



South Tyneside Council

item 8

# **Voicescape Customer Satisfaction Feedback Report Quarter 4**

This document has been classified as: **Not  
protectively marked**  
Steven Kelly, Corporate Business Manager  
0191 426 8427  
Housing Scrutiny Committee 24<sup>th</sup> July 2026

**Report to: Housing Scrutiny Committee**

**Cabinet Portfolio/Lead Member: Councillor Steve Smith, Lead Member for Housing**

**Report of Director of Community Operations, Gary Kirsop**

**Subject: Voicescape Customer Satisfaction Feedback Report - Q4 2025/26**

**Date: 24<sup>th</sup> July 2026**

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**Wards affected:** All wards

**Council ambitions: Part of Strong Communities and Targeting support to make things fairer**

**Does the report and any appendices contain information which has been identified as confidential or exempt?**

- No, this report does not contain information identified as confidential or exempt.

**For Executive Decisions only:**

Is the decision a Key Decision? No

Is it included in the Forward Plan? Yes

If not in the Forward Plan is the report: N/A

**Relevant Scrutiny Chair: Councillor Michael Oughton, Chair Housing Scrutiny Committee**

**Is the decision eligible for call-in by Scrutiny? No**

# Purpose of Report

1. This report provides Housing and Environment Scrutiny Committee with an update on performance from the Voicescape transactional Customer Satisfaction Surveys for Housing Services that were completed in Q4 2025/26.

## Background Information

2. Voicescape provides digital communication and feedback solutions, specialising in social housing and local authority services, and is widely used across the UK. South Tyneside Council Housing Services uses Voicescape to collect near real-time customer feedback through telephone surveys shortly after a service transaction. If customers do not answer calls, they are given alternative ways to respond, including text messages, online links, callbacks, or voicemail prompts. When a customer records a dissatisfied response, the relevant service manager or team member is expected to contact them, address concerns, and record the follow-up action in Voicescape.

## Satisfaction Surveys – Q4

3. For the purpose of this report, customer satisfaction is broken down into individual service areas. It is worth noting that some surveys went live before Q4 and others part way through Q3, therefore, there will be more data available for some services than others. Where there is more than one month's worth of data, an average score is provided for each question.

| Service Area                       | Go Live Date | In use |
|------------------------------------|--------------|--------|
| Health and Housing support         | 20/5/25      | Yes    |
| New-Build & Major Works (NBMW)     | 28/5/25      | Yes    |
| Repairs                            | 28/5/25      | Yes    |
| Electrical Inspection              | 06/06/25     | Yes    |
| Damp, Mould and Condensation (DMC) | 01/07/25     | Yes    |
| Anti-Social Behaviour (ASB)        | 07/07/25     | Yes    |
| Housing Management                 | 17/07/25     | Yes    |
| Customer Contact Centre            | 01/07/25     | Yes    |
| Housing Options                    | 18/08/25     | No     |
| Housing Solutions                  | 21/08/25     | No     |
| Gas                                | 11/09/25     | Yes    |
| Welfare support                    | 06/11/25     | Yes    |
| Allocations                        | 07/11/25     | No     |

|                   |          |    |
|-------------------|----------|----|
| Veterans          | 26/11/25 | No |
| Customer Feedback | 25/3/26  | No |

**Table 1 - Modules live, in use or live and not in use**

- Table 1 lists the customer satisfaction surveys that are currently live and being used by services, as well as those that are live, but are not yet being used. Four of the five surveys referenced above that are live but not being used have been live since Q2 and discussions are taking place with those services to ensure they begin using the surveys as soon as possible.
- In this report, a summary of comments from customers is provided in **Appendix 1**, under each service area and where possible, this will include both positive and negative comments.

## Customer Satisfaction – Q4 2025/26

### Repairs

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 1705       | 423       | 25%           |
| Feb   | 1379       | 342       | 25%           |
| March | 1559       | 385       | 25%           |

