



Chief Executive's Department for
Jigsaw Rewards Scrutiny Panel
Satisfaction with repair: Final Report

19 January 2022

Scrutiny Review: Satisfaction with repair

The Project

This is a Maintenance Delivery, Corporate Plan Project – Satisfaction with repair.

The survey asks “are you happy with your recent repair” and gives an option of ‘yes’ or ‘no’. If a tenant selects ‘no’ and requests a call back, they will be contacted in order to discuss their issue. Are we performing well on repairs satisfaction? Are we calling our residents back who are unhappy with their repair?

Background

Jigsaw Homes uses an external company, Voicescape, to gather feedback from customers who have recently had a repair carried out in their home. The satisfaction survey allows customers to share their experience of the service and gives them an opportunity to express their satisfaction.

The survey is generated the day after the repair is marked as ‘complete’ on the Northgate computer system and is issued via an automated telephone call and a follow up text message (SMS). The surveys are conducted between Monday and Saturday; two attempts are made to contact the customer between 9:45 am and 7:00 pm with an automated voicemail message left where possible. If the calls are unsuccessful they will be followed up with a SMS text message giving the customer an opportunity to complete the survey.

The automated call starts with a greeting followed by “this is Jigsaw Homes with a quick question about the recent repair we completed in your home....” then asks a question about the overall satisfaction with the repair using a scoring system; option 1 for satisfied and 9 for dissatisfied. The wording of the survey is bespoke to different trades for example, plumbing, joinery, electrical, painting, etc. The script can be seen in Appendix 1.

All customers have the opportunity to self-classify their survey; they are presented with three classifications options for both satisfied and dissatisfied responses, and ‘other’ for dissatisfied which they can choose by selecting the corresponding number on their telephone key pad. Self classification is a new feature that was introduced in May 2021 to enable customers to provide the main reason for their score and leave a recorded message. All customers regardless of their score are given the opportunity to leave a short recorded message to explain the reason for their score however, only dissatisfied customers have the facility to request a call back from Jigsaw Homes to discuss their issue. The self classification options are:

Satisfied customers	Dissatisfied Customers
We attended on the agreed day and time	We took too long to complete the job
The technician was polite and friendly	The communication was poor
The repair is now complete	The repair was not fixed and you need us to return
	Other

The self classifications presented on the survey are not inclusive. Surveys self classified as ‘other’ by customers can be re-classified by Jigsaw staff using a larger list of classifications after either listening to the recorded feedback or speaking to the customer about their feedback.

If dissatisfaction is expressed and the customer requests a call back, Jigsaw Homes aims to contact them within five working days.

As at November 2021 customer satisfaction with repairs was 88.61%; the target is 88%:

The table below shows satisfaction data between 1 April 2021 and 31 October 2021; it includes old subsidiaries that no longer exist but did within that time and during the change over to the new company names:

Subsidiary	Satisfaction	Calls Made	Responses Received	Response Ratio	Satisfied	Dissatisfied
JH Tameside	90.34%	7,524	3,483	46.29%	3,150	333
JH North Adactus	86.14%	3,640	1,674	45.99%	1,442	232
Jigsaw Homes North	87.40%	2,239	1,048	46.81%	916	132
JH North Chorley	75.00%	19	8	42.11%	6	2
Chorley Community Housing	88.90%	2,342	1,207	51.54%	1,073	134
JH Midlands	87.09%	2,071	1,061	51.23%	924	137
Manchester City Council PFI	89.67%	2,030	871	49.21%	781	90
Aksa	89.60%	868	327	37.67%	293	34
Jigsaw Homes North Beech	84.81%	156	79	50.64%	67	12
Beech Housing Association	83.33%	73	42	57.33%	35	7
GROUP TOTAL	88.64%	20,962	9,800	46.75%	8,687	1,113

Summary of findings

The Positives

- Jigsaw Homes’ satisfaction rate was above target at 88.6% as at November 2021.
- Voicescape helps to identify satisfied/dissatisfied customers on a large scale.
- The current method for collecting customer satisfaction data is effective; the response rate is 46%.
- The number of satisfaction surveys a customer will receive within a period of time is limited to avoid customers being inundated with surveys.
- No personal details are provided to Voicescape which means customer data is protected and ensures minority groups/individuals will not be discriminated from receiving a survey.

- The new classification options introduced in May 2021 allows customers to self classify the reason for their score, leave a comment, record a message, and request a call back providing greater insight into the reasons for their score.
- Customers requesting a call back are generally contacted within five working days to establish the reason for their dissatisfaction.
- Action is taken to resolve a customer's dissatisfaction by resolving the issue straight away, escalating the matter to the relevant team or senior management; dealing with dissatisfaction quickly can reduce the risk of the situation escalating.
- Occasionally formal complaints have been raised by staff on the back of customer satisfaction feedback.
- Satisfaction data is used as a learning tool to understand why customers are dissatisfied and trends are investigated to drive service improvements and help with process design.
- Satisfaction data is used to meet targets and as a reporting mechanism; results are monitored and reported regularly to Senior Management, the Chief Executive, and Board.

