

CABINET (HOUSING) COMMITTEE

30 June 2015

2014/15 PERFORMANCE MONITORING OUTTURN - HOUSING REVENUE
ACCOUNT SERVICES

REPORT OF ASSISTANT DIRECTOR (CHIEF HOUSING OFFICER)

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Recent References

CAB2548(HSG) - Housing Revenue Account Budget 2014/15 and Business Plan –
2014/15 to 2043/44 dated 12 February 2014

CAB2677(HSG) - 2014/15 Performance Monitoring Q3 Update - Housing Services
dated 25 March 2015

EXECUTIVE SUMMARY:

This report gives performance monitoring information in relation to Housing Services funded through the Housing Revenue Account (HRA)..

In addition, the report also includes updates in relation to the current progress with the New build programme and Estate Improvement programme, as well as a summary of the results from the recent Tenant Satisfaction Survey..

RECOMMENDATIONS:

That Cabinet (Housing) Committee notes the performance information and considers whether further actions are required to address any areas of concern.

CABINET (HOUSING) COMMITTEE

30 June 2015

2014/15 PERFORMANCE MONITORING OUTTURN - HOUSING REVENUE ACCOUNT SERVICES

REPORT OF ASSISTANT DIRECTOR (CHIEF HOUSING OFFICER)

DETAIL:

1 Purpose of the Report

1.1 The Committee is asked to review and monitor the performance, on behalf of Cabinet, of the areas of responsibility of the Portfolio Holder for Housing. For future meetings, it is intended that this report focus on “exceptions” or areas where performance is not achieving targets. However, full business plan progress and performance data has been included in this report for completeness and to ensure members and TACT have the opportunity to review and monitor all areas of the Council’s Housing functions.

2 The main successes of the year so far have included the following:

a) Arrears and the impact of Welfare Reform

Arrears at the end of March 2015 were 1.19% of the total rent roll. Whilst just outside of the overall target of 1%, this still represents excellent recovery performance in line with the best performers nationally. Arrears for tenants affected by the “size criteria” continue to be less than originally expected, which reflects the success of measures put in place to address this challenge. Former tenant arrears remain higher than the target, as they have for some years. Changes to the Housing Management team which took effect from April 2015 will specifically address this issue by increasing the resource available to review and reduce former tenant debt over the next year.

b) Sheltered Housing

Following the de-commissioning of the Council’s own alarm team, a replacement alarm monitoring service provided by Chichester Careline (wholly owned by Chichester District Council) was appointed to monitor alarms with effect from April 2015. A new Sheltered Housing Management team is now in place. The changes have now been effective for three months and are working well.

c) Voids

Performance has continued to remain very positive. The average number of days void overall this year is 13.9 days which is the best performance on record. By saving almost a week compared to what was already considered to be a challenging target, over 300 tenants have moved quicker and more than £35,000 in potentially lost rent has been saved.

d) Wise Move

The scheme has proved very popular and the help and assistance offered to tenants with moving has seen over 70 moves completed this year, 50 of which were previously affected by the "Social Sector Size Criteria" rules.

e) Tenant Involvement

The tenant scrutiny process continues to work well with a number of groups undertaking performance reviews of key areas including Repairs, Sheltered Housing and Housing Management. The tenant scrutiny of grounds maintenance continues and tenants have met with both officers and contractors, including site visits across the district. Tenant training and also a programme of health walks and other physical activities on estates have worked well.

f) Self Service Portal

The portal is now live and all tenants are being encouraged to register. The portal allows tenants to access their rent accounts, report repairs and also to report changes to personal details which the Council holds. To date, over 300 tenants have subscribed.

g) Extra Care

Work to convert Danemark Court, Winchester to a full Extra Care scheme and Matilda Place to a specialist Dementia Care scheme has been completed. This has included major improvements to communal areas at Matilda Place as well as the creation of an additional flat.

2.2 Main areas where work has not progressed in accordance with business plan:

a) Programme Slippage

Programmes in relation to loft conversions, estate improvements and sheltered conversions have all been subject to slippage due to limited staff resources. All programmes are now progressing

well against revised timetables and additional resources have been secured to address this issue going forward.

b) Asset Management

Plans to bring forward a detailed Asset Management and Energy Strategy in 2014/15 have not been achieved. A Member Briefing event is planned for the summer with a view to completing the Strategy for consideration by this Committee in September.

c) IT links with contractors

Plans to develop effective interfaces between the Council's Orchard housing system have not progressed as planned due to limited resources with both Council and contractor teams. It is now projected that this work will be completed by July 2015.

d) Gas Safety

Whilst over 99% of relevant properties have an up to date gas safety certificate, 2 were outstanding at the end of March. Notices have been served on tenants who have not provided access to contractors. Problems have been experienced in the last 6 months in relation to gas maintenance and servicing. Officers have met with the contractor to agree how best to resolve the matter and additional resources from both teams are now working on achieving improvements.

