

Appendix A

STAR Improvement Plan progress April 2012 – December 2013

Improvement area	Objective	Action	By when?	Lead Officer	Update
Communicating effectively					
<p>Extent to which tenants feel their views are being taken into account</p> <p>STAR result:</p> <ul style="list-style-type: none"> • Tenants 60% satisfied 	<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 	<p>Quarterly</p> <ul style="list-style-type: none"> • Annual • Quarterly • Ongoing 	<p>CL/SD</p>	<p>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.</p> <p>Third annual Tenant and Leaseholder Day (conference) took place in September. Excellent feedback received and numbers attending have grown year on year.</p>
<p>Contacting DBC in the last 12 months with a query other than service charges: was getting hold of right person easy or difficult</p> <p>STAR result:</p> <ul style="list-style-type: none"> • Leaseholders Easy 53% (32% answered difficult) 	<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>December 2013</p>	<p>SB</p>	<p>Dedicated Service Charges team respond to queries promptly.</p> <p>Team featured in News and Views to encourage leaseholders to get involved and to publicise contact details.</p> <p>New leaseholders' handbook developed in consultation with leaseholders, includes separate contact sheet.</p>

<p>Percentage of Supported Housing tenants with internet access at home</p> <p>STAR result:</p> <ul style="list-style-type: none"> • Supported Housing 76% have no internet access 	<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>December 2013</p>	<p>DC/AV</p>	<p>Training has been held in some supported housing schemes to help tenants get on line. The installation of internet enabled computers in all supported housing schemes is a priority within the new Digital Inclusion Strategy.</p>
<p>Neighbourhood issues</p>					
<p>Extent to which tenants feel parking is a problem in their neighbourhood</p> <p>STAR result:</p> <ul style="list-style-type: none"> • Tenants 40% feel is major problem • Leaseholders 30% feel is major problem • Supported Housing 31% feel is a major problem 	<p>Improve quality of parking for our tenants and leaseholders</p>	<p>Support corporate parking project to look at improvement, prevention and traffic order controls.</p>	<p>December 2013</p>	<p>AV/SS</p>	<p>A parking strategy for housing land will be launched in December following consultation with the Housing Maintenance and Environment Committee (HMEC). The strategy will address issues associated with anti-social parking and provide additional parking provision.</p> <p>Work on the first supported housing scheme (Elizabeth House) has recently commenced. Work on the remaining nine schemes/high rise blocks will follow with a completion date of March 2014.</p>
<p>Extent to which tenants feel rubbish or litter is a problem in their neighbourhood</p> <p>STAR result:</p> <ul style="list-style-type: none"> • Tenants 19% feel is major problem • Leaseholders 23% feel is major problem 	<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>Local area walkabouts available on request.</p> <p>Consultation is to be undertaken with the Tenant and Leaseholder Committee (TLC) shortly to see if any partnership work can be undertaken with street champions.</p>

Repairs and maintenance					
<p>Thinking about your property, block or scheme: external building repairs and maintenance</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 42% satisfied 	<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>December 2013</p>	<p>CF/SB</p>	<p>Leaseholder Group meetings will be re-launched following distribution of Leaseholder Handbook.</p> <p>Initial kick-start meeting planned to help identify what the issues are. Meetings will then follow focussing on a different issue each time.</p> <p>Representatives from service areas will be invited to the meetings as appropriate to answer questions/assist.</p>
<p>Satisfaction with way DBC as owner of freehold deals with repairs and maintenance</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 54% satisfied 					
<p>Thinking of last repair: time taken before work started</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 49% satisfied 					
<p>Thinking of last repair: overall quality of work</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 41% satisfied 					

<p>Thinking of last repair: repair being done right first time</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 53% satisfied 	<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>December 2013</p>	<p>CF/SB</p>	<p>Leaseholder Group meetings will be re-launched following distribution of Leaseholder Handbook.</p> <p>Initial kick-start meeting planned to help identify what the issues are. Meetings will then follow focussing on a different issue each time.</p> <p>Representatives from service areas will be invited to the meetings as appropriate to answer questions/assist.</p>
<p>Thinking of last repair: keeping dirt and mess to a minimum</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 62% satisfied 					
<p>Thinking of last repair: service you received on this occasion</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 62% satisfied 					
<p>Value for Money</p>					
<p>Leaseholders satisfaction with service charge providing value for money</p> <p>STAR result:</p> <ul style="list-style-type: none"> Leaseholders 55% satisfied 	<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>December 2013</p>	<p>SB</p>	<p>Queries regarding service charges are responded to in depth. Credits are agreed where charges are deemed unreasonable. Accounts are put on hold while investigations are carried out to ensure no reminders are issued until a final response has been given.</p>
<p>Key to Responsible Officers: 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</p>					