**Table 2: Repairs Satisfaction Module – calls made and responses**

| Month   | Overall, how satisfied or dissatisfied are you with the repairs service you received? | How satisfied or dissatisfied with the reporting and booking experience for this repair? | How satisfied or dissatisfied are you with the time taken to complete your repair after you reported it | How satisfied or dissatisfied are you, the operatives who visited your home treated you fairly and with respect? | How satisfied or dissatisfied are you with the information you received on the next steps of the repairs process? |
|---------|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Jan     | 87%                                                                                   | 90%                                                                                      | 86%                                                                                                     | 94%                                                                                                              | 90%                                                                                                               |
| Feb     | 85%                                                                                   | 87%                                                                                      | 84%                                                                                                     | 95%                                                                                                              | 85%                                                                                                               |
| March   | 88%                                                                                   | 91%                                                                                      | 85%                                                                                                     | 93%                                                                                                              | 88%                                                                                                               |
| Average | 87%                                                                                   | 89%                                                                                      | 85%                                                                                                     | 94%                                                                                                              | 88%                                                                                                               |

**Table 3: Feedback from Repairs satisfaction module**

- The Repairs customer satisfaction module is the most frequently used survey, as the service complete approximately 100,000 repairs each year. During Q4, a total of 4643 calls were made to customers who accessed the service, which exceeded Q3

by 93 calls. There have been 1148 responses, a marked increase of 75 from Q3, with an average response of 25%.

7. Of the 1148 respondents, 994 (87%) said they were satisfied with the service they received, which is a slight decrease when compared to Q3 (89%) and Q2 (91%) While 116 (10%) of respondents said they were dissatisfied. An additional 38 (3%) of customers were recorded as neither satisfied nor dissatisfied with the repairs service they had received. Overall satisfaction this quarter has decreased again to an average of 87. The team contact all customers who provide a dissatisfied response, to learn from their feedback and where necessary to attempt to resolve the issue.
8. Q4 has seen an increase in calls and the response rate, which is positive as it provides us valuable feedback when we are looking at ways to improve service delivery.
9. Positively, an average of 94% of customers felt they had been treated fairly and with respect, this score remains the same as reported in Q3. One comment left by a customer in West Shields states ***'Both operatives were very, very professional, very friendly, put covers on over their shoes and were very knowledgeable with their work, thank you, assets to your, to the company'***.
10. January and March were the highest scoring months in the quarter with an average of 89% across all questions. February saw an average of 87%. The highest scoring question with an average of 94% was *'How satisfied or dissatisfied are you, the operatives who visited your home treated you fairly and with respect?'*

## Gas Servicing

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | No Data    | No Data   | No Data       |
| Feb   | 574        | 126       | 22%           |
| March | 1051       | 242       | 23%           |

Table 4: Gas Servicing Satisfaction Module – calls made and responses

| Month   | Overall how satisfied or dissatisfied were you with the service received? | Did the operative arrive within the agreed appointment slot? | How satisfied or dissatisfied are you that the operative treated you fairly and with respect? | How satisfied or dissatisfied are you that you gas/heating system is well-maintained? |
|---------|---------------------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Jan     | No Data                                                                   | No Data                                                      | No Data                                                                                       | No Data                                                                               |
| Feb     | 98%                                                                       | 96%                                                          | 100%                                                                                          | 97%                                                                                   |
| March   | 94%                                                                       | 98%                                                          | 99%                                                                                           | 97%                                                                                   |
| Average | 96%                                                                       | 97%                                                          | 99%                                                                                           | 97%                                                                                   |

Table 5: Feedback from Gas Servicing satisfaction module

11. During Q4 there were a total of 1625 calls made to customers, with 368 responses giving a response rate of 23%, outperforming Q3 by 206 more calls made to customers.
12. No data was recorded for January 2026 as there were some issues with the data upload which has now been rectified.
13. Of the 368 responses, 350 (95%) were satisfied with the overall service they had received from Gas Servicing. This is an increase of 2% (25 customers) in overall satisfaction compared to Q3.
14. During this period a total of 8 customers were dissatisfied. Q3 reported 11 dissatisfied customers this is a reduction of 3 customers this quarter. 10 customers reported they were neither satisfied nor dissatisfied with the overall service they received in Q4, again this is a reduction 3 customers when compared to Q3.
15. February saw 100% satisfaction for customers who felt they had been treated fairly and with respect. This is the highest rated question this quarter. February was the best performing month this quarter scoring an average of 98% across all questions and a 2% improvement on Q3's highest scoring month across all questions.
16. In comparison, March, achieved an average result of 97% and the lowest scoring question for this quarter was recorded in March 'Overall how satisfied or dissatisfied were you with the service received?' with 94% satisfaction.

