

Note for Scrutiny Panel 5<sup>th</sup>December 2013.

1. STAR - Methodology

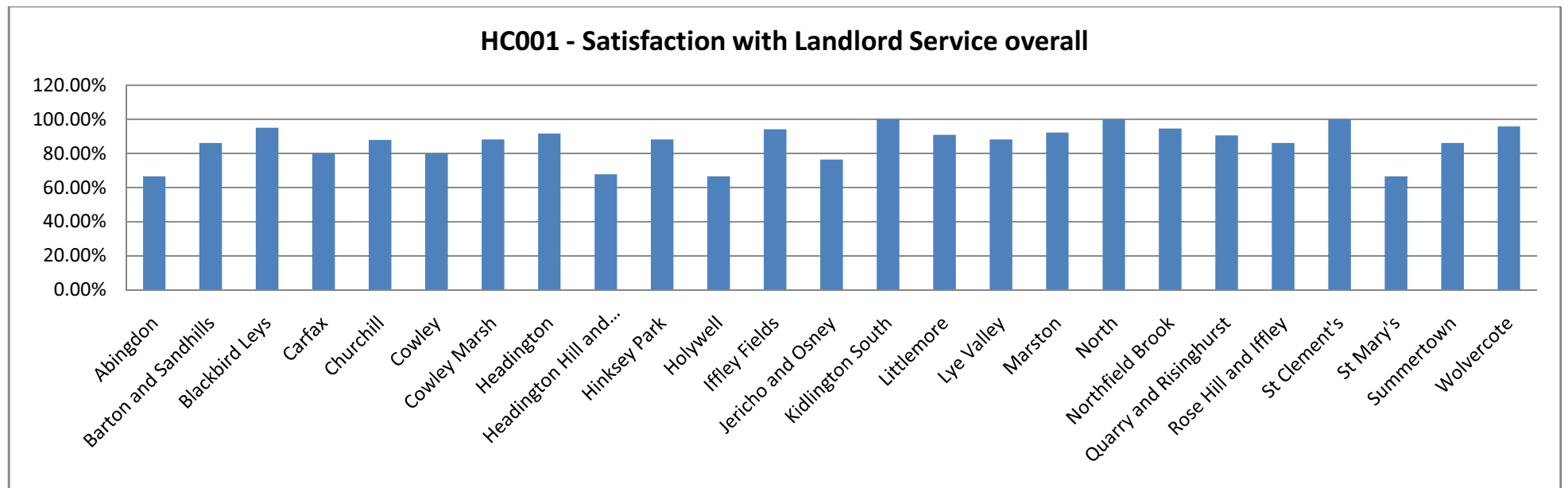
- i. STAR is a standard survey used to measure tenant and leaseholder satisfaction with housing services across a number of areas. STAR replaced the previous statutory satisfaction survey STATUS which was abolished by the Department for Communities and Local Government (DCLG) in November 2010.
- ii. HouseMark offers a benchmarking service for the survey results. Social Housing providers submit their data voluntarily and do not all use the same questions. Providers are able to add or remove questions to suit their local requirements. The published results are for those core questions that everyone submits.
- iii. The survey is anonymous. We use an external agency to manage the process for us. The agency provides us with a final report and data tables for us to work with. The agency has confirmed that the level of responses received means that the results are statistically valid.
- iv. A sample of 1500 tenants and leaseholders is selected at random by the agency. The selected households receive a paper survey, along with an individual reference number (Found on you invitation letter) that allows access to a web version of the survey.
- v. The results for 2013 have not yet been validated so this report includes results from 2012 at section 4.

