

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 9
DATE OF MEETING:	7th MARCH 2019	CATEGORY: RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
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SUBJECT:	SURVEY OF TENANTS AND RESIDENTS (STAR) AND HOUSING SERVICES ANNUAL REVIEW	TERMS OF REFERENCE: HCS01
WARD(S) AFFECTED:	ALL	

1.0 Recommendations

- 1.1 That the Committee notes the findings of the benchmarking of the tenant satisfaction Survey of Tenants and Residents (STAR) survey.
- 1.2 That the Committee approves the actions outlined in 3.6 to 3.8 which have been produced in conjunction with tenants to address the issues raised through the survey.
- 1.3 That the Committee endorses the Housing Services Annual Review at Appendix 1 for publication.

2.0 Purpose of the Report

- 2.1 To outline to the Committee key actions developed with tenants to address the tenants' feedback emerging from the STAR survey and to report on how the Council's levels of satisfaction are benchmarked with other landlords across the country.
- 2.2 To present to the Committee, the Housing Services Annual Review for 2017/18, this outlines how the Council's Housing Services has performed during the year and details residents' satisfaction with those services.

3.0 Detail

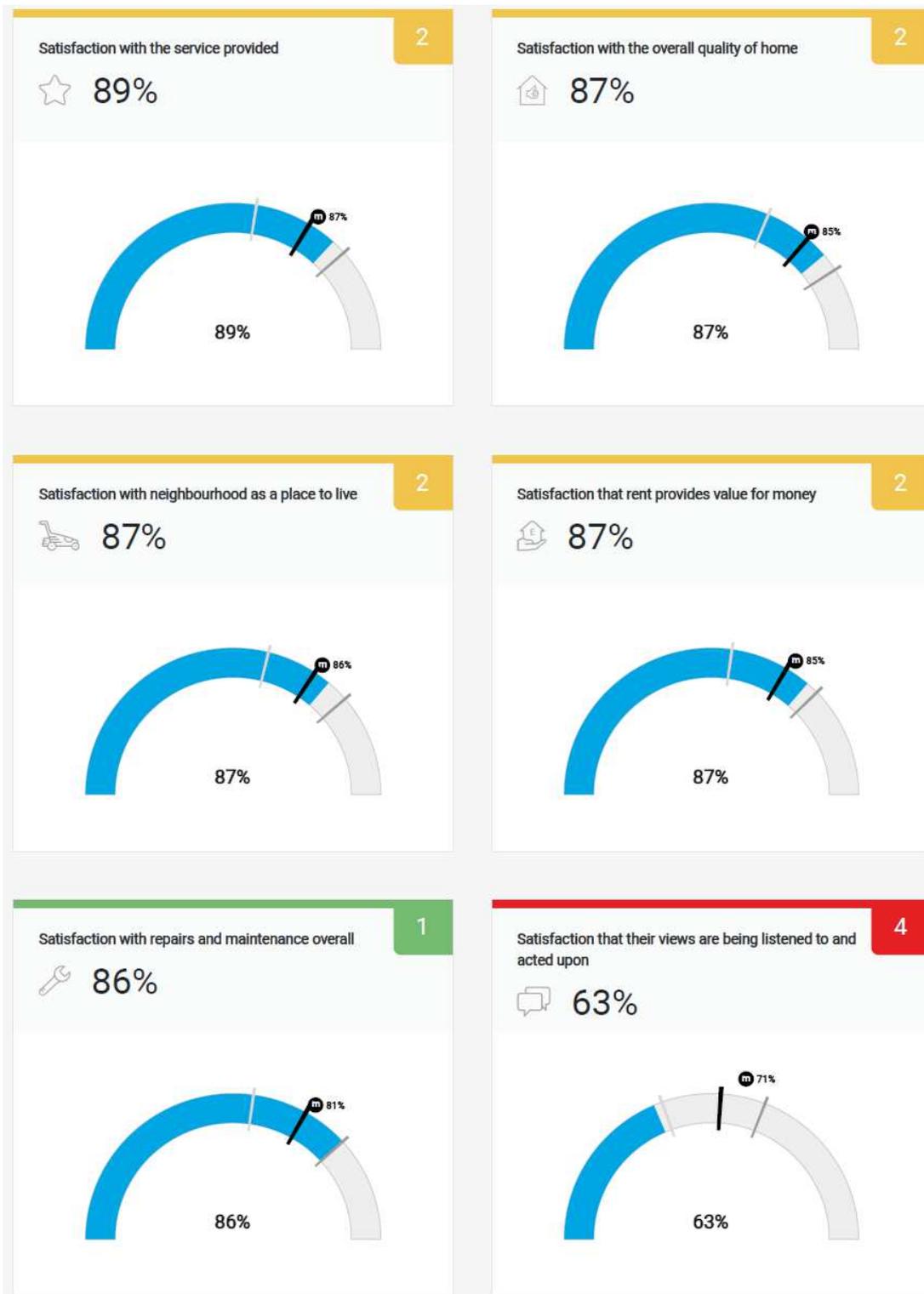
STAR Survey

- 3.1 In total 1,014 completed questionnaires were received, giving an excellent response rate of 34%. This was down on the Council's target figure and the 2015 response rate of 1,326 (45%) completed questionnaires, but still represents a sound and statistically reliable response rate to a survey of this type. The return rate ensures that the data is more robust than the confidence interval +/- 4% that HouseMark recommends for an organisation the size of South Derbyshire District Council for a

STAR Survey. As a membership organisation, HouseMark supports housing providers across the country to achieve improved performance and value for money (VFM) by comparing their performance information against other organisations.

