

FOR PUBLICATION

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

MEETING: 1. CABINET
2. EXECUTIVE MEMBER

DATE: 1. 25th FEBRUARY 2014
2. 14th FEBRUARY 2014

REPORT BY: HOUSING SERVICE MANAGER – BUSINESS
PLANNING AND STRATEGY

WARD: ALL

COMMUNITY ASSEMBLY: ALL

KEY DECISION REFERENCE (384)

FOR PUBLICATION

BACKGROUND PAPERS FOR PUBLIC REPORTS:

TITLE: LOCATION:

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 November 2013 and to agree a future programme of surveys to monitor satisfaction with the Housing Service.

2.0 **RECOMMENDATIONS**

2.1 That Members note the improvement in tenant satisfaction since the previous survey was completed in 2008.

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

2.3 That Members agree to Housing Services commissioning the Council's Policy Team to carry out the STAR Survey every two years.

3.0 **BACKGROUND**

3.1 The Survey of Tenants and Residents (STAR) is a voluntary replacement for the Standardised Tenants Satisfaction Survey or 'STATUS' tenant satisfaction survey. The requirement to complete a STATUS survey every three years was removed by the Government in 2010. The last STATUS survey took place in 2008.

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 are the performance benchmarking company that Housing Services subscribes to.

3.3 Housing Services requested that the Policy Team undertook the survey on their behalf. During October 2013, the postal questionnaire was sent to a random sample of 3000 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. The survey was completed by 731 residents, giving a confidence level of 95% and a margin of error of between 3 and 4% - within the requirements of the survey methodology.

3.4 The headline results for the 'core' benchmarking questions are provided on the following page. The full detailed report is provided in **Appendix 1**.

3.5 Satisfaction for all the core questions has improved since the previous survey in 2008 within a rise in overall satisfaction from 77.4% to 87.5% over the period.

3.6 The subscription to Housemark enables the satisfaction of our tenants to be compared to those of other Local Authority Housing providers. Despite the substantial improvements in our satisfaction scores our performance is not in the top quartile (i.e top 25% of providers) for any of the core benchmarking questions. The table on the following page includes a column that indicates the performance quartile of our results.

3.7 Further work will be undertaken by Housing Management and the Tenants Executive to examine the results and identify further areas

for improvement and an action plan be brought to Members for approval.

- 3.8 To ensure accurate, continuous monitoring of the performance of Housing Services it is proposed that the Policy Team be commissioned to complete the STAR every two years on behalf of Housing Services.

Core Benchmarking Questions	2013 Satisfied	2013 Neither	2013 Dissatisfied	2008 Satisfied	Change since 2008	HouseMark 2012.13 performance (quartile range)*
Taking everything into account, how satisfied or dissatisfied are you with the Housing Service provided by Chesterfield Borough Council?	87.5%	4.7%	7.8%	77.4%	+10.1%	Upper Middle quartile
How satisfied or dissatisfied are you with the overall quality of your home?	82.7%	4.4%	12.9%	77.3%	+5.4%	Lower Middle quartile
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	83.2%	6.0%	10.8%	72.0%	+11.2	Lower middle quartile
How satisfied or dissatisfied are you that your rent provides value for money?	76.9%	11.6%	11.6%	68.8%	+8.1%	Lower quartile
Generally, how satisfied or dissatisfied are you with the way the Housing Service deals with repairs and maintenance?	80.0%	5.7%	14.3%	76.3%	+4.2%	Upper middle quartile
How satisfied or dissatisfied are you that the Housing Service listens to your views and acts upon them?	66.6%	17.4%	16.0%	59.0%	+8.6%	Upper middle quartile
How satisfied or dissatisfied are you with the overall condition of your home?	80.7%	5.1%	14.2%	71.4%	+9.3%	Lower middle quartile

4.0 RISK MANAGEMENT

4.1 There are no risk issues 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 improvement in tenant satisfaction since the previous survey was completed in 2008.

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

6.3 That Members agree to Housing Services commissioning the Council's Policy Team to carry out the STAR Survey every two years.

7.0 REASONS FOR RECOMMENDATIONS

7.1 To ensure that more timely and accurate satisfaction data is available.

You can get more information about this report from Alison Craig 345156 or James Crouch 345150.

Officer recommendation supported/not supported/modified as below or Executive Member's recommendation/comments if no officer recommendation.



Signed

Executive Member

Date 14.2.14

Consultee Executive Member/Support Member comments (if applicable)/declaration of interests