The Negatives

- Satisfaction surveys are not prominently promoted on the Jigsaw Homes website.
- Customers are not advised they will receive an automated satisfaction survey on completion of their repair for example, by the technician.
- The 'comment' and 'call back' facility is not widely used by customers; more than 50% who said they were dissatisfied did not classify the reason for their dissatisfaction.
- Jigsaw Homes is not always able to contact dissatisfied customers; one attempt is made by telephone during office hours and a voicemail message left where possible.
- The survey does not always capture customers at the right point of their repair journey; it can be generated even though follow on work or materials are necessary to complete the repair.
- Customers may be unsure about which repair the survey relates to if it needs two or more trades to complete, or if multiple repair orders were raised at the same time.
- Emergency repairs are surveyed; emergency repairs are a make safe service and are often marked as dissatisfied because a permanent repair was not carried out.
- Inspections are surveyed (inspections are not a repair); most customers surveyed expressed dissatisfaction because their repair is outstanding.
- The way in which the satisfaction survey is framed does not allow customers to provide mixed feedback or two classifications for example; satisfied with the repair but unhappy with the technician's communication.
- Due to staff absences a number of dissatisfied customers were not contacted within the five working days target; the dedicated officer's time is split 50:50 between satisfaction calls and complaints, MP and Councillor enquiries. Staff absences during Covid 19 have also contributed to delays.
- There is limited feedback for customers to see how their comments on surveys are used and acted upon and how their feedback leads to improvements.

Management comments

The automated telephone/text approach through the external company provides an effective way of capturing customer satisfaction about our repairs service when considering the response rates and current resource to manage this service.

We agree that there is some further work to publish more examples of how customer feedback has made a difference to maintain and encourage healthy response rates and more comments to provide further insight into why customers are both satisfied and dissatisfied with our service delivery.

The Rewards survey results are interesting, particularly the point that residents would welcome an email survey to complete in their own time and to provide further comment. This is something the external company could possibly provide through a web link and we will take this forward as an action following the scrutiny.

What we wanted to know

1. How is the survey communicated?
2. Data – are responses representative, or might some groups, e.g. older people be missed?
3. Is the survey generated at the right point in the repairs journey?
4. Would incentives encourage more responses to the survey from people who were not unhappy?
(This will be covered via Jigsaw Rewards survey).

What we looked at

- Scrutiny Panel's questions
- Voicescape database
- Jigsaw Homes website
- Case studies
- Jigsaw Rewards satisfaction surveys results

Scrutiny Panel's questions

The scrutiny panel were given a presentation by Sarah Chilton, Head of Chief Executive's Department. Following the presentation the panel asked a number of questions which were answered as follows:

Q – Is the follow up just carried out on negative comments?

A – Yes, due to lack of manpower/resources.

Q – Why are positive comments not followed up?

A – This is due to lack of manpower/resources within the team. It is not necessary to follow up a positive response. There would be no value in doing this. Also tenants may get annoyed at the level of contact. We say thank you at the end of the survey.

Q – How long has Jigsaw been doing the data graphs through Voicescape?

A – Since the merger of Adactus and New Charter in 2018.

What we found

How is the survey communicated?

At present, customers are not advised they will receive an automated satisfaction survey on completion of their repair for example, by the technicians, or by Connect when the repair order is raised. Most customers by now will have received an automated survey from Jigsaw Homes and know to expect them.

The Jigsaw Homes website provides information on customer feedback and complaint investigations and within this section it makes reference to satisfaction surveys and states “if you receive a customer feedback survey about our services, please take the time to leave a comment with your score – it really does make a difference”.

It states “We are always keen to hear your feedback as this helps us to learn and understand areas where we are delivering services well and areas where we can improve”. As at November 2021, the website displays quarter 2 findings (July to September 2021) for customer feedback and complaint investigations; this does not include satisfaction survey results. Appendix 2.

Feedback is not currently provided on how customer comments on satisfaction surveys are used and acted upon therefore customers cannot see how their feedback leads to improvements. The classification options were only introduced in May 2021, prior to these customers could respond with ‘satisfied’ without an option to leave a reason.

What happens when a customer expresses dissatisfaction?

The customer will be contacted to establish the cause of their dissatisfaction, priority is given to dissatisfied customers who request a call back or leave a comment/recorded message (Voicescape has a facility that allows recorded messages to be played back). There is no reliable long term data to indicate how many customers have requested this facility however, anecdotal information suggests that the opportunity is not widely utilised.

Any feedback that is supplied via SMS that is deemed concerning is highlighted immediately by Voicescape to Jigsaw staff to take action.

The officer will decide whether or not to call a customer who has expressed a concerning reason for their dissatisfaction. They will first check the database to establish if a colleague has recently been in contact with the customer, the situation has already been resolved, or if the customer has raised a complaint with the Chief Executive’s Department; an example of this is shown in the case studies in this report.

One call will be made within the five working days target. If the call is unanswered a voicemail message will be left explaining the reason for the call and asking the customer to contact Connect. If contact cannot be made the case will be ‘closed’ and the outcome recorded as ‘no answer/voicemail left’ or ‘no answer/no voicemail left’ where there is no facility to leave a message.

