

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> <b>01 September 2014</b> <b>15 September 2014</b>
<b>Subject:</b> Residents' Survey Results September 2014	
<b>Report of:</b> The Director of Community and Children's Services	<b>Public</b> For Information
<b>Ward (if appropriate):</b>	
<p style="text-align: center;"><b><u>Executive Summary</u></b></p> <p style="text-align: center;">This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2014.</p>	

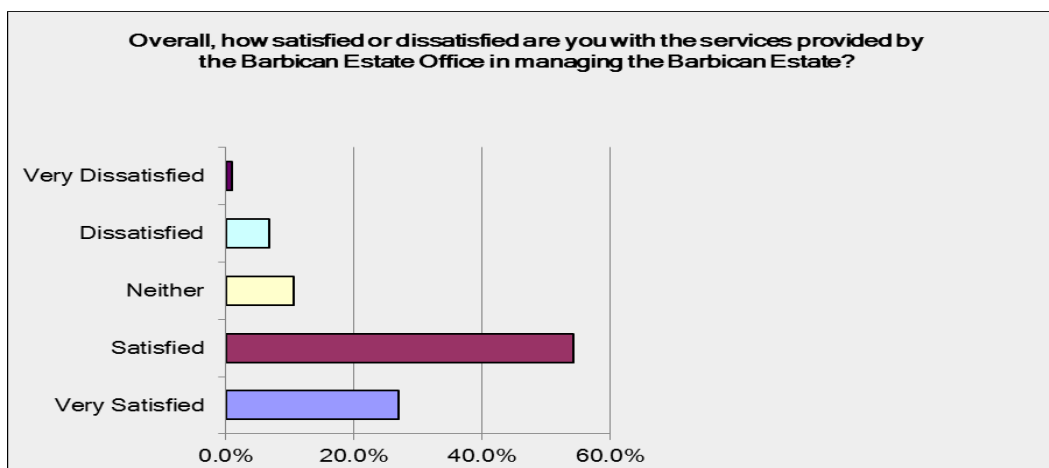
## **Background**

1. In July 2014 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 form is attached as Appendix 1.
2. This was the second time that an online survey was used, with paper copies advertised as being available upon request.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. An additional field at the end of the survey enabled residents to add their comments. A selection of these comments both positive and negative, are 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 500 was made up of 498 online entries and 2 in paper format. This equates to 25% of households and is an increase from the 467 responses received in 2013.
6. The results of the survey will be published via email broadcast in September 2014 and on the Barbican section of the City of London website.
7. Whilst not an item paid for directly by the residents, a question about the Beech Gardens project was added into this year's survey following a great deal of comment last year. It was also felt that in 2013, the scores for Open Spaces and Property services may have been skewed because of Beech Gardens.

## Current Position

8. **Customer Care** –A result of 81% was achieved in the “satisfied” or “very satisfied” categories, 1% down on 2013.