3 New Homes Delivery Programme

3.1 New homes in Itchen Abbas and Otterbourne were opened in 2014/15. The City Council remains on target to achieve original plans for 200 homes in the first 5 years of the New Homes programme (an average of 30 per year).

3.2 In addition to the new unit that has been created at Matilda Place Extra care scheme (see 2 g) above), work is nearing completion on a new unit at Lisle Court and an additional unit at Eastacre, both by converting communal areas.

3.3 The current 5 year programme is set out in appendix 4 to this report. Progress against individual schemes is as follows:

a) Victoria House – Currently out to tender (for third time following inconclusive tender processes previously). Demolition works are underway. It is anticipated that the new scheme will be completed by the end of 2016.

b) Westman Rd – Now on site with an expected completion date of Feb 2016. Local Growth Funding approved to bring forward the scheme during 2015/16.

- c) New Queens Head – On site and progressing well. Expected completion by Jan 2017.
- d) Extra Care – Planning permission has now been secured for the Chesil Scheme. Tenders for the project are currently being evaluated and it is planned to bring a full report to Cabinet in September 2015.
- e) Springvale, Swanmore – Contracts have now been awarded for this scheme and work on site should start in the next month, with an anticipated completion date of April 2016.
- f) Other projects – The feasibility of various schemes at Abbots Barton is currently being assessed with priority being given to proposals for Hiller Way, which have attracted Local Growth Fund support. Consultation with the residents of Abbots Barton will start in the next few weeks (but avoiding summer holidays). Proposals in relation to Mitford Road, New Alresford, Greenhill Avenue, Winchester and Bailey Close, Stanmore will be brought to this Committee later in the year, subject to discussions with Planners.

4 Estate Improvement Programme

- 4.1 CAB2637(HSG) dated 26 November 2014 highlighted that the current programme was heavily oversubscribed and that no additional schemes would be added to the programme for the foreseeable future.
- 4.2 Whilst some schemes funded from the 2014/15 programme are still being completed, a significant amount of improvements were achieved including:

Scheme	Comment
Winnall Flats – Parking	major improvements to parking/highway safety
Highcliffe – Fencing	Improvements across whole estate
Heathlands, Shirrell Heath – Parking	Formalising existing parking
Woodlane Close, Bramdean – Parking	6 additional spaces created
Stratton Close, East Stratton – Highway/Parking	Highway resurfacing and 7 additional spaces created
<i>Woolford Close</i>	<i>Major works now underway</i>
<i>Hazeldene Gardens, Itchen Abbas – Parking</i>	<i>Works Underway</i>
<i>Fox Lane/Minden Way, Stanmore – Parking</i>	<i>Works underway</i>
<i>Airlie Corner, Stanmore - Parking</i>	<i>Works commencing Aug15</i>

:

- 4.3 The current programme including all schemes where feasibility studies are being prepared is set out in the table below. With only £250,000 in the programme, some of the schemes will need to be deferred until next year or additional funds identified. An update on progress and projected timescales will be brought to the September meeting of this Committee:

Location	Cost	Comment
Environmental Improvement Schemes		
Woolford Close, Stanmore (add. Costs)	£80,000	CAB2678(HSG) refers
Trussell Crescent fencing/lighting	£50,000	Includes general environmental improvements to the site
James Howell Crt, Denmead – Bin store/fencing/grounds	£7,000	Includes general environmental improvements to the site
Forder Crt, Winchester – Formal gardens	£10,000	Current gardens in poor condition
Winnall Flats – Play park/trail	£30,000	Deferred from 2013/14 programme
Parking Schemes		
Permerton Rd, Weeke	£20,000	11 spaces
Taplings Rd, Weeke	£16,000	8 spaces
Fraser Rd, Kingsworthy	£21,000	17 spaces
Roberts Close, Wickham	£46,000	24 spaces
Elizabeth Close, Wickham	£30,000	9 spaces
Claylands/Blanchard, B Waltham	£48,000	13 spaces
Total Cost	£358,000	

5 Tenant Satisfaction Survey

- 5.1 The Council has recently undertaken a survey of tenant satisfaction in accordance with the national STAR methodology which aims to ensure consistency and that results can be properly compared and benchmarked for all social landlords.
- 5.2 A sample mailing to 1,350 general needs tenants and a census mailing to 545 sheltered tenants (with postal follow ups and prize incentives) yielded an overall 43% response rate (39% for general needs 54% for Sheltered).

