

# Public Document Pack



<b>MEETING:</b>	Overview and Scrutiny Committee - Growing Barnsley Workstream
<b>DATE:</b>	Tuesday 31 October 2023
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Council Chamber, Barnsley Town Hall

## AGENDA

### **Growing Barnsley Workstream**

Councillors Bowler, Clarke JP, Denton, Ennis OBE, Lodge, Markham, McCarthy, Morrell, Moyes, Peace, Risebury and N Wright.

Administrative and Governance Issues for the Committee

#### **1 Declarations of Pecuniary and Non-Pecuniary Interest**

To invite Members of the Committee to make any declarations of pecuniary and non-pecuniary interest in connection with the items on this agenda.

#### **2 Minutes of the Previous Meeting** *(Pages 3 - 8)*

To note the minutes of the previous meeting of the Committee held on 10<sup>th</sup> October 2023 (Sustainable Barnsley Workstream - Item 3 attached).

Overview and Scrutiny Issues for the Committee

#### **3 A Review of the Delivery of the Housing Service (Berneslai Homes)** *(Pages 9 - 136)*

To consider a report of the Executive Director Core Services and the Executive Director Growth & Sustainability on the Delivery of the Housing Service (Berneslai Homes) (Item 3a), as well as Berneslai Homes annual performance for 2022-23 (Item 3b), quarterly performance for 2023-24 (Item 3c), and the results of the Tenants Satisfaction Survey 2023 (Item 3d).

Enquiries to Anna Marshall/Jane Murphy, Scrutiny Officers

Email [scrutiny@barnsley.gov.uk](mailto:scrutiny@barnsley.gov.uk)

To: Chair and Members of Overview and Scrutiny Committee:-

Councillors Ennis OBE (Chair), Barnard, Bellamy, Booker, Bowler, Bowser, Christmas, Clarke JP, Crisp, Denton, Eastwood, Fielding, Green, Hayward, Hunt, Lodge, Markham, McCarthy, Mitchell, Moore, Morrell, Moyes, Murray, O'Donoghue, Osborne, Peace, Pickering, Risebury, Sheard, Smith, Tattersall, Webster, A. Wray and N. Wright

Electronic Copies Circulated for Information

Sarah Norman, Chief Executive

Wendy Popplewell, Executive Director, Core Services

Rob Winter, Head of Internal Audit and Risk Management

Michael Potter, Service Director, Business Improvement, HR and Communications

Sukdave Ghuman, Service Director, Law and Governance

Press

Witnesses

Item 3 (2pm)

Matt O'Neil, Executive Director Growth & Sustainability, Barnsley Council

Kathy McArdle, Service Director, Regeneration & Culture, Growth & Sustainability, Barnsley Council

Alison Dalton, Group Leader Strategic Housing, Growth & Sustainability, Barnsley Council

Neil Copley, Director of Finance, Core Services, Barnsley Council

Ashley Gray, Strategic Finance Business Partner, Core Services, Barnsley Council

Amanda Garrard, Chief Executive, Berneslai Homes

Arturo Gulla, Executive Director of Property Services, Berneslai Homes

Dave Fullen, Director of Customer & Estate Services, Berneslai Homes

Cllr Robin Franklin, Cabinet Member Regeneration & Culture, Barnsley Council

<b>MEETING:</b>	Overview and Scrutiny Committee - Sustainable Barnsley Workstream
<b>DATE:</b>	Tuesday 10 October 2023
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Council Chamber, Barnsley Town Hall

## MINUTES

### Present

Councillors Ennis OBE (Chair), Barnard, Bellamy, Bowser, Christmas, Clarke, Denton, Hayward, Hunt, McCarthy, Murray, O'Donoghue, Osborne, Sheard, Tattersall and A. Wray

### 8 Declarations of Pecuniary and Non-Pecuniary Interest

Councillor Sheard declared a non-pecuniary interest in relation to being a Governor at Barnsley Hospital and Cabinet Support Member for Public Health and Communities

Councillor Tattersall declared a non-pecuniary interest in relation to being a member of the Barnsley Hospital Charity Trust and a member of the Berneslai Homes Board

Councillor Osborne declared a non-pecuniary interest in relation to being a member of the Berneslai Homes Board

### 9 Minutes of the Previous Meeting

The minutes of the meeting held on 12 September 2023 were received.

### 10 Antisocial Behaviour in Barnsley

The following witnesses were welcomed to the meeting:

- Phil Hollingsworth, Service Director Communities, BMBC
- Paul Brannan, Head of Safer Barnsley, BMBC
- Jane Brannan, Group Leader, Housing & Community Safety, BMBC
- Councillor Wendy Cain, Cabinet Spokesperson Public Health and Communities, BMBC
- Anna Hartley, Executive Director, Public Health and Communities
- Sajeda Khalifa, Litigation Team Leader, BMBC
- Chief Superintendent Simon Wanless, Barnsley District Commander, South Yorkshire Police

Councillor Wendy Cain provided the Committee with a brief introduction to the report, highlighting that Anti-Social Behaviour was an issue and a concern for all elected members in their wards. Barnsley had a good strong partnership strength for a joint drive and commitment to tackling anti-social behaviour in the Communities.

In the ensuing discussion and in response to detailed questioning and challenge, the following matters were highlighted:-

Concerns around the lack of follow up information being provided to residents and Members following major incidents were raised. In response members were informed that there were numerous engagement opportunities for people to talk to the Service and Police, including PACT Meetings where people could raise local issues. It was acknowledged that some Members felt that issues had not been dealt with as effectively as they could have been and that there could sometimes be a lapse in feeding back what actions and progress had been taken and there was a need to feed this back to representatives from these meetings. It was acknowledged that this was more difficult in more complex and serious cases but that this would be looked into and addressed in order to rectify the issue.

In regard to litter and dog fouling enforcement powers - Members were informed that District were contracted by the Council to carry out a core service of enforcement for litter and dog fouling offences across the Borough. They had received in excess of 3,000 fines so far this financial year which showed a significant amount of action had been taken across the Borough. Wardens dealt with more in-depth investigations such as fly tipping. A quarterly report was circulated to Members detailing enforcement work across the Borough and the possibility of sharing ward specific data would be welcomed by Members and could be considered within a future newsletter. It was acknowledged that future communications of prosecution success stories and work ongoing in the Borough needed to be looked into and improved, but that the team need to balance promotional work with ongoing operational pressures.

The diagrams contained within the report demonstrated the different categories of anti-social behaviour that had been reported to the Council and the South Yorkshire Police. It was reported that they had not changed significantly and there was no particular draw of resources to one main issue or area of complaint.

Berneslai Homes had recently been awarded powers to prepare and serve Community Protection Warnings where tenancy actions fail to sufficiently address anti-social behaviour. As these are a recent addition to Berneslai Homes powers it is important that initial quality checks are conducted by the Council to ensure consistency. An interim 6 month check and balance of quality was taking place to ensure the warnings issued were in line with legislation. This would also ensure that the warnings were not being used disproportionately resulting in the value of them being lost. Anyone issued with a Community Protection Notice are able to appeal to the Magistrates' Court so making the additional quality checks reduces the risk of any surprises.

Parking enforcement is a Core Service operated through the Highways Team. Concerns were raised around the lack of parking enforcement in the outlying areas of the Borough that were once served by contracts procured through some of the Area Councils. It was reported that in some areas of the Borough the parking was becoming out of control with people parking on pavements. It was reported that parking enforcement would remain under Highways control.

In relation to communications to residents around anti-Social behaviour, Members were informed that the Council's social media and online platform and South Yorkshire Police's social media and online platform were utilised to get the messages out to people.

