

Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	2 September 2019 16 September 2019
Subject: Residents' Survey	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2019.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

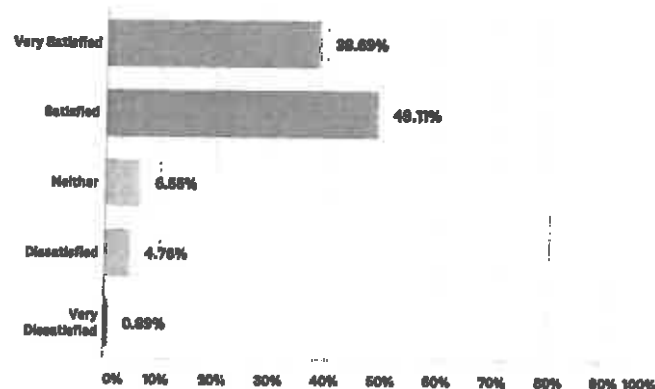
1. In July 2019 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the sixth time that an online survey was used, with paper copies advertised as being available on request from the main reception, car park attendants and concierges.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. Additional fields throughout the survey enabled residents to add their comments. A selection of these comments both positive and negative is detailed in the relevant sections. As with previous surveys, all comments received were circulated to staff and service providers. This was very motivational to them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.
5. The response rate of 336 is made up of 329 online entries and 7 in paper format. This was a significant improvement on the 228 responses received in 2018. As with previous years, officers incentivised completing of the survey by having a prize drawer of £100 voucher.

6. Officers felt that last year's decline, was in part, due to the General Data Protection Regulations (GDPR). Over the last year our Communications Officer has worked hard to increase the number of email addresses that the Barbican Estate Office holds and (as of 19 August 2019) currently stands at 1365.
7. The results of the survey will be published via the Barbican electronic bulletin In September 2019.
8. Common queries and comments have also been answered throughout August and publicised in the Friday bulletin.
9. Additionally, residents were given the option to provide or update their emergency contact details and Officers would like to thank those residents who chose to do this.

Current Position

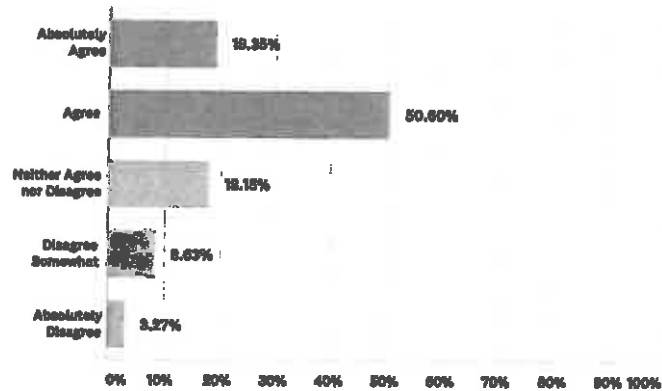
10. **Customer Care.** A result of 88% was achieved in the "satisfied" and "very satisfied" categories. The same result as achieved in 2018.

Q1 Overall, how satisfied or dissatisfied are you with the services provided by us in managing the Barbican Estate?



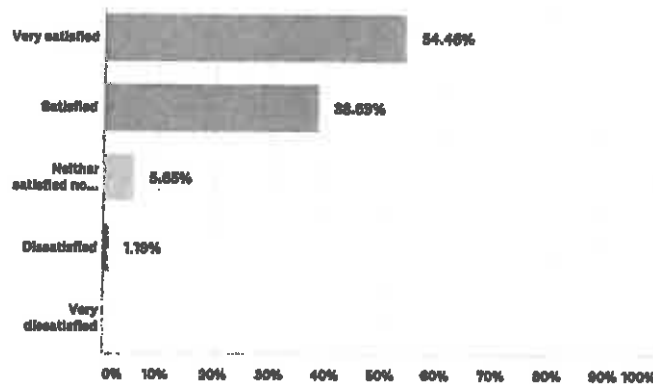
11. **Value for Money.** 70% of responses "absolutely agreed" and "agreed" with the statement that *"the Barbican Estate Office provides good value for money in managing the Barbican Estate"*. This was an increase of 2% on 2018 (which was itself, a 2% increase on 2016).

