

You Said, We Did!

Quarter 1 and 2 (2021/22)

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Introduction

Following each quarter, we hold Service Feedback Meetings, and meet with managers to review customer feedback from satisfaction surveys and complaints. If there are any trends or significant increases in satisfaction/dissatisfaction, managers are asked to report back any actions they have developed to improve the service for customers.

Please find a selection of the actions developed during Quarter 1 and 2 of 2021/22 listed below (from 1st April 2021 to 30th September 2021).

Quarter 1

You Said

On our Day to Day Repairs Survey, 84% of the customers we contacted said that their repair was completed right first time in Quarter 1 of 2021/22.

We Did!

A range of improvements have been developed to increase satisfaction in this area:

- A review of van stocks is underway. The first part is complete, and the OVH Asset Management Team is reviewing what is being used on a daily basis. They are looking at what is carried on the vans, to ensure that quantities are sufficient, to try and improve their ability to fix a repair on the first visit.
- A monthly meeting is in place to review van stocks as well and identify any problems.
- Van stocks are discussed with staff at regular 'Toolbox Talk' sessions, along with any other issues raised by customers, such as missed appointments, and arriving at jobs on time. There are individual conversations with staff, too, to improve performance.
- The team has worked with the Customer Service Centre, to ensure they have sufficient knowledge to be able to diagnose repairs and assign the correct worker to a job. 3 training sessions were carried out in total, and any feedback or suggestions from Customer Service Centre staff was communicated back to SPS.
- Some sickness has impacted on performance (due to Covid), so SPS have new agency operatives in place to assist them.

You Said

Similarly, on the Gas Repairs Survey, 82% of customers in Quarter 1 said that their repair was completed during the first visit. This is the same as the Quarter 4 2020/21 figure of 82%.

We Did!

Any outstanding issues have been resolved for the customers who said they were dissatisfied during Quarter 1. Many jobs required two parts, or two teams to fix, so it was not possible to carry out the repair in one appointment.

Customer satisfaction is reviewed in depth, every month. There is an ongoing action for Sovini Property Services to review van stocks and ensure that they carry enough of the parts they need. There is a month-on-month review of performance with Sovini Property Services, too. OVH will also be checking which parts will be required for the winter months, when a higher number will be required. There is a constant drive in the team to improve performance.

You Said

15 complaints were received during Quarter 1, regarding the service provided by the Gas and Compliance Team. 10 of these were Upheld or Partially Upheld. The type of complaints includes poor work, length of time to carry out the job, and poor communication.

We Did!

Toolbox Talks sessions will be undertaken with staff about the quality of communication. Also, they will be reminded to keep detailed notes and pictures, to record the work they are doing. This will help with identifying any issues in future.

There were some problems booking in gas servicing appointments, which has now been resolved.

As mentioned in the item above, van stocks are continually reviewed. With winter approaching, van stock will be increased. The app which staff use to order parts has been revamped, so they will be available to them in a faster timescale, and more stock will be made available. This should help with completing jobs to a high standard, and during the first visit.

You Said

Satisfaction with the quality of improvement work has decreased slightly during Quarter 1 of 2021/22, with 96% satisfied (lower than the Quarter 4 2020/21 figure of 99%).

We Did!

The team agreed that communication could have been better in some cases. They will look to improve communication, especially if a job is likely to take longer than originally expected.

An increased amount of information is now being provided to customers at the beginning of the process, so they know what they can expect. However, minor snagging issues can still have an impact, especially as a very high number of jobs completed over the quarter. As part of the contract, a Tenant Liaison Officer is in place to give their telephone number to the customer, so they can call them if there are any issues. These are then dealt with by the team as they come in.

The team review the feedback from complaints and satisfaction on a regular basis, and are looking to tighten up on the process, and improve on this.

You Said

Satisfaction with the condition of new properties, when a customer moves in, was 83% in Quarter 1. This is lower than Quarter 4, when satisfaction was 98%.

We Did!

There is a meeting which takes place every Thursday, to discuss the work carried out on properties before a tenant moves in. Performance and satisfaction are discussed and analysed in-depth. Items for discussion are sent round in advance, so everyone who attends are aware of any issues which are outstanding.

Void properties are inspected by a supervisor, though there are some things which are difficult to pick up at the time. However, the team will work to resolve anything outstanding if it is raised by a staff member or customer. Any exceptions are dealt with by raising with Sovini Property Services operatives in Toolbox Talk sessions or raising individually with operatives/cleaners.

You Said

20 Complaints were received by the Neighbourhood services Team in Quarter 1, with 8 of these upheld.

We Did!

One of these complaints was regarding the way an ASB case was handled. To remedy this, the team are carrying out regular audits and continual monitoring of ASB cases to ensure this doesn't occur in future.

Seven more were regarding the length of time taken to deal with requests for service. Feedback has been provided to staff, who have been instructed to ensure that enquiries/requests for service are followed up on in a timely manner, so that customers aren't left waiting for a response.

You Said

91% of customers were satisfied were you with the overall cleaning service in Quarter 1 of 2021/22. This is an improvement when compared to the Quarter 4 2020/21 satisfaction of 86%.

We Did!

The contractor was under an improvement notice during the previous quarter. This was down to not spending enough time on site, the attention to detail, and the standard of cleaning products they used. However, there has been a noticeable improvement in the standard since then, so they were taken off this. They will be closely monitored going forward, however, to ensure the standard is maintained.

Sites are being audited at the rate of 100 a week, and the contractor are sent these findings they are instructed to resolve any uncleanliness (if this is found to be the case). A separate team has been put in place, to take the pressure off day-to-day cleaning personnel, and ensure that sites are re-cleaned, if necessary.

