

FEEDBACK MATTERS



Blackpool Coastal Housing



Welcome to your latest edition of the Feedback Matters newsletter. This update covers involvement and engagement over the first two quarters (from the beginning of April to the end of September 2025). We hope you enjoy the read...

tower scrutiny

TOWER completed a review of the BCH website and made several recommendations to improve content, ease of access and simplify the language used.

We're now working through to implement these. You can read more about TOWER, including their reports on our BCH website www.bch.co.uk/involving-you/tower-scrutiny.

Scan here!



Mystery shopping

Earlier this year, a mystery shopping exercise of BCH's corporate care standards was completed by some of our involved customers.

Services were scored in 3 areas:

- 1 standards via phone
- 2 standards via email
- 3 overall customer service

Actions included:

- Providing all staff with information on the standard telephone greeting, and ensuring that names are provided to customers at the first point of contact.
- Providing all staff with information on the standard email signature for use on email responses.
- Reiterating standard email response times to all staff.

The results were reported internally and an action plan developed to ensure that our standards are upheld. You can read the full report & action plan on our website!

Scan here!



Reading Panel

Our Reading Panel reviewed 4 documents during this period to help ensure they are clear and easy to understand. The following feedback and changes were provided:

- ▶ **Two spelling errors were corrected within the Tackling Anti-Social Behaviour booklet.**
- ▶ **No changes were required to the Adapting your Home booklet with positive feedback received.**
- ▶ **Incorrect spellings and changes to grammar were made to the Annual Report.**
- ▶ **Minor changes to spelling and grammar made within the Gas Safety letters, along with a slight design change to the Gas Safety Information leaflet as a result of feedback.**



All documents were published displaying the Tenant Friendly logo.

Complaints Panel

The Complaints Panel reviewed the Annual Complaint Performance Report and agreed this. The panel noted that they felt the Customer Care training has had a positive impact on the reduction in complaints.

The Housing Ombudsman Complaint Handling Code Self-Assessment and BCH's Complaints Policy was also reviewed with members confirming they're happy with BCH's response to complaint handling.

Clean Warden scheme

15 Clean Wardens continued to monitor our block cleaning contract with 50 feedback surveys returned during this period.

Overall satisfaction...



50% rated the standard as Good



42% rated the standard as OK



8% rated the standard as Poor

Outcomes:

- ▶ Rubbish in one of the communal areas was dealt with promptly once reported through to the Neighbourhoods Team.
- ▶ Following feedback from a Clean Warden whose communal area includes a lift, partnering contractor 5-AM now include a record of this on their cleaning schedule to ensure the area is cleaned and maintained.
- ▶ Areas with dissatisfaction were highlighted to the Environmental Contracts and Project Officer for this to be raised with partnering contractor, 5-AM Contract Cleaning Ltd.

Green Warden scheme

Overall satisfaction...



57% rated the standard as Good



36% rated the standard as OK



7% rated the standard as Poor

29 Green Wardens continued to monitor our grounds maintenance contract with 100 feedback surveys returned during this period.

Outcomes:

- Following feedback about the amount of time it took for unhygienic fly tipped items to be removed, priority for these types of reports has been increased.
- Partnering contractor, Fylde Council, attended to areas where it had been reported that weed-killer had killed grass edges and reseeded the affected locations.
- Residents in the Bispham area received information to remind them about correct waste disposal following reports of the bin store being used incorrectly.

➤ Areas with dissatisfaction were highlighted to the Environmental Contracts and Projects Officer for this to be raised with Fylde Council.

Neighbourhood Panel

Our Neighbourhood Panel met in June to go through their action plan and discuss relevant updates.

The ASB & Neighbourhoods services have merged into one 'Neighbourhoods' team, with officers now responsible for anti-social behaviour, tenancy breaches and neighbourhood matters.

Due to this change, along with the recruitment of staff into previously vacant posts, some of the target dates on the action plan have been extended with agreement from the panel. At the last meeting:

- The draft content for the information due to be displayed within communal block noticeboards was reviewed and agreed by members. Work is being completed to finalise and implement these across the blocks.
- Members agreed that further analysis is required on the Tenant Satisfaction Measures to highlight areas with the highest levels of dissatisfaction. This will be focused on at the next meeting.
- Following feedback from the panel, dates for Neighbourhood Walkabouts are promoted through a wide range of channels, including email, text message, posters and social media.

Neighbourhood walkabouts

8 walkabouts took place across Blackpool, which helped to identify relevant local and housing issues. Several residents engaged with staff as they walked around their neighbourhood and several areas for improvement were noted and passed through to relevant departments for action.

Scan here for updates! ↷



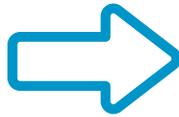
Customer Voice

In addition to planned involvement, BCH is committed to ensuring that our customers have a voice in the services we provide and decisions that are made. For example, surveys and consultations are completed when residents may be directly affected by a planned improvement or provision.

During this period, we engaged with residents on a range of topics, including:

YOU SAID

“ Concerns were raised by residents at Lostock Gardens around Anti-Social Behaviour and dog fouling. ”



WE DID

We contacted all residents in the area to find out more. 18 people shared their views and now plans are being considered.

77 visitors to Coastal House reception were surveyed. 81% of respondents agreed that Coastal House would be more accessible if it was open more frequently.



We have increased our reception opening times from 3 days per week to 5 days per week.

“ Concerns around parking in the Spencer Court area were raised. ”



Parking proposals were sent to all residents in the area for their feedback. 31 residents responded which will help to inform a decision.

“ Residents at Stirling Court reported issues with overflowing bins which lead 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.