

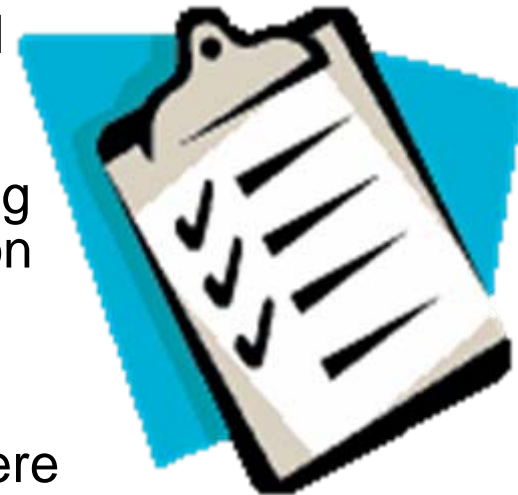
Milton Keynes Council Residents Satisfaction Survey 2006 (Tenants and Homeowners) Highlights Presentation

**Presented by:
ORC International**

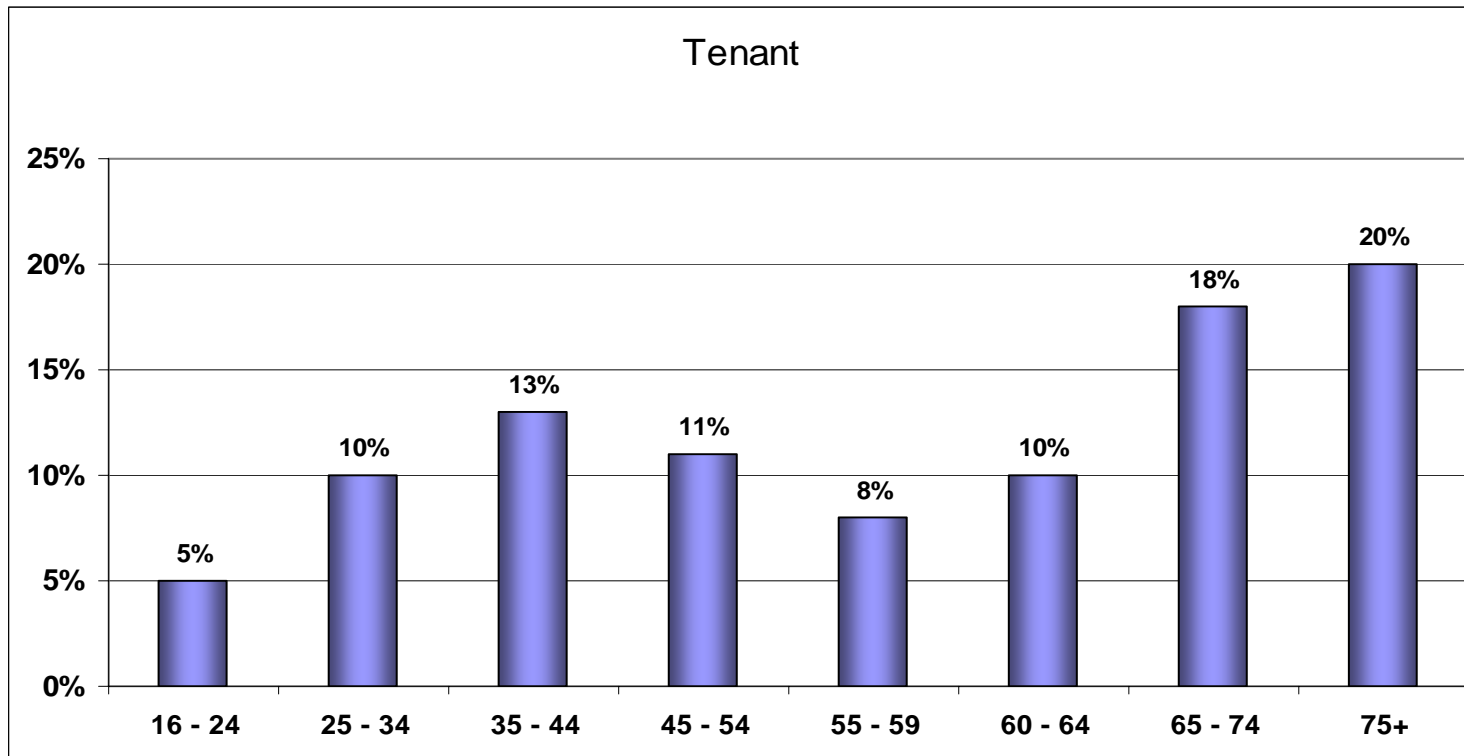
February 2007

Methodology

- Postal survey of 4000 tenants and 2700 homeowners (leaseholders and shared owners) of Milton Keynes Council.
- Fieldwork took place from during August and September 2006.
- Questionnaires included the National Housing Federation's standardised tenants satisfaction survey (STATUS) as well as some tailored questions.
- For tenants' survey - 1490 questionnaires were returned, which represents a response rate of 37% (selected sample).
- For homeowners survey - 643 questionnaires were returned, which represents a response rate of 23% (selected sample).



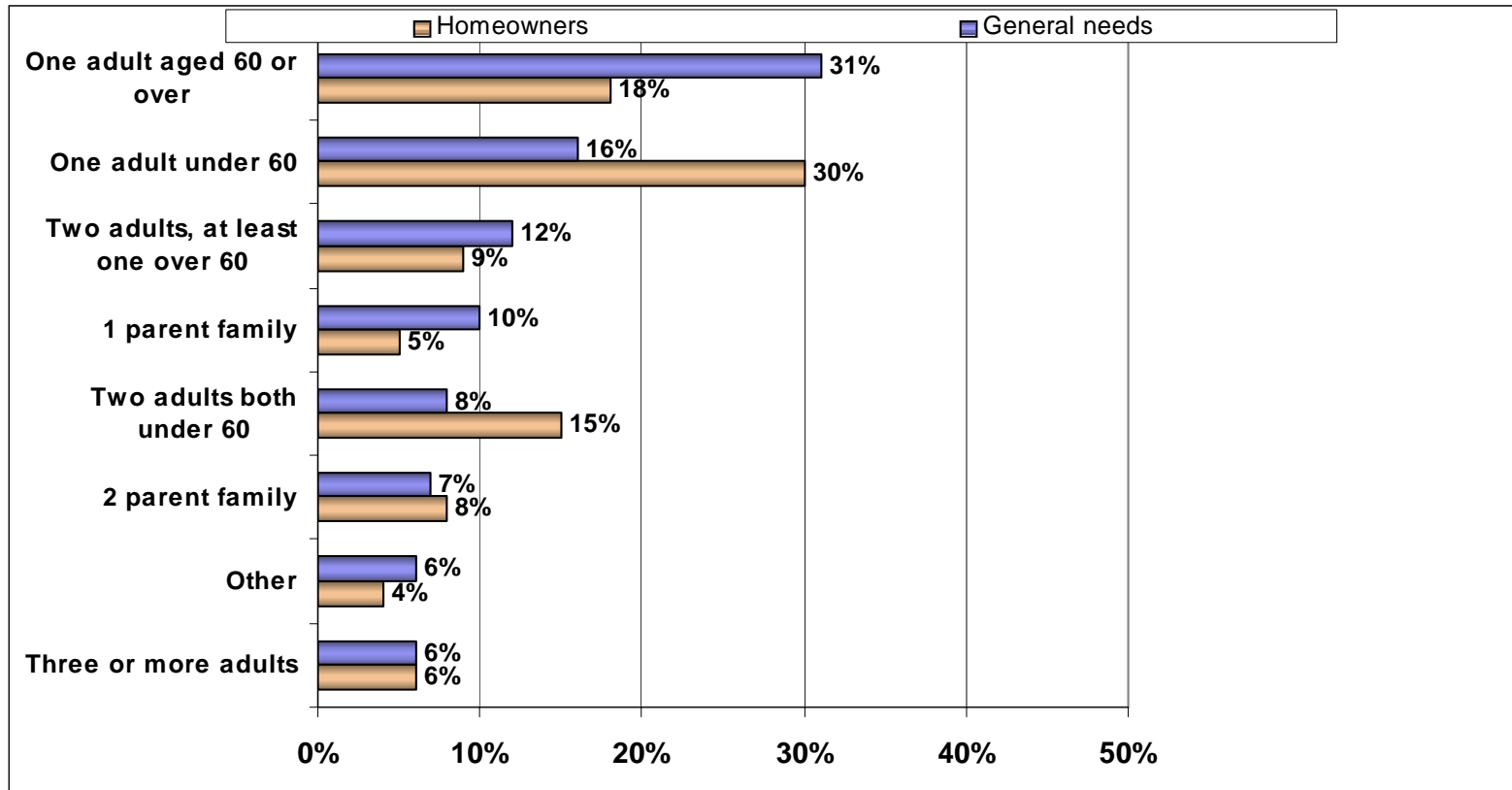
Demographics: Age & Gender (1)