Q2 Overall, to what extent do you agree with the statement that "we provide good value for money in managing the Barbican Estate"?



12. Communications. 93% was achieved in the "satisfied" and "very satisfied" categories in the way the Barbican Estate Office keeps residents informed of issues. An increase of 2% on last year.

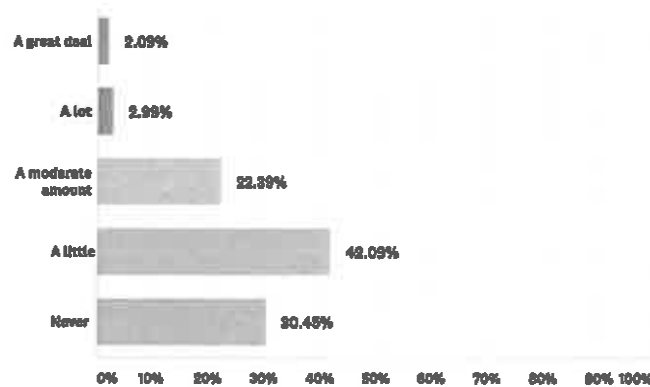
Q3 How satisfied or dissatisfied are you with the information we provide you in the Estatewide Bulletin?



13. This year we asked 2 new questions about the website.

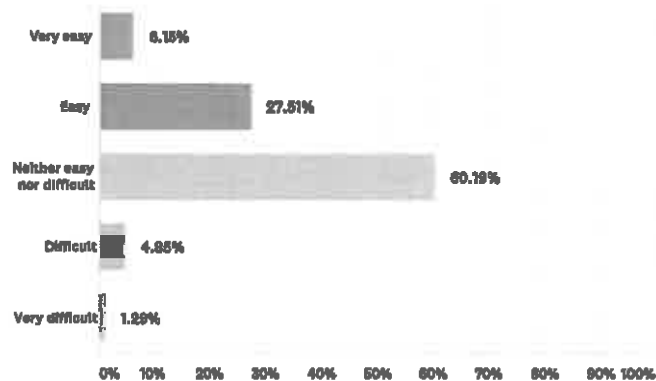
14. Usage. Only 27% of responders use the Barbican Estate pages of the City of London website "a moderate amount" or more.

Q4 How often do you use the Barbican Estate page on the City of London website for information relating to services available to you? Click here for website link.



15. Ease. 34% of respondents found it easy to navigate. 6% found it difficult and 60% of respondents had no opinion.

Q5 Do you find the Barbican Estate page on the City of London website easy to navigate? Click here for website link.



16. These 2 results are disappointing given the time and effort put into updating the information of the Barbican Estate pages and providing links through our weekly bulletin.

17. It could be argued that as the Barbican Estate pages are so little used or referred to, the BEO should limit officer time in updating and promoting the pages. It can equally be argued that BEO should be doing more to encourage residents to refer to these pages.

18. The City is due to migrate to a new website in the next 6 to 9 months. We understand this will be easier to navigate for users, and easier to update for Officers. The BEO will seek further, more detailed feedback on the new Website, next year.

19. **House Officers.** Taking into account the 23% with "no recent experience of this service/not applicable"; 80% satisfaction was achieved. This is a 3% increase on 2018.

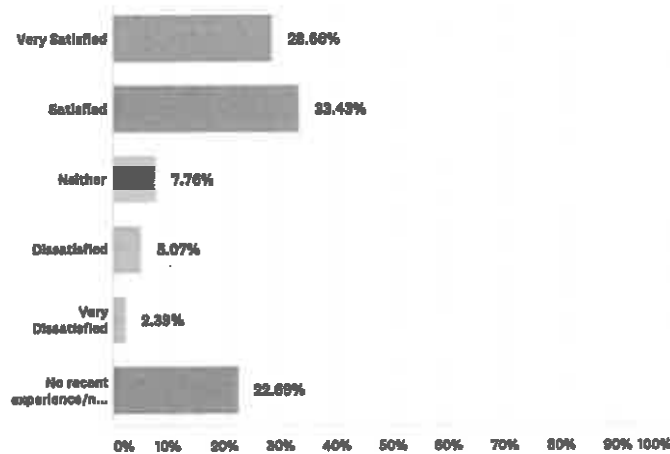
"Best in the business. Compliments to them all!"

