

# **TOWER - Blackpool Customer Scrutiny Assembly**

## **Blackpool Coastal Housing Responsive Repairs Service Interim Report**

**November 2013**



*TOWER – Together, Overseeing Where Excellence is Realised*

*In Memory of Maureen Horn 1960-2013*

## Table of Contents

1	Introduction.....	4
1.1	Who we are .....	4
1.2	Why we are involved in Scrutiny .....	4
1.3	Why we chose the responsive repairs service .....	4
2	What we looked at .....	4
3	Who we spoke to:.....	6
4	What we found .....	6
4.1	Management of the responsive repairs call system and logging.....	6
4.2	Front Line Services.....	6
4.3	Customer Satisfaction.....	7
4.4	Value for Money .....	7
4.5	Performance monitoring .....	8
5	Customer Charter .....	8
6	Future Considerations .....	8
7	Key recommendations.....	8
8	To conclude and actions to be taken .....	9
9	Appendix 1 – Detailed list of Strengths, Areas for Improvements and Good Practice and Recommendations by TOWER.....	10
10	Appendix 2 – Customer survey – responses .....	16
11	Appendix 3 – Staff survey – responses.....	27

# 1 Introduction

## 1.1 Who we are

The Blackpool Customer Scrutiny Assembly (BCSA) is currently made up of five members. Our role is to scrutinise the performance and behaviour of Blackpool Coastal Housing (BCH) as an independent champion on behalf of all BCH customers. We act as a positive critical friend assessing the service that BCH provides.

Since the last review the BCSA have had discussions about branding and wanted their identity to reflect the partnership working with Blackpool Council, Blackpool Coastal Housing and agencies involved in providing a service to our customers. At a workshop in May the BCSA discussed the use of the name 'Tower' for the Assembly. It was agreed that using the name 'Tower' was in keeping with the town's identity and that excellence is the common standard that is sought by the Assembly and its partners, which is why the accompanying motto "*Together Overseeing Where Excellence is Realised*" was agreed.

TOWER designed a logo which has been adopted and will appear on all reports and associated documentation. References to the Assembly in this report will use the new identity 'TOWER' from this point forward.

## 1.2 Why we are involved in Scrutiny

TOWER aims to give residents more responsibility to hold BCH to account in shaping services and delivering continuous service improvements by keeping the customer at the heart of everything BCH does.

The individual members of TOWER care passionately about their homes, about BCH and the service that its customers receive and that's why they give up their time to volunteer on this group. They want BCH to be the best.

## 1.3 Why we chose the responsive repairs service

TOWER chose to review responsive repairs as this was an element of the service that was most frequently raised as an issue in the Customer Complaints and Feedback Service Review, based on this TOWER set the following scope for the scrutiny.

# 2 What we looked at

Prior to starting the review, TOWER received a presentation from the Technical Services Manager setting out the repairs and maintenance service. The service manager received a brief and a list of information, which had been drawn up by TOWER as part of a desk top review of the responsive repairs service. This helped us to scope our work and frame the service review.

A comprehensive list of documents and performance indicators used by Blackpool Coastal Housing was provided for review, including:

- Property Services operational strategy
- Property Services structure
- Planned maintenance programmes
- Repairs and Maintenance Strategy
- Performance information over the last two years, including:
  - Customer satisfaction surveys, feedback and how this is used to improve the service
  - 2013 property services analysis repairs satisfaction survey
  - 2012 -2013 Balanced Score Card
  - 2013 -2014 Balanced Score Card Performance benchmarking comparisons with other organisations and ALMOs in the Northwest and nationally
  - Summary of complaints relating to repairs
  - Improvement plans for the Repairs and Maintenance service
  - Disabled Adaptations customer information
  - Health and Safety information for customers
  - Out of Hours repairs policy information for customers
  - Rechargeable Repairs
  - Recharges policy
  - Responsive repairs
  - Tenancy Agreement
  - Compensation Payments Policy
  - Customer Feedback Procedure
  - Compensation Payments – BCH Information Series
  - BCH Website – [www.bch.co.uk](http://www.bch.co.uk)

Evidence was considered from the interviews with staff following the review of the complaints and customer feedback service and the action plan for actions relating to responsive repairs.

A customer survey was carried out during June – September 2013 to enable customers to put forward their views on the service they received.

A confidential staff survey was carried out to enable staff to identify good standards and areas where they believe there can be improvements.

We carried out mystery shopping exercises to log calls and follow through the work of the repairs hotline and what happens to the call.

We compared BCH with other registered housing providers, to include Gloucester City Homes, Cheltenham Borough Homes and Poole Housing Partnership and several others.

We looked at the National Standards and BCH's standards and local offers.

### **3 Who we spoke to:**

We undertook interviews and focus group structured interviews to:

Gather data on officer interpretation of services

Develop scrutiny understanding

Test assumptions we had about the service

We spoke to:

BCH staff

Mystery shoppers

To our friends and neighbours who are customers of BCH

We would like to acknowledge that we received full co-operation from the staff and other customers and would like to thank them for their time, support, honesty patience and co-operation in helping us to complete this review.

