



Midlothian Council Tenant Satisfaction Survey 2014

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Introduction

As part of Midlothian Council's Tenant Participation and Customer Engagement Strategy 2012 – 2015 it was agreed to undertake a Tenant Satisfaction Survey in 2014 to seek the views of tenants on key issues that affect them and their tenancy. Survey Forms were posted out to all tenants renting a permanent council tenancy during the summer of 2014.

The overall objectives of the survey were to:

- Gain an understanding of the level of customer satisfaction with the housing service.
- Identify areas of strength and weakness in relation to specific service areas.
- Provide evidence on performance to the Scottish Housing Regulator.
- Undertake comparative analysis with previous surveys and other local authority landlords.

This report contains key information derived from the Survey, including:

- Information about Council tenants and their tenancies.
- Satisfaction levels with the quality of homes and neighbourhoods.
- Satisfaction with the repairs service.
- How tenants communicate with the Council.
- Overall level of satisfaction with service provided.

Methodology

The survey was carried out by the Council's Housing Strategy and Performance Team. To encourage a high number of survey responses, a prize draw for a £100 Tesco gift voucher was drawn at random from completed surveys. To increase the number of responses a follow up letter/email was sent to the Register of Interested Tenants who had not already provided a response (903 tenants are on this list). Surveys were also provided to tenants who came into the Housing Office.

The 2014 Tenants Satisfaction Survey was developed using the methodology as set out by STAR (Survey of Tenants and Residents). STAR is now the industry standard for housing surveys which enables effective benchmarking between organisations and ensures effective surveys are completed. STAR was developed by Housemark, an organisation jointly owned by the Chartered Institute of Housing and the National Housing Federation. STAR gives guidance construction of surveys, stipulating core questions to ask, and the analysis and reporting of results.

Tenant's groups were consulted on the survey format and proposed questions. A small number of questions differed from the 2012 Survey as the Annual Return on the Social Housing Charter required some questions to be reworded (this is submitted to the Scottish Housing Regulator on an annual basis and published for tenants to view).

In total 6,662 surveys were posted out to all Council tenants. To increase the number of respondents, tenants were also able to complete the survey online using www.surveymonkey.com. Of the 6,662 surveys issued, 1,125 were returned representing a response rate of 17%. The majority of surveys (1,090) were returned by post, while 35 surveys were completed online.

In order to assess how accurate the results are in representing the views of all tenants, statistical analysis is used. An example of the need for this can be explained as: if all tenants returned their surveys you would be completely sure that the results obtained reflected that of your tenants. On the other hand, if only 100 replied out of 6,662 tenants there would be little certainty.

From the Survey returns received we are able to say that we are 95% confident that our results have a margin of error no greater than +/-3%¹.

Confidence in the accuracy of results will vary depending on the number of and profile of respondents answering the questions. For example, the Tables 1 and 2, below, show the confidence level by property type and by area. For instance, Table 2 shows that smaller settlements had fewer survey responses

Table 1: Confidence Intervals, by Property Type

Property Type	Stock Number	Number of Respondents	% of Tenants Responding	Margin of Error
Terraced	2,719	330	12.1%	± 5%
4 in a block	1,462	255	17.4%	± 6%
Flat	967	144	14.9%	± 8%
Semi/Detached	1,514	367	24.2%	± 5%

Table 2: Confidence Intervals, by Area

Area	Number of Tenants Surveyed	Number of Respondents	% of Tenants Responding	Margin of Error
Dalkeith	1,373	210	15.3%	± 6%
Bonnyrigg	1,239	213	17.2%	± 6%
Penicuik	1,064	200	18.8%	± 6%
Gorebridge	845	145	17.2%	± 7%
Mayfield	695	87	12.5%	± 10%
Loanhead	512	84	16.4%	± 10%
Newtongrange	266	58	21.8%	± 11%
Danderhall	264	54	20.5%	± 12%
Bilston	266	42	15.8%	± 14%
Pathhead	138	26	18.8%	± 17%

Some settlements incorporate survey responses from nearby smaller settlements, these are:

¹ http://www.greatbrook.com/survey_statistical_confidence.htm

- Pathhead includes Cousland
- Gorebridge includes Temple, North Middleton and Carrington.
- Penicuik includes Auchendinny
- Bonnyrigg includes Lasswade and Poltonhall
- Bilston includes Rosewell and Roslin

There are instances where respondents have chosen not to answer a specific question – these 'non responses' have not been included in the analysis of the Survey.

Section 1: Respondent Profile

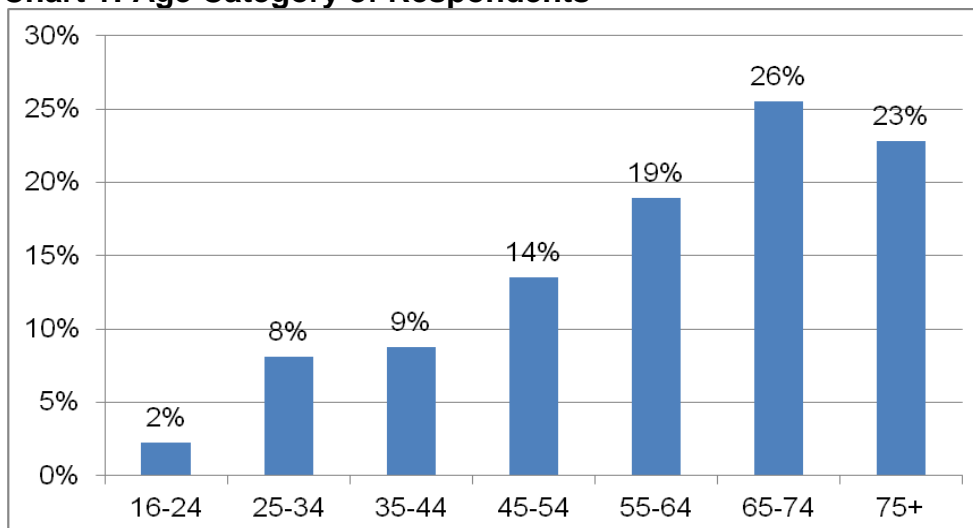
Gender

The profile of respondents by gender shows a greater percentage of respondents were female (59%) compared to 41% being male. This is exactly the same composition of all council tenants with 59% of tenants being female and 41% male.

Age category

Chart 1, below, shows 26% of respondents were aged 65-74, followed by those aged 75+ with a 23% response rate. Notably, the Council has an older tenant population with 49% of respondents being aged 65+, while 2% of respondents were aged 16-24 and 8% were aged 25-34 indicating that a lower proportion of younger people responded to the Survey, but this is also representative of the overall tenant population.

Chart 1: Age Category of Respondents



Ethnicity

The vast majority of tenants responding to the survey were Scottish (93%). The next most common ethnic groups were 'Other British' (4.57%), 'White Other' (1.43%) and Irish (0.27%). This indicated that at least 99% of respondents were of white ethnicity. Responses from non white ethnic groups accounted for about 1% of respondents. This is similar to the 2011 Census which showed that just under 2% of the Midlothian population were from a non white ethnic group.

Table 3: Survey Response by Ethnic Breakdown

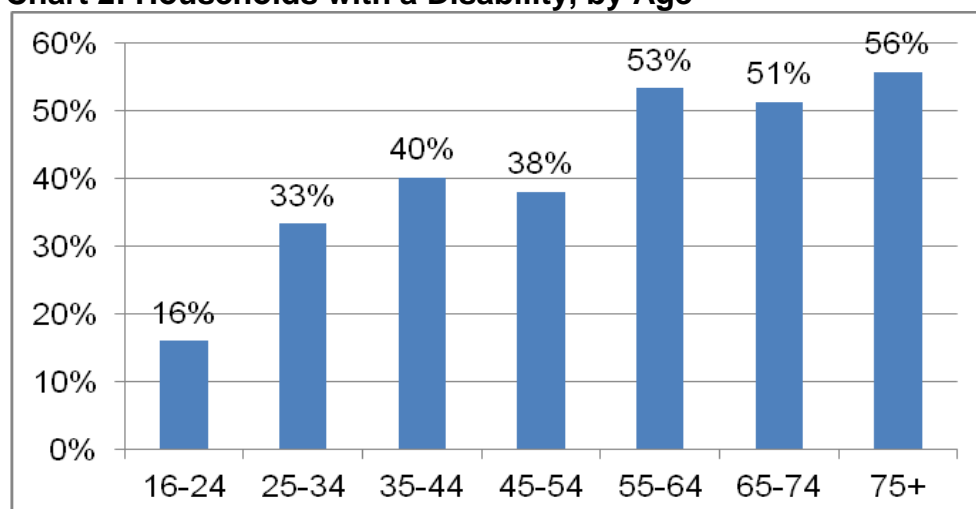
Ethnicity	Number of Responses	Percentage of Responses
Scottish	1,039	93.02%
Other British	51	4.57%
White Other	16	1.43%
Irish	3	0.27%
Other	3	0.27%
Mixed race	2	0.18%
Pakistani	1	0.09%
Asian Other	1	0.09%
Black African	1	0.09%
Indian	0	0.00%
Bangladeshi	0	0.00%
Chinese	0	0.00%
Black Caribbean	0	0.00%
Black Other	0	0.00%
Gypsy Traveller	0	0.00%

Tenants with Children under the age of 16

Analysis of household composition shows that 15% of the 1,122 respondents indicated having children under the age of 16 in their household compared to 85% with no children under the age of 16.

Disability

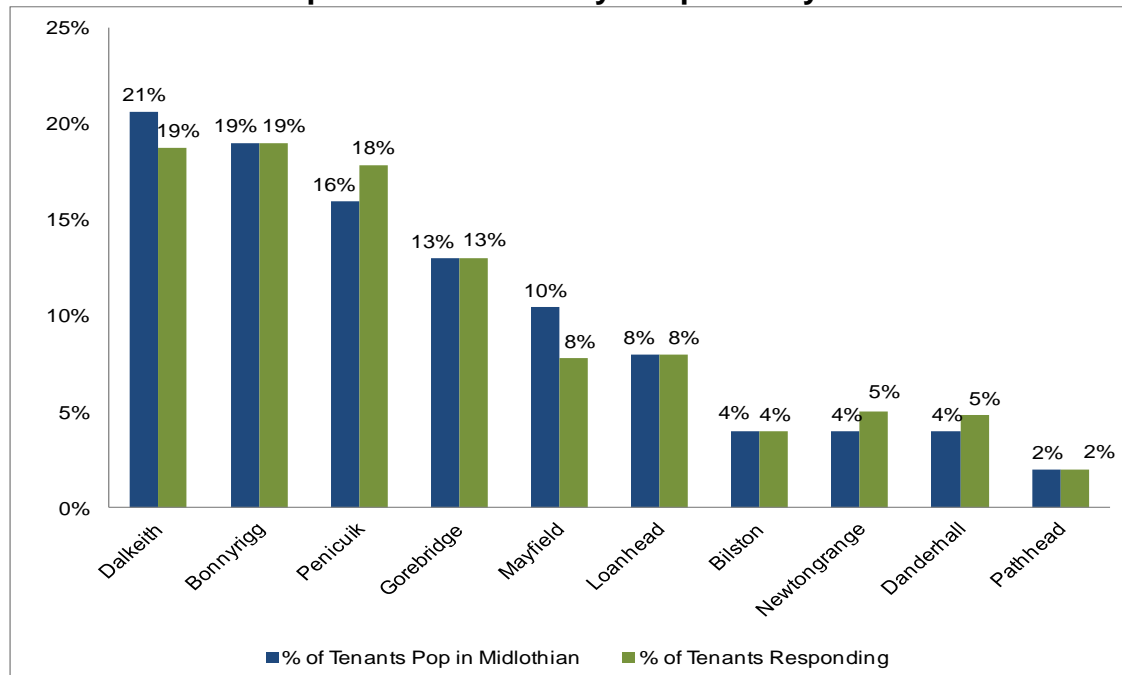
Almost half of respondents (49%) either considered themselves or someone in their household to have a disability or long term health condition. In addition, Chart 2 illustrates that disability in households tended to rise as age increased: 16% of those aged 16-24 said they were living with disability compared to 20% of those aged 25-34; 35% of those aged 35-44; 38% of those aged 45-54; 53% of those aged 55-64; 51% of those aged 65-74, and 56% of those aged 75+.