In relation to tackling cannabis use in the Borough, it was recognised that under the Berneslai Homes Tenancy Agreement this was a breach in tenancy. It was acknowledged that to evict someone from a Berneslai Homes property would not solve the problem of cannabis use as they would probably remain living in the Borough but in a sub-standard quality property. In response to the issue of cannabis use, Members were informed that the Police dealt with this issue at both local level as well as commercial sized growth levels as it was well publicised that there were links between cannabis use and poor educational choices that children make. One of the main aims from South Yorkshire Police was to tackle the supply issue from the growers alongside drugs partnerships.

Anti-social behaviour is about the impact and behaviour someone displays and how that affects someone else and if that is in a negative way then the issue has to be addressed. Taking possession back of a council property due to anti-social behaviour was not a straightforward process. It would involve numerous checks and balance tests to ensure that everything had been done to resolve the issue before taking a house away from someone.

South Yorkshire Police welcomed intelligence from members of the public reporting incidents of ASB. It was noted that, whilst it was frustrating to members of the public that nothing seemed to be being done on the back of this information, they were reassured that all intelligence was collated in order to build a case and a bigger picture in order to formulate patrol plans and move forward with prosecutions. It was reported that most of the critical work carried out was preventative in order to stop something getting out of hand and becoming an issue.

Quad and off-road biking was a significant problem and the second highest reported anti-social behaviour issue in the Borough. The South Yorkshire Police Tactical Response Offroad Team were tasked with tackling this crime. Intelligence gathering as to where these people lived and stored these bikes was the key to stopping this behaviour and much safer than trying to chase down and apprehend offenders out in public.

Funding from Home Office Trailblazer monies had created Operation Civitas which had identified a number of hotspot areas of anti-social behaviour in the Borough to be targeted by uniformed foot patrols which had positively impacted on crime and anti-social behaviour. The funding had also enabled partners to become better equipped to identify and detect the more challenging aspect of anti-social behaviour of off-road biking by improving the equipment required to pursue and monitor. Funding was in place to the end of the 2024/25 financial year to continue Operation Civitas.

Reports of anti-social behaviour had shown a consistent downward trajectory over the past few years. The trends of anti-social behaviour issues showing in the report were based on volumes recorded and, for example, one off road bike could generate multiple reports of anti-social behaviour which could skew some of the figures.

Members expressed their frustration at being able to report incidents of anti-social behaviour in a timely manner via the 101 phone line. It was reported that there was often a significant time to wait to get through or the phone call being automatically cut off. Apologies were made as there had been some technical issues with the telephony and also to the length of time being made to wait as the system had seen

recent improvements in wait times. Reporting incidents of anti-social behaviour online was no longer anonymous which was seen as a negative move resulting in people feeling reluctant to report incidents. The Crimestoppers site remained anonymous but was not the place for reporting ASB.

Powers within Anti-Social Behaviour Legislation allows for action to be taken against parents to require them to do certain things and make them accountable in regards to their children's negative behaviours. An early intervention tool often used are Acceptable Behaviour Contracts used prior to more formal enforcement action, which sets out, with the parents present in all discussions and meetings, the consequences if the contract is not adhered to. It was reported that research had shown that fining and criminalising a child was a short-term measure and did not change criminal behaviour. It was better to educate and adjust behaviour by working with parents in order to try and prevent future negative behaviours. The consequences for parents breaching the Contract could potentially result in a Court Order and the Court would then determine the sanctions.

Members queried as to whether there was a direct link to children being put in isolation in schools and anti-social behaviour, they were informed that there was insufficient data to connect the two issues. However, it was acknowledged that following the Covid Pandemic there had been a significant increase in school absences and poor mental health in young people. This was something to be looked into in collaboration with the Early Help Team in order to carry out preventative work or interventions to tackle behaviours before they escalated. It was highlighted that not all anti-social behaviour was from young people, behaviours involving vehicles, offroad bikes and drinking were predominantly from adults.

Dangerous dogs, in particular the XL Bully Breed of dog was raised as a serious concern. It was acknowledged that the XL Bully was not a banned breed at the time of the meeting so there was little that could be done. However, it was noted that any dangerous dog, no matter what breed, would be dealt with accordingly to protect members of the public.

Barnsley has a dedicated Victim and Witness Support Team of 3 officers in operation for the whole Borough in order to provide a wraparound service for individuals to make them feel heard and important. In some instances where anti-social behaviour is serious, persistent or having a detrimental effect on a person's quality of life, regardless of the behaviour types, a Victim Support Officer would be allocated as a single point of contact for a victim or witness. A holistic assessment would be made and the type of support required would be tailored to that person's needs in order to give them the confidence to be a witness going forward to prosecution through court. A Victims Charter had been developed as to how they could expect to be dealt with in Barnsley via customer feedback to learn what could have been done differently, what had been useful and what lessons could have been learned.

The greatest challenge in dealing with anti-social behaviour was reported as being able to stop the next generation of children following in the footsteps of this generation of adults. Parents and teachers were key to educating children in how to behave and not following the same pattern of behaviours.

**RESOLVED:-**

- (i) that the witnesses be thanked for their attendance and contribution, and that the report be noted;
- (ii) that officers ensure that feedback is consistent and conversations take place to keep Elected Members and members of the public updated on progress and actions taken when incidents are reported and intelligence shared;
- (iii) that officers consider publishing data to demonstrate the number of enforcement notices issued by Area Council/Ward in the next quarterly newsletter and if resources allow, publish a newsletter specific to Area Councils;
- (iv) that communication is improved around prosecution success stories and ongoing work using social media to promote work and keep the public informed which local Elected Members can help to share in communities;
- (v) that information is supplied to Members on parking enforcement activity being undertaken across the Borough;
- (vi) that there is consideration of making online reporting anonymous, as those experiencing ASB may not want to be identified;
- (vii) that work is undertaken closely with colleagues in schools, Early Help, the Youth Justice Service, TIAG, and young people themselves to understand the reasons for committing ASB as part of prevention and intervention work.

-----  
Chair

This page is intentionally left blank



**Report of the Executive Director Core Services  
and the Executive Director Growth and Sustainability,  
to the Overview and Scrutiny Committee (OSC)  
on 31<sup>st</sup> October 2023**

**A Review of the Delivery of Housing Service (Berneslai Homes)**

## **1.0 Introduction**

1.1 Members raised several queries at the start of the financial year regarding the performance of Berneslai Homes (BH) and challenges/opportunities for the Council, the Arm's Length Management Organisation (ALMO) and the ALMO model. This paper considers the current performance of the ALMO model, taking into consideration:

- Social Housing Reform (under the Social Housing Regulation Act 2023),
- Financial pressures on the Housing Revenue Account (HRA),
- Contribution to the borough's priorities in relation to the Climate Agenda, and
- Housing Waiting List.

1.2 This report responds to several specific queries raised by Elected Members in relation to:

- the ALMO model – with consideration to Value for Money and whether the model remains fit for purpose
- the performance of the ALMO (against the Services Agreement and Tenant Satisfaction Measures)
- the provision of new social homes
- how the organisation is responding to the Climate Agenda
- Lettings and the Waiting List
- concerns over the lack of neighbourhood management

1.3 Item 3b (attached) provides an overview of the performance of Berneslai Homes for 2022/23 (year-end) against key performance indicators set within the Berneslai Homes Strategic Plan, whilst Item 3c (attached) outlines the performance of Berneslai Homes during the first quarter of 2023/24.

1.4 Item 3d (attached) details the results of the Berneslai Homes 2023 Tenant Satisfaction Survey, demonstrating how they currently perform against several of the Tenant Satisfaction Measures (TSM) recently introduced by the Regulator of Social Housing and that the Council will need to report on from April 2024.