HouseMark Benchmarking

- 3.2 The STAR survey contained six questions which allow Housing Services to benchmark the results through HouseMark. The results of the Council's STAR Survey have been benchmarked against 339 national organisations with HouseMark, The black 'm' symbol shows the median position for all benchmarked organisations and the Council's position is shown by the end of blue bar. The results of this benchmarking are shown below:



3.3 The results show the Council in upper and upper middle quartile position against all indicators except 'satisfaction that their views are being listened to' which is in lower quartile.

STAR Workshop and Action Plan

3.4 On 6 February, Officers held a workshop with tenants to discuss the STAR 2018 results. This workshop provided an opportunity to go through the key findings and agree additional actions to support the work already underway across Housing Services as outlined in the [report](#) taken to Committee on the 31 January

3.5 There were three key areas of focus emerging from the workshop. These are shown below with identified actions bulleted in each section:

3.6 **Communication** - how Housing Services keep tenants informed and involved in service delivery, listen and responds to feedback and regularly updates tenants on how services are performing. To do this, the Service will:

- Review the existing Community Engagement Strategy with tenants and develop approaches which meet the requirements now and in the future. This will include mechanisms to engage with tenants on a face-to-face basis, which also demonstrate value for money and provide opportunities to close the feedback loop. This will ensure that the Service is able to effectively listen to tenants' views and respond in a timely manner creating a relationship that is effective and transparent.
- Look at options for the collection of customer feedback on transactional service delivery that are focussed and transparent and provide data to enable officers to improve the service.
- Work with the Communications Team to develop tenant engagement through campaigns across a range of channels to convey and receive important and timely information to and from tenants.
- Build on the customer service training delivered during October and January with further support and information and develop internal communication for employees that put the tenant at the heart of everything the Council does.

3.7 **Estate Management** - how the Council maintains and improves the estates and the communities that these are based in. To do this, the Service will:

- Improve the specification and level of cleaning service for the communal areas and for void properties through the award of a new cleaning contract from the 1 April 2019. The new contract will also include greater opportunities for tenants to be involved and become part of the monitoring and development of further improvements.
- Work with tenants to develop an estate improvement plan to better manage the condition of the communal areas and condition of the estates.
- With tenants, undertake the monitoring of the service standards developed for the management of internal and external communal areas in March 2018.

3.8 **Repairs/Improvements** - Improve the way tenants can get actively involved in the Service:

- Implement the review of the Responsive Repairs completed by Housing Quality Network (HQN) with a three-year plan to improve the entire service focussing on:
 - A strategic approach to asset management, gas servicing and cyclical maintenance
 - Responsive Repairs
 - Void Repairs
 - Contract Management
 - Management of the Direct Labour Organisation (DLO)
- Deliver a number of short-term actions to improve services. This includes tenant involvement in the procurement of the new repairs contract, both in terms of

selecting the new contractor, selecting fixtures and fittings and involvement in the day-to-day management of the new contract.

- Invest in a number of capital works following the stock condition survey, which is the subject of a separate report to this Committee, to develop the security on estates, provide environmental enhancements and targeted improvement works to improve dwellings/blocks.

Annual Review

3.9 Housing Services has produced an Annual Review for tenants (shown in Appendix 1) which looks back at the performance from 2017/18. The Annual Review gives an overview of the Housing Service during the year. It includes an overview of the budget, how services performed during the year and how satisfied residents are with those services.

3.10 This report will then be shared with tenants and published on the Council's website.

4.0 Financial Implications

4.1 There are no financial implications associated with this report.

5.0 Corporate Implications

Employment Implications

5.1 None.

Legal Implications

5.2 None.

Corporate Plan Implications

5.3 Meeting the needs and aspirations of Council tenants is a key aim of the Housing Service and contributes to helping the Council deliver several Corporate Plan priorities including:

- O5 – Maintain customer focus
- PE1 – Enabling people to live independently
- PE2 – Protect and help support the most vulnerable including those affected by financial challenges.
- PL1 - Facilitate and deliver a range of integrated and sustainable housing and community infrastructure.

Risk Impact

5.4 The report highlights how the Council is performing in terms of the service it provides to its tenants and levels of satisfaction and links to risks SD3 – Safety standards and SD7 – Insufficient supply of affordable homes to meet Council needs relating to allocations and homelessness.

6.0 Community Impact

Consultation

- 6.1 The report is the follow up to STAR survey which was a consultation with all South Derbyshire District Council housing tenants in July 2018. Tenants were given two weeks to complete and return the questionnaire and tenants who did not respond were then sent a reminder survey. Responses were tracked and those who did not respond to either the initial mail out or the first reminder were sent a second reminder giving them a further two weeks to take part in the consultation. The consultation period ended on the 24 August 2018.

Equality and Diversity Impact

- 6.2 Information was collected on the age and gender of respondents, this data was used to analyse satisfaction levels by different groups so that the Council could understand any patterns and trends which needed to be addressed as part of future service delivery.

Social Value Impact

- 6.3 Taking the appropriate action to address any issues, will lead to improvements in service delivery. The report highlights how the Council is performing in meeting the needs of tenants who live in many of the diverse distinct communities across the district.

Environmental Sustainability

- 6.4 None

7.0 Background Papers

- 7.1 Housing Services Annual Review – Appendix 1