You Said

On the Grounds Maintenance Survey, customer satisfaction with weeding was 93%, and litter picking was 92% in Quarter 1 of 2021/22.

We Did!

Due to circumstances beyond their control, the team are having to use more weed control chemicals than they have done in previous years. However, this work is weather dependent, and if the ground is too wet due to rain, then herbicide cannot be used. In this instance, weeds will be trimmed until the next visit when chemicals can be used to remove them.

Cycles of work are also increasing, with grass being cut more frequently. This makes it easier to maintain the length and keep the area tidy.

Litter picking is scheduled to take place every 2 weeks but is sometimes carried out more frequently, depending on how fast the teams can get round each site. The amount of litter can depend on the area, and high-rise blocks have been identified as more of a problem. If requested, the team will attend more regularly (subject to availability).

Quarter 2

You Said

On our Day to Day Repairs Survey, 96% were satisfied with the work carried out at their property during Quarter 2 of 2021/22.

We Did!

Daily discussions are in place to ensure that jobs are raised on the same day, or the next day if this is not possible. Also, the team are making sure that follow up jobs are raised in adequate timescales, too.

Length of time was acknowledged as a problem, and there has been some instances where communication could have been improved. Sovini Property Services has been working to complete the backlog of repairs, because of Covid-19, and every job from last year is now complete.

The quality of reports available to the team has improved, so staff can identify any outstanding jobs more easily than before. The size of jobs can be an issue, so effective project management and improved communication is in place to manage customer expectations about the length of time a job may take.

Ensuring that repairs are diagnosed correctly when they are reported, and ensuring this happened each time, is a key part of the improvements the team is putting in place. Work is being carried out with the Customer Service Centre, to ensure that jobs are being assigned to the right operative. If this is managed effectively from start to finish, it will improve customer satisfaction, as the correct operative will be sent each time, with the right expertise to complete the repair first time.

You Said

In Quarter 2 of 2021/22, 84% of customers said they were satisfied are you with the condition of their property when moving in. This is higher than the Quarter 1 satisfaction of 83%.

We Did!

The team are looking at reintroducing improvement works when the tenant moves into their new home, rather than before. A positive outcome of this approach will be that the Neighbourhood Services Officer can help the tenant choose how they want their property to look from the start and ensure that they understand the timescales involved to carry out the work.

Complaints which can come up, such as cleanliness, are discussed at the regular void meetings. Cleanliness is also discussed in Toolbox Talk sessions with the operatives who undertake the works. Any dissatisfaction will be fully investigated, and dealt with, as customer satisfaction is a key factor. Management will ensure that staff are keeping an eye on all aspects of these works, so they are completed to the highest standard.

You Said

Satisfaction with Home Improvement work has decreased in Quarter 2, with 95% of customers saying they were satisfied overall. This is slightly lower than the Quarter 1 satisfaction figure of 96%.

We Did!

Sovini Property Service cover any issues which have been raised by customers in Toolbox Talk sessions, such as site cleanliness, and attention to detail. An action is in place to carry out Toolbox Talks during work, and when post-inspecting the property to ensure that a high quality of work is maintained by operatives. Some small, outstanding issues were identified as a reason for dissatisfaction this quarter.

As soon as anything is raised, this is brought up with operatives as a learning action. Communication with customers was highlighted as an issue in the past, but this has improved over the last quarter.

You Said

16 complaints were received about Home Improvement works, including a dip in the quality of communication with customers.

We Did!

Operatives will ensure that the notes they leave on the systems are kept up to date, to demonstrate that they are communicating with customers, and the correct information is being given to them. This will also help the Customer Service Centre, as they will have the notes available to them, to answer any customer enquiries about the work.

As a result of a complaint, it was confirmed that the wording of a letter needed to be improved upon, to make it clearer. This has now been completed.

You Said

On the Grounds Maintenance Survey, satisfaction with some aspects of work has seen a reduction in Quarter 2; This includes weeding (From 93% in Qtr. 1 to 84% in Qtr. 2), litter picking (92% to 88%), and hedges and shrubs (96% to 90%).

We Did!

The team are working hard to stay on top of these areas of work. They are ahead in terms of pruning, for example, with 6 weeks of work on the schedule for the winter months. All other areas of work are being carried out, too. This includes litter picking on every visit to a site, so they are confident that work is being carried out as planned.

Some dissatisfaction could be because the service is changing for the winter months. However, as the extensive winter work programme is carried out, the appearance of sites will improve greatly.

You Said

5 complaints were received about the Cleaning Service during Quarter 2, which included the standard of work carried out. 3 of these were upheld or partially upheld.

We Did!

As a result of these complaints, the team agreed to closely monitor the high and low-rise cleaning, to ensure that the correct level of quality is provided for customers. If additional cleaning was required, this was carried out.

As part of their day-to-day work, the team visits the sites, to audit the quality of cleaning. This ensures that the specification of cleaning is being maintained across the board. The in-house team can allot extra time for additional cleaning, if necessary.

You Said

29 complaints were received for the Neighbourhood Services Team in Quarter 2 of 2021/22, with 15 upheld / partially upheld.

We Did!

Some of the cases, plus the corrective actions, are summarised below:

- A complaint was received about a policy or procedure not followed. This was followed up on with the Neighbourhood Services Officer, and they were reminded to maintain contact with the customer.
- Some of the complaints were regarding poor quality of communication. In future, staff will ensure that contact records are fully checked before getting in touch, so they have all the information they need. Also, ensure communication is maintained to a high standard.
- One complaint was regarding an advert, which should have been more detailed, so that it was clear to the customer that they would not meet the criteria for the property. The customer has received an apology about this.