### **4 What we found**

We thank the BCH Team and staff for the strengths they have demonstrated and their commitment to the responsive repairs service. A summary of our findings is detailed below. A detailed list of all strengths, areas for improvement and recommendations are shown in Appendix 1.

#### **4.1 Management of the responsive repairs call system and logging**

In reviewing this aspect of the service TOWER concluded that the methods to report a repair are easy and that the staff on the hotline were polite and helpful and response times are generally good. TOWER concluded that the key areas that needed addressing were logging repairs from initial contact to completion.

This area would benefit from process mapping so that improvements can be made on the Orchard system, providing an overall approach to logging repairs through to completion and collecting, reviewing and acting on customer feedback. The full details of areas for improvement and recommendations are identified in Appendix 1.

#### **4.2 Front Line Services**

On reviewing the evidence from staff and customer feedback, TOWER concluded that although significant effort is being put into getting repairs right first time, technical officers have to manually check and look up anomalies when analysing materials used and stock which can be difficult when they are on and off site, an automated system would simplify the process.

Customer care could be improved significantly when carrying out repairs. In some cases identification (ID) is not being shown on arrival to a property, this is viewed as poor practice as customers, particularly vulnerable households, need to be able to feel confident that they are

giving access to legitimate callers. Access is usually given to those without ID as the customer wants their repair to be completed.

Vulnerable customers and elderly customers need to be able to hear tradesman knocking and be given sufficient time to answer the door, sometimes appointments are missed because of not being able to hear, or get to the door. If ID was not provided and tradesmen were turned away this should also be recorded.

There should be no cold calling; all internal and relevant external appointments should be pre-booked, including gas safety checks and MOTs (responsive repairs) should be carried out as a structured programme of work. There needs to be a protocol for appointments, customers are reporting that some operatives are either not knocking hard enough or giving enough time for customers to answer the door.

From speaking to staff and listening to feedback from the staff survey it was clear that communication needed to improve. Timescales for responding to repairs appeared unclear and it was felt that planned maintenance and cyclical repairs programmes could be communicated better. Not all staff knew where service standards were publicised. There was a suggestion relating to planning of repairs and having teams based in areas on specific days to avoid time wasted with travelling. Findings from the staff survey are given in Appendix 3.

The full details of areas for improvement and recommendations are identified in Appendix 1.

### **4.3 Customer Satisfaction**

A Mystery Shopper exercise was conducted during July and August by Mystery Shoppers and members of TOWER. A random sample of BCH customers, friends and neighbours who had received the response repair service in the last six months were interviewed to obtain feedback. Feedback was generally good and responses from customers are attached at Appendix 2. Some of the areas for improvement can be observed from the percentage of respondents' replies below and are reflected in our recommendations for improvement.

- 56% said the survey gave the opportunity to give a fair overview of the service
- 60% said ID was shown
- 46% said they were told what would happen following an assessment
- 11% said they were asked about shoe or floor coverings
- 29% said they were asked if electricity could be used for power tools
- 30% said if they needed to return they were told when or given an appointment
- 29% said they received a card if the tradesman could not gain access to their home

### **4.4 Value for Money**

TOWER concluded that keeping some contracts in-house such as kitchen and bathroom replacements is anticipated as being a money saver, enabling more replacements. Trades staff, are being trained to be multi-skilled. Approximately 12-13 staff are studying for their NVQ at Blackpool and Fylde College. All new staff will be multi-skilled. Emergency-out-of-hours service is contracted out – in order to achieve cost savings there is one price rather than per job call out. There are some reservations on the level of service delivery with only emergency repairs being handled and callers being told to call back or email during office hours for other issues such as ASB. Whilst it was encouraging to hear that BCH were trading with other organisations with the procurement of the repairs service TOWER are seeking assurance and evidence that the quality of the service to BCH customers will not be diluted.

The full details of areas for improvement and recommendations are identified in Appendix 1.

#### **4.5 Performance monitoring**

Links to team plans and organisational plans are from the top - in the national standards format and can be tracked through and technical officers regularly analyse information for trends. Van stock and materials are kept on vans and compared with PDA ordering helping to identify gaps that can become barriers to getting the repair right first time.

The ability to extract performance monitoring information is being addressed as part of a wider review and enhancements to the Orchard system, scheduled for completion by September 2013.

The full details of areas for improvement and recommendations are identified in Appendix 1.

### **5 Customer Charter**

Following the Complaints and Customer Feedback review it was agreed that the Customer Involvement Team work with TOWER to identify good practice and make recommendations through the Access and Customer Care Group. (Ref 6.1 Complaints and Customer Feedback Review Action Plan – Implementation scheduled for October 2013)

TOWER had concluded that the national basic government standards are covered but they are not exceeded and that the outcomes stated on the customer charter are not SMART.

Everyone (including contractors, Blackpool Council, and sub contractors) should adhere to the customer charter as set out by BCH. BCH must take the responsibility for ensuring that they do keep in line with HouseMark performance benchmarking.

The Customer Involvement Team to schedule in this piece of work.

### **6 Future Considerations**

This is an interim report and our review will also consider other services provided by the Property Services Division, to include procurement, contractor performance, cyclical and planned maintenance.