"A friendlier, more customer orientated attitude would be appreciated."

"Generally happy with the service."

"Always pleasant and helpful!"

Q6 House Officer satisfaction



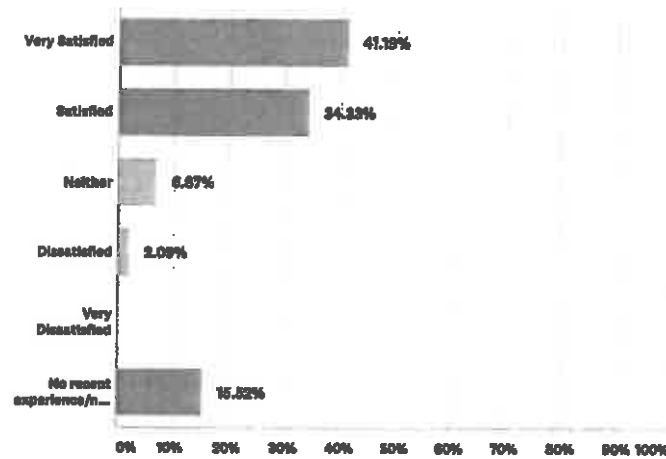
20. **Barbican Estate Office Reception.** Considering the 16% with "no recent experience of this service/not applicable"; 89% satisfaction was achieved in the way Reception deals with general enquiries. This is a 2% increase on the high level of satisfaction noted in 2018.

"The staff in reception are always very helpful."

"Left hand should know what the right is doing."

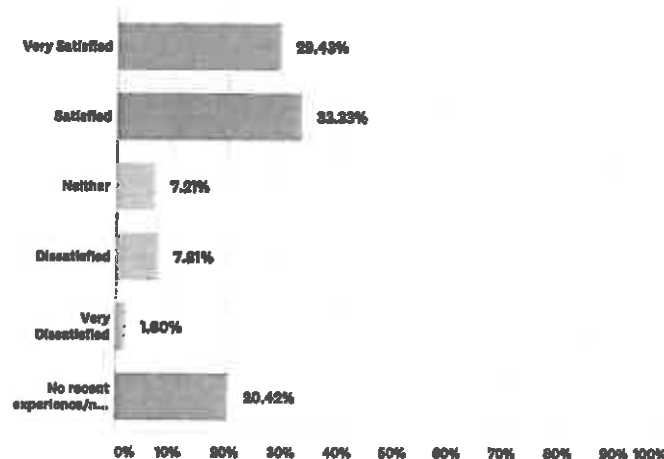
"Michael Bailey is amazing and a key part of my satisfaction with the estate management. He is so professional and helpful."

Q7 How satisfied or dissatisfied are you with the way our Reception deals with your general enquiries?



21. Property Maintenance – Repairs Service Desk. 20% of residents had “no recent experience of this service/not applicable”. Of the remaining, 79% were either “satisfied” or “very satisfied”. This is a 9% improvement on 2018.

Q9 Property Maintenance - The Repairs Service Desk satisfaction



22. Property Maintenance In communal areas. 76% satisfaction levels were achieved. This is a 5% increase on last year.

“Meter reading very fast and efficient, so, too, light replacements, attention to door locks.”

“The pace of work is not fast, although quality is good.”

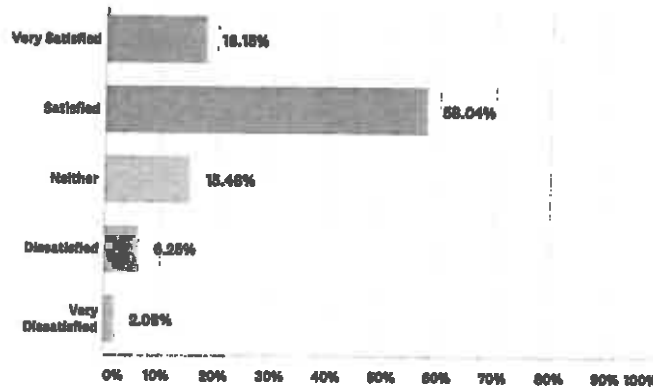
“Repairmen are friendly and knowledgeable about the estate.”

