

CABINET ITEM COVERING SHEET PROFORMA

AGENDA ITEM

REPORT TO CABINET

16th April 2009

REPORT OF CORPORATE MANAGEMENT TEAM

CABINET DECISION

HOUSING AND COMMUNITY SAFETY - LEAD CABINET MEMBER – CLLR. STEVE NELSON

TRISTAR HOMES LIMITED – STATUS SURVEY 2008

1. Summary

The status survey is required to be carried out every 2 years with the purpose of gathering feedback from tenants on the services provided by Tristar Homes Limited (THL). The principal objective of the survey is to collect data in order to calculate the National Indicator NI160:- the percentage of tenants of Council housing satisfied with the overall service provided by their landlord. The last survey was carried out in 2006. This report is to present to Members the results of the 2008 survey.

2. Recommendations

1. Members note the headline findings of the survey.

DETAIL

3. Reasons for the Recommendations/Decision(s)

To enable the information collected to be benchmarked with other social housing landlords to compare performance.

4. Members' Interests

Members (including co-opted Members with voting rights) should consider whether they have a personal interest in the item as defined in the Council's code of conduct (**paragraph 8**) and, if so, declare the existence and nature of that interest in accordance with paragraph 9 of the code.

Where a Member regards him/herself as having a personal interest in the item, he/she must then consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest (**paragraphs 10 and 11 of the code of conduct**).

A Member with a prejudicial interest in any matter must withdraw from the room where the meeting considering the business is being held -

- in a case where the Member is attending a meeting (including a meeting of a select committee) but only for the purpose of making representations, answering questions or giving evidence, provided the public are also allowed to attend the meeting for the same purpose whether under statutory right or otherwise, immediately after making representations, answering questions or giving evidence as the case may be;
- in any other case, whenever it becomes apparent that the business is being considered at the meeting;

and must not exercise executive functions in relation to the matter and not seek improperly to influence the decision about the matter (**paragraph 12 of the Code**).

Further to the above, it should be noted that any Member attending a meeting of Cabinet, Select Committee etc; whether or not they are a Member of the Cabinet or Select Committee concerned, must declare any personal interest which they have in the business being considered at the meeting (unless the interest arises solely from the Member's membership of, or position of control or management on any other body to which the Member was appointed or nominated by the Council, or on any other body exercising functions of a public nature, when the interest only needs to be declared if and when the Member speaks on the matter), and if their interest is prejudicial, they must also leave the meeting room, subject to and in accordance with the provisions referred to above.

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TRISTAR HOMES LIMITED – STATUS SURVEY 2008

SUMMARY

The status survey is required to be carried out every 2 years with the purpose of gathering feedback from tenants on the services provided by Tristar Homes Limited (THL). The principal objective of the survey is to collect data in order to calculate the National Indicator NI160:- the percentage of tenants of Council housing satisfied with the overall service provided by their landlord. The last survey was carried out in 2006. This report is to present to Members the results of the 2008 survey.

RECOMMENDATIONS

1. Members note the headline findings of the survey.

DETAIL

Background to the Survey

1. The 2008 survey was carried out by independent researchers NWA Social and Market Research who also produced the analysis and report.
2. The purpose of the survey was to gather feedback from tenants as to their satisfaction with the overall service provided by Tristar Homes as their landlord. Data from the survey will be uploaded to the Department for Communities & Local Government (CLG).
3. In order to ensure that indicators are comparable between areas nationally, the STATUS questionnaire (the National Housing Federation – Standard Tenant Satisfaction Survey) and methodology have been used.

Survey Objectives

4. The principal objective of the survey was to collect data in order to calculate the following National Indicator:
 - NI 160 – “The percentage of tenants of Council housing satisfied with the overall service provided by their landlord.”
5. The STATUS questionnaire also included questions relating to:
 - Respondents` households;
 - Housing & services;
 - Contact with Tristar Homes;
 - Repairs & maintenance;
 - Communication & information;
 - Anti-social behaviour;
 - Tenant Participation Compacts.

Profile of Respondents

6. The respondents consisted of a sample of 2000 tenants:
 - Over half of respondents were over 54 years;
 - 57.8% of all respondents were women;
 - The majority of respondents described themselves as ‘heterosexual’ and ‘Christian’;
 - 23.5% were working;
 - 72.7% of respondents receive housing benefit;
 - 17.5% of the total sample indicated that their net income was less than £5,200 per annum, and a further 40.9% that it was between £5,200 and £10,399, i.e. 58.4% of the total sample live on a net income of less than £10,400 per annum, less than minimum wage.;
 - 66.3% have been tenants of THL for 6 years or more;
 - 53.1%, have been tenants for more than 10 years;
 - Composition of households showed a high level of ‘vulnerability’ with 51.8% living in ‘one adult’ only households;
 - 55% with a household member who has a ‘long-term illness, health problem, or disability’.;
 - 9.1% of all respondents said that a member of their household uses a wheelchair.

Research Methodology

7. Questionnaires were issued in July 2008 and included a covering letter providing details of a free-phone NWA helpline, a freepost addressed reply envelope and the offer of assistance with translation/translated questionnaire for the Ethnic Minority.
8. Reminder letters were sent to addresses which had not responded and the total of completed questionnaires returned amounted to 1,111 (55.6%).

Survey Results

9. National Indicator - In respect of NI 160 over 80% (82.7%) were satisfied with the overall service provided by Tristar Homes, whilst 7% were 'neither satisfied nor dissatisfied', and 10.3% were dissatisfied. This level of satisfaction is an improvement on 2006 (81.0%) maintaining the positive improvements from 2003 when satisfaction was 72.6%.
10. Importance of Services – Respondents were asked, of a list of services, which did they feel were the three most important. By far the most frequent response to this was 'repairs and maintenance', which 70.9% of respondents felt should be included in the top three. The majority of respondents also felt that 'overall quality of your home' (51.2%) was of top three importance, whilst nearly half, (46.3%), thought 'dealing with anti-social behaviour' was important.
11. Neighbourhood Problems - Respondents were asked to what extent a series of anti-social behaviour and crime issues are a problem in their neighbourhood. Over 20% of respondents considered five issues to be a 'big' problem, in their neighbourhood: 'rubbish and litter', 'disruptive children and teenagers', 'drunk or rowdy behaviour', 'drug use or dealing', and 'car parking'.
12. More detailed results are included in **APPENDIX 1**.

13. FINANCIAL IMPLICATIONS

None

14. LEGAL IMPLICATIONS

None

15. RISK ASSESSMENT

Not Applicable

16. SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

None

17. EQUALITIES IMPACT ASSESSMENT

The survey was sent to a cross section of all tenants and was offered in different languages to ensure all had access to the survey

18. CONSULTATION INCLUDING WARD/COUNCILLORS

Not applicable

Name of Contact Officer: Julie Nixon

Post Title: Head of Housing

Telephone No. 01642 527072

Email Address: julie.nixon@stockton.gov.uk

Background Papers

None

Ward(s) and Ward Councillors:

Not applicable

Property

No property implications