

TENANTS' AND LEASEHOLDERS' PANEL
6 February 2013

Lead Officer: Executive director of adult services, health and housing

Wards: All

Agenda Item: 10

Subject: - Annual Benchmarking and STAR survey reports

1. RECOMMENDATIONS

- 1.1 The Panel is asked to note the availability of these reports and the summary of the highlights attached as appendix A.

2. SUMMARY

- 2.1 The attached appendix provides some of the highlights of our annual benchmarking report and tenant satisfaction report.

3. BACKGROUND

- 3.1 Croydon are members of HouseMark, a national benchmarking organisation that allows us to benchmark our performance, costs and satisfaction levels against the majority of social housing landlords across England. Every year HouseMark provides Croydon with a detailed report which benchmarks Croydon's housing service against other similar social housing landlords in London.
- 3.2 Previously the Government required all social housing landlords to conduct regular customer satisfaction surveys. This was known as the Status Survey. This is no longer a requirement but HouseMark, in partnership with national tenants' groups, produced an alternative, the STAR survey. This is voluntary but the majority of social housing landlords have decided to conduct this survey.

4. DETAIL

- 4.1 During the summer of 2012 the council submitted data to HouseMark in relation to its housing services. This data is verified by HouseMark and they produce an annual report. This is available for download from the council's website. Full details are available from the HouseMark web site. Details regarding access to this site can be obtained from the Resident involvement team.
- 4.2 The council employed Feedback Services to carry out the STAR survey in the

summer of 2012. They have also provided the council with a detailed report and is available on the council's website. Feedback Services has delivered workshops to both officers and tenants' representatives to assist with the interpretation of the results.

- 4.3 Overall both reports are positive with improvements in most service areas. Officers will use these reports to review service areas where performance or satisfaction is not increasing. Highlights of both reports are available in the attached appendix A.

Report Author: Chris Stock, Resident Involvement & Scrutiny Manager, Ext. 62864

Contact Person: As above