

# STROUD DISTRICT COUNCIL

## HOUSING COMMITTEE

28 MARCH 2023

|  |   |       |          |               |
|--|---|-------|----------|---------------|
| <b>Report Title</b>  | <b>Tenant Support &amp; Engagement</b>  |       |          |               |
| <b>Purpose of Report</b>                                       | To present the results and provide an analysis of the tenant's satisfaction surveys for general needs tenants.  |       |          |               |
| <b>Decision(s)</b>   | <b>The Committee RESOLVES to note the Tenant Satisfaction Survey results and actions moving forward.</b>  |       |          |               |
| <b>Consultation and Feedback</b>                               | The 2022 survey results and action plan will be fed back to tenants through café conversations, social media and the SDC website  |       |          |               |
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| <b>Options</b>   | None  |       |          |               |
| <b>Background Papers</b>                                       | None  |       |          |               |
| <b>Appendices</b>  | Appendix A – STAR Survey General Needs<br>Appendix B – STAR Survey Independent Living<br>Appendix C – ASB Leaflet<br>Appendix D – ASB Easy Read<br>Appendix E – Action Plan |       |          |               |
| <b>Implications (further details at the end of the report)</b> | Financial   | Legal | Equality | Environmental |
|  | No  | Yes   | No       | No            |

### 1. INTRODUCTION / BACKGROUND

- 1.1 Tenant Services undertake the STAR survey to understand tenants view of the service's we deliver. The analysis of the survey results assists us in understanding the services that are working well and those that we need to improve.
- 1.2 The survey was conducted by ARP Research, an independent company and took place during September /October 2022. Surveys were sent to all Independent Living tenants (totalling 718 households) and a randomly selected sample of 2000 general needs tenants.
- 1.3 In total there were 794 responses to the general needs survey which represented a response rate of 40% and 307 responses to the Independent Living survey which represented a response rate of 43%. The surveys saw an increased response rate compared to 2019.
- 1.4 Overall tenant satisfaction with the services provided by Stroud District Council has fallen to 70% compared to the 81% achieved in 2019, although it should be noted that the results for Independent Living have only fallen slightly since 2019 and these results will be used to form the action plan for the Independent Living Strategy 2023 – 2027.
- 1.5 The sector has seen suppressed results since the pandemic however the results have fallen below the Housemark benchmark average of other comparable landlords.

1.6 The dominant theme throughout the results is the repairs service and this has seen a 15% fall in satisfaction. Reasons for this score, cite outstanding jobs, delayed repairs and longstanding issues that have been repeatedly reported and incomplete work.

## **2. MAIN POINTS**

2.1 The quality of the home is a key driver for satisfaction and results show repairs and maintenance as an overriding theme for the low results with over a third requesting home improvements, with the most notable comment mentioned being damp & mould or condensation.

2.2 Cleanliness and maintenance of communal areas was also deemed below average with a score of 41%. This area will be discussed in consultation with tenants as currently not all our communal areas are cleaned by a contractor.

2.3 Response to repairs & maintenance is the strongest driver for overall satisfaction and scored a disappointing result of 55% for service overall. This area will be a priority for improvement

2.4 Satisfaction with customer service scored 71% with most tenants feeling that they are treated fairly and with respect. However the commentary revealed dissatisfaction with the ability to speak with the right person and the return of messages.

2.5 Communication is the second strongest key driver of overall satisfaction and again we have seen a drop in satisfaction to 56%, tenants stating they are not kept informed, these comments are linked to repairs.

2.6 Just over three quarters of our respondents are happy with the neighbourhood as a place to live. The issues mentioned as concerns are dog fouling, refuse, drug use/dealing and noise although these are considered less of a problem than previously. These problems appear to be more prevalent in flats.

2.7 Satisfaction with complaint handling is just above the benchmark average and most respondents are aware of how to make a complaint.

## **3. RECOMMENDATIONS**

3.1 The results clearly show that there are issues with the backlog of outstanding repairs, and this is an area that we need to communicate more with tenants and ensure they are updated with new appointments.

3.2 Anti-social behaviour remains a key area of concern and to address this we have updated the ASB app to advise this is evidence gathering tool and therefore tenants will not receive updates for every entry. Complainants will also receive a victim support leaflet when they sign into the ASB app.

3.3 In order to ensure tenants are able to understand the ASB process, a leaflet has been produced that is given to the complainant so that they understand the process that is followed when investigating anti-social behaviour

3.4 Telephone calls into the office appear to be an issue that we need to address. Again, these appear to be related to repairs and maintenance and will form part of the action plan to address issues.

3.5 In conclusion it is important to remember that one in ten commenters complimented the Council on the services they received, although we recognise that we need to improve this number.

## **4. IMPLICATIONS**

### **4.1 Financial Implications**

There are no financial implication arising directly from this report. Any expenditure arising will be met through established budgets.

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### **4.2 Legal Implications**

The Tenant Support and Engagement sets out how the Council's housing meets the requirements of the Tenant Involvement and Empowerment Standard.

Whilst there are no significant legal implications arising from this report, the advice of One Legal should be sought, when for example, there are issues arising from Anti-social behaviour.

One Legal

Email: [legalservices@onelegal.org.uk](mailto:legalservices@onelegal.org.uk)

### **4.3 Equality Implications**

There are not any specific changes to service delivery proposed within this decision.

### **4.4 Environmental Implications**

There are no significant implications within this category.