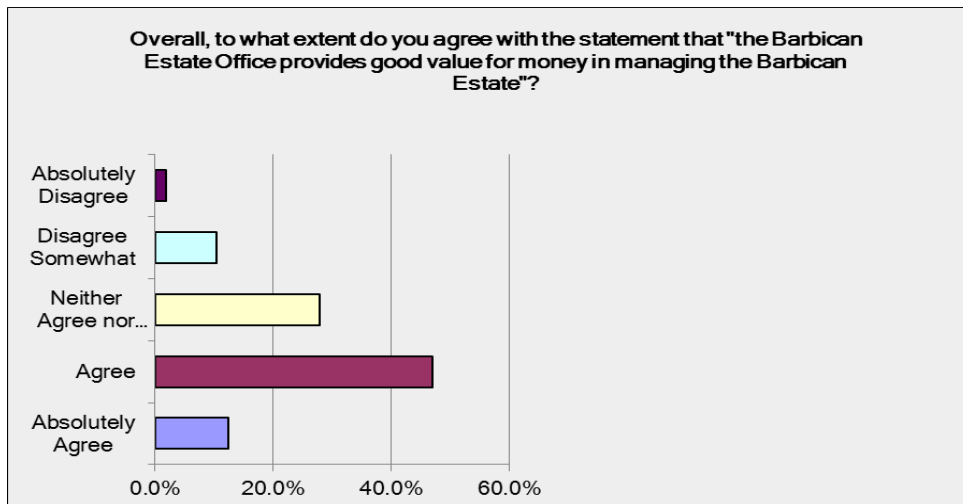


*“Living in the Barbican is great. Thank you for all your good work.”*

*“Have always found everyone very approachable and sensible.”*

*“Think like business people!”*

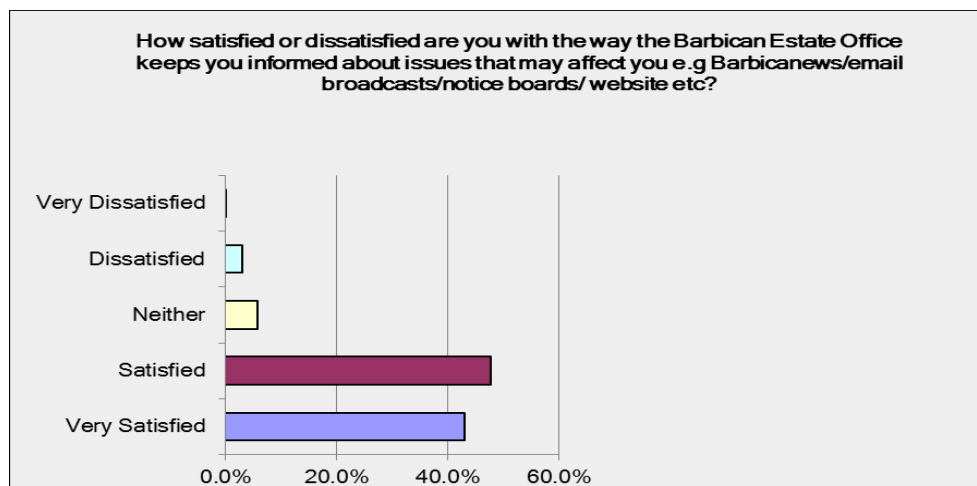
9. **Value for Money** - 60% of responses “absolutely agreed” and “agreed” with the statement that “the Barbican Estate Office provides value for money in managing the estate”. An increase of 5% on 2013.



*“The Estate seems very well managed and the cost seems proportionate. We are fortunate to have a team which includes many friendly and professional members, who area pleasure to deal with.”*

*“Always choosing the lowest cost provider is a false economy.”*

10. **Communications** - 91% was achieved in the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them. This is an increase of 4% from 2013. This year 3% were dissatisfied, down from 6% in 2013. We are particularly pleased with the increase in satisfaction as a lot of thought and work has gone into establishing the communications protocol for the Barbican Estate.

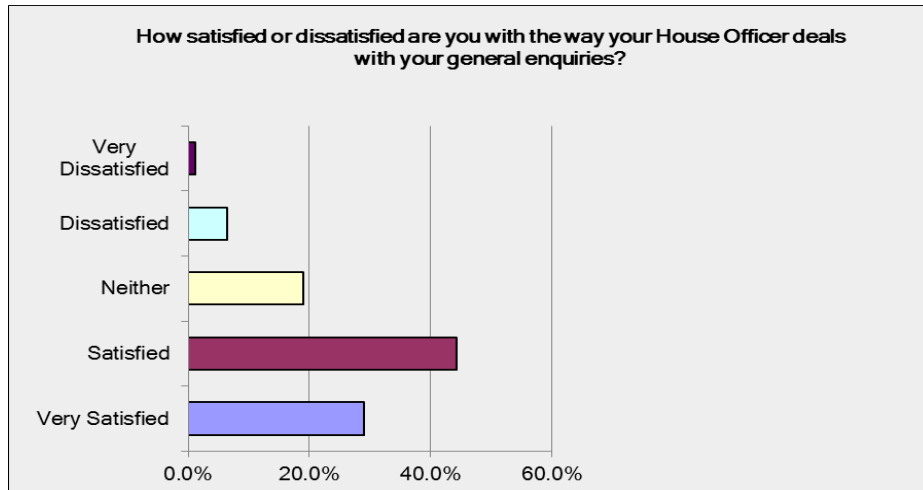


*“Sometimes it seems there is lip service being paid to engagement rather than actual progress being made, or that prompt response equates to completion of projects.”*