- 5.3 With a total of 817 responses to the survey, the overall results are accurate to $\pm 3\%$ at the 95% confidence level. This means that we can be 95% certain that the results are between $\pm 3\%$ of the calculated response, so the 'true' response could be 3% above or below the figures reported (i.e. a 50% agreement rate could in reality lie within the range of 47% to 53%).
- 5.4 A summary of the key results is provided in the table below and the Executive Summary of the full survey report is included as Appendix 5 to this report and the full report is available on request.

Satisfaction 2015		By Tenure	Winchester City Council		
			STATUS 2010	STAR 2013	STAR 2015
Overall Service provided	89%	General Needs	85%	▲ 86%	▲ 88%
		Sheltered	97%	▼ 94%	▼ 91%
Quality of home	85%	General Needs	88%	▼ 82%	▲ 84%
		Sheltered	96%	▼ 94%	-94%
Neighbourhood	89%	General Needs	87%	-87%	▲ 89%
		Sheltered	97%	▼ 93%	▲ 94%
Rent provides VfM	86%	General Needs	81%	▼ 80%	▲ 85%
		Sheltered	94%	▼ 90%	▲ 93%
Service charge provides VfM	65%	General Needs	-	60%	▲ 63%
		Sheltered	-	76%	▲ 79%
Repairs and Maintenance	81%	General Needs	85%	▼ 82%	▼ 80%
		Sheltered	87%	▲ 90%	▲ 92%
Listens to views	66%	General Needs	64%	▲ 67%	▼ 66%
		Sheltered	63%	▲ 74%	▼ 71%

- 5.5 When asked to select three services considered to be priorities, nearly three quarters (73%) of tenants feel that carrying out repairs and maintenance is the top priority, while quality of home (62%) is also an important service priority. Providing value for rent (29%), the neighbourhood as a place to live (28%) and keeping tenants informed (26%) have similar priority levels. Interestingly, building new homes was only considered a priority by 12% of tenants.
- 5.6 In addition to the key results included in the table (the ones usually used for benchmarking purposes), one additional result that should be noted was satisfaction with contacting the Council. Only 67% of tenants thought

it was easy to get hold of Housing teams. This echoes concerns raised though tenant involvement, tenant scrutiny and mystery shopping exercises.

- 5.7 The Executive Summary included at Appendix 5 gives some suggestions for areas for further work, including:
- a) Understanding why satisfaction with repairs has fallen, particularly as this is seen as the top priority service
 - b) Listening to Views and Contact and Communication – The 66% figure is above average when compared to other local authorities, although there is scope for improvement. How to make it easier for customers to contact the right person is already under review in conjunction with the Customer Services team.
- 5.8 These areas will be reviewed in detail and consideration given to how they should inform further work. More information on this analysis will be brought to future meetings of this Committee.

6 Benchmarking and Value for Money

- 6.1 Performance against key indicators is detailed in Appendix 2. Performance in relation to Decent Homes, Tenant Satisfaction and Arrears remain in line with the top 25% of landlords nationally.
- 6.2 The Council has completed very detailed benchmarking comparisons with other local authority landlords. 2013/14 results can be viewed on the Council's website at:
<http://www.winchester.gov.uk/Housing/CouncilHousing/HousingPerformance/>
- 6.3 Winchester remains either in the top 25% or is above the average for landlords for most areas of its performance in 2013/14. The set of results against 2014/15 performance will be published to tenants in the Annual Report in October 2015.

7 TACT Comment

- 7.1 TACT notes the very positive performance for arrears and voids. Tenants remain concerned about the problems with grounds maintenance and with gas servicing. The full detail of this report will be shared with TACT at its next meeting.

OTHER CONSIDERATIONS:

8 COMMUNITY STRATEGY AND PORTOLIO PLANS (RELEVANCE TO):

- 8.1 The Community Strategy places emphasis on strong performance management. This report forms part of the quarterly performance and

financial monitoring processes, designed to check progress being made against agreed targets.

9 RESOURCE IMPLICATIONS:

- 9.1 There are no direct resource implications that need to be considered as part of this report, although obviously ensuring strong performance in areas such as voids and arrears is essential to the financial health of the HRA. The financial outturn is being considered elsewhere on this agenda (CAB2696, Housing Revenue Account 2014/15 Outturn)

10 RISK MANAGEMENT ISSUES

- 10.1 Risk management plans form an integral part of the HRA Business Plan and key risks have been assessed and actions are in place to mitigate those risks.

BACKGROUND DOCUMENTS:

Winchester City Council STAR Survey report – May 2015

APPENDICES:

Appendix 1: Progress against Key Business Plan Objectives.