Base: All respondents (1490 tenants)

- This question was not asked within the homeowners questionnaire. For tenants – the largest age group was those 75 and over (20%)
- Fifty three percent of tenants were female and 41% were male. The remaining 6% of respondents did not give an answer. This question was not asked in homeowners survey.
- In homeowners survey - sixty three percent of respondents were shared owners and 35% were leaseholders.

Demographics: Household composition (2)



Base: All respondents (1490 Tenants & 643 Homeowners)

- A high proportion of both tenant and homeowner households were comprised of a single adult.
- 31% of single adults aged over 60 were the most common tenant household type.
- 30% of single adults aged under 60 were the most common homeowner household type.

Demographics: Ethnicity (3)

For both the tenant and homeowner survey:

- The highest proportion described themselves as White British (86%)
- When respondents' household ethnicity are banded according to Census 2001 categories Black and Minority Ethnic groups¹, 9% of homeowner households and 10% of tenant households fell within a BME group and 88% for both tenant and homeowner householder households were from non-BME groups.
- Three percent of respondents refused to answer this question.

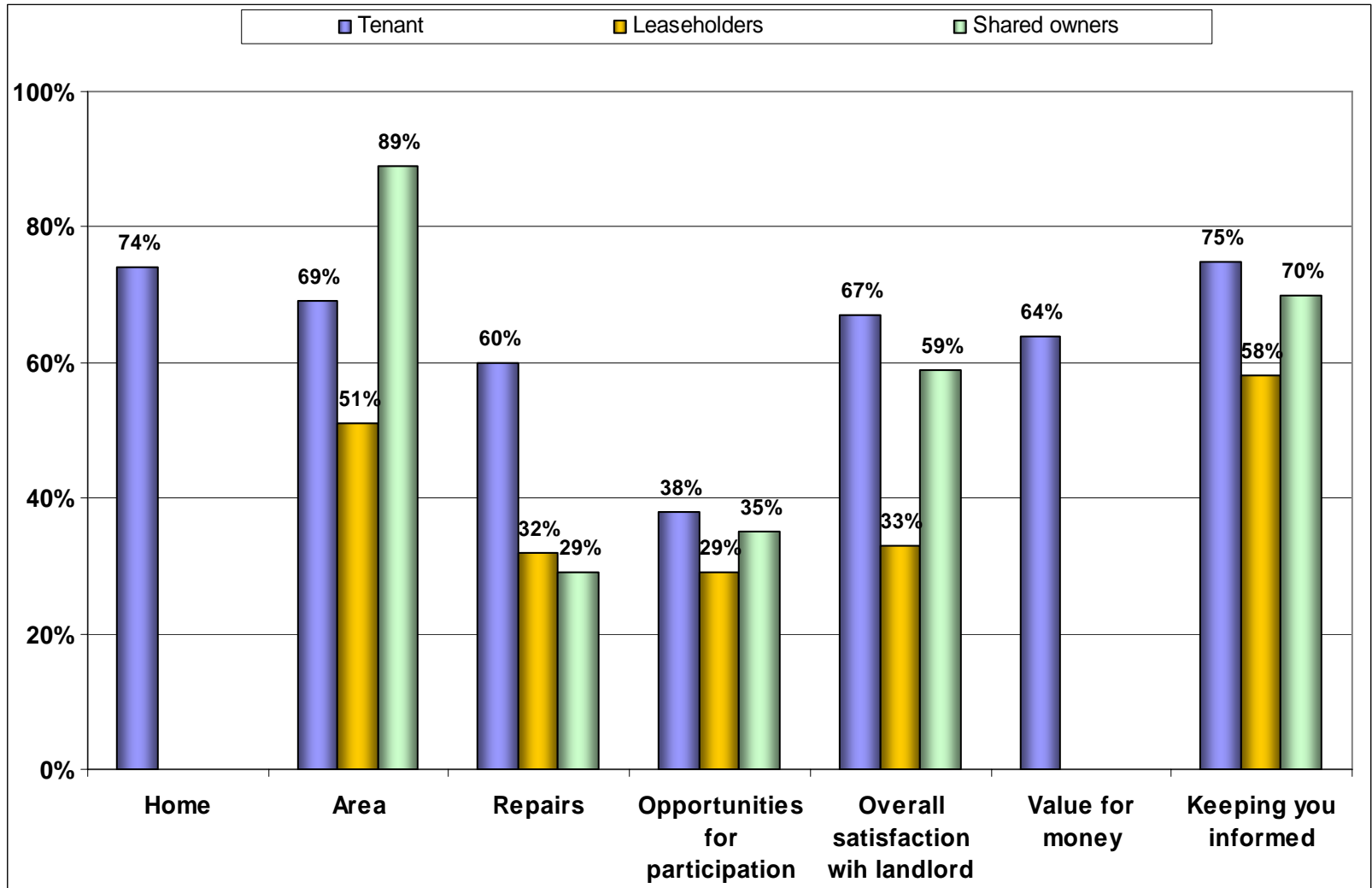
¹ Using the Census 2001 definition, BME used in this report represents all ethnic minority groups including White Irish and White Other.



Demographics: Disabilities (4)

