

Committee:	Housing Board	Agenda Item
Date:	23rd October 2012	8
Title:	STAR Survey Results	
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Summary

1. This report provides the Housing Board with a high level summary of results from the recently completed STAR Survey.

Recommendations

2. That the Housing Board review the results and make comment as necessary.

Financial Implications

3. No impact.

Background Papers

4. Regulating the Standards – Homes & Communities Agency

Impact

- 5.

Communication/Consultation	Survey conducted by both post and web. Results to be published in annual report and on website once confirmed.
Community Safety	N/A
Equalities	Equalities related questions approved by relevant Council officer
Health and Safety	N/A
Human Rights/Legal Implications	All returned survey data will be protected in accordance with the Data Protection Act 1998
Sustainability	N/A
Ward-specific impacts	Tenants in all wards surveyed
Workforce/Workplace	N/A

Situation

6. The Survey of Tenants and Residents (STAR) process has been developed by HouseMark to enable social landlords to monitor and benchmark service satisfaction levels in a flexible manner.
7. Prior to the development of the STAR process, social housing landlords had a regulatory requirement to conduct STATUS surveys. This was developed by the National Housing Federation and consisted of a number of set questions that were reported to central government through various performance indicators. In 2010, the Housing Minister removed the regulatory requirement for STATUS surveys to be conducted in England.
8. Whilst the STATUS survey was in existence, HouseMark had established benchmarking amongst UK social landlords and established that STATUS satisfaction measurements were an important part of any assessments they conducted. In conjunction with their subscribers they responded to the challenge of developing a sector-led replacement for the STATUS process, thus the STAR process was launched in 2011.
9. Uttlesford Housing Services conducted its first STAR survey in July/August this year. A total of 2,807 surveys were distributed to all current tenants. As at the closing date of 31st August there had been a total of 1,051 returns equating to a 37% response rate.
10. A full written report of the results is currently being prepared and will be available for the Housing Board to review at its next meeting.
11. Results from this survey will also be uploaded to the HouseMark website for comparison reports to then be produced and presented to the Housing Board.
12. Members of the Housing Board are asked to review the 2012 STAR survey results and provide comment as necessary.

Risk Analysis

13.

Risk	Likelihood	Impact	Mitigating actions
Poor performing areas are not addressed	2 – may have resource issues	2 – Tenants issues not being addressed	Where performance has dropped, improvement plans need to be identified and implemented. Survey results/improvement plans to be monitored regularly

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.