

You Said, We Did!

Quarter 3 and 4 (2021/22)

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Contents

Introduction	3
Quarter 3	3-5
Quarter 4	6-8

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 3 and 4 of 2021/22 listed below (from 1st October 2021 to 31st March 2022).

Quarter 3

You Said

In Quarter 3, 97% of customers were satisfied were you with the Day to Day Repair. This is an increase on the Quarter 2 satisfaction of 95.7% (202/211).

We Did!

In general, issues are picked up as they are brought to the attention of the team. When necessary, a follow job will be raised to resolve any outstanding issues for the customer.

There is an emphasis on getting operatives to take ownership of the job and return to the property to resolve the issue themselves. Sometimes recalls can be slightly different, and can be linked to other factors, such as needing an additional part which will have to be ordered.

You Said

86% of customers said that the Day to Day Repair was completed right first time in Quarter 3.

We Did!

A new ordering process has been implemented to improve on this, and training has happened with operatives at Toolbox Talk sessions. This will help with ensuring that jobs can be resolved first time, or the delay to the customer will be reduced.

Some of the more complex jobs require further work, so this is unavoidable. Sovini Trade Supplies staff has attended staff briefings, to discuss stock ordering, which should help with this.

You Said

On the Cleaning Services Survey, 90% of customers said they were satisfied with the operative who attended.

We Did!

As soon as any customer dissatisfaction is received, the team investigates the case, and instructs the cleaning team to redo the work if this is required.

Management provides the operatives with detailed feedback and identifies any quality issues. Work is then completed to resolve any issues for customer.

Consultation is due to take place with existing staff in August, as the current contract is ending in November. Bringing the work in house will help with controlling the work and keeping on top of any issues.

You Said

On our Gas Repairs Survey, 85% of customers said the repair was completed first time during Quarter 3. This is higher than in Quarter 2, when this was 81% of customers.

We Did!

Van stocks are carried for the bulk of what they have. It was acknowledged that SPS can't carry parts for everything. The Compliance Team acknowledged that SPS do an excellent job and carry the majority of the parts they need. SPS are good at ensuring that van stocks are kept up to date, and relevant.

There is an ongoing project to standardise boilers - so that all the OVH properties have a Worcester boiler. This will ensure that breakdowns will be resolved in a faster timescale, as only a limited number of parts will be needed on an SPS van.

You Said

Satisfaction with Home Improvement work has seen a decrease in Quarter 3; from 95% to 93%.

We Did!

The team are working to increase customer satisfaction and have concentrated on carrying out quality inspections before the work is completed. This includes Toolbox Talks with Sovini property Services operatives, and more inspections after the work (as a final check).

Sovini Property Services is ensuring that each operative is to carry out a thorough check of their work before leaving a customer's property, as another measure to ensure that there are no outstanding works, and the property is clean and tidy.

You Said

22 Home Improvement complaints were raised in Quarter 3, with 11 of these upheld.

We Did!

Some improvements include ensuring that cleanliness of properties and attention to detail is maintained.

To ensure that the service is reviewed in detail, a monthly meeting has been introduced to look at satisfaction and complaints. As part of this, each one will be looked at in detail, to see if there is anything we can learn and improve on from customer feedback.

You Said

On our New Tenant Survey, 93% of customers said that they received all the information they needed from the viewing of their new home.

We Did!

All customer comments are reviewed at our Void Steering Group, to raise any issues with the service. Neighbourhood Officer will call customers back, to check that all issues are resolved.

Paperwork and all the relevant information are given out to tenants as a matter of course. Independent Living customers are included in this too. A joint presentation has been developed in conjunction with the IL Team on how to work more effectively.

You Said

Also from the New Tenant Survey, 98% of customers were satisfied with the condition of their new home in Quarter 3. This is higher than in Quarter 2, when satisfaction was 84%.

We Did!

On a weekly basis, the team go through any dissatisfaction or feedback at a regular voids meeting, which Neighbourhood Services also attends. At this meeting, they look at cases, and raise any learning.

Contract meetings are in place too, and cleanliness of new homes is raised as an important talking point. Operatives are also included in learning, with any issues raised in Toolbox Talks.

Effective management is in place - and performance is reviewed on a weekly and monthly basis. All information is constantly reviewed, and issues are addressed. This is an ongoing process, to ensure that performance and satisfaction remains high.