Chart 2: Households with a Disability, by Age

Tenants and Respondents by Council Area

Chart 3 below shows the survey responses broken down by areas. Bonnyrigg (including Lasswade and Poltonhall) with approximately 19% of the tenant population had the joint highest response rate of 19%. Similarly, Dalkeith with 21% of the tenants' population also had a response rate of 19%. This was followed by Penicuik with 16% of properties having an 18% response rate. The lowest response rate was from Pathhead with around 2% of the tenant population and comprising 2% of respondents.

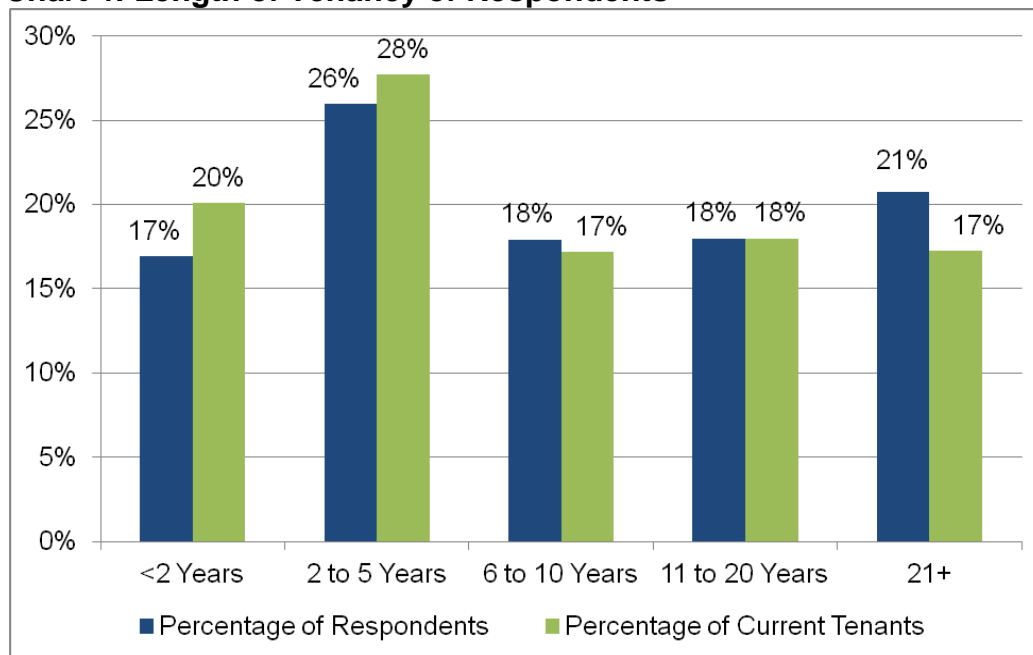
Chart 3: Tenants Population and Survey Response by Areas



Length of Tenancy of Respondents

Chart 4, below, shows the length of tenancy of respondents. Respondents who had been tenants for between 2 and 5 years formed the highest proportion of current tenants (28%) as well as the highest response rate (26%). This was followed by those who had been tenants for 21+ years having a 21% response rate. The lowest proportion came from those households who had been tenants for less than 2 years with 17% of respondents.

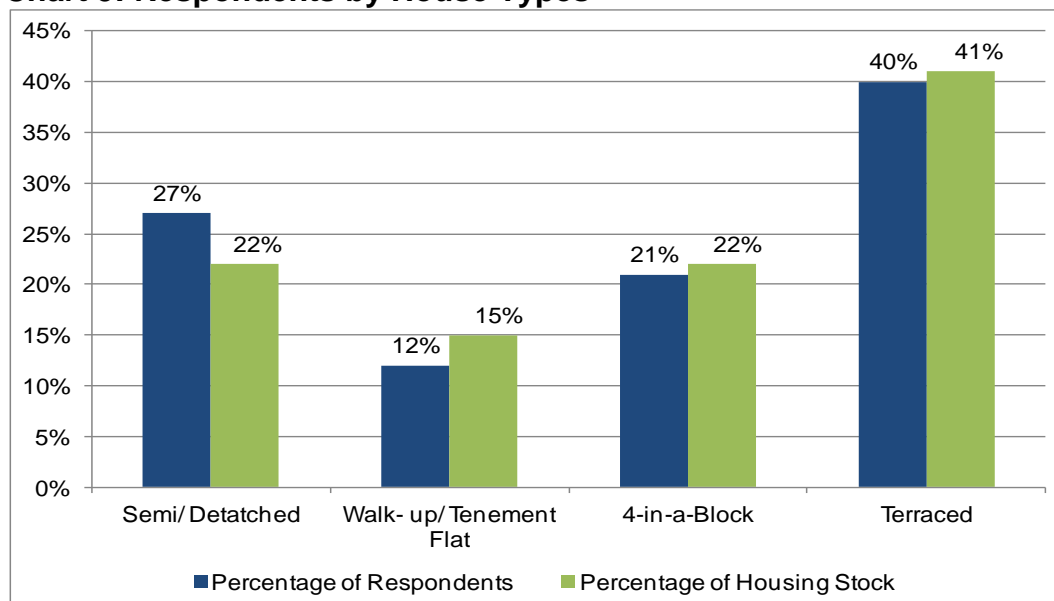
Chart 4: Length of Tenancy of Respondents



House Types

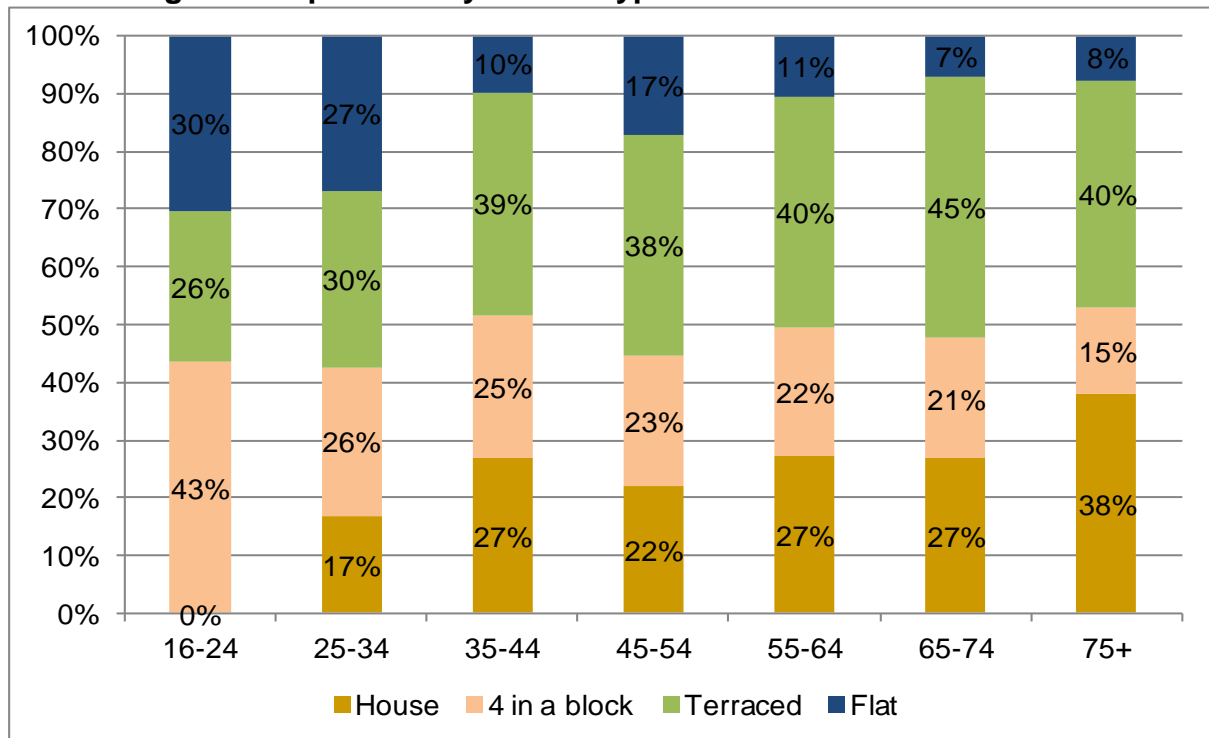
Analysis of survey respondents by house types indicates that the highest response rate was from tenants living in terraced housing (40%). Terraced housing was the most common council house type in Midlothian representing 41% of the total housing stock. The lowest number of respondents were those living in walk-up/tenement flats (12%) with this property type also being the least prevalent housing stock.

Chart 5: Respondents by House Types



Analysis of the age of respondents by house types in Chart 6 indicates a higher proportion of younger respondents lived in flatted properties. For example 73% of those aged between 16 and 24 lived in a flat or four in a block property, compared to 28% for those aged 65-74 and 23% for those aged 75+.

Chart 6: Age of Respondent by House Types

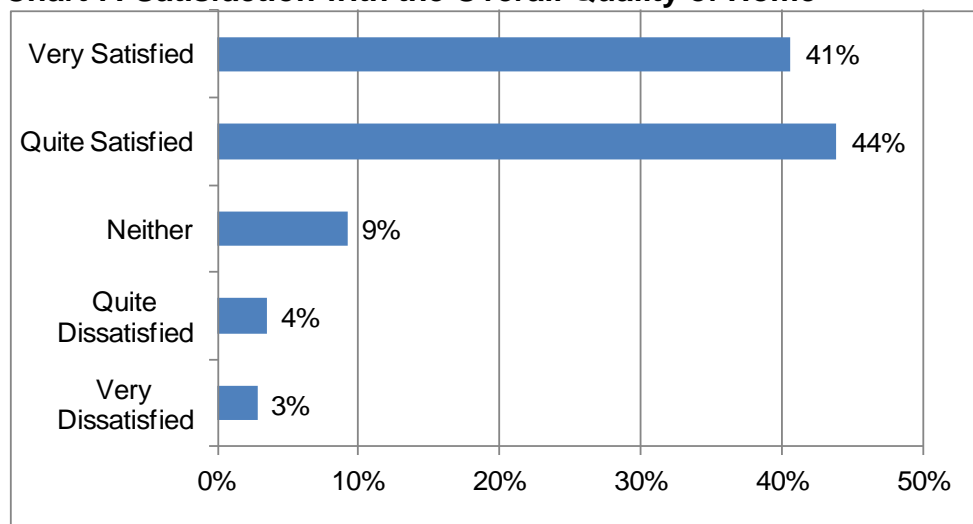


Section 2: Home and Neighbourhood

Overall Quality of Home

Chart 7 indicates that 85% of respondents were satisfied with the overall quality of their homes compared to 7% who expressed dissatisfaction. Notably, the level of satisfaction varied according to age, house type and location.

Chart 7: Satisfaction with the Overall Quality of Home



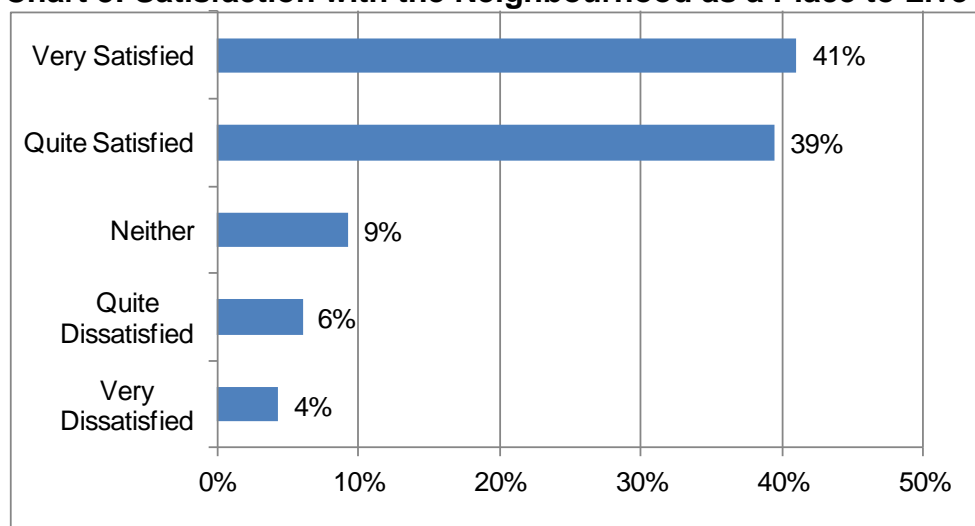
Those aged 75+ were the most satisfied with the quality of their home with a 93% satisfaction rate, followed by those aged 65-74 with 91%. Those aged 25-34 were the least satisfied with the overall quality of their home with 63% of respondents expressing satisfaction. Respondents in semi detached and detached properties were the most satisfied with the quality of their homes (90%) followed by respondents in terraced properties (88%). Those in flats were the least satisfied with the quality of their homes, with 71% stating they were satisfied. Respondents in Newtongrange were most likely to be satisfied with the overall quality of their homes (91%) while those in Penicuik recorded the lowest level of satisfaction with overall quality of their home (80%).

