

CYNGOR SIR POWYS COUNTY COUNCIL.

CABINET EXECUTIVE

8th March 2022

REPORT AUTHOR: County Councillor Myfanwy Alexander
Portfolio Holder for Adult Social Care, Welsh Language,
Housing and Climate Change

REPORT TITLE: STAR Survey of Powys County Council Housing
Tenants

REPORT FOR: Information

1. Purpose

- 1.1 The purpose of this report is to inform Cabinet of the results of the STAR¹ survey of the Council's housing tenants, undertaken in November 2021. It sets out the findings of the research and the response by Housing Services to the information gathered.

2. Background

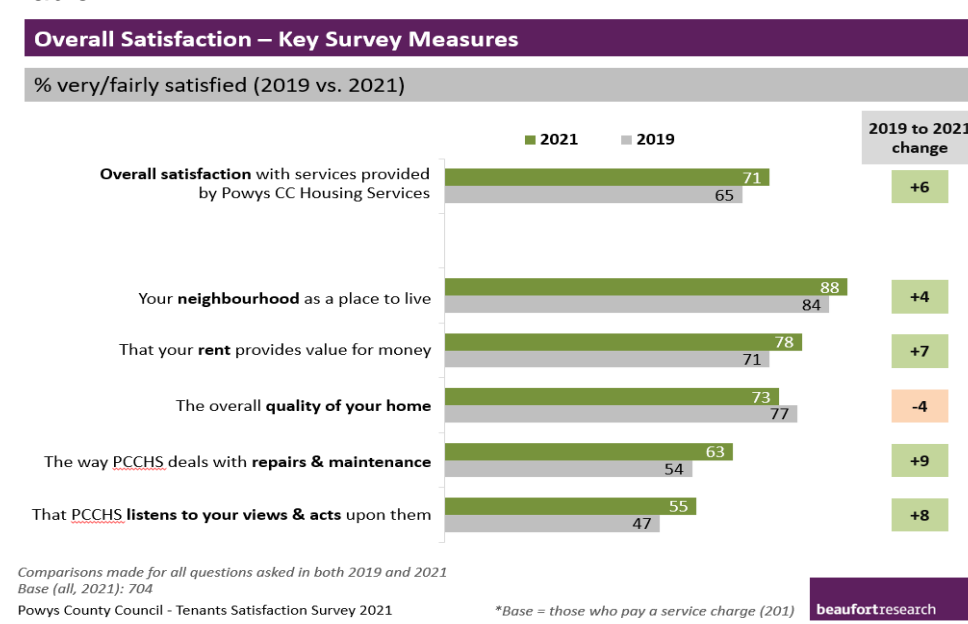
- 2.1 The Welsh Government (WG) requires all social landlords, both local authorities and housing associations, to undertake a survey of tenant satisfaction every two years.
- 2.2 The survey methodology to be used is the Housemark² STAR survey, including a number of core questions set by WG. This is 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, selected from a suite of options provided by Housemark, to allow a focus on areas of local interest.
- 2.3 Powys Housing Services last undertook a STAR survey in 2019, meaning another survey was due in 2021. A total of fourteen questions were agreed for the survey, of which two were chosen by Housing Services to reflect local interest in the areas of repairs and maintenance, and of staff friendliness and approachability. Appendix One sets out the questions used in the Powys survey.
- 2.4 The research was undertaken in quarter three of 2021-2022 on behalf of the Council by Beaufort Research of Cardiff, with completion scheduled for December 2021.

¹ 'STAR': Survey of Tenants and Residents

² '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.

- 2.5 Just over 700 tenants were contacted during November 2021, and care was taken to make sure that the sample was representative of all tenants with regard to area, age, length of tenure and type and size of home. This means that there is reasonable statistical security to the results.
- 2.6 A report of the results prepared by Beaufort Research is attached as Appendix Two. In summary, the survey shows:

Table1



- 2.7 The results show an improvement over the 2019 results, except for the *overall quality of the home* measure, which shows a decrease in satisfaction of 4%.
- 2.8 In summer 2022, WG will be publishing the most recent STAR surveys from landlords across Wales, allowing landlords and tenants to compare and contrast performance and findings.