Appendix 2: Landlord Services Key Performance Indicators









Appendix 3: Welfare Reform Scorecard

Appendix 4 New Homes Programme

Appendix 5: STAR Survey Report – Executive Summary







Housing Revenue Account Business Plan 2013-2014

CAB2696(HSG)
APPENDIX 1


Action Description	Action Desired Outcome	Status	Dates Due Date	Notes & History Latest Note
Ensuring Value for Money	Tenants informed of key performance and have opportunity to challenge/scrutinise services Operating costs compare well with other providers (aim to be below average)		31-Dec-2013	Housemark benchmark reports completed and on Council website. Unit costs remain below average for sector.
Deliver the approved New Homes Programme	At least 300 new Council Homes by 2024		31-Mar-2024	Programme approved and clarified in Business Plan – 9 homes completed in the year. Planning now secured for over 100 homes to start in the next year..
Deliver an enhanced maintenance programme for Council housing stock	All kitchens less than 20 years old and all bathrooms less than 30 years old by 2023 All heating systems less than 15 years old by 2023		31-Mar-2023	Policy amended CAB2619(HSG) dated Oct 14 refers. Still investing £2m annually but a further £700k per annum needed to achieve this target.
Making Best Use of Existing Housing Stock	100% Decent Homes confirmed and clear investment plans set out for whole life of business plan 8 families have living conditions improved and are no longer statutorily “overcrowded”		31-Mar-2014	Investment programme approved to ensure decency is maintained
Improving the energy efficiency of the Housing stock	Tenants enjoy improved heating and living conditions and reduced energy bills Heating systems and energy bills improved for tenants in rural areas.		31-Mar-2014	635 heating upgrades completed in 2014/15 compared to 472 in previous year..
Review Supporting People Floating Support contracts and options for future funding of Sheltered Housing	Residents consider service offers value for money		31-Jul-2013	Community Support and Alarm services decommissioned. New sheltered housing service approved and now in place.
Developing Extra Care Provision	Scheme fully converted to Extra Care and care package for all residents agreed Appropriate care in place for all residents Increasing demand for Extra Care met and 50 new homes built		31-Mar-2016	Improvement works to Matilda Place completed and planning secured for new scheme in Winchester.
Programme of adaptation and decoration to be drawn up for all Sheltered Housing schemes	Attractive schemes with well used and modern communal facilities		31-Mar-2014	Programme for 2014/15 dominated by Matilda Place improvements and conversion of communal space at Lisle Ct and Eastacre.

Housing Revenue Account Business Plan 2013-2014
















CAB2696(HSG)
APPENDIX 1

Action Description	Action Desired Outcome	Status	Dates Due Date	Notes & History Latest Note
Mitigate impact of welfare reform on Council tenants	Tenants have access to good quality advice and support Rent arrears maintained at less than 2.5% of rent roll by March 2014.		31-Mar-2014	Money advice service and Wise Move scheme set up. All tenants affected by size criteria and benefit cap have been supported with advice and where appropriate, discretionary payments. Arrears at 1.19%
Addressing Under Occupation	At least 50 family homes made available as tenants move to more appropriate accommodation		31-Mar-2014	Wise move scheme launched and working well. Over 133 tenants supported to move since start of scheme
Promoting Resident Involvement	Tenants can scrutinise Council services effectively Housing services continue to take full account of tenant views and aspirations		31-Mar-2014	Tenant scrutiny working well. TACT constitution now amended. Street Meets now established across the district.
Addressing Deprivation and Promoting Health and Well being	Positive engagement from tenants in targeted areas Deprivation indices improved in medium term		31-Mar-2014	Active Lifestyles programme progressing well with health walks and exercise programmes held regularly on city estates..
Improving standards of Grounds Maintenance and Communal Cleaning	Contract quality standards achieved Tenants satisfaction with Estates and neighbourhood above 80% Tenant satisfaction with cleaning service improved		31-Oct-2013	Contract schedules still not being adhered to. Tenant inspectors still assisting with monitoring.
Estate Improvement Programme	Tenants satisfaction with Estates and neighbourhood above 80%		31-Mar-2014	Programme progressing well and oversubscribed for 15/16.

