

STAR Improvement Plan – Progress update February 2013

Improvement area	Objective	Action	By when?	Lead Officer	Update February 2013
General need tenants					
<p>Extent to which tenants feel their views are being taken into account</p> <p>STAR result: 60% satisfied</p>	<p>Ensure feedback from STAR and other consultation is acted upon. Publicise opportunities for tenants to get involved</p>	<ul style="list-style-type: none"> ➤ Include regular STAR update in News and Views ➤ Promote opportunities for involvement through: <ul style="list-style-type: none"> • Tenants Conference • News and Views (N&V) • Community events • Hold recruitment drive to attract more involved tenants and leaseholders 	<p>Quarterly</p> <ul style="list-style-type: none"> • Annual • Quarterly • Ongoing • Feb/March 2013 	<p>CL/SD</p>	<p>Updates featured on overall results, cleaning service improvements and improved parking provision.</p> <p>Tenants' Conference Sept 2012. Opportunities for involvement promoted quarterly in N&V and through events, eg Housing Information Fairs. Recruitment drive launched through News and Views, Radio, local press and social media.</p>
<p>Extent to which tenants feel parking is a problem in their neighbourhood</p> <p>STAR result: 40% feel is major problem</p>	<p>Improve quality of parking for our tenants and residents</p>	<p>Support corporate parking project to look at improvement, prevention and traffic order controls</p>	<p>March 2014</p>	<p>SS</p>	<p>Four priority sites have been identified, with a number of additional sites coming forward. Consultation with residents is currently underway. Housing has provided £100K towards the scheme and will provide further funding as the project progresses.</p>

<p>Extent to which tenants feel rubbish or litter is a problem in their neighbourhood</p> <p>STAR result: 19% feel is major problem</p>	<p>Reduce rubbish and litter within neighbourhoods and improve reporting mechanisms</p>	<ul style="list-style-type: none"> ➤ Introduce litter picks as part of the local area walkabouts ➤ Work with street champions to ensure litter picking in area 	<p>Ongoing</p>	<p>JG</p>	<p>Walkabouts made available on request.</p> <p>Availability of walkabouts publicised in autumn and winter 2012 editions of News and Views</p>
<p>Tenants satisfaction with maintenance of planted areas</p> <p>STAR result: 60% satisfied</p>	<p>Improve maintenance of planted areas to increase satisfaction levels.</p>	<ul style="list-style-type: none"> ➤ Service Level Agreement to be developed with Clean Safe and Green (CSG) ➤ Recruit tenants in blocks of flats/supported housing schemes to monitor the standard of work 	<p>March 2014</p>	<p>SS CL</p>	<p>Work on the development of an SLA with CSG is currently underway.</p> <p>Tenant representatives will be recruited to help monitor service quality once SLA in place.</p>
<p>Tenants living in flats: satisfaction with cleaning of internal communal areas</p> <p>STAR result: 64% satisfied</p>	<p>Improve monitoring arrangements for cleaning service. Communicate level of service tenants should expect to receive.</p>	<ul style="list-style-type: none"> ➤ Install signs in all blocks detailing cleaning schedule. ➤ Issue service standards booklet to all residents ➤ Service quality to be monitored through Housing Maintenance and Environment Committee (HMEC) and local residents. 	<p>March 2014</p>	<p>ST</p>	<p>New signage installed to help monitor cleaning Dec/Jan 2013</p> <p>Service standards booklet issued to all flats March 2013.</p> <p>HMEC to monitor progress</p>
<p>Tenants living in flats: satisfaction with cleaning of external communal areas</p> <p>STAR result: 51% satisfied</p>					

Leaseholders					
<p>Leaseholders contacting DBC in the last 12 months with a query other than service charges: was getting hold or right person easy or difficult</p> <p>STAR result: Easy 53% (32% answered difficult)</p>	<p>Ensure we provide an accessible, efficient service to our leaseholders</p>	<p>Publicise ways in which leaseholders can get in touch through:</p> <ul style="list-style-type: none"> • News and Views • Leaseholder Handbook 	<p>2013/14</p>	<p>SB</p>	<p>Letter sent to all leaseholders encouraging them to get involved in the service and help make improvements. Follow up articles to feature in spring and summer 2013 News and Views. Work on new Leaseholder Handbook to commence shortly in consultation with leaseholders.</p>
<p>Extent to which leaseholders feel parking is a problem in their neighbourhood</p> <p>STAR result: 30% feel is major problem</p>	<p>Improve quality of parking for our tenants and residents</p>	<p>Support corporate parking project to look at improvement, prevention and traffic order controls</p>	<p>March 2014</p>	<p>SS</p>	<p>Four priority sites have been identified, with a number of additional sites coming forward. Consultation with residents is currently underway. Housing has provided £100K towards the scheme and will provide further funding as the project progresses.</p>
<p>Extent to which leaseholders feel rubbish or litter is a problem in their neighbourhood</p> <p>STAR result: 23% feel is major problem</p>	<p>Reduce rubbish and litter within neighbourhoods and improve reporting mechanisms</p>	<ul style="list-style-type: none"> ➤ Introduce litter picks as part of the local area walkabouts. ➤ Work with street champions to ensure litter picking in area 	<p>Ongoing</p>	<p>JG</p>	<p>Walkabouts made available on request. Availability of walkabouts publicised in autumn and winter 2012 editions of News and Views</p>

