

FEEDBACK MATTERS



Blackpool Coastal Housing

Welcome to your brand new Feedback Matters newsletter, designed to update you on the impact your involvement has made here at BCH! We hope you enjoy the read...

DID YOU KNOW?

BCH is a Tpas accredited landlord. Tpas are England's leading Tenant Engagement experts. They promote, support and champion tenant involvement and empowerment in social housing across England.

As a Tpas member, it means that you can also access their services and resources.

To find out more about Tpas and register for your own account, scan the QR Code!



IN THIS FIRST EDITION...



Meet the Team



Activity updates



Your feedback

Meet the Team...

We know it's often nice to put a face to a name!



Suzanne Tomlinson
Involvement and
Communications
Manager



Jen Taylor
Involvement and
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Team Leader



Mia Crewdson
Involvement and
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Claire Buckley
Involvement and
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Officer



Phil Duhig
Involvement and
Communications
Officer



Beki Brady
Involvement and
Communications
Officer

“We're responsible for all planned customer involvement and engagement activities, as well as internal and external communications, customer feedback and complaints.

We think it's so important for you to have a say in how BCH provides its services and help us to make meaningful changes for the benefit of all our customers. ”

If you have a query about your involvement or would like to join other activities, please just get in touch!

BCH Involvement and Communications Team



01253 477911



customerinvolvement@bch.co.uk

Activity updates



TOWER Scrutiny

The TOWER Scrutiny Panel acts as a positive critical friend to assess and challenge BCH services. Over the past 2 years, TOWER has completed 3 in-depth scrutiny exercises on the Repairs service, how BCH deals with Damp & Mould and the Rents service. This included:

An average of 23 hours per scrutiny

69 meetings

23 staff interviews

Reviewed 102 customer survey returns

Benchmarked with 19 housing providers

As a result, TOWER has made 35 service improvement recommendations!
Here's just some of them:

- Reminder messages are now sent to customers before repair appointments where possible
- Damp and Mould Information Guide and video created to provide information to customers
- The BCH website has been updated to provide more resources and information on Rent and relevant support services
- All frontline staff now carry visitor cards so customers know who visited them and how to contact them

Find out more by reading their latest Progress Report, just scan the QR code or we can send you a printed copy!



Complaints Panel

Members of our Complaints Panel help to ensure BCH's internal complaints process is fair by impartially reviewing complaints at Stage 2. Regular meetings are also held to help improve and develop this service. Between the beginning of April and the end of September, the Complaints Panel has:

Reviewed **18**
Stage 2 complaints

Upheld or partially upheld **77%**
of complaints reviewed

Assisted in reviewing BCH's Self-Assessment in line with the Housing Ombudsman's Complaint Handling Code

Helped to finalise the Complaints Booklet to provide clear information to customers

As well as other things, as a result of the Complaints Panel involvement:

- Call recording has been introduced for the Repairs Hotline.
- Anti-Social Behaviour (ASB) warning letters have been changed to advice letters where ASB has not been evidenced.

Activity updates



Mystery shopping scheme

Mystery Shoppers help us to monitor the ease of access and quality of our frontline services. This scheme was recently relaunched in 2024 and the pilot exercise focused on knowledge of the complaints process across BCH.

This identified areas for improvement to provide a consistent approach, and the following was completed as a result:

A staff guidance document was created to provide information to all staff on the complaints process

The Involvement & Communications Team attended all Team Meetings to discuss the complaints process with staff, helping to ensure consistency throughout the organisation and that complaints are handled in line with the policy.

Reading Panel

Our Reading Panel helps to ensure that our publications and communications with customers are clear and relevant to BCH residents. Between the beginning of April and the end of September, 6 documents were reviewed and the following changes were made as a result of feedback:



- ▶ The photos in the Green Warden Booklet were edited to improve the picture quality
- ▶ Information on Green Waste Collections was added into the Garden Maintenance leaflet
- ▶ The format of some of the information in the September BCH Newsletter was changed to make it clear and easier to read

Documents reviewed by our Reading Panel display this logo



Procurement Panel

Our Procurement volunteers get involved in the process for appointing new contractors to ensure we find the right supplier. The Grounds Maintenance Contract was reviewed through the procurement process with a customer volunteer which saw Fylde Council secure the contract for April 2024 onwards.

In May 2024, a volunteer assisted with the Building Works tender process, reviewing applications and completing assessments based on specific criteria required.