Where the reason for dissatisfaction is established, action will be taken immediately to resolve the matter or by escalating it to the relevant team or to senior management. Once action has been taken the case will be closed and whatever action was taken will be recorded as the outcome for example, ‘passed to colleague’. In some cases the surveys are kept open to ensure the reported issues are resolved.

Reasons for dissatisfaction

A review of satisfaction data between 1 April 2021 and 31 October 2021 revealed that of 1,113 ‘dissatisfied’ customer response, 598 did not classify the reason for their dissatisfaction (when this happens the system automatically shuts down the survey and records it as N/A), 101 customers selected ‘other’ and 60 were ‘no comment’.

An analysis was carried out on dissatisfied customers responses in order to capture insight and learning. It showed the main reason for dissatisfaction was; ‘the repair was not fixed and Jigsaw Homes need to return’ (205 responses). Other responses were; ‘we took too long to complete repair’ (31), ‘poor communication’

(23), 'not fixed first time' (16), and 'job not complete/inspection' (11). The full analysis can be seen in Appendix 3.

A review of responses categorised as 'the repair was not fixed and Jigsaw Homes need to return' revealed dissatisfaction was highest with repairs completed by plumbers. Appendix 4.

This information helps to identify the areas/service on which to focus in order to make improvements and increase satisfaction for example, investigate further if it relates to particular operatives, whether the plumbers need more training, more time per appointment, or better access to parts.

Data -are responses representative or could some groups be missed?

Voicescape data for the period 1 April 2021 and 31 October 2021 shows Jigsaw Homes customer satisfaction rate was 88.64% and the response ratio was 46.75% (anything above 40% is considered very good). Appendix 5.

Once a repair (including emergency repairs) has been marked as 'complete' on the Northgate computer system, it generates an automated telephone satisfaction survey via Voicescape for the customer to be contacted the next day. Voicescape will check whether or not a customer has recently been surveyed (usually within the previous seven days), if a survey has been sent it will omit them from the list to prevent them being inundated with survey requests.

The information provided to Voicescape is the customers' tenancy reference number and telephone number; this takes account of many variables such as tenancy type, geographical area, and demographics thus providing assurance that no minority groups or individuals will be excluded from receiving a survey. Customers can also be confident that their data is protected and no other information is disclosed such as; name, address, age, gender etc.

At present customer profiling information is not gathered therefore a review was carried out on a random sample of fifty 'dissatisfied' customers to identify whether or not there are groups of customers whose voice is not being heard. The findings revealed that customers were representative across all geographical areas where Jigsaw Homes has stock. Respondent's ages ranged between 40 and 100 years of age; there was no representation from 18-39 year olds within this sample therefore, it could not be determined whether or not this age group is deterred from responding.

The majority of responses (34) were from customers aged between 50 and 70. Of the 50 sampled, 6 were from BAME (Black and Minority Ethnic) groups. However, due to the small sample size, it could not be determined whether or not some minority groups are deterred from responding due to a language barrier.

Satisfied customer responses

A review of 50 'satisfied' responses was also carried out to determine if representation was similar to that of 'dissatisfied' customers. The findings revealed that customers were representative across all geographical areas where Jigsaw Homes has stock. Respondent's ages ranged between 18 and 89 years of age and the largest numbers 'satisfied' were aged between 18 and 39 (13 responses). Of the 50 sampled, 13 were from BAME groups.

The findings confirm that 18-39 year olds are not deterred from responding to satisfaction surveys and that there is a balance between satisfied and unsatisfied responses. However, it appears that expectations with repairs may be higher with customers aged between 50 and 70. The full analysis of satisfied responses is shown in Appendix 6.

Due to staffing resources, follow up telephone calls are not made to customers who have not responded to a satisfaction survey to determine the underlying reason for not engaging; one officer leads on customer satisfaction with 50% of their time dedicated to customer satisfaction surveys and 50% to complaints, MP and Councillor Enquiries.

The results of the Jigsaw rewards survey on repairs satisfaction provides insight into why some customers do not respond to Jigsaw Homes' satisfaction surveys; there is a perception with some customers that their views are not listened to or taken on board. The actual scenario is that in most cases customers were listened to and actions were taken however, feedback is not communicated to them for example, on Jigsaw Homes' website, and as a result some customers may have become disengaged with giving feedback. Other reasons were that some customers are not "tech savvy" and struggle with technology while some prefer paper surveys they can complete in their own time.

Contacting dissatisfied customers demonstrates that customer views are listened to and their comments taken seriously; Jigsaw Homes contacted 159 customers who expressed dissatisfaction between 1 April 2021 and 31 October 2021. However, only 80 (50.31%) of calls were successful; they were categorised as:

Action taken	Number
Spoke to customer	70
N/A no voicemail left	38
N/A voicemail left	22
*Redundant - Called customer	13
Passed to colleague	10
*Redundant - Unable to contact	3
*Redundant - Call back declined	2
Wong number (customer)	1
Total	159

*These are old categories that are no longer in use.

At 23 November 2021, Voicescape showed 41 open cases.

Is the survey generated at the right point in the repairs journey?

To establish if the survey is generated at the right point in the repairs journey for example, on completion of repair, case studies were carried out on a number of randomly selected responses. The findings revealed that in some cases customers were asked to rate their repair following an inspection, an emergency repair (which is often just a temporary repair), before the repair was complete, or before they could properly assess the quality of work.

