

‘You Said, What We Did or What We’re Doing’

As a learning and developing organisation, we take your feedback seriously and more importantly aim to learn how we can improve what we do.

You said, what we did is about making clear what we learned and improved.

But we also include:

You said, what we’re doing, for areas where we are taking steps to improve but not yet completed.

We have set out key examples below covering the period 1 April 2022 to 31 March 2023.

We had our first Customer Conference in July 2022 with 35 customers in attendance, you gave us the following feedback:

You told us,

Colleagues, including Operatives, could be more empathetic.

What we did,

Using your experience, we set up customer service training sessions through an independent organisation, First Impression Team. We followed this up in March and asked the same organisation to undertake a health check and development needs audit of your front-line services, which included customer voice and the Gas Contractor. The Operations team changed their approach to collecting rent with care with each conversation beginning with ‘How are you doing’.

You told us,

You want the sub-contractor we use to work to the same standards of service, behaviour, and attitude as you expect from BCHG.

What we did,

Working with you, we co-produced the BCHG Way, values-based service standards, for more detail see <https://www.bchg.co.uk/my-home-neighbourhood/customer-voice/value-based-service-standards/> We are now working with our main contractors through the Partnership Board, where customers meet directly with contractors and to discuss standards and expectations.

During the year we received 72 formal complaints, we desire to learn from these, so we don’t make repeat mistakes.

We discovered three key themes from your complaints during the year:

1. Poor performance of the gas service contractor

What we did,

As mentioned above, we included the gas contractor in the new Partnership Board and as part of the First Impression Team health check to improve customer service. We continue to monitor performance.

2. It was not clear to you who was responsible for your repair complaint.

What we did,

Internally we restructured our Homeforce Team and created new customer facing roles that have responsibilities to own and handle complaints.

3. Lack of follow through

What we're doing,

As mentioned above, we introduced a new Values Based Service Standard and through First Impression Team coaching and training colleagues to improve response.

For transparency, we are sharing our learning from one case where the Housing Ombudsman Service decided.

We received one maladministration from the Ombudsman on the handling of a customer's complaint. The initial issue related to anti-social behaviour (ASB) but subsequently, the customer made a complaint. BCHG continued to act following the ASB Policy, resulting in delaying responses to the formal complaint and not adhering to the timescales set in place in the Complaint process. We have learned from this and making sure we discuss and agree with the customer on a clear plan of action.

The Customer Service Improvement Panel helped to co-create the values-based service standards and co-produce the second Customer Conference.

This Panel wanted to see the new values-based standards are not just talking the talk but walking the walk.

The Panel Members told us,

Mystery shopper should be brought in to test if BCHG are doing the right thing.

What We Did,

Delivered Mystery Shopper training through TPAS in April 2023 to 10 customers who expressed interest. We are currently developing a plan of action.

The Resident Scrutiny Voice Panel carried out two service reviews, one on Service Charges and one on Health & Safety, making 15 recommendations. These are being worked out.

The recommendations are available on our website <https://www.bchg.co.uk/my-home-neighbourhood/customer-voice/get-involved/resident-scrutiny-voice-panel/>

The Chair of the Panel is following up to make sure that recommendations are implemented.

We had 639 surveys carried out independently during the year, included a small sample of shared owners.

A few examples of what you told us.

You said,

You want to know when your home will be modernised.

What we're doing,

We have made some information available through the Customer Portal, we are currently working on plans to give greater clarity.

You said,

The Gas contractor's performance is below what you expected.

What we did,

As has already been mentioned above, we have been working closely with our contractor and have seen response times improve and through the Partnership Board monitoring this.

Retirement Living Scheme customers have regular meetings with their scheme managers. We have been refurbishing buildings in 22/23.

Below is an example of engagement at two schemes:

We consulted you about the window replacement programme at Braeburn House and you wanted another small opening on the windows and not just the two big opening windows. Our Head of Investment and Assets agreed and reviewed this with the contractor Lutley Windows. It was changed, so the windows had another small window to open at the top, to meet your requests.

At Apsley House, we consulted you about the refurbishment Programme and the new designs created, and the furniture suggested for the communal lounge. You told us you preferred to keep the soft furniture that you had already. We spoke to your customer committee at the scheme. New designs were done, and furniture was reupholstered.

Our Customer Relation Managers (CRMs) visit your home and hear firsthand about your experience. A few examples from our learning:

You said,

We installed Carbon Monoxide alarms in your homes, but you were unclear what to do if an alarm triggered.

What we did,

To make sure we keep you safe and to give you peace of mind, we provided you with information on our website, and made sure all our front-line colleagues, call handlers and out of hours service are clear on what to do. We will be sending further communications about this in future newsletter editions of the Resident Broadcast.

You said,

You wanted a reminder of who your CRM was and an outline of their role.

We did,

We co-produced a letter with RSVP and sent it out to all customers.

You said,

You wanted to carry out joint estate inspections with CRM and estates with no communal areas should also have a walkabout.

We did,

We have amended our process that will include an invitation out to customers before to any estate visit and we will also do this where we have large estates that don't have communal areas.