



**Blackpool Coastal
Housing**



Customer Voice Report



April 25 - September 25

HOW CUSTOMERS HAVE BEEN INVOLVED

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

TOWER SCRUTINY

TOWER worked alongside the Performance Team to complete an internal review of the Repairs Service. They benchmarked with other housing providers, interviewed staff and looked at complaints performance relating to repairs. Their findings fed into the review report and action plan for improvement.

The panel also completed a review of the BCH website and made 17 recommendations to improve content, ease of access and simplification of language. These are currently being implemented.

MYSTERY SHOPPING

Customers conducted a Mystery Shop on BCH’s Service Standards, including response times, customer service and whether enquiries were adequately dealt with. Whilst the results were mostly positive, the exercise did highlight key areas around standardisation of telephone and email greetings and response times. An action plan has been drawn up and shared with managers for implementation.

COMPLAINT PANEL

The complaint panel scrutinised the 2024/25 performance and reviewed the Annual Complaint Report and self-assessment. They also agreed proposed changes to the complaint policy following this. The panel noted that they felt the Right First Time Training has had a positive impact on the reduction in complaints.

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NEIGHBOURHOOD PANEL

The Panel assisted in reviewing the ASB Policy. Members agreed that it would be beneficial for staff to be more visible when out on the estates in order to increase BCH’s presence. As a result of this, tabards were purchased for the team to wear when onsite (on walkabouts for instance) to encourage residents to approach staff and discuss any concerns and provide feedback. Community Outreach Hubs were also organised in the Bispham area in response to customer concerns and feedback to further increase presence and ease of access in reporting issues.

GREEN & CLEAN WARDENS

Our Green & Clean Wardens have continued to provide monthly feedback on the grounds maintenance and cleaning contracts to enable us to monitor performance and satisfaction. We currently have 39 Green Wardens and 23 Clean Wardens across Blackpool.

READING PANEL

Our Reading Panel reviewed the ASB Booklet and the Adaptations Booklet and provided feedback to ensure the documents are clear and easy to understand.

A review of the Understanding Autism online training for staff was completed with 2 neurodivergent residents to help ensure that the content was relevant and accurate. Following their feedback, the course was made mandatory for all BCH staff.

ACTING ON CUSTOMER FEEDBACK

Customers Said	We Did
Concerns were raised by residents at Lostock Gardens around ASB and dog fouling.	We contacted all residents to find out more and 18 residents in the area shared their views with us. Plans are currently being considered and residents will be consulted further around the plans.
Concerns were raised at Spencer Court around parking.	Parking proposals were drawn up and sent to all residents for consultation. 31 residents responded and this is being fed into decision making around parking.
A reception survey was conducted with 77 visitors to Coastal House Reception. 81% of respondents said it would be more accessible to them if Coastal House was open more.	We have increased our reception opening times from 3 days per week to 5 days per week.
Residents at Stirling Court reported issues with overflowing bins which leads to bin bags being left out and then getting ripped open.	An additional bin has been supplied to help keep the area clean and reduce litter and fly tipping.



WHAT IS GOING WELL?

CUSTOMERS FEEL TREATED WITH CARE AND RESPECT

The operative who attended was kind and caring. He is an asset to BCH - Compliment

The man who fixed the toilet was very polite and did the job- Repairs Satisfaction Survey

CUSTOMERS FEEL LISTENED TO AND THEIR ISSUES ACTED UPON

I was very impressed with the professional way the Neighbourhood Officers spoke to people at the meeting. Thanks to them for listening and dealing with the concerns that were raised - Compliment

Thank you for your excellent customer service whenever I call with a query. You always provide advice and support and signpost to other services when necessary - Compliment

CUSTOMERS APPRECIATE A POSITIVE CONTRIBUTION TO THEIR NEIGHBOURHOOD

Cleaner, tidier and outstanding. Feeling proud to be living here at my immediate area - Claremont Survey

Very pleased with the work. Thank you for getting it done. Very much appreciated - Claremont Survey

The garden area is lovely, I've not used as yet but I am sure I will do. We're all very lucky to have such lovely flats and the care we all need - Harvest Court Survey

WHAT CAN WE DO BETTER?

SOME CUSTOMERS EXPRESSED FRUSTRATION WITH A LACK OF PERSONAL CONTACT AND EMPATHY

Felt like it wasn't taken into consideration how I was made to feel - Complaint Satisfaction Survey

No one ever phones or visits you re a complaint, you get the usual boring letter - Complaint Satisfaction Survey

WHAT ARE WE DOING ABOUT THIS?

Investigating Managers are being encouraged to make personal contact with complainants at Stage 1 to discuss their concerns and ensure that customers are listened to as part of the investigation and that their personal circumstances and any vulnerabilities are taken into account. Evaluations are carried out by Heads of Service and this includes checking that personal contact was made.

SOME CUSTOMERS ARE UNHAPPY WITH SCAFFOLDING ARRANGEMENTS

Scaffolding has been up for 6 weeks, but the workmen came out and completed the repair three weeks ago - Repairs Satisfaction Survey

OPERATIVES SHOWING IDENTIFICATION

20% of repairs satisfaction returns for September stated that the person attending did not show their ID badge.

WHAT ARE WE DOING ABOUT THIS?

A schedule of scaffolds erected at BCH properties is to be provided weekly by the contractor. This is to be checked by BCH Ops staff and cross referenced against completed jobs. Where works are completed and the scaffold is no longer required, the contractor is to be contacted for a date when the scaffold is to be dismantled. It is to be reiterated with both BCH Operatives, and Contractors, that staff must show their ID badge when visiting a residents property. This isn't just applicable to the Repairs service, but also to Assets and Compliance staff and contractors. All managers in the section have been asked to raise this at team/ contractor meetings.