Case studies revealed that customers may not be aware that a survey relates to only the trade that has completed the work where a repair requires multiple trades to complete. There is also a lack of awareness that operatives are not multi-skilled and can only complete the repair they are allocated to do and cannot always carry out work relating to a different trade/job while working on a repair at a property.

Case studies also revealed that that a survey may be generated too soon after the repair is complete (the next day) therefore not giving the customer enough time to determine if the repair is satisfactory.

Customer satisfaction with repairs could possibly be higher if the survey was generated at the right point of the repairs journey. The cases studies are shown below:

Case study 1- Company decision not to call

30 June 2021 - A customer expressed dissatisfaction; "I can't see up in the loft so I can't tell if it is done, they were only here five mins so no, I am not satisfied. I will need a few more weeks to know this".

The decision was taken not to call the customer because they described the job as done but needed time to see if it was successful.

Classification: Other.

Outcome: Company decision not to call.

Case Study 2 – We took too long to complete the repair

24 August 2021 - The customer confirmed he was very satisfied with the plumber and the repair is great, no more leaks. The reason he was dissatisfied was because he had to wait another two weeks to get the pipes boxed in and has to take another day off.

The officer explained to the customer about the different trades and that both repairs fall under different priorities.

Self classified by tenant.

Outcome: Spoke to customer

Case study 3 – The repair was not fixed and you need us to return

26 May 2021 – Customer comment; 'The plumber arrived at 8. He said we need a new toilet and he will be back in touch. This is the 3rd repair I reported and none have been done yet".

The officer spoke to the customer and explained the job was on the system waiting for materials (toilet). The officer also checked the system for other repairs and emailed the repairs team regarding a shower trap.

Classification: Follow on work required.

Outcome: Spoke To Customer.

Case study 4 – Other

19 August 2021 – Customer Comment: 'He came but only used an inch of silicone to repair the job, he didn't replace the radiator he just walked past it. The tiles haven't been replaced. Please ring me".

Officer comment: Customer's phone is switched off. Northgate shows that this particular repair was to reattach the sink with sealant. There is a separate repair for the radiator'.

Status: Closed.

Outcome: No Answer/ No Voicemail Left.

Case study 5 – Poor communication

19 May 2021 – Customer comment: 'He was fine. He was polite and friendly. But the lead up to the job was pathetic, with poor communication'.

Classification: Poor communication.

Outcome: No Call Requested.

Case study 6 – Not fixed right first time

28 April 2021 – Customer advised: ‘He done well by doing the tap but I reported a crack in the ceiling as well. The guy was superb but it was just that’.

Classification: Not fixed right first time.

Outcome: Called customer.

Case Study 7 – No show by us

22 April 2021 - Comment: 'My appointment was yesterday morning. I was home all day and TV on quiet. I did have texts in the morning but nothing other to that. I was home all day’.

23 April 2021 - Officer Comment: 'I have sent this to Jamie Mc and Nicola H. I will leave open in case they require me to call her. I’ve asked them to call her. Job on NG was complete’.

23 April 2021 – Officer comment 2: “‘Jamie checked and no access, carded. I have asked Nicola to re-raise the job. I called tenant who is adamant that we did not attend. She was in all day and the buzzer did not go. She did have a text in the morning but didn't get the usual pre visit call’.

Classification: No show by us.

Outcome: Called Customer.

Case Study 8 – The technician did not have the right part to complete the repair

11 October 2021 – SMS response stated ‘no’ to satisfaction.

20 October 2021 – SMS message stated “I thought your office said someone will contact me within 48 hours? It is nearly 2 weeks now no-one contacted me. I’m very disappointed the way I have been treated”.

20 October 20201 - The customer was contacted and it was explained that this was a recurring repair; although it is fixed the customer was worried it will come again and the reason for this was delays in the part being delivered. The officer advised “we do not hold every part for every component in our stores and sometimes we do experience delays and apologies that he had this experience”.

Classification: The technician did not have the right part to complete the repair

Outcome: Spoke to customer.

Satisfied Customer feedback

As stated earlier in the report, when responding to a satisfaction survey not many customers utilise the facility to leave a comment (recorded message). This was evidenced in a case study undertaken to establish which aspect of their repair customers were happy with. A random sample of 100 ‘satisfied’ customer responses received between 1 April 2021 and 12 January 2022 was reviewed however, of the 100 only 9 customers had left a voice message; five of those were complimentary of gas/heating engineers. In most cases customers said they were happy to see their repair completed quickly. Customer comments are shown below:

Case study 1 – 8/4/21 – Heating technician

“Work for heating system done very well. Just need plastering”.

Case study 2 – 8/4/21- Electrician

“Satisfied with the job. Thank you”.

Case study 3 – 10/11/21– Gas fitter

“Was friendly, completed the job straight away. Really appreciate it thank you”.

Case study 4 – 16/11/21 – Joiner

“Joiner did a good job”.

Case study 5 – 26/11/21 – Heating technician

“Yeah, fantastic, quick service. Really, really happy with it”.

Case study 6 – 11/1/22 – Heating technician

“He was first class, he came and fixed it, fixed in not a long time, knew exactly what it was and very, very happy. Thank you very much”.