## New build and Major Works (NBMW)

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 23         | 10        | 43%           |
| Feb   | 64         | 37        | 58%           |
| March | 122        | 53        | 43%           |

Table 6: New-Build & Major Works Satisfaction Module – calls made and responses

| Month | Overall, how satisfied or dissatisfied are you with the work carried out at your home? | Thinking of the work carried out at your home how satisfied or dissatisfied are you we communicated with you clearly and keep you updated? | How satisfied or dissatisfied are you with the quality of the work carried out at your home? | How satisfied or dissatisfied are you with the time taken to complete the work on your home? | How satisfied or dissatisfied are you that the operatives who visited your home treated you fairly and with respect? |
|-------|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Jan   | 91%                                                                                    | 91%                                                                                                                                        | 91%                                                                                          | 91%                                                                                          | 91%                                                                                                                  |

|         |     |     |     |     |      |
|---------|-----|-----|-----|-----|------|
| Feb     | 95% | 95% | 94% | 94% | 100% |
| March   | 94% | 87% | 90% | 92% | 98%  |
| Average | 93% | 91% | 92% | 92% | 96%  |

**Table 7: Feedback from New Build and Major Works satisfaction module**

17. A total of 209 calls were made to customers this quarter who had accessed the NBMW service. This is a vast increase of 101 calls from Q3. This is due to increased outputs across the window programme, kitchen/bathroom programme and adaptations through Q4.
18. There were significantly less calls in January and February compared to March, this is because the number of calls is based upon outputs and these fluctuate month on month.
19. There were 100 responses, 95% of which were satisfied with the overall service they received, which is a decrease from Q3 which saw 99% of customers recorded as being satisfied overall. 5 customers were dissatisfied, an increase of 4 from Q3, and no customers surveyed who had an interaction with the service recorded and being neither satisfied or dissatisfied.
20. A 48% response rate was recorded for this quarter which is a 3% increase on Q3.
21. February was the highest performing month, scoring a 96% average across all areas of the survey. It was also the only month in the quarter to record a satisfaction score of 100% where all customers felt they were treated fairly and with respect.
22. Being treated fairly and with respect was the lowest scoring question over quarters 2 and 3, however in November and December 2025, Customer Service training was delivered to all staff, the success of this training has translated into an increase in satisfaction in this area, as referenced above.
23. January was the lowest scoring month this quarter with 91% satisfaction across all questions. The lowest scoring question *'Thinking of the work carried out at your home, how satisfied or dissatisfied are you that we communicated with you clearly and kept you updated?'* was recorded in March with 87%. There was a decrease in satisfaction due to a small number of jobs being cancelled at short notice linked to a machine breakdown and discussions have taken place with the supplier to ensure there are contingency plans in place in future.

## Damp Mould and Condensation

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 52         | 13        | 25%           |
| Feb   | 200        | 53        | 26%           |
| March | 212        | 45        | 21%           |

**Table 8: Damp, Mould and Condensation Satisfaction Module – calls made and responses**

| Month   | Following the recent damp and mould remedial work in your home, has it been successful in fixing the issue? | Following the recent damp and mould remedial work in your home, has the mould returned? | Overall how satisfied are you with the work carried out in your home? | Thinking of the work carried out at your home how satisfied or dissatisfied are you we communicated with you clearly and keep you updated? | How satisfied or dissatisfied are you with the time taken to complete the work on your home? |
|---------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Jan     | 77%                                                                                                         | 83%                                                                                     | 92%                                                                   | 82%                                                                                                                                        | 100%                                                                                         |
| Feb     | 75%                                                                                                         | 76%                                                                                     | 79%                                                                   | 76%                                                                                                                                        | 91%                                                                                          |
| March   | 69%                                                                                                         | 73%                                                                                     | 71%                                                                   | 69%                                                                                                                                        | 89%                                                                                          |
| Average | 74%                                                                                                         | 77%                                                                                     | 81%                                                                   | 76%                                                                                                                                        | 93%                                                                                          |

**Table 9: Feedback from Damp condensation and Mould satisfaction module**

24. 464 calls made to customers during Q4, an increase of 228 calls from Q3 with a total of 111 responses giving a response rate of 24%. Of the 111 customers who responded, 81 were satisfied and 21 were dissatisfied and 9 said they were neither satisfied nor dissatisfied with the service they received.
25. March was the lowest scoring month with an overall 74% satisfaction across all questions, and it was the month with the most calls to customers, however, in contrast January was the highest scoring month with an average of 87% satisfaction across all questions, but, had the lowest calls made to customers and lowest response rate.
26. 80% satisfaction across all questions was recorded for Q4, an improvement of 2% from quarter 3 which saw an average satisfaction score of 78%.

