

Tenants Satisfaction Survey Outcomes

Report by Derek Oliver – Chief Officer

Report for Information

1 Recommendations

Provide an update on the outcomes of the Tenants Satisfaction Survey completed during 2022.

2 Purpose of Report/Executive Summary

- 2.1** As part of Midlothian Council's Tenant Participation and Customer Engagement Strategy, Midlothian Council undertakes periodic surveys to determine the level of tenant satisfaction with Housing Services provided by the Council. Midlothian Council's Housing Services carried out a face-to-face tenant satisfaction survey during September 2022.
- 2.2** All Registered Social Landlords in Scotland need to ask tenants some specific questions the results of which are reported on an annual basis as part of the Annual Return on the Social Housing Charter. This enables comparison between Registered Social Landlords on a range of indicators of performance. In addition to this, further questions were asked which were judged to be useful in finding out more about our tenants and their priorities.
- 2.3** Council Officers consulted the Midlothian Tenants Panel and tenants groups to consider their views about the questions being asked in the Survey prior to the final questions being agreed.

Date

Report Contact:

Name Hazel Thompson

Hazel.Thompson@midlothian.gov.uk

3 Background/Main Body of Report

3.1 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.

3.2 This report contains in Appendix B provides 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.

3.3 The survey was carried out by Knowledge Partnership - an experienced research company who have undertaken Tenant Satisfaction Surveys for a significant number of Scottish Councils (including Midlothian Council) and Registered Social Landlords.

3.4 In total 750 interviews were conducted; approximately a 10% sample of Midlothian Council tenants. The sample was drawn to be representative of the number of council properties in each area whilst also ensuring that the views of tenants in some of the smaller settlements were also represented.

3.5 Overall satisfaction

- 81.5% of Council tenants are satisfied with services overall in 2022 whilst 11.7% are dissatisfied.
- In 2019, 84.4% of tenants were satisfied overall whilst the Scottish council social housing average is currently 79.6%³.
- Overall tenant satisfaction by property style illustrates some degree of variation, 92.1% of tenants living in amenity homes are satisfied overall, which contrasts with the views of those living in four in a block, where 77.8% are satisfied overall.
- Tenant satisfaction by household size and composition shows that smaller households (86.5% satisfied), and those who do not have children at home (83.1%) tend to be more satisfied overall

than larger households (78.2% satisfied), and those that do have children in the home (76.5%).

- The most positive tenants in terms of overall satisfaction are those who are aged 65 plus (89.9% satisfied), tenants who are retired (89.9%), or those who receive full rent payment (84.5%). Conversely, the tenants who are least satisfied include younger tenants e.g., those aged 16-34 (76.6% satisfied) or tenants who are 'other not working'⁴ (69.7%).

3.5.1 Although we cannot say for certain that this scenario applies to the Council's result for overall satisfaction, Knowledge Partnership observed in other recent tenant satisfaction surveys that a tenant's experience of service delivery and support during lockdown has a bearing on how they respond to the question of overall satisfaction i.e. where the tenant said they were satisfied with lockdown service delivery/support, an above average proportion of these tenants were also satisfied with housing services overall; the opposite applies in the case of tenants who were dissatisfied with services and support during lockdown. This lockdown effect may be one explanation for the 3% point reduction in the Council's overall satisfaction figure compared to 2019.

3.6 Next Steps

3.6.1 Of the 750 tenants who participated in the survey 70 have indicated they would like to take part in follow up focus groups. These focus groups will be delivered by Knowledge Partnership and complete by end of 2022.

3.6.2 The focus groups will focus on two key themes captured from the survey results.

- How tenants can work with the Council to assist in the improvement of areas of the repair services, to improve overall customer satisfaction levels.
- Further steps can be explored to improve customer satisfaction levels to ensure tenants feel more informed about their services and also have the opportunity to participate in the future development and delivery of these services.

Following completion of the focus groups feedback will be compiled and shared with the Council to help inform future service delivery.

4 Report Implications (Resource, Digital and Risk)

4.1 Resource

There are no resource implications within this Report.

4.2 Digital

There are no digital implications within this Report

4.3 Risk

It is a statutory requirement that Midlothian Council undertake Tenant Satisfaction Surveys to monitor the level of satisfaction with its Services.

4.4 Ensuring Equalities (if required a separate IIA must be completed)

Tenant Satisfaction Survey provides useful information in relation to equality groups in order to assist in the development of future services, policies and procedures.

4.5 Additional Report Implications (See Appendix A)

See Appendix A

Appendices

Appendix A – Report Implications

Appendix B – Tenants Satisfaction Survey

APPENDIX A – Report Implications

A.1 Key Priorities within the Single Midlothian Plan

Midlothian Council and its Community Planning Partners have made a commitment to treat the following areas as key priorities under the Single Midlothian Plan:

- ✂ Reducing the gap in learning outcomes
- ✂ Reducing the gap in health outcomes
- ✂ Reducing the gap in economic circumstances

The themes addressed in this report impact on the delivery of the Single Midlothian Plan outcome measures in stable and balanced communities.

A.2 Key Drivers for Change

Key drivers addressed in this report:

- ☐ Holistic Working
- ☐ Hub and Spoke
- ☐ Modern
- ☐ Sustainable
- ☐ Transformational
- ☐ Preventative
- ☐ Asset-based
- ☒ Continuous Improvement
- ☐ One size fits one
- ☐ None of the above

A.3 Key Delivery Streams

Key delivery streams addressed in this report:

- ☐ One Council Working with you, for you
- ☐ Preventative and Sustainable
- ☒ Efficient and Modern
- ☐ Innovative and Ambitious
- ☐ None of the above

A.4 Delivering Best Value

Assist in the development of future services, policies and procedures.

A.5 Involving Communities and Other Stakeholders

Assist in the development of future services, policies and procedures.

A.6 Impact on Performance and Outcomes

Assist in the development of future services, policies and procedures.

A.7 Adopting a Preventative Approach

N/A

A.8 Supporting Sustainable Development

Assist in the development of future services, policies and procedures.