“Communal Areas can take a long time.”

“When there has been a history of problems at an address, I would expect the person handling the calls to be able to access that

Information and direct the enquiry to relevant colleagues. This does not seem to be the case.”

Q10 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?

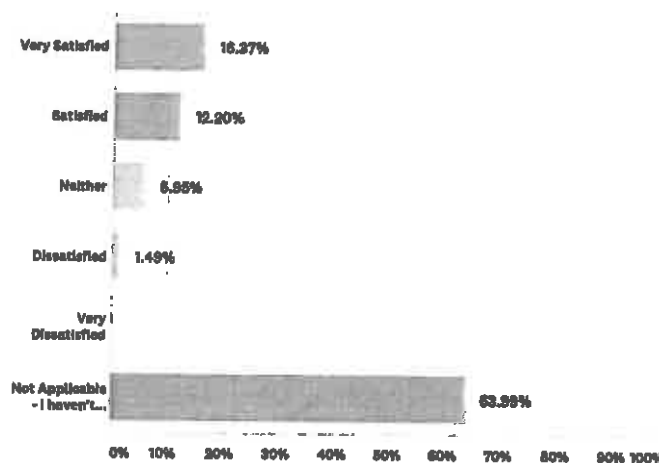


23. Out-of-Hours Emergency Service. Taking into account the 64% who have “no recent use of this service/not applicable”, of the remaining respondents 79% satisfaction levels were achieved. This is an 11% improvement on 2018.

24. Because of the consistently high rate of “non- applicable” responses to this question, we added an extra question this year. 52% of respondents were unsure how to contact the Duty Manager in an Out of Hours emergency. We have since publicised this information in our weekly bulletin and will do so again, in October.

“I wasn’t particularly aware we had Out of Hours Duty Managers.”
“A reminder of how to contact them would be helpful.”
“Have received exceptional help during the recent water tank works.”

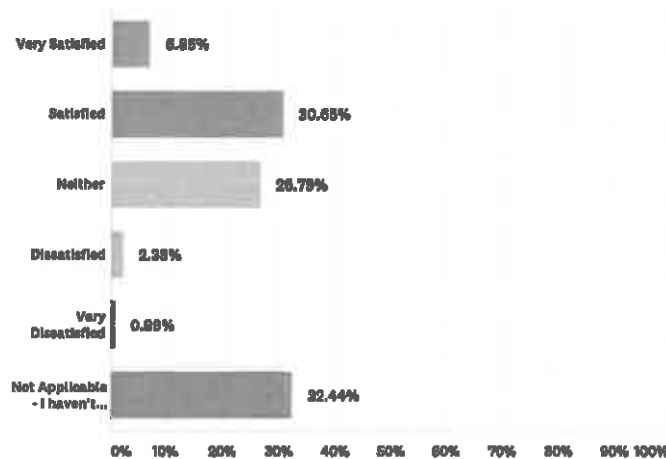
Q14 Out-of-Hours Duty Managers



25. Major Projects delivered estate wide (specifically concrete repairs).
 Taking into account the 32% of respondents who have “no recent experience/non-applicable”, of the remaining respondents 56% satisfaction was achieved. 40% were neither satisfied nor dissatisfied.

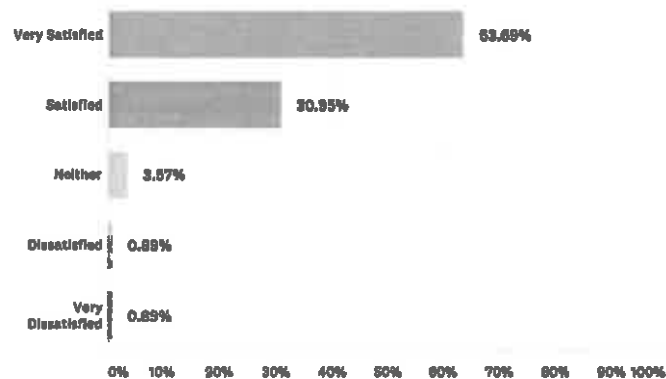
“Concrete repairs are of excellent quality.”
“Well I didn’t even realise works/repairs were made to the concrete work.”
“I do not see the programme as good value for money.”