Satisfaction with Neighbourhood as a place to live

Chart 8 illustrates that the majority of respondents (80%) were satisfied with their neighbourhood as a place to live compared to 10% who expressed dissatisfaction. It is evident that older tenants were more likely to be satisfied with their neighbourhood: those aged 75+ were the most satisfied (90%), followed by those aged 65-74 with 87%, while 63% of respondents aged 16-24 said they were satisfied with their neighbourhood as a place to live. Respondents in semi/detached properties were the most satisfied with their neighbourhood (89%) followed by those in terraced properties (84%). Those in flats were the least satisfied with their neighbourhood (63%).

Respondents in Bilston (94%) and Bonnyrigg (89%) were more likely to be satisfied with their neighbourhood as a place to live than respondents from the other areas. Respondents from Gorebridge (70%) recorded the lowest level of satisfaction with their neighbourhood as a place to live.

Chart 8: Satisfaction with the Neighbourhood as a Place to Live



Tenants were asked if they felt their neighbourhood had improved or declined in the past three years. Chart 9 shows that over half (54%) of respondents felt their neighbourhood had remained unchanged in the last three years. A slightly larger proportion of respondents (24%) felt that their neighbourhood had declined in the last three years compared to 22% that stated that their neighbourhood had improved.

Chart 9: Has Neighbourhood Improved or Declined in the last Three Years?

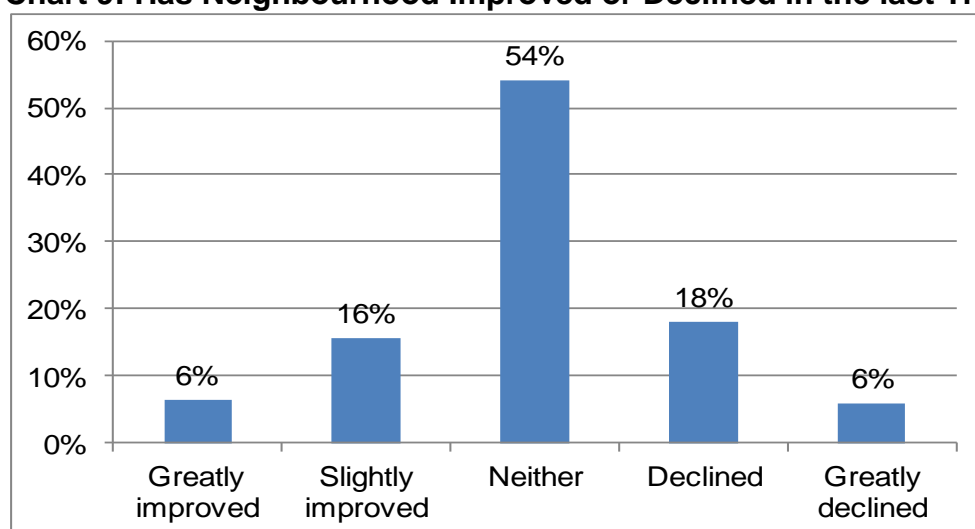
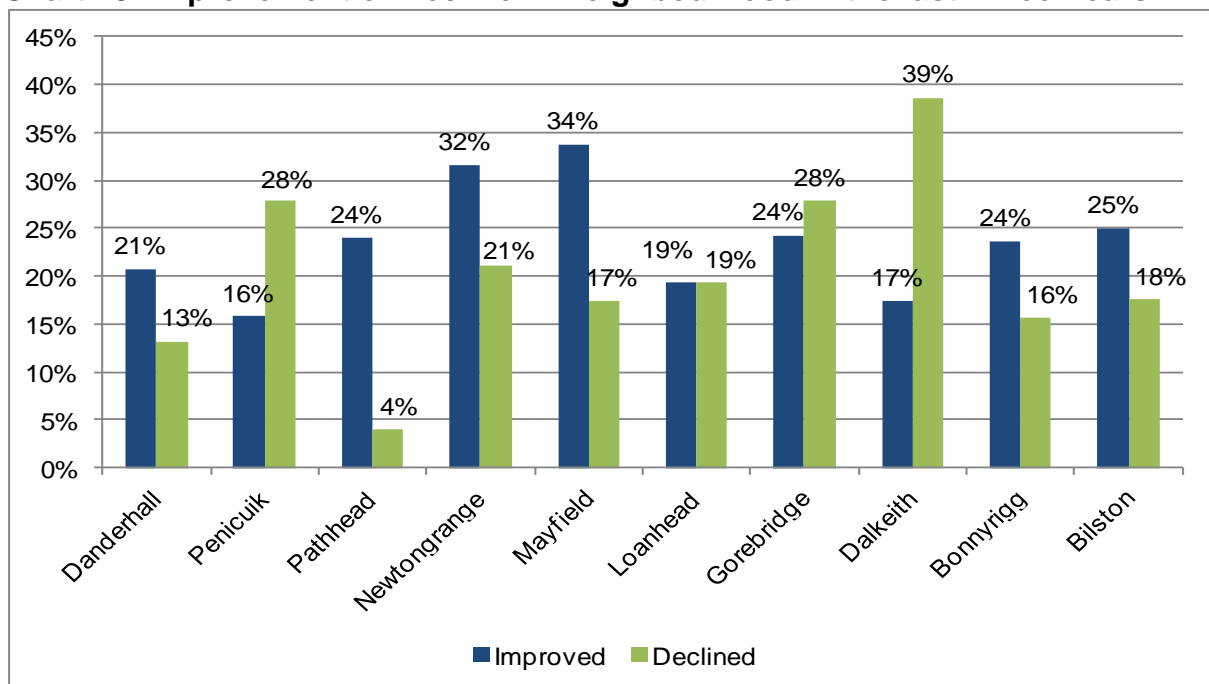


Chart 10 shows the percentage of respondents who stated their areas had either improved or declined in the last three years. Dalkeith, with 39%, had the highest percentage of respondents who stated that their neighbourhood had declined in the last three years. This was followed by Penicuik and Gorebridge (each 28%). On the other hand, respondents from Mayfield (34%) were more likely to identify an

improvement in their neighbourhood over the past three years than respondents from any other area, followed by Newtongrange (32%).

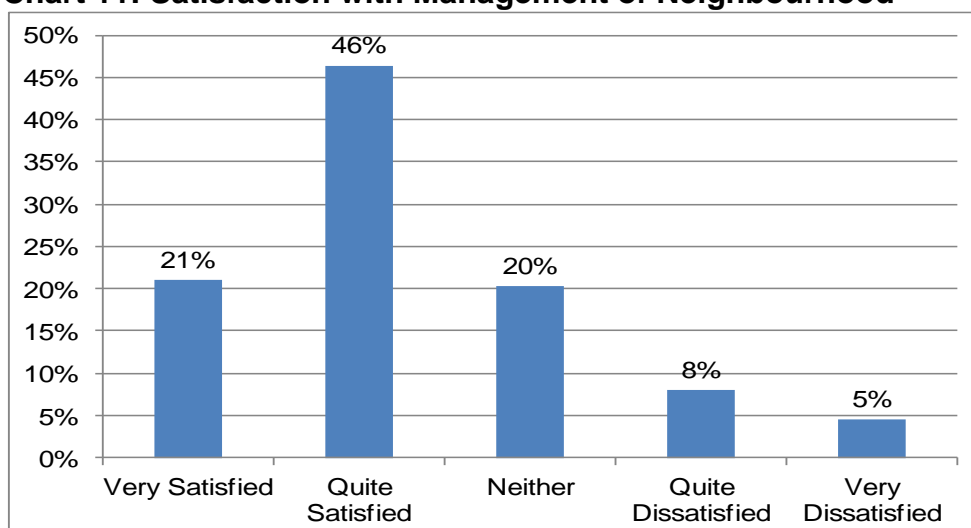
Chart 10: Improvement or Decline in Neighbourhood in the last Three Years



Satisfaction with Council's Management of Neighbourhood

All respondents were asked how satisfied or dissatisfied they were with Midlothian Council's management of the neighbourhood they live in. The majority (67%) of respondents were satisfied with Council's management of their neighbourhood. A smaller proportion 13% of respondents expressed dissatisfaction with the Council's management of the local area while 20% respondents were neither satisfied nor dissatisfied.

Chart 11: Satisfaction with Management of Neighbourhood



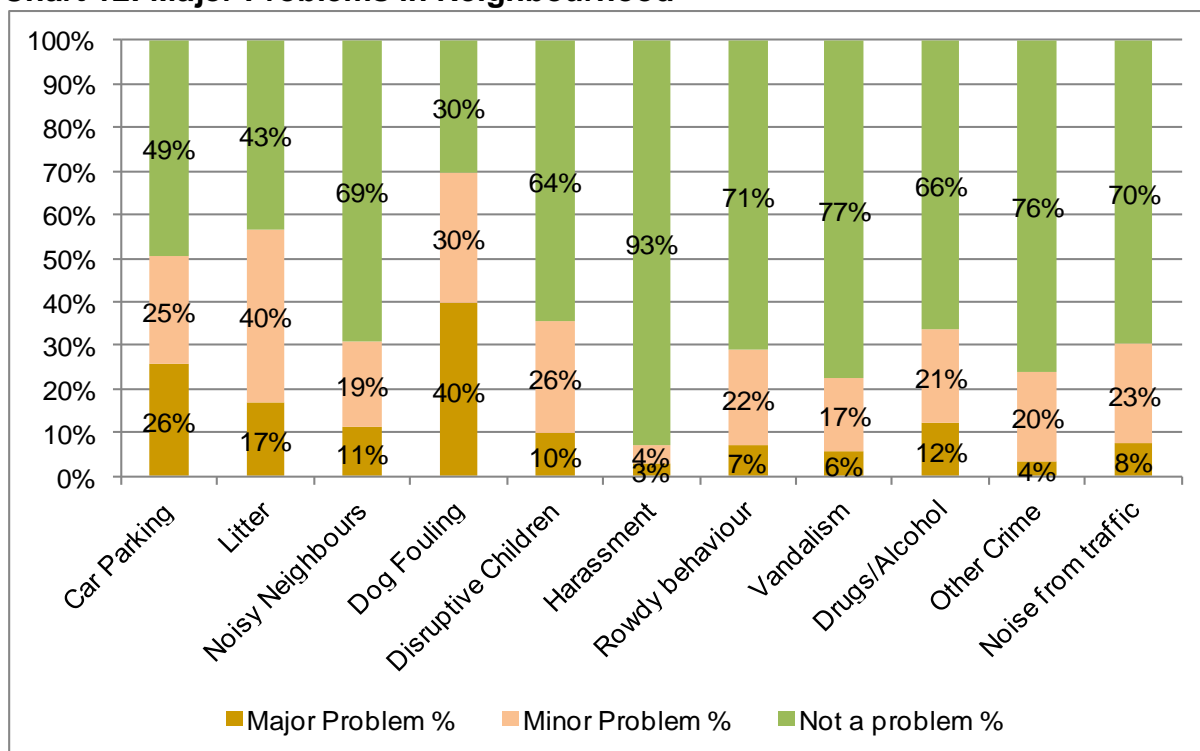
Major problem in Neighbourhood

Respondents were given a list of typical problems and were asked to identify the extent to which each was a 'major problem', 'minor problem' or 'not a problem' in their neighbourhood. The most common problems in the neighbourhood were:

- Dog fouling (40%)
- Car parking (26%)
- Litter (17%).
- Drugs/ Alcohol (12%)
- Noisy neighbours (11%)
- Disruptive children (10%)

Chart 12 (below) is a breakdown of how respondents viewed problems in their neighbourhood.

Chart 12: Major Problems in Neighbourhood



Reported problem issues in Neighbourhood by House Types

Further analysis of major problems by house types (Table 4 below) shows that dog fouling was the most common major problem reported by respondents from all house types. In addition to the concern about dog fouling:

- Car parking was the next most commonly cited problem by respondents in '4 in a block', 'House/ Semi Detached' and 'Terraced' houses.
- Litter was the next most commonly cited problem by respondents in flats (31% of respondents) followed by Noisy Neighbours (26%) and concern related to Drugs/Alcohol misuse (23%).