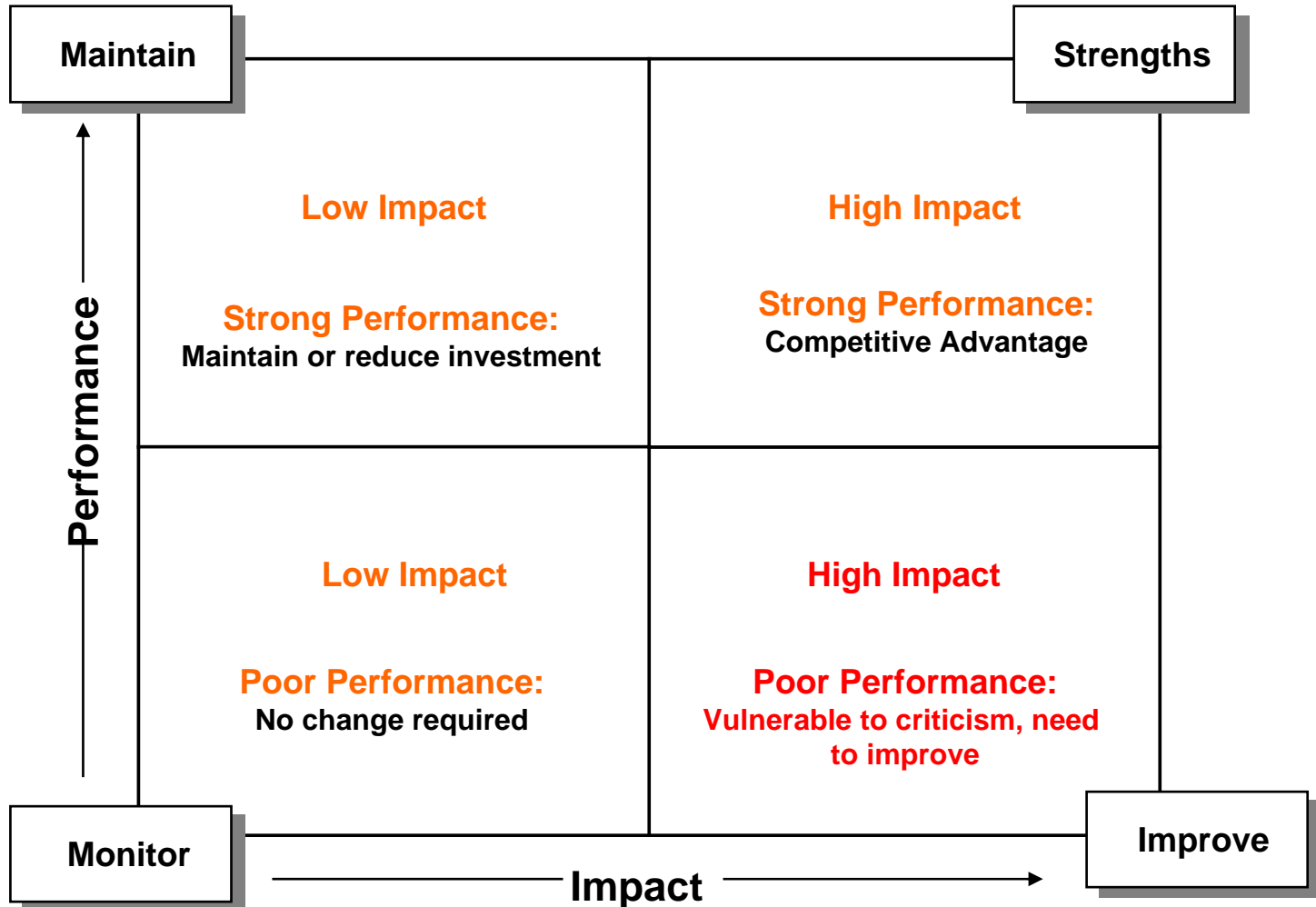
- Respondents were asked to identify whether there was anyone in their household with a longstanding illness, disability or infirmity.
- A much higher proportion of tenant households did contain someone with such an illness or disability in comparison with homeowner households.
- More than half of all tenant households (54%) contained someone with a longstanding illness or disability, compared with 28% of homeowner households.
- Five percent of homeowner households and 11% of tenant households contained someone that used a wheelchair.