 Completed

 Assigned; In Progress

Landlord Performance Indicators 2014/15**CAB2696 (HSG)
APPENDIX 2**

Short Name	2012/13	2012/13	2014/2015			Notes
	Value	Value	Value	Target	Status	
% non-decent council homes	n/a	0%	25%	15.5%		See Note below *
SAP rating	n/a	66.72	67	70.4		The target is based on top quartile of other Local Authorities
Tenants' satisfaction with landlord services	86.42%	86.42%	89%	85%		Latest Survey results May 2015
Current tenant rent arrears as a % of rent due	1.2%	0.88%	1.19%	1.5%		
% of responsive repairs jobs completed within target	90.6%	86%	91%	90%		
Average number of days to complete responsive repairs	10	8.48	6.06	8		
Overall level of satisfaction for repairs jobs	new	97.95%	98.23%	95%		? jobs
Repairs jobs completed within 1 visit	new	81%	82%	80%		95% within 2 visits
Gas servicing - The % of homes with current gas servicing certificate	99.99%	99.99%	99.98%	100%		
% Stock empty at the end of the period	1.01%	0.93%	0.36%	1%		
Rent & charges lost through vacant dwellings (%)	0.62%	0.5%	0.58%	0.85%		The monetary value of this £158k
Total no. of tenancies/licensees owing over 13 weeks rent	37	35	32			
Value of former tenant arrears	£198k	£202k	£206k	£160k		
Average re-let time for General Needs and Older Persons properties (in days)	20	20.2	13.42	19		
Average re-let time for General Needs properties (in days)	18.45	19.06	13.21	18.5		
Average re-let time for Older Persons properties (in days)	21.08	21.57	13.78	20		

* CAB2619(HSG) estimated non-decency element to be 20% of stock by 1/1/2015. Position at 1/4/2015 is 25% because Keystone has now been adjusted from calendar years to financial years and hence another 3 months (of decline) has been included. Key target for 2015/16 remains at 0% by 31/3/2016

Landlord Performance Indicators 2014/15CAB2696 (HSG)
APPENDIX 2**Landlord Services - General Quantitative Indicators/Service Volumes**

Description	2011/12	2012/13	2013/14	2014/15
	Value	Value	Value	Value
New tenancies - Waiting list	256	188	190	207
New tenancies – Transfers	136	85	86	110
New tenancies - Mutual Exchanges	94	96	106	81
No. of Introductory Tenancies commencements	236	181	182	202
Number of Evictions (rents)	6	1	2	8
Number of Evictions (nuisance)	3	2	1	0
Number of Evictions (Introductory Tenancy)	1	1	0	1
Number of Notices Seeking Possession (rents)	645	567	674	713
Number of Notices Requiring Possession (ITs)		9	12	9
Number of Notices Seeking Possession (nuisance)	8	16	17	16

Landlord Services – Disabled Adaptation Indicators

Description	2011/12	2012/13	2013/14	2014/15
	Number (Properties)	Number (Properties)	Number (Properties)	Number (Properties)
Total no. of tenants receiving adaptations	712	569	522	522
No. of level access showers and/or improved bathing arrangements	253	229	233	185
No. of stair lifts installed	7	14	25	17
No. of assisted access works completed	90	69	42	52
No of major building adaptations completed	4	0	0	0

Landlord Performance Indicators 2014/15CAB2696 (HSG)
APPENDIX 2**Landlord Services - Quantitative Indicators/Service Volumes for Repairs**

MAJOR WORKS	2012/13			2013/14			2014/15		
	Number (Properties)	Ave Value	Total	Number (Properties)	Ave Value	Total	Number (Properties)	Ave Value	Total
Heating upgrades	532	£2,853	£1,517,796	472	£2,244	£1,059,256	635	£2,413	£1,532,139
Kitchen upgrades	319	£4,317	£1,377,123	470	£4,171	£1,960,158	307	£3,878	£1,190,658
Window upgrades	56	£2,103	£117,768	7	£2,200	£15,399	27	£3,227	£87,131
Bathroom upgrades	234	£3,001	£702,234	395	£2,973	£1,174,455	301	£2,511	£755,923
Insulation upgrades	145	£257	£37,265	132	£241	£31,798	88	£310	£27,308
Door upgrades	639	£650	£415,350	650	£599	£389,471	606	£650	£394,010
Cost of "Other" works			£2,876,543			£2,639,463			£3,335,849
Total Cost of Major Works	1925		£7,044,079	2126		£7,270,000	2454		£7,323,018

RESPONSIVE REPAIRS	2012/13		2013/14		2014/15	
	Number	Value	Number	Value	Number	Value
Responsive Repairs - No. of Emergency/Call Out jobs	5,557		6276		5,965	
Responsive Repairs - No. of Urgent (5 day) jobs	6,767		7326		7,094	
Responsive Repairs - No. of Routine (12 or 30 day) jobs	7,255		7129		6,616	
Responsive Repairs - total no of jobs	19,579				19,675	
Responsive Repairs - Total value of Main Contractor work (Osbornes)		£1,195,964		£1,403,079		£1,075,593
Responsive Repairs - Total value of Main Heating Contract work (Liberty)		£336,860		£335,822		£312,391
Responsive Repairs - Total value of work to other contractors		£172,672		£150,609		£175,889
Responsive Repairs - total cost of jobs		£1,705,516		£1,889,510		£1,563,873
Responsive Repairs – Average cost per job		£87		£91		£79