Table 4: Major problems in Neighbourhood by House Types

House Type	Car Parking	Litter	Noisy Neighbours	Dog Fouling	Disruptive Children	Harassment	Rowdy behaviour	Vandalism	Drugs/ Alcohol	Other Crime	Noise from traffic
4 in a block	29%	19%	14%	45%	13%	4%	11%	7%	16%	3%	13%
Flats	20%	31%	26%	41%	16%	7%	17%	12%	23%	9%	7%
House/ Semi Detached	23%	13%	7%	36%	5%	1%	2%	3%	7%	2%	5%
Terraced	27%	14%	8%	40%	10%	2%	5%	5%	10%	3%	7%

Major problems in Neighbourhood by Area

Table 5 shows a breakdown of major problems by neighbourhood areas in Midlothian. Dog fouling remained the most reported problem across all areas in Midlothian with respondents from Loanhead having the highest percentage of concern (60%), followed by Dalkeith with 49%. In addition to the problem with dog fouling, Table 5 also shows that:

- Car parking was a problem particularly in Bonnyrigg (32%).
- Litter was a notable problem in Dalkeith and Loanhead (each 25%).

Table 5: Reasons for problems in Neighbourhood

Area	Car Parking	Litter	Noisy Neighbours	Dog Fouling	Disruptive Children	Harassment	Rowdy Behaviour	Vandalism	Drugs/ Alcohol	Other Crime	Noise from traffic
Bilston	22%	5%	6%	33%	0%	0%	3%	6%	3%	0%	0%
Bonnyrigg	32%	14%	7%	27%	6%	2%	4%	3%	6%	1%	6%
Dalkeith	27%	25%	19%	49%	18%	4%	14%	10%	22%	8%	9%
Danderhall	26%	15%	5%	38%	11%	2%	2%	5%	0%	2%	0%
Gorebridge	18%	15%	18%	40%	11%	4%	11%	7%	22%	6%	11%
Loanhead	26%	25%	6%	60%	11%	1%	1%	4%	17%	2%	9%
Mayfield	24%	18%	10%	35%	11%	3%	6%	9%	9%	4%	8%
Newtongrange	20%	12%	12%	37%	8%	0%	10%	0%	10%	0%	8%
Pathhead	18%	0%	0%	33%	0%	0%	0%	0%	0%	0%	18%
Penicuik	27%	17%	10%	40%	8%	4%	6%	4%	9%	3%	6%
Midlothian Total	26%	17%	11%	40%	10%	3%	7%	6%	12%	4%	8%

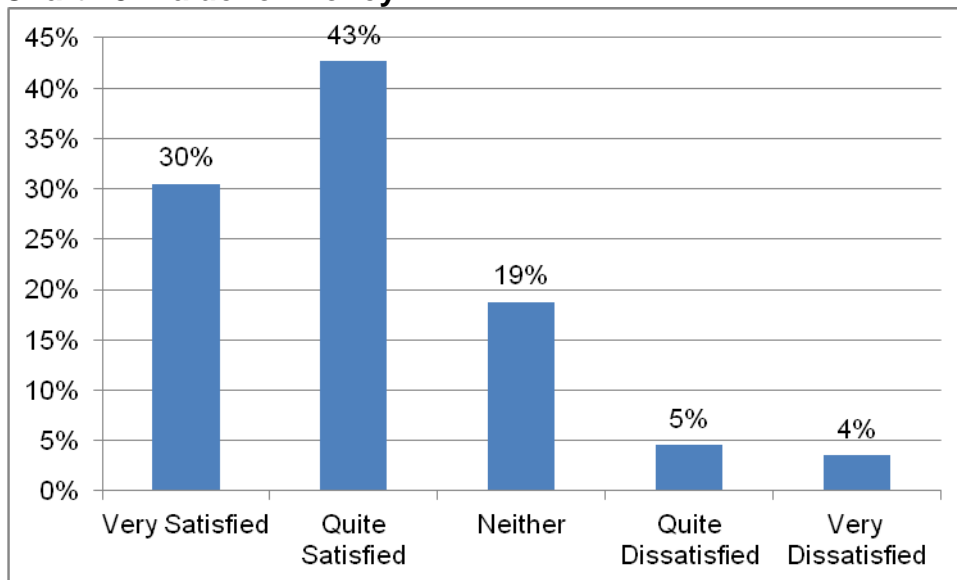
Note: Data from small areas may be less reliable due to the small number of respondents.

Satisfaction that Rent provides Value for Money

Chart 13 below shows the majority of respondents (73%) were satisfied their rent provided good value for money compared to 9% percent that indicated dissatisfaction. Respondents from Pathhead were more likely to be satisfied that their rent provided good value for money (81%), followed by Bonnyrigg (79%) while respondents from Mayfield were least likely to be satisfied (66%).

Respondents living in houses were more likely to be satisfied their rent provided good value for money (76%) while those in flats were least likely (66%). Additionally, older respondents were more satisfied that their rent provided god value for money than younger households. For example, 86% of those aged 75+ were satisfied compared to 44% of those aged 24-35.

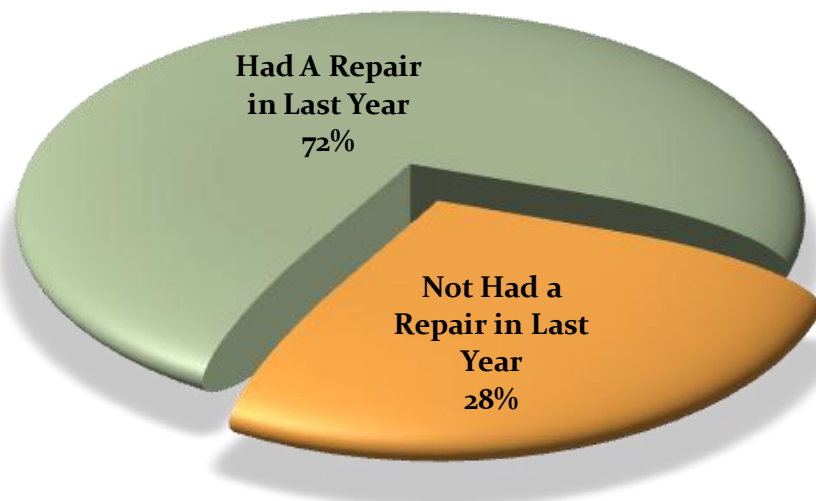
Chart 13: Value for Money



Section 3: Repairs and Maintenance Service

A significant number of respondents (72%) said they had a repair or maintenance carried out in the last 12 months prior to the survey while 28% said they had not.

Chart 14: Repairs and Maintenance Service

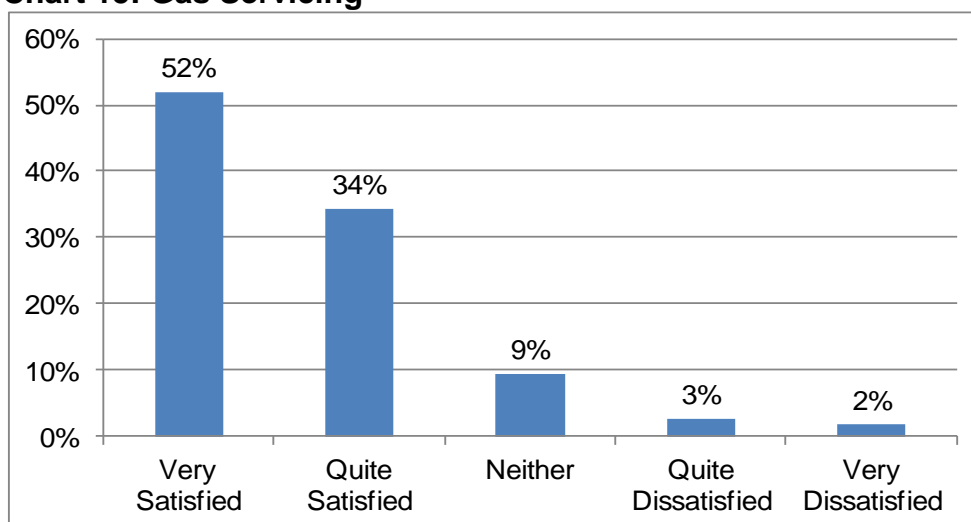


The majority of respondents who have had a repair carried out in their home in the last 12 months (79%) were satisfied with the repairs and maintenance service provided by Midlothian Council.

Gas Servicing

Similarly, 86% of respondents indicated they were satisfied with gas servicing with 5% being dissatisfied. It is worth noting that while the level of satisfaction with gas servicing was been high, 530 forced entries had to be carried out for gas servicing in 2013/14.

Chart 15: Gas Servicing

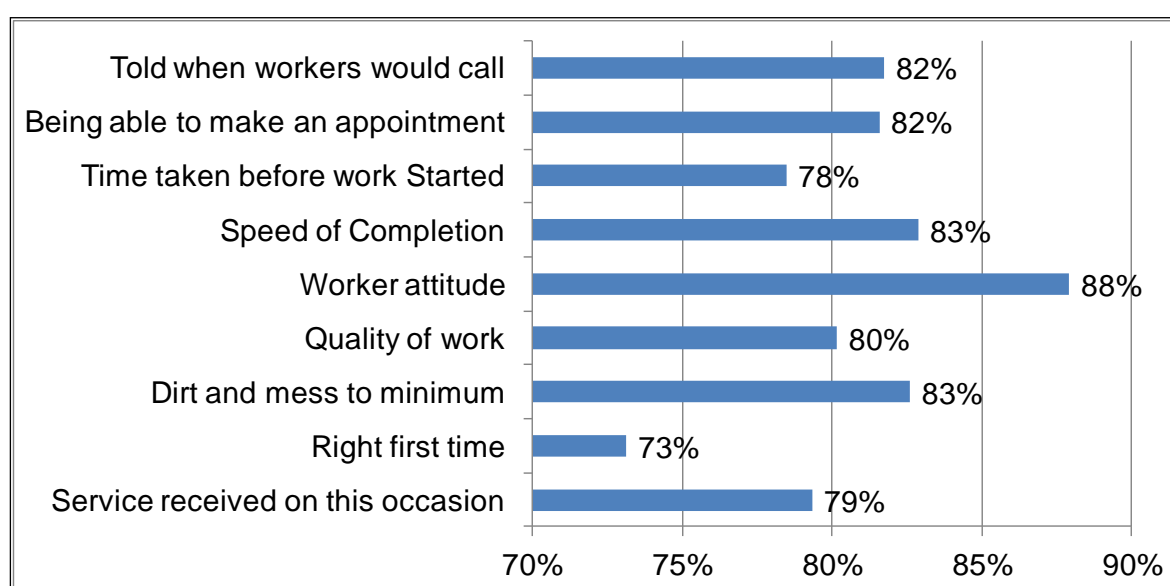


Repair Service Measures

Chart 16, below, shows the level of satisfaction with specific elements of the repairs service by those who said they had a repair in the last 12 months.

- 'Workers attitude' had the highest satisfaction level (88%), followed by:
- 'Keeping dirt and mess to a minimum during a repair' (83%);
- Speed taken to complete work (83%);
- Being told when worker would call (82%) and
- Being able to make an appointment (82%).
- Getting repair 'right first time' had the lowest satisfaction level (73%).

