

<b>Committee(s):</b>  <b>Residents' Consultation – For information</b> <b>Barbican Residential – For Information</b>	<b>Dated:</b>  <b>26112022</b> <b>09122022</b>
<b>Subject: Residents' Survey</b>	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<b>1 &amp; 4</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>NA</b>
<b>What is the source of Funding?</b>	<b>NA</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>NA</b>
<b>Report of: Director of Community and Children's Services</b>	<b>For Information</b>
<b>Report author: Helen Davinson, Barbican Estate Office</b>	

### **Summary**

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in October 2022.

### **Recommendation(s)**

Members are asked to:

- Note the report.

### **Main Report**

#### **Background**

1. In October 2022 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 seventh 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. Only questions that had a text box answer could be skipped.

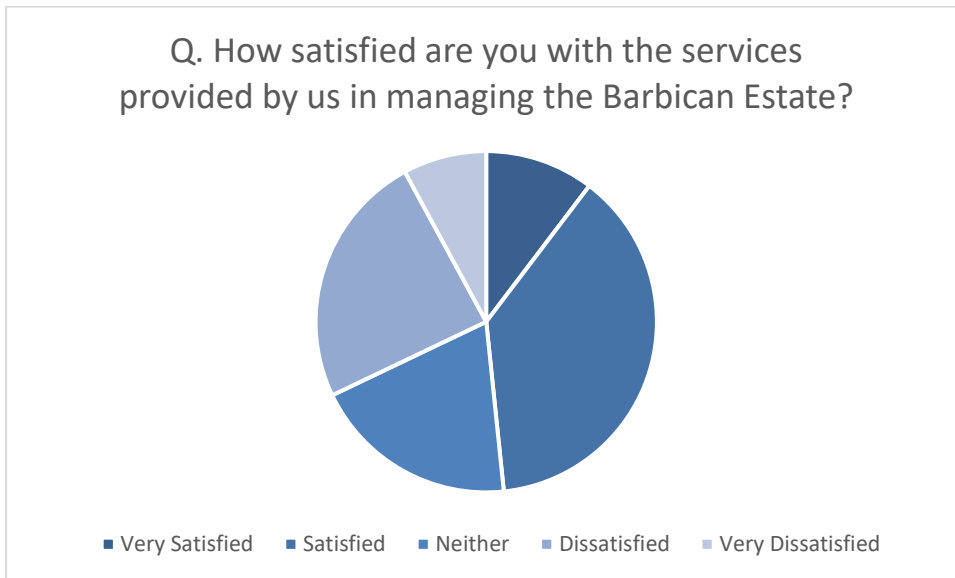
5. Additional fields throughout the survey enabled residents to add their comments. As with previous surveys, all comments received were circulated to staff and service providers.
6. A response rate of 455 was registered, with 2 paper copies requested. This was a significant improvement on the 336 responses received in 2019. As with previous years, officers incentivised completing of the survey by having a prize drawer of £100 voucher.
7. A breakdown of response by block is shown below.

Block	No. of flats	No. of responses	%
Andrewes House	192	39	20.3%
Ben Jonson	204	50	24.5%
Brandon Mews	26	9	34.6%
Breton House	111	13	11.7%
Bryer Court	56	5	8.9%
Bunyan Court	69	18	26.1%
Cromwell Tower	111	26	23.4%
Defoe House	178	35	19.7%
Frobisher Crescent	69	21	30.4%
Gilbert House	88	23	26.1%
John Trundle Court	133	12	9.0%
Lambert Jones Mews	8	4	50.0%
Lauderdale Tower	117	41	35.0%
Mountjoy House	64	8	12.5%
Seddon House	75	17	22.7%
Shakespeare Tower	116	31	26.7%
Speed House	114	24	21.1%
Postern & Wallside	26	2	7.7%
Thomas More House	165	22	13.3%
Willoughby House	148	22	14.9%
Prefer not to say		33	

