

Pendleton Security Service Questionnaire Results

Date: 27th April 2020

Purpose of the Report

The Pendleton Security Service Questionnaire was developed to obtain resident feedback on the security service in Pendleton and resident views on options for future delivery of the service.

The questionnaire was sent out on 13th March to all nine high rise blocks within the Pendleton PFI area. Tenants and Leaseholders were able to respond to the questionnaire either through completing it online, on Survey Monkey, or through returning it in a prepaid envelope. Drop in sessions were planned to take place but, following government advice issued around the spread of coronavirus, were cancelled.

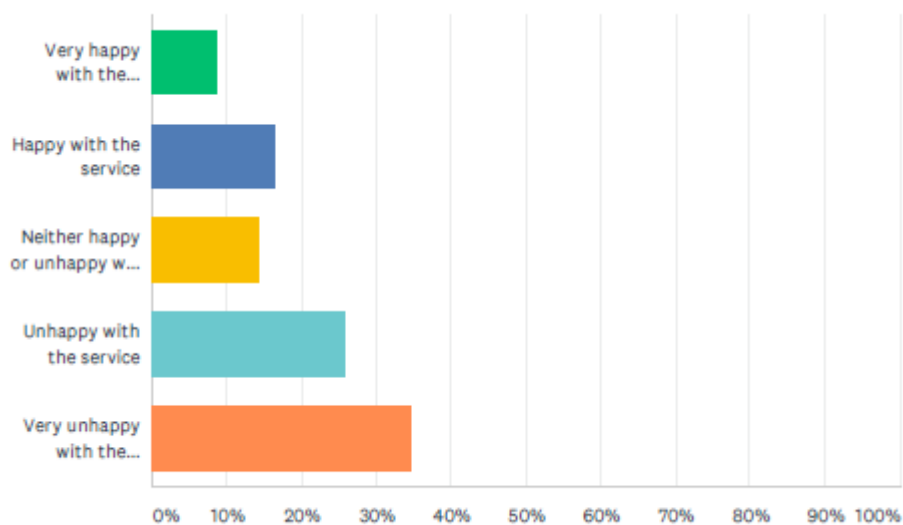
Response Rate

Overall 128 residents responded to the questionnaire either through completing online, or filling in a paper copy, that was subsequently put online to help results analysis. The 128 responses represent a 15% response rate across all tenants. Experience across the council suggests a response of 10-15% is average for this type of exercise.

From the blocks surveyed Thorn had the highest number of respondents with at least 36 tenants responding. Whitebeam and Hornbeam had the lowest with only 3 responses each. The highest proportion of tenants responding was also on Thorn where 20% of 178 tenants responded.

Satisfaction with the current service

Overall tenants expressed views that they are dissatisfied with current service. 61% were unhappy with the current level of service (35% were very unhappy with the service; 26% were unhappy with the service). Only 24% were happy with the service (15% were happy with the service and only 9% were very happy). This result confirms the dissatisfaction previously raised in the Scrutiny Panel's review of the service. This did not change if residents were in receipt of Housing Benefit with 62% unhappy/very unhappy with the service.

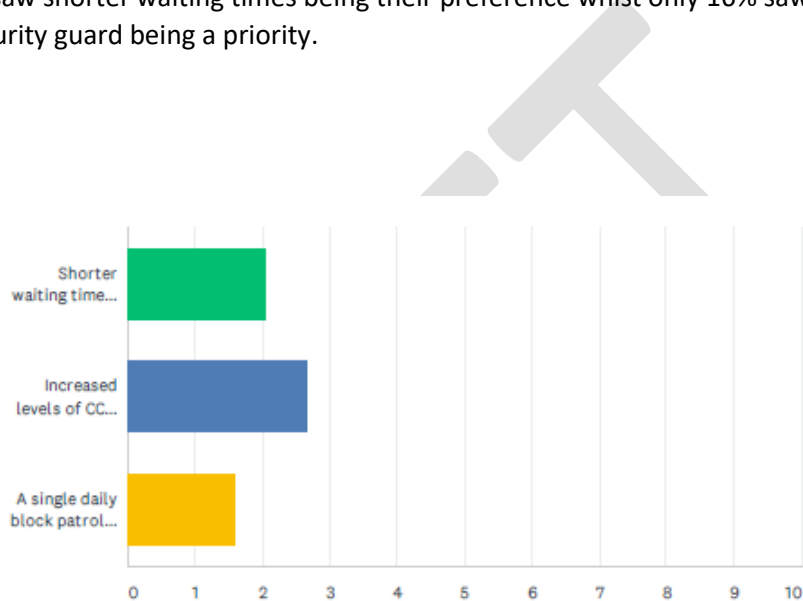


Dissatisfaction with the security service was higher at Thorn and Spruce compared to the other blocks. The residents at Thorn and Spruce who receive a manned guard service expressed more

dissatisfaction (72% were unhappy / very unhappy) than those who received a remote concierge service and responded from the other 7 blocks (46%). The block with the lowest percentage of dissatisfied tenants was Salix Court where only 17% were unhappy with the service. The levels of satisfaction correlated with the response rates; i.e. higher response rates resulted in higher levels of dissatisfaction.

What elements of the service are most important?

