

STAR Improvement Plan 2012/13

Tenants – General Needs						
Improvement area	STAR result	STATUS Result (2008)	Comment	Action	By when?	Lead Officer
Making sure tenants have their say						
Extent to which tenants feel their views are being taken into account	60% satisfied (25% neither)	50% satisfied	High level of 'neither' responses suggests many tenants don't know about opportunities to get involved	Publicise opportunities for tenants to get involved in News and Views	Winter edition Dec 2012	JG/SD
Improving Estates						
Extent to which tenants feel parking is a problem in their neighbourhood	40% feel is major problem	29% feel is very big problem	<ul style="list-style-type: none"> • Top neighbourhood concern in all three survey groups • Current Local Offer 	Housing are part of a corporate project and are contributing 100K to the budget to look at improvement, prevention and traffic order controls Update via annual report on local offer	2013/14	SC rep on project grp
Extent to which tenants feel rubbish or litter is a problem in their neighbourhood	19% feel is major problem	9% feel is very big problem	<ul style="list-style-type: none"> • Current Local Offer • % feel is significant problem has increased since Status Survey 	Introduce litter picks as part of the local area walkabout Work with street	Annual Report 2011/12 News and	JG

				champions to ensure litter picking in area Report on local offer in annual report/news and views	Views Winter/Spring editions	
Tenants satisfaction with maintenance of planted areas	60% satisfied (25% neither)	N/A	Low satisfaction in all three survey groups	SLA to be developed with CSG, work currently in operation Recruit tenant in blocks of flats/sheltered schemes to monitor the level of satisfaction with standard of work	Service Planning 2013/14	SS CL
Tenants living in flats: satisfaction with cleaning of internal communal areas	64% satisfied	N/A	Consider making Local Offer	Need to review the contract MFG to monitor the contract Recruit tenant in blocks of flats/sheltered schemes to monitor the level of satisfaction with standard of work	Service Planning 2013/14	
Tenants living in flats: satisfaction with cleaning of external communal areas	51% satisfied (21% neither)	N/A	Consider making Local Offer	Need to review the contract	Service Planning	

				MFG to monitor the contract Recruit tenant in blocks of flats/sheltered schemes to monitor the level of satisfaction with standard of work	2013/14	
Leaseholders						
Improvement area	STAR result	STATUS Result (2008)	Comment	Action	By when?	Lead Officer
Making sure tenants have their say						
Leaseholders contacting DBC in the last 12 months with a query other than service charges: was getting hold or right person easy or difficult	Easy 53% (32% answered difficult)	Easy 47%	Number answering difficult is quite high	Publicise way in which tenants can get in touch through News and Views	Autumn edition July 2012	
Improving Estates						
Extent to which tenants feel parking is a problem in their neighbourhood	30% feel is major problem	32% feel is very big problem	<ul style="list-style-type: none"> • Top neighbourhood concern in all three survey groups • Local Offer 	Housing are part of a corporate project and are contributing 100K to the budget to look at improvement, prevention and traffic order controls Update via annual report on local	2013/14	SC rep on project grp

				offer		
Extent to which tenants feel rubbish or litter is a problem in their neighbourhood	23% % feel is major problem	17% feel is very big problem	<ul style="list-style-type: none"> Local Offer % feel is significant problem has increased since Status Survey 	Introduce litter picks as part of the local area walkabout Work with street champions to ensure litter picking in area Report on local offer in annual report/news and views	Annual Report 2011/12 News and Views Winter/Spring editions	JG
Satisfaction with area bordering leaseholder's home: maintenance of planted areas	51% satisfied	N/A	Low satisfaction in all three survey groups	SLA to be developed with CSG, work currently in operation Recruit tenant in blocks of flats/sheltered schemes to monitor the level of satisfaction with standard of work	Service Planning 2013/14	SS CL
Thinking about your property, block or scheme: cleaning and upkeep of internal communal areas	57% satisfied	N/A	Consider making Local Offer	Need to review the contract MFG to monitor the contract Recruit tenant in blocks of flats/sheltered	Service Planning 2013/14	