### **7 Key recommendations**

TOWER have detailed a number of areas for improvement each of which BCH are asked to consider and have consolidated these into a number of more detailed recommendations which are shown in Appendix 1. The significant areas to address are:

- The implementation of agreed actions and recommendations from the review of complaints and customer feedback
- Management of the responsive repairs call system and logging
- Staff need to consider customers' homes, in particular emphasising the offer to use shoe coverings
- BCH staff and anyone contracted by BCH should always show ID



- Implement a no cold-calling approach, with appointments being booked and reminders sent the day before the appointment
- Feedback on contractor performance considered at monthly partnering meetings should be published in Service Improvement Panel minutes in the same way customer complaints and compliments are, showing actions to address issues

## **8 To conclude and actions to be taken**

TOWER would like BCH to populate an action plan which we would like to receive back by 17 December 2013.

TOWER would like BCH to address each area for improvement and each of the overarching recommendations.

The action plan produced must be “SMART” and a table is required detailing all the areas for improvement and recommendations as outlined in Appendix 1, together with the response stating the Action to be taken, by whom and by when.

We will make ourselves available to officers to clarify any issues raised and we will support BCH by commenting and helping BCH shape the new ways of working. TOWER are also willing to work with and carry out further research or analysis in order to assist BCH in meeting any of the recommendations or areas for improvement.

TOWER look forward to moving on to reviewing and making recommendations to improve contractor performance and planned maintenance services in partnership with BCH and the Council, and look forward to working with BCH in our future service reviews.

Finally TOWER would like to thank BCH staff and residents for giving up their time to help us with this report.

## 9 Appendix 1 – Detailed list of Strengths, Areas for Improvements and Good Practice and Recommendations by TOWER

Strengths	Areas for improvement and Good Practice	Recommendation
<b>4.1 Management of the responsive repairs call system and logging</b>		
<ul style="list-style-type: none"> <li>• Methods of Reporting repairs are efficient</li> <li>• Staff on the help line are polite and helpful</li> <li>• Response times are generally good</li> <li>• BCH repair staff are becoming multi skilled with new training</li> <li>• Repairs computer system seems to run well (some development work is still needed)</li> </ul>	<ul style="list-style-type: none"> <li>• Calls to repairs are not given a log number only a job number, a log number should be provided for all calls so that call handlers know the history of an enquiry and timescales can be monitored to improve efficiency and effectiveness of the service (Ref 1.3 Complaints and Customer Feedback Review Action Plan)</li> <li>• Continuing to receive texts after a job has been cancelled can be misleading</li> <li>• Appointment letters are often received on or after the day the work has been completed</li> <li>• Return slips have important information on which is needed for customers, but they are asked to send these back</li> <li>• Some risk assessments are not on PDA's – scoping exercise needed across BCH so that relevant staff can use mobile devices when they are on site. Telecetera development is 12-24 months away</li> <li>• Surveys on the PDA's don't link to the Housemark satisfaction survey, having consistency would produce more meaningful</li> </ul>	<ul style="list-style-type: none"> <li>• Call logging and provision of a customer reference number for every call</li> <li>• Texting or a courtesy call on the day of the repair</li> <li>• Options for electronic contact and feedback if email is available</li> <li>• Customers to be reminded to put their name and address on their text messages when reporting a repair</li> <li>• Keep satisfaction questions to a minimum, address design format so that customer retains important information if forms or letters are in paper format</li> <li>• Build in option for customer feedback on PDAs, linking to Housemark survey questions to improve consistency of information, enable feedback immediately after the job has been completed</li> </ul> <p>BCH to take into account customer contact in process mapping and facilitate better options for contact and feedback addressing: Also a way of indicating that a customer has mobility or sight/hearing difficulties when attending a property allowing them time to respond to a caller - possibly a colour coded sticker that they could have in their front door window</p>

Strengths	Areas for improvement and Good Practice	Recommendation
	<p>information</p> <ul style="list-style-type: none"> <li>Defects and liabilities information on snagging can be difficult to find and track effectively, an important element of monitoring and responding to contractor performance</li> </ul>	
<b>4.2 Front Line Services</b>		
<ul style="list-style-type: none"> <li>Strategies are being employed for getting it right first time, looking at van stock and recording it</li> <li>Have a lone worker scheme panic button on PDA's</li> <li>Arrangements are in place for local suppliers to be able to deliver stock directly to site, providing a more efficient service and enabling timescales to be adhered to</li> <li>Timescales from the time of receiving the request for a repair to arrival, assessing and remedying the repair is reasonable</li> </ul>	<ul style="list-style-type: none"> <li>Customer care could be improved by, for example, offering to wear shoe coverings or use floor coverings on entering properties, our customer survey shows this is not always happening. In terms of equality and diversity, some religious groups will want shoes removed before access to the home</li> <li>In some cases ID is not being shown, this is poor practice and customers, particularly vulnerable households, need to be able to feel confident that they are giving access to legitimate callers</li> <li>In our customer survey it was cited that some BCH operatives treat the home like a building site</li> <li>There is a difference in the service between the repair carried out by BCH or a contractor, BCH are more polite. There was a "you live in a council house shut up" attitude, also the opposite, "looking after you gives us a job". Politeness costs nothing. "We are categorised as tenants and not customers"</li> <li>There needs to be a protocol for appointments,</li> </ul>	<ul style="list-style-type: none"> <li>BCH to develop a customer care strategy using customer feedback and staff feedback to improve performance</li> <li>ID must be shown on every occasion as stated in the Repairs and Maintenance Service Standards. A password is given for utilities; BCH could take this approach for the repairs service.</li> <li>An extra package should be implemented for the ability to allow a third party to speak on behalf of customers who find it difficult to communicate themselves.</li> <li>Reasons for not gaining access to a property must be recorded, including ID not being available</li> <li>Customer feedback surveys to incorporate questions on ID, using shoe or floor coverings, cleaning up and making and keeping appointments. Outcomes to be considered in contract monitoring and procurement of future contracts</li> <li>Needs to be clarity on how contractors feed back to BCH when a customer provides feedback on performance or if there is a problem</li> <li>There should be no cold calling; all appointments should</li> </ul>