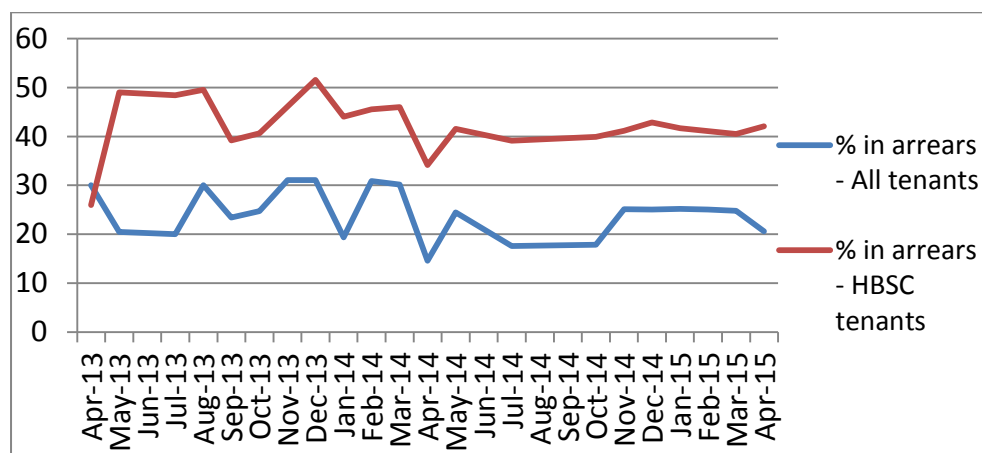
All Tenants

Level of Arrears	Tenancies	%
Not In Arrears	4246	85.43
Less than £500	613	12.33
Between £501 - £1000	52	1.05
Between £1001 - £2000	49	0.99
Over £2001	10	0.20
TOTAL	4,970	100

Tenants affected by Social Sector Size Criteria

Level of Arrears	Tenancies	%
Not In Arrears	156	65.82
Less than £500	69	29.11
Between £501 - £1000	8	3.38
Between £1001 - £2000	3	1.27
Over £2001	1	0.42
TOTAL	237	100.00

Comparing the Arrears levels



The charts show that:

- Of the Tenants affected 34.18% are in arrears compared to 14.57% of All Tenants
- The value of arrears for affected tenants is £31,060
- Of the Tenants affected, 99 (37%) have made a claim for Discretionary Housing Payment DHP and of these 67 have been successful (67%).

Tenants affected are being served with Notices of Seeking Possession where appropriate. All requests to serve an NSP must be approved by a manager.

89 NSPs have been served to 78 tenancies since the introduction of the SSSC.

Benefit Cap

- 4 Council tenants are currently affected by the Cap.

Wise-Move – downsizing initiative

- As at 13 April 2015, 73 tenants were in consultation about downsizing through this initiative
- 133 tenants had successfully downsized and benefited from the incentive, 53 of which were previously affected by the SSSC.
- 3 tenants were in the moving phase in that they had been offered a property or had a mutual exchange approved.

New Homes Programme 2015 - 2018

Scheme	units	status	completion	comments
Westman Rd	12	on site	Feb-16	Progressing as planned
Springvale, Swanmore	2	on site	Mar-16	Progressing as planned
New Queens Head	21	on site	Jan-16	4 week delay to original programme
Extra Care	52	evaluating Tender	Jul-17	costs being examined, report planned for Cabinet in September 15
Victoria House, Winchester	27	out to Tender	Dec-16	results of tender expected early August. Scheme details to Cabinet in September
Mitford Road, Alresford	9	pre-planning DC	Mar-17	will come to Cabinet Housing September 15 for decision to proceed
Greenhill Avenue	10	draft plans prepared	Aug-18	community consultation event planned for July
Knowle Hospital sites	10	outline consent	Mar-17	Sites to be secured from Foreman Homes
Hillier Way, Abbots Barton	12	in discussion with planners	Mar-17	community consultation event planned for July
Woolford / Wilberforce Close	30	not started	Mar-18	Architect competition to be arranged for September 15
Bailey Close, Stanmore	6	architect appointed	Jun-17	Initial site visit carried out
Wykeham Fields	3	architect appointed	Sep-17	Initial site visit carried out
Fox Lane, Stanmore	4	site visit	Sep-17	Problem site, Officers from various teams have made joint visit
	198			

Using evidence to shape better services



Winchester
City Council

Wastes &
resources
management



Community
safety &
neighbourhood
policing



Sure Start
& Children's
Centres



Healthy
communities



Affordable
housing

Active citizens
& customer
research



Local
Authority
research &
evaluation



Winchester City Council

STAR Survey 2015

Executive Summary
June 2015

Measurement ♦ Evaluation ♦ Learning

1) Executive Summary

This shows key findings of the 2015 STAR Survey; detailed findings are in subsequent sections.