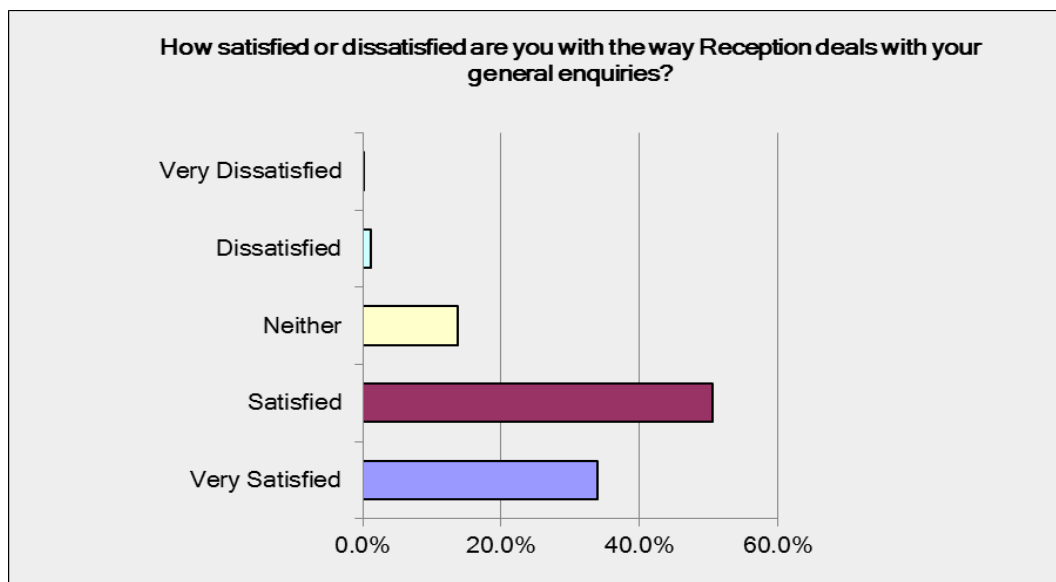
*“Should like a clear and regularly updated list of all contact details for above services.”*

*“The very good and clear communication is all one way – points made by residents seem to be not acted upon (eg. window cleaning, lighting).”*

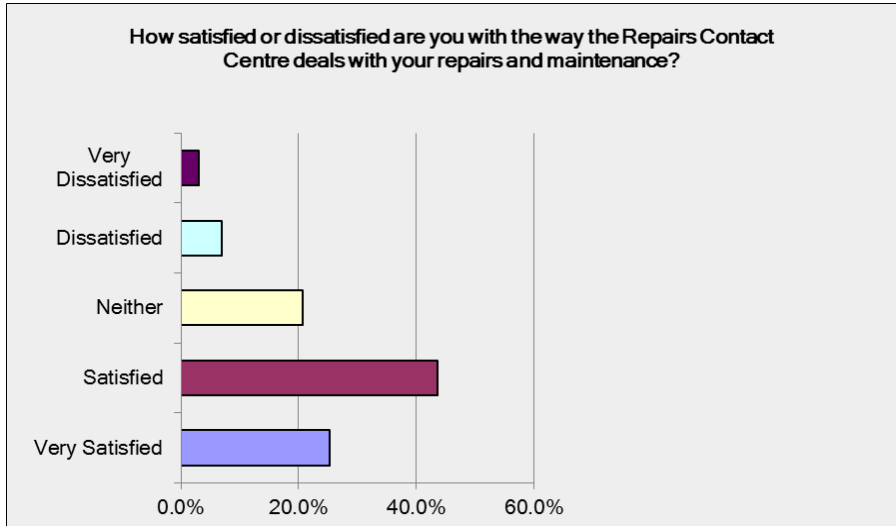
11. **House Officers** –73% satisfaction was achieved with 19% “neither satisfied or dissatisfied”. In 2013 70% satisfaction scores were achieved.