Key Measures of Satisfaction

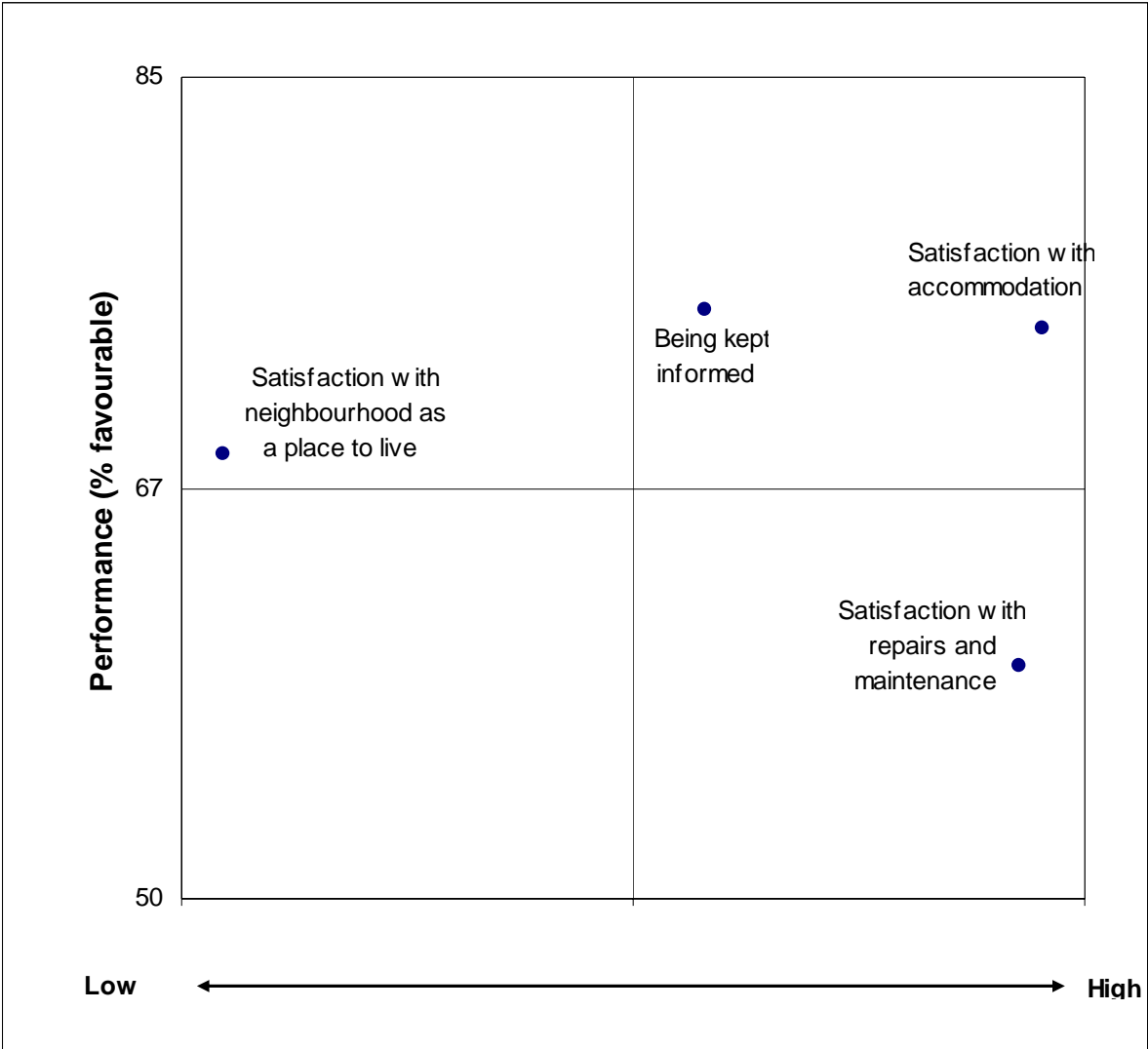


Key Driver Analysis

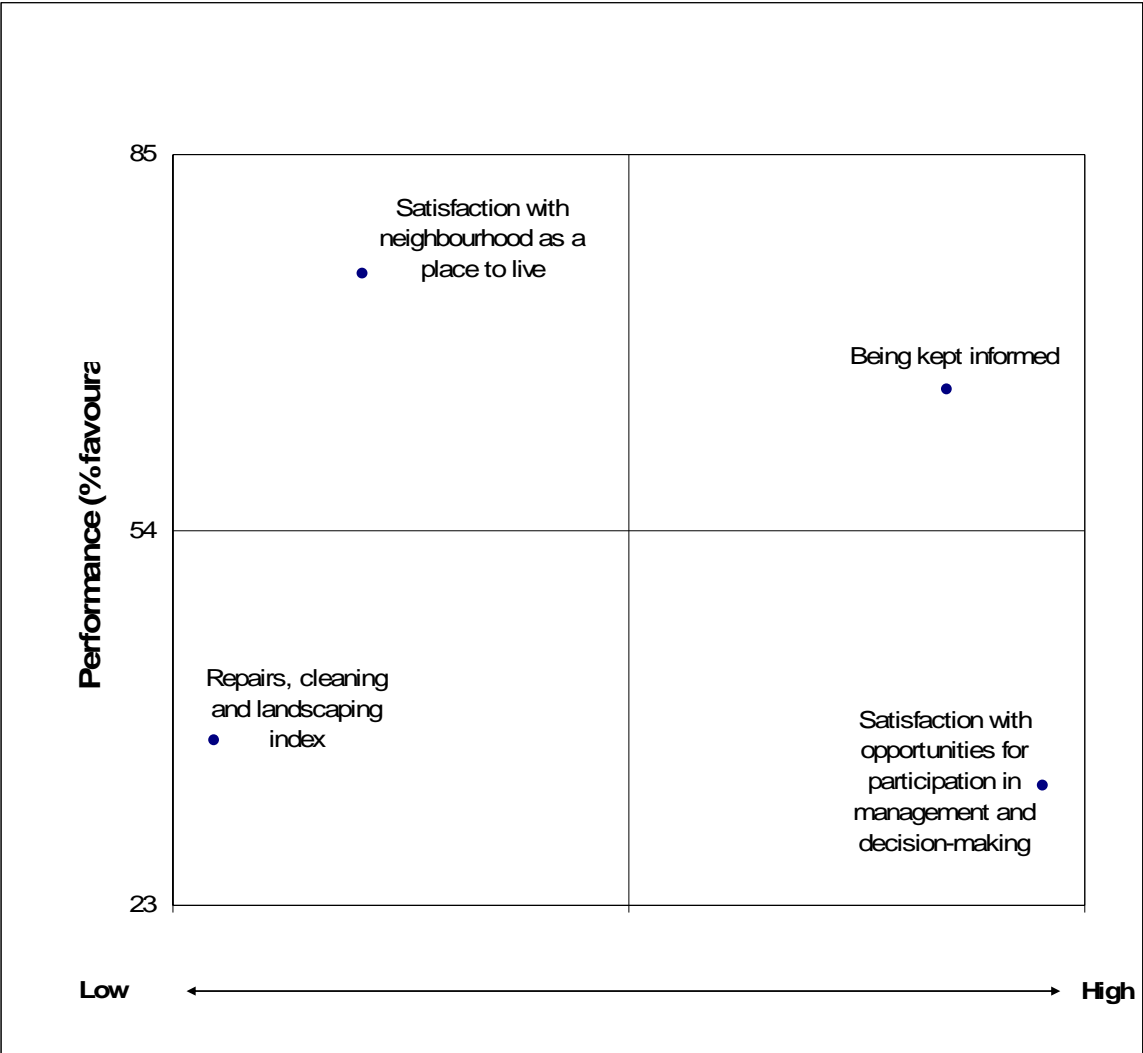
Quadrant chart presentation



Key Drivers of Overall Satisfaction – Tenants

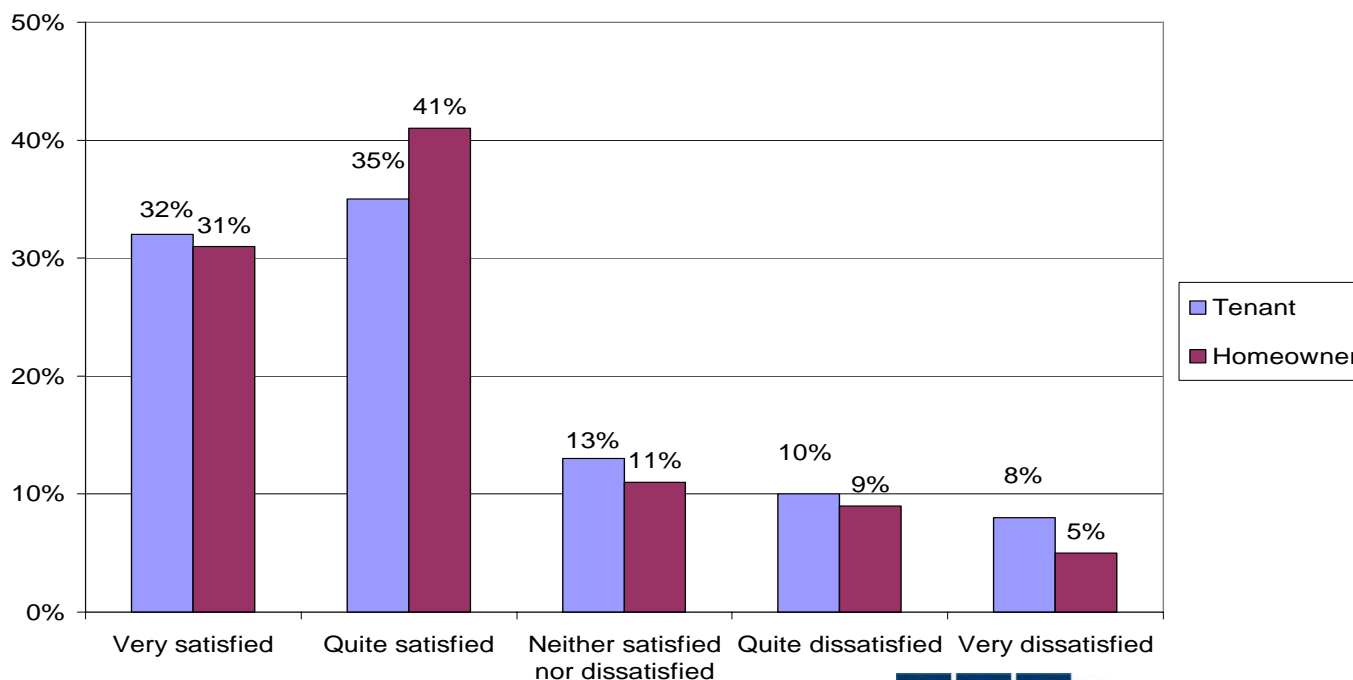


Key Drivers of Overall Satisfaction – Homeowners



Satisfaction with area

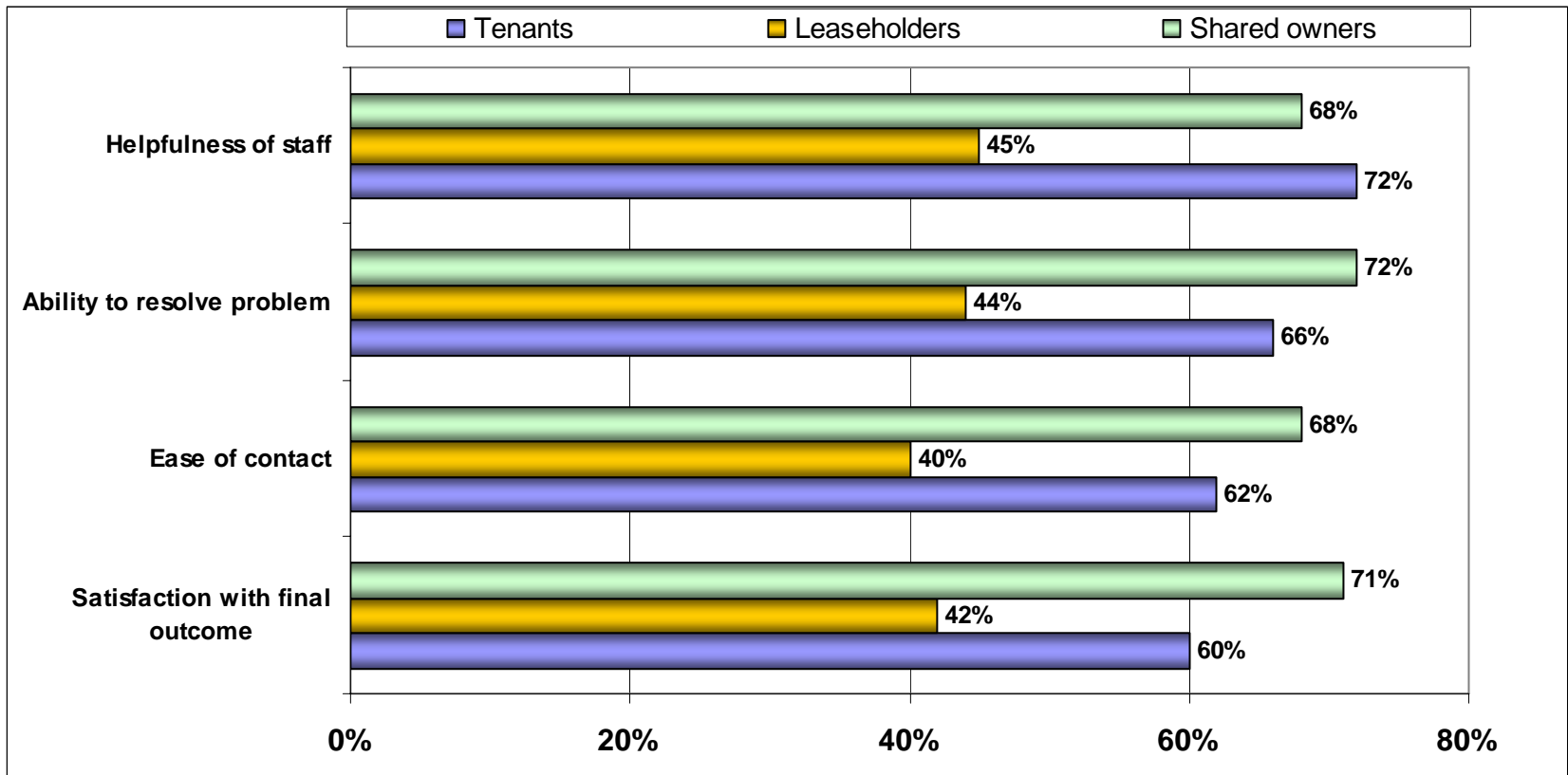
- The majority of tenants and homeowners were satisfied with their neighbourhood as a place to live, with homeowners being slightly more positive than tenants.
- Tenants in younger age ranges gave less positive responses, with just 48% NET of both those aged 16-24 and 35-44 recording that they were satisfied with their area.
