

**CYNGOR SIR POWYS COUNTY COUNCIL.**

**CABINET**

**Date: November 19<sup>th</sup>, 2024**

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Deputy Leader and Portfolio Holder for a Fairer Powys**

**REPORT TITLE: STAR Survey Results 2023**

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**REPORT FOR: Information**

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**1. Purpose**

- 1.1 The purpose of this report is to inform Cabinet of the results of the STAR<sup>1</sup> survey of the Council's housing tenants, undertaken in 2023. It sets out the findings of the survey and highlights the main improvements since the last survey was undertaken.

**2. Background**

- 2.1 The Welsh Government (WG) requires all social landlords, both local authorities and housing associations, to undertake a survey of tenant satisfaction every two years.
- 2.2 The survey methodology used is the Housemark<sup>2</sup> STAR survey, including a number of core questions set by WG. This is to allow comparisons to be made between different landlords, to help encourage better performance and sharing of good practice and expertise. Landlords are able to add their own questions, to allow a focus on areas of local interest.
- 2.3 Powys Housing Services last undertook a STAR survey in 2021, meaning on a bi-annual cycle of such surveys another was due in 2023. A small working group was established which included the chair of the Tenants Scrutiny Panel (TSP), to propose the survey questions for Powys. These were then agreed by the TSP. ARP Research was, following a competitive tender process, appointed to undertake the STAR survey.
- 2.4 The survey was undertaken in quarter three of 2023-2024 financial year by ARP Research. The results of the survey were presented to

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<sup>1</sup> 'STAR': Survey of Tenants and Residents














<sup>2</sup> 'Housemark' is the leading data and insight company for the British housing sector, providing research and comparative intelligence for housing providers on the quality of their services. It is jointly owned by the National Housing Federation and the Chartered Institute for Housing.

the TSP on the December 20<sup>th</sup>, 2023. TSP discussed and scrutinised the survey findings.

### 3. Advice

3.1 The STAR survey for 2023 showed overall improvements in many areas of the services offered by the Council to its tenants.

Figure 3.1: Comparative STAR Survey Results for Powys

LA median	Wales median	2021 result	change over time	2023 result	
76%	81%	71%		75%	satisfaction overall
76%	81%	73%		77%	quality of home
82%	85%	87%		89%	safety and security of home
76%	82%	78%		84%	value for money of rent
68%	68%	78%		76%	value for money of service charge
71%	74%	63%		66%	repairs and maintenance overall
N.A	N.A	N.A.		80%	last completed repair
58%	66%	55%		62%	listens to views and acts on them
49%	60%	44%		55%	taking part in decision making
49%	61%	43%		56%	having a say in service management
N.A	N.A	85%		82%	has friendly and approachable staff
73%	77%	73%		74%	trust housing services
82%	83%	88%		86%	neighbourhood as a place to live
56%	61%	51%		67%	dealing with ASB

- 3.2 Overall Satisfaction has increased to 75%, which is 10% higher than in 2019 and 5% higher than in 2021. The overall satisfaction rate was on par with Local Authority median but below the Wales median which includes housing associations. There was a strong improvement in tenant involvement and dealing with anti-social behaviour (ASB).
- 3.3 The proportion of respondents satisfied with value for their rent is now at 84% money, 14% higher than 2019 and 6% higher than 2021 and above the Wales median.
- 3.4 Overall satisfaction with Repairs and Maintenance was 66%, which was 12% higher than 2019 and 3% higher than 2021. The quality of work was cited in both the responses for satisfaction with repairs and dissatisfaction. Internal surveys show that recent repair satisfaction performance, increasingly undertaken by Housing Services' in-house workforce is 80%.
- 3.5 Respondents satisfaction with how Housing Services listens and acts now stands at 62% which was 15% higher than 2019 and 7% higher than 2021. This satisfaction response is above other local authorities but below the Wales median.
- 3.6 A copy of the presentation of results made to the Tenant Scrutiny Panel on December 20<sup>th</sup>, 2023 ,is attached to this report as Appendix A. A full copy of the survey report results is attached as Appendix B.
- 3.7 To further improve satisfaction, the Customer First programme is one of the top priorities for Housing Services in 2024-2025. This recognises that improvements still need to be made in communication between the Council and its tenants and indeed all those who use Housing Services. Actions include improving the service's Knowledge Information Management (KIM) processes so that people can be better kept up to date with the service requests, the use of a customer care specialist trainer to help people better understand what good customer care means in practice and monthly door-to-door 'Tell Us' research and monthly 'New Tenant' surveys.
- 3.8 The survey will be published on the Housing Services webpage and in the tenant's summer edition of the 'Open House' newsletter.

#### **4. Resource Implications**

- 4.1 There are no immediate resource implications of this report as understanding customer and tenant experiences is an integral part of the work of the Housing Resources division of Housing Services.
- 4.1 The Council's Section.151 officer has considered this report and notes the improvements since the last survey and recognises the need to evidence value for money and delivering a satisfactory service within a cash limited financial envelope.

#### **5. Legal implications**

5.1 The Principal Solicitor (Housing) has considered this report and its appendices and notes: There are no direct legal implications from this report, but the same does show the importance of communicating with contract holders regularly and keeping them informed of matters that directly affect them. Legal issues that could arise indirectly as disrepair claims, reports of ASB and action for tenancy breaches. It is important that Housing continue to improve.

5.2 The Head of Legal Services and the Monitoring Officer has commented as follows: I note the legal comment and support the recommendation.

## **6. Climate Change & Nature Implications**

6.1 There are no climate or nature implications arising from this report.

## **7. Data Protection**

7.1 No personal data is involved and there are no data protection requirements.

## **8. Comment from local member(s)**

8.1 This report affects all wards equally.

## **9. Impact Assessment**

9.1 Since the STAR survey in and of itself does not involve new ways of working there is no need for an Impact Assessment on the survey itself.

## **10. Recommendation**

10.1 It is recommended that Cabinet accept this report, and appendices, for information and note the overall improvement in performance since 2021 and 2019.

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