Cleaning Operative is very willing and helpful* - Clean Warden scoresheet

CUSTOMERS FEEL LISTENED TO AND THEIR REPORTS DEALT WITH EFFICIENTLY

- ✓ *All the team members are very helpful from phoning to the workers* - Repairs Satisfaction Survey
- ✓ *All repairs done to a high standard & a very professional & well-mannered tradesman who is a credit to BCH* - Repairs Satisfaction Survey

CUSTOMERS FEEL BCH IS MAKING A POSITIVE CONTRIBUTION TO THEIR NEIGHBOURHOOD

- ✓ *A resident asked for privets to be reduced in height during the winter grounds maintenance works. The privet was being trimmed by the ground maintenance contractor at the time and so the request was dealt with immediately and the resident was pleased* - Neighbourhood Walkabout
- ✓ *The Drying Area at Stronsay Place is looking good, it'll be great when it's finished* - Bispham Consultation Event