

## **FOR PUBLICATION**

### **TENANT SATISFACTION 'STAR' SURVEY RESULTS** **(H000)**

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MEETING:	1. CABINET 2. CABINET MEMBER FOR HOUSING
DATE:	1. 22 MARCH 2016 2. 14 MARCH 2016
REPORT BY:	HOUSING SERVICE MANAGER – BUSINESS PLANNING AND STRATEGY
WARD:	ALL
COMMUNITY FORUM:	ALL
KEY DECISION REFERENCE	602

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## **FOR PUBLICATION**

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### **1.0 PURPOSE OF REPORT**

- 1.1 To update Members on the results of the Survey of Tenants and Residents 'STAR' that was carried out in autumn 2015.

### **2.0 RECOMMENDATIONS**

- 2.1 That Members note the outcomes of the Survey of Tenants and Residents that was carried out in the autumn of 2015.
- 2.2 That a further report be brought to Members identifying any areas for improvement and associated actions arising out of the survey.

### **3.0 BACKGROUND**

- 3.1 The Survey of Tenants and Residents ('STAR survey') is a voluntary replacement for the Standardised Tenants Satisfaction Survey or 'STATUS' tenant satisfaction survey that used to be a Government requirement.

- 3.2 In order to enable housing providers to accurately compare the satisfaction with their services the STAR survey was developed by the housing performance benchmarking company HouseMark. HouseMark is the performance benchmarking company that Housing Services subscribe to.
- 3.3 Housing Services commissioned the Policy Team to undertake the survey on their behalf. During October 2015, the postal questionnaire was sent to a random sample of 3,000 Council housing tenants in Chesterfield Borough. The sample was created by applying a computer-generated random selection function to the sample frame of all current tenants.
- 3.4 The survey was completed by 596 residents, giving a confidence level of 95% with a margin of error of between 3 and 4% - within the requirements of the survey methodology. A confidence interval measures how likely a survey result will occur if you carry out the same survey 100 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 at Table 1 of this report. The full detailed report is attached at **Appendix 1**.
- 3.6 Satisfaction for the overall core question 'How satisfied are you with the Housing Service provided by Chesterfield Borough Council' has marginally improved since the previous survey in 2013 within a rise in overall satisfaction from 87.5% to 88.0% from 2013 to 2015.
- 3.7 The subscription to HouseMark enables the satisfaction of our tenants to be compared to those of 40 other Local Authority Housing providers. This result is comparable with upper quartile performance with HouseMark's 2014/15 results.
- 3.8 Further work will be undertaken by Housing Services, in conjunction with a Tenant Focus Group, to examine the results and identify further areas for improvement and an action plan be brought to Members for approval.

<b>TABLE 1</b>	<b>2015 Satisfied</b>	<b>2015 Neither</b>	<b>2015 Dissatisfied</b>	<b>2013 Satisfied</b>	<b>Change form 2013 +/-</b>	<b>Median HouseMark score</b>	<b>Comparator HouseMark 2014/15 performance (quartile range)</b>
How satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	<b>88.0%</b>	3.6%	8.4%	87.5%	<b>+0.5%</b>	<b>84.4%</b>	Upper quartile
How satisfied or dissatisfied are you with the overall quality of your home?	<b>80.9%</b>	6.3%	12.8%	82.7%	<b>-1.8%</b>	<b>81.0%</b>	Lower middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	<b>82.5%</b>	7.0%	10.4%	83.2%	<b>-0.7%</b>	<b>84.2%</b>	Lower middle quartile
How satisfied or dissatisfied are you that your rent provides value for money?	<b>78.8%</b>	9.6%	11.6%	76.9	<b>+1.9%</b>	<b>80.8%</b>	Lower middle quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	<b>77.9%</b>	8.2%	13.9%	80.0%	<b>-2.1%</b>	<b>78.6%</b>	Lower middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	<b>66.2%</b>	17.8%	16.0%	66.6%	<b>-0.4%</b>	<b>64.3%</b>	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	<b>79.8%</b>	5.4%	14.8%	80.7%	<b>-0.9%</b>	<b>N/A</b>	N/A
How satisfied or dissatisfied are you that the Housing Service gives you the opportunity to make your views known?	<b>66.2%</b>	23.2%	10.7%	N/A – New question			N/A

**4.0 RISK MANAGEMENT**

4.1 There are no risks associated with this report

**5.0 EQUALITIES IMPACT ASSESSMENT (EIA)**

5.1 There are no equalities issues associated with this report.

**6.0 RECOMMENDATIONS**

6.1 That Members note the outcomes of the Survey of Tenants and Residents that was carried out in the autumn of 2015.

6.2 That a further report be brought to Members identifying any areas for improvement and associated actions arising out of the survey.

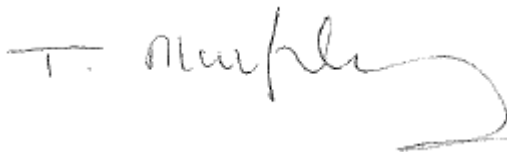
**7.0 REASONS FOR RECOMMENDATIONS**

7.1 To contribute to achieving the Council's priority 'to provide value for money services' and value 'Customer focused – delivering great customer service, meeting customer needs'.

**ALISON CRAIG  
HOUSING SERVICES MANAGER – BUSINESS PLANNING AND  
STRATEGY**

You can get more information about this report from James Crouch on Tel:  
01246 345150

Officer recommendation supported.



Signed:

Cabinet Member

Date: 14 March, 2016