

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

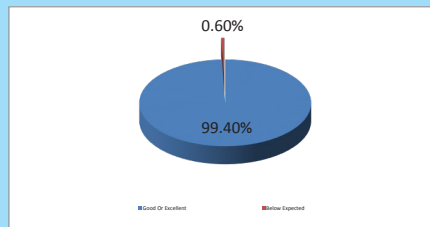
### Annual Results

We sent out questionnaires to customers that we had worked for and received 832 responses back between April 2019 and March 2020.

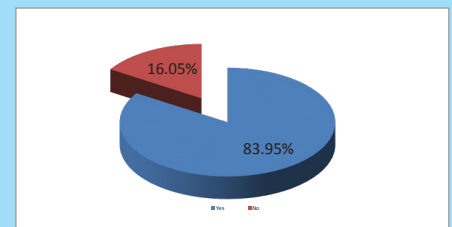
Here's a summary of what you told us:

- 100% rated the attitude and helpfulness of SPC helpdesk as good or excellent.
- 84% had an appointment made by our contractors; our target is 80%
- 26% of contractors telephoned in advance; our target is 80%
- 77% of contractors turned up when they should; our target is 85%
- 97% of contractors met health and safety requirements; our target is 90%
- 92% of customers felt work met expectations; our target is 85%
- 94% were happy with the overall service provided by the contractors; our target is 85%, and
- 93% rated their overall experience as good or excellent; our target is 85%

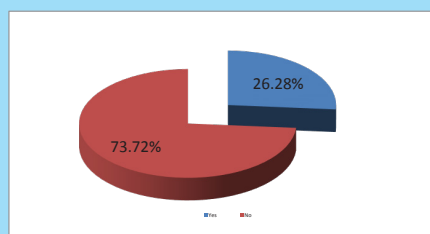
Question 1: Attitude and Helpfulness



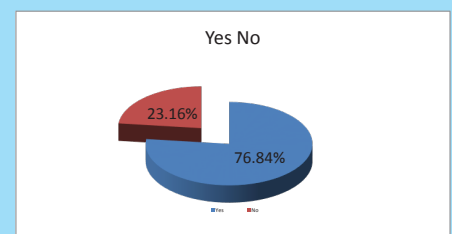
Question 2: Prior Appointment Made



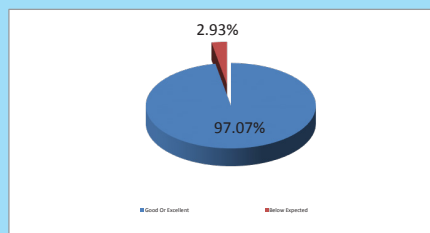
Question 3: Telephone In Advance



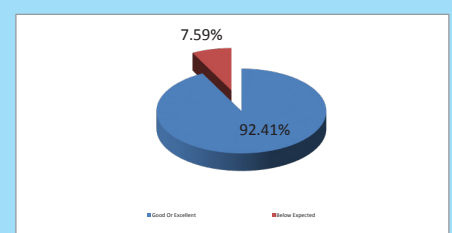
Question 4: Arrived at Agreed Time



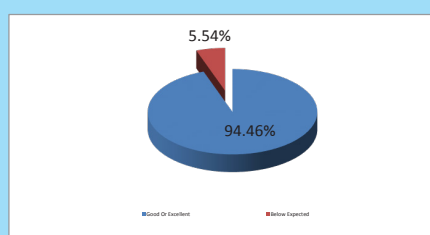
Question 5: Health and Safety Requirements



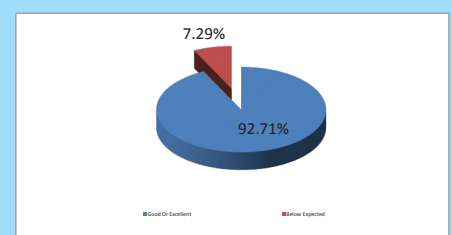
Question 6: Work Meets Expectations



Question 7: Service Provided By Contractor



Question 8: Overall Service



2 questions are below target and we will be speaking to our partners to work to improve these areas and look to see if we need to adjust the target figure.

All other questions 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)

## Statutory Inspection Customer Satisfaction Consultation

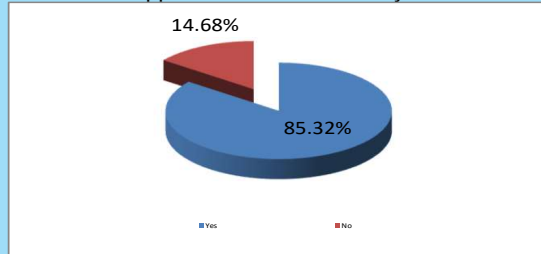
We sent out questionnaires to customers we'd worked for and received 230 responses back between April 2019 to March 2020. Here's a summary of what you told us:

- 85% of service visits carried out were via a scheduled appointment; target 80%
- 96% of engineers arrived on the agreed date and time; our target is 80%
- 100% of contractors left the property clean and tidy; our target is 100%
- 96% of contractors completed the work to your satisfaction; our target is 90%

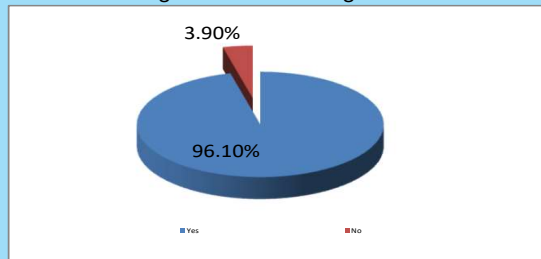
All four questions are on or above target.