Case study 7 – 11/1/22 – Gas fitter

“The gas fitter who came was absolutely wonderful called Dave”.

Case study 8 – 12/1/22 - Joiner

“The Gentleman was very, very helpful and the job was completed in quite a good time”.

Case study 9 – 12/1/22 – Electrician

“Very happy with the repair. Gentleman was courteous and friendly and carried out his work professionally. Thank you”.

Monitoring feedback

Satisfaction is monitored and information reported to the Board as a KPI (Key Performance Indicator) on a quarterly basis.

Information is regularly fed back to the Executive Management Team and if any trends are identified they are brought to the attention of the appropriate directors.

Regular team meetings are held by the Chief Executive’s Department in which any trends identified from the satisfaction surveys will be discussed and which may lead to further investigation, for example:

In 2020, it was identified that dissatisfaction was high with gas repairs with feedback relating to boilers. An investigation was carried out which identified the problem was with one boiler type. This was discussed with the Asset Management team who confirmed that changes were made to a process and the problem was with one particular boiler part. The outcome resulted in the process being changed back.

Would incentives encourage more responses to the survey from people who were not unhappy?

For the purpose of this scrutiny, a Jigsaw Rewards survey was undertaken in September 2021 in order to gain a better understanding of customers’ views with regards to satisfaction surveys and how to encourage more responses. 100 Jigsaw Rewards members participated in the survey. The survey revealed that 51 customers had completed a satisfaction survey following a repair, 31 had never completed one and 18 said they had never been asked to complete one. The responses were from customers across all regions; North, Tameside, and Midlands residing in sheltered accommodation, general needs, independent living, and shared ownership.

The survey drilled down to find out why customers do not participate/respond to Jigsaw Homes' satisfaction surveys. Of the 31 responses indicating they had never completed a survey, 14 replied with 'other', 7 did not provide an answer (in the comment they said they had never been asked), 5 didn't think their response would be looked at, 4 was due to time/money constraints, and 1 due to technical issues.

For those customers who replied with 'other' they advised the main reason for not participating in surveys was they had never been asked to complete a survey and had responded to the option 'other' rather than 'no'.

Digital surveys were the most popular methods chosen to provide feedback; of the 100 customers who responded, 53 said they would prefer email surveys, 36 by text and 11 said via telephone/other.

The survey asked how Jigsaw Homes could encourage customers to provide feedback following a repair in their home; the main views were:

- Provide incentives and rewards/vouchers.
- Provide feedback to show what difference the customer voice has made.
- To be able to contribute easily at the customer's convenience.

The following comments were provided by responding customers:

- Email or text will make it quicker.
- An incentive like a voucher or money off your rent something like that.
- I think the point system is a good idea.
- Email them. Automated phone calls come across spammy.
- Do repairs.
- Make the questions multiple choice so easier to respond.
- More paid surveys are good :D
- Maybe. Show that you've received it and addressed any issues raised.
- Ensure the survey responses are followed up and reported back to the resident.
- I always get phone calls to complete the survey and it's always inconvenient because at work. Text or email would be so much better.
- Keep rewards up to date very slow in completion.
- Just ask a few questions.
- Not really as a working tenant it would be more helpful to me if any repair was right first time and saved having to take countless extra days in holiday to stay home for the repair to be completed satisfactorily.
- Confirm that responses are being acted on.
- Send me a free post survey form and I can fill it in and send it back.
- Answer the phone calls quickly.
- The only survey if you can call it that is a automatic call asking to select a character for being satisfied or another for not leave me a form with a pre paid envelope that I can fill in when I am on my own without the pressure of the trades person being there. The reason I say this is because I recently had a repair done at mine but it was several days later I discovered an issue.
- Do the repairs properly and in a reasonable time frame then people would give good remarks.

- You could confirm the number is free and speak slowly.
- Points on here.
- Send the survey and once I have time I will take part usually an automated phone call comes through just asking if your satisfied but that's no enough.
- Jigsaw points.
- Actually speaking to someone.
- To choose when to complete the survey.
- Yes to be included in Jigsaw rewards points surveys.
- Allow time and keep it simple and quick via email.
- Maybe an incentive a small gift voucher maybe.
- I don't think you would care! I mentioned the state of repair after painting the building common areas and after changing the flat door! Shocking!
- Incentives.
- Offering points as iPromotion.
- Rewards.
- Rewards.
- Some type of reward.
- You said we did style reports so people know responses aren't going into a black hole.
- Feedback following the survey.
- Provide an incentive vouchers or cash to complete a more in-depth repair response.
- Get back to us if it was a negative review and try help.
- It would encourage more people if you were entered into a monthly prize draw for something even a £10/20 voucher to use in shops etc. This would encourage lots more people.
- Nice to be asked in the first instance.
- Keep people informed if its taking longer than usual.
- Actually doing repairs when they are reported in a timely matter I've reported 5 serious repairs from May 2020 until present and they still haven't been sorted out.
- The survey is good as it is it short and simple.
- Text reminders feedback links on emails.
- I believe if you get good service it should be acknowledged always helpful Jigsaw staff :)
- Send links to surveys.