## **2.0 Background**

### Contractual Arrangements and Remit

2.1 Berneslai Homes was established as an ALMO in 2002. It is a Company Limited by Guarantee, overseen by a Board of Directors and is ultimately wholly owned by the Council (i.e., the Council is the only Shareholder). There is a Services Agreement in place between the Council and Berneslai Homes which sets out the 'contractual' arrangements for the management and maintenance of the Council's 18,000 Housing Stock. Annex 2 of the Services Agreement sets out the delegated responsibilities to Berneslai Homes and identifies those which are retained by the Council as shown below:

# HRA & Regulatory Responsibilities

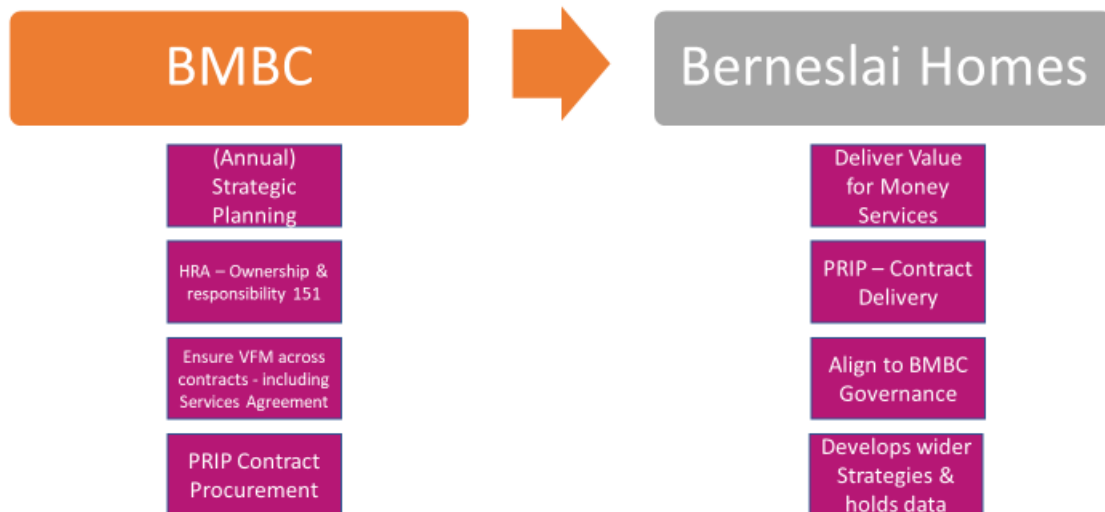
## The Council:

- Is the legal landlord of stock
- Owns the properties and is accountable for their management to the regulator of social housing and under Building Safety (Responsible person – Kathy McArdle)
- Berneslai Homes Ltd wholly owned subsidiary and delivery partner (Has own Board with Kathy McArdle as Shareholder Representative as full Board member)
- Defines the services, and can unilaterally change them (Annexe 2 Services Agreement)
- S151 Officer (Neil Copley) responsible for Financial Management of the HRA
- Principal Accountable Person (Building and Fire Safety)

## Berneslai Homes Ltd:

- Board structure is set up to provide independent governance
- Has delegated responsibilities to deliver services / strategies (Annexe 2)
- Is arm's length from but is accountable to the Council...

# HRA Responsibilities



2.2 The Services Agreement was renewed in 2021, and there is a 10-year contract in place for the management of the Council's homes (2021-2031). As part of the contract renewal, Berneslai Homes is required to produce a Strategic Plan (2021-2031) and an annually produced business action plan which sets out priorities for the coming year, highlighting alignment to the Strategic Priorities within the Strategic Plan and the Council's wider Strategic Priorities under Barnsley 2030. A suite of performance indicators is reviewed annually, and these now include the Tenants Satisfaction Measures (TSMs) recently set by the Regulator of Social Housing (RSH). The Council, as Landlord, must report performance against the TSMs annually from April 2024.

- 2.3 The Council has officer representation on the Berneslai Homes Board. Kathy McArdle, Service Director Regeneration and Culture, is the Council's shareholder representative and is a full voting member of the Board. Berneslai Homes is also solely owned by the Council and therefore the Council's voice at Board has significant weight. Two Councillors are also nominated by the Council to sit on the BH Board. Whilst they do so as Directors of the company, they also represent the Council and therefore must bring due consideration of the impact BH delivers for the Council across the borough.
- 2.4 Further to a review of Housing Services in 2017/18, the Council directly manages the Housing Revenue Account (HRA) and the delivery of any Council build and acquisitions programme. These two services were previously managed by Berneslai Homes (although the HRA has always been owned by the Council - as is all stock).
- 2.5 Members should note that, whilst the Council delegates the management and maintenance of its council housing stock to Berneslai Homes, it is Barnsley Council that is ultimately the landlord of these properties and is accountable to the Regulator of Social Housing. Further to new legislation around Building and Fire Safety, the Council is also the Principal Accountable Person for Building Safety (with reference to the borough's high rise) and holds responsibilities (which cannot be delegated) for fire safety. This brings an additional level of responsibility for the Council as landlord which Members need to be aware of.

### ALMO Background

- 2.6 ALMO's were originally set up by Local Housing Authorities to gain access to additional government funding under the Decent Homes Programme, which concluded in 2012. The Council is a member of CWAG (Council's with ALMO's LA Group). There are currently 24 ALMO's (previously 69), with Nottingham and Lewisham in the process of bringing their ALMOs back in-house. Tower Hamlets undertook a review in 2021/22 but took the decision to retain the ALMO arrangement. Doncaster Council have also just renewed their contract with St Leger Homes Doncaster for five years. This was following a review of services and Value For Money (VFM).

## **3.0 Current Challenges for the Council/ALMO**

### Regulatory Changes

- 3.1 As referenced in several reports to Cabinet and Full Council since 2020/21 (the latest in July 2023 (Cab 12.7.23/11)), regulation within the sector has been significantly strengthened following the Social Housing White Paper in 2020 and amendments to the Social Housing (Regulation) Bill which received Royal Assent in 2023. The amendments to the Bill provide the legal basis for many of the changes set out in the White Paper which seeks to deliver transformational change within the sector to empower residents, provide greater redress, better regulation, and improve the quality of social housing - giving greater powers to both the regulator and housing ombudsman and re-defining the role of landlord in terms of both accountability to the regulator and health and safety. As a landlord, the Council is ultimately responsible for meeting its regulatory requirements under the consumer standards set by the Regulator of Social Housing. The Council must thus have a robust Assurance Framework in place to ensure that our service provision (delivered by Berneslai Homes as part of the Services Agreement) meets all Consumer Standards, performs well and to the satisfaction of our tenants; ensuring the tenant voice is heard and at the heart of everything we do.
- 3.2 The regulatory changes have made all Local Authorities with ALMOs review how they manage the arm's length arrangements across their organisations, with many previously having a 'hands off' approach to contract management. At Barnsley, the Council commissioned ARUM, an independent consultant, to undertake a review of the Council's client and contract management

arrangements in relation to the Services Agreement with Berneslai Homes in Spring 2021. The review advised on areas for improvement in relation to client governance, identified areas where strategic intent/alignment with the Council's priorities could be strengthened, and prompted the development of a more stringent performance framework to ensure that the Council can meet (and evidence) all its requirements under the regulatory changes being implemented by the RSH. Since then, officers within the Council and Berneslai Homes have worked together to strengthen governance arrangements and ensure that the Council receives sufficient assurance from our ALMO that our homes and estates are being managed efficiently and effectively. There is a robust performance framework (which incorporates the TSMs) and a series of dashboards relating to compliance, complaints, ASB and progress in undertaking 100% stock condition surveys, which provide the Council with more information and data regarding our stock and the performance of the ALMO against the Services Agreement. However, there is still work to do in terms of preparing for the new regulatory regime, and a Social Housing Regulation Board has been established across the Council and Berneslai Homes to undertake a self-assessment of readiness for inspection against a toolkit provided by the Housing Quality Network (HQN). This work will complete at the end of October 2023. A report will be prepared to update Portfolio Members in November 2023.