Strengths	Areas for improvement and Good Practice	Recommendation
	<p>customers are reporting that some operatives are either not knocking hard enough or giving enough time for customers to answer the door</p> <ul style="list-style-type: none"> <li>• There is a perception that scheduling of repairs could be improved with vans arriving on site very early and/or remaining on site for considerable lengths of time after repairs are completed</li> <li>• Issue with communal area repairs not being fed back to the person reporting it – a new procedure has been implemented in the last 3 months to ensure this happens – there needs to be a mechanism for checking this is working on the system</li> <li>• All technical officers have to manually check and look up anomalies when analysing materials used and stock which can be difficult when they are on and off site, they would love to have a system that automates the process</li> </ul>	<p>be pre-booked, including gas safety checks and relevant external repairs. MOTs should be a structured programme of work</p> <ul style="list-style-type: none"> <li>• There needs to be SIP involvement in monitoring action plans for improvements</li> </ul>
<b>4.3 Customer Satisfaction</b>		
<ul style="list-style-type: none"> <li>• Customers appear to be happy with BCH methods for reporting a repair, for example text, email etc</li> </ul>	<ul style="list-style-type: none"> <li>• Perception that for non-response to surveys, replies are regarded as satisfied, boosting the satisfaction level. SIPs should be asking about</li> <li>• The “very dissatisfied” responses, details are not given, they should feel confident to challenge and question this. SIPs had been advised that a response rate of 33% is good, but other organisations can achieve more.</li> </ul>	<ul style="list-style-type: none"> <li>• BCH to adopt measures to improve response rates. Reminder mailings and incentives are popular for boosting response rates, follow up phone calls are also effective and can yield response rates in excess of 50%</li> <li>• Using technology to receive real time customer feedback, such as PDAs is viewed as customer focused and should be an option for customers wanting to participate, unique PIN numbers for jobs can ensure integrity of responses for</li> </ul>

Strengths	Areas for improvement and Good Practice	Recommendation
	<ul style="list-style-type: none"> <li>Computers at Abingdon Street are still not accessible to wheelchair users for customers coming into the office to report a repair.</li> </ul>	<p>participants.</p> <ul style="list-style-type: none"> <li>BCH to review accessibility issues at offices, in particular Abingdon Street</li> </ul>
<b>4.4 Value for Money</b>		
<ul style="list-style-type: none"> <li>Local employment initiatives increasing continuity, giving rise to local priorities</li> <li>Keeping some contracts in-house such as kitchen and bathroom replacements can save money – evidenced by cost comparisons – potentially increasing the number of replacements for the same money</li> <li>Starting to analyse end to end processing on jobs and what a particular job in its entirety</li> <li>Trades staff are being multi-skilled. Approximately 12-13 staff are completing their NVQ at Blackpool and Fylde College. All new staff will be multi-skilled</li> </ul>	<ul style="list-style-type: none"> <li>Have problems and struggle to recruit suppliers with trade’s availability in the area. Not a big pool to choose from.</li> <li>The merging of the area offices and care and repair staff – decisions still to be made over the next 6 months as to how this will impact the service.</li> <li>Policies and procedures are updated on an ad hoc basis mainly reactively. There needs to be a regular programme to review and update procedures, linking into performance reviews and customer feedback</li> <li>There is anecdotal evidence of materials being sent to landfill, this may not be providing the best value for money. There may also be opportunities to save left over paint for tenancies who could make good use of it, or send to the charity Refurb (Wyre &amp; Fylde) Ltd</li> </ul>	<ul style="list-style-type: none"> <li>BCH to develop a rolling programme of reviews with SIPs informed by performance monitoring, customer and staff feedback</li> <li>BCH to develop a communication strategy for service reviews, and reviews of policies and procedures</li> <li>A communication strategy on progress with reviewing arrangements should be available for staff and customers to ease a smooth transition</li> </ul>