## Customer Contact Centre

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 855        | 200       | 23%           |
| Feb   | 848        | 185       | 22%           |
| March | 928        | 219       | 24%           |

**Table 10: Contact Centre Satisfaction Module – calls made and responses**



**Table 11: Feedback from Contact Centre satisfaction module**

| Month   | Overall, how satisfied or dissatisfied are you with the service you received when you contacted us? | How easy did you find it to contact us? | You recently spoke with [name], were you satisfied with how they handled your enquiry? | Did we resolve your query during the call? | Did we treat you fairly and with respect? |
|---------|-----------------------------------------------------------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------|--------------------------------------------|-------------------------------------------|
| Jan     | 71%                                                                                                 | 75%                                     | 88%                                                                                    | 72%                                        | 95%                                       |
| Feb     | 77%                                                                                                 | 78%                                     | 92%                                                                                    | 80%                                        | 95%                                       |
| March   | 79%                                                                                                 | 85%                                     | 96%                                                                                    | 81%                                        | 97%                                       |
| Average | 76%                                                                                                 | 79%                                     | 92%                                                                                    | 78%                                        | 96%                                       |

27. After their interaction with the contact centre during Q4, a total of 2631 calls were made to customers. There were 604 (23%) responses and overall satisfaction is 84%, an improvement of 7% from Q3.

28. The question with the strongest feedback for Q4 is satisfaction with customers feeling they were treated fairly and with respect, with an average of 96% across the quarter. March was the highest scoring month this quarter for the same question, with 97%.

29. There were 88 customers who are recorded as dissatisfied this quarter, 16 customers left a comment as to why they were dissatisfied, of these, only 1 customer was dissatisfied with the service they received from the contact centre. ***'I contacted South Tyneside council on Monday, spoken to an operative on the Friday, returning the call. I tried to speak to that operative again. I found the person who intercepted the call to be quite unproductive and uncooperative and unwilling to look at exploring that option and very inflexible. Very blunt.'***

30. As reported previously, dissatisfaction for this service mostly relates to other service areas. As recommended in the previous report, changes have been made to dissatisfaction and outcome categories in the Voicescape system, this will allow for more accurate reporting on themes from dissatisfaction and outcomes across all surveys, allowing themes and trends to be identified.

## Electrical Inspection Programme

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 72         | 26        | 36%           |
| Feb   | No data    | No data   | No data       |
| March | 231        | 73        | 32%           |

**Table 12: Electrical Inspection Satisfaction Module – calls made and responses**

| Month   | Overall satisfied or dissatisfied with the work carried out at your home? | How satisfied or dissatisfied were you with the booking process for the work to be carried out at your home? | How satisfied or dissatisfied are you with the time taken to complete the work on your home? | Did the contractors or operatives who visited your home treated you fairly and with respect? | How satisfied or dissatisfied are you that your electrical system is well-maintained? |
|---------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Jan     | 92%                                                                       | 96%                                                                                                          | 96%                                                                                          | 100%                                                                                         | 95%                                                                                   |
| Feb     | No data                                                                   | No data                                                                                                      | No data                                                                                      | No data                                                                                      | No data                                                                               |
| March   | 100%                                                                      | 97%                                                                                                          | 100%                                                                                         | 98%                                                                                          | 98%                                                                                   |
| Average | 96%                                                                       | 96%                                                                                                          | 98%                                                                                          | 99%                                                                                          | 96%                                                                                   |

**Table 13: Feedback from Electrical Inspection satisfaction module**

31. Calls to customers who have had an interaction with the Electrical inspection programme during Q4 totalled 303. There were 99 responses giving a response rate of 33%. Despite the gap in activity in February this is a marked improvement in customer engagement from Q3, which recorded 126 calls made to customers with 38 responses and a response rate of 30%. It must be noted that in Q3, surveys only took place in one month. This quarter consistently showed high levels of customer satisfaction following work with both staff and sub-contractors.
32. March achieved the highest results with customer satisfaction at 99% across all questions. 100% of customers were satisfied with the work carried out and the time taken to complete it.
33. The highest average score (99%) related to customers feeling they were treated fairly and with respect, feedback shows that customers feel confident that operatives and contractors are polite, professional and respectful when working in their homes.

