

## Caretaking Survey Summary Quarter 1, 2021-22

K-West, an external company carried out external telephone satisfaction surveys for the Caretaking service on behalf of Phoenix.

**The survey included the following questions:**

1. How satisfied or dissatisfied were you with the internal caretaking services provided such as sweeping of stairways and lifts, mopping and dusting, lighting and completed checklists?
2. How satisfied or dissatisfied were you with the external caretaking service provided by the caretaking team such as litter picking and the cleanliness of bin chambers?
3. How satisfied or dissatisfied were you with the caretaker's overall performance in terms of attitude, treatment and care of the communal areas within your block?
4. What one thing could improve the caretaking services you already receive?
5. How satisfied or dissatisfied are you with your neighbourhood as a place to live?
6. What would make your neighbourhood a better place to live?

The selection of questions asked were developed by the Estates Management Team, using the standard STAR methodology and members of the Resident Communications Group approved the final version of the survey.

Every property that benefits from our caretaking service is divided up into 4 areas. Each area is then surveyed over 4 quarters. In Quarter 1, 2021-22, Area 1 was surveyed. Details of 614 residents, with 121 leaseholders and 493 tenants were sent to K-West to be surveyed.

A list of the Areas is available on request.

### **THE FINDINGS**

#### **Response rates**

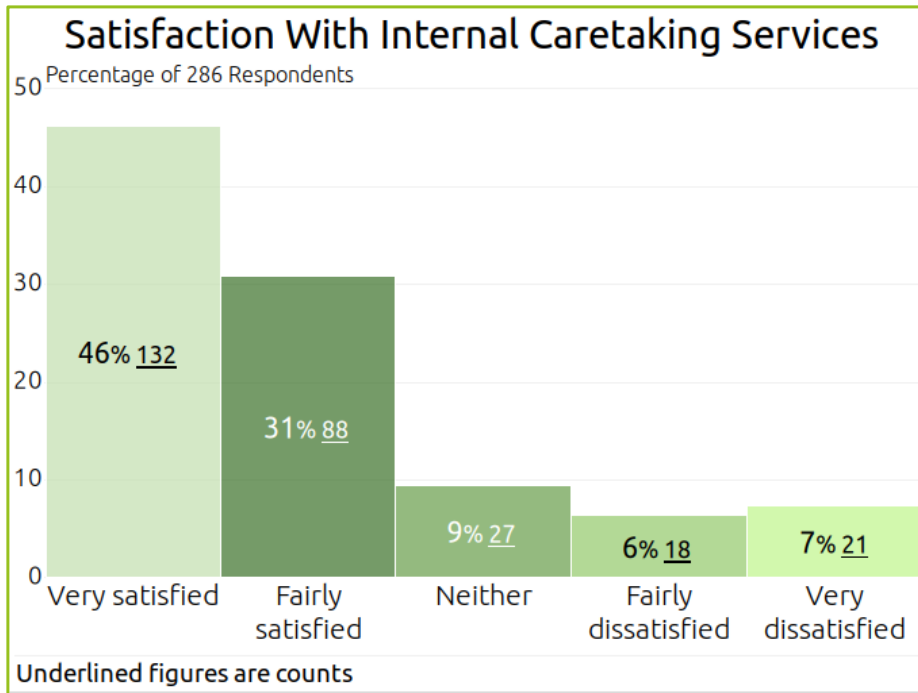
295 interviews were completed, 54 Leaseholders and 241 tenants, representing an overall response rate of 48%. The results have a margin of error at + or – 4.12%. This means if everyone had responded the results below for everyone would be within + or – 4.12%.

The response rates for leaseholders are low and the margin error for leaseholders only is (+ or – 9.96%). **Due to low numbers for leaseholders, results may be displayed as x out of y rather than %'s. Leaseholder satisfaction appears to have changed significantly for some areas but due to the small response rates these results should be considered with caution.**

Of the 295 completed surveys, some questions were left unanswered.