When asked which parts of the service are most important, the views of the responses were like those raised by the tenants who attended the Security Workshop in November 2019. 71% saw increasing levels of CCTV, to include car parks and surrounding areas, as being the most important element. 33% saw shorter waiting times being their preference whilst only 16% saw a single daily patrol by a security guard being a priority.



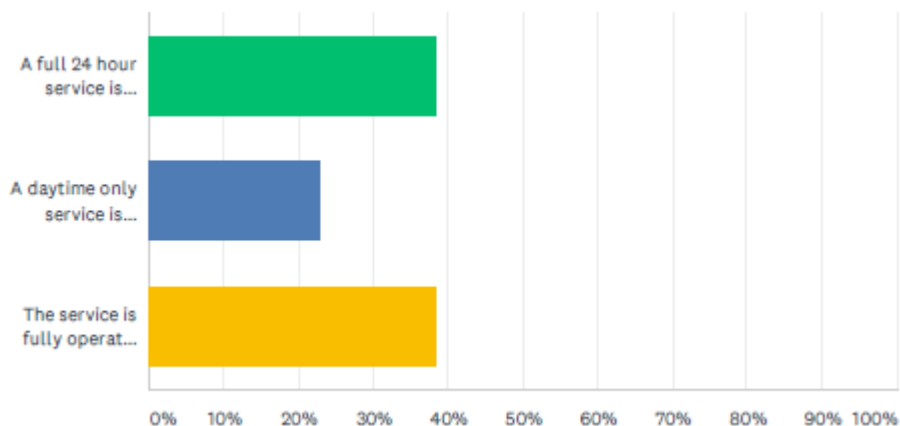
	1	2	3	TOTAL	SCORE
Shorter waiting times when calling the concierge	32.63% 31	40.00% 38	27.37% 26	95	2.05
Increased levels of CCTV monitoring - to include car parks and roads surrounding the residential blocks	71.03% 76	24.30% 26	4.67% 5	107	2.66
A single daily block patrol by a security guard	15.79% 15	26.32% 25	57.89% 55	95	1.58

Further analysis shows that the preference for having more CCTV coverage is slightly stronger at Spruce and Thorn as opposed to the other 7 blocks. At Thorn 69%, and at Spruce 61%, saw increased CCTV surveillance as a priority choice. At Salix Court only 16% saw increased CCTV surveillance at priority. However, overall there was a strong preference across all blocks to increase the CCTV surveillance as opposed to having faster response times or more patrols.

Manned security at Thorn and Spruce Court

The key issue for Spruce and Thorn Court was to assess resident’s preferences for whether a full 24 hour service should be provided. Tenants were asked their preference on the three options of: a full 24 hour service, a daytime only service or a remote service similar to what other blocks currently receive. The overall preference for both blocks was split equally between the options for the service being to be operated by a 24 hour staffed concierge and a remote concierge. This was the choice

made by 39% of responses for each option. A day time only service was favoured by 23% of responses.



The results from Spruce and Thorn see a change, from the strong preference for a full 24 hour service, at the last consultation that took place on only Spruce and Thorn Court, in 2018. However there is no clear majority for any of the 3 choices in terms of how the service should operate in the future.

In the responses from Spruce and Thorn Court, from those in favour of retaining a 24 hour manned concierge service, 11 out of the 27 responses were on Housing Benefit. This left a majority of 16 paying for the service themselves. With the remote concierge preference 10 were on Housing Benefit, whilst 17 paid for it themselves. Whilst only a small majority, more who pay for the service themselves, seem to favour a remote concierge. Of all those who responded, on Thorn and Spruce, 44% were on Housing Benefit. This is slightly lower than the actual figure of 51% who are on housing benefit across both blocks.

Conclusions

The main conclusion that can be taken from the responses to the questionnaire are that there are high levels of dissatisfaction with the current service. Many of the comments received mention slow response times from the remote concierge; unauthorised access into the blocks and that the service is poor value for money. These comments were all initially raised by the Scrutiny Panel report.

The report demonstrated that there was a strong support for increasing the use of CCTV keep the blocks secure and improve coverage to the grounds and public areas surrounding the blocks. This again concurred with the comments from tenants who attended the security workshop in November 2019. There was also, through the questionnaire, a preference for shorter response times as opposed to a daily block patrol that currently takes place. The response provides the council with useful information to shape the specification of the future service.

The questionnaire did not show that there was a clear preference for the type of security service required at Spruce and Thorn Court. The responses in favour of a 24-hour concierge matched those in favour of a remote concierge. All three options received a reasonable level of support. Whilst a manned concierge receives support there is also clear preference for improved monitoring through CCTV cameras which can be carried out away from the block. The consensus of the respondents is less clear on these issues but does suggest the council needs to consider a range of options whilst shaping the specification for the future service.

Whilst a significant number of residents who both live on the blocks and responded to the survey are in receipt of benefit there was no clear change in opinions between residents in receipt of benefit or those who are not.

However, the cost of the service is a significant consideration as part of the next steps. The affordability of rents is a key issue for the city across all tenures and value for money and overall cost will be a factor in agreeing a final specification for the future service.

Next steps

The council is already in the process of exploring options for developing a specification of how a future security service can look like and the survey reflected some of these early options. The results of the survey are now part of the information being used to shape the new specification. Residents, through the PPP and the Security Subgroup, will be able to continue to shape the specification as it developed. The exact mechanism of how this will happen is not yet fixed and will in the current circumstances likely involve further use of technology to keep residents involved and informed.