3. Advice

- 3.1 Housing officers are currently studying the detail behind the headline data, including the extensive detailed responses supplied by Beaufort Research, to highlight those areas where further work is needed to understand both the causes and possible solutions to the areas of work where performance can be improved. Beaufort Research have been asked to share any further commentary or background information to help Housing Services complete this activity and so be able to consider how best to improve services.
- 3.2 Housing Services has identified two important areas for deeper analysis, based on the lowest satisfaction ratings. These can be summarised as:

- What is it that our tenants consider we do not listen to? How do we improve on this?
- There appears to be a decline in trust on delivery. We need to understand why trust is lacking and what needs to be done to secure the trust of tenants in the Council.

3.3 The findings of the STAR survey will be shared with the Tenant Scrutiny Panel, which will be engaged in the work to determine what needs to be done to address these areas of concern.

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.

4.2 The Head of Finance (Section 151 Officer) notes the content of the report.

5. Legal implications

5.1 Legal: the recommendations can be accepted from a legal point of view

5.2 The Head of Legal and Democratic Services (Monitoring Officer) has commented as follows: "I note the legal comment and have nothing to add to the report".

6. Data Protection

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

7. Comment from local member(s)

7.1 This report affects all wards equally.

8. Integrated Impact Assessment

8.1 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.

9. Recommendation

9.1 It is recommended that Cabinet accept this report, and all appendices, for information.

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Appendix One: STAR Survey 2021 Questions

- Questions 1 to 11 were questions, mandated by the Welsh Government.
- Questions 12 and 14 were selected by Housing Services.

1. **Taking everything into account, how satisfied or dissatisfied are you with the service provided by Powys County Council Housing Service?**

Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

2. **Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Powys County Council Housing Service provides a home that is safe and secure?**

Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

3. **How satisfied or dissatisfied are you with the overall quality of your home?**

Very satisfied / Fairly satisfied / Fairly dissatisfied / Very dissatisfied

4. **How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

5. **How satisfied or dissatisfied are you that your rent provides value for money?**

Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

(Do you pay a service charge? – Ideally this should be automated from data.

Yes / No / Don't know)

6. **How satisfied or dissatisfied are you that your service charges provide value for money?**

Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

7. **How satisfied or dissatisfied are you with the way Powys County Council Housing Service deals with anti-social behaviour?**

Very satisfied / Fairly satisfied / Fairly dissatisfied / Very dissatisfied

8. **How satisfied or dissatisfied are you that Powys County Council Housing Service listens to your views and acts upon them?**

Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

9. **How satisfied or dissatisfied are you with opportunities given to you to participate in Powys County Council Housing Service's decision making processes?**
Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied
10. **How satisfied or dissatisfied are you that Powys County Council Housing Service gives you a say in how services are managed?**
Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied
11. **How satisfied or dissatisfied are you with the way Powys County Council Housing Service deals with repairs and maintenance generally?**
Very satisfied / Fairly satisfied / Neither satisfied nor dissatisfied / Fairly dissatisfied / Very dissatisfied

If dissatisfied:

Could you please tell us why you are dissatisfied? (dialogue)

To what extent do you agree or disagree with the following?

12. **Powys County Council Housing Service has friendly and approachable staff**
Agree strongly / Agree / Neither agree nor disagree / Disagree / Disagree strongly
13. **I trust Powys County Council Housing Service**
Agree strongly / Agree / Neither agree nor disagree / Disagree / Disagree strongly
14. **What could Powys County Council Housing Service do better?**
Open question

Administrative Questions

Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to Powys County Council Housing Service. Would that be ok?

Yes / No

Are you happy for Powys County Council Housing Service to contact you in connection with your feedback, if they wish to do so?

Yes / No