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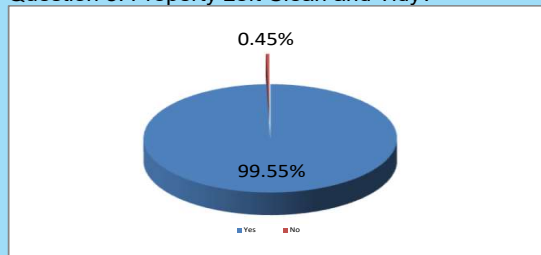
Question 1: Appointment made to carry out service?



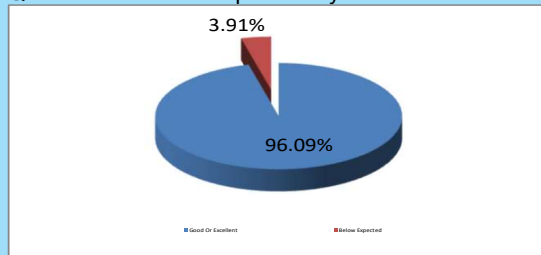
Question 2: Engineer arrived at agreed date/time?



Question 3: Property Left Clean and Tidy?



Question 4: Work completed to your satisfaction?



## Lift Maintenance

### Customer Satisfaction Consultation - Annual Results

We sent out questionnaires to customers we'd worked for and received 15 responses back between April 2019 to March 2020. Here's a summary of what you told us:

- 100% of service visits carried out were via a scheduled appointment; our target is 95%
- 100% of engineers arrived on the agreed date and time; our target is 85%
- 100% of contractors left the property clean and tidy; our target is 100%
- 100% of contractors completed the work to your satisfaction; our target is 90%

All questions are above our targets.

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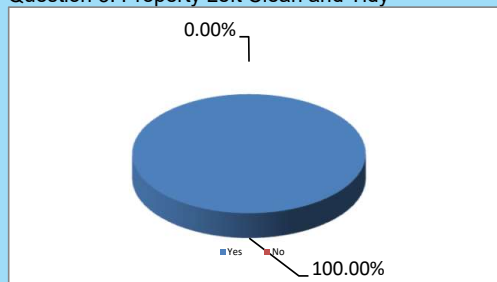
Question 1: Attitude and Helpfulness



Question 2: How long for Engineer to arrive



Question 3: Property Left Clean and Tidy



Question 4: Work to your satisfaction



## Lift Servicing Customer Satisfaction Consultation

We sent out questionnaires to customers we'd worked for and received 38 responses back between April 2019 to March 2020. Here's a summary of what you told us:

- 100% of service visits carried out were via a scheduled appointment; our target is 95%
- 95% of engineers arrived on the agreed date and time; our target is 85%
- 100% of contractors left the property clean and tidy; our target is 100%
- 100% of contractors completed the work to your satisfaction; our target is 90%

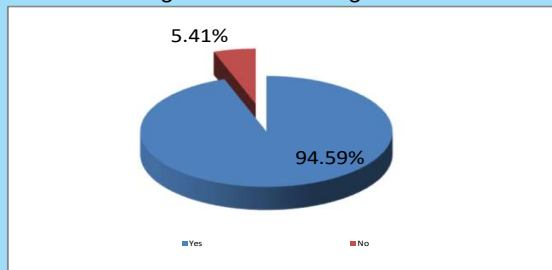
All questions are on or above our targets.

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Question 1: Appointment made to carry out service?



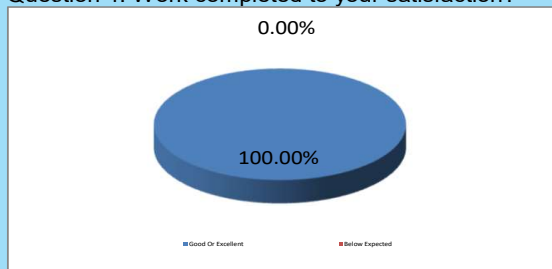
Question 2: Engineer arrived at agreed date/time?



Question 3: Property Left Clean and Tidy?



Question 4: Work completed to your satisfaction?





## Urban Design and Building Services

### Design/Planned Projects Consultation - Annual Results

April 2019 to March 2020

#### Design Services

Of the 9 projects reviewed, customers rated the Service as 91%, the Product as 86% and the performance of the Contractor as 79%, 2 of these are above the 85% target and the other is below.

The under-performance of the contractors has been raised with them.

#### Planned Mechanical and Electrical Projects

Of the 3 M&E projects reviewed, customers rated the Service as 83%, the Product as 83% and the Contractor Performance as 82%

These are all below the 85% target and a lessons learned exercise has been carried out with relevant staff and contractors.

## Urban Design and Building Services

### Review of Consultancy Services - Annual Results

April 2019 to March 2020

UDBS used 7 different consultants, 15 times during the year.

All Consultants except 2, exceeded the 85% target for Quality of Service and Product Provided.

Nicholls Colton scored 83% for service, this was due to lack of communication during the project.

M. Dyson scored 80% on both Service and Product, this was due to not identifying problems on site at an early enough stage.

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