

To: Housing Panel

Date: 22 January 2015

Report of: Head of Housing

Title of Report: STAR Survey Results 2014

Summary

Purpose of report: To report to members the outcomes of the STAR survey 2014

Key decision: No

Executive lead member: Councillor Scott Seamons

Report author: Gary Parsons

Policy Framework: Meeting Housing Needs

Appendices to report –

Appendix A – STAR Survey Satisfaction levels by Ward Maps

BACKGROUND

1. In February 2014, a report was presented to the Housing Panel on the outcomes of the 2013 STAR Survey, along with benchmarking data to illustrate how well Oxford City Council were performing compared with other organisations.
2. As part of the Housing Panel work programme in 2014/15 a report was requested to update the panel on the outcomes of the 2014 STAR survey.
3. This report illustrates the outcomes of the STAR Survey 2014, and illustrates benchmarking data with the 2013 outcomes, with direction of travel. To date Oxford City Council are waiting for benchmarking data with other organisations of similar size and capacity to ourselves so we have meaningful benchmarking data. The report will also cover some estate/geographical area

analysis to highlight any emerging issues at this level. Appendix A does illustrate for each of the benchmarking questions what the satisfaction levels are for each ward area (where statistical validity allows).

TENANT RESPONSE RATES

4. The table below highlights that overall the response rate overall was 4% lower than the 2013 STAR Survey responses, even though the total number of surveys issued was slightly higher. The total sample survey was 32% of the City Council's entire Housing Stock (2500 surveys from 7724 dwellings)
5. In relation to the survey responses, it is worth noting that the Sheltered Housing surveys were a complete census, so every sheltered housing property received a survey.

Oxford City Council STAR Survey responses						
Tenure	Surveys Sent		Returns		Response Rate	
	2013	2014	2013	2014	2013	2014
General Needs	2140	2255	620	572	29%	25%
Sheltered	280	245	125	103	45%	42%
Total	2420	2500	745	675	31%	27%

BENCHMARKING DATA

Measure	Benchmarking 2013			Oxford City Council 2013 Results	Oxford City Council 2014 Results	
	Top Quartile	Club Median	Bottom Quartile	Score	Score	Direction of Travel
Satisfaction with service provided by social housing provider	88.55	84.75	82.85	88.40	84.00	↓
Satisfaction with overall quality of their home	87.65	83.40	80.17	83.40	80.00	↓
Satisfaction with their neighbourhood as a place to live	87.55	85.70	82.80	82.60	80.00	↓
Satisfaction that their rent provides value for money	85.20	79.70	75.30	75.60	74.00	↓
Satisfaction that their service charges provide value for money	74.15	70.10	67.35	71.70	68.00	↓
Satisfaction with repairs and maintenance	85.03	79.85	74.80	87.40	83.00	↓
Dissatisfaction with repairs and maintenance	9.50	11.95	15.53	6.20	13.00	↓
Satisfaction with landlord over how they listen to their views and act upon them	75.25	66.50	63.15	64.30	63.00	↓
Satisfaction with landlord at keeping them informed about things that might affect them as a resident	85.70	85.50	79.83	78.00	78.00	↔

6. The table above illustrates that the STAR 2014 outcomes in terms of direction of travel have declined apart from keeping customers informed, which has stayed the same. Only one area remains between middle and top quartile, which is satisfaction with repairs. All the other areas currently remain between middle and bottom quartile.

7. It is also worth noting that satisfaction nationally amongst organisations is down on previous years.

Direction of Travel

8. The table below highlights the direction of travel with regards to satisfaction levels through the STAR Survey from 2006 to 2014. Apart from the exceptional year in 2006 when the survey first started, the City Council has experienced ups and downs in relation to direction of travel. Comparing the baseline in 2006, overall satisfaction is up, and so is satisfaction with repairs services.

Measure	Oxford City Council STAR Survey Results 2006-2014								
	2006	2008	Direction of Travel	2012	Direction of Travel	2013	Direction of Travel	2014	Direction of Travel
Satisfaction with service provided by social housing provider	80%	82%	↑	87%	↑	88%	↑	84%	↓
Satisfaction with overall quality of their home	83%	84%	↑	83%	↓	83%	↔	80%	↓
Satisfaction with their neighbourhood as a place to live	83%	81%	↓	80%	↓	83%	↑	80%	↓
Satisfaction that their rent provides value for money	77%	76%	↑	77%	↑	76%	↓	74%	↓
Satisfaction that their service charges provide value for money	n/a	n/a	n/a	71%	n/a	72%	↑	68%	↓
Satisfaction with repairs and maintenance	81%	86%	↑	82%	↓	87%	↑	83%	↓
Satisfaction with landlord over how they listen to their views and act upon them	85%	64%	↓	61%	↓	64%	↑	63%	↓
Satisfaction with landlord at keeping them informed about things that might affect them as a resident	86%	85%	↓	76%	↓	77%	↑	77%	↔

Perceptions of problems on estates

9. The top three problems have remained the same on most estates, which is car parking, Rubbish or Litter and Dog Fouling/Dog Mess. Noisy Neighbours has replaced Disruptive Teenagers this year however, and this could be a result of the work the ASBIT team do.