The full results of the Jigsaw Rewards survey on repairs satisfaction can be seen in Appendix 7.

Recommendations

1. Ensure that surveys are administered at the correct time in the repairs journey to avoid customers being asked to rate their repair before it has been completed.
2. Consider sending the surveys a number of days, e.g. two, following the repair to allow customers time to ensure they are satisfied with the repair.
3. Explore the possibility of including in the survey the repair type, completion date, and trade to enable customers to identify which repair the survey relates to.
4. Exclude inspections from being surveyed as they are not a repair.
5. Exclude emergency repair jobs from being surveyed as in most cases they are a temporary repair.

6. Advise customers they will receive a separate survey for each element of repair where it needs more than one trade to complete.
7. Explore the possibility of offering customers more methods of completing satisfaction surveys, e.g. digital/email.
8. Frame the survey questions to allow customers to give mixed feedback.
9. Provide/publish feedback to evidence how customer satisfaction feedback leads to improvements.
10. Where it is identified that dissatisfaction is highest with a particular trade, e.g. plumbers, investigate further if it relates to particular operatives, or they need more training, more time per appointment, or better access to parts.

Appendix 1 – Repairs Survey Script

Repairs

Introduction

“Hello, this is Jigsaw Homes with a quick question about the recent <work type> repair we completed in your home. This will help us to improve the services we provide. Please let us know how we did

If you were satisfied with the repair service on this occasion, please press one now, if you were not satisfied, please press nine.”

Dissatisfied Prompt

Thank you for your response. We're sorry to hear that you were not satisfied with your most recently completed repair and would like to find out a little bit more.

If we took too long to complete this repair

please press 1

If the communication was poor

please press 2

If the repair was not fixed, you need us to return

please press 3

If other

please press 4

Satisfied Prompt

Thank you for your response. We're happy to hear that you were satisfied with your most recently completed repair and would like to find out a little bit more.

If - We attended on the agreed day and time please press 1

If - The technician was polite and friendly please press 2

If - The repair is now complete please press 3

Record a Comment

Thank you for taking part in our survey today, we really appreciate your feedback. if you have anything else that you would like to add about your experience, please press 1 now to record a comment or, press 9 if you would not like to leave a comment.

Thank you, after the tone please leave your comment and when you have finished please press the hash key.

Call back.

If you would like a member of the team to contact you to discuss this further please press 1, if you do not want us to contact you about your feedback, press 9.

Appendix 2 – Customer feedback for quarter 2 on Jigsaw Home’s website

Customer Feedback and Complaint Investigations

We are always keen to hear your feedback as this helps us to learn and understand areas where we are delivering services well and areas where we can improve.

We recently consulted with some of our Jigsaw Rewards members on our approach to formal complaint handling.

Key findings included:

- 91% agree our initial informal handling of complaints to try to put things right quickly is still the best approach.
- 67% said it was easy to find complaints information on our websites with a further 19% saying it is very easy.
- 78% feel that 10 working days is a reasonable response time to investigate and respond to formal complaints.
- 82% feel our complaint exclusions are reasonable.

Dissatisfaction and informal complaints

We continue to see positive satisfaction scores in most areas – but we can always improve.

Our customer contact system and the way informal complaints and dissatisfaction are recorded allows us to get more from the data we record when you call our Connect Contact Centre.

If you receive a customer feedback survey about our services, please take the time to leave a comment with your score – it really does make a difference.

Formal Complaint Investigations

In most cases, the quickest and most effective way to resolve complaints or dissatisfaction is for us to try to put things right quickly working with our managers.

However, if you remain unhappy with how your complaint has been handled, you can ask for your complaint to be escalated to the formal process. More information can be found here

<https://www.jigsawhomes.org.uk/complaints/>

We investigated 32 complaints from July – September (Q2) through our formal complaints process.

In 6 cases, the customer remained unhappy with the investigation and response and escalated their complaint to the final stage of the internal process – Review.

In two cases, the reviewing manager upheld the escalated complaint identifying further actions to fully resolve the complaints.

Complaints (investigations) in Q2 (Jul – Sep 2021)

[Jigsaw Homes North](#) – 17

[Jigsaw Homes Tameside](#) – 11

[Jigsaw Homes Midlands](#) – 4

Complaints investigations by department

Allocations/lettings – 2

Repairs – planned/investment – 7

Repairs – routine responsive – 13

Neighbourhood Safety – 6

Tenancy Matters – 2

Development/New Builds – 1

Service Charge/Leasehold – 1

Complaint outcomes Q2 (Jul – Sep 2021)

Complaint upheld (service failure) – 4

Complaint upheld in part (partial service failure) – 8

Complaint not upheld (no service failure) – 20

Housing Ombudsman Service

We received one determination from The Housing Ombudsman during this period following a complaint relating to misdiagnosis of flooring repair. We were ordered to pay £100 compensation for inconvenience caused by failings.

Legal Disrepair Claims

A disrepair claim is another form of 'complaint' which is handled through a legal process. Many of the claims we receive are as a result of 'Claim Farmers' who mislead people into taking out flimsy legal suits.

The majority of these claim farmers 'sell' on the claims to lawyers, whose interest is making money on the back of a claim, with any costs paid out going directly to the law firm. In a small number of cases damages are paid to the tenant, but after sizable fees are removed from the law firm.

