

Report of the Chief Executive

HOUSEMARK AND SURVEY OF TENANTS AND RESIDENTS (STAR) UPDATE1. Purpose of report

To inform the Committee about how the information provided through the HouseMark annual report and STAR survey has been used.

2. Background

HouseMark is the provider of benchmarking services in the housing sector. The Housing department use HouseMark as a source of good practice, to benchmark performance on a quarterly basis and to network and share ideas through performance club meetings.

3. Detail

The annual report provides a more detailed analysis than the quarterly benchmarking which compares performance only. In the annual report housing management, responsive repairs, void works, major works and cyclical maintenance are benchmarked for costs, operational performance and satisfaction.

To obtain the satisfaction rates included in the annual report every housing providers must complete a survey of tenants and residents every two years. At Broxtowe Borough Council this was completed between July 2019 and September 2019. 1123 surveys were completed; this is 24% response rate. This is a significant improvement from 2017 when only 365 surveys were completed.

The Council's performance is compared with our peer group of 30 similar landlords. Further information is provided in appendix 1.

An action plan was produced to address any areas of concern. A copy is included in appendix 2.

Recommendation

The Committee is asked to NOTE the summary of the Council's performance and the action plan.

Background papers

Nil

APPENDIX 1

HouseMark use quartiles to express how well organisations are performance compared to their peers. Broxtowe Borough Council achieved top quartile performance in the following areas:

- Total cost per properties for responsive repairs & void works - £594.20
- Average cost of a void repair - £1371.35
- Staff turnover – 2.7%
- Overheads as a % of turnover – 5.76%
- Former tenant rent arrears - 0.43%
- Satisfaction that their views are being listened to and acted upon - 70.8%

The STAR survey measures six key indicators of satisfaction:

| Measure | Performance | Quartile |
|--|-------------|----------|
| Satisfaction that their views are being listened to and acted upon | 70.8% | 1 |
| Satisfaction with repairs and maintenance | 84% | 2 |
| Satisfaction with the overall quality of home | 88.6% | 2 |
| Satisfaction with the service provided | 86.2% | 2 |
| Satisfaction that rent provides value for money | 84.8% | 2 |
| Satisfaction with neighbourhood as a place to live | 84.2% | 3 |

The satisfaction rate for the attitude of Repairs operatives was 90.3%. This was supported by many positive comments on the work of this team.

There has been an improvement in performance for both of the indicators used to measure performance in the management of current tenants. These indicators place Broxtowe Borough Council in quartile 2 for Income management:

- Rent collected - 100.76%. Last year this was 98.94%.
- Current tenant arrears - 2.66%. Last year this was 2.95%.

Tenants in Independent Living were generally very satisfied and rated the service higher than tenants within General Needs accommodation. 87.6% of Independent Living tenants were satisfied with their neighbourhood as a place to live.

APPENDIX 2

| Issue | Action | Person Responsible | Due Date/ Complete |
|--|--|---|--------------------|
| Repairs | | | |
| Satisfaction with repairs and maintenance is quartile 2. Aim to achieve top quartile performance in next survey | Review qualitative responses to provide details of issues that need to be addressed as part of the Repairs Review | Leasehold and Performance Manager | Complete |
| Satisfaction with repairs and maintenance is very low from Leaseholders (42.6%) | Review qualitative responses to provide details of issues that need to be addressed as part of the Repairs Review | Leasehold and Performance Manager | Complete |
| Lowest satisfaction rate for Repairs is: 'Time taken before work started' (75.2%) | As part of Repairs Review consider how tenants are kept informed of progress and how the Council communicates about repairs priorities | Commercial Manager | Complete |
| | Improve information provided to tenants about repairs priorities | Engagement Manager | March 2020 |
| Second lowest satisfaction rate for Repairs is: 'Being able to make an appointment' (82.6%) | As part of Repairs Review consider alternative ways for appointments to be offered and arranged | Commercial Manager | Complete |
| | Consider introduction of customer portal to allow customer to make their own appointments | Housing Repairs and Compliance Manager/ Engagement Manager | TBC |
| Income | | | |
| Improvement in current arrears collection but performance is quartile 2. Aim to achieve top quartile performance in next survey. | Amend and introduce new Income collection procedures | Income and Housing Manager | Complete |
| Satisfaction rate for advice and | Complete further survey of tenants who have | Income and | March 2020 |

| | | | |
|--|---|-----------------------------------|------------|
| support regarding rent was low for General Needs (69.4%) | used the Financial Inclusion Service to identify areas for improvement | Housing Manager | |
| Independent Living | | | |
| 39 Independent Living tenants stated that they were very dissatisfied with their I-Plan review | Where permission has been given, contact tenants to discuss | Income and Housing Manager | Complete |
| 101 Independent Living tenants did not answer the question about activities run at their scheme | Complete targeted survey to find out views regarding the activities run at Independent Living scheme | Engagement Manager | March 2020 |
| Tenancy and Estates | | | |
| Difference between satisfaction rates of General Needs (76.2%) and Independent Living (87.6%) in regards to neighbourhood as place to live. | Review qualitative responses to provide details of issues that need to be addressed within the Neighbourhood Strategy | Housing Operations Manager | Complete |
| Difference between satisfaction rates of General Needs (71.6%) and Independent Living (81.9%) in regards appearance and surroundings of your neighbourhood | Review qualitative responses to provide details of issues that need to be addressed within the Neighbourhood Strategy | Housing Operations Manager | Complete |
| Low satisfaction rates for security, appearance and cleanliness of block | Analysis of responses by areas and blocks to identify if any 'hotspot' areas | Housing Operations Manager | March 2020 |
| Leaseholders | | | |
| Satisfaction levels for Leaseholders are lower than satisfaction levels for Tenant | Complete further analysis to identify improvements required and add to Leaseholder Service Improvement Action Plan | Leasehold and Performance Manager | Complete |