

Appendix A

STAR Improvement Plan progress April 2012 – December 2013

Improvement area	Objective	Action	By when?	Lead Officer	Update
Communicating effectively					
Extent to which tenants feel their views are being taken into account STAR result: <ul style="list-style-type: none"> Tenants 60% satisfied 	Ensure feedback from STAR and other consultation is acted upon. Publicise opportunities for tenants to get involved	<ul style="list-style-type: none"> ➤ Include regular STAR update in News and Views ➤ Promote opportunities for involvement through: <ul style="list-style-type: none"> • Tenants Conference • News and Views (N&V) • Community events 	Quarterly <ul style="list-style-type: none"> • Annual • Quarterly • Ongoing 	CL/SD	An update on progress in meeting STAR improvement plan objectives has been included in every edition of News and Views. This helps to ensure that our tenants and leaseholders are kept informed and demonstrates our commitment to improving the Housing service. Third annual Tenant and Leaseholder Day (conference) took place in September. Excellent feedback received and numbers attending have grown year on year.
Contacting DBC in the last 12 months with a query other than service charges: was getting hold of right person easy or difficult STAR result: <ul style="list-style-type: none"> Leaseholders Easy 53% (32% answered difficult) 	Ensure we provide an accessible, efficient service to our leaseholders	Publicise ways in which leaseholders can get in touch through: <ul style="list-style-type: none"> • News and Views • Leaseholder Handbook 	December 2013	SB	Dedicated Service Charges team respond to queries promptly. Team featured in News and Views to encourage leaseholders to get involved and to publicise contact details. New leaseholders' handbook developed in consultation with leaseholders, includes separate contact sheet.

Percentage of Supported Housing tenants with internet access at home STAR result: <ul style="list-style-type: none"> Supported Housing 76% have no internet access 	Improve accessibility of internet access for Supported Housing tenants	Install internet enabled computers in every Supported Housing Scheme and provide training to tenants as required.	December 2013	DC/AV	Training has been held in some supported housing schemes to help tenants get on line. The installation of internet enabled computers in all supported housing schemes is a priority within the new Digital Inclusion Strategy.
Neighbourhood issues					
Extent to which tenants feel parking is a problem in their neighbourhood STAR result: <ul style="list-style-type: none"> Tenants 40% feel is major problem Leaseholders 30% feel is major problem Supported Housing 31% feel is a major problem 	Improve quality of parking for our tenants and leaseholders	Support corporate parking project to look at improvement, prevention and traffic order controls.	December 2013	AV/SS	<p>A parking strategy for housing land will be launched in December following consultation with the Housing Maintenance and Environment Committee (HMEC). The strategy will address issues associated with anti-social parking and provide additional parking provision.</p> <p>Work on the first supported housing scheme (Elizabeth House) has recently commenced. Work on the remaining nine schemes/high rise blocks will follow with a completion date of March 2014.</p>
Extent to which tenants feel rubbish or litter is a problem in their neighbourhood STAR result: <ul style="list-style-type: none"> Tenants 19% feel is major problem Leaseholders 23% feel is major problem 	Reduce rubbish and litter within neighbourhoods and improve reporting mechanisms	<ul style="list-style-type: none"> ➤ Introduce litter picks as part of the local area walkabouts ➤ Work with street champions to ensure litter picking in area 	Ongoing	JG	<p>Local area walkabouts available on request.</p> <p>Consultation is to be undertaken with the Tenant and Leaseholder Committee (TLC) shortly to see if any partnership work can be undertaken with street champions.</p>