Q12 How satisfied or dissatisfied are you with the Concrete Repairs Programme as part of the Major Projects delivered Estatewide?



26. Communal Area Cleaning. A fantastic result of 95% was achieved in the “very satisfied” and “satisfied” categories. A 2% increase on 2018. Lots of praise for individual cleaners was again received and this has been passed on to them.

Q17 How satisfied or dissatisfied are you with the cleaning services of the communal area of your blocks?



27. Podium Cleaning (public, non-service charge areas of the estate). This year we asked an additional question about cleaning. 84% of respondents were “very satisfied” or “satisfied” with podium cleaning.

"Staff are great."

"They tend to occupy lifts at busy times."

"I notified our House Officer about graffiti on the podlum. This was cleaned up/removed that day – this is excellent service, thank you to all concerned."

Inside work good: outside work not so good."

"They are very good."

28. Window Cleaning. A result of 71% was achieved in the "very satisfied" and "satisfied" categories. This is a 7% improvement on last year and has been an area of focus for the Cleaning Supervisors.

"Sloppy cleaning missing the edges and often leaving drips."

"Window cleaners are not thorough enough."

"Now that the 'new' method of cleaning windows at 02 level has been in place for a while, the standard of cleanliness has improved."

29. Estate Concierge team. A fantastic result of 97% was achieved in the "very satisfied" and "satisfied" categories. A 2% increase on last year but still slightly down on the 99% achieved in 2016! Only 1 respondent registered dissatisfaction.

"Helpful, friendly, efficient."

"The offices of where many of the car park attendants are poorly located for their well-being. With poor natural light and ventilation. I would like to see their office areas to be more improved."

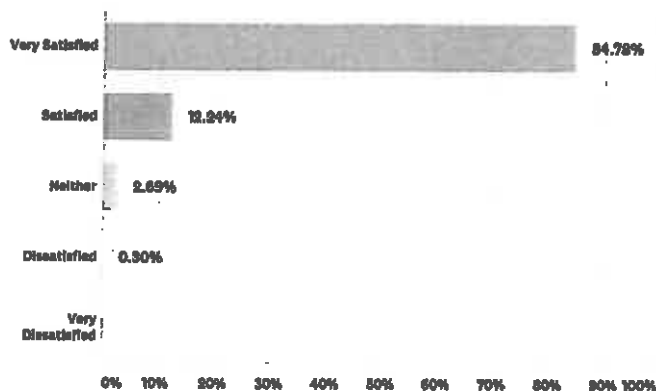
"We are fortunate to have them."

"Yes, all are superb and are a key to the Barbican Estate living experience – again, thank you."

The best staff on the estate! Their feedback should be listened to."

"As a Ben Jonson resident, I can say our car park guys are fabulous. I think it would be nice to give them better facilities."

Q21 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)



30. Open Spaces. 84% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This is 4% less than last

year. Many of the comments referred to the recent condition of the lake. Works have recently carried out by the Barbican Estate Office and the Barbican Centre to improve water circulation.

“They seem to be improving slowly.”

The steppe planting on the high walk has been a great addition.”

The gardens are lovely. The lakes would be lovely too if the fountains would work.”

A wonderful place! My favourite spot in the City.”

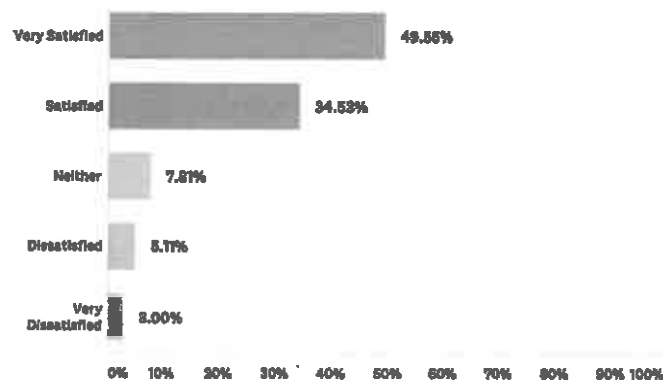
“They seem quite run down relative to the rest of the estate. I live over Thomas More Garden, it would be good if there was a way to encourage a bit more respect for the gardens from kids (but I’m not sure how you do it).”