- Meanwhile, the homeowner responses reveal leaseholders to be less satisfied than shared owners with their area as a place to live (51% NET vs 89% NET).
- The issue that was most likely to be regarded as a serious problem in the area by both tenants and homeowners was litter and rubbish (27% tenants, 23% homeowners).



Base: All respondents

Satisfaction with contacting Milton Keynes

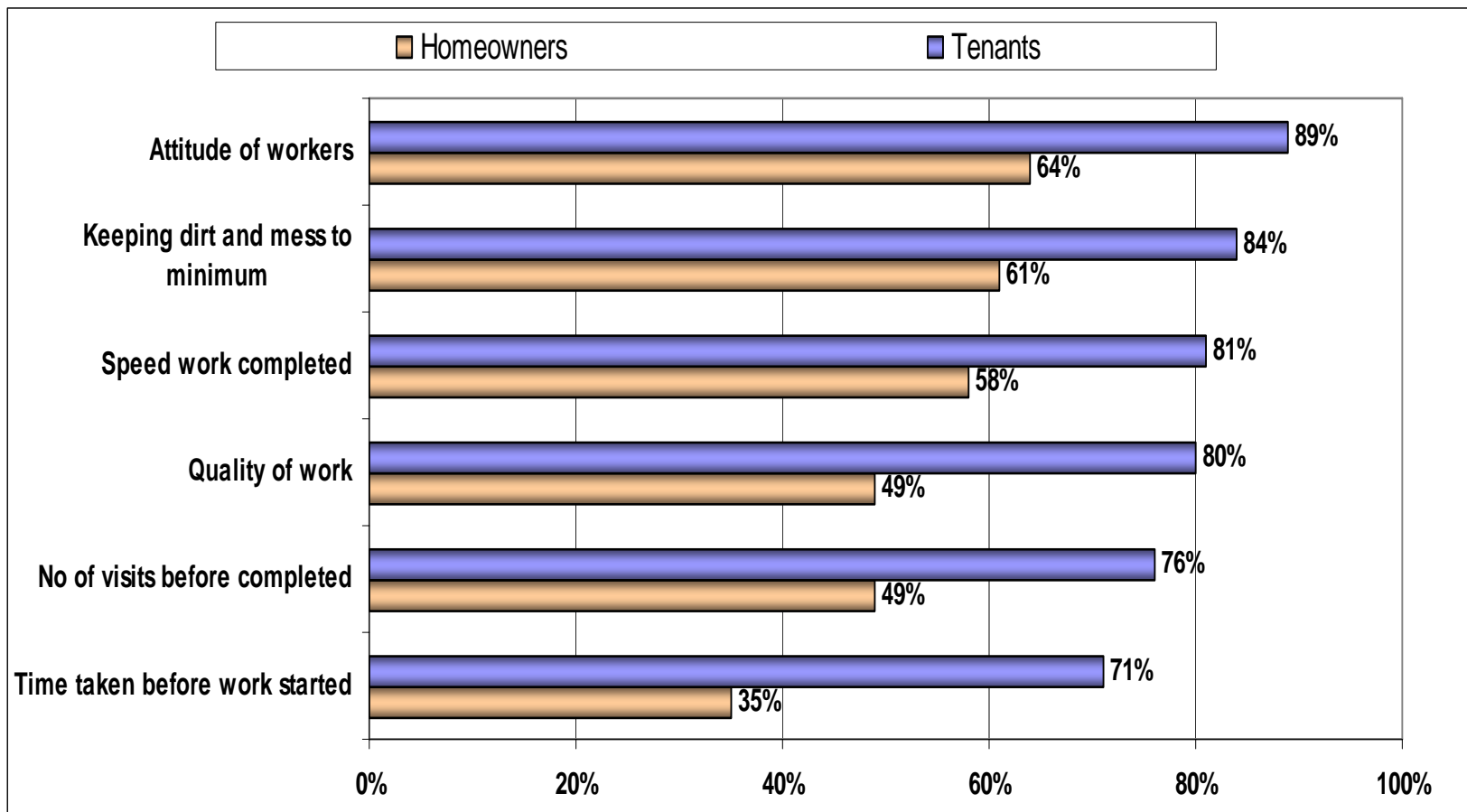
- Contact was made by telephone for a majority of both tenants and homeowners (73% and 68% respectively).
- Office visits were the next most popular method of making contact for both tenants and homeowners (19% and 15%).
- The majority of tenant and homeowners contact with the Council was with regard to repairs (65% tenants & 28% homeowners).