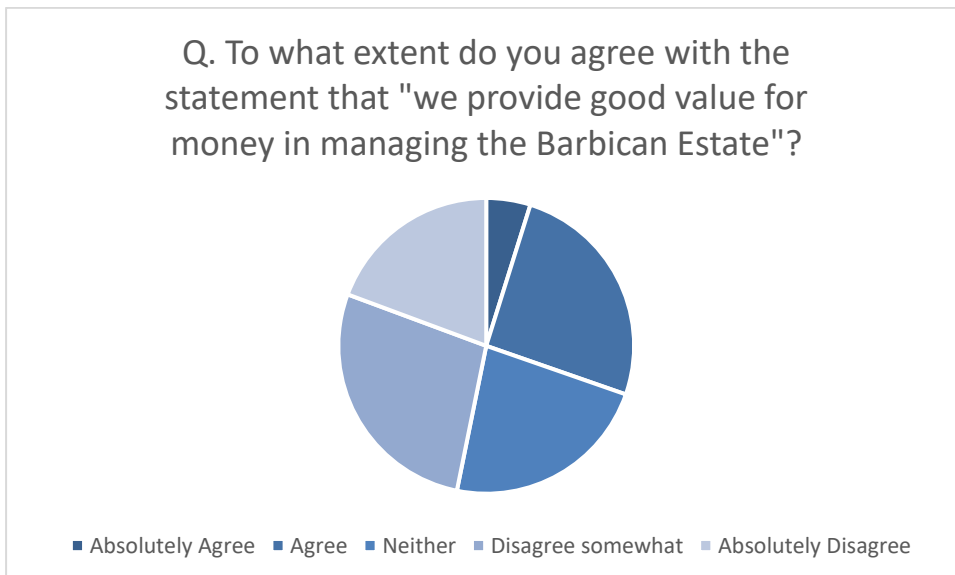
8. Surveys were not carried out in 2020 and 2021 due to the pandemic. .
9. The results of the survey will be published via the Barbican electronic bulletin in December 2022.
10. Some of the common queries and comments have also been answered throughout November and publicised in the weekly bulletin. These have included how to get hold of the Duty Manager in an emergency, joining your House Officer for an inspection as well as a half year update on the status of Repairs.

## Current Position

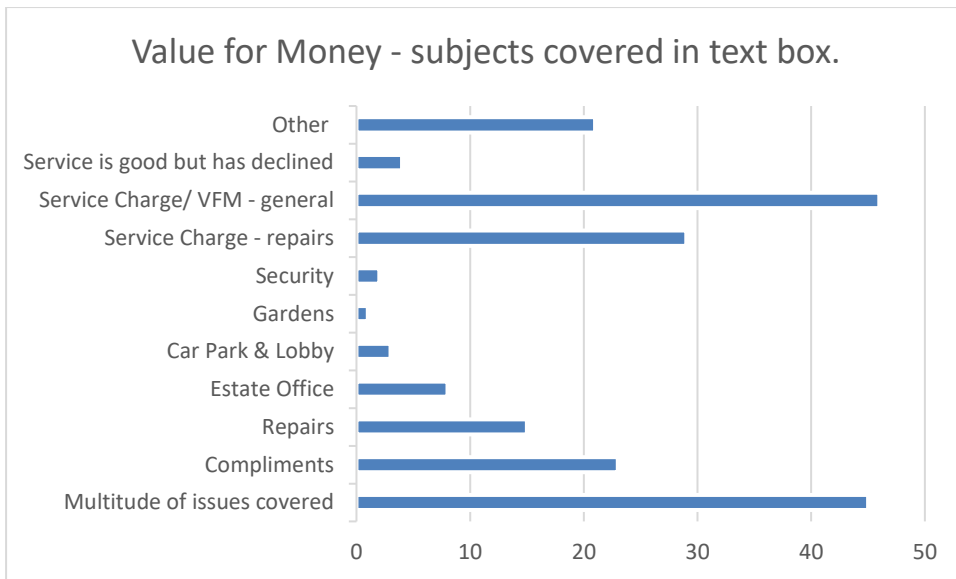
1. **Customer Care.** A result of 48% was achieved in the “satisfied” and “very satisfied” categories. This is a 40% decline on the 2019 survey.