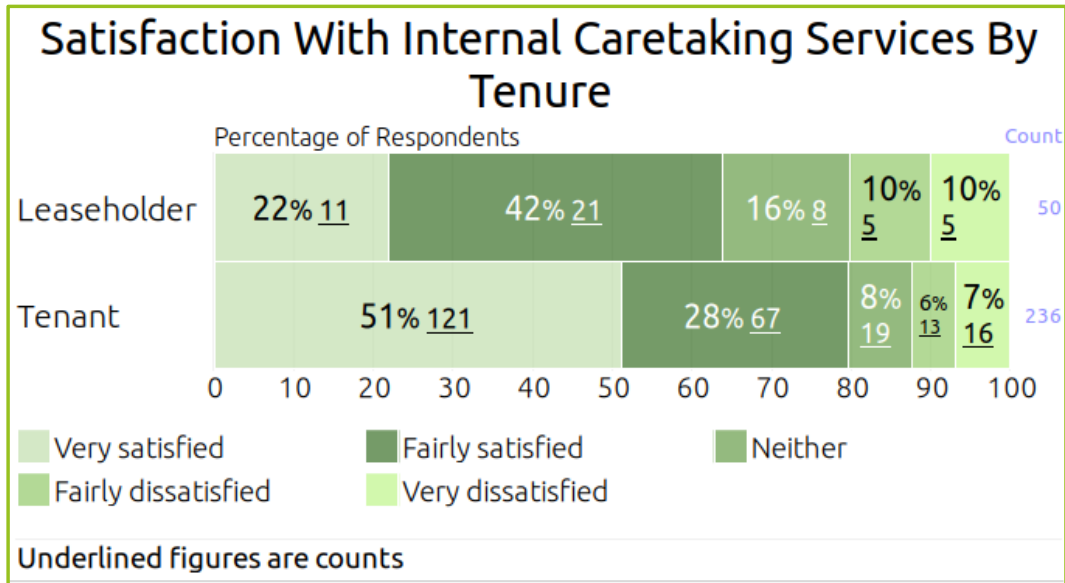
81% of residents said they were fairly or very satisfied with the caretaker's overall performance in terms of attitude, treatment and care of the communal areas within their block.

Q1. How satisfied or dissatisfied were you with the internal caretaking services provided such as sweeping of stairways and lifts, mopping and dusting, lighting and completed checklists?



*\*Some of the numbers have been rounded*

The graph above shows the overall satisfaction for internal caretaking services in Quarter 1, 2021-22. Overall, 77% of respondents responded with very/fairly satisfied responses and 14% responded with very/fairly dissatisfied responses.

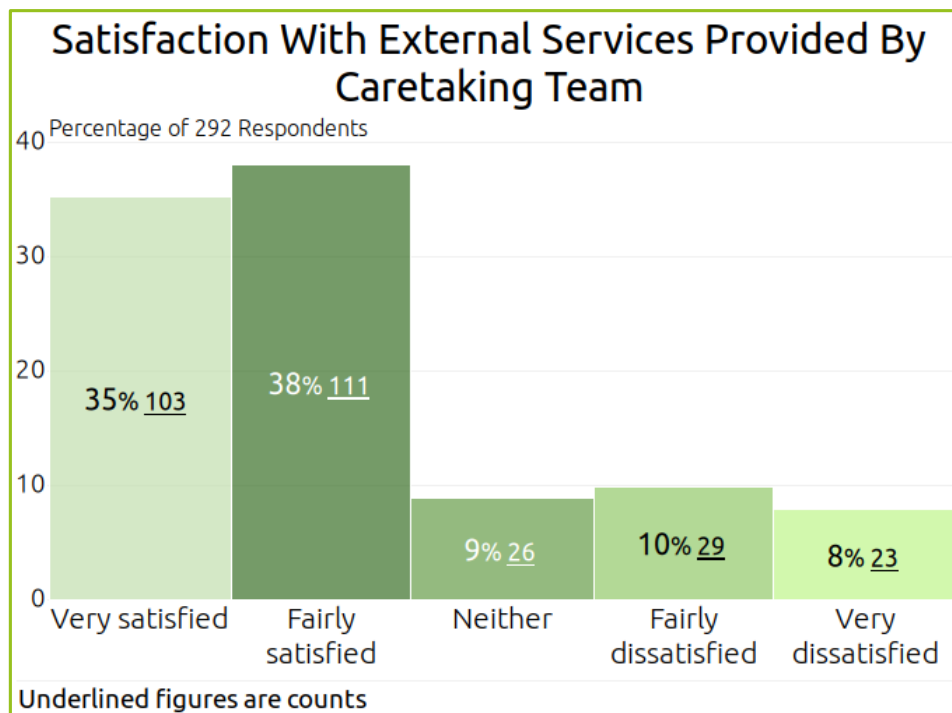


*\*Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1, 2021-22 for internal caretaking services.