“The lakes need thorough overhaul.”

“The lake is looking pretty bad at the moment.”

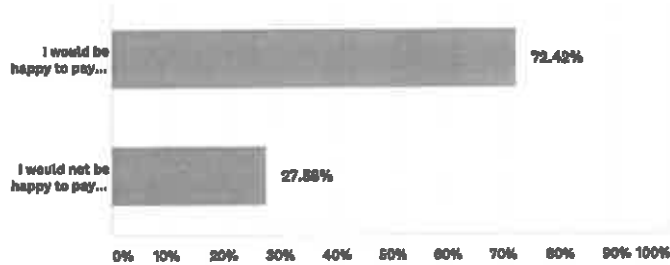
“The big lawn needs completely relaying.”

Q23 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?



31. Extra funding. This year the Gardens Advisory Group (GAG), a resident working party of the RCC suggested that the private gardens across the estate would benefit greatly from an increased budget. Residents were asked if they would be happy to pay an extra £25 per annum, to solely fund the private gardens of the estate. 72% would be happy to pay £25 extra. The BEO will increase the budget for 2020/21. Officers from Open Spaces understand that it will have to be clearly demonstrated that this extra budget is additional and only to be used on the 3 private gardens.

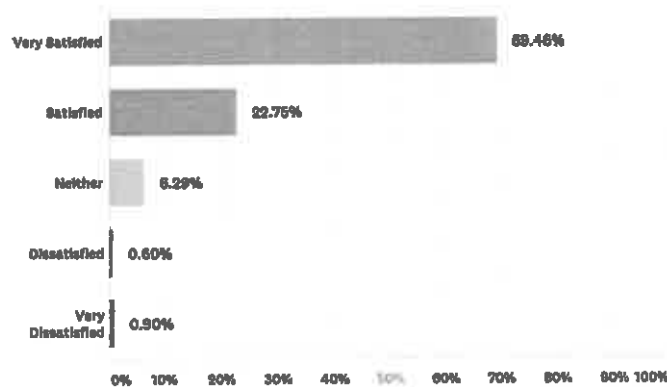
Q25 Would you be happy to pay an extra £25 per year, if this was to solely fund extra labour within the private gardens of the estate?



32. Parcel Tracking. The current system of pink cards is set to be formally reviewed by the working party in 2021. In the interim, residents were asked how they felt the system works in dealing with their parcels. 92% of respondents were “very satisfied” or “satisfied” with the current arrangements.

“The pink cards work really well, it’s a huge help for people like me who do most of their shopping online that I don’t have to worry about being at home to sign for parcels.”

Q27 How satisfied or dissatisfied are you with the current pink card system that your cleaners, Concierges/Car Park Attendants use to deal with your parcels?



33. New Stores. An additional question was asked of those respondents that had taken up one of the newly built stores in the car parks. Of the 44 respondents that had, 77% were “very satisfied” or “satisfied” with it.

34. Additional comments were sought. We asked if there is one thing we could do, to give better service, what would it be? Responses were extremely varied and covered all aspects of service. We will be feeding these comments back to the various service providers as well reviewing them within the House Officer team.

“Leave it Unchanged.”

“Noise is a nuisance round the estate, a greater effort to reduce it would be welcome eg. Early morning deliveries, contractors starting work too early etc.”

“Get rid of the pigeons”

35. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

36. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

Conclusion

37. General comments and common themes have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.

38. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

Appendices

Appendix 1: Resident Survey July 2019

Background Papers

October 2004 Residents Satisfaction Survey
October 2005 Residents Satisfaction Survey
March 2007 Residents Satisfaction Survey
May 2009 Residents Satisfaction Survey
March 2011 Residents Satisfaction Survey
September 2013 Residents Satisfaction Survey
September 2014 Residents Satisfaction Survey
September 2015 Residents Satisfaction Survey
September 2016 Residents Satisfaction Survey
September 2018 Residents Satisfaction Survey

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