12. **Barbican Estate Office Reception** – A result of 85% was achieved in the “satisfied” or “very satisfied” categories in the way the Reception deals with their general enquiries, an increase of 6% on 2013.

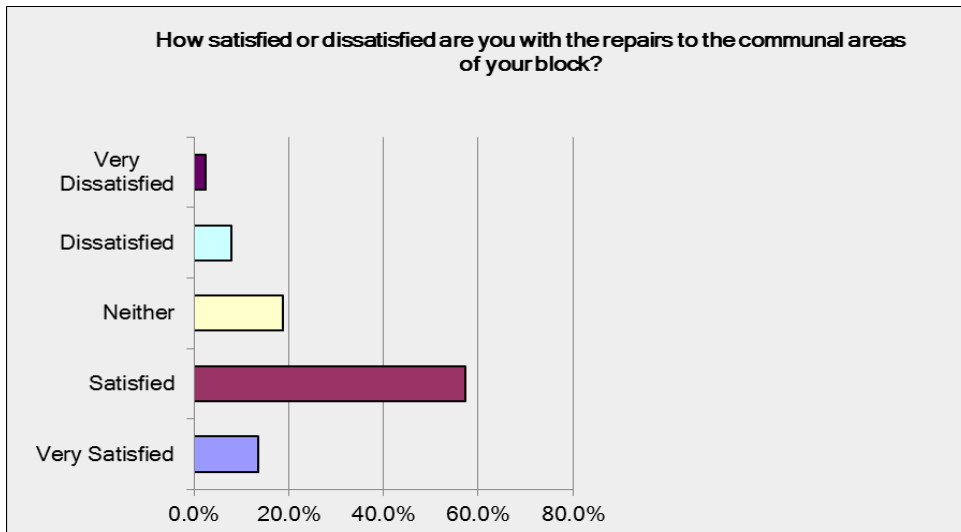


13. **Property Maintenance** – A result of 69% was achieved in the “very satisfied” or “satisfied” with the way Repairs Contact Centre dealt with the residents call for repair issues against 66% in 2013.



*“Would like more communication when a complex repair (eg. to exterior) is in progress, especially to know when it is complete.”*

14. **Property Maintenance in communal areas-** 71% satisfaction was achieved. This represents an increase of 8% on satisfaction levels. Dissatisfaction levels have also decreased by 7%.



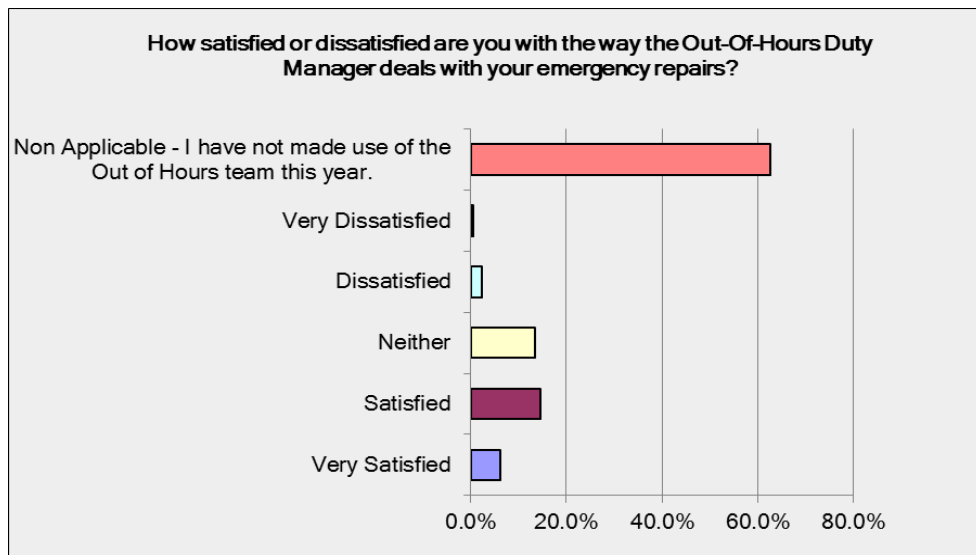
*“Generally the standard and quality of maintenance is excellent.”*

