

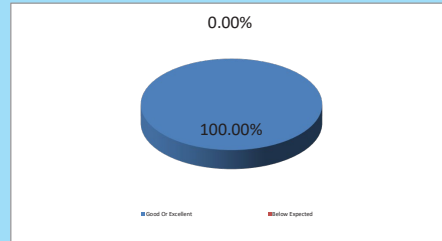
## Sandwell Property Care (SPC) - what you think of us

We sent out questionnaires to customers that we had worked for and received 25 responses back between July to September 2020.

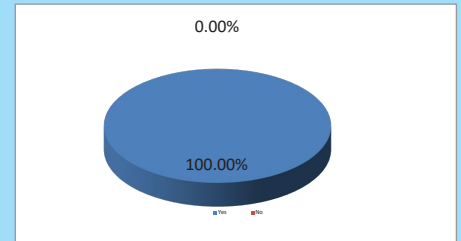
Here's a summary of what you told us:

- 100% rated the attitude and helpfulness of SPC helpdesk as good or excellent.
- 100% had an appointment made by our contractors; our target is 80%
- 75% of contractors telephoned in advance; our target is 80%
- 95% of contractors turned up when they should; our target is 85%
- 100% of contractors met health and safety requirements; our target is 90%
- 96% of customers felt work met expectations; our target is 85%
- 100% were happy with the overall service provided by the contractors; our target is 85%, and
- 96% rated their overall experience as good or excellent; our target is 85%

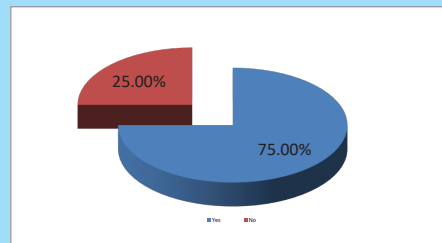
Question 1: Attitude and Helpfulness



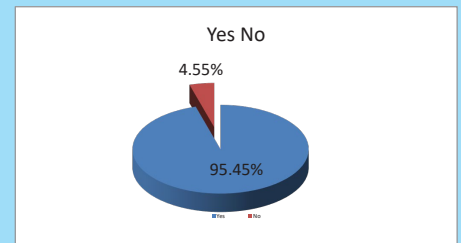
Question 2: Prior Appointment Made



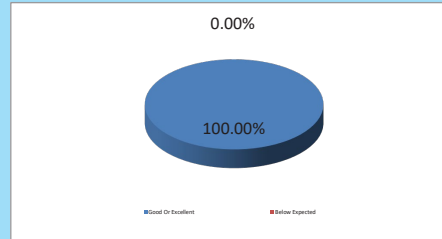
Question 3: Telephone In Advance



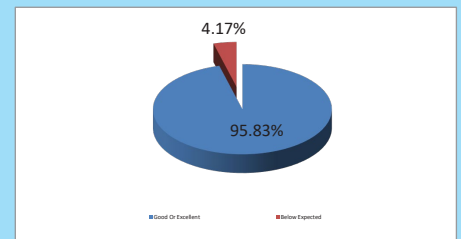
Question 4: Arrived at Agreed Time



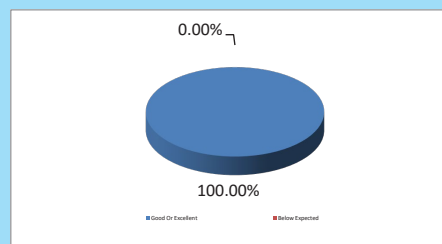
Question 5: Health and Safety Requirements



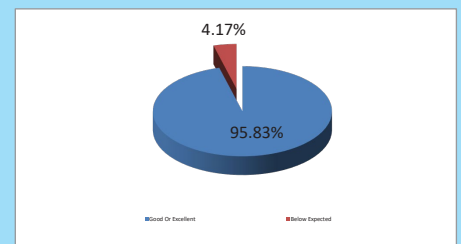
Question 6: Work Meets Expectations



Question 7: Service Provided By Contractor



Question 8: Overall Service



1 question is below target and we will be speaking to our partners to work to improve this area and look to see if we need to adjust the target figure.

All other questions met or exceeded their targets and we will continue to monitor and raise these where necessary.

For further information please contact: [UDBS\\_customercontact@sandwell.gov.uk](mailto:UDBS_customercontact@sandwell.gov.uk)



# Customer Consultation Results

## **Statutory Inspection Customer Satisfaction Consultation**

No data during this quarter.

*For further information on please contact:* [UDBS\\_customercontact@sandwell.gov.uk](mailto:UDBS_customercontact@sandwell.gov.uk)

## **Lift Maintenance Customer Satisfaction Consultation**

No data during this quarter.

*For further information on please contact:* [Lifts\\_udbs@sandwell.gov.uk](mailto:Lifts_udbs@sandwell.gov.uk)

## **Lift Servicing Customer Satisfaction Consultation**

No data during this quarter.

*For further information on please contact:* [Lifts\\_udbs@sandwell.gov.uk](mailto:Lifts_udbs@sandwell.gov.uk)

## **Design/Planned Projects Consultation Results 2020/21 Quarter 2**

### **Design Services**

Of the 6 projects completed we received feedback on 4. Customers rated our service as between very good and excellent with a score of 94% which is above the 85% target. The quality of the output commission was rated as 94% which is above the 85% target.

### **Planned Mechanical and Electrical Projects**

M&E completed 5 planned projects during quarter 2.

For professional services, we received feedback on 1 project and customers rated our service at 100%, which is well above the target of 85%

For the quality of the commission output we also received feedback on 1 project and this was rated at 100%, which was again well above the 85% target.

For contractor performance we received feedback on 3 projects, these were rated as 92% overall, above the 85% target. There was an issue raised on one of these with the quality of the training provided by the contractor to enable the use/operation/ maintenance. This has been raised with the relevant contractor.

## **Review of Consultancy Services**

No consultants were used during quarter 2.

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