2. STAR – response data table

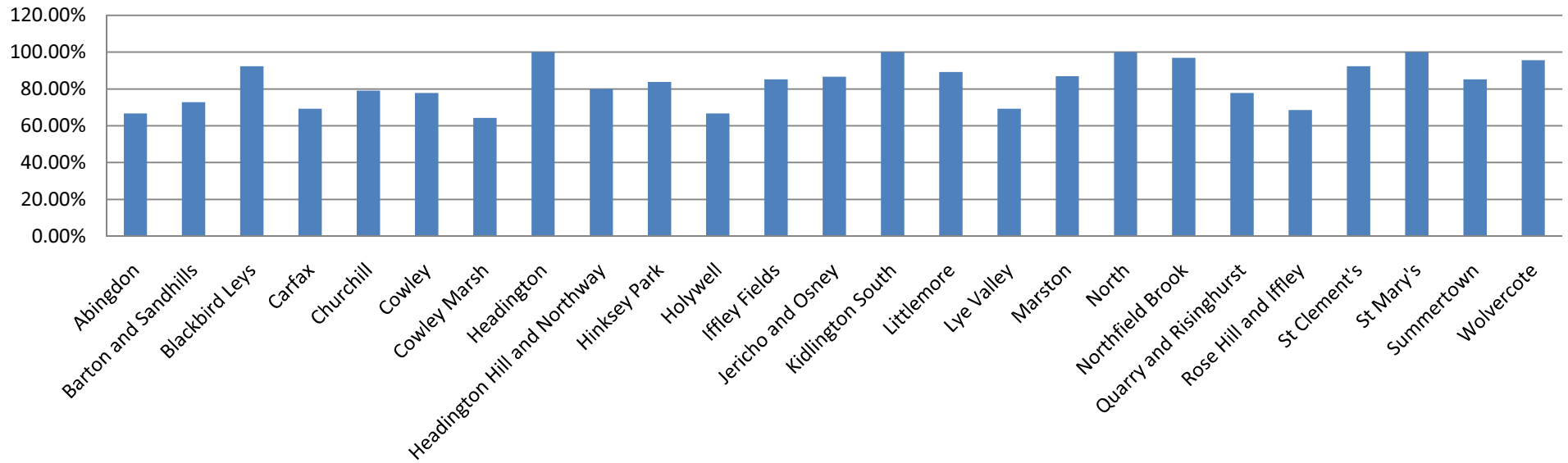
Total respondents	Abingdon	Barton and Sandhills	Blackbird Leys	Carfax	Churchill	Cowley	Cowley Marsh	Headington	Headington Hill and Northway	Hinksey Park	Holywell	Iffley Fields	Jericho and Osney	Kidlington South	Littlemore	Lye Valley	Marston	North	Northfield Brook	Quarry and Risinghurst	Rose Hill and Iffley	St Clement's	St Mary's	Summertown	Wolvercote
733	9	65	81	15	75	20	17	12	28	34	3	35	17	8	66	17	26	1	37	32	65	14	3	29	24

3. Key Performance Indicators and related STAR tables 2013 for Oxford City Council

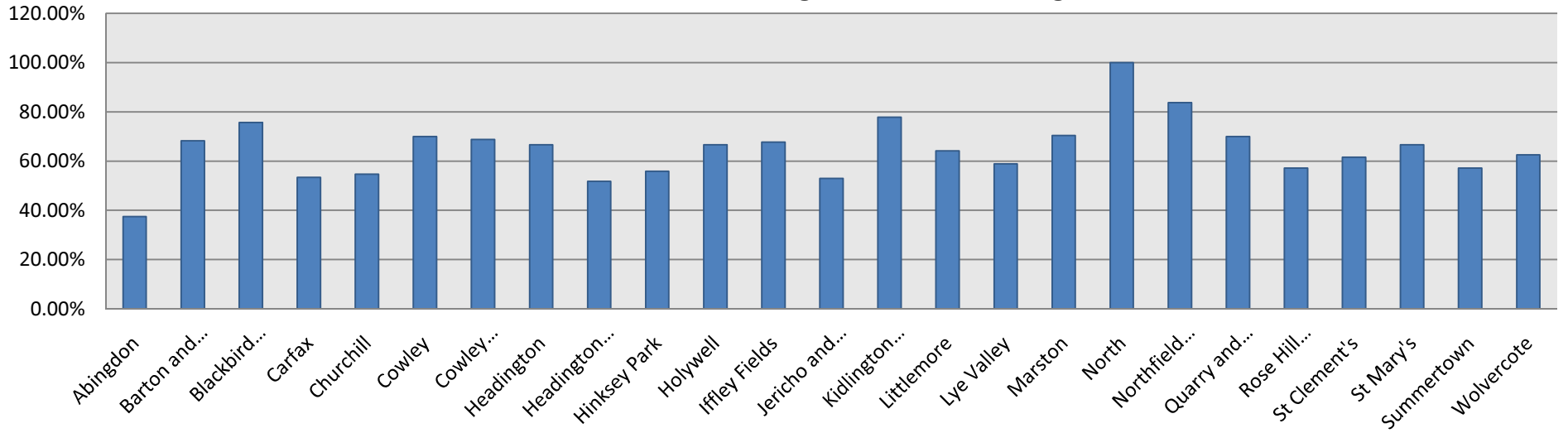
- HC001 –Tenants satisfied with Landlord Services – Overall result 88%.
- HC017 –Tenant satisfaction with their estates – Overall result 83%.
- HC022 –Tenants satisfied that Oxford City Council listens to their views and acts on them – Overall result 64%.
- HC024 –Tenants satisfied with Estate Services – Overall result 78%.