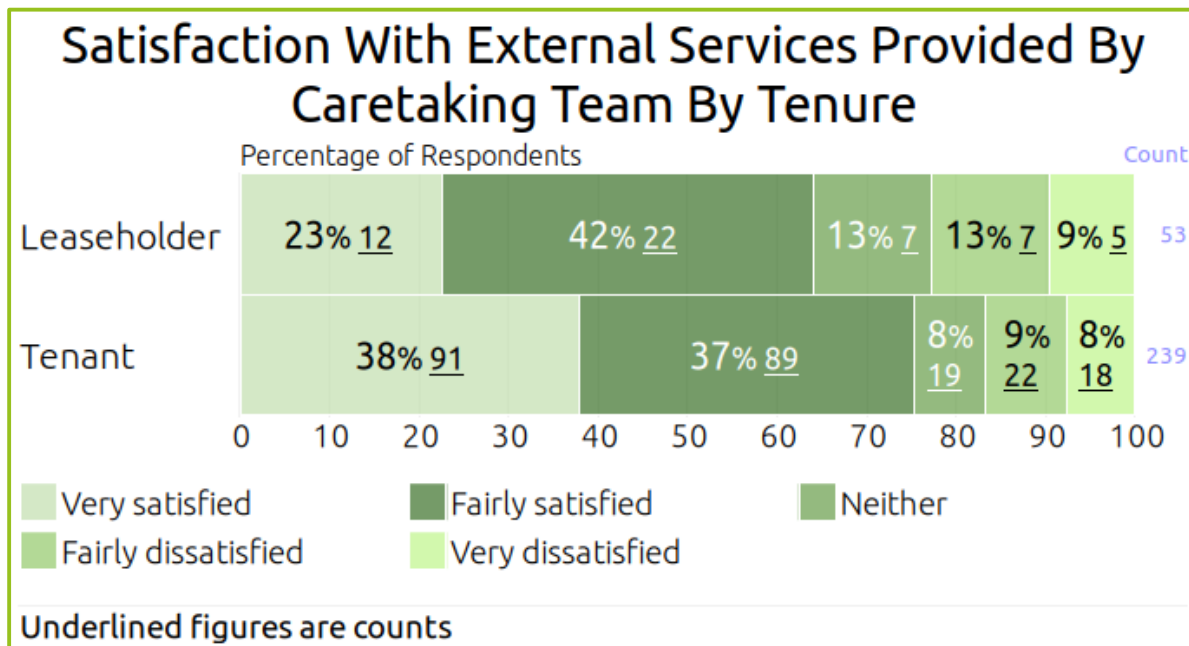
- Satisfaction was higher for tenants than leaseholders as 79% of tenants were satisfied with the internal caretaking services, compared to 64% (32 out of 50) of leaseholders.
- Leaseholders answered with more dissatisfied responses compared to tenants, with 20% (10 out of 50) of leaseholders responding with very/fairly dissatisfied responses compared to 13% of tenants.
- Ambivalence was higher for leaseholders, with 16% (8 out of 50) answering with ambivalent responses compared to 8% for tenants.

Q2. How satisfied or dissatisfied were you with the external caretaking service provided by the caretaking team such as litter picking and the cleanliness of bin chambers?



*\*Some of the numbers have been rounded*

The graph above shows the overall satisfaction for external caretaking services in Quarter 1, 2021-22. Overall, 73% of respondents responded with very/fairly satisfied responses and 18% responded with very/fairly dissatisfied responses.