## Anti-Social Behaviour

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   |            |           |               |
| Feb   | 3          | 0         | 0%            |
| March | 2          | 0         | 0%            |

**Table 14: ASB Satisfaction Module – calls and responses**

| Month | Taking into account your overall experience with the Community Safety and Tenancy Enforcement Team, how satisfied for | How satisfied or dissatisfied were you with the speed of response to complaint ? | How satisfied or dissatisfied were you with the level of communication with your caseworker throughout the case? | How satisfied or dissatisfied are you your caseworker treated you fairly and with respect? | How easy or difficult did you find it to report your complaint? | Are you happy to be contacted to discuss your experience? |
|-------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------|
|-------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------|

|         |                        |  |  |  |  |  |
|---------|------------------------|--|--|--|--|--|
|         | dissatisfied were you? |  |  |  |  |  |
| Jan     |                        |  |  |  |  |  |
| Feb     |                        |  |  |  |  |  |
| March   |                        |  |  |  |  |  |
| Average |                        |  |  |  |  |  |

Table 15: Feedback from ASB Satisfaction Module

34. No customer contact data was available for January. In February, three calls were made to customers and in March two calls were made to obtain customer feedback on the interaction they had with the service, however, no responses were received during either month, resulting in a 0% response rate for the quarter.
35. The Community Safety and Tenancy Enforcement Manager is working with the team to ensure that surveys are carried out to all customers upon their case being closed and we envisage an increase in calls in future months as a result.

## Welfare Support Team

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 76         | 30        | 39%           |
| Feb   |            |           |               |
| March | 40         | 16        | 40%           |

Table 16: Welfare Module – calls and responses

| Month   | Overall, How satisfied or dissatisfied are you with the service you received from the Welfare S | How easy did you find it to contact us? | How satisfied or dissatisfied were you with the way in which your case was dealt with by the advisor? | How satisfied or dissatisfied are you, the Welfare Officer treated you fairly and with respect? | Following the advice from the team, do you feel that your life or financial circumstances have improved? |
|---------|-------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Jan     | 100%                                                                                            | 97%                                     | 100%                                                                                                  | 100%                                                                                            | 63%                                                                                                      |
| Feb     |                                                                                                 |                                         |                                                                                                       |                                                                                                 |                                                                                                          |
| March   | 100%                                                                                            | 100%                                    | 100%                                                                                                  | 100%                                                                                            | 81%                                                                                                      |
| Average | 100%                                                                                            | 98%                                     | 100%                                                                                                  | 100%                                                                                            | 72%                                                                                                      |

Table 17: Feedback from Welfare Support satisfaction module

36. Across January and March, a total of 116 calls were made and there were 46 responses giving a response rate of 40%. There was data recorded for February, but

this was rectified in March. Overall satisfaction was exceptionally high with 100% reporting satisfaction in January and March.

37. Again 100% of customers felt they were treated fairly and with respect by Welfare Officers. This demonstrates a high standard of professionalism and engagement.

38. A positive experience in relation to case handling was had by customers accessing Welfare Support this quarter.

39. Improved life or financial circumstances following advice from the Welfare support Team was the lowest scoring question in January. However, this increased significantly in March, which indicates the positive impact the service has on its customers.

## Health and Housing

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   |            |           |               |
| Feb   |            |           |               |
| March | 4          | 2         | 50            |

Table 18: Feedback from Health and Housing calls and responses

| Month   | Taking into account your overall, experience with our Health and Housing Support team how satisfied or dissatisfied were you? | How satisfied or dissatisfied are you that while using our Health and Housing Support team, you felt listened to? | How satisfied or dissatisfied are you with the information you received about your application and next steps in the process? | How satisfied or dissatisfied are you the Health and Housing Support officer treated you fairly/with respect? |
|---------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Jan     |                                                                                                                               |                                                                                                                   |                                                                                                                               |                                                                                                               |
| Feb     |                                                                                                                               |                                                                                                                   |                                                                                                                               |                                                                                                               |
| March   | 100%                                                                                                                          | 100%                                                                                                              | 100%                                                                                                                          | 100%                                                                                                          |
| Average |                                                                                                                               |                                                                                                                   |                                                                                                                               |                                                                                                               |

Table 19: Feedback from Health and Housing satisfaction moule

40. Customer feedback for the Health and Housing Team is limited for Q4, due to very low volume of calls to customers. No calls were made in January and February, and only 4 in March, with 2 responses.