*“No preventative maintenance work is carried out.”*

*“How long need it take to replace dead light bulbs in corridors? In Willoughby House sometimes 3 weeks.”*

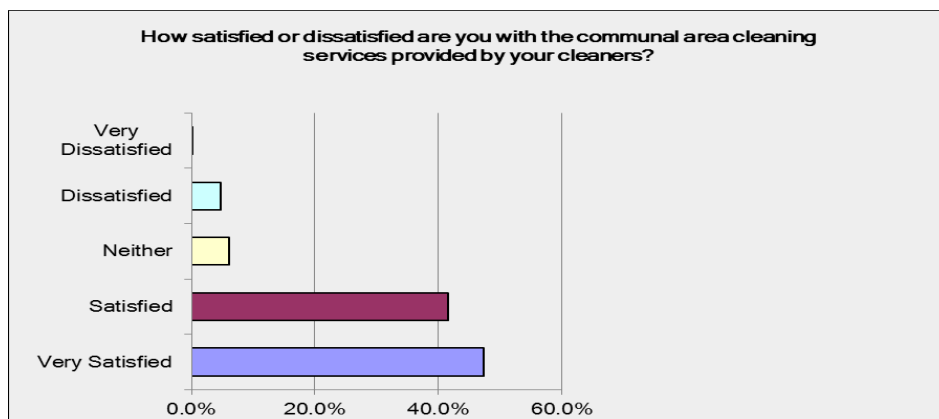
*“A lot more attention should be paid to checking work undertaken by contractors is up to standard. The response to repairs has been extremely slow and has been forgotten despite an order being placed.”*

15. **Out of Hours Emergency Service** –Taking into account the 63% not having used the service, of the remaining respondents, 56% were “satisfied” or “very satisfied”.



16. Following feedback given last year, a response choice of “not used this service” was added to the survey to give a true reflection of the standard of service received.

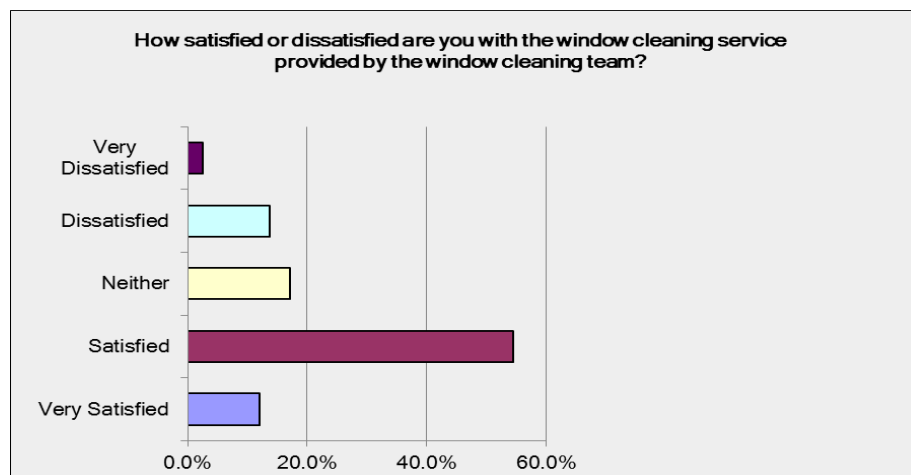
17. **Communal Area Cleaning** - 89% was achieved in the “very satisfied” or “satisfied” categories. This is down from 92% in 2013.



