

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

POLICY DEVELOPMENT GROUP – MONDAY 12 FEBRUARY 2018

Report Title	STAR SURVEY REPORT
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Purpose of report	To provide an update of the outcome of the 2017 Housing STAR (Survey of Tenants and Residents) together with a summary of tenant perception and aspirations.
Council priorities	Homes and Communities
Implications:	
Financial/Staff	Not applicable
Link to relevant CAT	Not applicable
Risk Management	Not applicable
Equalities Impact Screening	Not applicable
Human Rights	None discernible
Transformational Government	Not applicable
Comments of Head of Paid Service	Report is satisfactory
Comments of Deputy Section 151 Officer	Unavailable to comment
Comments of Monitoring Officer	Report is satisfactory
Consultees	Tenants' and Leaseholders' Consultation Forum (27 November 2017)
Background papers	Final STAR Survey Report

Recommendations	TO PROVIDE COMMENTS AND NOTE THE FINDINGS FROM THE 2017 STAR SURVEY OF HOUSING TENANTS
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1.0 BACKGROUND

- 1.1 In July 2017, the biennial STAR survey of our Council tenants was undertaken. BMG Research were commissioned by the Council to undertake a postal survey in accordance with HouseMark guidelines. This provides the facility to benchmark the survey outcomes against other housing organisations who are members of HouseMark.

2.0 SUMMARY OF KEY FINDINGS

- 1.2 A sample of 1,900 randomly selected tenants, out of 4,178 occupied dwellings, at the time of survey, participated. 640 surveys were returned, which represents a return rate of 34% with a confidence interval of +/-3.57%. BMG Research have advised that the return rate is a good one and that the confidence interval achieved means that the results are statistically acceptable.
- 1.3 The table below compares the findings for the headline results between 2017 and the previous survey in 2015.

Housing overall satisfaction question	2017	2015
Overall service	82%	75%
Quality of the home	81%	80%
Neighbourhood as a place to live	86%	87%
Value for money on rent	84%	77%
Value for money on service charge	62%	61%
How NWLDC deals with repairs and maintenance	68%	61%
Council listening to views and acts upon them	54%	52%
Overall appearance of the neighbourhood	78%	76%
The way the Council deals with anti-social behaviour	59%	56%
Gas servicing arrangements	83%	84%

- 1.4 Respondents were asked to select up to three service priorities, from a list provided, which they consider as most important.

Service priorities	2017	2015
Repairs and maintenance	75%	75%
The overall quality of your home	56%	62%
Neighbourhood as a place to live	33%	30%
Keeping residents informed	28%	28%
Value for money for your rent	28%	30%
Listen to views and acting on them	26%	27%
Building new homes for rent	21%	N/A
Dealing with anti-social behaviour	20%	17%
Support on benefits and rent	11%	13%

- 2.4 In the following sections the report focuses on the most important findings and provides the 2015 data for comparison, where the equivalent questions were included in the survey.

3.0 STAR SURVEY KEY FINDINGS

3.1 Housing Services

- 3.1.1 82% of Council tenants are satisfied with the overall service provided by Housing as a landlord. This is significantly higher than the 2015 survey when 75% were satisfied, which is very positive and shows that perceptions of the Housing service have improved over the past two years. One in ten respondents are dissatisfied (10%) with the overall service provided, which is below the 2015 level (14%).
- 3.1.2 81% of respondents also expressed satisfaction with the quality of their home, which was broadly in line with 2015 (80%). The key driver analysis undertaken by BMG Research suggests that to improve perceptions further the Council will need to focus in particular on the quality of home and the repairs and maintenance service. This is further evidenced based on the service priorities identified by tenants in section 3.6.2 below.
- 3.1.3 Over nine in ten respondents stated that they would recommend the Council as a housing provider. All areas have high levels of advocacy, with Oakthorpe and Donisthorpe tenants displaying the lowest at 85%. Under 35's are the age group least likely to recommend the Council as a housing provider (86%) however this is not significantly lower.

3.2 Repairs and Maintenance

- 3.2.1 68% of tenants are satisfied with the way the Council deals with repairs and maintenance. This is significantly higher than the 2015 result (61%) but it is recognised that further improvement is required.
- 3.2.2 For those who have received a repair in the past 12 months, tenant perception has improved, as indicated in the table below. Eight in ten workers showed proof of identity, with 84% of appointment being kept. Over three quarters of the respondents said they found it easy to contact the repairs call centre.

