

To: Cabinet
Date: 12 July 2023
Report of: Housing and Homelessness Panel
Title of Report: Tenant Satisfaction (STAR) Survey

| Summary and recommendations | |
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| Purpose of report: | To present Panel of the Scrutiny Committee recommendations for Cabinet consideration and decision |
| Key decision: | No |
| Scrutiny Lead Member: | Cllr Lizzy Diggins, Panel Chair |
| Cabinet Member: | Cllr Linda Smith, Cabinet Member for Housing |
| Corporate Priority: | Deliver More Affordable Housing; Support Thriving Communities |
| Policy Framework: | Housing, Homelessness and Rough Sleeping Strategy 2023-28 |
| Recommendation: That the Cabinet states whether it agrees or disagrees with the recommendations in the body of this report. | |

| Appendices | |
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| Appendix A | Draft Cabinet response to recommendations of the Scrutiny Committee |

Introduction and overview

1. The Housing and Homelessness Panel met on 05 July 2023 to consider a report concerning the results of the Tenant Satisfaction (STAR) Survey 2022. It was recommended that the Panel consider the report and agree any recommendations.
2. The Panel would like to thank Councillor Linda Smith (Cabinet Member for Housing), Nerys Parry (Head of Housing Services) and Patricia Andrade (Tenancy Management Manager) for attending the meeting to present and answer questions.

Summary and recommendations

3. Councillor Linda Smith, Cabinet Member for Housing introduced the report. The results of the Tenant Satisfaction (STAR) Survey 2022 had been positive overall, however there were a few areas for improvement which the Council would be focusing on – namely communications and repairs. Improvement work was already underway in respect of repairs, as new technology was due to be rolled out imminently which would enable tenants to log their own repairs on the system, which would streamline the process. Patricia Andrade, Tenancy Management Manager presented the survey’s key findings to the Panel.
4. The Panel asked a range of questions, including questions relating to how the Council planned to address any tenant dissatisfaction highlighted by the results; how the Council prioritised repairs to housing stock; survey methodology; and best practice within the identified areas for improvement.
5. The Panel was interested in understanding the total number of Council tenants in each of the City’s wards, as the current report did not make it easy for Members to ascertain whether the number of survey responses from their respective wards represented a large or small proportion of the total number of Council tenants in that ward. The Panel agreed that this would be a helpful inclusion in future reports.

Recommendation 1: That the Council includes information on the number of Council tenants per ward in future Tenant Satisfaction (STAR) Survey reports.

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