Grounds maintenance and cleaning					
Tenants satisfaction with maintenance of planted areas STAR result: <ul style="list-style-type: none"> • Tenants 60% satisfied • Leaseholders 51% satisfied • Supported Housing 60% satisfied 	Improve maintenance of planted areas to increase satisfaction levels.	<ul style="list-style-type: none"> ➤ Service Level Agreement to be developed with Clean Safe and Green (CSG) ➤ Recruit tenants in blocks of flats to monitor the standard of work. 	December 2013	SS/AV CL	<p>Service Level Agreement has been developed with Clean, Safe and Green and will be operational from March 2014.</p> <p>A campaign to recruit tenants to assist with the monitoring of work will commence shortly.</p>
Tenants living in flats: satisfaction with cleaning of internal communal areas STAR result: <ul style="list-style-type: none"> • Tenants 64% satisfied • Leaseholders 57% satisfied 	Improve monitoring arrangements for cleaning service. Communicate level of service tenants should expect to receive.	<ul style="list-style-type: none"> ➤ Install signs in all blocks detailing cleaning schedule for completion by cleaners. ➤ Issue service standards booklet to all residents ➤ Service quality to be monitored through Housing Maintenance and Environment Committee (HMEC) and local residents. 	December 2013	ST	<p>Signs have been installed in all blocks detailing areas to be cleaned. Cleaners record details of cleaning carried out at every visit. All cleaning staff carry devises which help to monitor when visits have taken place. Cleaning supervisors have also been issued with tablets which provide details of all quality inspections carried out.</p> <p>A service standards booklet has been issued to all tenants detailing the service they should expect to receive. Cleaning schedules detailing when cleaning will be carried out have also been made available on our website.</p> <p>Updates on how the service is performing have been provided in News and Views.</p> <p>Updates have also been provided to the HMEC, who will continue to monitor progress.</p>
Tenants living in flats: satisfaction with cleaning of external communal areas STAR result: <ul style="list-style-type: none"> • Tenants 51% satisfied • Leaseholders 40% satisfied 					

Repairs and maintenance					
Thinking about your property, block or scheme: external building repairs and maintenance STAR result: <ul style="list-style-type: none"> Leaseholders 42% satisfied 	Increase leaseholder satisfaction with repairs and maintenance service	Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.	December 2013	CF/SB	<p>Leaseholder Group meetings will be re-launched following distribution of Leaseholder Handbook.</p> <p>Initial kick-start meeting planned to help identify what the issues are. Meetings will then follow focussing on a different issue each time.</p> <p>Representatives from service areas will be invited to the meetings as appropriate to answer questions/assist.</p>
Satisfaction with way DBC as owner of freehold deals with repairs and maintenance STAR result: <ul style="list-style-type: none"> Leaseholders 54% satisfied 					
Thinking of last repair: time taken before work started STAR result: <ul style="list-style-type: none"> Leaseholders 49% satisfied 					
Thinking of last repair: overall quality of work STAR result: <ul style="list-style-type: none"> Leaseholders 41% satisfied 					

Thinking of last repair: repair being done right first time STAR result: <ul style="list-style-type: none">Leaseholders 53% satisfied	Increase leaseholder satisfaction with repairs and maintenance service	Consult with leaseholders on repairs and maintenance as part of Leaseholder Service Review.	December 2013	CF/SB	Leaseholder Group meetings will be re-launched following distribution of Leaseholder Handbook.
Thinking of last repair: keeping dirt and mess to a minimum STAR result: <ul style="list-style-type: none">Leaseholders 62% satisfied					Initial kick-start meeting planned to help identify what the issues are. Meetings will then follow focussing on a different issue each time.
Thinking of last repair: service you received on this occasion STAR result: <ul style="list-style-type: none">Leaseholders 62% satisfied					Representatives from service areas will be invited to the meetings as appropriate to answer questions/assist.
Value for Money					
Leaseholders satisfaction with service charge providing value for money STAR result: <ul style="list-style-type: none">Leaseholders 55% satisfied	Increase leaseholder satisfaction that service charge represents value for money	Consult with leaseholders regarding service charges and how they are calculated.	December 2013	SB	Queries regarding service charges are responded to in depth. Credits are agreed where charges are deemed unreasonable. Accounts are put on hold while investigations are carried out to ensure no reminders are issued until a final response has been given.
Key to Responsible Officers: CL – Carolyn Leech, SD – Suzy Donaldson, SS – Simon Smith , AV – Andy Vincent , JG – Jules Goodridge, ST- Steve Tarbox, SB – Sue Birrell, CF- Calvin Fisher, DC – Dharini Chandarana					