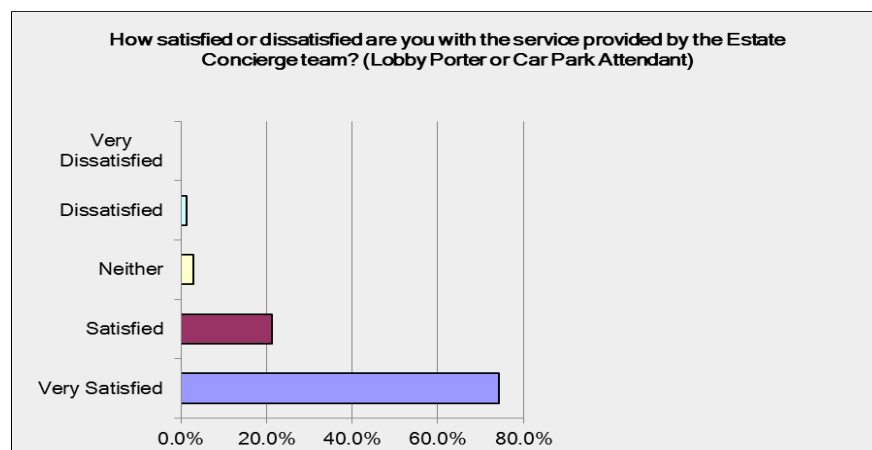
*“Cleaning: internal block is fine, however, podium is never properly cleaned, machine comes along infrequently and area near the block is very dirty. Building works make a lot of dust.”*

*“ A lot of rubbish builds up on the estate over the weekends. I wonder whether sufficient bins are provided?”*

18. **Window Cleaning** - 66% was achieved in the “very satisfied” or “satisfied” categories with 17% being “neither satisfied or dissatisfied”. This is the same satisfaction level as last year.



19. **Estate Concierge team** – A result of 96% was achieved in the “very satisfied” or “satisfied” categories. This is the same very high satisfaction level as last year.

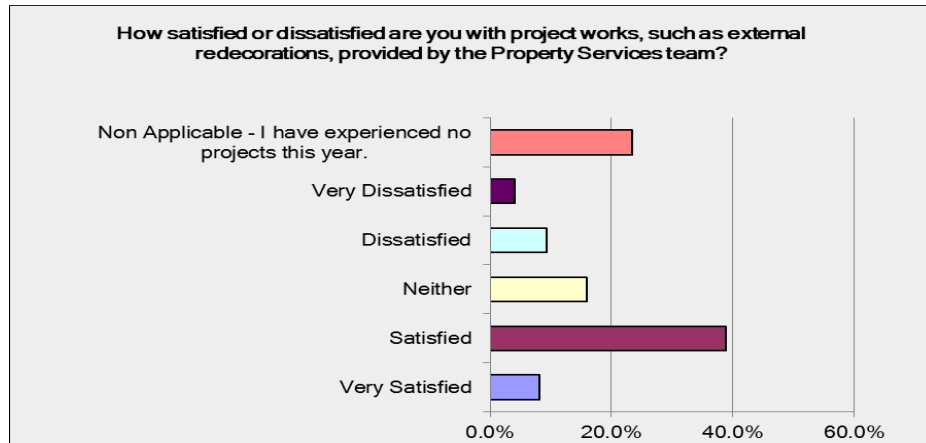


*“Would like to mention that our porters (Defoe House car park) are incredibly helpful, courteous and kind to residents – often above and beyond what they are paid to do.”*

*“The car park guys are great.”*

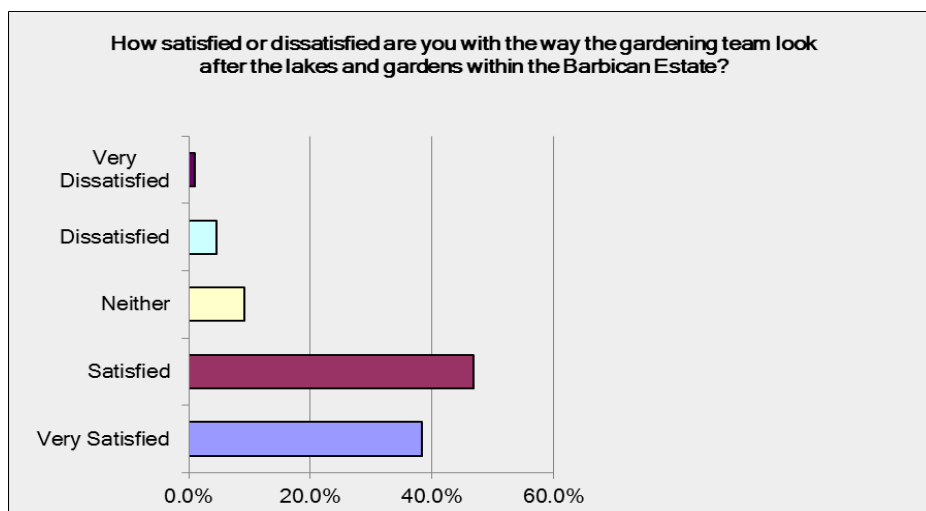
*“Just a special mention for how fantastic the Lauderdale Tower porters are.”*