Strengths	Areas for improvement and Good Practice	Recommendation
	<p>for redistribution</p> <ul style="list-style-type: none"> <li>• BCH are negotiating a repairs contract with Abbeyfield Housing. Whilst it is encouraging to hear that BCH were trading with other organisations with the procurement of their repairs service TOWER are seeking assurance and evidence that the quality of the service to BCH customers will not be diluted</li> <li>• Emergency-out-of-hours service is contracted out – in order to achieve cost savings there is one price rather than per job call out. There are some reservations on the level of service delivery with only emergency repairs being handled and callers being told to call back or email during office hours for other issues such as ASB</li> </ul>	
<b>4.5 Performance Monitoring</b>		
<ul style="list-style-type: none"> <li>• Links through to team plans and organisational plans are from the top - in the national standards format and can be tracked through</li> <li>• Technical officers regularly analyse information for trends</li> <li>• Van stock and materials are kept on vans and compared with PDA ordering</li> </ul>	<ul style="list-style-type: none"> <li>• Not quick at, but getting better at analysing trends, for example, plumbing jobs weren't right first time due to not having the right kit for blocked drains on the van</li> <li>• Performance indicators show that in the first quarter of this year the two emergency response repairs that were not within timescale were due to materials not being available. Non-availability of materials also impacted on day-to-day repairs and getting it</li> </ul>	<ul style="list-style-type: none"> <li>• Logging difficult to source materials to help in identifying solutions should be made possible on the Orchard system</li> <li>• TOWER recommend that emergency repairs target completion times should be 100% as these repairs were classified as emergency for health and safety reasons</li> </ul> <p><i>(Ref 2.1 Complaints and Customer Feedback Review Action Plan - September 2013)</i></p> <p>Review current performance monitoring and reporting process. Enhance Orchard system to enable performance</p>

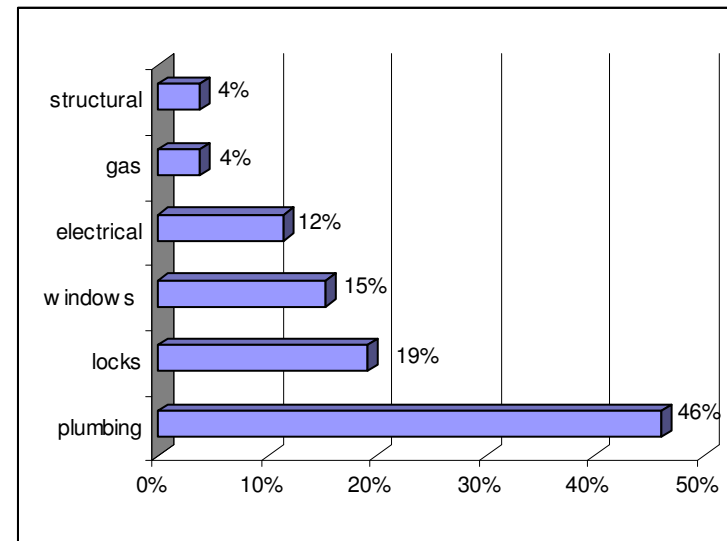
Strengths	Areas for improvement and Good Practice	Recommendation
<ul style="list-style-type: none"> <li>Only 2/767 emergency repairs were not completed within timescale in the first quarter of 2013/14, response times seem generally good</li> </ul>	<p>right first time</p> <ul style="list-style-type: none"> <li>Over 6% of calls to the repairs hotline were abandoned in the first quarter of 2013/14, missing the target of 97%, should we expect that 3% of callers will have to abandon their call, strategies to attain a minimum of 98% should be considered in the technology review</li> <li>Feedback on contractor performance is considered at monthly partnering meetings, details were not available from the last SIP minutes, these should be published in SIP minutes in the same way customer complaints and compliments are, showing actions to address issues, currently feedback on contractor performance is listed in the partnership meeting minutes, but no actions for improvement are tabled</li> <li>Benchmarking with Sandwell Homes, Northward Housing, Liverpool Housing Trust and Wolverhampton Homes is taking place, as outlined in the SIP minutes, findings publicised in the minutes so that TOWER and other interested parties can view findings</li> <li>There were examples of non-response, with repairs that have been carried out showing on the system as being complete. Actions were only taken when raised with the customer involvement team.</li> </ul>	<p>data to be produced. Develop process for discussing performance across teams. Develop learning from analysis of performance</p> <ul style="list-style-type: none"> <li>Agree performance reporting requirements for service managers</li> <li>Develop reporting process</li> <li>Include performance reporting within communication process</li> <li>Identify training needs of SIP members so they can understand and challenge service performance</li> <li>Agree higher level reporting with Access and Customer Care Group</li> <li>Other ways of communicating, including the use of social networking, including Facebook and Twitter should be considered in any communication strategy Issuing cards with emergency numbers on would be useful for customers, in addition to the information published in Viewpoint</li> </ul>

## 10 Appendix 2 – Customer survey – responses

What type of property do you live in?		
Flat	16	57%
House	9	32%
Bungalow	2	7%
Other (please specify)	1	4%
	28	

### Please tell us about the last repair you had and where it was located in your home?

Bulbs in fire  
 Toilet cistern, bathroom  
 2 days, windowsill (2005)  
 Leak in bathroom ceiling  
 Toilet in the bathroom  
 Ballcock bathroom  
 Rear door of flat  
 Blocked sink in bathroom hand basin  
 Bedroom window  
 Leak from water pipe under sink in kitchen  
 Waste pipe on sink, kitchen  
 Water pipes to kitchen and bathroom  
 Downstairs windows  
 Rear door  
 Front door lock  
 Leaking ballcock valve, bathroom  
 Leaking pipe at back of toilet, bathroom  
 Sensor on outside light  
 Leaking gutters front of house  
 Broken door lock back door  
 Water leak on the heating boiler in the kitchen  
 Broken back door  
 Bathroom tap  
 Gas fire  
 Water heater  
 Leaking front lounge window. Repair assessed by workmen.





