

Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	3 September 2018 17 September 2018
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 June 2018.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

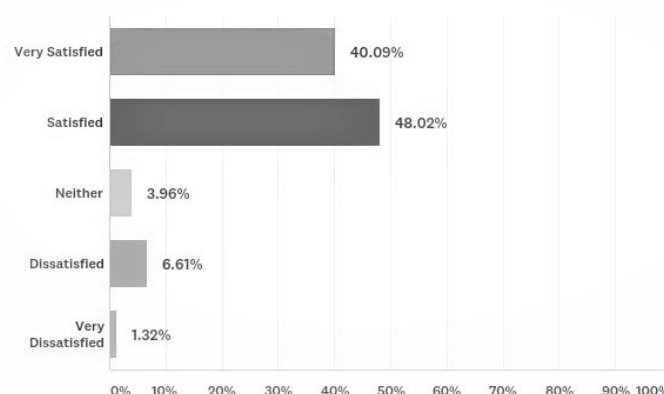
1. In June 2018 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the fifth time that an online survey was used, with paper copies advertised 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 228 is made up of 226 online entries and 2 in paper format. This was substantially down from 334 responses in 2016, 465 responses in 2015 and 500 responses in 2014. As with previous years Officers incentivised completing of the survey by having a prize drawer of £100 voucher.

6. Officers feel that the decline this year, was in part, due to the new General Data Protection Regulations (GDPR). The number of email addresses the Barbican Estate Office currently holds is (as of 13 July 2018) 1,019 down from over 1,700 before the changes to the regulations.
7. Officers updated all properties and all external mailing addresses in May 2018 on GDPR. The email database is slowly increasing as residents realise they are no longer receiving information from the Barbican Estate Office via email.
8. The results of the survey will be published via the Barbican electronic bulletin in September 2018.
9. This year, residents were given the option of requesting a direct response to their comments and queries and these have been responded to throughout August.
10. Common queries and comments have also been answered throughout August and publicised in the Friday bulletin.
11. 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

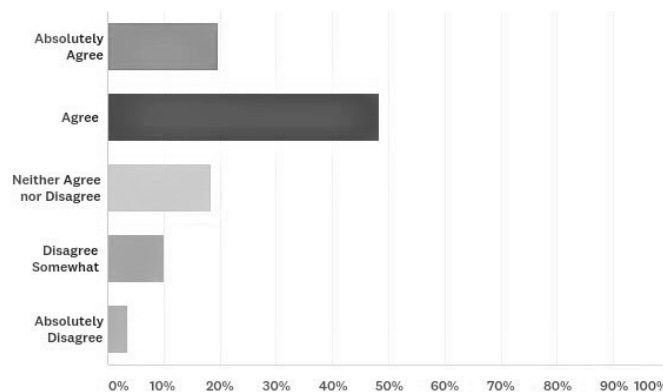
12. **Customer Care.** A result of 88% was achieved in the “satisfied” and “very satisfied” categories. An increase of 1% on 2016.

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



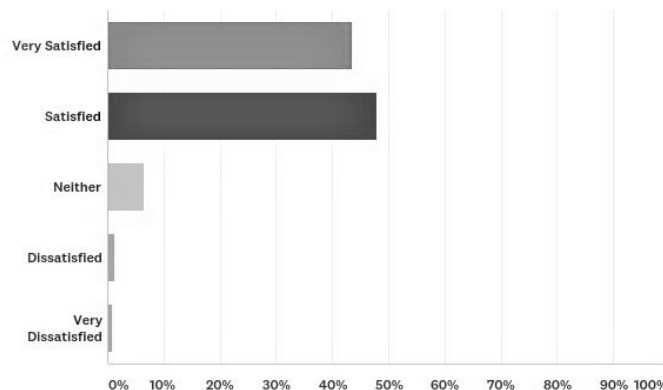
13. **Value for Money.** 68% of responses “absolutely agreed” and “agreed” with the statement that *“the Barbican Estate Office provides good value for money in managing the Barbican Estate”*. An increase of 2% on 2016. The increase was noted in the “absolutely agree” option.

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



14. **Communications.** 91% was achieved in the “satisfied” and “very satisfied” categories in the way the Barbican Estate Office keeps residents informed of issues. A decrease of 3% on last year.

Q3 How satisfied or dissatisfied are you with the way we keep you informed about issues that may affect you e.g email bulletin/notice boards/ the website etc?