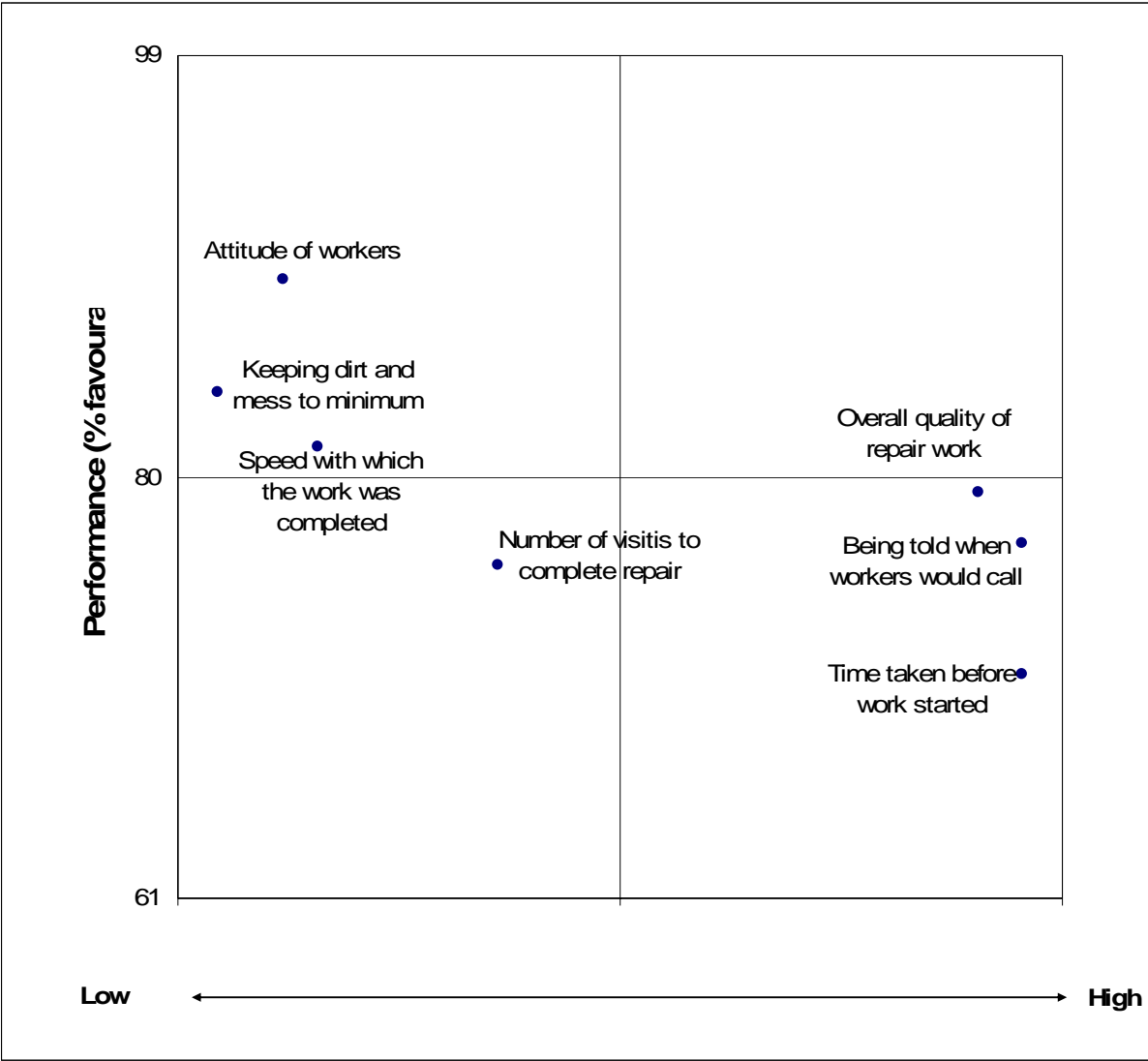
Base: All respondents who have contacted Milton Keynes in the last 12 months
(1189 tenants, 159 leaseholders and 173 shared owners)

Satisfaction with repairs service

- Thirty-one per cent of homeowners were satisfied with the repairs service (32% leaseholders vs 29% shared owners).
- Sixty per cent of tenants were satisfied with the repairs service
- 72% of tenants and 18% of homeowners had requested a repair within the past 12 months – 79% of tenants and 56% of homeowners had the repair completed.

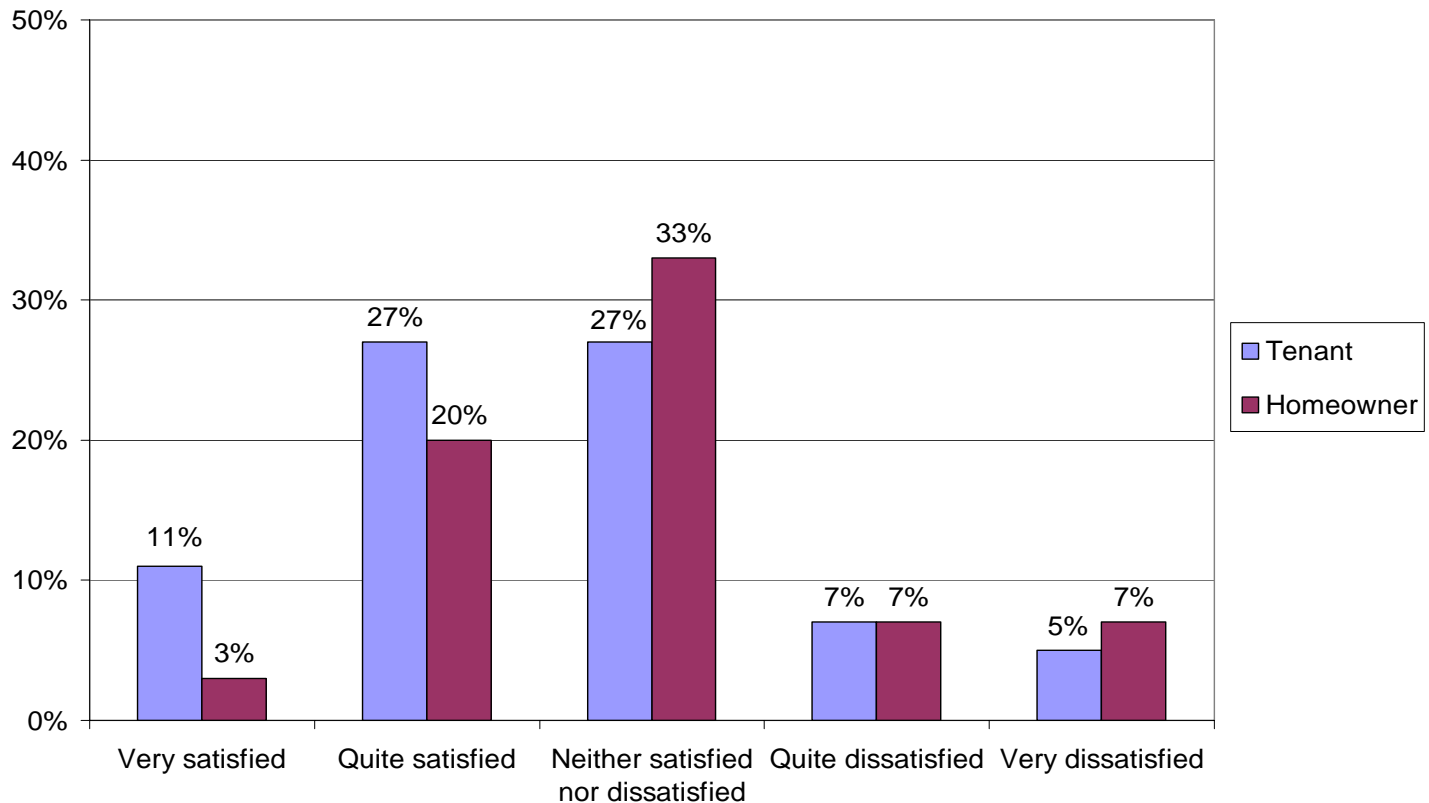


Key Drivers for Repairs (Tenants)