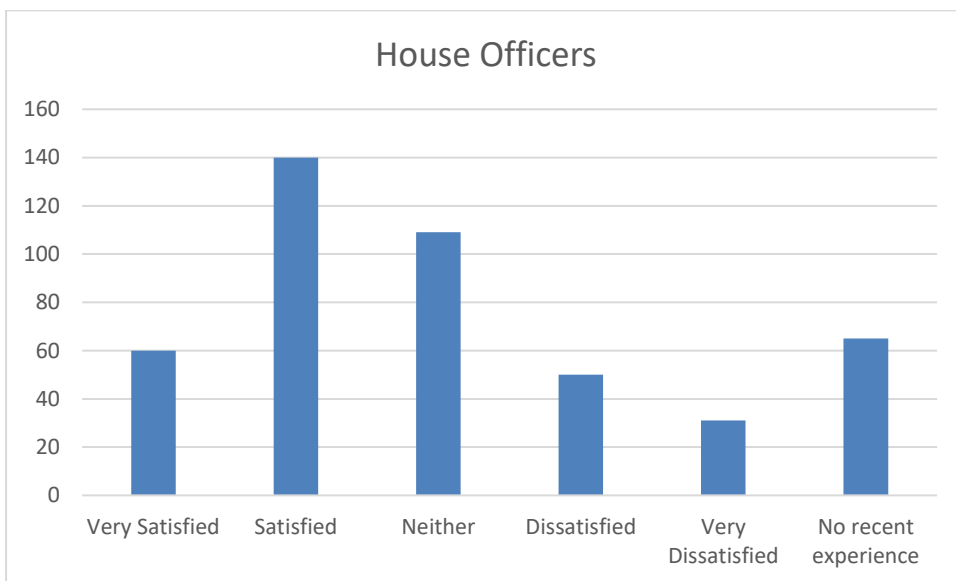
2. **Value for Money.** 30% of responses “absolutely agreed” and “agreed” with the statement that “*the Barbican Estate Office provides good value for money in managing the Barbican Estate*”. This is a decrease of 40% on 2019.



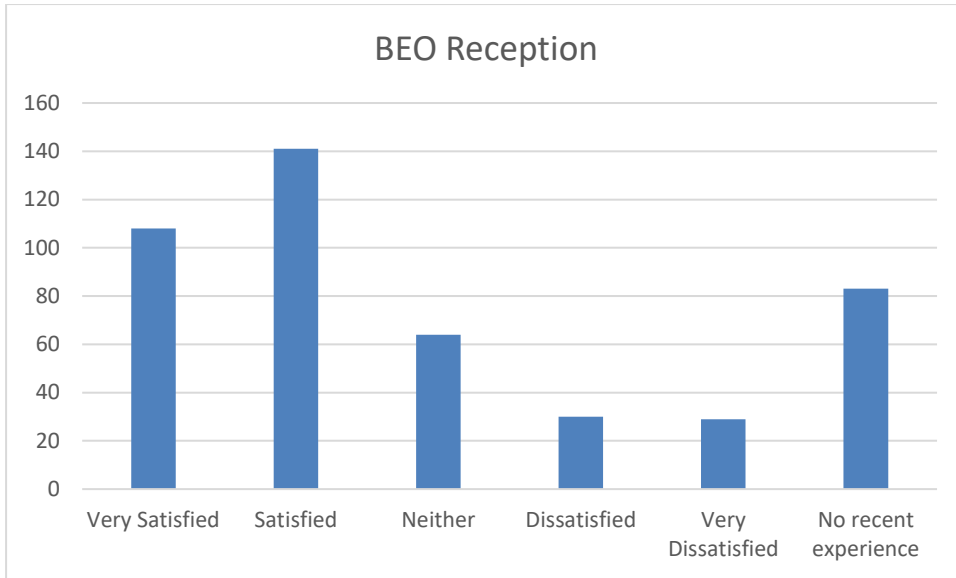
3. Of the approximate 200 comments made, regarding the response to this question, half made reference to rising service charges, the cost of repairs and lack of value for money.