### The ALMO Model

- 3.3 In exploring whether the ALMO model remains fit for purpose, given the new regulatory framework, there are both pros and cons. From a pro's perspective, the ALMO arrangement has meant that the Council and Berneslai Homes have been on the front foot in terms of developing an assurance framework; acknowledging that there previously was not the right level of involvement and scrutiny in the management of such a significant contract. Barnsley has a single focussed area dealing with Council Tenants and services, and officers at Berneslai Homes can focus on delivering services to tenants as the organisation's sole focus, rather than the much wider remit that a local authority has from a general and housing perspective. They also have the technically qualified staff in house to deliver services. The cons of the model include the additional assurance required by the Council, given that it is a step removed from service delivery, performance frameworks and direct access to systems and data. The Regulator of Social Housing is also used to dealing with Housing Associations in the main, and so there are ambiguities in the development of policies and processes as the Regulator struggles to understand the ALMO model and roles/remits across it. The risks in meeting our regulatory requirements are further documented in the risks section of the report presented to Cabinet entitled 'Planned Regulation Changes for the Social Housing Sector: Implications for the Local Authority and ALMO and review of the existing Clienting Assurance Framework'.

### Financial Pressures on the Housing Revenue Account (HRA)

- 3.4 Whilst the Social Housing Act is welcomed across the sector, it should be noted that planned legislative changes, including plans to amend the decent homes standard, the inspection regimes, any further changes to regulations and requirements for professional qualifications (the details of which are all yet to be confirmed) will have significant implications for the sector from both a Housing Revenue Account (HRA) financing and resourcing perspective. There are real and continued pressures on the HRA following significant statutory changes around enhanced compliance, building safety, and retrofit – all of which were not considered previously within HRA Business Planning nor the self-financing settlement. Whilst enhanced standards across the housing sector are welcomed, over the last two years, the Council has funded significant proactive programmes to enhance smoke and carbon monoxide alarm systems, deliver enhanced fire safety measures within our high rise and Independent Living Schemes, and accelerated delivery of electrical inspections – moving from a 10 to 5-year inspection regime. There is also a requirement to bring all stock up to an Energy Performance Certificate (EPC) rating of C or above by 2030; currently estimated to cost around £58M. This figure is based on consultancy work undertaken by Savills which, at the time, relied on desktop and cloned

information. The full stock condition surveys, due to be completed on 100% of our properties by the end of March 2024, will provide more robust information to inform the retrofit investment programme, going forward.

- 3.5 It should be noted that there is currently a backlog of planned works which is impacting on tenant satisfaction and resulting in an increase in complaints and disrepair cases. The backlog originates from works which were reported in the previous year/s but were unable to be completed in-year due to the large volume (there was a big increase in repairs reported in the aftermath of all Covid restrictions being lifted e.g. from December 2021) and limits on both contractor resource and budgets. It is a priority for Berneslai Homes and its contractor partners to complete these works as quickly and efficiently as possible, whilst ensuring that there is not an overspend situation in-year.
- 3.6 The budget setting process for 2024/25 will commence shortly, alongside discussions regarding rent setting to inform the overall HRA Budget. As with last year's budget, there will be some difficult decisions for Members to make in terms of continuing to invest in our Council stock and meeting all regulatory requirements whilst balancing increases in rents and service charges for tenants. Last year, the Council set its rent increase at 6.5%, which was below the Government's rent threshold (this was outside of the rent formula of CPI plus 1%) of 7%. This year, Government and the Department for Levelling Up, Housing & Communities (DLUHC) are very much encouraging local authorities to maximise on rent increases to ensure that they can continue to manage and maintain stock in line with the Regulator's Consumer Standards and retain a balanced Housing Revenue Account Budget.

#### **4.0 Specific Areas of Focus**

##### Value for Money

- 4.1 To date, £1M of service efficiencies have been identified by Berneslai Homes; however, a further £2M of efficiencies is required during 2024/25 to ensure a balanced HRA budget. Berneslai Homes has advised that these savings will be realised from the implementation of the new repairs system, Repairs First, and investment changes – although a detailed proposal is to be provided as part of the budget setting process. Some of the previously identified efficiencies have been used to fund increased regulatory requirements to meet compliance and safety standards and meet the priorities within the Strategic Plan. There have been considerable additional requirements arising from the Regulator of Social Housing and the changes to building and fire safety (as referenced at 3.4). In managing the HRA, the Council has a responsibility to ensure that the ALMO delivers a Value for Money service to our tenants, making best use of rents and the resources available.
- 4.2 Berneslai Homes has advised that the introduction of the new IT system for repairs from January 2024 will allow a scheduling system for repairs that will create significant efficiencies in the process, which could generate savings of circa £2.0M - £2.5M. Of course, this will need to be monitored.
- 4.3 The Berneslai Homes management fee (c.£15M) is also subsidised annually from the surplus generated by the repairs and investment contract works undertaken by Construction Services (circa £0.6M).
- 4.4 In terms of added value, Berneslai Homes provides a wide range of services to tenants including tenancy, mental health, and financial support. External funding is also received for employment and training initiatives (ending December 2023). Other work includes apprenticeships, work placements and graduate placements with a focus on providing opportunities for tenants.

- 4.5 Compared to other housing providers, national independent data from Housemark illustrates that Berneslai Homes is currently a good performing, low-cost organisation. Housemark is the lead data and insight company for the UK and is jointly owned by the National Housing Federation and the Chartered Institute of Housing. The Council will also undertake additional benchmarking with similar organisations as annual survey results (such as the Survey of Tenants and Residents (STAR)) are starting to come through from 2023/24. There is currently a lag on Housemark data which makes it difficult to accurately benchmark against the new TSMs etc, at present.

Benchmarking (Housemark Report Nov 2022)

Indicator	Berneslai Homes	Housemark Benchmark (Median)
Housing Management (CPPPA <sup>1</sup> )	£306	£396
Responsive Repairs & Empty Homes Cost (CPPPA)	£583	£600
Empty Homes Average Cost Per Property	£1,836	£2,713
Major Works & Cyclical (CPPPA)	£1,272	£1,552
Average Number of Repairs (PPPA)	4.8	2.7

Council Build Programme 2023/24

- 4.6 The Council is currently building 60 new homes as part of the Council Build Programme 2023/24. There are an additional 9 properties at pre-planning stage which will be delivered as part of the Goldthorpe Housing Project (Town Deals) by 2025/26. The 60 homes are all due to complete before March 2024 (41 of which are for social rent). All our Council Build social homes are built to the Barnsley Low Carbon Standard (EPC A). During last year's budget setting, it was not possible to commit funding to any additional council house build schemes as the HRA had to prioritise investment in existing stock to ensure decency and health and safety compliance. This year as part of the budget setting process, officers have worked closely with the Council's Finance team to explore opportunities to invest in increasing stock via a mix of direct build and acquisitions over 2024-2029. This includes looking at all options to maximise Right to Buy receipt flexibilities (granted to local authorities during 2023/24), Homes England Grant and innovative land disposal/contracting opportunities. A detailed programme and investment approach will be presented to Cabinet in the new financial year, but it is hoped that up to 200 new homes could be delivered over the next 5 years. It should be noted that this does not off-set losses through Right to Buy, which are usually 100-150 per annum – although during 2023/24 sales have dropped and it is predicted that 50 sales will complete within the financial period.