“I find all the services provided around the estate to be top quality and commend all those involved for their outstanding work.”

“Generally excellent”

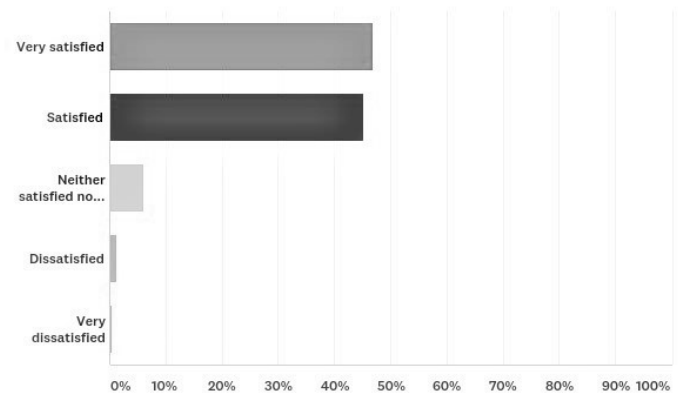
“honestly didn't even know there was a website! you're great, keep it up”

“the notice boards are old and not fit for purpose. please give responsibility for them to the new communications manager who appears to have real drive and so far, improves all she touches.”

15.3 extra questions about the various methods of communication were added to this year's survey.

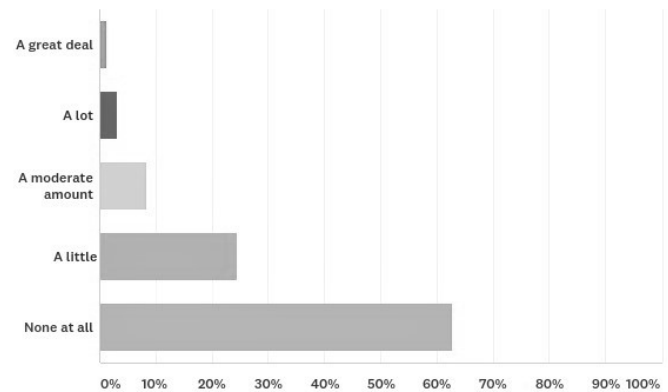
16. Bulletin. 92% of responses were either “satisfied” or “very satisfied” with the bulletin.

Q4 How satisfied or dissatisfied are you with the information in the Estatewide Bulletin?



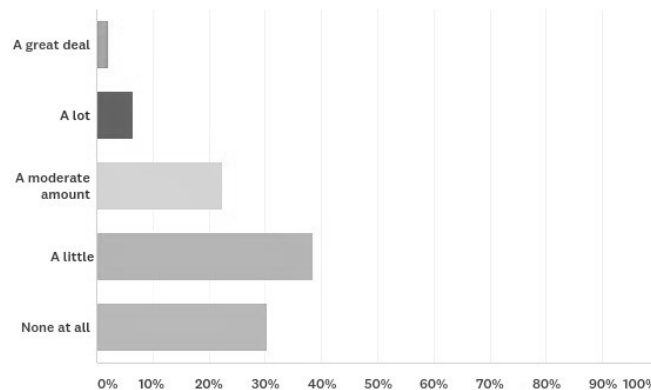
17. Barbican Estate Noticeboard. Only 1% of respondents used the noticeboard “a great deal” whilst 63% of respondents hadn’t used the noticeboard at all.

Q5 How often do you use the Barbican Estate noticeboard in reception for information relating to services available?



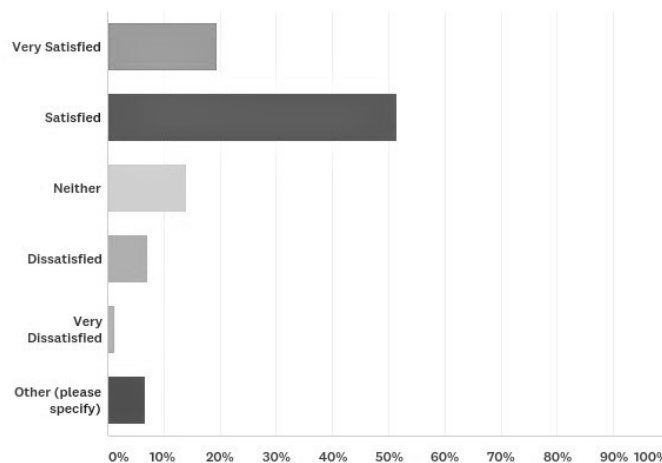
18. Website. Disappointingly 69% of respondents hadn’t used the website “at all” or just “a little”. Our recently created post of Communications Officer has been working hard to promote the website and keep it fresh and relevant. This is a key area of focus over the next 12 months.

