## Appendix A

## STAR Improvement Plan progress April 2012 – December 2013

Improvement area	Objective	Action	By when?	Lead Officer	Update
Communicating effectively					
Extent to which tenants feel their views are being taken into account STAR result: • Tenants 60% satisfied	Ensure feedback from STAR and other consultation is acted upon. Publicise opportunities for tenants to get involved	<ul> <li>Include regular STAR update in News and Views</li> <li>Promote opportunities for involvement through:</li> <li>Tenants Conference</li> <li>News and Views (N&amp;V)</li> <li>Community events</li> </ul>	Quarterly <ul> <li>Annual</li> <li>Quarterly</li> <li>Ongoing</li> </ul>	CL/SD	<ul> <li>An update on progress in meeting STAR improvement plan objectives has been included in every edition of News and Views. This helps to ensure that our tenants and leaseholders are kept informed and demonstrates our commitment to improving the Housing service.</li> <li>Third annual Tenant and Leaseholder Day (conference) took place in September. Excellent feedback received and numbers attending have grown year on year.</li> </ul>
Contacting DBC in the last 12 months with a query other than service charges: was getting hold of right person easy or difficult STAR result: • Leaseholders Easy 53% (32% answered difficult)	Ensure we provide an accessible, efficient service to our leaseholders	<ul> <li>Publicise ways in which</li> <li>leaseholders can get in touch</li> <li>through: <ul> <li>News and Views</li> <li>Leaseholder Handbook</li> </ul> </li> </ul>	December 2013	SB	<ul> <li>Dedicated Service Charges team respond to queries promptly.</li> <li>Team featured in News and Views to encourage leaseholders to get involved an to publicise contact details.</li> <li>New leaseholders' handbook developed in consultation with leaseholders, includes separate contact sheet.</li> </ul>

Percentage of Supported Housing	Improve	Install internet enabled	December	DC/AV	Training has been held in some supported
tenants with internet access at	accessibility of	computers in every Supported	2013		housing schemes to help tenants get on
home	internet access	Housing Scheme and provide			line. The installation of internet enabled
	for Supported	training to tenants as required.			computers in all supported housing
STAR result:	Housing tenants				schemes is a priority within the new Digital
Supported Housing					Inclusion Strategy.
76% have no internet access					
Neighbourhood issues					
Extent to which tenants feel	Improve quality	Support corporate parking	December	AV/SS	A parking strategy for housing land will be
parking is a problem in their	of parking for our	project to look at improvement,	2013		launched in December following
neighbourhood	tenants and	prevention and traffic order			consultation with the Housing
	leaseholders	controls.			Maintenance and Environment Committee
STAR result:					(HMEC). The strategy will address issues
Tenants					associated with anti-social parking and
40% feel is major problem					provide additional parking provision.
Leaseholders					
30% feel is major problem					Work on the first supported housing
• Supported Housing					scheme (Elizabeth House) has recently
31% feel is a major problem					commenced. Work on the remaining nine
					schemes/high rise blocks will follow with a
					completion date of March 2014.
Extent to which tenants feel	Reduce rubbish	Introduce litter picks as	Ongoing	JG	Local area walkabouts available on request.
rubbish or litter is a problem in	and litter within	part of the local area			
their neighbourhood	neighbourhoods	walkabouts			Consultation is to be undertaken with the
	and improve	Work with street			Tenant and Leaseholder Committee (TLC)
STAR result:	reporting	champions to ensure			shortly to see if any partnership work can
Tenants	mechanisms	litter picking in area			be undertaken with street champions.
19% feel is major problem					
Leaseholders					
23% feel is major problem					