<b>How did you report the repair?</b>		
On the telephone	22	73%
In person	2	7%
Text	1	3%
Letter	0	0%
On-line on the website	3	10%
Other (please specify)	2	7%
<i>Mobile</i>	30	
<i>Housing office, Grange Park</i>		

<b>If you reported the repair on the phone, how long did it take before someone answered the phone?</b>		
Straight away	13	57%
I was held in a queue	9	39%
The phone was engaged	0	0%
I had to ring back	1	4%
Not applicable	2	9%
	23	

<b>Please tell us how you rate the customer service skills of the hotline operator who assisted you</b>		
Very good	15	65%
Good	6	26%
Average	2	9%
Poor	0	0%
Very poor	0	0%
	23	

**Do you have any comments to add about your experience on the hotline?**

Front door lock was jamming. I was told 7 days, however if it got worse please ring back, it then becomes emergency.

The young man was very helpful

Two calls made one month apart. First call operator did nothing. Second was very sorry and said she would mark the repair as urgent three months after being reported.

<b>If you reported your repair in person how would you rate the customer service skills of the person who assisted you?</b>		
Very good	<b>3</b>	<b>38%</b>
Good	<b>3</b>	<b>38%</b>
Average	<b>1</b>	<b>13%</b>
Poor	<b>1</b>	<b>13%</b>
Very poor	<b>0</b>	<b>0%</b>
Not applicable	<b>11</b>	
Do you have any comments to add about your experience at the location where you reported the repair?	<b>2</b>	
	<b>8</b>	

**Do you have any comments to add about your experience at the location where you reported the repair?**

Assessor came out to book job. Very capable.

Should have been reported by Read and Errington but wasn't.

<b>If you used a text to report your repair how long did it take for a member of the hotline team to call you back?</b>		
The same day	<b>2</b>	<b>67%</b>
The next day	<b>0</b>	<b>0%</b>
They didn't get back to you	<b>1</b>	<b>33%</b>
I had to report the repair again	<b>0</b>	<b>0%</b>
Not applicable	<b>12</b>	
	<b>3</b>	

<b>If you reported your repair via the website, did you receive a letter confirming your appointment?</b>		
Yes	<b>3</b>	<b>75%</b>
No	<b>1</b>	<b>25%</b>
I had to report the repair again		
Not applicable		
	<b>4</b>	

<b>If you gave a mobile phone number did you receive a text to remind you about your repair appointment the day before?</b>		
Yes	<b>9</b>	<b>69%</b>
No	<b>4</b>	<b>31%</b>
Not applicable	<b>9</b>	
	<b>13</b>	

<b>Once you reported your repair, did you receive an appointment confirmation and a satisfaction survey through the post?</b>		
Yes	<b>22</b>	<b>81%</b>
No	<b>5</b>	<b>19%</b>
Not applicable	<b>0</b>	
	<b>27</b>	

<b>If you received an appointment confirmation and a satisfaction survey did it have the correct details of your repair and time and date of the appointment?</b>		
Yes	<b>23</b>	<b>88%</b>
No	<b>2</b>	<b>8%</b>
I did not receive an appointment or satisfaction survey	<b>1</b>	<b>4%</b>
	<b>26</b>	

<b>Did you complete and return the satisfaction survey?</b>		
Yes	<b>22</b>	<b>88%</b>
No	<b>2</b>	<b>8%</b>
I did not receive an appointment or satisfaction survey	<b>1</b>	<b>4%</b>
	<b>25</b>	

**If you didn't complete the satisfaction survey, can you tell us why?**

I received an appointment but not a satisfaction survey

Haven't received one. Told inspector would call but turned up unexpectedly at the door.

The reason we didn't have a letter was because a repair wasn't fixed first time

What's the point, BCH don't act on it. Don't write back acknowledging if its a good or bad job.

Don't listen.

Did not get one

I don't believe that they read them all, when you fill them in because you keep on reporting the same thing over and over.