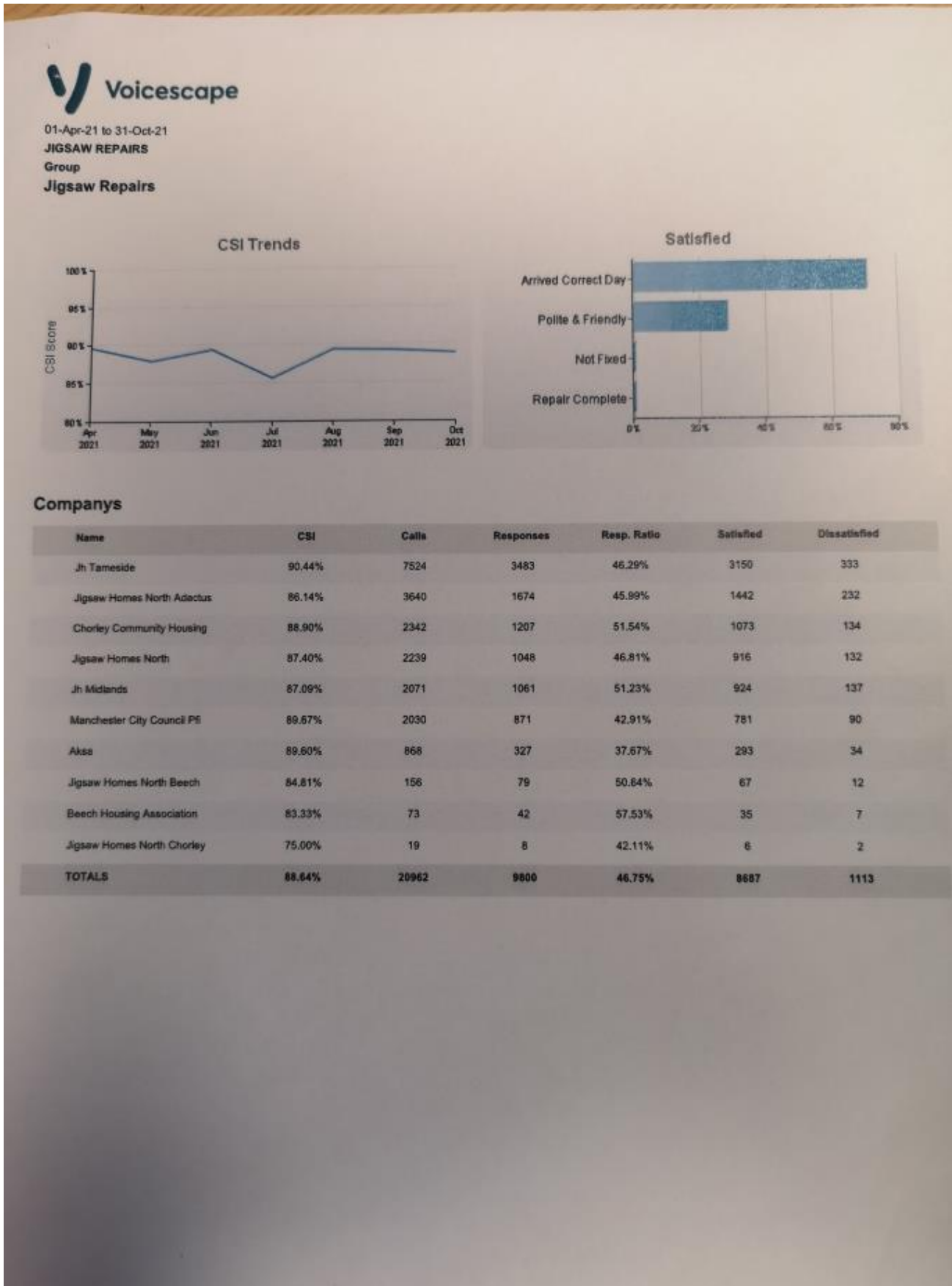
Appendix 3 – Dissatisfied customer classifications (responses)

Classification	No.
N/A	598
Repair not fixed, need to return	205
Other	101
No comment	60
Too long to complete repair	31
Communication was poor	23
Not fixed first time	16
Job not complete/Inspection	11
Quality of work/ fittings	8
Follow on work	7
Length of time	7
Poor communication	7
Policy and Procedure	6
Technician had incorrect part	6
Visit was an inspection	4
Technician left a mess	3
Work of poor standard	3
Mess/Damage	2
No show	2
Staff attitude	2
Visit was an emergency temporary repair	2
Didn't attend on agreed day/time	2
Wrong tradesman	2
North	1
Poor timekeeping	1
Repair complete	1
You missed the appointment	1
Not happy with appointment system	1
Total	1113

Appendix 4 – Analysis of responses to ‘Repair not fixed you need us to return’

Trade	No of responses
Plumber	62
Joiner	57
Electrician	27
Gas Technician	19
Gas Engineer	14
Bricklayer	6
Slater	4
Roofer	4
Painter	4
Unknown	2
Plasterer	2
Labourer	2
Heating Engineer	1
Caretaker Mobile	1
Total	205