Chart 16: Level of Satisfaction with Repair Service Measures

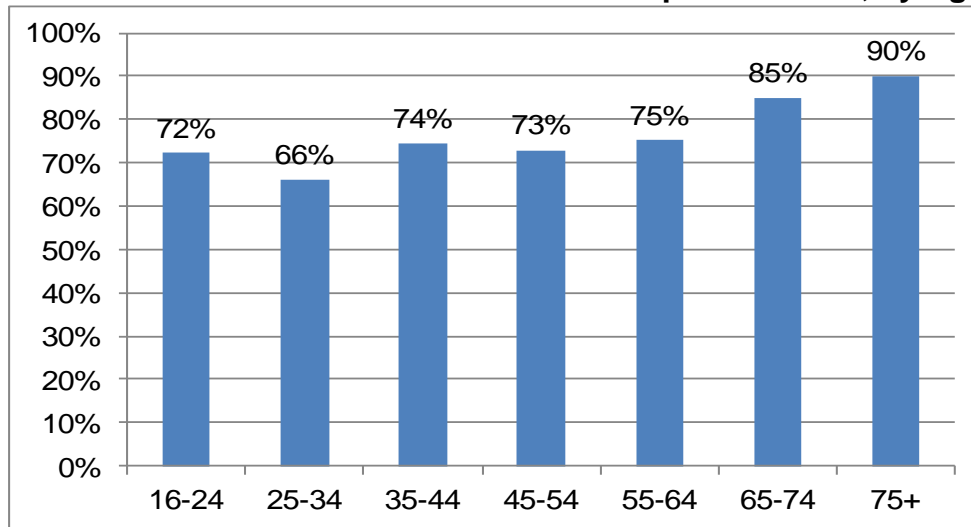


Overall Repairs Service by Age Group

Chart 17, below, shows the level of satisfaction generally increased with the age group of the tenant. In particular, older tenants were more satisfied with the overall repair service than younger tenants. On average, 90% of respondents aged 75+ expressed satisfaction with the repairs service followed by respondents aged 65-74 with 85%. Those aged 25-34 were the least satisfied with an average score of 66%.

In addition, tenants who indicated their ethnic origin as 'Scottish' (79%) were more likely to be satisfied with Council services than tenants from 'White Other' (75%) and other ethnic backgrounds (74%). However, this may be skewed due to only a small number of respondents being from other ethnic backgrounds (Table 3, above).

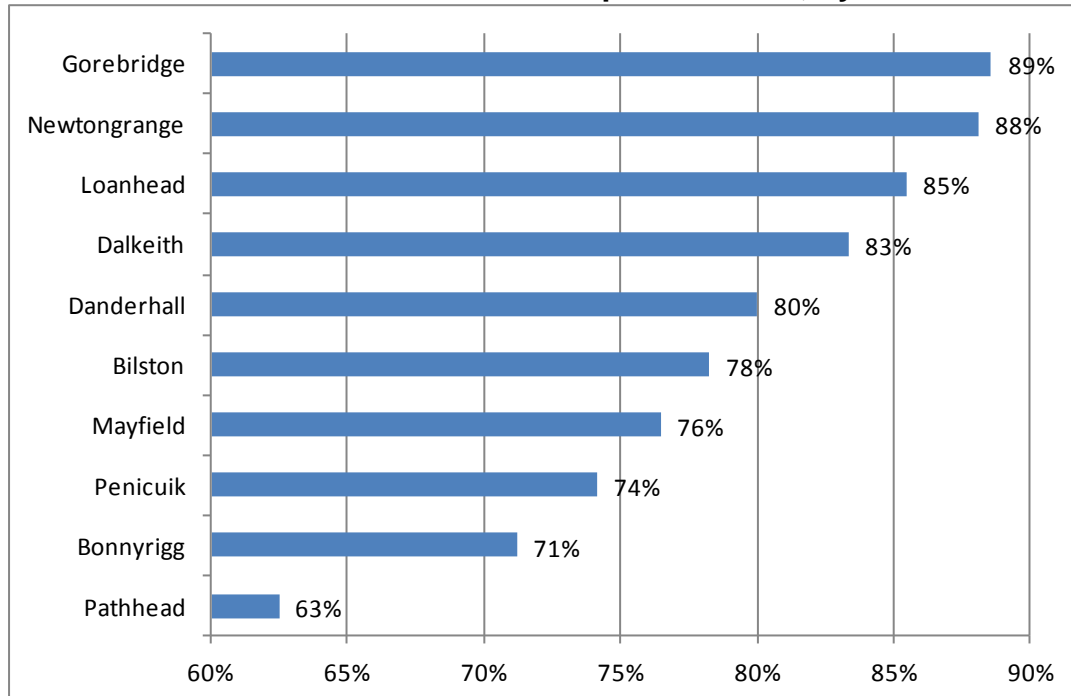
Chart 17: Satisfaction Level with Overall Repairs Service, by Age Group



Overall Repairs Service by Area

Chart 18 shows the overall satisfaction levels for the repairs service across all areas in Midlothian, indicating a variation in satisfaction from one area to the other. The most satisfied tenants with repairs were in Gorebridge (89%), Newtongrange (88%), Loanhead(85%), Dalkeith (83%) and Danderhall(80%). Pathhead and Bonnyrigg/Lasswade had the lowest satisfaction levels of 63% and 71% respectively.

Chart 18: Satisfaction Level with the Repairs Service, by Area



Section 4: Getting in touch with the Council

This section illustrates respondents' response to a range of aspects of customer service such as ease of getting hold of the right person, helpfulness of staff, query answered within a reasonable time, opportunity to participate and keeping tenants informed.

Most respondents (758) representing 68% of respondents, had been in contact with the Council in the last 12 months, compared to 363 respondents (32%) who had not.

Chart 19: Contact with the Council

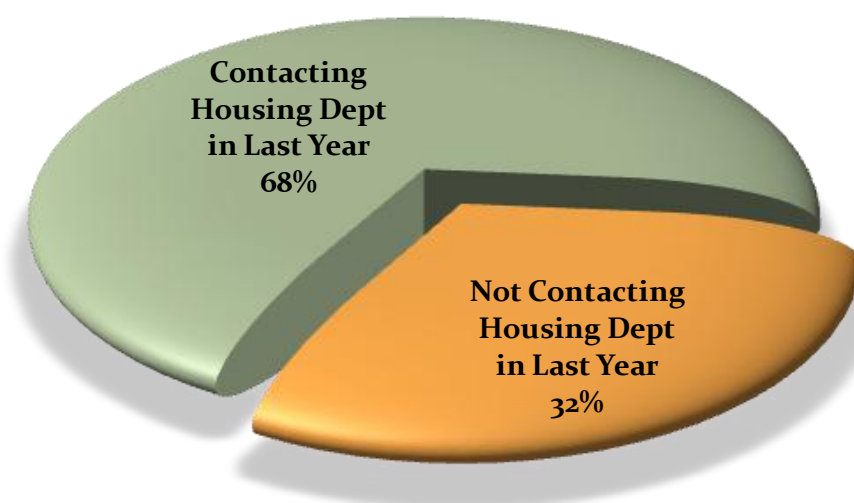
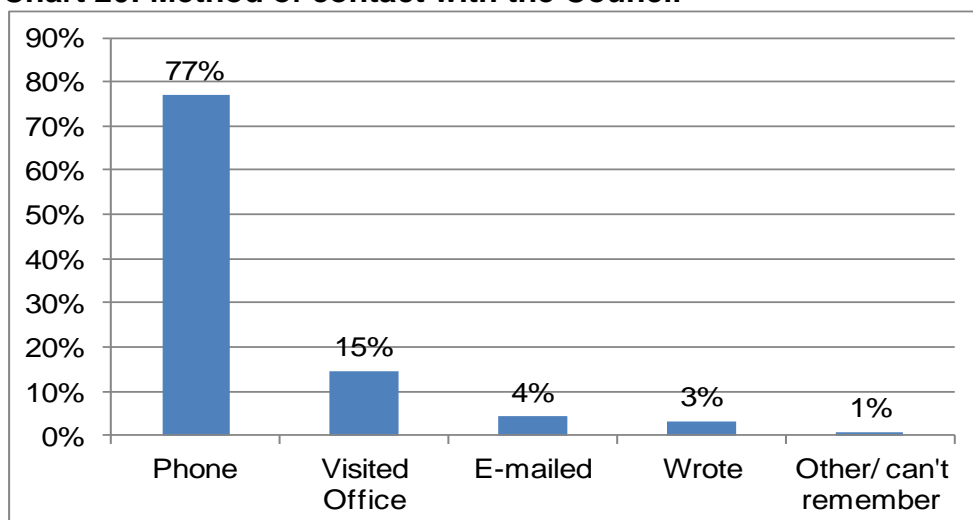


Chart 20 shows that the most popular method of contacting the Council was via the telephone (77%), whilst, a far lower proportion contacted the Council through an office visit (15%), e-mail (4%) and by writing (3%). Of the overall contact made via email, the highest contact was from 25-34 year olds (11% of this age group used email).

Chart 20: Method of contact with the Council



Analysis of Contacts by Age

Analysis of respondents by age shows that older tenants were more likely to contact the Council than younger tenants. For instance, of the 815² contacts made by respondents in the last 12 months, 24% were from those aged 65-74 years and 19% from 75+ years old. In comparison, 2% of all contacts were from those aged 16-24 years and 8% from 25-34 years old. The preferred method of contact by older people was the telephone: 86% of older respondents aged 75+ had contacted the Council via the telephone, followed by 78% of those aged 65-74. On the other hand, the respondents with the least contacts by telephone were those aged 35-44 with 63% and 25-34 (73%)

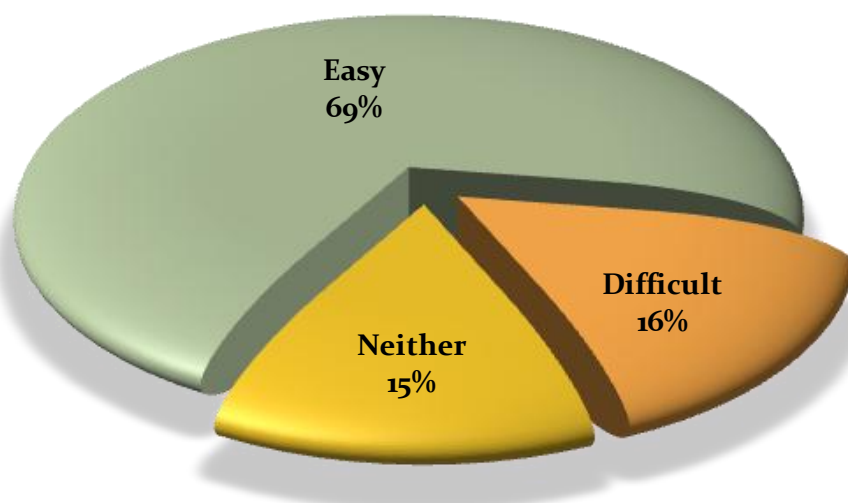
Analysis of Methods of Contact by Area

Contact via telephone was most popular in Penicuik (84%) and Bilston (83%) while it was least popular in Danderhall (68%) and Dalkeith (71%). Notably, proximity to the housing office in Dalkeith seemed to influence whether or not tenants would visit or telephone the Council: those living in Dalkeith (20%) and Danderhall (19%) visited the housing office more than tenants in any other parts of Midlothian. Conversely, Bilston (8%) and Penicuik (9%) are further away from the Housing Office in Dalkeith and as such had the lowest proportion of tenants visiting the office.

Getting hold of the right person

69% of respondents said they had found it easy to get hold of the right person compared to 16% who said it was difficult.

Chart 21: Ease of Getting Hold of the Right Person



Also, those contacting the Council via telephone (71%) and office visits (69%) said they were able to get hold of the right person while those contacting via email (44%) and letter (38%) recorded the least satisfaction with getting hold of the right person. Additionally, older people found it was easier to get hold of the right person than younger people with 74% of those aged 75+ and 72% of those aged 65-74 saying

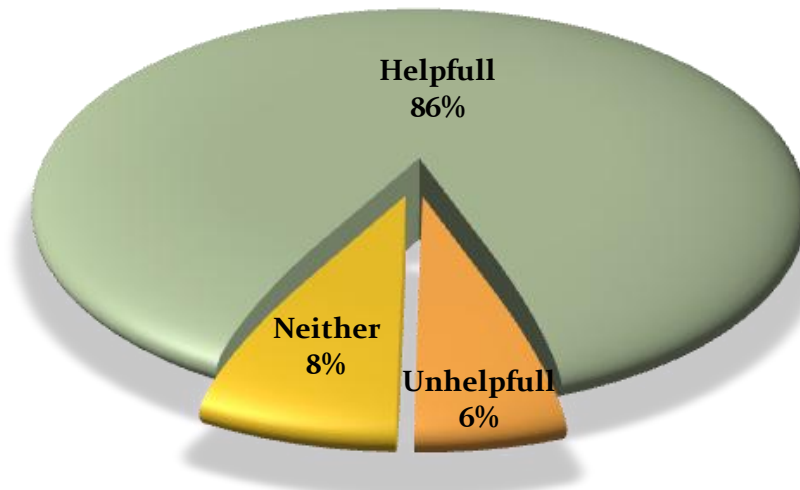
² This figure relates to the total number of contacts (via all routes) made in the last 12 months. Some tenants may have contacted the Council via more than one method e.g. phone and email.

they found it easy to get hold of the right person compared to 53% of 16-24 and 54% of 25-34 year olds respectively.