Opportunities for participation

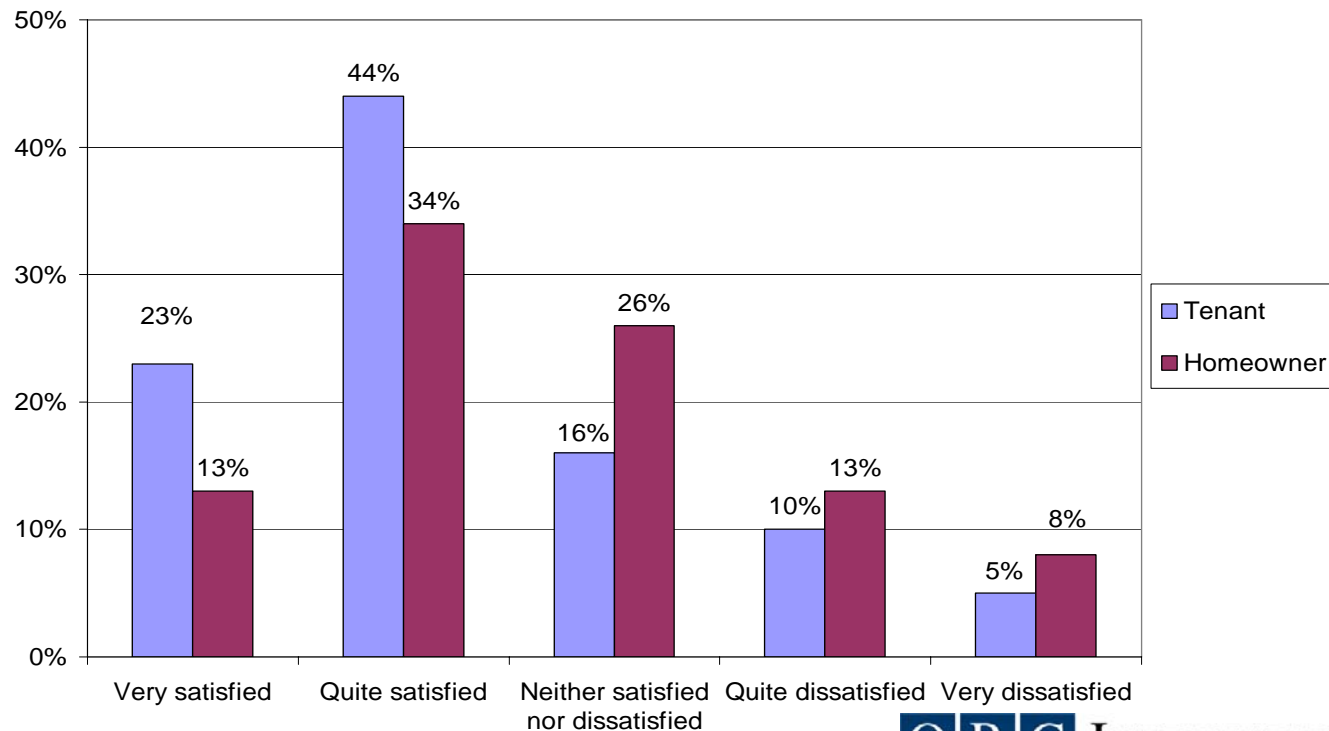
- Fairly low levels of satisfaction was given for opportunities for participation – 38% for tenants, 29% for leaseholders and 35% for shared owners.
- BME respondents were notably more positive about the opportunities available for participation, with 64% of tenants from BME groups recording that they were satisfied, in comparison with 48% of non-BME tenants.