41. Although the sample size is small, the feedback received in March was positive across all questions and respondents reported 100% satisfaction.

42. Given the low number of responses the data should be read with care and does not show a true picture of all service users, because of this no quarterly average can be calculated.

# Housing Service

| Month | Calls made | Responses | Response rate |
|-------|------------|-----------|---------------|
| Jan   | 89         | 28        | 31%           |
| Feb   | 25         | 8         | 32%           |
| March |            |           |               |

Table 20: Feedback from Housing Services calls and responses

| Month   | Overall how satisfied or dissatisfied were you with the visit to your home? | How satisfied or dissatisfied are you the housing officer treated you fairly and with respect? | Was your housing officer helpful at the visit? |
|---------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------|
| Jan     | 79%                                                                         | 85%                                                                                            | 92%                                            |
| Feb     | 50%                                                                         | 100%                                                                                           | 100%                                           |
| March   |                                                                             |                                                                                                |                                                |
| Average | 65%                                                                         | 93%                                                                                            | 96%                                            |

Table 21: Feedback from Housing Services satisfaction moule

43. Customer feedback for behind the door visits from the Housing Team during Q4 shows a mixed picture with reasonable engagement in January and February but no responses recorded in March as there were some issues with the data upload which has now been rectified
44. In January, 89 calls were made to customers, resulting in 28 responses and a response rate of 31%. Satisfaction levels were generally positive, with 79% of respondents satisfied overall with the visit to their home. Feedback regarding officer conduct was stronger, at 85%.
45. Customers feeling they were treated fairly and with respect varied. January saw 85% of customers confirming they were treated fairly and with respect, while in February all customers reported they felt this was the case.
46. February saw a smaller volume of activity, with 25 calls made and 8 responses received, giving a response rate of 32%. While overall satisfaction with the visit was lower at 50%.

## Comparisons

| Survey | Number of completed surveys in the quarter | Response rate |
|--------|--------------------------------------------|---------------|
|--------|--------------------------------------------|---------------|

|                             |                                          |                                     |
|-----------------------------|------------------------------------------|-------------------------------------|
| Repairs                     | 1148                                     | 25%                                 |
| Gas Satisfaction            | 368                                      | 23%                                 |
| New Build and Major Works   | 100                                      | 48%                                 |
| Damp Condensation and Mould | 111                                      | 24%                                 |
| Contact Centre              | 604                                      | 23%                                 |
| Electrical Satisfaction     | 99                                       | 33%                                 |
| Welfare Support             | 46                                       | 40%                                 |
| Health and Housing          | 2                                        | 50%                                 |
| Housing Services            | 36                                       | 31%                                 |
| ASB                         | 0                                        | 0%                                  |
|                             | Total number of survey's.<br><b>2514</b> | Average response rate<br><b>30%</b> |

**Table 22: Comparison of survey completions and response rates**

47. Table 22 shows the number of surveys completed in the quarter by each service and includes the response rate as a percentage. A total of 2514 surveys were completed with an average response rate of 30%, this indicates a moderate level of overall engagement.
48. There is an increase of 1% in response rate from Q3 and a further 348 surveys completed.
49. Survey completion varies by service. Repairs and Customer Contact Centre generated the largest number of calls, which is to be expected due to the high number of customer contacts that taken place.
50. New Build and Major Works, Welfare Support and Electrical Satisfaction achieved above average response rate indicating higher levels of engagement.
51. Health and Housing and Housing Services have low completed survey rates but have relatively high response rates.

| Survey        | Fairly and with Respect Quarter 4 average (per service) | Fairly and with Respect TSM score 2025 |
|---------------|---------------------------------------------------------|----------------------------------------|
| Repairs       | 94%                                                     |                                        |
| Gas Servicing | 99%                                                     |                                        |

|                                |      |                    |
|--------------------------------|------|--------------------|
| New-Build and Major Works      | 92%  | 72% (1056 surveys) |
| Contact Centre                 | 96%  |                    |
| Electrical Inspection          | 99%  |                    |
| Welfare Support                | 100% |                    |
| Health and Housing             | 100% |                    |
| Housing Services               | 92%  |                    |
| Average overall (2514 surveys) | 97%  |                    |

**Table 23: Comparison of 'Fairness and with Respect' responses**

52. Table 23 shows that all service areas are performing at considerably higher (97% average) than the result of the TSM perception survey (72%), with 1458 more transactional surveys also being carried out in the quarter. It is also worth noting that there has been a rise of 6% from Q3.
53. This result (97%) demonstrates a strong commitment to fairness and respect it also highlights the positive customer interaction across services.