Overall service provided

Overall, 89% of tenants are satisfied with the service provided by Winchester City Council.

This rises to 91% for Sheltered tenants although this tenure type has steadily declined since 2010 whilst general needs tenants show satisfaction at 88% continuing the slight increase pattern. When comparing tenant satisfaction against two peer groups in the case of general needs; one consisting of Local Authorities who carried out a STAR survey between 2013-2015, the second consisting of housing providers in the South East who carried out a STAR survey between 2013-15, it shows that general needs compare relatively well falling at the upper quartile. Sheltered was benchmarked with housing providers in the South East using the STAR survey results between 2013-14. Comparison showed that satisfaction was also within the top quartile.

Quality of home

85% of tenants are satisfied with the overall quality of their home. 94% of Sheltered tenants and 84% of general needs tenants are satisfied with the overall quality of their home. Whilst satisfaction of general needs tenants has increased by 2% since 2013, it is still a decline compared to since 2010 where satisfaction levels were at 88%. Sheltered tenants have remained fairly consistent at 94% although this is still below the 2010 level of 96%. Satisfaction for both tenure groups compares relatively well falling within the upper quartile.

Neighbourhood as a place to live

89% of tenants are satisfied with their neighbourhood as a place to live. This rises to 94% for sheltered tenants. The satisfaction of general needs tenants (89%) is above the level of 2010 (87%) whereas Sheltered tenants remains fairly similar against 2013 (93%) but lower than 2010 (97%). Satisfaction expressed by both general needs tenants and Sheltered tenants compares favourably falling within the top quartiles.

Rent provides value for money

86% of tenants are satisfied that their rent provides value for money. There has been a slight increase for both general needs (85%) and Sheltered (93%) tenants, compared to the decreases seen in 2013 so that general needs are now more satisfied than in 2010 (81%) and Sheltered have returned to a similar level (94%). When compared against the peer groups, satisfaction expressed by both tenure groups compares relatively well with satisfaction rates falling within the upper quartile.

Service charge provides value for money

65% of tenants are satisfied that their service charge provides value for money. This rises to 79% for sheltered tenants and drops to 63% for general needs tenants with both types of tenure showing an increase against 2013. Satisfaction for both tenure groups compare poorly against the peer groups, with general needs satisfaction rates falling within the lower quartile, and Sheltered falling below the median.








Repairs and maintenance

81% of tenants are satisfied with the way Winchester City Council deals with repairs and maintenance. Whilst there has been a steady increase for sheltered tenants to 92% (from 87% in 2010) the reverse is seen for general needs tenants with a decline to 80% (from 85% in 2010). Satisfaction for general needs falls directly at the median when compared to both peer groups. Sheltered compares more favourably with the satisfaction rate falling within the upper quartile.

Listens to views and act upon them








66% of tenants are satisfied that Winchester City Council listens to views and acts upon them. 71% of Sheltered tenants are satisfied which is a decline compared to 2013, but satisfaction of general needs tenants remains fairly constant at 66%. Satisfaction expressed by general needs tenants compare relatively well when benchmarked against the peer groups falling within the national Local Authority upper quartile and just above the South East provider median. Sheltered tenants on the other hand fall below the median.

Table 1 Key results for Winchester City Council for 2015, 2013, 2010

Satisfaction 2015			By Tenure	Winchester City Council		
				STATUS 2010	STAR 2013	STAR 2015
	Overall Service provided	89%	General Needs	85%	▲ 86%	▲ 88%
			Sheltered	97%	▼ 94%	▼ 91%
	Quality of home	85%	General Needs	88%	▼ 82%	▲ 84%
			Sheltered	96%	▼ 94%	-94%
	Neighbourhood	89%	General Needs	87%	-87%	▲ 89%
			Sheltered	97%	▼ 93%	▲ 94%
	Rent provides VfM	86%	General Needs	81%	▼ 80%	▲ 85%
			Sheltered	94%	▼ 90%	▲ 93%
	Service charge provides VfM	65%	General Needs	-	60%	▲ 63%
			Sheltered	-	76%	▲ 79%
	Repairs and Maintenance	81%	General Needs	85%	▼ 82%	▼ 80%
			Sheltered	87%	▲ 90%	▲ 92%
	Listens to views*	66%	General Needs	64%	▲ 67%	▼ 66%
			Sheltered	63%	▲ 74%	▼ 71%

*Please note the question from STATUS 2010; 'how satisfied or dissatisfied are you that your views are taken into account by the Council,' changed in STAR 2013/15 to 'how satisfied or dissatisfied are you that Winchester City Council listens to your views and acts upon them'.

