

APPENDIX 4

SUMMARY OF RESIDENTS' CONSULTATION ON MAJOR WORKS PROCUREMENT

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A small panel of residents were asked for their individual views on 4 customer care questions. A summary of their comments against each question is recorded below:

Q1 How should the new contractors liaise with residents and provide good levels of customer care, when they are on site carrying out major works?

Use a variety of ways, not just one.

Many people who are perhaps elderly or with specific needs would prefer face to face contact, so door knocking.

Newsletters are well received.

It is really appreciated if contractors simply greet residents in passing with friendly comments like "how are you" and "how's it going".

Contractors need to make it really clear how the residents can contact them, where the site hut is, who the RLO is, telephone numbers, email addresses etc.

Many residents have special needs and the Council's data base often isn't up to date, could the Council and contractor make a point of gathering up to date information at the start of the project by either door knocking, or writing to each resident, asking them to identify any special needs that they have that the contractor needs to know about.

Could newsletters have an audio version and one in braille?

Can site office opening hours be extended, or perhaps on just 1 or 2 days, so as to allow residents who work a chance to report issues or discuss the work?

Could contractor produce a laminated card with all essential contact details on it and phone numbers for RLO, Site Manager etc. for normal business hours and out of hours.

The RLO needs to be very visible, out and about .

The contractor needs to have the facility to make appointments for residents.

Q2 How should the new contractors best communicate with and involve residents affected by major works on their estate?

Meetings with residents are really important. Residents are really keen to know when it's going to happen and how it might impact on them. However, for some residents meetings are a bit overwhelming, so other forms of contact (as mentioned above) are really important.

Could contractors provide a programme of works before they start on an individual block?

Could the contractor go through the list of residents and identify those that didn't attend and make an effort to communicate with them, say, via email, hard copy letter, phonecall, door knocking? Ask if they would like a personal visit to explain things?

More use could be made of Caretakers, - they tend to know a lot about the different residents and can also pass information on, so if they are well briefed this would also help to spread information.

More use could be made of the electronic sign boards on some estates.

More use could be made of texting – not all residents, but some would respond to this.

Q3 If things go wrong during works, what standards do residents expect for the management and resolution of their complaint?

Need to know who to complain to in the first instance.

Would initially like swift contact from the RLO to understand better about what has gone wrong and what will be done to rectify it.

Confirmation that the complaint has been received and is acknowledged as a complaint (not just an enquiry).

Complaints need to be seen to have been taken seriously.

Can PLOs do some spot checks on the contractors complaints log?

All complaints need a reference number.

A follow up communication is required a week or so after the complaint is resolved, just to check that the resolution is actually working.

Q4 How best can the Council gain feedback from residents following completion of the major works on their estate?

As mentioned above, a variety of methods of collecting feedback is desirable. So it could be a written questionnaire dispatched by ordinary mail, a survey monkey , phone call survey, face to face survey. But all agreed this should be conducted by Islington Council, not the contractor's staff.

Concerns expressed that people are a bit jaded from being required to give too much feedback (amazon and e-bay for example), so perhaps use the TRA if one exists .

Really liked idea of coffee morning once project has finished to gather people together and gather their thoughts through PLO talking to residents informally.

Some training for contractors is needed for simple things to consider when working with disabled residents, - for example parking van too close to end of ramp to prevent wheel chair passing by.