

For publication

Tenants Satisfaction 'STAR' Survey Results (HC000)

Meeting: Cabinet

Date: 13 March 2018

Cabinet portfolio: Homes and Customers

Report by: Assistant Director Housing

For publication

1.0 Purpose of report

- 1.1 To inform Cabinet of the results of the Survey of Tenants and Residents 'STAR' that was carried out in autumn 2017.

2.0 Recommendations

- 2.1 That Cabinet notes the results of the 2017 STAR survey and the improvement in tenant satisfaction

3.0 Background

- 3.1 The Survey of Tenants and Residents ('STAR survey') is a voluntary replacement of the 'Standardised Tenants Satisfaction Survey' or 'STATUS' tenant satisfaction survey that was previously a Government requirement.
- 3.2 Following the removal of the Government requirement to carry out a standardised tenants satisfaction survey the

housing benchmarking company 'HouseMark' developed the STAR survey as a replacement. The STAR survey enables housing providers to accurately and consistently compare satisfaction with their services.

- 3.3 Housing Services commissioned the Policy and Communications Team to undertake the survey on their behalf. During October 2017 a postal questionnaire was sent to a random sample of 2,500 council housing tenants across Chesterfield Borough.
- 3.4 The survey was completed and returned by 505 residents. This number of return is sufficient to give a confidence level of 95% with a margin of error of between 3 and 4% - within the requirements of the survey methodology and benchmarking requirements of HouseMark. A confidence interval measures how likely a survey result will happen if you carry out the same survey 100 hundred times. A 95% confidence interval with 3-4% margin of error means that 95 times out of a hundred the result would be within 3-4% of the results of the survey just completed.
- 3.5 The headline results for the 'core' benchmarking questions are provided in **Table 1** below. The full detailed report is provided in **Appendix 1**.

Table 1:

How satisfied or dissatisfied are you with:	2017 Satisfied	2015 Satisfied	Change +/-	
...the overall Housing Service provided by Chesterfield Borough Council?	88.8%	88.0%	+0.8%	↑
...the overall quality of your home?	82.9%	80.9%	+2.0%	↑
...your neighbourhood as a place to live?	81.8%	82.5%	-0.7%	↓

...that your rent provides value for money?	80.8%	78.8%	+2.0%	↑
...the way the Housing Service deals with repairs and maintenance?	79.8%	77.9%	+1.9%	↑
...that the Housing Service listens to your views and acts upon them?	67.0%	66.2%	+0.8%	↑
...the overall condition of your home?	80.0%	79.8%	+0.2%	↑
...giving you the opportunity to make your views known?	67.0%	66.2%	+0.8%	↑

3.6 With the exception of 'Satisfaction with your Neighbourhood as a place to live' which experienced a slight fall (from 82.5% to 81.8%) all the core question indicators have improved since the previous survey in 2015.

3.7 The subscription to HouseMark Benchmarking will enable the satisfaction of our tenants to be compared to those of 40 other Local Authority Housing providers.

3.8 Further work will be undertaken by Housing Services to examine the results and identify further areas for improvement. Any areas requiring improvement will be addressed in Service and Team Planning for 2018/19.

4.0 Financial considerations

4.1 None

5.0 Risk management

5.1 Not applicable

6.0 Equalities Impact Assessment (EIA)

- 6.1 An equalities impact assessment is attached as **Appendix 2**. There are no Equalities Implications associated with this report.

7.0 Recommendations

- 7.1 That Cabinet notes the results of the 2017 STAR survey and the improvements in tenant satisfaction.

8.0 Reasons for recommendations

- 8.1 To recognise the contribution of the Housing Service in meeting the Councils Value of being 'Customer focused – delivering great customer service, meeting customer needs '.

Decision information

Key decision number	798
Wards affected	ALL

Document information

Report author	Contact number/email
James Crouch Housing Strategy and Enabling Manager	<u>James.crouch@chesterfield.gov.uk</u>
Appendices to the report	
Appendix 1	STAR Survey Report
Appendix 2	Equalities Impact Assessment