<p>Satisfaction with area bordering leaseholder's home: maintenance of planted areas</p> <p>STAR result: 51% satisfied</p>	<p>Improve maintenance of planted areas to increase satisfaction levels.</p>	<ul style="list-style-type: none"> ➤ Service Level Agreement to be developed with Clean Safe and Green (CSG) ➤ Recruit tenants in blocks of flats/supported housing schemes to monitor the standard of work 	<p>March 2014</p>	<p>SS</p>	<p>Work on the development of a Service Level Agreement with Clean, Safe and Green is currently underway.</p> <p>Tenants to monitor once SLA in place</p>
<p>Thinking about your property, block or scheme: cleaning and upkeep of internal communal areas</p> <p>STAR result: 57% satisfied</p>	<p>Improve monitoring arrangements for cleaning service. Communicate level of service tenants/leaseholders should expect to receive.</p>	<ul style="list-style-type: none"> ➤ Install signs in all blocks detailing cleaning schedule. ➤ Issue service standards booklet to all residents ➤ Service quality to be monitored through HMEC and local residents. 	<p>March 2014</p>	<p>ST</p>	<p>New signage installed to help monitor cleaning Dec/Jan 2013. Service standards booklet issued to all flats March 2013.</p> <p>HMEC to monitor progress</p>
<p>Thinking about your property, block or scheme: cleaning and upkeep of external communal areas</p> <p>STAR result: 40% satisfied</p>					

<p>Thinking about your property, block or scheme: external building repairs and maintenance</p> <p>STAR result: 42% satisfied</p>	<p>Increase leaseholder satisfaction with repairs and maintenance service</p>	<p>Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.</p>	<p>2013/14</p>	<p>CF</p>	<p>We will be consulting with leaseholders to identify issues with the repairs and maintenance service and make improvements where necessary.</p>
<p>Leaseholders satisfaction with way DBC as owner of freehold deals with repairs and maintenance</p> <p>STAR result: 54% satisfied</p>	<p>Increase leaseholder satisfaction with repairs and maintenance service</p>	<p>Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.</p>			
<p>Thinking of last repair: time taken before work started</p> <p>STAR result: 49% satisfied</p>	<p>Increase leaseholder satisfaction with repairs and maintenance service</p>	<p>Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.</p>			
<p>Thinking of last repair: overall quality of work</p> <p>STAR result: 41% satisfied</p>	<p>Increase leaseholder satisfaction with repairs and maintenance service</p>	<p>Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.</p>			

<p>Thinking of last repair: repair being done right first time</p> <p>STAR result: 53% satisfied</p>	<p>Increase leaseholder satisfaction with repairs and maintenance service</p>	<p>Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.</p>	<p>2013/14</p>	<p>CF</p>	<p>We will be consulting with leaseholders to identify issues with the repairs and maintenance service and make improvements where necessary.</p>
<p>Thinking of last repair: keeping dirt and mess to a minimum</p> <p>STAR result: 62% satisfied</p>					
<p>Thinking of last repair: service you received on this occasion</p> <p>STAR result: 62% satisfied</p>					
<p>Leaseholders satisfaction with service charge providing value for money</p> <p>STAR result: 55% satisfied</p>	<p>Increase leaseholder satisfaction that service charge represents value for money</p>	<p>Consult with leaseholders regarding service charges and how they are calculated</p>	<p>2013/14</p>	<p>SB</p>	<p>We will be consulting with leaseholders on their service charges as part of wider consultation. Further information of service charge will be included in new Leaseholder Handbook.</p>

Supported Housing tenants					
<p>Extent to which Supported Housing tenants feel parking is a problem in their neighbourhood</p> <p>STAR result: 31% feel is a major problem</p>	<p>Improve quality of parking for our tenants and residents</p>	<p>Housing are part of a corporate project and are contributing 100K to the budget to look at improvement, prevention and traffic order controls</p>	<p>2013/14</p>	<p>SS</p>	<p>Four priority sites have been identified, with a number of additional sites coming forward. Consultation with residents is currently underway. Housing has provided £100K towards the scheme and will provide further funding as the project progresses.</p>
<p>Satisfaction with area bordering tenants home: maintenance of planted areas</p> <p>STAR result: 60% satisfied</p>	<p>Improve maintenance of planted areas to increase satisfaction levels.</p>	<p>Service Level Agreement to be developed with Clean Safe and Green (CSG)</p> <p>Recruit tenants in blocks of flats/supported housing schemes to monitor the standard of work</p>	<p>March 2014</p>	<p>SS</p>	<p>Work on the development of a Service Level Agreement with Clean, Safe and Green is currently underway.</p> <p>Tenants to monitor once SLA in place</p>
<p>Percentage of Supported Housing tenants with internet access at home</p> <p>STAR result: 76% have no internet access</p>	<p>Improve accessibility of internet access for Supported Housing tenants</p>	<p>Install internet enabled computers in every Supported Housing Scheme and provide training to tenants as required.</p>	<p>2013/14</p>	<p>DC</p>	<p>Computers will be installed in all Supported Housing Schemes during 2013/14.</p> <p>A project run in partnership with Longdean School to provide computer skills training to residents of Gilbert Burnet House has proved very successful. We hope to expand the training to further schemes working with additional local schools.</p>
<p>Key to Responsible Officers: CL – Carolyn Leech, SD – Suzy Donaldson, SS – Simon Smith, JG – Jules Goodridge, ST- Steve Tarbox, SB – Sue Birrell, CF- Calvin Fisher, DC – Dharini Chandarana</p>					