

To: City Executive Board

Date: 29 January 2015

Report of: Housing Panel (Panel of the Scrutiny Committee)

Title of Report: STAR Survey 2014

Summary and Recommendations

Purpose of report: To present recommendations from the Housing Panel on the STAR Survey 2014.

Key decision? No

Scrutiny Lead Member: Councillor Sam Hollick, Chair of the Housing Panel

Executive lead member: Councillor Scott Seamons, Executive Member Housing and Estate Regeneration

Policy Framework: Corporate Plan 2014-2018

Recommendations: That the City Executive Board:

1. Reviews the methodology used to measure tenant satisfaction, and aims to make personal contact with tenants in future.
2. Sets out its response to the STAR Survey 2014 results, including any improvement measures taken or planned.

Introduction

1. The Housing Panel reviewed the STAR Survey results 2014 at its meeting on 22 January 2015. The Panel would like to thank Nicola Griffiths for introducing this item and answering the Panel's questions.

Summary of the discussion

2. The Housing Panel noted the tenant satisfaction results were down across the board compared to last year. However, the City Council is awaiting data from other local authorities which should indicate whether this is a national trend.

3. The Panel noted that more tenants had been contacted in 2014 than in 2013 but returns were down. The Panel questioned why the sample size was small and suggested that door-knocking would be more effective than sending letters. The Panel heard that the STAR Survey is conducted by a consultation service but that there will be an opportunity to review this arrangement following the 2015 survey.

Recommendation 1 – That the City Executive Board reviews the methodology used to measure tenant satisfaction, and aims to make personal contact with tenants in future.

4. The Panel questioned how the results would be used and whether any improvements are planned in response.

Recommendation 2 – That the City Executive Board sets out its response to the STAR Survey 2014 results, including any improvement measures taken or planned.

Director and Board Member Comments

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List of background papers: None