Q6 How often do you use the Barbican Estate website for information relating to services available? [Click here for website link.](#)



19. **Fire Safety.** Additionally, this year a question was added about Fire Safety. 71% of respondents were “satisfied” or “very satisfied” with the level of information they had received from the Barbican Estate Office about fire safety procedures. 8% were either “very dissatisfied” or dissatisfied”. In response, Officers sent reminders regarding Fire Safety, and a further FAQ is being produced following the publication of the most recent Fire Risk Assessments for the Barbican Estate.

Q7 After the recently conducted Fire Safety Exercise and subsequent communications, do you feel satisfied in how we have informed you of the safety procedures in the event of a fire?



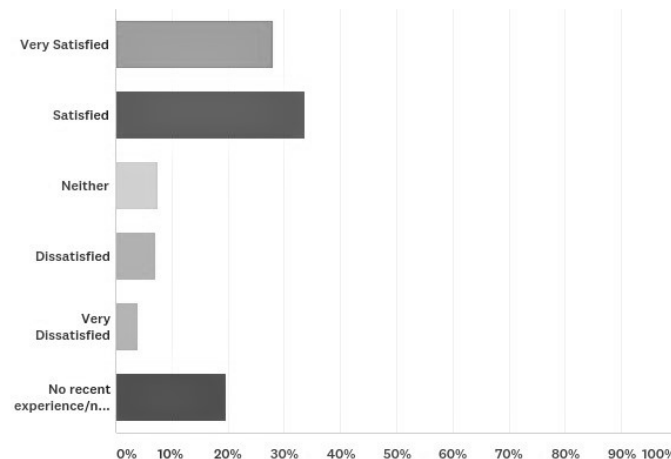
“I am not aware of any instructions concerning the outbreak of fire.”

“Clear balcony policy not evenly applied”

“I think there has been an over-reaction in the wake of Grenfell. We had the fire brigade round into this flat just before and they were satisfied that all was well. I think the fuss about the front doors is inappropriate, given that we all have the windows to exit from. Time wasting and costly.”

20. **House Officers.** Taking into account the 20% with “no recent experience of this service/not applicable”; 77% satisfaction was achieved. This is a 1% increase on 2016.

Q8 How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

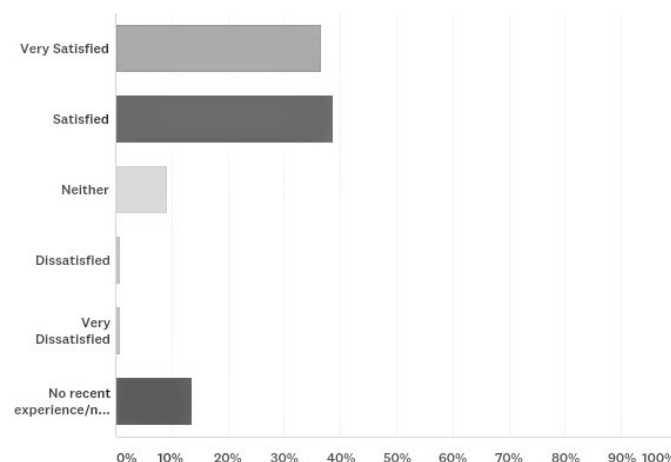


“A keen and experienced team who provide friendly assistance.”

“Very responsive and always helpful and pleasant.”

21. **Barbican Estate Office Reception.** Taking into account the 14% with “no recent experience of this service/not applicable”; 87% satisfaction was achieved in the way Reception deals with general enquiries. This is the same high level of satisfaction as in 2016.

Q9 How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?