Berneslai Homes Performance

- 4.7 A report was submitted in August 2023 to provide Cabinet with an update relating to the performance of Berneslai Homes during 2022/23 as part of the agreed Assurance Framework in place between the Council and Berneslai Homes and in line with the requirements of the Services Agreement. The report included a summary of the year-end performance for 2022/23 (Item 3b - attached) against agreed Key Performance Indicators (KPIs) set within the Berneslai Homes Strategic Plan 2021-2031 and review of progress against the Annual Business Action Plan 2022/23.

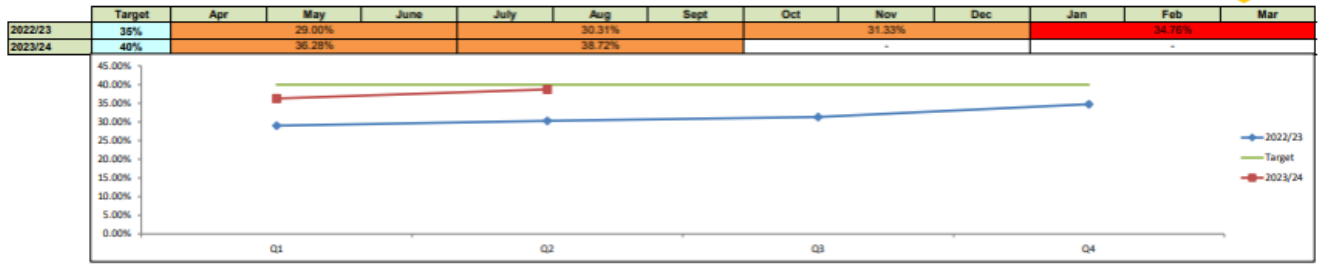
<sup>1</sup> Cost per property per annum

- 4.8 To date, the Council has received Q1 performance for Berneslai Homes during 2023/24 (Item 3c – attached). Berneslai Homes officers have received the outcome of the STAR survey for 2023 which provides outturn results for several of the TSMs that the Council will need to report to the Regulator of Social Housing in April 2024 (Item 3d – attached).

#### Berneslai Homes Contribution to the Climate Change Agenda

- 4.9 From a property perspective, there is a commitment from Berneslai Homes and the Council to ensure all homes meet the Energy Performance Certificate (EPC) rating of C by 2030 and work is on-going to develop a wider retrofit plan which embeds energy efficiency measure into existing programmes. A report was submitted to Cabinet earlier in the year which set out the approach to a pilot programme, Berneslai Homes' Sustainability Strategy and plans to use stock condition and EPC data to inform future investment programmes. All opportunities are also being taken to access Government Retrofit Funds such as the Social Housing Decarbonisation Fund.
- 4.10 Berneslai Homes Sustainability Strategy 2022-27 was developed in alignment with the Council's ambition, which is for Berneslai Homes to become net zero by 2045, or earlier if possible, and the government has set a target for social housing providers to attain a minimum energy rating EPC C by 2035 (2030 for "fuel poor" households). The approach aligns with Berneslai Homes Strategic Plan and the ambitions of "Zero Carbon".
- 4.11 Summary of progress against Sustainability Strategy annual plan 2022/23 success measures:
- LAD2 (Local Authority Delivery) delivered retrofit to 32 Council homes (complete)
  - SHDF (Social Housing Decarbonisation Fund) wave 1 to deliver retrofit to 69 Council homes (commenced)
  - SHDF wave 2 to deliver retrofit to a further 148 Council homes (commenced)
  - Berneslai Homes Construction Services delivering full retrofit to 2 'difficult to treat' homes to support accreditation of PAS2030 (commenced)
  - Age UK Barnsley in partnership with Energise Barnsley Ltd delivered solar batteries to 75 Council Homes (complete)
  - Void and Barnsley Homes Standard (BHS) specifications reviewed to include additional measures to support energy efficiency i.e., LED lighting, ventilation extraction fans, loft insulation depth min. (commenced)
  - Green Upskilling and Carbon literacy eLearning for staff. (Carbon literacy complete, Green Upskilling commenced)
  - EPC Retrofit Kickstart Project Pilot - Wates undertaking 20 property pilot to test retrofit delivery model through Property Repairs and Maintenance Programme (PRIP) integrated with BHS/decency capital schemes currently (commenced)
  - Surplus generated by the rent increase of 6.5% in April 2023 is being used to service additional borrowing of around c.£30M to contribute towards the estimated £60M cost of bring all properties to at least EPC C standard by 2030. (commenced)
- 4.12 EPC ratings of stock (as of August 2023), 5,296 properties were rated EPC C or above. This is an increase of 1,667 to EPC C or above since September 2023.
- 4.13 The graphic below shows the percentage of Berneslai Homes stock EPC C or above, demonstrating a positive trajectory.

Table 5 - Percentage of Properties with an EPC C or above (BH5)



- 4.14 From an organisational perspective, Berneslai Homes operate an agile working approach reducing commutes to work and business mileage. They also operate a car lease scheme (like the Council’s) for staff members to encourage the use of electric vehicles.
- 4.15 The delays in the development of suitable vehicles with sufficient range to meet the requirements of the Repairs Contract, and the current lack of adequately positioned charging infrastructure in the borough, has been offset by ensuring business mileage is minimised as staff members drive directly to their first job each day. The new dynamic scheduling system to be introduced in January 2024 will ensure operatives are allocated work geographically and this is expected to reduce business mileage further.
- 4.16 The total Berneslai Homes Construction Services (BHCS) fleet consists of around 182 vehicles including the average number of short-term hires. There is a commitment to have a zero-carbon fleet by 2030, subject to infrastructure and fit for purpose vehicles in term of range and payload capacity. The current electric vehicles have come with mixed success. The smaller vehicles have been very successful in terms of range and reliability; however, the larger types are not currently viable.
- 4.17 Berneslai Homes’ Transport Manager works closely with the Council’s Fleet Services, who provide the fleet to BHCS, to look at the most appropriate vehicles at time of replacement. They also network with other organisations with a fleet to see how they are progressing with the challenges of the move to a zero-carbon fleet and share any learning from this.

Waiting List Management

- 4.18 Members will be aware that whilst numbers on the Council’s Housing Waiting List have continued to rise over the last few years, we have had a decreasing number of homes becoming available to relet year on year. To ensure that the Council makes the best use of housing stock to address housing need, Cabinet approved a full review of the Council’s Lettings Policy in March 2021. The policy changes will ensure that the Council can improve how it allocates council stock within the borough to better meet housing need, meet the expectations of applicants and make the best use of administrative resources.
- 4.19 Berneslai Homes manage the Housing Register on behalf of the Council, and they are in the middle of reviewing applications to prepare for the new Barnsley Homeseeker Scheme (the new Lettings Policy 2023 – approved by Full Council in February 2023) which will become effective in January 2024.
- 4.20 The key objectives of this new policy are:
- To respond to housing need in the borough by making the best use of council housing and other available social housing.
  - To give reasonable preference to meet the housing needs of those households in greatest need and prevent hardship to themselves or others. This includes additional support to



provide temporary homeless accommodation which will prevent out of area bed and breakfast placements.

### The Housing Register

4.21 The information in the following table shows the size and band profile of the register before the review commenced (end March 2022). The table provides a pre-review (at 06/09/2023) and post-review figure for each band.

<b>Band</b>	<b>2022 (end March)</b>	<b>2023 (pre review)</b>	<b>Estimated Dec 23</b>
1 (urgent need)	346	336	175
2 (high priority)	994	1214	640
3 (identified need)	855	1019	1000
4 (low need)	6753	7355	2400
5 (no local connection with no or low need)	576	615	0
<b>TOTAL</b>	<b>9,524</b>	<b>10,539</b>	<b>3,315</b>

**Note** - in terms of waiting list numbers prior to the review commencing, 21% of these were existing Council (Transfer) Tenants, 79% were new applicants, a mixture of Private Rented Sector (PRS) Tenants, Homeowners, Homeless and those living with family and friends. Figures for December 2023 have been estimated as a result based on the number of people with no actual need (already in a suitable home), or those who can address their own housing needs no longer being eligible to join the list.

