



YOU SAID, WE DID!

Quarter 3 and 4 (2023/24)

David Barton – Customer Experience Team



Introduction

Following each quarter, we hold detailed reviews of 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.

We conduct a detailed analysis of our Customers Voice from a variety of channels including satisfaction surveys and complaints. Through this analysis, we identify themes and trends associated with high and low levels of satisfaction. Consequently, this is shared with managers and service area leads to help inform decisions and shape their service offer to improve our Customers Experience.

You will find a selection of the actions developed during Quarter 3 and 4 of 2023/24 listed below (from 1st October 2023 to 31st March 2024).

We are always working to improve our Customers Experience and we welcome your feedback. If you have any comments or suggestions in relation to this report, please contact David Barton via feedback@ovh.org.uk.

You Said

On our 2023 STAR Survey, a theme from customer feedback was poor communication. This included notification of repairs, including when follow up jobs would take place.

We Did!

A pilot is being undertaken, which will enable customers to track where their operatives is when they are waiting for a repair. This will help reduce the complaints about communication, as the customer will be kept informed at each stage of their repair.

A weekly complaints drop-in session is held for all Investigating Officers who are assigned complaints, this provides them with the opportunity to discuss their assigned complaints and report any issues they are having with gaining a resolution. This is having a positive impact on our ability to manage complaints effectively whilst increasing communication across the organisation. It provides an opportunity to meet with different departments who can provide further information and help with the investigation.

You Said

On our STAR Survey, we ask customers for their satisfaction with the upkeep of communal areas (if this is applicable to them). In 2023, satisfaction was 86.5%, which is above the top quartile benchmarking figure of 83.3%. Despite this, we did receive dissatisfied comments from customers about the standard of the service.

We Did!

When reviewing complaint and customer satisfaction, it is evident that some of our customers are unhappy with the standard of cleaning. As soon as dissatisfaction is received Sovini Property Services Contract Manager will visit the site to complete an inspection and identify any problems. Since the communal cleaning service was taken over by Sovini Property Services, the quality of equipment has improved on the vans, such as providing the workers with hot water.

In addition to this, Sovini Property Services are continuing to collaborate closely with Pine Court Housing Association and feedback any issues identified on site, with a view to resolving these issues for customers.

Pine Court will also be conducting a customer led review in the summer of 2024, consulting with all customers on Communal Cleaning and Grounds Maintenance. At the same time, the Customer Empowerment Panel of involved customers will carry out their own inspections, providing their perspective on the standard of work and making recommendations.

You Said

During 2023, customer satisfaction for the overall repairs service from Pine Court Housing Association was 91.5% on our STAR Survey. This is in line with the satisfaction from the top performing Housing Associations in the country.

We Did!

With a view to continually improving, Quarterly Performance Updates have been developed, with a focus on customer satisfaction and customer experience. These were delivered to all Sovini Property Services operatives as part of staff briefings.

Additional briefing sessions, called Toolbox Talks, have been completed with operatives regarding communication with tenants, and managing their expectations. These will continue to take place on a regular basis to ensure that essential information is delivered to staff.

You Said

During this period, we received complaints about the length of time to carry out repair work.

We Did!

Our contractor, Sovini Property Services, have increased van stock and are able to monitor this more effectively. This is having a positive impact on the ability to resolve a repair on the first visit.

The Customer Experience Team has provided feedback to Sovini Property Services to make sure adequate time is given for repairs, and to make sure the part needed is accessible on the day a repair is due to take place.

Feedback was also provided to Sovini Property Services in relation to quality checking sub-contractors work on completion.

You Said

On our 2023 STAR Survey, 63% of customers were satisfied with Pine Court's approach to complaints handling. This was above the top quartile benchmarking figure of 42%, which shows that Pine Court are amongst the top performing organisations in the country.

We Did!

To continually improve, detailed 'End to End Reviews' have been carried out to monitor complaints, and those that were escalated to Stage 2 of our process. These results are helping us to identify any areas of poor performance and provide feedback or training to staff to improve the complaint process for our customers.

Refresher training will take place with all staff at PCHA to improve the diagnosis of complaints. This will ensure staff provide the best possible service to customers and follow the complaints policy.

In addition to the improvements above, a new data capture form has been developed to assist staff with recording all relevant information when initially logging a complaint. This will enable us to tailor our service according to the customer including their communication preference. This will come into effect in 2024/25, as part of our drive to continuously improve the service we provide to customers.

You Said

82% of customers were satisfied with Pine Court's approach to handling anti-social behaviour on our 2023 STAR Survey. Once again, performance was high for this question when compared against other Housing Associations.

We Did!

An Anti-Social Behaviour Audit has recently taken place, to identify any improvements which can be made to the process. The outcome of this audit includes more detailed documentation of weekly case reviews, and improvements to the process of investigating an anti-social behaviour complaint.

An in-depth form has also been developed to capture more detail, and tailor the investigation to the individual customer, including the action plan itself.

You Said

82% of those who completed our 2023 STAR Survey were satisfied that Pine Court listens to their views and acts on them.

We Did!

Following a review of the Customer Empowerment Panel, the meetings have been changed to bi-monthly to provide them with additional time to conduct other projects, such as inspections.

Pine Court are exploring other ways to engage with customers, and provide further opportunities for customers to get involved and have their say. For the Chinese New Year Celebrations, stakeholders and partner agencies were brought together at one event, improving the communication between all parties.

You Said

On our 2023 STAR Survey, 90% of customers were satisfied with the overall service provided by Pine Court Housing Association, which is higher than the target of 85%. Despite this, individual callbacks took place with any customers who were dissatisfied with the service they had received.

We Did!

The results from this survey are used to measure satisfaction against the Tenant Satisfaction Measures, a new system developed by the Regulator of Social Housing. This assesses how well social housing landlords are doing at providing good quality homes and services.

Although the results were extremely favourable, we want to improve on these in the future, and provide the best service we can. Therefore, any problems are identified from the feedback, and the following are examples of actions which have been developed to remedy them:

- This includes any negative feedback about our repairs service, which has been mentioned by the customers in their response. Inspections have been arranged at the customers property to see what the issues are, and appointments have been raised to resolve any outstanding repairs.
- There was feedback about missed appointments, or delays to work. These have been communicated back to our contactor, Sovini Property Services, who will investigate and look to improve on this in future.
- Problems with communal cleaning and grounds maintenance have been sent to the contractor, who will investigate and resolve for the customer.
- Other problems, such as outstanding complaints, have been followed up by our staff, who will work with customers to resolve any issues.