

2012-13 Cyclical decoration programme – satisfaction and quality checks analysis – Feedback to Forum 20 March 2014

1. Background

During April 2012 to March 2013 Partners carried out cyclical decorations to 189 PFI 1 dwellings. In order to assess the quality of the works and satisfaction of residents with the process and outcome three types of checks were carried out. The PFI Teams Technical Manager carried out a sample of checks of the works carried out and asked residents how satisfied they were with them. Also Partners repairs contractor Rydon sent out a satisfaction survey once they had completed the decoration works. Partners asset management section also carried out 10% post inspections. This report analyses this data and gives feedback on the results and how this is being used to improve this year's 2013-14 programme.

2. PFI Team checks

2.1 A sample of 26 checks was carried out by the PFI Team Technical Manager. The checklist used is attached at appendix A. It asks residents to give a score out of 10 for each of the issues in the table below and these are then averaged to give an overall score.

Satisfaction with:	Average score %
Keeping areas clean and tidy	69
Progressing the work properly	59
Scaffolding safe and secure & notice given	73
Completed job	64
Customer care and communication	77
Overall average score	69

2.2 Individual issues raised at these visits were forwarded to Partners to resolve and were monitored to ensure completion. 16 issues were raised. Of these 8 were about incomplete snagging works, 6 were about poor quality or finish of works, 2 were about damage by scaffolding or delays with scaffolding.

2.3 The Technical Manager made an overall judgement on the quality of the works in the 26 checks. Notwithstanding some minor snagging works he rated the quality of the decorations to be of a high standard.

3. Partners satisfaction surveys

3.1 Following completion of the works out of 189 dwellings decorated 106 of Partners satisfaction surveys were returned. 99 responses were from tenants and 7 responses were from

leaseholders. A copy of the survey is attached at appendix B. Where no surveys were received from a block Partners would try to carry out a telephone survey so feedback was received from all blocks. 9 out of 106 surveys were carried out over the phone. In the survey residents were asked to rate out of 10 their satisfaction with the quality of the works, the service provided (eg security and cleanliness), staff attitude (eg helpful, polite, respectful) and communication (eg kept informed of what would happen when). A total average score for all these areas was then calculated. Over the year the average satisfaction score was 76% which meets the council's target of 75%. From the 106 completed surveys 63 residents scored Partners 75% or higher overall. 13 residents scored Partners 50% or lower overall.

3.2 The average satisfaction scores for individual issues is as follows:

Satisfaction with:	Average %
Quality of work	74
Partners service	73
Staff	80
Communication	75
Overall average score	76

3.3 The survey also included a section for residents to give their own free comments. 23 residents made additional comments. 6 comments were very positive about their experience including communication, quality of the works, helpfulness of specific supervisors, painters and some scaffolders. 17 comments were negative including 7 about incomplete snagging works, 4 about delays with works or scaffolding up too long, 4 were about not cleaning up afterwards and dirty windows, 4 were about poor communication 2 were about poor quality of the works and 2 were about scaffolding damage. (Some comments covered more than one issue so issues add up to more than 17 comments)

4. Partners Asset Management Post Inspections

4.1 16 post inspections were carried out by an external consultant to check the quality of the work. All 16 checks met the standards of the output specification. Some minor snagging works were identified and forwarded to Rydon to remedy.

5. Key findings

5.1 There was a high level of satisfaction with the cyclical decorations programme. The PFI Team inspections and Partners surveys show that where negative comments are made by residents these cover similar issues and that Partners should concentrate their improvements in the following areas:

- Ensuring incomplete works are completed before sign off
- Ensure any rubbish or debris or dirty windows are cleaned up at sign off
- Tightly project manage works to prevent delays and avoid unnecessary scaffolding time
- Ensure any quality of finish issues are picked up and remedied before sign off
- Ensure effective communication about timescales of works and scaffolding

6 Partners response survey feedback and to future improvements

6.1 Partners have attended and rectified any incomplete works. In the 2012 -13 cyclical decorations programme a clean up team was not used to its full potential. However for future works a clean up and snagging team will be used to clear any debris and rubbish left on site

and attend to any incomplete works at the sign off stage of the works wherever possible. This will include unsticking any windows that have stuck during decoration.

6.2 Partners identified inconsistencies with their notification methods and timescales and now coordinate this centrally rather than through their sub-contractors.

6.3 Scaffolders have been reminded to remove any rubbish when the scaffolding is taken down and to treat residents and property with respect. Partners will advise residents the expected duration scaffolding will be needed for each location and make clear that payment for scaffolding is linked to the job rather than the time it is up to help manage residents expectations.

7. 2013-4 cyclical decorations programme

The 2013-14 cyclical works programme is in progress. The same methods to measure satisfaction and quality will be used. Partners will provide quarterly satisfaction survey updates to the PFI Team to check the programme as it progresses and quality checks will be carried out once a new Technical Manager has been appointed.

8. Conclusion

Partners 2012-13 cyclical decorations programme was completed to a satisfactory quality standard with high levels of customer satisfaction. Feedback from residents has enabled further improvements to be made including the use of clear up and snagging teams at sign off of works and clearer consistent communication about notification periods, scaffolding and duration of the works for the current programme.

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