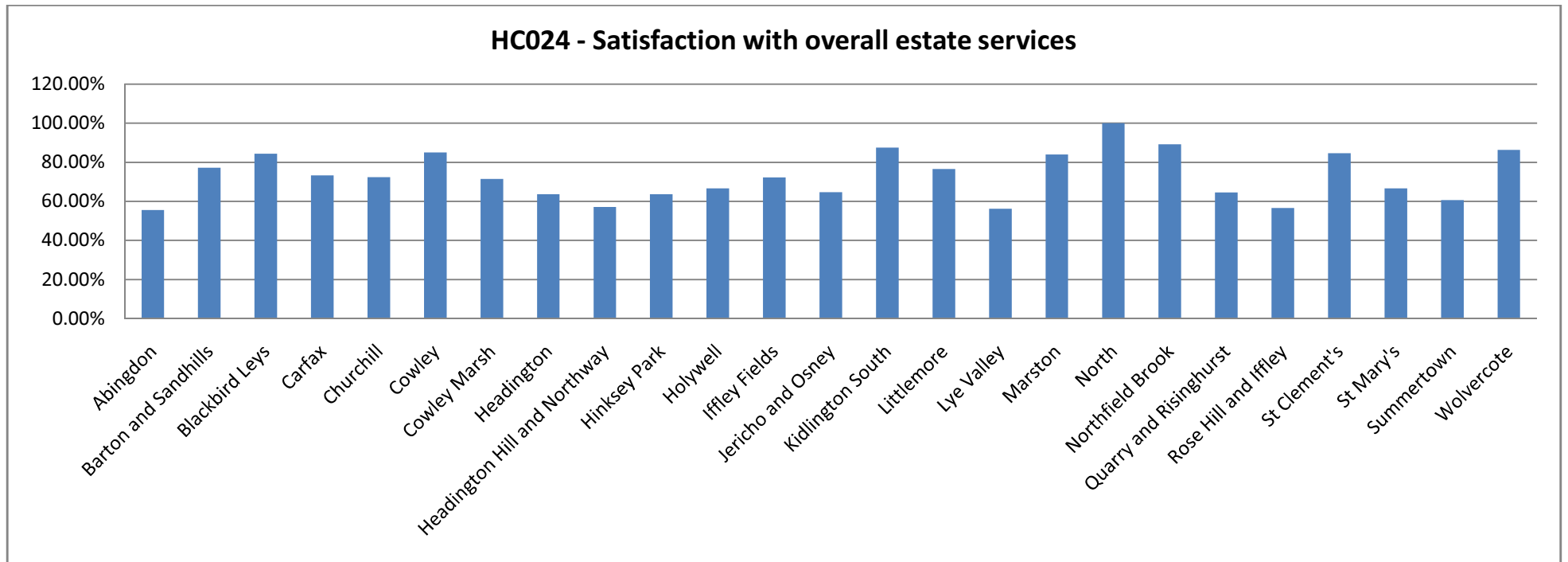


**HC017 - Satisfied with Estate as a place to live**



**HC022 - Satisfaction with listening to views and acting on them**





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4. We have extracted the following benchmark data from the HouseMark reports for 2012. **The data for 2013 has not yet been validated.**

<b>HC001 - Overall satisfaction</b>					
Taking everything into account, how satisfied or dissatisfied are you with the service provided by your Landlord?					
	Upper quartile %	Median %	Lower quartile %	<i>Oxford</i>	
<b>Combined positive score</b>					
General needs	88	85	80	<b>86</b>	<i>median</i>
Housing for older people	95	92	89	<b>90</b>	<i>median</i>

**HC017 - Neighbourhood**

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

	Upper quartile %	Median %	Lower quartile %	<i>Oxford</i>	
<b>Combined positive score</b>					
General needs	86	83	79	<b>78</b>	<i>lower</i>
Housing for older people	94	93	91	<b>91</b>	<i>lower</i>

**HC022 - Responding to residents' views**

How satisfied or dissatisfied are you that your social housing provider listens to your views and acts upon them?

	Upper quartile %	Median %	Lower quartile %	<i>Oxford</i>	
<b>Combined positive score</b>					
General needs	73	67	61	<b>60</b>	<i>lower</i>
Housing for older people	82	76	70	<b>69</b>	<i>lower</i>

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NB – the results for HC024 are not recorded in HouseMark.

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