20. **Major Works** - 47% was achieved in the “very satisfied” or “satisfied” categories with project works, such as external re-decorations, provided by the Property Services Team. 16% were “neither satisfied or dissatisfied” and 24% noted that they had no experience of a project this year. Satisfaction levels remain the same as in 2013.



*“Re-painted surfaces on balcony rails started blistering quite quickly, suggesting they were not well prepared; hope it will be better this time.”*

21. **Open Spaces** - 85% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This represents an increase from 9% from 2013.
22. In 2013, the comments received about Open Spaces were heavily weighted towards the Beech Gardens project.



*“The gardening team do their best with poor landscaping.”*

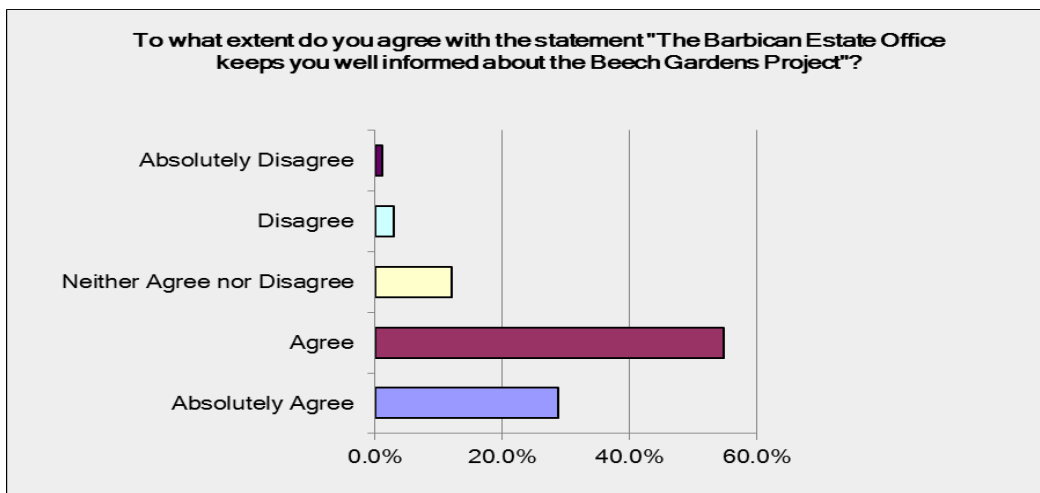


*“The gardens are gorgeous.”*

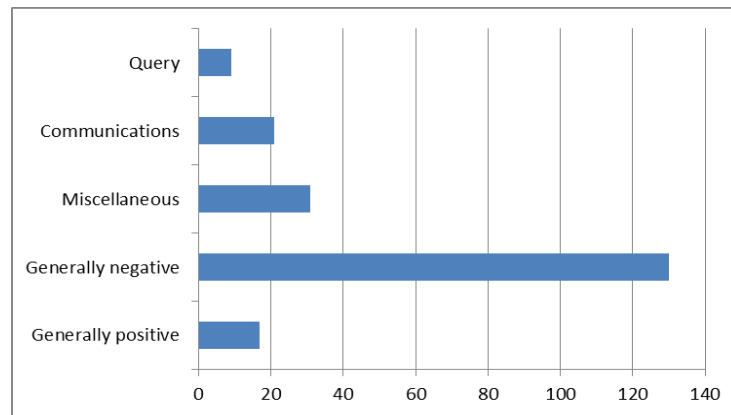
*“On gardening, would like much greater reduction in size of trees in Thomas More Garden.”*

*“Also how stunning the gardens look.”*

23. **Beech Gardens** – 84% agreed with the statement that, “The Barbican Estate Office keeps you well informed about the Beech Gardens Project”