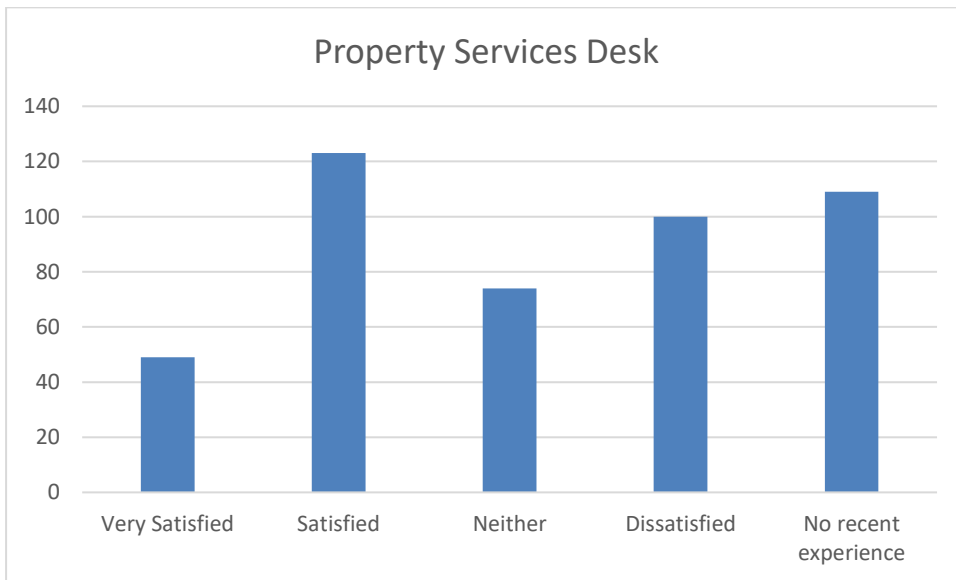
4. **House Officers.** Taking into account the 14% with “no recent experience of this service/not applicable”; 64% satisfaction was achieved. This is a 16% decrease on the 2019 survey.



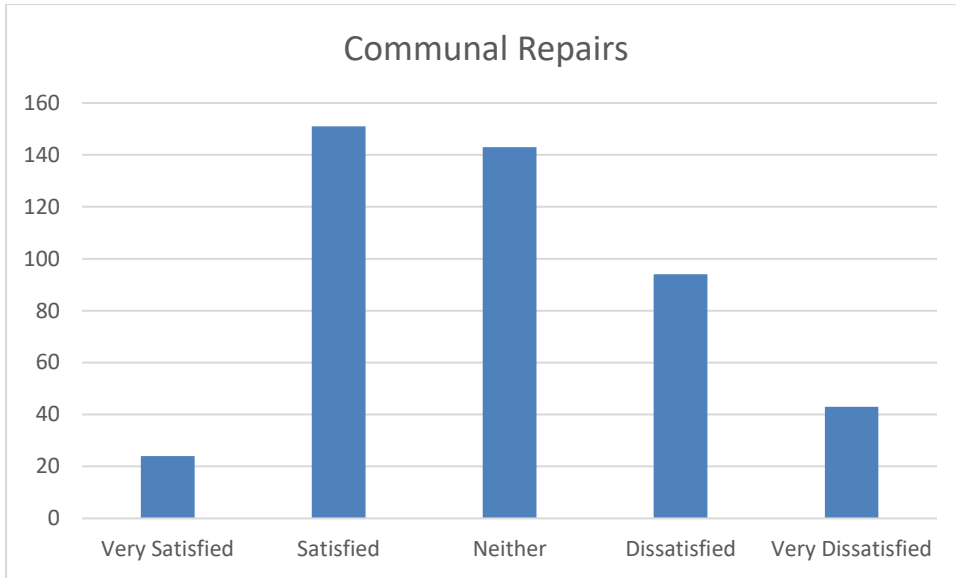
5. **Barbican Estate Office Reception.** Considering the 22% with “no recent experience of this service/not applicable”; 67% satisfaction was achieved in the way Reception deals with general enquiries. This is a 22% decrease on the 2019 survey.



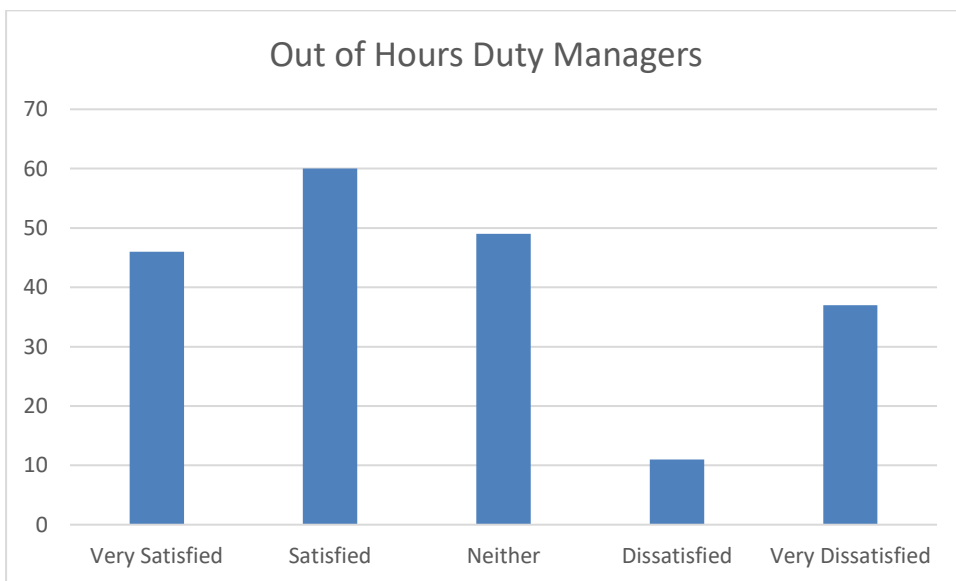
6. **Property Maintenance – Repairs Service Desk.** 24% of residents had “no recent experience of this service/not applicable”. Of the remaining, 50% were either “satisfied” or “very satisfied”. This is a 29% decline on the 2019 survey.