				schemes to monitor the level of satisfaction with standard of work		
Thinking about your property, block or scheme: cleaning and upkeep of external communal areas	40% satisfied	N/A	Consider making Local Offer	Need to review the contract MFG to monitor the contract Recruit tenant in blocks of flats/sheltered schemes to monitor the level of satisfaction with standard of work	Service Planning 2013/14	
Thinking about your property, block or scheme: external building repairs and maintenance	42% satisfied (25% neither)	N/A	High level of leaseholders answered 'neither' Consider local offer specific to leaseholders	More work needs to be done with leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	Service Planning 2013/14	AC/JM
Leaseholders (continued)						
Improvement area	STAR result	STATUS Result (2008)	Comment	Action	By when?	Lead Officer
Maintain and improve homes						
Leaseholders satisfaction with way DBC as owner of freehold deals with repairs and maintenance	54% satisfied	40% satisfied	Consider local offer specific for leaseholders	More work needs to be done with leaseholders to find out what aspects of repairs	Service Planning 2013/14	AC/JM

				it is that they are dis-satisfied with		
Thinking of last repair: time taken before work started	49% satisfied (24% neither)	22% satisfied	High level of leaseholders answered 'neither'	More work needs to be done with leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	Service Planning 2013/14	AC/JM
Thinking of last repair: overall quality of work	41% satisfied	54% satisfied	Satisfaction has fallen since Status Survey	More work needs to be done with leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	Service Planning 2013/14	AC/JM
Thinking of last repair: repair being done right first time	53% satisfied	N/A		More work needs to be done with leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	Service Planning 2013/14	AC/JM
Thinking of last repair: keeping dirt and mess to a minimum	62% satisfied (23% neither)	36% satisfied	High level of leaseholders answered 'neither'	More work needs to be done with leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	Service Planning 2013/14	AC/JM
Thinking of last repair: service you received on this occasion	54% satisfied (24% neither)	N/A	High level of leaseholders answered 'neither'	More work needs to be done with	Service Planning	AC/JM

				leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	2013/14	
Be wise about money						
Leaseholders satisfaction with service charge providing value for money	55% satisfied	N/A	Need to publicise what leaseholders get for their money	More work needs to be done with leaseholders to find out what aspects of repairs it is that they are dis-satisfied with	Service Planning 2013/14	AC/JM
Supported Housing						
Improvement area	STAR result	STATUS Result (2008)	Comment	Action	By when?	Lead Officer
Improving Estates						
Extent to which Supported Housing tenants feel parking is a problem in their neighbourhood	31% feel is major problem	32% feel is very big problem	<ul style="list-style-type: none"> • Top neighbourhood concern in all three survey groups • Local Offer 	Housing are part of a corporate project and are contributing 100K to the budget to look at improvement, prevention and traffic order controls Update via annual report on local offer	2013/14	SC rep on project grp
Satisfaction with area bordering tenants home:	60% satisfied	N/A	Low satisfaction in all	SLA to be	Service	SS

maintenance of planted areas			three survey groups	developed with CSG, work currently in operation Recruit tenant in blocks of flats/sheltered schemes to monitor the level of satisfaction with standard of work	Planning 2013/14	CL
Communicating effectively						
Percentage of Supported Housing tenants with internet access at home	76% have no access	N/A	Vast majority of SH tenants have no internet access	Consider options for internet access in Supported Housing Schemes Intergenerational work with schools and supported housing schemes to get tenants trained in using IT	Service Plan objective for 2013/14	

Further information

Questions with less than 65% satisfaction have been highlighted as areas for improvement. In the case of problems within the neighbourhood, issues which are of a **major** concern to over 15% of tenants/leaseholders have been identified for improvement. Where possible the results of the Status Survey have been included to demonstrate whether performance has improved or declined in the last four years. N/A indicates that the question was not asked in the Status Survey.

Satisfaction levels should not be considered in isolation. If a high percentage of people have no opinion/experience of a service they are likely to answer 'neither satisfied nor dissatisfied' yet this is not taken into account in the way in which satisfaction is calculated. The percentage of respondents indicating that they are dissatisfied may actually be very low. For the purposes of this improvement plan questions where 20% or more respondents have answered 'neither' this has been flagged up. Questions where more than 26% of respondents have answered 'neither' have been omitted from the plan.