## **Dissatisfaction Categories and closure outcomes**

54. The Voicescape performance report on quarter 2 included recommendations to change the dissatisfaction and closure outcome categories so that these were consistent and are applied across all surveys. This will mean future reports can include this comparison. These have now been amended and are live, training will take place in Q1 2026/27 and all service managers have been invited to attend and insight will be provided from Q2's report.

## **Outcomes for Tenants**

55. This transactional performance information will be available on the website, ensuring that we are transparent with our tenants about areas of strength and for improvement. Service Managers are responsible for using this performance data to develop service improvements and these will be added to the new service improvement structure, alongside other improvement categories, which will be reported on in 2026/27.
56. We are committed to using feedback from tenants to improve services, and every tenant that provides dissatisfied comments in their survey response will be contacted by the relevant service so that their concerns can be discussed and where possible, resolved to satisfactory conclusion.

# Implications

## Financial and Resources

57. There are no financial and resource implications arising directly from this report. However, the RSH carries the power to issue unlimited fines, and a performance improvement plan notice to landlords found to be in breach of the Consumer Standards.

## Legal and Governance

58. The Social Housing (Regulation) Act 2023 aims to improve the quality of the landlord tenant relationship and landlords are required to take into account tenants' views, ensuring their voice is heard and act on it.
59. Ensuring tenants receive a high standard of service and are treated fairly and with respect at all times is detailed in the Consumer Standards Code of Practice 2024, How the organisation should foster a robust culture throughout the organisation of fairness, respect and courtesy considering how to adapt services and communication to meet the individual needs of our tenants.

## Risk

60. There are significant risks to the Council if we do not meet the standards expected by RSH, including our ability to evidence that we are acting on feedback from tenants and developing service improvements.

## Equality and Diversity and Community

61. This report includes feedback from customers on whether they feel they have been treated fairly and with respect in the course of their interactions with us. Within the Consumer Standards there are specific requirements around assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.

## Environmental and Sustainability

62. There are no significant environmental and sustainability implications arising from the proposed recommendations in this report.



# **Council Ambitions, Policies, Strategies and Plans**

63. Evidencing compliance with the consumer standards criteria will support the Council in its preparation for inspection by the RSH as well as achieving the Council's ambitions on a wide range of other plans, strategies, and policies.

## **Consultation and Engagement**

64. Relevant service managers have been involved in the development of the Voicescape surveys for their areas and have been presented with quarterly satisfaction data and analysis, with comments provided in the report from managers where possible.

65. Furthermore, the Tenant Scrutiny Panel are also engaged in the work associated with Housing Regulation and the Consumer Standards and this report and future reports will be presented to the panel for scrutiny before this is progressed through the housing governance structure.

## **Recommendations**

66. Committee are recommended to ;

- Consider and comment on the use of Voicescape by individual services, the satisfaction scores, feedback and comments from customers.
- Agree to receive future reports on a quarterly basis.

## **Reasons for Recommendations**

67. The recommendations will allow us to further develop customer insight and analysis and to improve our understanding of things that matter most to our customers.

## **List of Appendices**

- Appendix 1 – Selection of customer comments from transactional surveys.

# Voicescape customer satisfaction feedback

The following is a list of the background papers (excluding exempt papers) relied upon in the preparation of the above report:

| Background Paper | File Ref: | File Location |
|------------------|-----------|---------------|
|                  |           |               |
|                  |           |               |
|                  |           |               |

## **Appendix 1 – Voicescape Q4 Customer comments**

These are some of the responses left by customers. These include both satisfied and dissatisfied responses where possible.