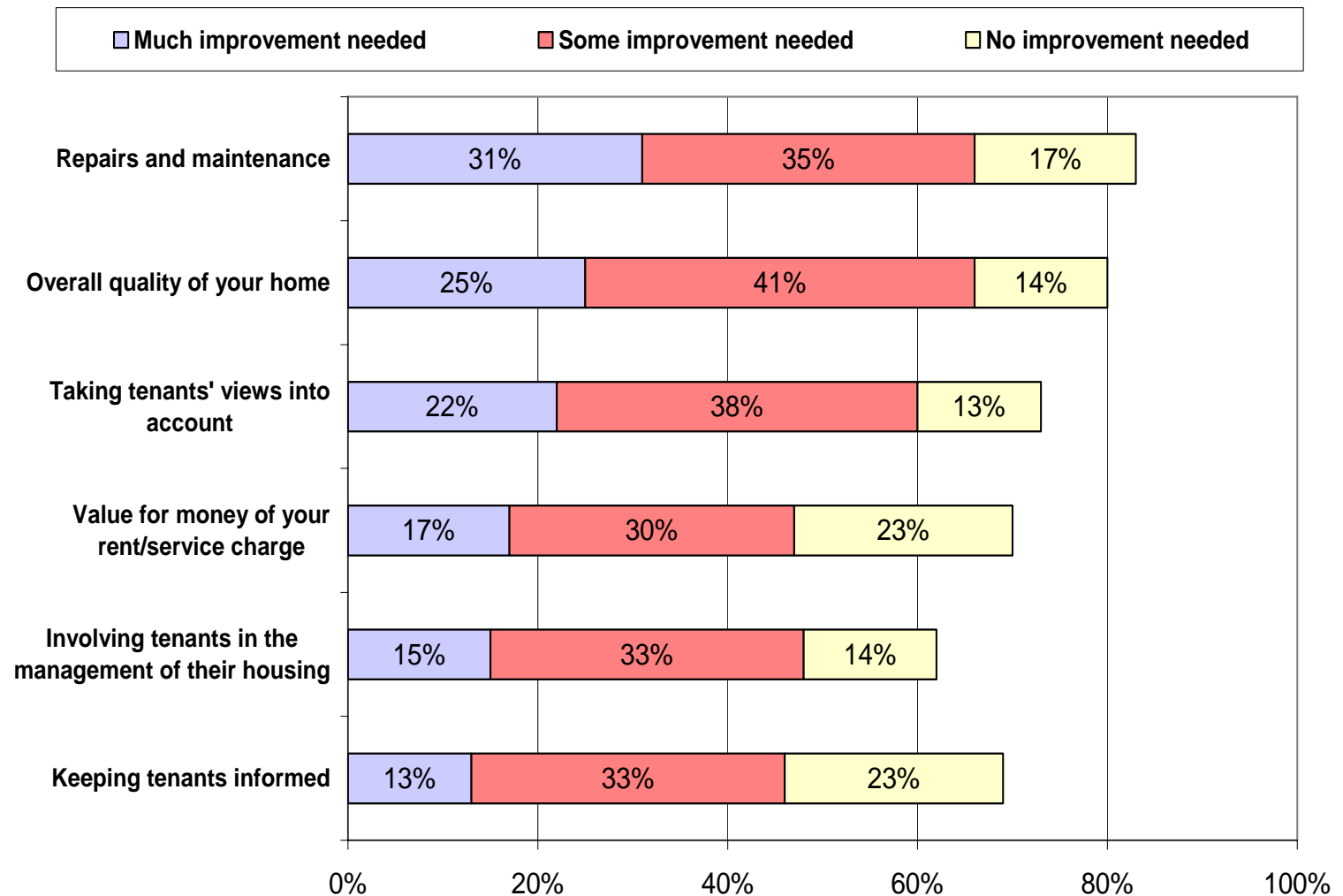
Base: All respondents

Overall Satisfaction

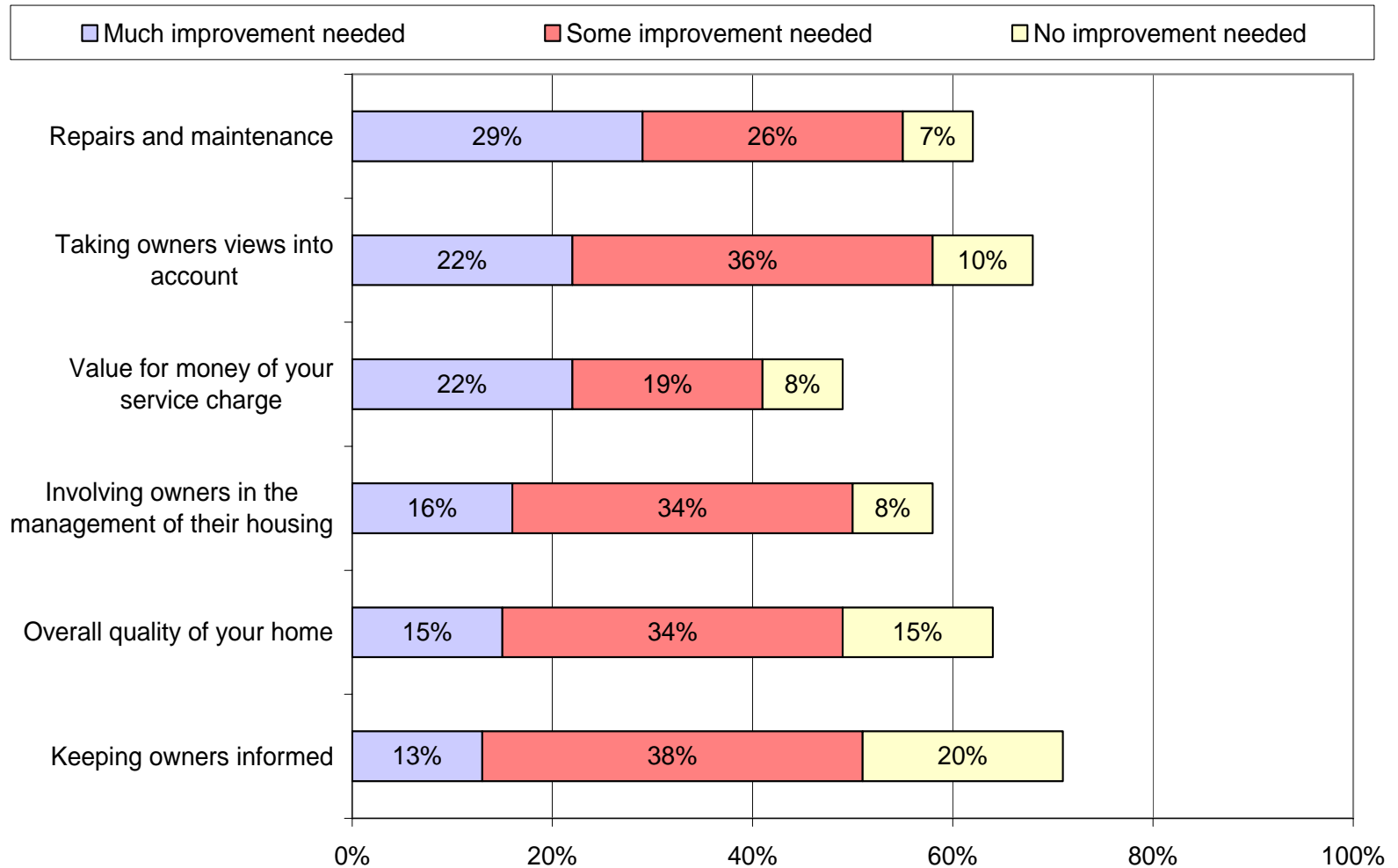
- Respondents were asked to assess the overall service provided by Milton Keynes Council as a landlord.
- The responses were largely positive, with 67% of tenants and 50% of homeowners stating that they were satisfied.
- Amongst tenants, there was a clear trend of levels of satisfaction being higher amongst older residents.
- When homeowner responses were analysed, shared owners were found to be significantly more satisfied than leaseholders (59% NET vs 33% NET).



Levels of improvement required to services – responses given by tenants



Levels of improvement required to services – responses given by homeowners





Summary of points (1)

Overall opinions of the Council

- Levels of satisfaction varied between different respondents groups. Responses showed homeowners to be less satisfied with the Council than tenants, with leaseholders less satisfied than shared owners.
- Tenants in younger age groups were less satisfied with the overall level of service provided by the Council.
- *Council to try to uncover potential reasons that may lie behind lower levels of satisfaction within particular groups.*
 - *Is this due to higher expectations or different requirements of the service, or may be due to issues with the way services are currently being delivered for these groups.*
 - *Further consultation with such groups may help to suggest whether services need to be reviewed, or whether better management of resident expectations may be sufficient to contribute to increased levels of satisfaction.*

Summary of points (2)

Homes and neighbourhood

- Satisfaction amongst tenants with accommodation was found by the KDA to be one of the variables with the highest impact upon overall levels of tenant satisfaction, therefore improvements targeted here may help to drive up overall levels of satisfaction.
- Equally, two thirds of respondents thought the overall quality of their home required improvement. Therefore this is an area where Milton Keynes Council may wish to target improvements.
- *Council to seek to tackle any neighbourhood issues that have been outlined within the survey, examining if there are any ways of improving caretaking services or tackling ASB and neighbour nuisance so as to increase residents' satisfaction with their neighbourhood.*
- *Ensuring that repairs and maintenance are attended to within quickly, both inside homes and in communal areas may be one means of improving levels of satisfaction with home.*



Summary of points (3)

Contact and staff service

- The majority of tenants and homeowners contact with the Council was by telephone. The most common reason for contact was with regard to a repair.
- Lower ratings for the contact process were recorded amongst tenants in younger age ranges; those who had made contact about a transfer/exchange; those who had reported an issue with their neighbours or tenants who had made contact via letter.
- *All contact processes should be monitored to ensure that queries are referred to relevant members of staff.*
 - *Mystery shopping of services can be an effective way to monitor the levels of service provided during the contact process and pinpoint areas for improvement within current procedures.*
 - *The Council could also try to gain feedback from residents through other sources, such as feedback slips, telephone call backs or customer service surveys assessing the levels of service provided when residents make enquiries of the Council.*

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Summary of points (4)

Repairs and maintenance

- Satisfaction with repairs and maintenance was found to be one of the key drivers of overall satisfaction amongst tenants. Equally the repairs and maintenance service was viewed as the most important service provided by the Council, and was also the most common area chosen by both homeowners and tenants for a service requiring improvements.
- KDA revealed that the time taken before work was started, being told when workers would call and the overall quality of the repair work completed were the elements of the repair process most closely linked with overall satisfaction with the repairs process.
- *The Council should closely monitor the performance of its repairs service on an ongoing basis.*
 - *This may be by inspecting completed repairs to ensure they are completed to a suitable standard or by gathering feedback from residents regarding the way that repairs are handled in terms of the time taken and quality of the completed repair.*
 - *This information should be used to assess the performance of individual contractors and particular types of repair, and should be acted upon where weaknesses are revealed.*

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Summary of points (5)

Communication and consultation

- It should also be noted that more than one fifth of tenants (22%) and more than one quarter of homeowners (27%) believed that the Council does not take their views into account at all in making decisions.
- The importance of keeping homeowners informed and involving them in the decision making process should also be emphasised as these two factors were found by key driver analysis to have a high impact upon homeowner satisfaction.
- *The Council should seek to assess its strategy for circulation and distribution of information, as amongst those who have seen or read such information, responses are positive.*
- *It is also recommended that the Council provides clear feedback whenever consultation exercises are carried out, outlining what the results revealed and how the results are being responded to. By giving feedback upon consultation, the Council will increase confidence amongst residents that their views are important and encourage future participation.*