7. **Property Maintenance in communal areas.** 38% satisfaction levels were achieved. This is 38% down on the 2019 survey.

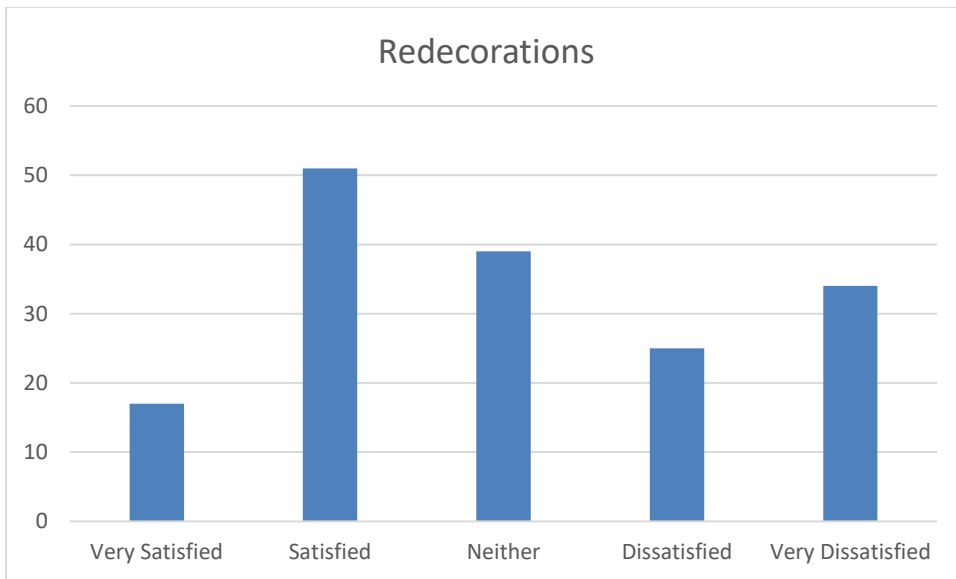


8. **Out-of-Hours Emergency Service.** Considering the 55% who have “no recent use of this service/not applicable”, of the remaining respondents, 46% satisfaction levels were achieved. This is a 33% decline on 2019.