Appendix 5 – Voicescape customer satisfaction results for the period 1 April 2021 to 31 October 2021



Appendix 6 – analysis of satisfied customer responses

Satisfied customer responses

Age group	Number of responses (including BAME)	Responses from BAME groups
18-29	10	3
30-39	3	1
40-49	11	4
50-59	7	1
60-69	12	4
70-89	7	-
Total	50	13

Appendix 7 - Jigsaw Rewards Survey results

Results of Interim Jigsaw Rewards Survey

1. Have you ever completed a satisfaction survey following a repair being carried out at your property?

Yes	51
No	31
Never been asked	18
Total answers	100

2. If you have been asked to complete a survey but decided not to take part what was the reason why?

Don't think my response will be looked at / actioned	5
Other	14
Time / Money constraints	4
Technical Issues	1
No answer (said they had never been asked)	7
Total	31

If you selected other above please explain the reason why you didn't complete the survey

- I am not very tech savvy. It was a phone call to my mobile and the reply was by number keyed in and I couldn't get the number pad up on my phone so I couldn't reply.
- Never had one - 27 responses
- I have but over the phone
- I only used to do them when they was sent in the post - 2 responses
- I find a survey is in favour of the company not the person answering. As this one I thought was how residents feel
- I've always filled them in - 7 responses
- Because I have lost count of the number of times I completed repair satisfaction surveys
- After a repair I usually get an automated machine are you happy with your repair yes or no
- The only survey I can think of is a telephone message asking if I was happy or not with the repair
- The repair wasn't completed
- My issue was not there
- Just don't really do surveys
- If I don't want to give bad response about the agent that attended

- Seen it then forgot about it

3. How do you prefer to respond to surveys?

Email	53
Other	2
Phone Call	9
Text	36
Total answers	100

Is there anything else we could do to encourage you to take part in completing the survey following a repair?

- No – 30 responses
- Do the repair – 3 responses
- Email or text will make it quicker – 2 responses
- An Incentive like a voucher or money off your rent something like that – 6 responses
- I think the point system is a good idea
- Email them. Automated phone calls come across as spam – 2 responses
- Make the questions multiple choice so easier to respond
- Maybe. Show that you've received it and addressed any issues raised – 3 responses
- Keep rewards up to date very slow in completion
- Just ask a few questions
- Send me a free post survey form and I can fill it in and send it back – 2 responses
- Answer the phone calls quickly
- You could confirm the number is free and speak slowly
- Send the survey and once I have time I will take part usually an automated phone call comes through just asking if your satisfied but that's not enough
- Actually speaking to someone
- To choose when to complete the survey

Can you think of any other company that stands out for satisfaction surveys?

- No – 63 responses
- Hermes asks you to follow a link with a quick satisfaction survey that takes minutes. The doctors text and ask you to press a number for your satisfaction
- You do yours similar to EE and its probably the only companies I know that do them – 2 responses
- SSE Always request input straight after service
- I don't usually bother to complete satisfaction surveys from any source because they most often relate to large amorphous corporations and not to an individuals' performance. Where Jigsaw is concerned I don't generally wait for a survey. I work on the principal that very few bother to comment on a job well done so I prefer to telephone my positive feedback directly and immediately whenever I've had significant contact with a member of the Jigsaw workforce. I've never had occasion to make a negative comment
- Virgin media tend to have incentives when you fill out there surveys some others put you into a draw where you could win something just for filling in a satisfaction/how did we do survey
- Sky, Doctors, Dentist, Eon, British Gas

- Camping & Caravanning Club. Every time you visit a site of theirs you have an opportunity to write a review of the site
- Most satisfaction surveys are aimed at the consumer to make informed choices when purchasing goods or services. An obvious one is Amazon. However there appears to be no obvious reason for Jigsaw residents to complete a survey. There is no direct benefit to the resident and the resident cannot choose who does the repairs
- NHS done via text
- Tesco = The survey is online and easy to use
- NWW they feedback in good time
- Dunelm have very good surveys
- Hubspot
- Retailers like Argos and Morrison's ask lots of questions with answer ranging from 1 to 10 1 being very unsatisfied and 10 being very satisfied
- M&S and they are always on top form
- .gov.uk easy and quick – 2 responses
- Sky - they always check
- Marston's (food) They offer chances for winning things if you do one after a meal. Asda offer a chance to win a voucher for doing their surveys
- Co-op they offer prizes and take all things reported seriously
- Octopus Energy because they care and strive to improve customer satisfaction for their customers
- Amazon : precise questions brief and relevant
- British Gas – 2 responses
- Airbnb – in touch with me after leaving a feedback
- Mini survey app
- Wilkos / Primark offer monthly draws
- Leave a card with a QR code maybe to scan and complete in their own time
- Bank - Natwest
- NHS Christie hospital survey - always actioned
- Supermarket satisfaction surveys are very good and always enter you into a prize draw. They are easy to complete and easily done
- Trust pilot gathers lots of information and reviews allows other customers and companies to monitor the services they provide
- Jigsaw have one of the best surveys. Just learning different ways to get them out there
- Three
- Next- surveys on health and safety etc. in store during Covid. This stands out as they take on board our experiences

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