<b>Do you agree that the satisfaction survey gave me the opportunity to give a fair overview of the service?</b>		
Strongly agree	<b>4</b>	<b>16%</b>
Agree	<b>10</b>	<b>40%</b>
Neither agree or disagree	<b>6</b>	<b>24%</b>
Disagree	<b>3</b>	<b>12%</b>
Strongly disagree	<b>1</b>	<b>4%</b>
I did not receive a satisfaction survey	<b>1</b>	<b>4%</b>
	<b>25</b>	

<b>Can you tell us who carried out your repair, was it: (please tick all that apply)</b>		
Blackpool Coastal Housing	<b>16</b>	<b>67%</b>
Read and Errington	<b>4</b>	<b>17%</b>
Tec Elec	<b>1</b>	<b>4%</b>
Mears	<b>0</b>	<b>0%</b>
Forest	<b>0</b>	<b>0%</b>
I don't know	<b>2</b>	<b>8%</b>
Other (please specify)	<b>1</b>	<b>4%</b>
Not been completed	<b>24</b>	

<b>Did a tradesperson contact you to say they were on their way to your appointment?</b>		
Yes	<b>8</b>	<b>33%</b>
No	<b>16</b>	<b>67%</b>
	<b>24</b>	

<b>Was the tradesperson on time for your appointment?</b>		
Yes	<b>22</b>	<b>92%</b>
No	<b>1</b>	<b>4%</b>
I did not receive an appointment	<b>1</b>	<b>4%</b>
	<b>24</b>	

<b>Did the tradesperson show you appropriate ID?</b>		
Yes	<b>15</b>	<b>60%</b>
No	<b>10</b>	<b>40%</b>
	<b>25</b>	

<b>Was the tradesperson polite?</b>		
Yes	<b>23</b>	<b>96%</b>
No	<b>1</b>	<b>4%</b>
	<b>24</b>	

<b>If you had an inspector out to assess your repair, did he explain what would happen to get your repair completed?</b>		
Yes	<b>6</b>	<b>46%</b>
No	<b>7</b>	<b>54%</b>
I did not have an inspection	<b>8</b>	
	<b>13</b>	

<b>Did the tradesperson use shoe or floor coverings, or offer to, during your repair?</b>		
Yes	<b>2</b>	<b>11%</b>
No	<b>16</b>	<b>89%</b>
Not applicable	<b>5</b>	
	<b>18</b>	

<b>Did the tradesperson ask if they could use your electricity for their power tools?</b>		
Yes	2	29%
No	5	71%
Not applicable	15	
	7	

<b>Did the tradesperson ensure that your front door was shut and secure each time they had to get equipment from their van?</b>		
Yes	12	92%
No	1	8%
Not applicable	10	
	13	

<b>Did the tradesperson clean up after themselves?</b>		
Yes	20	91%
No	2	9%
	22	

<b>Was the job completed on the first visit?</b>		
Yes	19	83%
No	4	17%
	23	

<b>If the tradesperson had to return to complete the job did they tell you when they would return or make you another appointment?</b>		
Yes	3	30%
No	7	70%
Not applicable	9	
	10	

<b>If you needed a second appointment to complete the repair did the tradesperson attend the job on time?</b>		
Yes	5	56%
No	4	44%
Not applicable	10	
	9	

<b>Did the repair resolve the problem so that you didn't need to call back to report it again?</b>		
Yes	20	77%
No	6	23%
	26	

<b>If the tradesperson could not get access to your home did you receive a card to say someone had called?</b>		
Yes	2	29%
No	5	71%
Not applicable	10	
	7	

<b>Did the tradesperson knock hard enough and give you time to answer the door?</b>		
Yes	19	73%
No	7	27%
	26	

<b>If you gave a mobile phone number, were you offered a satisfaction survey via a text message after the repair was completed?</b>		
Yes	7	41%
No	10	59%
Not applicable	6	
	17	

<b>Do you or anyone in your household use a wheelchair?</b>		
Yes, I do	0	0%
Yes, a member of my household does	1	8%
No	11	92%
Prefer not to answer	0	0%
	12	

<b>Do you have any health conditions or impairments which affect you, such as: (please tick any that apply)</b>		
Vision, for example blindness or partial sight	0	0%
Hearing, for example deafness or partial hearing	4	29%
Mobility, for example walking short distances or climbing stairs)	2	14%
Dexterity, for example lifting and carrying objects, using a keyboard)	0	0%
Learning or understanding or concentrating	0	0%
Memory	0	0%
Mental health	0	0%
Other	0	0%
No, none of the above	6	43%
Prefer not to answer	2	14%
If you answered other please specify:	0	0%
	14	

<b>Is English your first language?</b>		
Yes	12	100%
No	0	
Prefer not to answer	0	
	12	



**Are there any other comments you would like to make regarding the repairs service?**

The young man was very polite and did a very good job

It took four visits to complete the repair

He was a very nice young man and did not make a mess

Very good service thanks. Had to rebook the repair as it could not be completed due to the weather.

All repairs carried out by BCH and Read and Errington very good

Window leaking only after double glazing was installed. Reported repair over a year ago, continuously to date. Sent workman last month via repairs hotline. Water ingress causing damage to ceiling recess and paintwork. Towels are needed on window shelf to stop puddles.

No real complaints, workman good, pleasant, did show ID.

Respondent thought the day to day repairs responsibility included internal doors, but not internal wall and floor.

The tradesman had to be told to go back to the van to fetch his ID

Respondent referred to a windowsill repair in 2005, the same level of service was not received for other repairs. The windowsill is a major cause for concern, currently a legal matter, the responses to the questionnaire refer to other repairs. In general terrible, seem to be messing about, lack of respect, message seems to get lost between office, inspectors, repair.

