

## Stroud Council Housing Forum

3 September 2014

<b>Briefing Note Title</b>	<b>STAR Survey for Sheltered Housing</b>
<b>Purpose of Briefing Note</b>	To share with forum members work undertaken to arrange a tenant satisfaction (STAR) survey of Stroud District Council's sheltered housing population.
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**1.0 Timetable****1.1 Sheltered Housing Survey**

1.1.1 Following the acceptance of the recent CIH report recommendations for sheltered housing, Stroud Council agreed to undertake a satisfaction survey twelve months post new structure.

1.1.2 To benchmark those results, a tenant satisfaction (STAR) survey of Stroud Council's sheltered tenants will be undertaken this autumn. In this way, a comparison of results (one year apart) will allow Stroud Council to determine how well the changes in sheltered housing have been received and whether the new structure is meeting expectations. It will also provide us with information about any areas where further work is required.

**2.1 Sheltered Housing Survey Results**

2.1.1 A report providing you with information on the outcomes of the survey will be brought back to this forum in the Spring.

### **3.0 Sheltered Housing Follow up Survey and General Needs Survey**

- 3.1.1 Due to two consultations which are key to the business, (the 52 rent week review in September and the December consultation on changes to the Tenancy Agreement), the planned survey of general needs tenants this autumn has been delayed.
- 3.1.2 A survey of general needs tenant will be carried out in 2015 and will run concurrently with the autumn 2015 sheltered tenant satisfaction survey. In the meantime, quarterly performance data provides a basis upon which tenant satisfaction can be judged. The wide range of tenant involvement activities also help in identifying the best opportunities for improving performance.