“The reception team are wonderful, kind, efficient and knowledgeable”

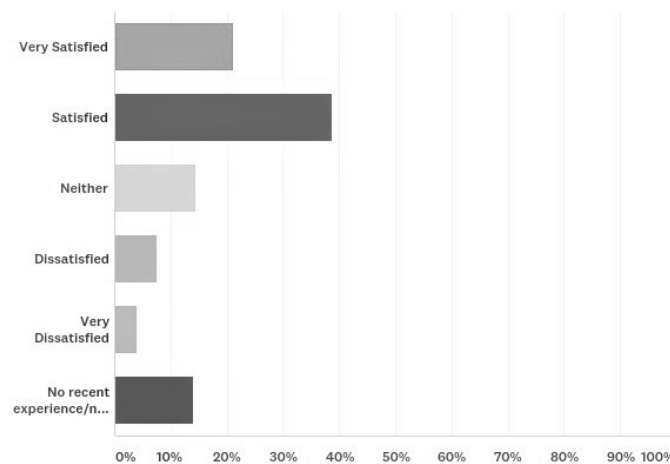
“It is sometimes difficult to get through to reception. When I do, they are always very helpful.”

“Reception staff is very helpful”

“The front desk people are very helpful and surprisingly tolerant of idiots like me who tend to lose their keys. Thank you!”

22. Property Maintenance. 14% of residents had “no recent experience of this service/not applicable”. Of the remaining, 70% were either “satisfied” or “very satisfied”. This is a 4% decline on 2016.

Q11 How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?



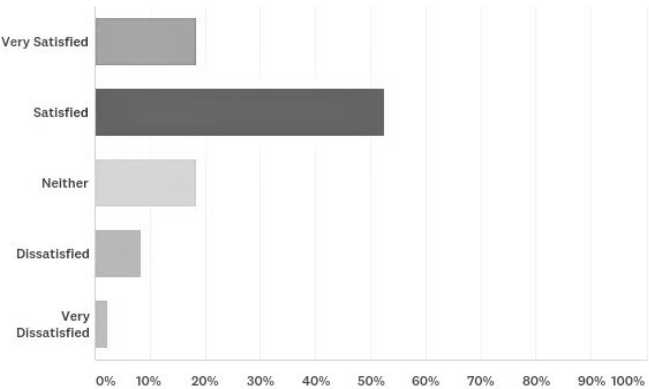
“Always get prompt replies from repairs email team, thank you.”

“I have found the Repairs team respond very promptly to enquiries.”

“From reporting to action - even something as trivial as missing light/light bulb - seems unwieldy, cumbersome and unnecessarily lengthy. It is unacceptable to take several weeks to replace a lightbulb in corridors or over doors.”

23. Property Maintenance in communal areas. 71% satisfaction levels were achieved. This is a 5% increase on last year.

Q12 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?



“Good service”

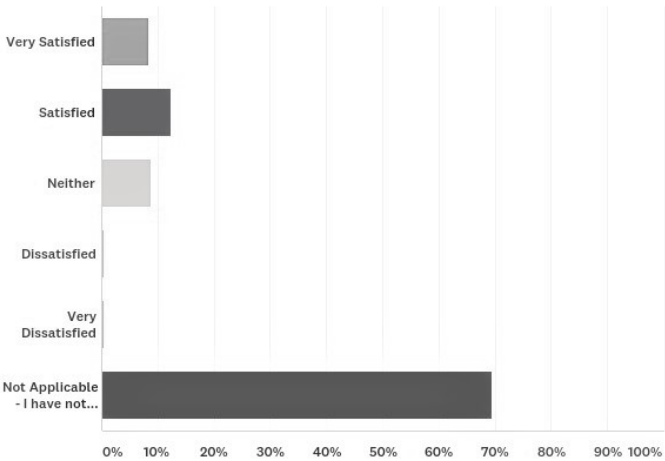
“Communication between Metwins and the Estate Office team are hit and miss. I usually have to chase up. Repairs in communal areas don't seem to follow any logical project mgt path. Lots of cart before the horse.”

“Very difficult for them since some residents do not obey rules designed for everybody's benefit.”

“There is a worrying lack of expertise and ability to solve problems. Too often, work does not get done, even though the computer system marks it as finished.”

24. Out-of-Hours Emergency Service. Taking into account the 70% who have “no recent use of this service/not applicable”, of the remaining respondents 68% satisfaction levels were achieved. This is an 2% improvement on 2016.

