



Customer Consultation Results

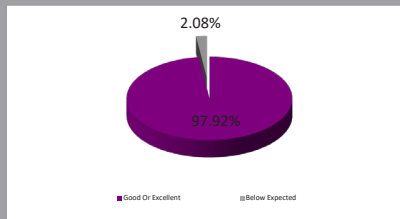
Sandwell Property Care (SPC) - what you think of us

We sent out questionnaires to customers that we had worked for and received 48 responses back between January to March 2025.

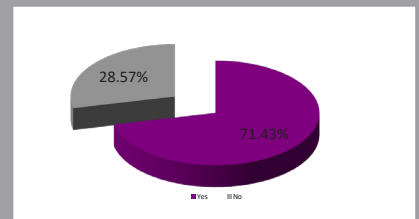
Here's a summary of what you told us:

- 98% rated the attitude and helpfulness of SPC helpdesk as good or excellent; our target is 95%
- 71% had an appointment made by our contractors; our target is 80%
- 40% of contractors telephoned in advance; our target is 80%
- 73% of contractors turned up when they should; our target is 85%
- 98% of contractors met health and safety requirements; our target is 90%
- 98% of customers felt work met expectations; our target is 85%
- 98% were happy with the overall service provided by the contractors; our target is 85%, and
- 98% rated their overall experience as good or excellent; our target is 85%

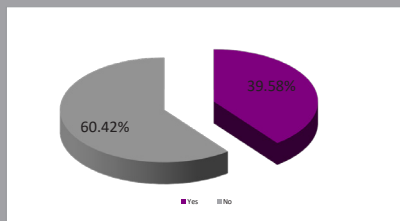
Question 1: Attitude and Helpfulness



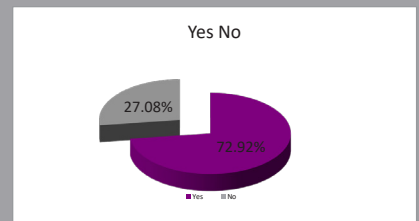
Question 2: Prior Appointment Made



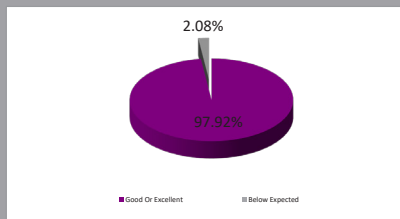
Question 3: Telephone In Advance



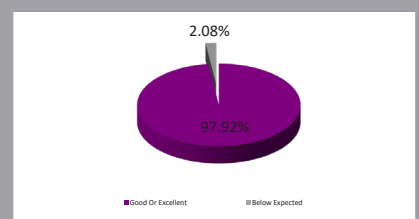
Question 4: Arrived at Agreed Time



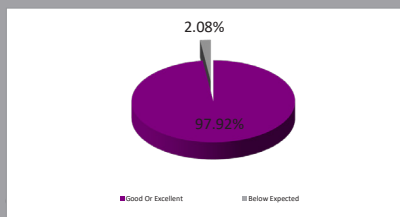
Question 5: Health and Safety Requirements



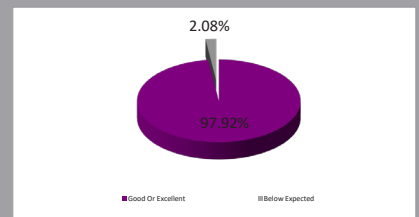
Question 6: Work Meets Expectations



Question 7: Service Provided By Contractor



Question 8: Overall Service



Three questions were below target and we will be speaking to our partners to improve these areas.

All other questions exceeded their targets and we will continue to monitor and raise targets where necessary.

For further information please contact: UDBS_customercontact@sandwell.gov.uk