Problem	Tenants Perceptions (Major/Minor problem %)				
	2013 STAR Results		2014 STAR Results		Direction of Travel
	(%)	Rank	(%)	Rank	Rank
Car Parking	64%	1	73%	1	↔
Rubbish or Litter	59%	2	65%	2	↔
Dog Fouling/Dog Mess	52%	3	59%	3	↔
Noisy Neighbours	38%	6	53%	4	↑
Drug use or dealing	39%	5	47%	5	↔
Disruptive children/teenagers	40%	4	46%	6	↓
Noise from traffic	33%	7	45%	7	↔
Other crime	28%	10	44%	8	↑
Vandalism	32%	8	40%	9	↓
Drunk or rowdy behaviour	32%	8	39%	10	↓
Pets and animals	28%	10	38%	11	↓
People damaging your property	18%	13	25%	12	↑
Racial or other harassment	17%	14	24%	13	↑
Graffiti	19%	12	24%	14	↓
Abandoned or burnt out vehicles	11%	15	16%	15	↔

Perceptions of whether estates have improved or declined

10. Comparing 2013 with 2014 STAR Survey data, there is a very slight increase in perceptions that estates have improved (1% increase), however dissatisfaction has also increased by 4% compared to 2013.
11. In relation to estates, the areas where they feel their estates have declined the most are Blackbird Leys (18%), Littlemore (18%), Headington (16%) and Rosehill and Iffley (15%).

Figure 26: Perceptions of whether the estate has improved or declined (Valid tenant responses)

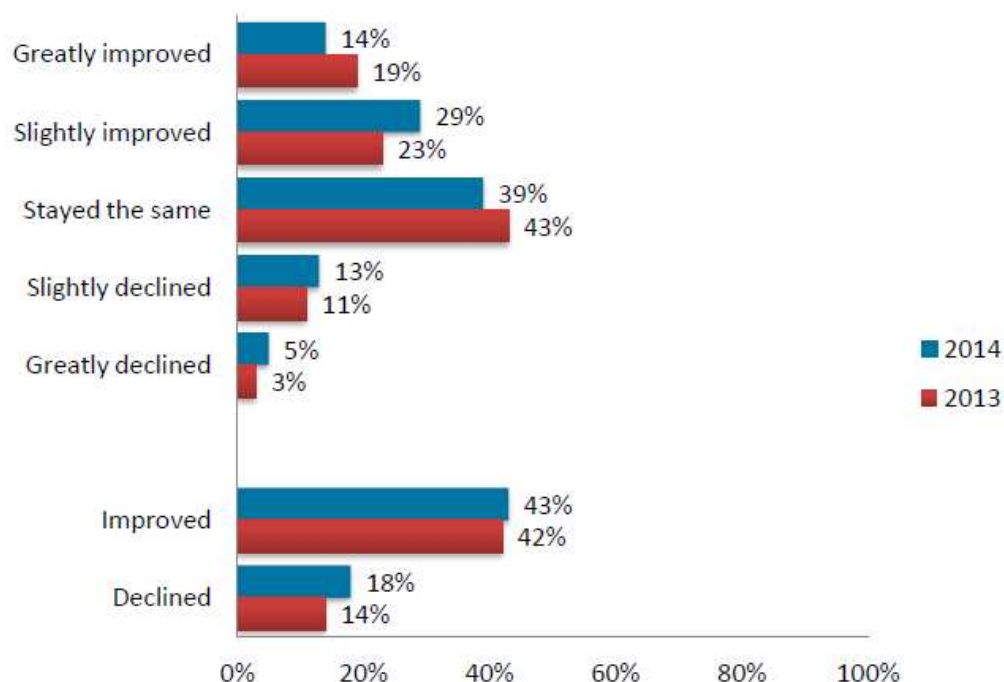


Table 17: Perceptions of whether the estate has improved or declined – by ward (Valid tenant responses)

Ward	% improved	% stayed the same	% declined
Northfield Brook (31)	72%	20%	8%
Rosehill and Iffley (55)	67%	18%	15%
Barton and Sandhills (45)	60%	31%	9%
Blackbird Leys (51)	55%	26%	18%
Churchill (44)	43%	43%	13%
Iffley Fields (38)	36%	53%	11%
Headington (31)	23%	61%	16%
Littlemore (43)	20%	62%	18%

Next Steps

12. Scrutiny Housing Panel notes the contents of this report.
13. Once benchmarking data is available for 2014, and other organisations data is comparable, a further report can be produced and presented to members, similar to that report provided in February 2014.
14. STAR Survey data for 2014 is currently being compared to Quality of Life survey information on areas affecting estates and certain regeneration areas.

It is hoped that if any correlations can be made, that this information will be used to help form the programmes work for 2015/16 for projects such as the Great Estates programme, and targeted at the regeneration areas where issues have been raised by households.

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List of background papers:

1. *STAR Survey 2014 Final Report*

Version number: 0.1

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