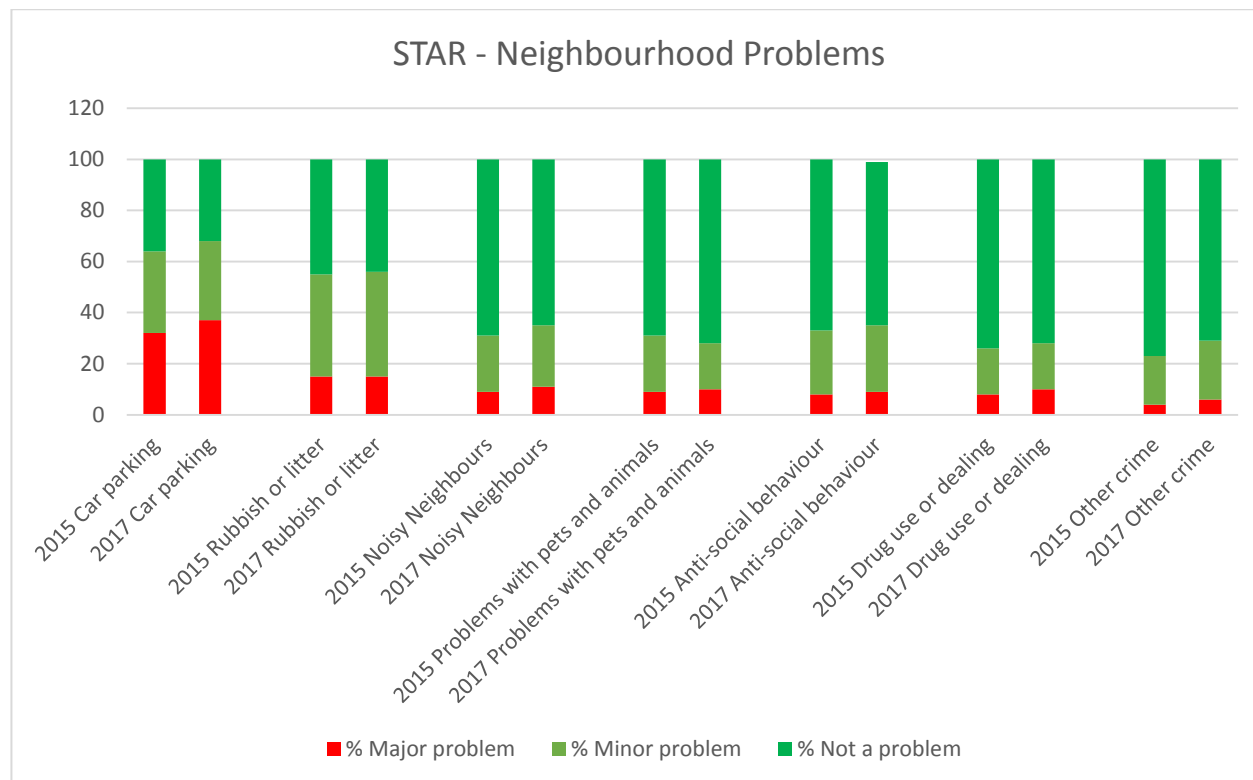
Repairs satisfaction question	2017	2015
Being able to make an appointment	80%	71%
Being told when workers would call	85%	78%
Time taken before work started	72%	65%
Attitude of workers	89%	87%
Keeping dirt and disturbance to a minimum	84%	79%
The contractors doing the job you expected	74%	70%
Speed of completion of work	79%	73%
Repair being done 'right first time'	68%	64%
Overall quality of repair work	82%	76%
The overall repairs service your received on this occasion	74%	70%

3.3 Neighbourhood Problems

- 3.3.1 Most respondents (86%) were satisfied with their neighbourhood as a place to live, and a further 78% were satisfied with the overall appearance of their neighbourhood. These were in line with those found in 2015, when 87% were satisfied with their neighbourhood as a place to live and 76% satisfied with the appearance of their neighbourhood.
- 3.3.2 Respondents were given a list of seven neighbourhood problems for them to indicate the extent of the issues in their neighbourhood. Combining major and minor issue responses, Car parking (68%), rubbish or litter (56%), and anti-social behaviour (35%) remain to be

the top 3 problem areas identified by tenants. Just under six in ten (59%) stated that they were satisfied with how the Council deals with anti-social behaviour, which is higher than the 2015 results (56%), but attention will be focused on making further improvements.

3.3.3 The graph below demonstrates the extent of these neighbourhood problems based on tenant perception for the past 2 years.



3.4 Complaints

3.4.1 60% of those completing the survey were aware of the Council's formal complaints procedure, although only 11% of respondents had made a formal complaint in the last 12 months. Respondents who have complained in the past 12 months were asked to rate various aspects of their complaint experience.

3.4.2 Ease of making complaint was the most positive measure, with 62% of respondents satisfied, although this was a 7% decline from the 2015 survey. The information and advice provided by staff was the second best performing measure, with 53% satisfaction, but that had also declined since 2015 (56%). Whilst over half (52%) of respondents were dissatisfied with the speed of dealing with their complaint.

3.4.3 A summary of the responses to the questions focused on complaints is provided in the table below. Clearly, work is needed to address the poor perception of complaints handling, which is being addressed as part of the business planning process for the forthcoming year.

Complaints satisfaction question	2017	2015
How easy was it to make your complaint	62%	69%
The information and advice provided by the staff	53%	56%
How well you were kept informed about the progress of your complaint	33%	39%

The support you received while your complaint was being dealt with	35%	34%
The speed with which your complaint was dealt with	36%	34%
The way your complaint was handled	38%	38%
The final outcome of your complaint	44%	40%

3.5 Communication

- 3.5.1 54% of respondents stated that they were satisfied that the Council listened to their views, with 21% being dissatisfied. That represents an increase in satisfaction from 52% in 2015, indicating a need to drive up performance further.
- 3.5.2 57% of those that completed the survey said they have not contacted the housing service in the last 12 months but 88% of those that did make contact were satisfied with the courtesy of staff. The most common reason for dissatisfaction with their contact experience was with the final outcome, where 23% quoted that as the reason.
- 3.5.3 The table below shows the satisfaction ratings for the separate questions posed in respect of customer contact.

Communication satisfaction question	2017	2015
Getting hold of the right person	71%	74%
The ability of staff to quickly and efficiently deal with queries	72%	73%
The courtesy of the staff you spoke to	88%	85%
The ability of the staff to deal with whole query	74%	N/A
The final outcome of your query	72%	66%

4.0 NEXT STEPS

- 4.1 The full findings from the survey will be analysed and then used to inform the 2018-19 Housing business planning process, which is designed to continually improve the service. This will be followed by a further STAR survey in 2019.
- 4.2 Full findings from the survey will be published on the Council's website.
- 4.3 Benchmarking analysis will be undertaken in the near future. At the time of writing, only a very limited number of organisations had published recent STAR survey data but as that increases it will be possible to make meaningful comparisons.