Q14 How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

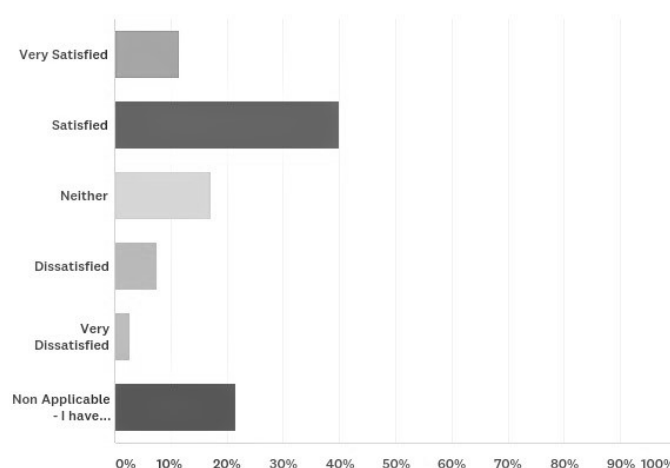


I didn't realise there is an out of hours duty manager and would have liked to call them when I had a leak that resulted in an electrical fault. I called the car park attendant instead."

"I had no idea there was an out of hours Duty Manager. This needs publicising. Good team".

- 25. Projects on/in your block (but not including projects in the public areas of the estate funded by the City of London).** Taking into account the 21% of respondents who have "no recent experience/non-applicable", of the remaining respondents 65% satisfaction was achieved. This is an improvement of 6% on 2016 and dissatisfaction levels have reduced from 18% in 2016 to 12% in 2018.

Q13 How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?

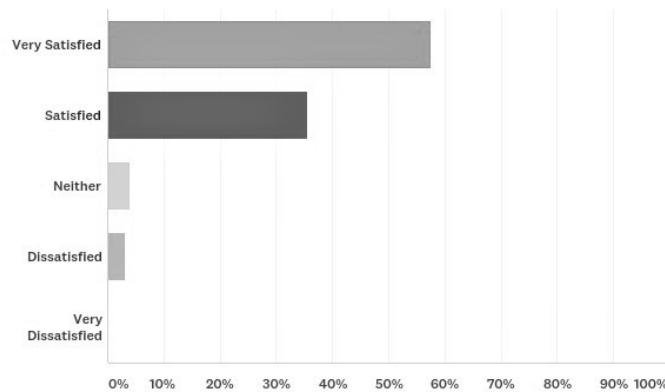


"Projects are usually noisy and there seem to be a lot of them, so there is often continuous noise over many months. Don't see an easy solution."

"Routine maintenance still an issue, especially drainage".

- 26. Communal Area Cleaning.** 93% was achieved in the "very satisfied" and "satisfied" categories. A 1% increase on 2016 with the "very satisfied" category increasing by 5%. Lots of praise for individual cleaners was received and this has been passed on to them.

Q16 How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?



“Our cleaner is excellent”

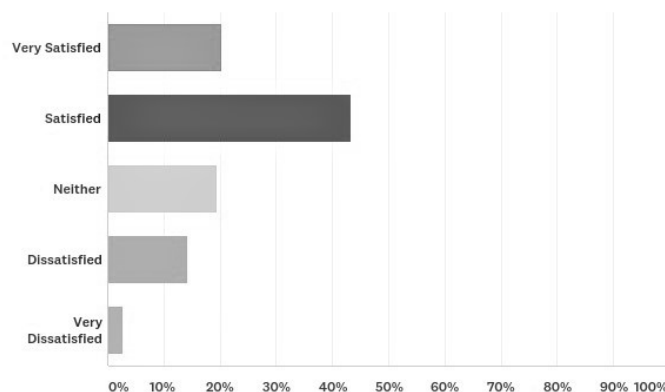
“The cleaner is always very cheerful!”

“Block internal areas are cleaned perfectly.”

“The cleaner is meticulous and always seems to be working at something.”

27. **Window Cleaning.** A result of 64% was achieved in the “very satisfied” and “satisfied” categories. This is 1% less than 2016. The vast majority of comments in the cleaning section, were concerning the quality of window cleaning. This will be an area of focus with our contractors over the next few months.

Q17 How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?



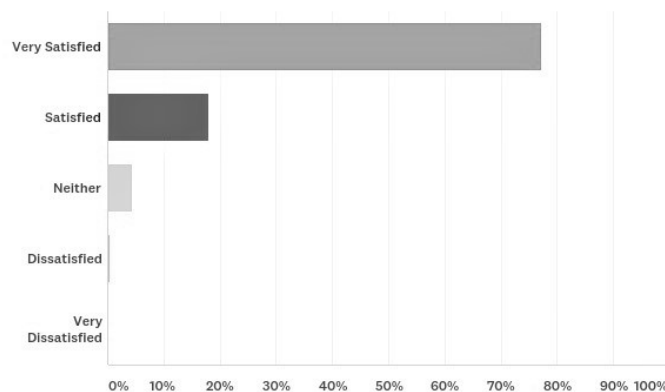
“Window cleaning standards getting much lower this year.”

