



AGENDA ITEM: 7

SUMMARY

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	13 March 2013
PART:	1
If Part II, reason:	

Title of report:	STAR Satisfaction Survey Progress Update
Contact:	Councillor Margaret Griffiths, Portfolio Holder for Housing Responsible Officer: Elliott Brooks, Assistant Director, Housing
Purpose of report:	<ol style="list-style-type: none"> 1. To update the committee on how our STAR survey results compare to other housing service providers in our benchmarking group 2. To update the committee on our progress in delivering the STAR improvement plan
Recommendations	<ol style="list-style-type: none"> 1. That the committee note the information contained within the report
Corporate objectives:	<p>Improving customer satisfaction supports the Council's corporate objectives and help contribute to:</p> <ul style="list-style-type: none"> • Our community capacity • Resources and Value for Money • Enhancing our profile and reputation
Implications:	<u>Financial</u>
'Value For Money Implications'	<p>Any financial implications arising from the delivery of the Improvement Plan have already been identified within the budget.</p> <p><u>Value for Money</u></p> <p>Delivering service improvements helps ensure the maximum value for money for our tenants and leaseholders</p>

Risk Implications	Failure to act upon customer feedback and performance issues could impact upon the reputation of Dacorum Borough Council.
Equalities Implications	Equality Impact Assessment reviewed/carried out as part of STAR project.
Health And Safety Implications	None identified.
Consultees:	Tenants and Leaseholders
Background papers:	<p>STAR Survey 2012 – News and Views articles Winter 2011 http://www.dacorum.gov.uk/pdf/NV%20Winter%202011.pdf</p> <p>Summer 2012 http://www.dacorum.gov.uk/pdf/News%20and%20Views%20Summer%202012%20lr.pdf</p> <p>STAR Presentation to committee June 2012 http://www.dacorum.gov.uk/pdf/Housing%20-%202012-06-20%20-%20Presentation%20of%20STAR%20Results.pdf</p> <p>STAR progress report to committee Sept 2012 http://www.dacorum.gov.uk/pdf/Housing%20-%202012-09-12%20-%20STAR%20Progress%20&%20Responsive%20Repairs%20Satisfaction%20Questionnaires.pdf</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>STAR – Survey of Tenants and Residents</p> <p>STATUS - Standardised Tenant Satisfaction Survey</p>

1. Background

The STAR survey is a comprehensive satisfaction survey covering all aspects of the Housing Service. The purpose of the survey is to help identify areas of lower satisfaction so that improvements can be put in place to address them.





The STAR survey was issued to all our general need tenants, supported housing tenants and leaseholders in spring 2012. By surveying each group separately we could ensure that the individual needs of each could be identified so that targeted improvements could be put in place.




Prior to STAR, the last robust housing survey of our tenants and leaseholders was carried out in 2008 through the STATUS survey.

To ensure value for money the survey was administered in-house, following guidance from HouseMark. Several 'core' questions suggested by HouseMark were included in the survey to enable us to benchmark our results against other members, as demonstrated in the key findings below.

2. How does our performance compare?




The table below summarises how we have performed in the 'core' areas of the STAR Survey. The survey compares our performance with the 2008 STATUS Survey and other housing providers (through HouseMark Local Authority Benchmarking Club).

STAR Question	STAR result (2012) % satisfied	STATUS result (2008) % satisfied	HouseMark result – how do we compare	Comments
Overall satisfaction with the service provided by the Council as your Housing Landlord	88% overall - general need and supported housing tenants 71% - Leaseholders	79% 54%		Good performance compared to other housing providers with DBC ranking 9 out of 43 providers. Satisfaction has increased since 2008 STATUS Survey.
Overall satisfaction with quality of your home	80% overall - general need and supported tenants 82% - Leaseholders	75% 73%	 / 	Relatively weak performance compared to other housing providers (borderline lower/middle lower quartile performance) with DBC ranking mid table in 20 th place out of 43. Satisfaction has increased since 2008 STATUS Survey.
Satisfaction with your neighbourhood as place to live	88% overall - general need and supported housing tenants	80%		Strong performance compared to other housing providers with DBC ranking 8 out of

	79% - Leaseholders	58%		43. Satisfaction has increased since 2008 STATUS Survey.
Satisfaction that your rent/service charge provides value for money	81% overall - general need and supported tenants 55% Leaseholders	70% N/A		Average performance compared to other housing providers with DBC placed 13 th out of 43 providers. Satisfaction has increased since 2008 STATUS Survey.
Satisfaction with the way the Council as your landlord/owner of your freehold deals with repairs and maintenance	79% overall - general need and supported housing tenants 54% Leaseholders	69% 40%		Average performance compared to other housing providers ranking DBC 14 out of 43. Satisfaction has increased since 2008 STATUS Survey.
Satisfaction that the Council as your landlord/owner of your freehold listens to your views and acts upon them	63% overall - general need and supported housing tenants 41% Leaseholders	51% 32%		Satisfaction has increased since 2008 STATUS Survey ranking DBC 13 out of 43 providers.

Notes

Results for general need and supported housing tenants have been combined for HouseMark reporting purposes.

-  Upper/Middle upper quartile
-  Middle lower quartile
-  Lower quartile

HouseMark data 2011/12. Number in sample 43

STATUS Survey was only sent to a sample of tenants and leaseholders so direct comparison is not possible.

It is evident that rates of satisfaction have increased across the board since the 2008 STATUS Survey. Our performance against other housing providers in the sample is generally positive, with several areas achieving upper/middle upper quartile. We will be benchmarking our 2014 STAR Survey results against HouseMark and the 2012 survey and will report our progress to the committee.

3. STAR improvement Plan

The STAR improvement plan was developed to help address areas for improvement highlighted by the results of the survey. Some issues have arisen across all survey groups, such as the need for more parking provision, while others relate to particular

client groups. The improvement plan, together with an update on the progress we have made to date in meeting each objective can be found below.

We have and will continue to provide regular updates on how we are delivering the improvement plan in Housing News and Views.