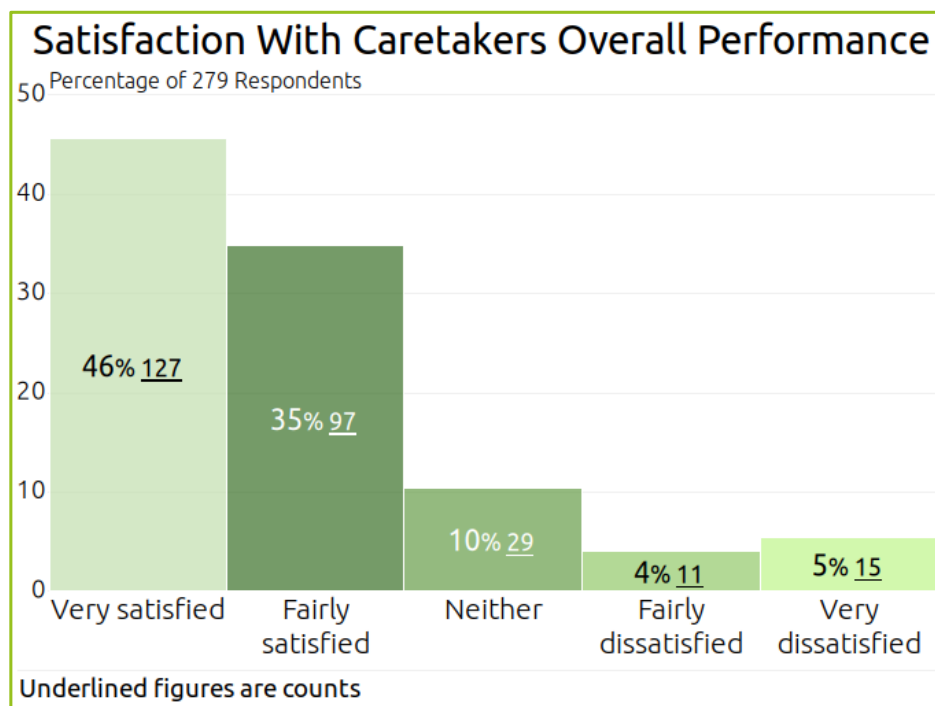


*\*Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1, 2021-22 for external caretaking services.

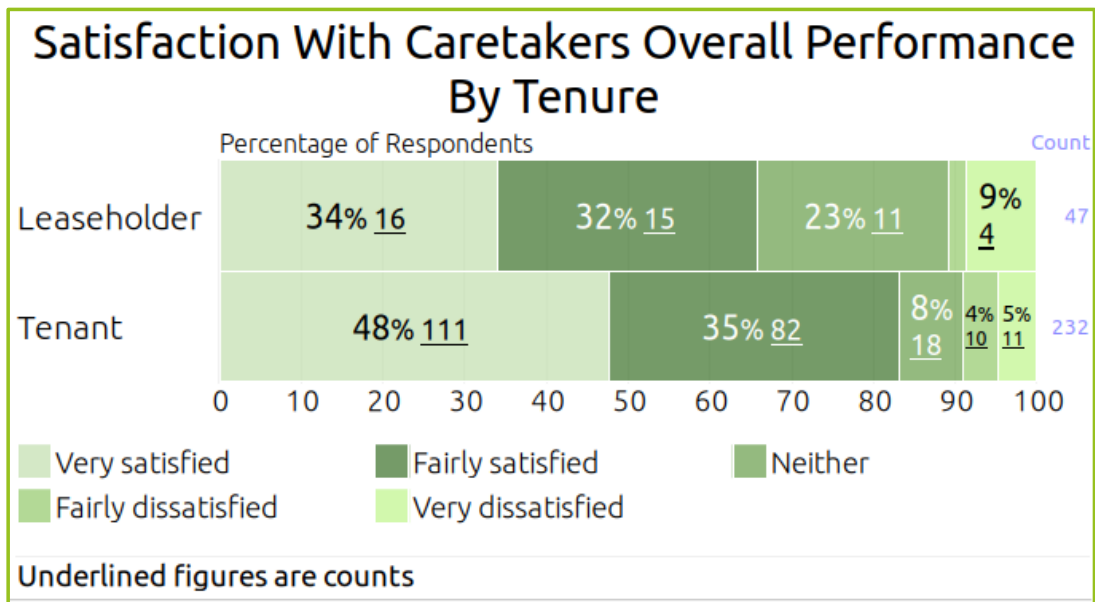
- For tenants, 75% of respondents were satisfied with the external caretaking services, compared to 65% (34 out of 53) of leaseholders.
- Tenants had a lower dissatisfaction, with 17% answering with very/fairly dissatisfied responses, compared to 12% (12 out of 53) of leaseholders being dissatisfied.
- Ambivalent responses were higher for leaseholders, with 13% (7 out of 53) responding with ambivalent responses, and 8% of tenants answering with ambivalent responses.