Helpfulness of Staff

Respondents were asked if the staff they dealt with were helpful or unhelpful when contacting the Council (Chart 22). 86% of respondents found staff to be helpful, compared to 6% who found them unhelpful.

Chart 22: Staff being Helpful



Query answered within a reasonable time

Overall, 86% of respondents said their query was answered within a reasonable time compared to 14% who indicated otherwise (Chart 23).

Chart 23: Query answered in a reasonable time

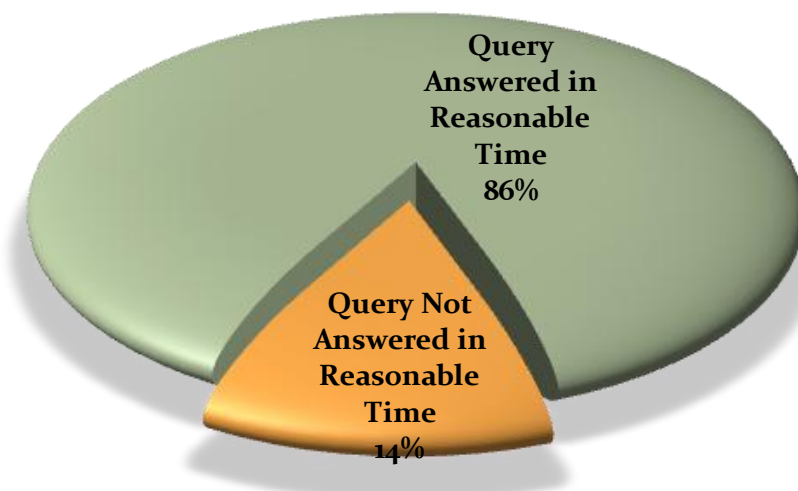
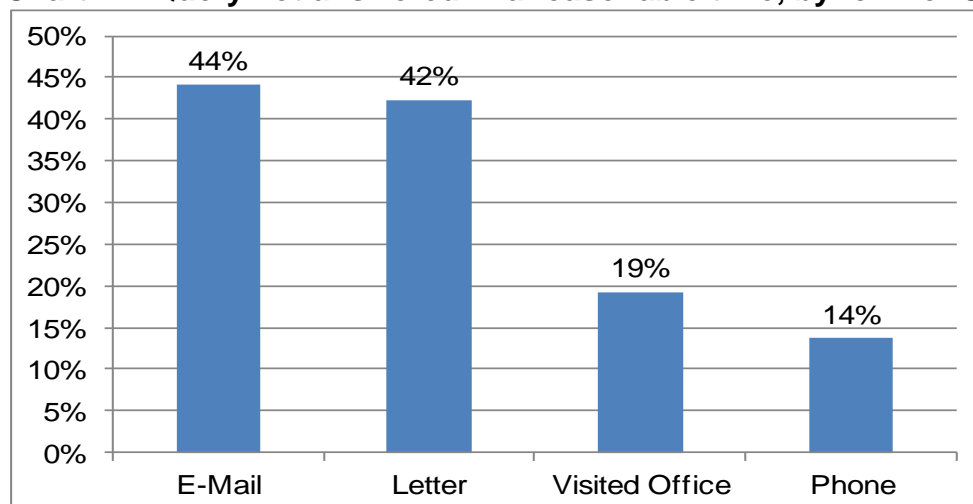


Chart 24, below, is a breakdown of the 14% respondents who said their query was not answered in a reasonable time. It illustrates most had contacted the Council via e-mail (44%) and letter (42%). Similarly a smaller proportion of respondents who felt their query was not answered within a reasonable time had also contacted the Council via phone (14%) or through office visit (19%).

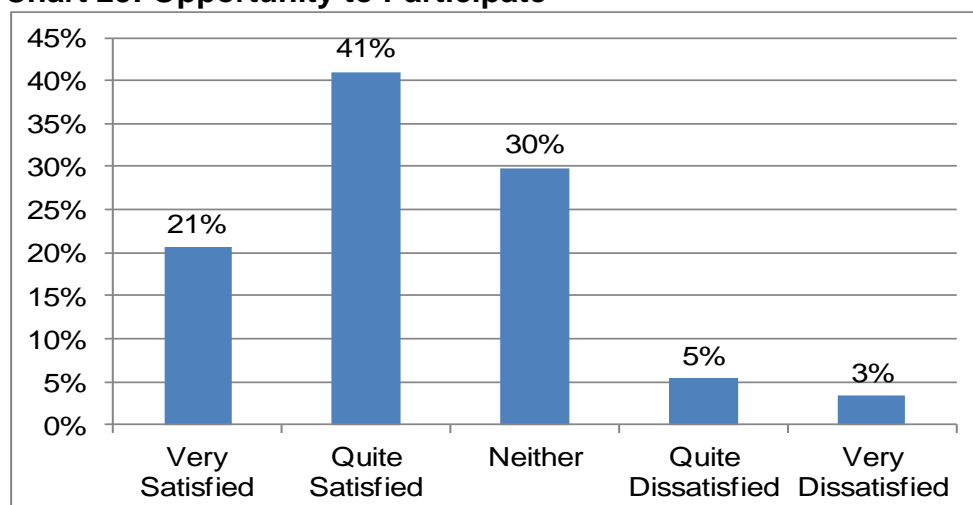
Chart 24: Query not answered in a reasonable time, by form of Contact



Opportunity to Participate

Chart 25 shows 62% of respondents were satisfied that the Council gave them the opportunity to participate in the Housing Services decision making process while 8% said they were dissatisfied. A significant proportion (30%) said they were neither satisfied nor dissatisfied with opportunity to participate. Younger respondents were less likely to say the Council gave them the opportunity to participate; 29% of those aged 16-24 compared to 72% of those aged 75+ who said they were satisfied with being given the opportunity to participate.

Chart 25: Opportunity to Participate



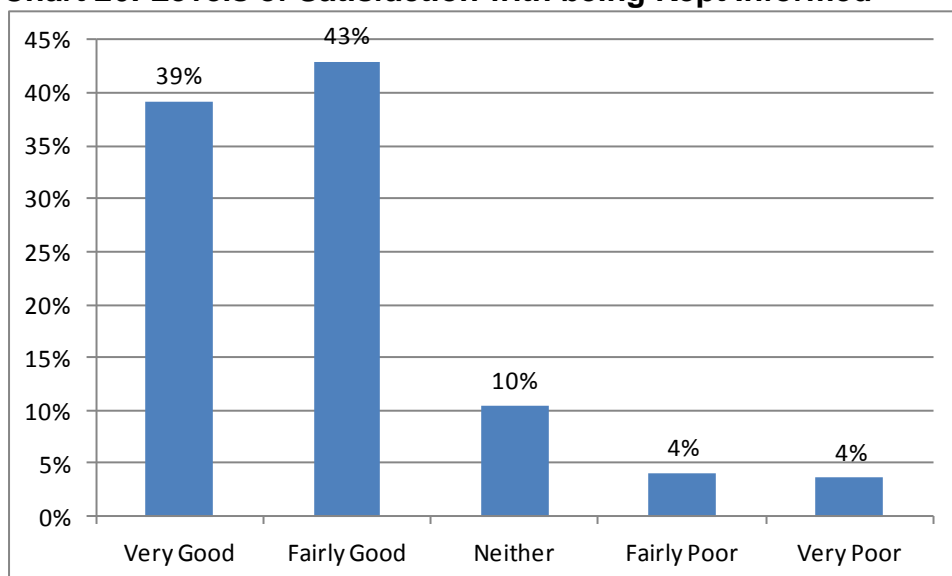
Furthermore, satisfaction with the 'opportunity to participate' in the decision making process was highest in Bilston (77%) and Newtongrange (64%). It was lowest in Pathhead (58%) but this percentage could be skewed due to the low number of Council tenants living there.

Also, a higher percentage of respondents who indicated their ethnic origins as 'Scottish' (62%) and, 'White Other' (62%) were more satisfied with being given the opportunity by the Council to participate in decision making process compared to 51% of 'Other Ethnic' backgrounds. However, response for 'Other Ethnic' could be skewed because tenants from 'Other Ethnic' backgrounds represent a very small number of total Council tenants.

Keeping tenants informed

Chart 26 shows the vast majority of tenants (82%) felt satisfied the Council very or fairly good at keeping them informed about services and decisions while eight percent expressed dissatisfaction. Younger tenants, especially 16-24 year olds were less likely to be satisfied with being kept informed by the Council (64%) compared to 91% of those aged 75+ years. Also, satisfaction with the Council in keeping tenants informed was highest in Loanhead (86%), Bonnyrigg and Danderhall (85% respectively). and Newtongrange (84%). The areas with the least satisfaction rates for being kept informed by the Council were Dalkeith (77%) and Mayfield (78%).

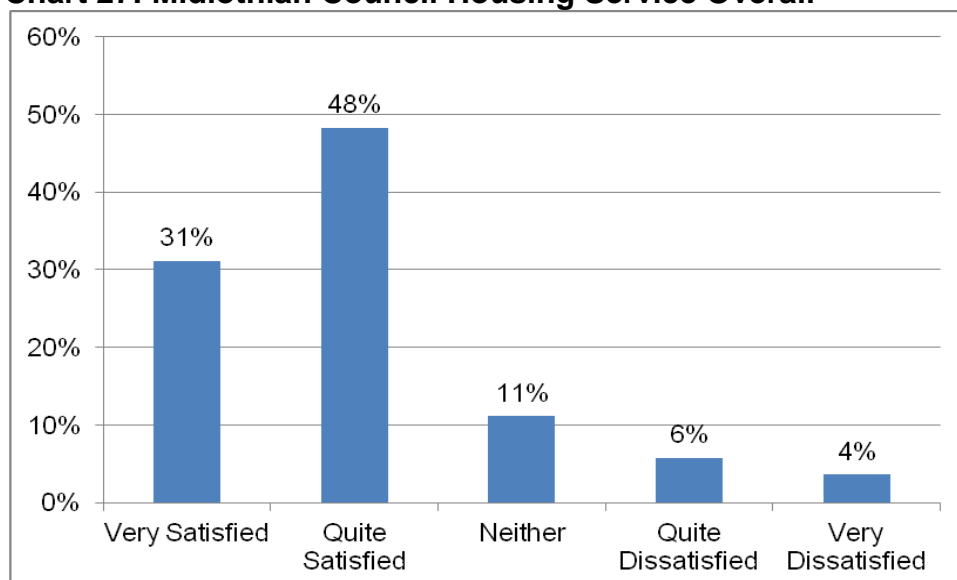
Chart 26: Levels of Satisfaction with being Kept Informed



Section 5: Overall Satisfaction with Housing Service

Chart 27 illustrates that over three quarters (79%) of respondents were satisfied with the housing service provided by the Council. A low percentage expressed dissatisfaction with the housing service provided (10%), with a further 11% of respondents stating that they were neither satisfied nor dissatisfied.

Chart 27: Midlothian Council Housing Service Overall



Area breakdown

Table 6, below, shows the level of satisfaction with the housing service by area in Midlothian. In general, overall satisfaction with housing service in Midlothian was high. The highest level of satisfaction was in Bilston with 85% followed by Bonnyrigg (83%) while the areas with the lowest satisfaction rates were Dalkeith and Newtongrange (both 75%).

Among other factors, house types may have contributed to the varying levels of satisfaction across Midlothian. For instance, Table 7, below, shows respondents living in flats were more likely to have lower levels of satisfaction than those in other house types. This is because most tenants tend to prefer houses to flats and as such tend to be less satisfied with living in flats. Consequently, areas with a higher proportion of respondents living in flats were more likely to record a higher level of dissatisfaction with the housing service than those living in houses.