4.22 In terms of the minimum number of bedrooms required for applicants in priority groups (in band 1, 2 and 3):

	<b>Band 1</b>	<b>Band 2</b>	<b>Band 3</b>
<b>1 Bedroom</b>	43%	39%	38%
<b>2 Bedroom</b>	33%	31%	35%
<b>3 Bedroom</b>	15%	20%	18%
<b>4+Bedroom</b>	8%	10%	9%

**Note** - the waiting list numbers had increased in 2023 prior to the review as the regular quarterly re-registration process, which results in high numbers of cancelled applications for the lowest priority bands, had been paused. This is not indicative of a significant increase in demand between 2022 and 2023. The estimated figures for bands 1, 2 and 3 are based on the decisions made to date during the ongoing registration process. For Band 4, 31% of the existing applicants have remained on the waiting list following the review process.

- 4.23 The Lettings Team reviewed 695 owner occupiers with no assessed housing need in band 4 in May 23 and advised them that under the new policy they would no longer qualify. Only 92 asked to stay on the register, these will be cancelled in December 2023.
- 4.24 The Lettings Team reviewed 615 out of district applicants with no local connection in March 2023 with most not returning their review. All remaining applicants will be cancelled in December 2023.
- 4.25 The Lettings Team has around 1,000 new applications which are awaiting registration. They are contacting those with low priority (approximately 700) to ask them if they want to continue with their application considering the supply and demand of housing stock and the new policy provisions (it is estimated that approximately 500 applications will continue). Of those with some indication of housing need, most are likely to go into band 3 (approximately 300 applications). High priority new applications are prioritised for processing within 20 days from receiving all required evidence.

### Neighbourhood Management

- 4.26 There have been concerns that there isn't sufficient/consistent Neighbourhood Management across our council estates. The Neighbourhood Teams have recently undergone a service review and restructure. Influences around this area of work were considered as part of the review including the Social Housing White Paper (now the Social Housing (regulation) Act 2023), customer feedback and insight, the increase in low level Anti-Social Behaviour (ASB), housing management cases becoming increasingly resource intensive and the impact of the cost-of-living crisis. The service review was supported by Housemark.
- 4.27 The review and restructure modernised Berneslai Homes' approach to Neighbourhood Housing Management, ensuring the teams are flexible and focussed to meet the needs of the business. There has been a 45% reduction in managerial level positions with resources being redirected in to front line Neighbourhood Officer roles. The structure change has delivered a 25% increase in frontline posts and reduced officer patch sizes by approximately 10%, helping to support tenants and communities more effectively. A corporate service administration review which is currently underway, will deliver dedicated administrative support to the teams which will free-up time for Neighbourhood Officers to focus on those issues that matter most to communities
- 4.28 While the number of Neighbourhood Teams have reduced from 5 to 4, Berneslai Homes have established a standalone ASB Team supported by the 24/7 Respect Line for tenants to improve this aspect of the service and strengthen work with the Council's Safer Neighbourhood Services.
- 4.29 The initial focus, in the first 6-12 months following the restructure is around 'getting the basics right.'
- 4.30 Berneslai Homes is aware that tenants, including the Tenant Voice Panel (TVP) representatives, have raised concerns regarding the consistency of neighbourhood management support across estates during implementation, and a series of joint events (with the TVP) were arranged for tenants to 'Meet the Teams' in their communities. Inevitably changes on this scale have also brought about recruitment challenges which will have impacted upon resources available during the transition to the new service.

## **5.0 Future Plans & Challenges**

- 5.1 As referenced in the report, there are some key pieces of work which are on-going which will inform the Council and Berneslai Homes' readiness for regulation and inspection, including the results of the STAR survey (which will inform the TSM submission for benchmarking from April 2024). From an assurance perspective, the implementation of the Repairs First and C365 IT

systems are fundamental to planned improvements. The data that we hold on our assets and people, along with the repairs service that we are able to provide to our tenants will help us to collectively realise the predicted efficiencies arising from these system upgrades. The future of a balanced HRA relies on this and other efficiencies generated within the ALMO model. The implementation of the new Lettings Policy will ensure that we make the best use of the stock that we have and does not set unrealistic expectations of re-housing to those that we cannot prioritise but ensures that we are able to provide advice and assistance regarding other housing options. There are risks in implementing both new systems and policies, which will need to be closely monitored and managed over the coming months.

- 5.2 As highlighted above, there are significant changes within the social housing sector which the Council needs to ensure that it can effectively respond to, including the assurance that it receives from the ALMO in delivering VFM management and maintenance functions across our council stock. Whilst there has been significant work undertaken by both the Council and ALMO to develop a robust assurance framework and governance structure which can adapt to the new regulatory arrangements, there are still key projects/pieces of work outstanding which will improve assurance and transparency for the Council. Audit and Governance Committee have recently been provided with a training session on the new regulatory framework, the associated actions and risks for the Council, and will be provided with a regular update regarding progress against the development of a revised Assurance Framework.

## **6.0 Invited Witnesses**

- 6.1 The following witnesses have been invited to the meeting to answer questions from the Overview and Scrutiny Committee regarding their role in this area of work:

- Matt O'Neil, Executive Director Growth & Sustainability, Barnsley Council
- Kathy McArdle, Service Director, Regeneration & Culture, Growth & Sustainability, Barnsley Council
- Alison Dalton, Group Leader Strategic Housing, Growth & Sustainability, Barnsley Council
- Neil Copley, Director of Finance, Core Services, Barnsley Council
- Ashley Gray, Strategic Finance Business Partner, Core Services, Barnsley Council
- Amanda Garrard, Chief Executive, Berneslai Homes
- Arturo Gulla, Executive Director of Property Services, Berneslai Homes
- Dave Fullen, Director of Customer & Estate Services, Berneslai Homes
- Cllr Robin Franklin, Cabinet Member Regeneration & Culture, Barnsley Council

## **7.0 Possible Areas for Investigation**

- 7.1 Members may wish to ask questions around the following areas, including the top two which have been provided by the Berneslai Homes Tenant Voice Panel:

- How are Berneslai Homes going to ensure that the independent voice of tenants is being heard and influences decision making at every level in the organisation?
- What actions are Berneslai Homes taking to resolve the communication issues raised in the Tenant Satisfaction Survey?
- What does Berneslai Homes do well and how do you celebrate success?
- What is Berneslai Homes doing that might be of interest to other ALMOs?
- What are the current and future key strategic risks for Berneslai Homes?

- Looking at the performance reports, how confident are you that tenants are safe, and what more needs to be done to achieve 100% of the Health & Safety requirements?
- What are your thoughts on the results of the Tenant Satisfaction Survey, and what do you think is the main driver for overall tenant satisfaction falling in 2023?
- During 2022-23, why do you think only 68% of tenants felt listened to?
- What more needs to be done to improve Anti-Social Behaviour and enforce the expectations set out in tenancy agreements?
- During 2022-23, what trends can be identified from complaints about Berneslai Homes and have any resulted in financial redress or compensation for tenants at an additional cost to the council?
- When do you expect to have caught up with all outstanding repairs? Are there sufficient resources to do this within the current financial year?
- Is the strategic plan deliverable and what are the main barriers?
- Can you give an example of a recent change made following feedback from tenants?
- What more needs to be done to improve governance arrangements?
- How is Berneslai Homes held to account for spending decisions?
- What are the penalties for not meeting the requirements of the agreement with the Council and how would this be enforced?
- Within the new Lettings Policy, how confident are you that assessment of need is realistic to ensure that the right people, receive the right support, at the right time, and in the right place? What evidence base has been used to determine thresholds?
- What can Elected Members do to support this area of work?