Q3. How satisfied or dissatisfied were you with the caretaker's overall performance in terms of attitude, treatment and care of the communal areas within your block?



*\*Some of the numbers have been rounded*

The graph above shows the overall satisfaction for the caretaker's overall performance in Quarter 1, 2021-22. Overall, 80% of respondents responded with very/fairly satisfied responses and 9% responded with very/fairly dissatisfied responses.



*\*Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1, 2021-22 for the caretaker’s overall performance.

- Satisfaction was higher for tenants, with 83% of respondents answering with very/fairly satisfied responses, compared to 66% (31 out of 47) of leaseholders.
- Tenants had a lower dissatisfaction, with 9% being very/fairly dissatisfied compared to 11% (5 out of 47) of leaseholders.
- Ambivalent responses were also higher for leaseholders, with 23% (11 out of 47) responding with ambivalent responses compared to 8% of tenants.

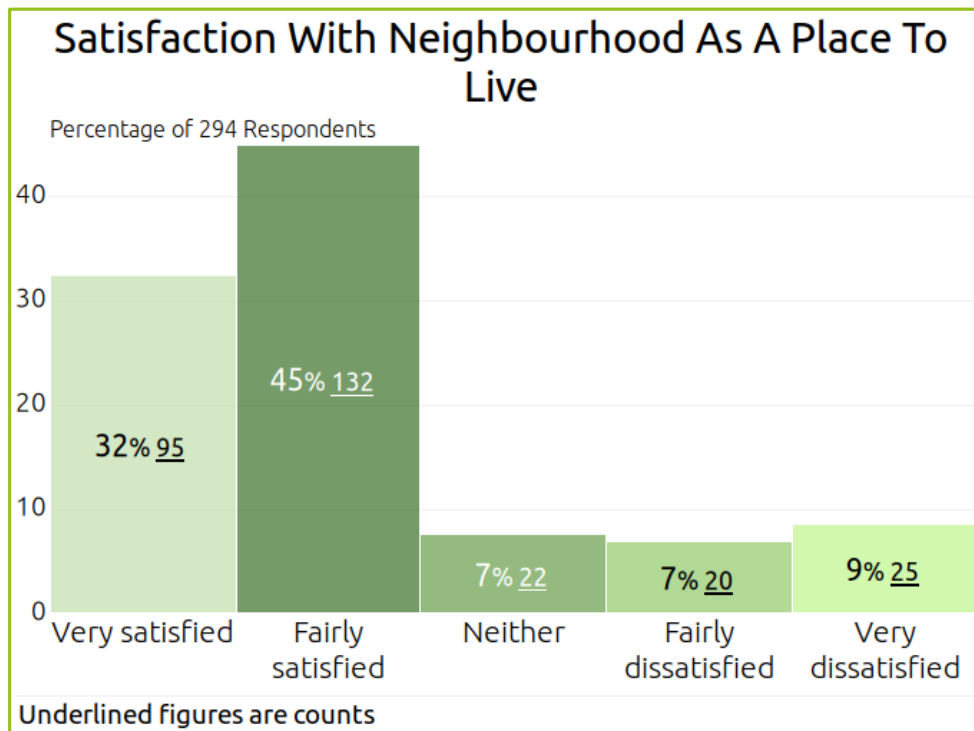
Q4. What one thing could improve the caretaking services you already receive?

In Quarter 1, 2021-22, out of the 295 residents that were interviewed, 150 (51%), left a response. The comments received in Quarter 1, 2021-22 have been summarised below. Due to the high volume, a summarised list with headings has been provided to capture each response. The numbers not noted below left no specific suggestions adding comments such as, 'not really' and 'nothing to add'.