### **Repairs**

| Satisfied                                                                                                                                                                                                                                                        | Dissatisfied                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>'From reporting the repair and the man coming out and fixing the repair, I received great customer service from beginning to the end.<br/><br/>Thank you!.'</i>                                                                                               | <i>'No repair has been done, still waiting. Had an appointment booked for the 10 march but he came on the 4 march, What's the point of making appointments if they don't turn up on the correct day, Now just got another text they are not coming until May.'</i> |
| <i>'The 2 guys that came to do roof were very polite and out going, went above and beyond to explain things and had a nice chat. It does take a long time to get things done when things are weather related its not great to have to wait some time weeks.'</i> | <i>'I'm very dissatisfied and feel very let down I have had to go over a month without any electricity in my bathroom kitchen and hallway how long it had taken to sort out the leak from the bathroom ceiling and how I've had to now buy paint and repaint!'</i> |

### **Gas Servicing**

| Satisfied                                                                                                                  | Dissatisfied                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Absolutely amazing service, could not be happier. Thank you, South Tyneside Council, a very, a very happy customer.</i> | <i>Would have preferred some information an engineer was calling on the specific date and time.</i>                                                                                                                                                                                                                                                      |
| <i>It's good to know that my home is being maintained to keep everything working and safe to use .</i>                     | <i>When the two operatives came to do my gas service, they were here approximately 10-15 minutes. I signed the form, off they went, and I realised that they did not check my alarm system as in my fire alarms, even though they ticked the box in they had checked them, which they didn't sorry to complain but I thought this needs fetching up.</i> |

### Damp Mould and Condensation (DMC)

| Satisfied                                                                                | Dissatisfied                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Excellent, worker told me every step of the process to cure the damp well pleased</i> | <i>And I'm not happy at all with the work that's being carried on for my the damp. It needs sorted out properly this time. It's people have been there about 3 times and it's just getting worse and worse. It's cost me hundreds and hundreds of pounds to keep on decorating it.</i>                    |
| <i>The men are very good. Do a fantastic job. Thank you very much. Bye.</i>              | <i>Hello, um, the bathroom is still, the, the paint is still flaking, um, around the window frames, and no one's came back since the start of December for the damp in the walls in the sitting room. They've took the skirting board off and then just left it at that and nobody's been back since.</i> |

### New build and Major Works (NBMW)

| Satisfied                                                                                                                                                | Dissatisfied                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>The team did a brilliant job they were very helpful &amp; left the bathroom clean &amp; no mess anywhere I would recommend them anytime thank you</i> | <i>'I have a crack in my brand new window in the sitting room and I still need the plastics finished in the sitting room kitchen and front door as these needed plastered first '</i> |
| <i>Excellent team. Very happy. Thank you..</i>                                                                                                           | <i>'Customer advised she was getting a gate to access the decking but only a handrail has been installed</i>                                                                          |

### Customer Contact Centre

| Satisfied                                                                                                                                                                                              | Dissatisfied                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>The woman who helped me understood how I'm feeling she was kind and considerate couldn't ask for anything else.</i>                                                                                 | <i>People who came out to fix boiler said it was fine when it's clearly not when it keeps going of every couple of month I asked the to replace the thermostat and they said no. They where more in a hurry to leave then get the job done.</i>                                                                              |
| <i>I have called STH twice over the past week or so and both times was provided with advice and updates about or housing application. Both times the agents we spoke to were pleasant and helpful.</i> | <i>I have had multiple leaks. And again had to ring for another leak to then be told me and me children cant bath for 3 days cos thats how long its gonna take for someone to come fix the problem. My daughter had bowl problems. I have cancer and we have to wait and the work still hasn't been completed after more</i> |

|  |                                                                    |
|--|--------------------------------------------------------------------|
|  | <i>than 9 weeks. So not very satisfied at all.<br/>Thank you.'</i> |
|--|--------------------------------------------------------------------|

### **Electrical Inspection Programme**

| Satisfied                                                               | Dissatisfied |
|-------------------------------------------------------------------------|--------------|
| <i>The man who came out was very nice and polite a really canny guy</i> |              |
| <i>Lovley guy didn't take that long was no mess and was on time.</i>    |              |

### **Welfare Support Team**

| Satisfied                                                                                                                                                                                                                                    | Dissatisfied |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <i>I just want to say a special thank you to Caroline Gibson who helped me out so much. Uh, being off work for the first time in 30 years, uh, I didn't have a clue. So I just want to say thank you so much. She was so much help. Bye.</i> |              |
| <i>The welfare rights person was excellent in helping me with paperwork for pip review form I would never manage without her assistance Many Thanks.</i>                                                                                     |              |