Table 6: Overall Satisfaction with Council Service

Area	Very Satisfied		Quite Satisfied		Neither		Quite Dissatisfied		Very Dissatisfied	
	No	%	No	%	No	%	No	%	No	%
Bilston	21	51%	14	34%	3	7%	3	7%	0	0%
Bonnyrigg	56	27%	118	56%	20	10%	11	5%	5	2%
Dalkeith	57	27%	101	48%	30	14%	13	6%	8	4%
Danderhall	20	37%	22	41%	7	13%	3	6%	2	4%
Gorebridge	35	25%	73	52%	15	11%	7	5%	11	8%
Loanhead	30	36%	37	44%	9	11%	6	7%	2	2%
Mayfield	30	34%	38	44%	9	10%	7	8%	3	3%
Newtongrange	16	28%	27	47%	9	16%	4	7%	2	3%
Pathhead	10	42%	9	38%	3	13%	2	8%	0	0%
Penicuik	62	31%	94	48%	26	13%	8	4%	7	4%

Table 7: Overall satisfaction with Council service by house types

	Satisfied with Quality of Home	Satisfied with General Condition of Property	Satisfied with Neighbourhood	Overall Satisfaction
Four in a Block	78%	79%	72%	75%
Semi Detached/ Detached	90%	76%	89%	83%
Flats	71%	62%	63%	72%
Terraced House	88%	75%	84%	78%

Satisfaction with the overall Service by Age

Older people were more satisfied with the Housing Service overall with 84% of those aged 75+, 65-74 and 55-64 respectively saying they were satisfied, followed by 45-54 year olds with 70% (Table 8). On the other hand, younger households (16-24) recorded the lowest level of satisfaction with Council's overall service (48%). However, it should be noted that there was a lower response rate from younger people. Also a higher proportion of younger tenants lived in flatted properties which may have affected their level of satisfaction. In addition, households with children were less likely to be satisfied with overall service (67%) compared to those without children (81%).

Table 8: Midlothian Council Overall Service by Age Group

Age	Very/Quite Satisfied	Quite/ Very Dissatisfied
16-24	48%	12%
25-34	65%	18%
35-44	66%	16%
45-54	70%	17%
55-64	84%	6%
65-74	84%	6%
75+	84%	5%

Households with a Disability

Survey analysis illustrates the views on housing service by households living with a disability and those without a disability were similar with very little variation between results. Exactly the same proportion of households with a disability expressed satisfaction (78%) compared to households who did not have a disability.

Satisfaction based on Ethnicity

It is evident that households identifying their ethnic origin as 'Scottish' expressed a higher level of satisfaction with the overall service with 79% stating that they were satisfied, compared to 75% for 'White Other' and 74% 'Other' (this included Asian, Mixed Race and Chinese households). It should be noted that the number of respondents from 'Other' ethnic households was quite low and may skew the result.

Table 9: Overall satisfaction with Council service by ethnicity

	Very Satisfied	Quite Satisfied	Neither	Quite Dissatisfied	Very Dissatisfied
Other	29%	45%	6%	8%	9%
Scottish	31%	48%	12%	6%	3%
White Other	19%	56%	19%	6%	0%

Comments from Respondents

Tenants were also given the opportunity to comment on the housing service. Respondents provided both positive and negative comments, including:

Positive

"I have been a tenant in this house for 46 years and have always been very satisfied with the service I have received from Midlothian council"

"I found the workers very helpful and polite."

"I am very happy with Midlothian Council."

"I find that any time I have contacted the office either by telephone or going into the office the staff have been very knowledgeable and helpful."

"Settling really well into my lovely, spacious apartment as well as, enjoying the food and beautiful surroundings. The staff are very friendly and helpful and I enjoy the light conversation with the residents. I have enjoyed the entertainment provided also. I am very happy to be here in Cowan Court."

"First class job of fitting bathroom. Clerk of work first class"

"I think we are very lucky in Midlothian with the service and upgrades of our homes"

"The council does a first class job. Probably the best in Scotland. Well Done."

Negative

"This was a lovely area until new houses were built. New houses are now full of drug users and dealers. Place has gone downhill since."

"When it snows we are forgotten with salt. We are disabled and we can't get out."

"Upset at the amount of dog fouling. Unable to let children out to play on the grass."

"Houses are cold. Can you not put insulation or change panel heaters?"

"Workers don't show respect for homes or keep damage to a minimum. They often don't come at agreed times. The window for worker arrival is too wide for working people."

"Unhappy that letters sent re: parking issues were never responded to."

"Repair jobs are rushed and are of poor quality"

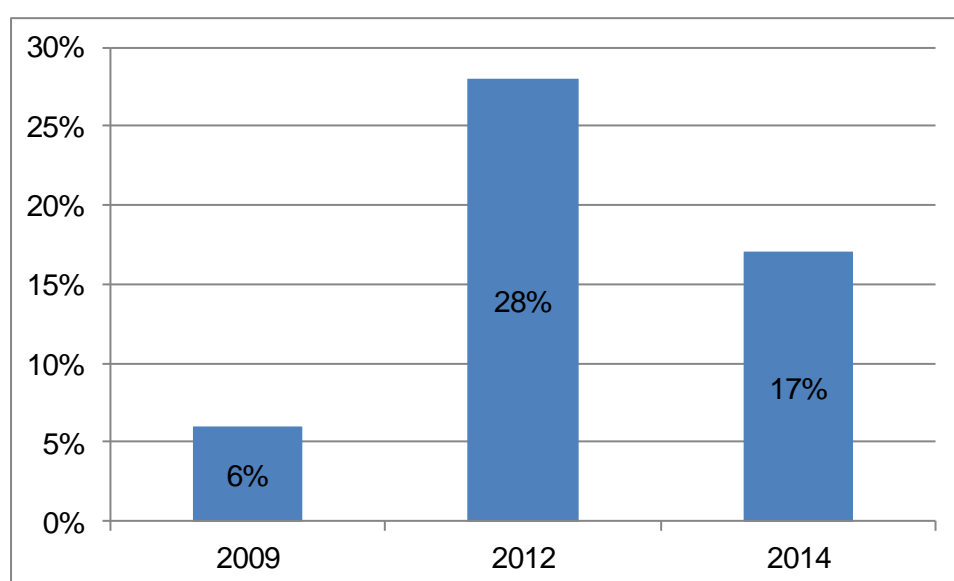
"Parking is a major problem and there has been a caravan parked for months- this should not be the case."

Section 6: Comparative Analysis

The purpose of this section is to compare the 2014 survey responses with those of 2009 and 2012. This will not only provide the Council with the evidence regarding performance, but also will help the Council in making important decisions on future service priorities. Not all data can be compared due to the Tenant Survey questions in 2009 being in a different format to the STAR format.

Chart 20 shows that the number of returned tenant surveys increased significantly from 6% in 2009 to 28% in 2012 whilst then decreasing to 17% in 2014. This could be partly due to some tenants becoming 'survey fatigued' as they were surveyed only two years ago. It may also be that the Survey in 2014 was sent out with other materials, including the tenant newsletter, and some tenants may have overlooked the inclusion of the survey within the pack sent to them.

Chart 28: Survey Response for 2009, 2012 and 2014



Satisfaction with Management of Neighbourhood

Table 10, below, shows that there was a slight reduction in the overall level of satisfaction with the neighbourhood. Satisfaction reduced from 83% to 79% between 2009 and 2012, then increased again to 80% in 2014. Dissatisfaction with the neighbourhood also decreased, from 11% in 2009 to 10% in 2012 and 2014.

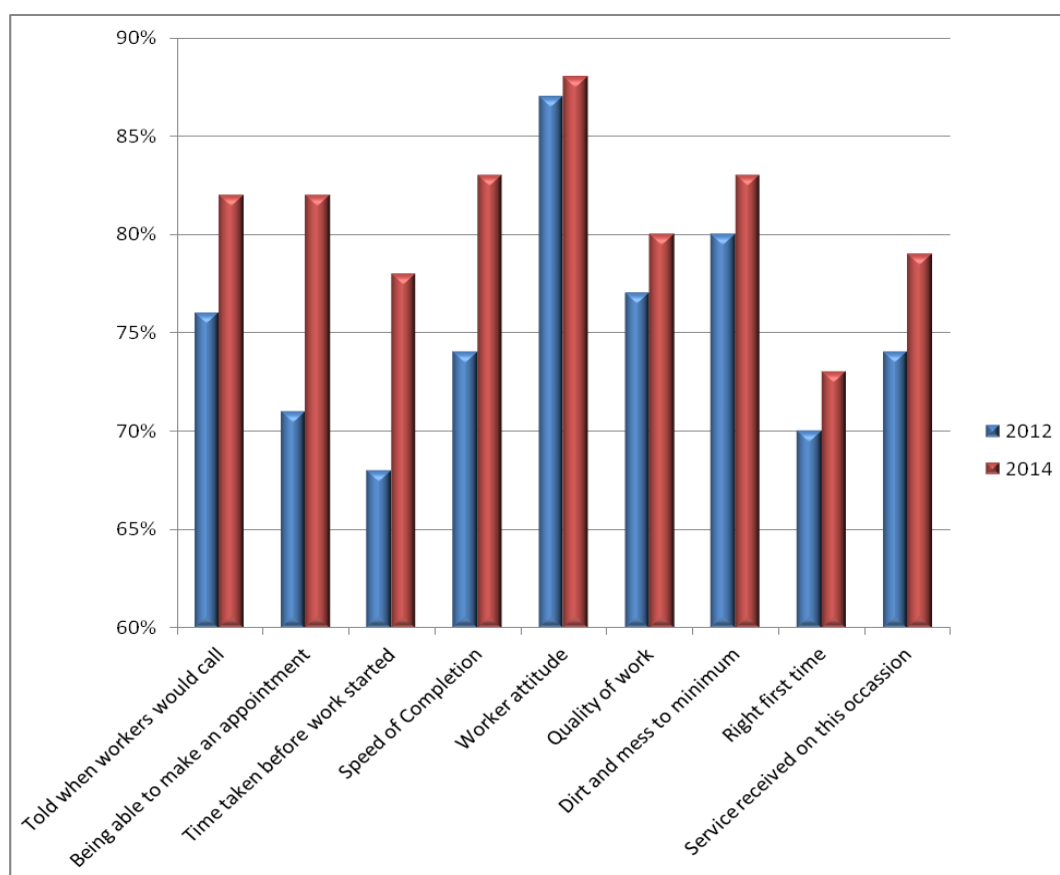
Table 10: Satisfaction with Management of Neighbourhood, 2009, 2012 and 2014

Year	% Satisfaction	% Neither	% Dissatisfaction
2009	83%	6%	11%
2012	79%	9%	10%
2014	80%	9%	10%

Repairs Service

The Chart below compares the level of satisfaction with the repairs service in 2012 and 2014. It shows that respondents expressed a higher level of satisfaction with all aspects of the Council's repairs service. Notably, the measure which received the lowest level of satisfaction, the time taken before work started, increased from 68% of respondents expressing satisfaction in 2012 to 78% in 2014. The highest measure of satisfaction in 2012, the attitude of repairs staff, which received 87% satisfaction, increased to 88% in 2014.

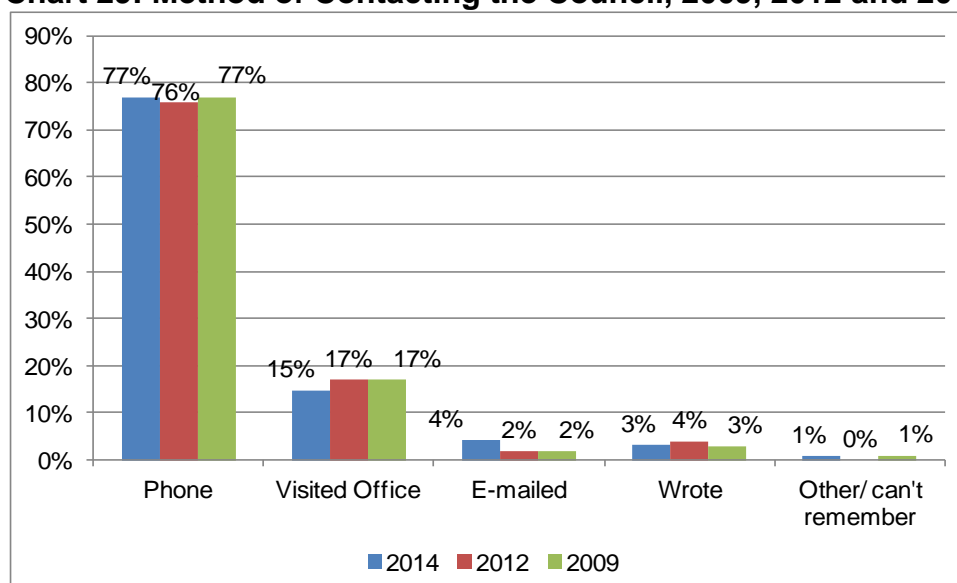
Chart 29: Level of Satisfaction with Repairs Service Measures, 2012 and 2014



Contacting the Council

Chart 29 shows that the telephone continued to be the most common means of communication by tenants. There has been an increase in use of email (from 2% in 2009 and 2012 to 4% in 2014), and a reduction in tenants visiting the office (from 17% in 2009 and 2012 to 15% in 2014).