Green Warden Scheme

Our Green Warden volunteers help us to monitor the Grounds Maintenance contract and assess how well we maintain green spaces around your home. During the grass cutting season:



114 feedback surveys were returned from 32 wardens

Overall, 37% rated the standard of service as Good, 44% OK and 19% Poor

In October 2024, a Green Warden Meeting was held to discuss areas for improvement, concerns, service developments and provided volunteers with the opportunity to meet with staff and partnering contractor, Fylde Council:

- Litter picking not being completed before grass cutting was raised as an issue. Toolbox Talks have since been completed with Fylde Council to stress the importance of this. Whilst it is impossible to collect all litter, as much as possible should be collected going forward.
- Following reports of unprofessional contractor conduct, a question is going to be added to the feedback survey to ensure any issues are picked up in a timely manner.
- Weeds on pathways remain an issue. Weeds are treated with a chemical spray 3 times per year and Fylde Council has confirmed that they will address any issues during monthly routine maintenance visits.
- BCH are looking at options for suitable systems to record contractor activities and monitor performance, including before and after photos of maintenance work.

Clean Warden Scheme

Our Clean Warden volunteers help us to monitor the cleaning contract in our 3 storey blocks and ensure the areas are being maintained correctly. Between the beginning of April and the end of September:



- ▶ 33 feedback surveys were returned from 14 wardens
- ▶ Overall, 64% rated the standard of service as Good, 24% OK and 12% Poor

Following reports of incorrect protective equipment being worn, partnering contractor 5-AM Contract Cleaning have been reminded about the importance of this for their own safety. All contractors are continually reminded of this when operating within BCH sites.

Following reports of block cleaning schedules not being completed, 5-AM have been reminded to ensure that these are updated once the maintenance has been carried out.

Further to feedback on the condition of some of the noticeboards, 19 have now been replaced.



Activity updates



Neighbourhood Panel

Our Neighbourhood Panel supports BCH to monitor the Neighbourhood Service, providing customer insight and collaboration. They also help to ensure the service is reflective of community needs and is compliant with regulatory standards. This is a new involvement activity, with 3 meetings held so far in 2024:

- The Terms of Reference for the panel has been developed and agreed with members
- Members reviewed the Anti-Social Behaviour Policy and Booklet to ensure these are fit for purpose
- It was agreed that members will be helping to review the standard letters currently sent by the service

Tenants Project Fund (TPF)



The TPF supports projects that genuinely make a difference to the lives of our customers and the neighbourhoods in which they live. Volunteers help to assess which projects are most deserving of funding by reviewing applications. Between the beginning of April and the end of September, the TPF funded:

- ▶ £740 was granted to JFH in May 2024, to help transform the communal garden at one of their recovery houses and provide a comfortable outdoor space for residents.
- ▶ In Sept 2024 United Youth Alliance (UYA) received £1000 in funding towards their UYA Rainbow Coastal Social Action group project, which forms part of the 'Be who you want to be initiative'. The funding will be used to provide safe and inclusive training opportunities for young people from the LGBTQ+ community.

Before



After



Your feedback counts

Your feedback helps us to improve and develop our services for the benefit of all customers. In October 2024, we sent a short survey to all 76 of our involved customers. Thank you to those of you who responded, a summary of your feedback can be found below:

29 RESPONSES RECEIVED, REPRESENTING
A 38% RESPONSE RATE

85%

are satisfied or very satisfied
with their overall involvement
experience



18% said they are dissatisfied
with the training and support
offered to help carry out their
involvement role



If you feel that you would benefit from additional training, please let us know. We can offer individual and tailored support.

21% said that they don't think BCH listens to their views and values their opinions



BCH has a long, established commitment to engaging with customers in the issues that affect or interest them. We know the importance of this for improving service delivery.

Your views make a big difference, that's why we offer a number of ways for you to get involved.

We understand that it can be frustrating when issues you have raised aren't resolved but we do value all feedback and try our best to improve and develop services as a result of your involvement. We can't always change things but will let you know when this is the case and try to compromise wherever possible.

19%

said they are dissatisfied
with the updates BCH
provides on how involved
customer feedback has
been used and how it has
improved services.



We know we don't always get it right when it comes to feeding back on how your involvement has made a difference - that's why we've developed this newsletter, to keep you updated on the impact your involvement has had. Going forward, we'll be producing this newsletter on a 6-monthly basis for you.

Your feedback counts

We asked you what benefit you get from being involved with BCH; 22 of you answered with the following responses:

- 3** said there was no benefit to being involved
- 8** said making differences and helping to improve services for all residents
- 11** said feeling valued and being able to involve others by listening to concerns or helping to create a community feeling



We hope this newsletter helps to show the impact your involvement has had and how much we appreciate your engagement.

Our BCH Website...

Over the coming months, we'll be reviewing the information we share on our BCH website. We'd love for you to get involved in this review, by giving your views on current content, and what your thoughts on any relevant information which could be included.

If you have time to spare and are interested in helping us with this project, please get in touch!

BCH Involvement and Communications Team



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You can check out our BCH website by scanning the QR code or visiting www.bch.co.uk. You'll find information on all our involvement activities and other relevant news!