Respondent thought that Forest were responsible for window and outside door renewals, all other repairs were believed to be the responsibility of the day to day responsive repairs department.

Letter arrived after repair date

None

They do a good job overall

Could have fixed it myself but was not offered this option

Very happy with services from BCH

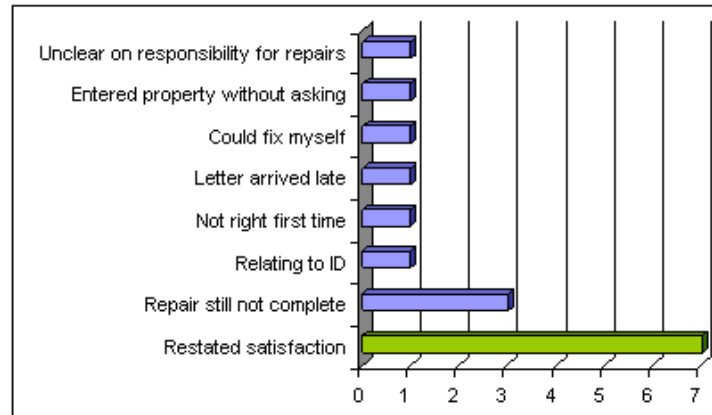
When a tradesperson say they are calling back, they don't turn up. You can wait in all day. I have been waiting two weeks today to finish my living room windows off and to help me put up my net curtains, and he's not painted the sides of the window and the kitchen window, there is something wrong with it, I was told we were having all the windows done after Christmas last year. It is now 6 months on and we still have not got top windows done and still not put door rails up outside front and back.

Parking and access issues

Windows and nets not finished -  
wasn't aware of handyman service

Contractors accessing property without permission

Handrails needed



## 11 Appendix 3 – Staff survey – responses

### TOWER staff survey of response repairs service October 2013

As part of the review of the response repairs service TOWER wanted to identify staff knowledge and skills, and look at any areas of concern for staff or areas that could be improved. They worked with BCH to draft a short customer survey. The participation rate was quite low but there were enough responses to identify areas that may need further attention.

These are some headline findings from those who took part:

**70% of staff knew the timescales for responding to emergency repairs, only 58% knew timescales for non-urgent repairs.**

**48% of staff knew where timescales were published if asked by a customer**

Making information more easily available, particularly planned maintenance, was considered as needing improvement, particularly if you take into account those who answered “I don’t know”

#### How well do you think we publicise information or explain the services we provide to our customers in terms of:

Responsive day to day repairs

Inspections, explaining what work will be carried out where relevant

Service standards and our customer charter

Planned maintenance, such as Decent Homes work and cyclical repairs

Very well	Reasonably well	Not very well	We could improve	I don't know
6 <b>26%</b>	9 <b>39%</b>	2 <b>9%</b>	1 <b>4%</b>	5 <b>22%</b>
3 <b>14%</b>	11 <b>50%</b>	1 <b>5%</b>	1 <b>5%</b>	6 <b>27%</b>
5 <b>23%</b>	10 <b>45%</b>	1 <b>5%</b>	1 <b>5%</b>	5 <b>23%</b>
5 <b>23%</b>	7 <b>32%</b>	3 <b>14%</b>	2 <b>9%</b>	5 <b>23%</b>

**83% of staff said they were able to respond to service requests within reasonable timescales on most occasions, barriers were identified as:**

- Being constantly interrupted and having to drop one job to go and pick up another job or person before virtually finishing the job first assigned
- Too much work to do, not enough help doing admin work

**Only 30% of staff knew where to find published service standards**

## **8% of staff were dissatisfied with the level of skills and knowledge they had to do their job**

### **Staff were asked which parts of the service BCH need to improve and how:**

- Building supplies need to be better
- More staff on the front line. Less managers. Multi-skilling for all staff, not just the chosen few.
- Need a few more trades people. Multi-skilled operating is OK but more dedicated trades are needed.
- None pretty good
- All very good
- Need to inform tenants on frequency on planned maintenance
- HR out of touch with the front line
- All I find that middle and senior managers don't involve their staff at the correct time when project are started
- I'm still learning about the services BCH provide so don't feel able to comment, but information appears to be readily available to both staff and customers
- Keeping the customer informed, communicate, even if the answer to the question they have asked isn't going to be what they want to hear

### **Staff were asked which parts of the service do BCH best address and why:**

- Day to day service
- Response very fast
- All services excellent
- None we seem to be fire fighting all the time we are not given enough time to carry out our work in a correct and proper manor
- Still learning. However, communication to staff and between departments seems to be very prompt and readily available.

### **Staff were offered further opportunity to comment:**

- All good
- I don't feel that my skills are being properly used or recognised. Communication needs to be improved.
- Planning of jobs needs to be improved, eg if teams were based in one area per day, time that is currently wasted by travelling from one part of town to the other could be saved.
- staffing levels in some areas are inadequate and too much admin work to do that take us away from the technical work that we should be doing where some areas they get staff more easily