24. The majority of comments from the May 2013 survey concerned the Beech Gardens project. To give residents the opportunity to comment about both Beech Gardens and other areas of the service provided by the Barbican Estate Office an extra commentary box was added this year.
25. 201 comments were received about Beech Gardens. These have been analysed and subdivided into the following categories
- Generally positive
  - Generally negative
  - Miscellaneous
  - Communications
  - Query



*“They are taking a very long time”*

*“Communication about the project has got noticeably better in the past month or so. Prior to that, it was dire. Unacceptable for such a major project, with such visible impact, for such a long, long time.”*

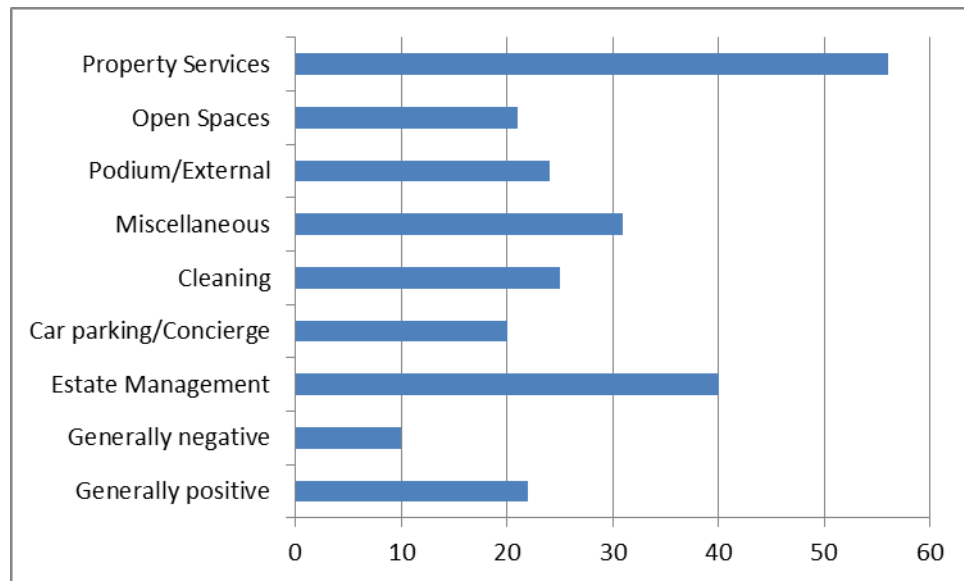
*“The length of time this has taken, the noise, the mess – utterly depressing. Living in the Barbican is no longer attractive!”*

*“They feel very long drawn-out!”*

*“When is it scheduled to finish?”*

*“There is a lot of information about what is going on but less about why it is taking so long.”*

26. A further 200 responses were received to the question, “Do you have any further comments/queries/suggestions regarding the services provided to you?”
27. These have been analysed and subdivided into 9 categories.



28. Some comments covered areas not under Barbican Estate control or were not directly linked to services we provide. Where appropriate, these comments will be passed on to the departments responsible.

*“I wish the Barbican estate had control over cleaning the stairs down to Barbican station. They are a disgrace.”*

*“Please get the Arts Centre to do something about the brickwork right on the lakeside where it is crumbling away. It’s been neglected for years. Or can’t the Estate just take action?”*

*“Please spend time on St Giles’ Terrace and finish off new seats, parking concerns and barrier.”*

*“Please sort out the evening noise issue from the Girls’ School as it is intolerable and unacceptable.”*

29. The House Officers have reviewed all the comments received. Where necessary they have also followed up if action was required.

## **Conclusion**

30. Where residents have made specific comments or queries on the survey form, the House Officers have addressed these on an individual basis. Although as the BEO does not know who made the comments, we have not responded individually.

31. General comments and common themes and trends have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.
32. Satisfaction levels are high but we will aim to improve service levels where results have identified areas of concern by ongoing stringent monitoring of the Service Level Agreements, block and estate inspections, monthly meetings with the service providers and responding to residents' comments.
33. A further review of response categories will occur before the BEO sends the next resident survey in 2015.

## RECOMMENDATION

- (i) *That the Committee note the contents of this report.*

### **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

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