<b>Comment</b>	<b>Number of comments</b>
External work required For example: <i>'I would like the grass cut more often'.</i>	38 residents responded with suggestions and comments about external works.
Service and standard For example: <i>'The cleaning could be more thorough. Either more cleaning product needs to be used, or the mops need to be cleaned/replaced', 'The dusting of the surfaces could be better, for example the corridors and the windowsills'.</i>	88 residents responded with suggestions or comments on the level of service and standards they receive.
Internal work required For example: <i>'I'm unhappy with the internal cleaning, I think that could be a lot better, the hallways are a mess currently. Since covid it has really gone downhill'.</i>	4 residents responded with suggestions or comments about internal works.
Praise For example: <i>'Xxx is the new caretaker keeps it so clean, nothing to improve'.</i>	2 residents praised the service.
Other For example: <i>'I don't really go outside that much as I'm disabled. I've only been outside about twice this year, so I don't really have any opinions on the cleaning in the block'.</i>	18 residents responded outside of the other headings.

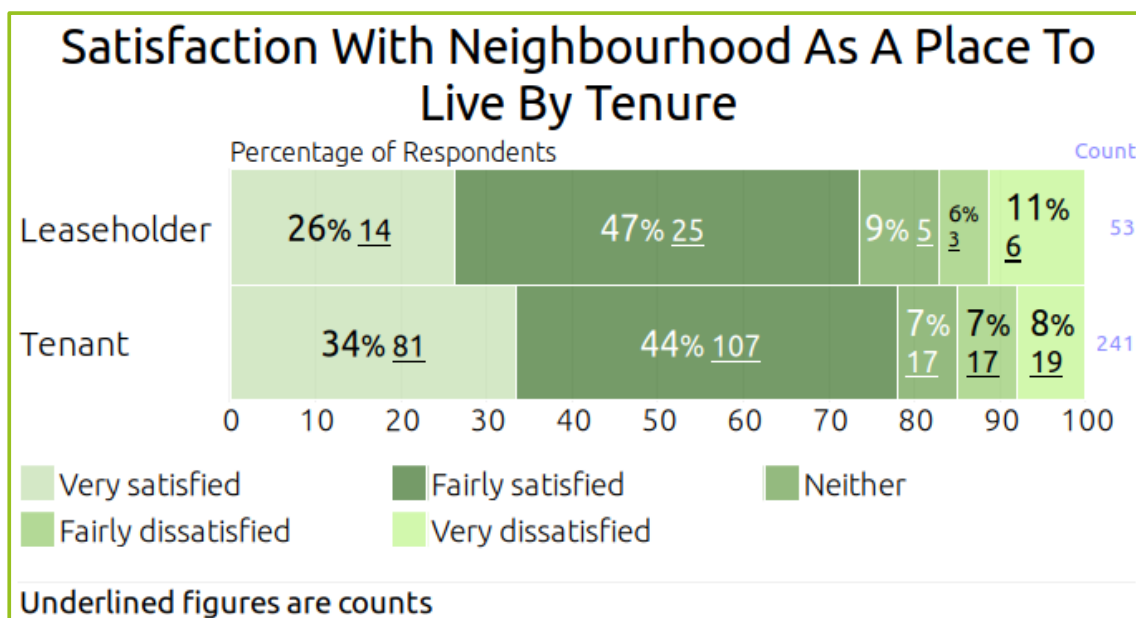
A full list is available from each survey for every Quarter. All responses that require action are sent directly to the relevant team to action as soon as the results are receive.

Q5. How satisfied or dissatisfied are you with your neighbourhood as a place to live?



*\*Some of the numbers have been rounded*

The graph above shows the overall satisfaction with the neighbourhood as a place to live in Quarter 1-4, 2020-21. Overall, 77% of respondents responded with very/fairly satisfied responses and 15% responded with very/fairly dissatisfied responses.



*\*Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1, 2021-22 for satisfaction with the neighbourhood as a place to live.



- For tenants, 78% of respondents were satisfied with the neighbourhood as a place to live, compared to 73% (39 out of 53) of leaseholders.
- Leaseholders were more dissatisfied than tenants, with 17% (9 out of 53) of leaseholders responding with very/fairly dissatisfied responses compared to 15% of tenants.
- Ambivalent responses were higher for leaseholders, with 9% (5 out of 53) responding with ambivalent responses compared to 7% of tenants.