Grounds maintenance and cleaning						
Tenants satisfaction with maintenance of planted areas STAR result: • Tenants 60% satisfied • Leaseholders 51% satisfied • Supported Housing	Improve maintenance of planted areas to increase satisfaction levels.	Å	Service Level Agreement to be developed with Clean Safe and Green (CSG) Recruit tenants in blocks of flats to monitor the standard of work.	December 2013	SS/AV CL	Service Level Agreement has been developed with Clean, Safe and Green and will be operational from March 2014. A campaign to recruit tenants to assist with the monitoring of work will commence shortly.
60% satisfied Tenants living in flats: satisfaction with cleaning of internal communal areas STAR result: • Tenants	Improve monitoring arrangements for cleaning service. Communicate	<b>A</b>	Install signs in all blocks detailing cleaning schedule for completion by cleaners. Issue service standards booklet to all residents	December 2013	ST	Signs have been installed in all blocks detailing areas to be cleaned. Cleaners record details of cleaning carried out at every visit. All cleaning staff carry devises which help to monitor when visits have taken place. Cleaning supervisors have also been issued
<ul> <li>64% satisfied</li> <li>Leaseholders 57% satisfied</li> <li>Tenants living in flats: satisfaction with cleaning of external communal areas</li> <li>STAR result:         <ul> <li>Tenants</li> </ul> </li> </ul>	level of service tenants should expect to receive.	>	Service quality to be monitored through Housing Maintenance and Environment Committee (HMEC) and local residents.			<ul> <li>with tablets which provide details of all quality inspections carried out.</li> <li>A service standards booklet has been issued to all tenants detailing the service they should expect to receive. Cleaning schedules detailing when cleaning will be carried out have also been made available on our website.</li> </ul>
<ul> <li>51% satisfied</li> <li>Leaseholders 40% satisfied</li> </ul>						Updates on how the service is performing have been provided in News and Views. Updates have also been provided to the HMEC, who will continue to monitor progress.

Repairs and maintenance					
Thinking about your property, block or	Increase	Consult with leaseholders on	December	CF/SB	Leaseholder Group meetings will be re-
scheme: external building repairs and maintenance	leaseholder satisfaction with	repairs and maintenance as part of Leaseholder Service	2013		launched following distribution of Leaseholder Handbook.
	repairs and	Review.			
STAR result:	maintenance				Initial kick-start meeting planned to help
Leaseholders	service				identify what the issues are. Meetings will
42% satisfied	_				then follow focussing on a different issue each time.
Satisfaction with way DBC as owner of freehold deals with repairs and					
maintenance					Representatives from service areas will be
					invited to the meetings as appropriate to
STAR result:					answer questions/assist.
Leaseholders					
54% satisfied Thinking of last repair: time taken before	_				
work started					
STAR result:					
Leaseholders					
49% satisfied Thinking of last repair: overall quality of	-				
work					
STAR result:					
Leaseholders					
41% satisfied					

Thinking of last repair: repair being done	Increase	Consult with leaseholders on	December	CF/SB	Leaseholder Group meetings will be re-
right first time	leaseholder satisfaction with	repairs and maintenance as part of Leaseholder Service	2013		launched following distribution of Leaseholder Handbook.
STAR result:	repairs and	Review.			
• Leaseholders 53% satisfied Thinking of last repair: keeping dirt and	maintenance service				Initial kick-start meeting planned to help identify what the issues are. Meetings wil then follow focussing on a different issue
mess to a minimum					each time.
STAR result: • Leaseholders 62% satisfied Thinking of last repair: service you received on this occasion STAR result: • Leaseholders 62% satisfied					Representatives from service areas will be invited to the meetings as appropriate to answer questions/assist.
Value for Money					
Leaseholders satisfaction with service	Increase	Consult with leaseholders	December	SB	Queries regarding service charges are
charge providing value for money	leaseholder satisfaction that	regarding service charges and how they are calculated.	2013		responded to in depth. Credits are agreed where charges are deemed unreasonable.
STAR result:	service charge				Accounts are put on hold while
Leaseholders	represents value				investigations are carried out to ensure no
55% satisfied	for money				reminders are issued until a final response has been given.

CL – Carolyn Leech, SD – Suzy Donaldson, SS – Simon Smith, AV – Andy Vincent, JG – Jules Goodridge, ST- Steve Tarbox, SB – Sue Birrell, CF- Calvin Fisher,

DC – Dharini Chandarana