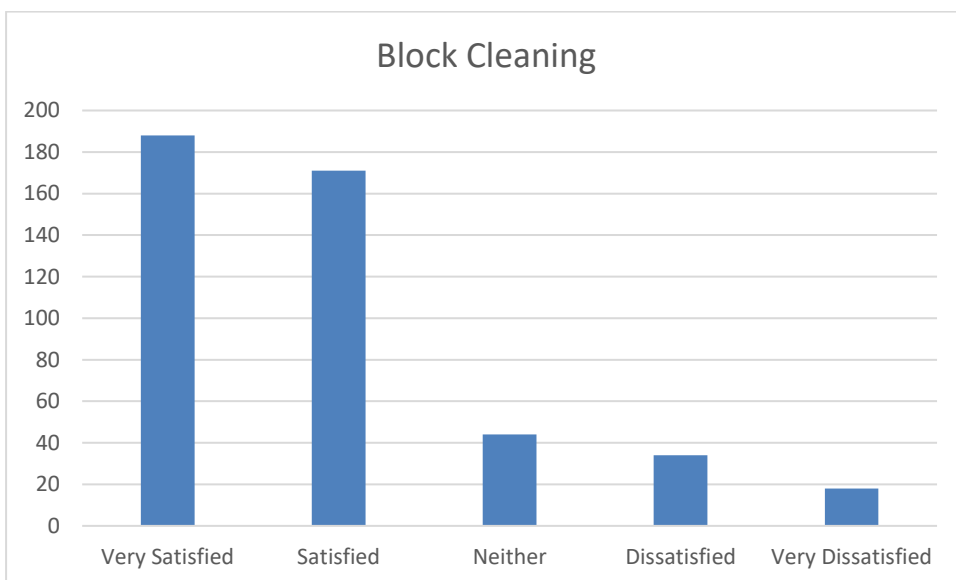


9. 53% of respondents were also unsure how to contact the Duty Manager in an Out of Hours emergency. We have since re-run information about how to get hold of the Duty Manager, in our weekly bulletin in November.

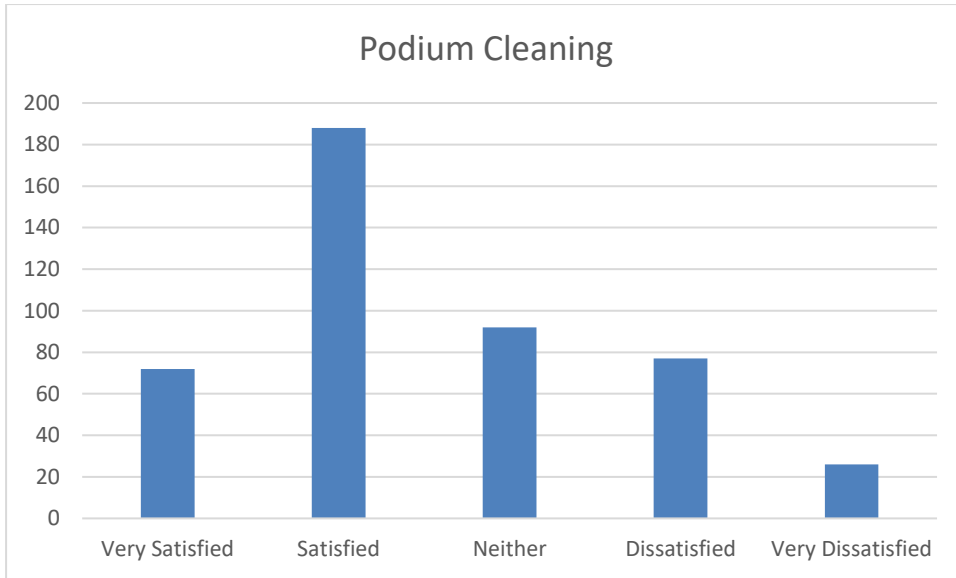
10. **Major Projects delivered estate wide (specifically redecorations).** Considering the 44% of respondents who have “no recent experience/non-applicable”, of the remaining respondents, 27% satisfaction was achieved. 19% less than 2019.



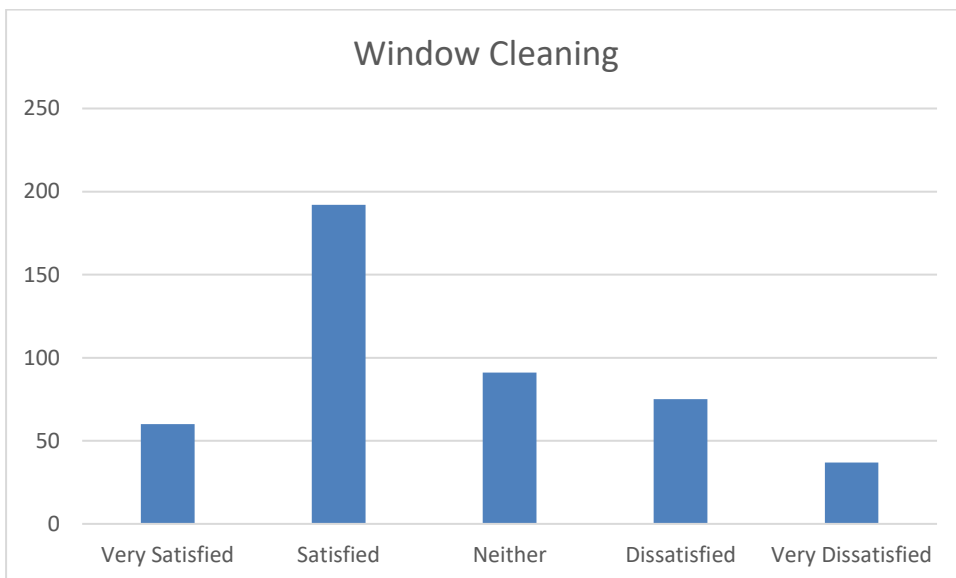
**11. Communal Area Cleaning.** A result of 79% was achieved in the “very satisfied” and “satisfied” categories. A 16% decrease on the 2019 survey.