Table 2 Benchmarking for Winchester City Council: *refersto 2013-14 benchmarking data, all other data is from 2013-15.

		Winchester City Council STAR 2015	HouseMark Benchmark National LAs 2013 - 15			Winchester City Council STAR 2015	HouseMark Benchmark All Providers South East 2013 - 15			
			Lower Quartile	Median	Upper Quartile		Lower Quartile	Median	Upper Quartile	
	Overall Service provided	General Needs	88	83	84	85	88	78	83	88
		Overall	89	79	84	87	89	82	87	90
		Sheltered	91	-	-	-	91	86*	88*	91*
	Quality of home	General Needs	84	80	81	84	84	78	81	84
		Overall	85	77	80	83	85	80	84	88
		Sheltered	94	-	-	-	94	90*	93*	94*
	Neighbourhood	General Needs	89	80	81	84	89	80	83	85
		Overall	89	81	84	87	89	82	85	89
		Sheltered	94	-	-	-	94	91*	92*	93*
	Rent provides VfM	General Needs	85	74	78	78	85	74	78	81
		Overall	86	74	79	82	86	76	80	86
		Sheltered	93	-	-	-	93	84*	87*	91*
	Service Charge provides VfM	General Needs	63	64	69	74	63	65	69	73
		Overall	65	67	71	74	65	65	70	74
		Sheltered	79	-	-	-	79	77*	82*	83*
	Repairs and Maintenance	General Needs	80	75	80	83	80	74	80	83
		Overall	81	74	76	83	81	76	82	87
		Sheltered	92	-	-	-	92	81*	85*	87*
	Listens to views	General Needs	66	62	63	65	66	60	64	71
		Overall	66	61	64	67	66	63	69	76
		Sheltered	71	-	-	-	71	64*	74*	77*

= Upper quartile
 = above median
 =median
 = below median
 = Lower quartile

Key Areas for improvement

Repairs and maintenance service

The level of satisfaction (very/fairly satisfied) with the way Winchester city Council deals with repairs and maintenance has decreased slightly but not significantly from 2013 (83% satisfied) whilst the level of dissatisfaction has increased to 12% of tenants compared to 11% in 2013.

Whilst tenants in sheltered homes show a higher level of satisfaction at 92% there is some movement with a decrease in very satisfied (from 53% in 2013 to 47% in 2015) transferring to an increase in fairly satisfied (38% in 2013 to 45% in 2015). There is also a decrease in satisfaction of general needs tenants to 80% from 82% in 2013. Results show an improvement in how younger people (16 to 34 year olds) perceive this service but this needs to continue to bring satisfaction levels inline with the overall levels. The two age groups with the lowest satisfaction also feel it is more difficult to speak to someone in relation to repairs and maintenance so this aspect should be reviewed to determine what methods of contact tenants prefer. These age groups (16 -34 and 44-54) are also least likely to be satisfied with the final outcome of the Area Property Surveyor.

Given that carrying out repairs and maintenance efficiently continues to be the number one priority for all tenures, this aspect needs more attention.

Listens to views and acts on them / contact and communication

Satisfaction is low on this aspect (66%) a slight decrease on 2013 (68%) but driven by a high level of ambivalence with one fifth of tenants neither satisfied nor dissatisfied. This suggests that they simply do not know if Winchester City Council listens to views and acts on them or that they are not concerned as perhaps they have not had to share their views.

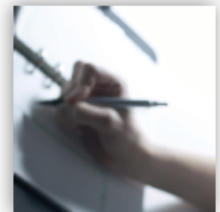
Particular attention should be given to the 35 to 54 age groups where less than half of tenants are satisfied.

This aspect links to sharing information, closing the loop on consultation and sharing results in order to show what the outcomes were as a result of views being brought to the attention of Winchester City Council. It also links to communication where improvements with contact could be addressed as only 67% of tenants find it easy to get through to Housing via the telephone and 71% of tenants advised it was easy to get hold of the right person, decreasing from 74% in 2013.

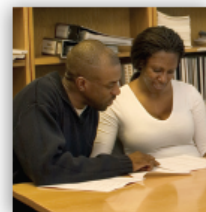
Using evidence to shape better services



Research



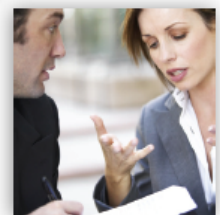
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