

# **Somerset West and Taunton Council**

## **Tenant's Strategic Group Meeting – 22<sup>nd</sup> March 2021**

**STAR Update –\*Please note for information purposes only\* to be read in conjunction with Tenant Friendly “Your views” report from Acuity.**

**Report Author: Sharon Yarde, Housing Customer Experience Lead**

### **Background**

**The Star (survey of tenants and residents) is done every 2 years and it is a reputable way of gathering information on Customer satisfaction. We decided to complete STAR prior to Christmas 2020 in order to understand customer priorities and ensure that any unitary consultation can take place from January 2021 onwards without causing any consultation fatigue.**

### **Current update**

- In February a webinar from Acuity was delivered to all Housing Managers within the Housing Directorate. This informed them of the results in an easy to understand format so that they could share the findings with their teams.
- We received 42 “flags” from Acuity which were individual matters that needed to be looked into as a result of the survey.
- All 42 flags have been dealt with.
- Acuity collated over 1,000 comments from our tenants during the survey.
- The Housing Performance Team have worked their way through all of the comments and grouped them into topic area. These comments will feed into an action plan.
- At the end of February we received a “Tenant Friendly” version of the STAR survey. This version has been referred to in the Spring Edition of the Housing Newsletter and will be posted on our website for our tenants to view.
- Satisfaction has generally increased since the previous survey in 2018. In 2020 we received the highest ever satisfaction scores since the surveys began in 2013 in the following areas: Value for money, appearance of estate, grounds maintenance, repairs and maintenance and gas servicing
- All data (statistics, comments, flags) has indicated that both repairs and communication are areas where improvements can be made.
- The Housing Performance Team are currently putting together an action plan to address these topics.

### **Recommendations**

To note that:

- the tenant friendly STAR survey report will be available on the website

- there will be an action plan of improvements that will be made as a result of the survey results and feedback.

## Going Forward

Open for questions from the group during the meeting on 22<sup>nd</sup> March 2021

To present an action plan to the group in the next meeting.

## Democratic Path: N/A for information only

- **Scrutiny / Corporate Governance or Audit Committees – No**
- **Cabinet/Executive – No**
- **Full Council – No**

Reporting Frequency:  Once only       Ad-hoc       Quarterly  
 Twice-yearly       Annually

## Contact Officers

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