

FEEDBACK MATTERS



Blackpool Coastal
Housing

Welcome to the 2nd edition of your Feedback Matters newsletter, designed to update you on the impact your involvement has made here at BCH! We hope you enjoy the read...

IN THIS EDITION...

We'll be focusing on involvement activity updates and outcomes from the beginning of October 2024 to the end of March 2025. This is also known as quarter 3 & 4 of the 2024/2025 financial year.

You can also read about how feedback from our wider customer base has impacted and helped to improve and develop services in the 'Customer Voice' section on page 4.

Activity updates

Mystery shopping scheme

After a successful pilot, our Mystery Shoppers completed a second exercise in March 2025 which focused 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 which will be discussed with senior management and an improvement action plan will be created to monitor outcomes from the exercise.

We'll provide a further update in the next edition!



Activity updates

Reading Panel

Our Reading Panel reviewed 5 documents during this period and the following changes were made as a result of feedback:

- ▶ The online version of the TOWER Progress report was made more accessible with backgrounds removed and fonts changed to ensure the document was clearer and easier to read.
- ▶ More information on the support and assistance which could be provided during damp treatment works was included within the Damp Treatment booklet.



No changes were required to 3 of the documents reviewed! All were published displaying the Tenant Friendly logo.

Complaints Panel

The Complaints Panel assisted with reviewing the Complaints section of the BCH website. Members confirmed this was clear, easy to understand and follow. However, there was some difficulty in navigating the online complaint form and so, following feedback, this has been changed to make it easier to complete.

At their last meeting, the Complaints Panel discussed performance for the year:

Overall number of complaints received have reduced compared to previous year

80% of complaints resolved at Stage 1

71% of escalated complaints upheld at Stage 2

We feel that the mandatory customer care training completed by all staff in 2024 has had a positive impact on the reduction in complaints.

TOP 5 COMPLAINT OUTCOMES...

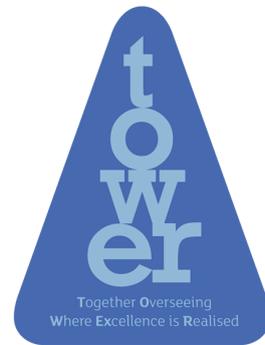
- 1 Explanation provided
- 2 Apology provided
- 3 Repairs completed
- 4 Individual/team discussion
- 5 Compensation awarded



LOOK OUT FOR OUR ANNUAL COMPLAINTS AND SERVICE IMPROVEMENT REPORT FOR MORE INFORMATION!

Activity updates

TOWER scrutiny



TOWER have been busy working in partnership with BCH's Performance Team to complete an internal review of the Repairs Service. The team completed benchmarking with other housing providers, interviewed staff and looked at complaints performance relating to repairs. Following this review, a report and action plan were produced which included areas for improvement and development. This action plan will be monitored by the Performance Team to ensure all targets are met.



Neighbourhood Panel

Our Neighbourhood Panel supports BCH to monitor the Neighbourhood Service, providing customer insight and collaboration. The Panel assisted in reviewing the ASB Policy to ensure this remains fit for purpose.

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 have also been organised in the Bispham area in response to customer concerns and feedback to further increase presence and ease of access in reporting issues.

Green Warden Scheme

During the winter months, our Green Warden volunteers help us to assess the work Fylde Council completes as part of the winter maintenance programme. This includes pruning trees and shrubs and weed treatment. 15 feedback surveys were received during this time.



Overall, 47% rated the standard of service as Good, 40% OK and 13% Poor

As a result of the feedback:

- Pathways were cleared where a build-up of algae had been identified and was causing a slip hazard.



As detailed in the last edition, following reports of unprofessional contractor conduct, a question has been added to the feedback survey to ensure any issues are picked up in a timely manner. It was reassuring to see that 92% of volunteers reported that the Grounds Maintenance Team were friendly, approachable and professional.

Clean Warden Scheme



Our Clean Warden volunteers continue to help us monitor the cleaning contract in our 3 storey blocks and ensure the areas are being maintained correctly. During this period, 40 surveys were returned from 20 wardens.

Overall satisfaction...



41% rated the standard of service as Good, 36% OK and 23% Poor

Additional Wet Floor signs have been purchased to ensure that there is sufficient signage for residents when cleaning is in progress.

Following reports of cigarette ends being left inside communal areas, the Neighbourhoods Team issued a letter to all residents in the locality to remind them that smoking is not permitted and to ensure the area is kept clean and tidy between cleaning contractor visits.



A number of volunteers said they'd seen a great improvement to the standard of cleaning - this has been passed through to the 5-AM team!

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:

Residents in the Claremont Court area were asked for their views on the external drying facilities near their homes. 31% responded with 56% stating that they would use the facility if it was improved. As a result of this, improvement works were completed and residents now have a refurbished area to use.

Partnering agency LeftCoast planned to improve the communal garden and drying area at Bostonway. Before works began, we sent a survey to residents to gain their feedback and help inform the plans. Work has now started to redevelop the area incorporating various facilities suggested by residents. We'll have a further update in the next edition!

As part of compulsory works to ensure all properties meet Fire Safety standards, a number of residents were asked what design and colour they would like for their new front door. The doors were then installed according to preference.

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.