**12. Podium Cleaning (public, non-service charge areas of the estate).** This year we asked an additional question about cleaning. 57% of respondents were “very satisfied” or “satisfied” with podium cleaning. However, the Barbican Estate Office has received a number of complaints and comments about podium cleaning in recent months.

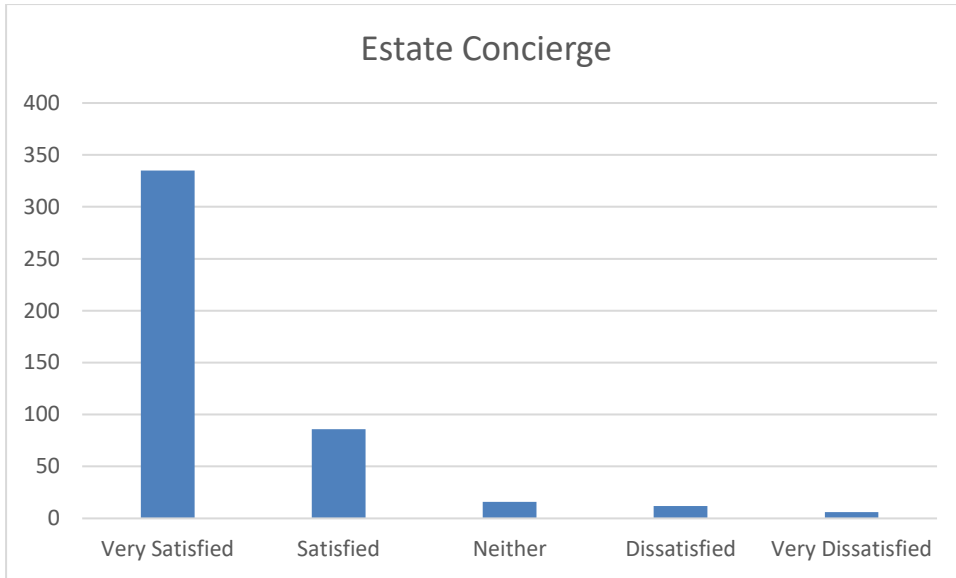


**13. Window Cleaning.** A result of 51% was achieved in the “very satisfied” and “satisfied” categories. This is a 16% decline on the 2019 survey.

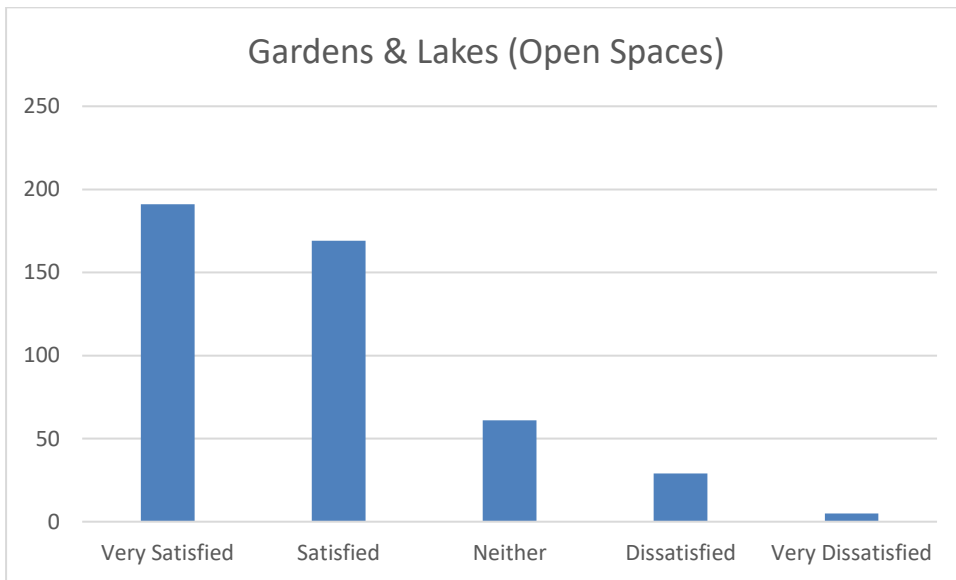


**14. Estate Concierge team.** A result of 93% was achieved in the “very satisfied” and “satisfied” categories. A 4% decrease on the 2019 survey.