## **8.0 Background Papers and Useful Links**

8.1 Members may find the following information useful:

- Item 3b (attached) – Berneslai Homes Performance Report 2022-23 Year End
- Item 3c (attached) – Berneslai Homes Performance Report Quarter 1 2023-24
- Item 3d (attached) – Berneslai Homes Tenants Satisfaction Survey 2023
- Berneslai Homes Strategic Plan 2021-31:  
<https://www.berneslaihomes.co.uk/media/nmfieetb/strategicplan2021-31.pdf>
- Berneslai Homes Annual Performance Plan 2022/23:  
<https://barnsleymbc.moderngov.co.uk/documents/s109377/Report.pdf>
- Berneslai Homes Annual Business Plan 2022/23:  
<https://barnsleymbc.moderngov.co.uk/documents/s109658/Appendix%20B%20-%20BH%20Annual%20Business%20Plan%20202223.pdf>

- Lettings Policy 2023 Report to Cabinet (8.2.2023/8):  
<https://barnsleymbcintranet.moderngov.co.uk/documents/s104007/Report.pdf>
- Lettings Policy (Barnsley Homeseeker Scheme):  
<https://barnsleymbcintranet.moderngov.co.uk/documents/s104008/Appendix%201%20-%20Final%20DRAFT%20Lettings%20Policy%202023.pdf>
- Planned Regulation Changes for the Social Housing Sector: Implications for the Local Authority and ALMO and review of the existing Clienting Assurance Framework Report to Cabinet (Cab. 12.7.23/57):  
<https://barnsleymbc.moderngov.co.uk/documents/s108647/Report.pdf>

In addition, background papers relating to the Berneslai Homes Sustainability Strategy are available upon request.

## 9.0 Glossary

ALMO	Arms-Length Management Organisation
ASB	Anti-Social Behaviour
BHS	Barnsley Homes Standard
BHCS	Berneslai Homes Construction Services
CPI	Consumer Price Index (Inflation)
CWAG	Council's with ALMOs Group
DLUHC	Department for Levelling Up, Housing & Communities
EPC	Energy Performance Certificate
HQN	Housing Quality Network
HRA	Housing Revenue Account
LA	Local Authority
OSC	Overview & Scrutiny Committee
PRIP	Property Repairs and Maintenance Programme
PRS	Private Rented Sector
RSH	Regulator of Social Housing
SHDF	Social Housing Decarbonisation Fund
STAR	Survey of Tenants and Residents
TSM	Tenant Satisfaction Measures
TVP	Tenant Voice Panel
VFM	Value for Money

## 10.0 Officer Contact

Jane Murphy/Anna Marshall, [Scrutiny@barnsley.gov.uk](mailto:Scrutiny@barnsley.gov.uk)

23 October 2023

This page is intentionally left blank

# Quarterly Performance Report

Year End-2022/2023

Page 23



# Contents

	Page
Council Pulse	3
Appendix A - Annual Business Action Plan	8



## GREAT PLACE

Annual Indicator



Safe and  
re Home

Annual Indicator



Tenant  
Satisfaction with  
Repairs

Bi-Annual  
Indicator



DHS  
Compliance

Page 25



Priority 1 Repairs



Non-Emergency  
Repairs



Average re-let  
days



H&S  
Compliance



Average SAP  
Ratings



EPC C or Above

## GREAT PEOPLE

Annual Indicator



Tenant Satisfaction

Annual Indicator



Listening to Tenants



Appointments Kept



Proportion of Apprentices

## GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound

New Annual indicator



Management Fee Efficiency Target

### HEADLINES


We complied with 99.57% of our health and safety legal obligations.

### HEADLINES

99.66% of appointments were kept which exceeds target of 99.1%.

### HEADLINES

96.06% of rent was collected against a target of 97%. Void rent loss remains stable and below target.

	YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23	Bench mark			
<b>GREAT PLACE</b>											
Annual Indicator  Safe and Secure Home	Annual Indicator  Tenant Satisfaction with Repairs	Bi-Annual Indicator  DHS Compliance			83%	83.4%		83.4%	86% (±3)	80%	
					79%	79.5%		79.5%	82% (±3)		
		99.71%	99.71%	Measured at the start and end of the year		99.67%	99.67%	100%	100%		
Priority 1 Repairs 	Non-Emergency Repairs 	Average re-let days 			99.02%	99.76%	99.34%	99.55%	99.89%	99.51%	99.5%
		8.83	9.11	10.00	9.29	10.48	9.71	9.0			
H&S Compliance 	Average SAP Ratings 	EPC C or Above 			31.02	27.85	31.16	29.82	30.19	30.19	25.00
		99.08%	99.26%	99.40%	99.48%	99.57%	99.57%	100%			
		New	65.98	66.19	66.22	66.26	66.26	67			
		New	29%	30.31%	31.33%	34.76%	34.76%	35%			

**Safe and Secure (BH2)**  
The percentage of tenants that are satisfied their home is safe and secure (STAR survey question).

**Keeping properties in good repair (BH4)**  
Tenant satisfaction with landlord's repairs and maintenance service (STAR survey question).

**Keeping properties in good repair (BH6)**  
Compliance with Decent Homes Standard.

**Priority Repairs (BH5)**  
Priority 1 Repairs - 24 hours percentage completed on time.

**Non-Emergency Reactive Repairs (BH7)**  
Average length of time taken to complete non-emergency reactive repairs.

**Average re-let days (BH9a)**  
Average time to re-let local authority housing (calendar days).

**Maintaining Building Safety (BH13)**  
Compliance with health and safety obligations.

**SAP Ratings (BH14a)**  
Average SAP ratings across stock.

**EPC Ratings (BH14b)**  
Percentage of Properties with an EPC C or above.

\*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

## GREAT PEOPLE

	YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23	Bench mark
<b>Tenant Satisfaction (BH1)</b>	85%	84.2%				84.2%	89% (±3)	79%
<b>Listening to Tenants (BH3)</b>	70%	68.1%				68.1%	78% (±3)	65%
<b>Appointments Kept (BH8)</b>	99.37%	99.18%	98.98%	99.74%	99.66%	99.35%	99.1%	96.5%
<b>Apprentices (BH11)</b>	7.66%	6.65%	5.47%	4.38%	4.27%	4.27%	3%	

**Tenant Satisfaction (BH1)**  
The percentage of all tenants satisfied with the overall service provided (STAR survey question).

**Listening to Tenants (BH3)**  
Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).

**Appointments Kept (BH8)**  
Percentage of appointments kept.

**Apprentices (BH11)**  
Proportion of apprentices in workforce

Annual Indicator



Tenant Satisfaction

Annual Indicator



Listening to Tenants



Appointments Kept



Proportion of Apprentices

\*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23
-----------------	----	----	----	----	-----------------	--------------

## GREAT COMPANY



Void Rent Loss



Rent Collection

Page 28



Barnsley Pound

New Annual indicator



Management Fee Efficiency Target

YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23	
0.73%	0.83%	0.82%	0.82%	0.76%	0.76%	1.05%	<b>Void Rent Loss (BH9b)</b> Income lost due to void properties
96.37%	94.43%	95.83%	96.11%	96.06%	96.06%	97%	<b>Rent collection (BH10)</b> Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
71.36%	70.15%	69.29%	66.79%	66.21%	66.21%	72%	<b>Local Spend (BH12)</b> Spend funds locally supporting the Barnsley economy.
New	Achieved				Achieved	1%	<b>Management Fee (BH15)</b> Management Fee Efficiency target as part of annual Value For Money report.