Quarter 4

You Said

In Quarter 4, 92% said that the Day to Day Repair job was completed right first time. This is a positive improvement when compared to the Quarter 3 figure of 86%.

We Did!

There will be a review to ensure that van stocks are correct and are being used correctly. Also, operatives are following the correct procedure to re-order their van stock. This will reduce the number of visits made to the supplier, and increase the number of repairs which will be completed during the first visit. If this is not followed, then it will be addressed with Operatives.

You Said

For Day to Day Repairs, there was 70 Complaints logged in Quarter 4, with 40 of these upheld or partially upheld.

We Did!

A recurring theme from these complaints were for repairs which took too long to complete. To ensure that this is improved in future, new staff will be employed to schedule work more effectively. There will also be additional inspections to ensure that the quality of work is maintained. Complaints will be post inspected as well, to assess quality and learn from these cases. The intention is that once a property is left, everything will be fine for the customer.

You Said

On our Home Improvement Survey, there has been an increase in satisfaction; Quarter 4 customer satisfaction was 96%, an improvement when compared to the Quarter 3 figure of 93%.

We Did!

There has been Toolbox Talks with our operatives to ensure that the customers home is looked after, and to always let customers know if they are running late. Also included in this was general housekeeping and guidance, including staff ensuring that carpets are protected.

Sovini Property Services and OVH have increased the number of quality post inspections on Investment work. Operatives always ask the tenant are they happy with the work, and if there is anything else that could be done. For wet rooms, there will be 100% of joint inspections when they are completed, to ensure that everything is complete.

You Said

In Quarter 4, 95% of customers were satisfied with our Grounds Maintenance Service.

We Did!

Despite this high level of satisfaction, the team will be carrying out the following work, in order to continue to deliver the best service they can:

- The team has commissioned habitat studies, which ties in with the green agenda. They are also looking to plant trees, replacing those which have been removed.
 - The team are awaiting a meeting with Sefton Climate, and trees will be planted for free in certain areas. Also, working on some partnership with Urban Green, Sefton Council, and other companies to complete Environmental Studies. This ties in with the green agenda of the team.
 - A communal tree survey is complete, and the team will be looking at working on tenanted properties too, including Pine Court. Sites have been selected, to be completed in the next 12 months. This will identify any trees which are priority to remove, and which will require only routine maintenance to over the next 2 years.
 - Each satisfaction survey response is reviewed, and feedback is passed onto the Ground Maintenance operatives.
 - Messages from customers, including any specific requests, are responded to in order to ensure that the customer is satisfied with the service.
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You Said

100% satisfaction with the way anti-social behaviour complaints are dealt with in Quarter 4, higher than Quarter 3 (when it was 90%).

We Did!

A higher level of importance is placed on ensuring that customers are satisfied with the work which has been carried out. The team are ensuring cases are dealt with by importance, and effective communication is in place to ensure that the issues are resolved, or the customers understands if some issues cannot be. This means that officers are doing everything they can before the case are sent for a survey.

You Said

On our New Tenant Survey, 85% of customers in Quarter 4 were satisfied with the condition of their new home, lower than the Quarter 3 figure of 98.

We Did!

A number of improvement actions have been developed to improve the service for customers. Please see below for more detail:

- There are changes in Sovini Property Services on the repairs side, and recruitment is in progress following some members of staff leaving the organisation.

- The Neighbourhood Services Manager has organised a full review of properties which have taken over 50 days to let, identifying any lessons which can be learned from these. From this, a number of key themes have been identified from this, which will be improved upon:
 - More work on tenancy - kitchens and bathrooms - can be done.
 - The team have identified any scaffolding delays, and the contractor -TEAL Scaffolding - been invited to meetings to ensure that communication is improved.
 - Decision to be made about whether full decoration will be received will be made at the start on the process, not the end, which will reduce delays.

OVH's Maintenance Manager confirmed that an Action Plan in place will improve on delivery of void properties. Additional reporting and analysis will be used to understand what is causing delays (including resourcing, cost, contractor delays due to asbestos works, etc). OVH intend to appoint an assessor who will perform post inspections. The aspiration is for all customer complaints to be post inspected, to learn from these.