“Window cleaning standard has dropped noticeably in recent weeks. Windows to the rear of BJH have not been cleaned recently and the last time they were cleaned it was done very carelessly.”

“Sometimes windows smeary after cleaning.”

28. **Estate Concierge team.** A fantastic result of 95% was achieved in the “very satisfied” and “satisfied” categories. This is slightly down on the 99% achieved in 2016, but that is exceptionally hard to maintain or improve on! Dissatisfaction remained extremely low. Many comments named individual members of the team and the praise and thanks will be passed on.

Q19 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)



“Always helpful, polite and knowledgeable staff.”

“The hearts of the operation - they should be nurtured.”

“Gold Stars to the CPA's for their helpfulness, common sense and stamina.”

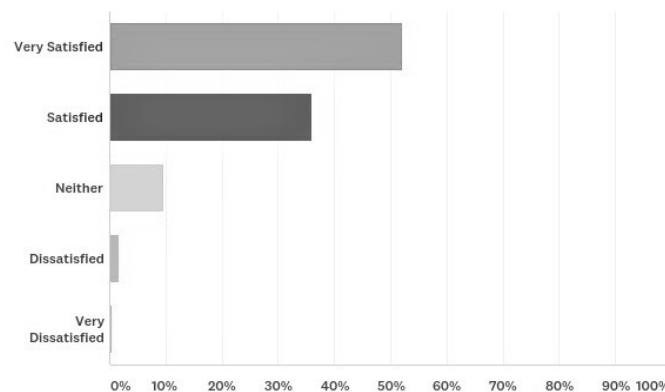
“They are one of the major benefits of living in the Barbican.”

“Consistently excellent since 2005 when we first moved in.”

“Outstanding. Friendly, professional and very helpful.”

29. **Open Spaces.** 88% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This is 1% less than 2016.

Q21 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?



“The recent team changes have seen a vast improvement. However, some of the pods are kept locked making watering difficult for gardeners and allotment holders.”

“The gardeners do wonders with limited staff and money resources; the gardens mean a great deal to me.”

“Generally very well kept but what is happening to the beds on the north side of ben jonson? they are looking rather overgrown and neglected.”

“The gardens look amazing and really add to the experience of living in the Barbican. The newish Highwalk planting is stunning. The gardening staff are great.”

“The water condition of the lake is poor with thick sludge now very evident in some areas notably the ‘canal’ on the Lakeside Terrace below Gilbert House. The Lakeside fountains are not operating at full strength and water circulation generally is not as good as it used to be.”

30. Additional comments were sought, and residents were given the option to receive a direct response. Those that requested so, have all been responded to in August. 35 residents chose to make comments on varied topics. Some comments were specific to particular residents or properties.

“I don't think that VFM are providing a good service for the TV's system.”

“I think you all do an amazing job. I hope you realise how much you are valued by the residents. I know we can be difficult sometimes, but we are so lucky to have you.”

“Would prefer some of the legalistic circulars received e.g. on contracts for various services to include a simple explanation of what they are all

about. After reading some of them I am often little wiser, and they are not always set in a proper context e.g. what they are replacing etc.”

“How do I know if I am getting value for money? When the repairs team arrive, there seem to be many people for a small job, and it takes a long time (except the Garchey team, who are quick and efficient).”

31. Finally, we asked, “what is the one thing the BEO could do to provide better service?”

“Sorting out leaks. My flat has been affected several times in the same place.”

“Employ people with the appropriate skills and business acumen to respond to residents' needs in an efficient timely manner. A simple cost-saving exercise might be to employ a communications person who would think about delivering unpersonlised single page round-robin letter without the need to first put them in a large unaddressed envelope - it need not have been placed in an envelope at all thus saving both time and expense.”

“Listen to us. And act on what you hear. Take responsibility for the Grade 2 heritage that is your duty.”

“Deal with VFM effectively.”

“Provide equal communication for all residents in the community. Many are not online, elderly and miss the weekly email and the chance to input in the survey (was there a paper survey copy? or a number to call to request one?). They also do not visit the estate office to read the newsletter.”

32. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.
33. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

Conclusion

34. 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.
35. 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 2018

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

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