



# Customer Consultation Results

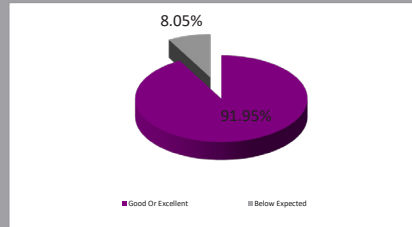
## Sandwell Property Care (SPC) - what you think of us

We sent out questionnaires to customers that we had worked for and received 87 responses back between January to March 2024.

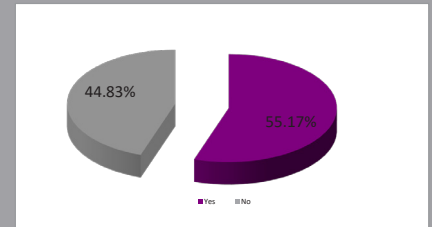
Here's a summary of what you told us:

- 92% rated the attitude and helpfulness of SPC helpdesk as good or excellent; our target is 95%
- 55% had an appointment made by our contractors; our target is 80%
- 35% of contractors telephoned in advance; our target is 80%
- 73% of contractors turned up when they should; our target is 85%
- 90% of contractors met health and safety requirements; our target is 90%
- 84% of customers felt work met expectations; our target is 85%
- 82% were happy with the overall service provided by the contractors; our target is 85%, and
- 83% rated their overall experience as good or excellent; our target is 85%

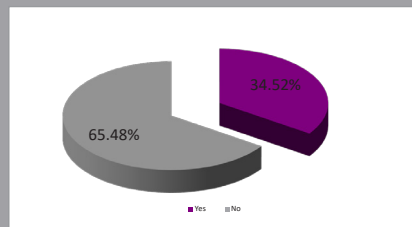
Question 1: Attitude and Helpfulness



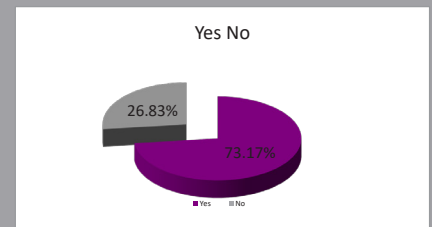
Question 2: Prior Appointment Made



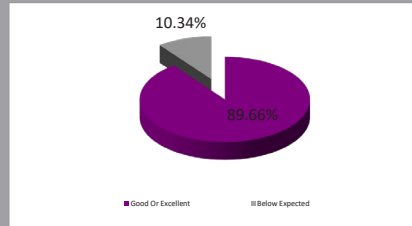
Question 3: Telephone In Advance



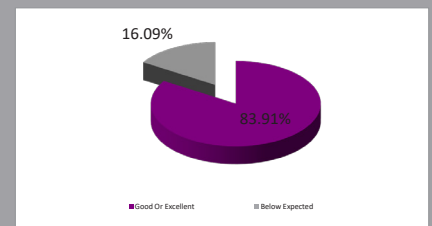
Question 4: Arrived at Agreed Time



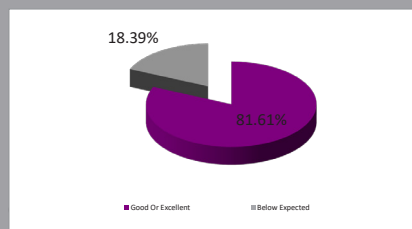
Question 5: Health and Safety Requirements



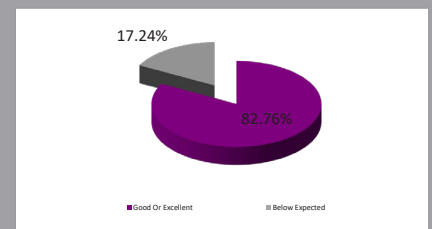
Question 6: Work Meets Expectations



Question 7: Service Provided By Contractor



Question 8: Overall Service



Five questions are below target, four of which relate to our partners and we will be speaking to them to improve these areas. The helpdesk supervisor is addressing the low result for the helpdesk. All other questions exceeded their targets and we will continue to monitor and raise targets where necessary.

## Planned Mechanical & Electrical Projects - Customer Consultation

We consulted on 2 No. planned mechanical and electrical projects during quarter 4 and received feedback on 1 project.

For both professional services and quality of the contractor our customer rated the service at 100%, well above the 85% target.

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