15. **Open Spaces.** 79% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This is 5% less than last time.

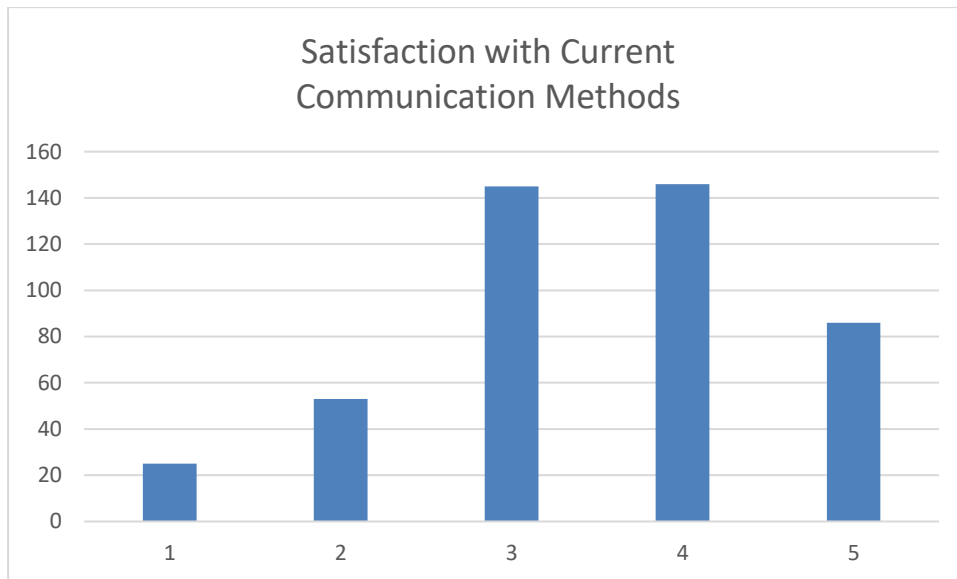


16. Some of the comments received, covered areas not under Barbican Estate control. Where appropriate, these comments have been passed onto the departments responsible.

17. Under Gardens and Lakes, several comments were received about the non-functioning water features in the lake. These have been passed to the Barbican Centre.

18. **Communications.** Extra questions were added this year to assist in the proposals soon to be put forward for a communications strategy and included in the independent review.

19. To the question, “How satisfied are you with current communication methods from the Barbican Estate Office?” an average rating of 3.47 out of 5 was achieved. 51% of respondents rated between 4 & 5 for this question. (1 being dissatisfied and 5 being satisfied.)



20. Common themes in the comments about communications received from the BEO, expressed high levels of dissatisfaction with the way increases in service charge have been conveyed, as well as information about potential car park closures.

21. Regarding the weekly bulletin, 77% of respondents read it every week with 71% agreeing it “provides them with the information they need.”

22. Question 17 asked, “in its current form the bulletin takes between 2 and 3 days per week, to compile and produce (this includes subscriber management). If the BEO moved to a monthly estate-wide bulletin, with short intervening local (block) bulletins from your House Officer, this could produce a saving that will allow us to introduce other methods of communication.” 53% responded that they would like the bulletin to remain at a weekly frequency and 47% wanted to see it move to a monthly frequency.

23. Regarding the Barbican Estate pages of the City of London website, although 54% agreed that the pages provide them with the information they need, 62% of respondents visit rarely or not at all.

24. The 15 questions dealing with communications have been fully shared with the Service Level Agreement working party for a detailed review, ahead of the formulation of the Communications strategy

## Conclusion

1. Whilst not unexpected, the results of this survey give the Barbican Estate significant pause for thought. High levels of dissatisfaction with both the handling of the proposed car park closures, increased cost of repairs as well as how we communicated increases in the service charge have been broadly expressed.
2. Satisfaction levels have decreased in all areas with less significant declines noted for Estate Concierge and Open Spaces.
3. Following review of these comments with the service managers, a report from all service areas, detailing actions already taken as well as actions to be implemented will be presented to your next committee.

## **Appendices**

Appendix 1: Resident Survey October 2022

## **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  
September 2019 Residents Satisfaction Survey

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