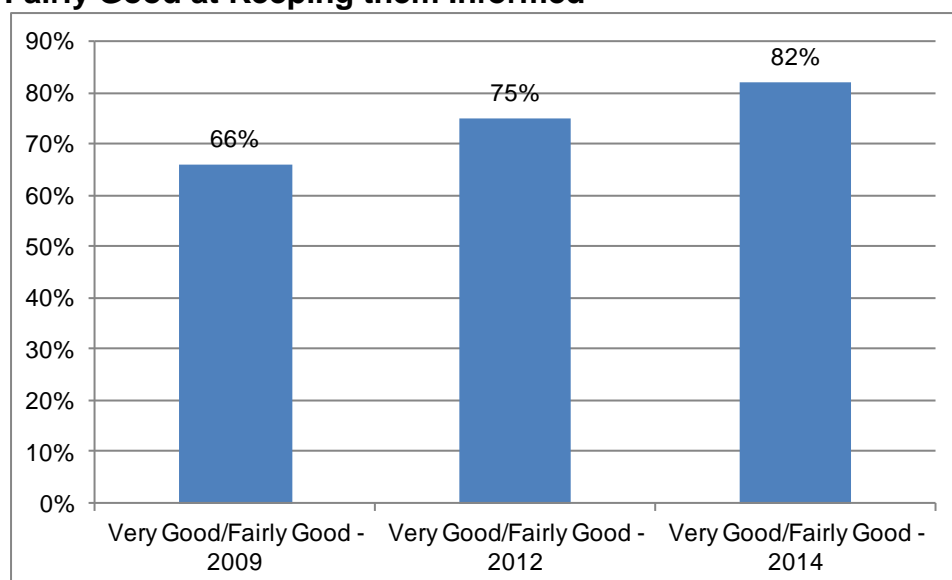
Chart 29: Method of Contacting the Council, 2009, 2012 and 2014



Being Kept Informed

Chart 30, below, compares satisfaction with opportunities to engage with the housing service. When asked how satisfied they were with being kept informed about decisions the Housing Service takes, in 2009 66% of tenants felt this was very good or fairly good, which increased to 75% in the 2012 Survey and 82% in the 2014 Survey.

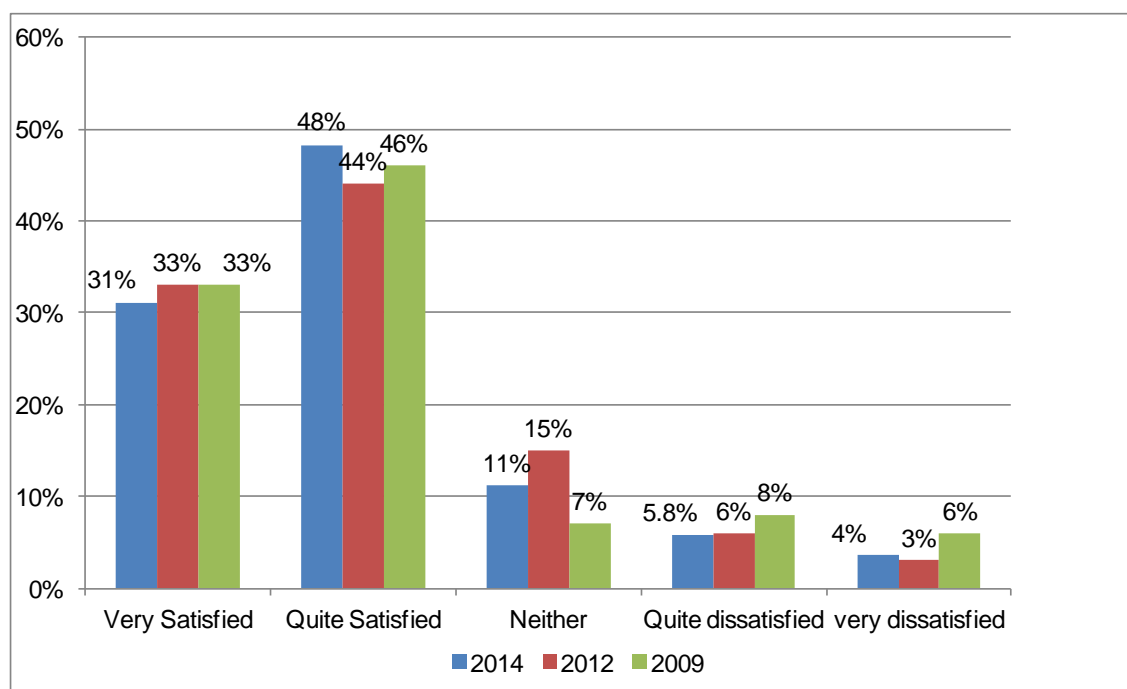
Chart 30: Percentage of Respondents Stating the Council was Very Good or Fairly Good at Keeping them Informed



Overall Level of Satisfaction

Chart 31 shows how satisfied tenants were with the overall housing service³. In 2009, 80% of tenants were satisfied compared to 77% of tenants in 2012 – a minor reduction in the level of satisfaction. This increased to 79% in 2014. It's worth noting that there is also a lower level of dissatisfaction in 2014, with 10% of tenants being dissatisfied in 2014, compared to 14% in 2009.

Chart 31: Satisfaction with Overall Service in, 2009, 2012 and 2014



Benchmarking with Other Landlords in Scotland

Table 11, below, shows satisfaction levels with other local authority landlords in Scotland (2013/14 data). It also shows the satisfaction results for the highest and lowest satisfaction levels in each category available for comparison. It shows that respondents in Midlothian had similar levels of satisfaction to that of tenants of other local authority landlords in Scotland. For instance, satisfaction with rent providing value for money and overall satisfaction was 2% lower than the local authority average. Satisfaction with opportunities to participate was 3% lower than the local authority average. Satisfaction scores for the quality of home and with being kept informed were both higher than the local authority average (4% and 5% higher respectively). Two areas had a significantly lower level of satisfaction: management of neighbourhood (-12%) and satisfaction with the repairs service (-7%). In the case

³ The wording of this question and possible answers was different: The 2009 question asked "How happy are you with the housing services provided by council", possible answers were, Very happy, fairly happy, neither, fairly unhappy, very unhappy. This is being compared to the 2012 and 2014 question "Taking everything into account, overall, how satisfied are you with the housing services provided to you by Midlothian Council?" Possible answers were: Very satisfied, quite satisfied, neither satisfied or dissatisfied, quite dissatisfied, very dissatisfied.

of the repairs service, satisfaction with this service has increased significantly since the previous Survey in 2012.

Respondents in Midlothian had the lowest level of satisfaction with the management of their neighbourhood compared to the other local authorities. It is also worth noting that overall, very few tenants expressed dissatisfaction with the Housing Service, however some tenants would note that they were neither satisfied or dissatisfied. For example, 30% of tenants noted that they were neither satisfied or dissatisfied with opportunities to participate.

Table 11: Benchmarking Satisfaction Scores with Other Landlords in Scotland⁴

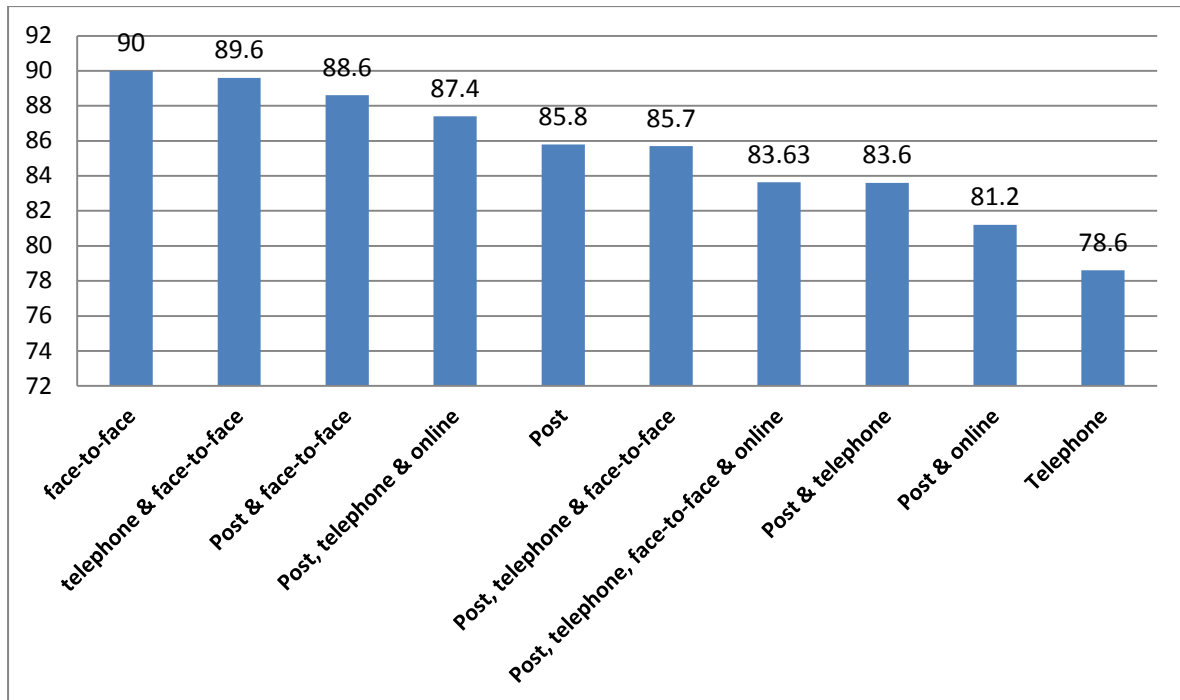
Measure	MLC % Satisfaction	LA Average	Difference	Highest LA	Lowest LA
Satisfaction with Management of Neighbourhood	67%	79%	-12%	93%	67%
Satisfaction with Rent providing Value for Money	73%	75%	-2%	89%	63%
Satisfaction with Repairs Service	79%	86%	-7%	97%	62%
Satisfaction with Quality of Home	85%	81%	+4%	92%	69%
Satisfaction with Keeping Tenants Informed	83%	78%	+5%	89%	58%
Satisfaction with Opportunities to Participate	62%	65%	-3%	89%	42%
Satisfaction with Service Overall	79%	81%	-2%	91%	65%

Benchmarking with other landlords should be treated with caution as not all landlords have been able to report satisfaction levels for 2013/14. In addition, Councils do not always conduct their Surveys using a standard method. For example, a 2013 telephone survey of satisfaction with the repairs service provided by Midlothian Council indicated 97% of tenants were satisfied with the repairs service. Moreover, a recent study by the Scottish Housing Best Value Network reported that the method used to carry out satisfaction surveys can have a bearing on the results.

Chart 25, below, from the Scottish Housing Best Value Network shows that face to face surveys often result in increased levels of satisfaction. The explanation for this would be that a face to face interview may be able to explain the meaning behind some questions and provide clarification to a respondent before they decide on the appropriate answer. Midlothian Council has provided a postal survey, and online option, which appears to reduce the proportion of positive responses.

⁴ Information on 26 out of 32 local authorities was available for this comparison. One housing association, Glasgow Housing Association, was included in the comparison.

Chart 25: Average Levels of Overall Satisfaction by Survey Method



Conclusion and Recommendations

The results of the 2014 Tenant Satisfaction Survey provides the Housing Service with detailed information about council tenants and their views on the services provided. The Survey showed an improvement in the level of tenants' satisfaction with the Housing Service since the previous Survey in 2012. There were also significant increases in satisfaction levels relating to the repairs service and tenants being kept informed. It is also notable that younger tenants and tenants who live in flats were less likely to be satisfied with the Council's Housing Service. A significant number of respondents also reported that there were issues in their neighbourhood, in particular issues relating to:

- Dog fouling
- Litter
- Car Parking

Comparing Midlothian Council's results with that of other local authority landlords shows similar satisfaction levels in most areas.

It is recommended that the Housing Service provides feedback to tenants regarding the performance of the Housing Service. It will also provide opportunities for tenants to scrutinise the findings of the Tenant Satisfaction Survey before agreement is reached in prioritising areas for improvement in order to ensure continuing increases in the level of tenant satisfaction in future years.