

---

---

|                                    |   |                                    |
|------------------------------------|---|------------------------------------|
| <b>REPORT TO:</b>                  | <b>HOUSING AND COMMUNITY<br/>SERVICES COMMITTEE</b> | <b>AGENDA ITEM: 7</b>              |
| <b>DATE OF<br/>MEETING:</b>        | <b>12<sup>TH</sup> MARCH 2009</b>                   | <b>CATEGORY:<br/>DELEGATED/</b>    |
| <b>REPORT FROM:</b>                | <b>DIRECTOR OF COMMUNITY<br/>SERVICES</b>           | <b>OPEN</b>                        |
| <b>MEMBERS'<br/>CONTACT POINT:</b> | <b>RICHARD KNOTT (595940)</b>                       | <b>DOC:</b>                        |
| <b>SUBJECT:</b>                    | <b>STATUS TENANT SATISFACTION<br/>SURVEY</b>        | <b>REF:</b>                        |
| <b>WARD(S)<br/>AFFECTED:</b>       | <b>ALL</b>  | <b>TERMS OF<br/>REFERENCE: HCS</b> |

---

---

## **1.0 Recommendations**

- 1.1 Members to be aware of the results of the STATUS Tenant Satisfaction Survey 2008.

## **2.0 Purpose of Report**

- 2.1 To inform members of the results of the STATUS Tenant Satisfaction Survey 2008.

## **3.0 Detail**

- 3.1 Local Authorities, Arms Length Management Organisations (ALMOs) and other Registered Social Landlords (RSLs) with ownership of 1,000 or more general needs dwellings are required by Communities & Local Government (CLG) to carry out a survey of tenants using a standard survey template every two years.
- 3.2 The survey is designed to return levels of satisfaction for services through a series of some forty plus questions.
- 3.3 Overall satisfaction for services delivered to general needs tenants is reported as an indicator value for National Indicator (NI) 160 Local authority tenants' satisfaction with landlord services. This has replaced Best Value Performance Indicator (BVPI) 74a satisfaction of tenants of council housing with the overall service provided by their landlord.
- 3.4 All South Derbyshire District Council Tenants were surveyed between September and October 2008 to return figures for NI 160 and overall tenant satisfaction so that comparisons could be made with the 2006 result. 2086 completed survey forms were returned. This represented a response rate of 67.82% of tenanted properties. In any terms this is an extremely high response rate to a written survey.
- 3.5 The previous STATUS Tenant Satisfaction Survey was carried out in 2006 and overall satisfaction for BV74a was returned as 89% for both general needs and sheltered tenants. This was recorded and recognised nationally as the fifth highest rating of satisfaction in the Local Authority sector.

- 3.6 The 2008 survey has returned overall satisfaction of both general needs and sheltered tenants at 90.60%. An overall increase of approaching 2% on levels of satisfaction recorded in 2006.
- 3.7 The 2008 survey has returned overall satisfaction levels amongst general needs tenants at 87.90% satisfied and sheltered tenants at 94.80% satisfied.
- 3.8 NI 160 will be reported to CLG in January as 87.90% for general needs tenants only. There is no comparison to satisfaction of general needs tenants in 2006 as the results were not required to be split by tenant groups.
- 3.9 A national comparison will be made in the spring of 2009 following publication of national results by CLG. A further report, identifying SDDC in the national hierarchy, will be submitted to committee to publish the national results at that time.
- 3.10 The Council took the opportunity to ask three additional questions in the survey. Of particular interest was the outcome of question 35 which asked, 'If Housing Services were able to fund other additional services which would be the three most important to you'? Whilst tenants are satisfied with kitchen and bathroom renewals it was interesting to note that the top two most important responses were for Housing Services to provide gardening and decorating services.
- 3.11 Whilst overall tenant satisfaction with our services is high there are some areas highlighted in the report that require attention to maintain and improve our standards. Therefore Officers will be drawing up action plans to address these areas.
- 3.12 A summary of the report can be found in Appendix 1.

#### **4.0 Financial Implications**

- 4.1 None

#### **5.0 Corporate Implications**

- 5.1 The satisfaction figure is reported as NI 160, Local authority tenants' satisfaction with landlord services, which forms part of the Council wide suite of National Indicators.
- 5.2 The high return will contribute positively to the Council's performance in 2008 and supports the Council's commitment to 'Higher Quality Services'.

#### **6.0 Community Implications**

- 6.1 The result confirms our commitment to providing high levels of service, greater choice and increased satisfaction to our customers in South Derbyshire

#### **7.0 SDTF Comment**

- 7.1 The scheduling of SDTF meetings has not coincided with the production of reports for this committee.