Please note that the response rates for leaseholders were very low (53 respondents for this question) so some of the results have been displayed as x out of y and results should be considered with caution.

#### Q6. What would make your neighbourhood a better place to live?

In Quarter 1, 2021-22, out of 295 residents that were interviewed, 37 (12.5%), left a response. The comments received in Quarter 1, 2021-22 have been summarised below. Due to the high volume, a summarised list with headings has been provided to capture each response. The numbers not noted below left no specific suggestions adding comments such as, 'not really' and 'nothing to add'.

Comment	Number of comments
Caretaking/Environmental works For Example: <i>'I just want them to come round and clean more, they must only come maximum once every couple of months or so'.</i>	9 residents made suggestions regarding Caretaking or environmental works.
ASB For Example: <i>'The neighbourhood would be a better place to live if there was less anti-social behaviour'.</i>	17 residents made suggestions or highlighted ASB as an issue.
Neighbourhood concerns For example: <i>'I really dislike my neighbourhood, I wish I had better neighbours. I don't think the area is very nice and the blocks are too hollow - it feels like you can hear everything'.</i>	5 residents made comments on concerns they have about their neighbourhood.
Neighbourhood Service additions / improvements For example: <i>'I'd like there to be more communal spaces. There are no green spaces for my children, any of the grassy spaces that exist are filled with dog poo'.</i>	5 residents suggested service/neighbourhood improvements.
Other For example: <i>'I need to be relocated'.</i>	1 resident made a comment that didn't fall into the above categories.

A full list is available from each survey every Quarter upon request. The comments from the caretaking surveys can be used to add to learning in service improvement plans.

### Summary – 2020-21 compared to 2022-22

In Quarter 1 in 2020-21 and 2022-22, the same areas were surveyed (Area 1). The below table summarises very/fairly satisfied responses between both time periods.

Question	% Very/Fairly Satisfied Quarter 1 2020-21	% Very/Fairly Satisfied Quarter 1 2021-22
<b>INTERNAL CARETAKING SERVICES</b>	Overall: 80%	Overall: 77% ▶
	Tenants: 83%	Tenants: 79% ▶
	Leaseholders: 40%	Leaseholders: 64% ▲
<b>EXTERNAL SERVICES</b>	Overall: 83%	Overall: 73% ▼
	Tenants: 84%	Tenants: 75% ▼
	Leaseholders: 65%	Leaseholders: 65% ▶
<b>CARETAKERS OVERALL PERFORMANCE</b>	Overall: 89%	Overall: 81% ▼
	Tenants: 90%	Tenants: 83% ▼
	Leaseholders: 71%	Leaseholders: 66% ▶
<b>NEIGHBOURHOOD</b>	Overall: 77%	Overall: 77% ▶
	Tenants: 79%	Tenants: 78% ▶
	Leaseholders: 56%	Leaseholders: 73% ▲

**Leaseholder satisfaction appears to have decreased or increased in some areas but due to the low response rates these results should be considered with caution.**

The summary table above shows that there have been some significant changes for some of the questions in Quarter 1, 2020-21 and 2021-22.

- For internal caretaking services, overall satisfaction and tenant satisfaction has remained consistent when compared to last year. Leaseholder satisfaction has increased by 24%.
- For external caretaking services, overall satisfaction has decreased, from 83% last year, to 73% this year. There has also been a decrease in tenant satisfaction, from 84% last year, to 75% this year. There has been no change in leaseholder satisfaction as it is within the leaseholder margin of error of +/- 9.96%.
- For the caretaker's overall performance, overall satisfaction has decreased from 89% last year, to 81% this year. There has also been a decrease in tenant satisfaction, decreasing from 90% to 83% this year. There has been no change in leaseholder satisfaction as it is within the leaseholder margin of error of +/- 9.96%.
- For the neighbourhood, overall satisfaction and tenant satisfaction has remained consistent when compared to last year. Leaseholder satisfaction has increased by 17%.

The comments from this report can be used and fed into service improvement plans and environmental improvements.