\*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

## GREAT PLACE



### Keeping properties in good repair

Compliance with Decent Homes Standard.



### Non-Emergency Reactive Repairs

Average length of time taken to complete non-emergency reactive repairs.



**Average re-let days** Average time to re-let local authority housing (calendar days).



### Maintaining Building Safety

Compliance with health and safety obligations.



### SAP Ratings

Average SAP ratings across stock.



### EPC Ratings

Percentage of Properties with an EPC C or above.

## GREAT PEOPLE



### Tenant Satisfaction

The percentage of all tenants satisfied with the overall service provided (STAR survey question).



### Listening to Tenants

Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).

## GREAT COMPANY



### Rent collection

Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.



### Barnsley Pound

Spend funds locally supporting the Barnsley economy.



**Berneslai Homes Annual Business Action Plan – Update report 22/23.**

Page 30

Corporate & Departmental Priorities 2022/23					EMT Corporate
	Priority		Key Milestone Actions	Date	
	Value for Money and Efficiencies		Considering embedding VFM and reviewing how we can be more efficient	Dec 2022	Part of finance/Team Brief discussion with all managers May 2022, further work during year carried out on this. <b>Complete and ongoing.</b>
	Pandemic to Endemic		Developing and considering service delivery and working practices	May 2022	Session held with EMT and SMT in April 2022 and ongoing review. <b>Complete and ongoing.</b>
	Structures for Delivery		Review most effective structures for delivery of priorities	May 2022	Review of structures across the organisation undertaken, including full consultations, ringfenced recruitment etc. New structures effective from 1.4.23. Further specific reviews on Administration and Performance Services commenced and Community Buildings to take place 23/24.  <b>Complete and ongoing reviews.</b>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Healthy Barnsley</b>	Working with the council to embed the new governance/ compliance arrangements between the council and Berneslai Homes	Hearing customers	Key protocols agreed New structure aligned to customer charter	Qtr 1 22/23	New structure in place from April 2022 – <b>Complete</b> Session 28/3/23 with involved customers to review model further in light of regulatory direction.
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update

**Customer and Estate Services – Dave Fullen**

<b>Healthy Barnsley</b>	Implement new Lettings Policy	Growth of Homes and Services  Technology and Innovation	<ul style="list-style-type: none"> <li>• Consultation on draft policy</li> <li>• Cabinet / Full Council Approval</li> <li>• Agree implementation plan</li> <li>• Go Live</li> <li>• Review impact of changes</li> </ul>	<ul style="list-style-type: none"> <li>• Summer 2022</li> <li>• Autumn 2022</li> <li>• Autumn 2022</li> <li>• April 2023</li> <li>• Q4 2023/24</li> </ul>	<p>Review Board established and met 3 weekly from Feb 2022. EIA completed integral to review.</p> <p>Procured HQN to give final views on policy in a critical friend role.</p> <p>12-8-22 – Draft policy with Review Board final amends</p> <p>12-8-22 Consultation Plan and implementation plan drafter</p> <p>12-8-22 Agreed BMBC approval routes</p> <p>Policy approved at Cabinet Feb 23. Full council approval received March 23 and finalisation of delivery plan with revised implementation date of December 2023. Restricted comms until after Purdah.</p> <p><b>Final implementation included in 23/24 Annual Business Action Plan approved by BMBC and Board.</b></p>
-------------------------	-------------------------------	---	---	---	--

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Healthy Barnsley</b>	Modernisation of Services	Technology and Innovation	<ul style="list-style-type: none"> <li>Implementation of Income Services Improvement Plan</li> </ul>	<ul style="list-style-type: none"> <li>Throughout 2022/23</li> </ul>	Income Service Improvement Plan underway. Update to CS committee May 2022 & SMT July 2022 and Jan 23. <b>Complete</b>
		Keeping Tenants Safe	<ul style="list-style-type: none"> <li>Go live with NEC Account Analytics</li> </ul>	<ul style="list-style-type: none"> <li>Q2 2022/23</li> </ul>	May 22 Procurement completed. <b>Soft launch May 23 with staff training and will be embedded through 23/24.</b>
			<ul style="list-style-type: none"> <li>Review impact of changes to Income Services (including tenancy sustainment, VFM and collection rates)</li> </ul>	<ul style="list-style-type: none"> <li>Q4 2022/23</li> </ul>	Milestone delayed given impact of Cost of Living Crisis, and restructure of team. Update report to EMT scheduled for May 23
			<ul style="list-style-type: none"> <li>Review Roles and Functions of Housing Management Teams</li> </ul>	<ul style="list-style-type: none"> <li>Q2 2022/23</li> </ul>	HouseMark commissioned to assist with review – final report received (April 22) Service modernisation action plan developed, signed off by EMT July 2022; update to SMT September 2022. 24/1/23 – on track - <b>HMT modernisation plan in place and new structures ‘Neighbourhoods’ implemented 1/4/23 Complete</b>



Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Healthy Barnsley</b>	Compliance with regulatory requirements	Hearing Customers	<ul style="list-style-type: none"> <li>Undertake self-assessment against new Consumer standards</li> <li>Develop a new range of tenant satisfaction measures to reflect the new regulatory standard</li> </ul>	<ul style="list-style-type: none"> <li>TBC (dependent on legislative timescale)</li> </ul>	<p>Response sent to regulator on draft TSMs</p> <p>All satisfaction measures in 2022 STAR Self-assessment report to CSC on draft measures</p> <p>July/22 – session with Board on changes to regulation</p> <p>Jul/Aug – sessions with leadership forum and teams on “regulation ready”</p> <p>12-8-22 – TVP completed initial tenant led assessment and produced question set. Meetings to be set up with service leads Sept</p> <p>Nov 22 – report to CSC with Service leads highlighting strengths and action against each TSM</p> <p><b>TSM framework established Internal Audit review by April 23.</b></p>
<b>Healthy Barnsley</b>	Compliance with Consumer standards	Hearing Customers	<ul style="list-style-type: none"> <li>Undertake HouseMark Complaints Accreditation assessment</li> </ul>	<ul style="list-style-type: none"> <li>Q4 2022/23</li> </ul>	<p>Contact made with HouseMark 13/4/22. <b>Accreditation commenced Feb 23 for completion May 23</b></p>
<b>Learning Barnsley</b>	Employment & Training for residents	Employment & Training	<ul style="list-style-type: none"> <li>Deliver ESF Achieve Scheme – 360 people</li> </ul>	<ul style="list-style-type: none"> <li>2021 - 24</li> </ul>	<p>‘Achieve’ project on track, delivering against key milestones and outcome requirements. 12/4/22</p> <p>CRF project and deliverables agreed; contract signed. Delivery commenced 18/3/22.</p> <p>NB Need to consider longer term funding if this workstream is to be maintained.</p>

					Final implementation included in 23/24 Annual Business Action Plan approved by BMBC and Board.
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Growing Barnsley</b>	Support BMBC in the delivery of its Homelessness Prevention Strategy which may include core and cluster, additional Temporary Accommodation	Growth of Homes and Services	<ul style="list-style-type: none"> <li>Increase provision of Temporary Accommodation by 5 units providing flexible model to include accommodation for male victims of DV and LGBTQ+ victims.</li> </ul>	<ul style="list-style-type: none"> <li>April 2022</li> </ul>	<p>Aug -22 Request made by BMBC for 5 additional units. 26 units currently being used as TA and joint working continuing to achieve 30 during 2023.</p> <p>No requests from BMBC re DV or LGBTQ+ <b>Complete</b></p>
<b>Sustainable Barnsley</b>	Responding to the Social Housing White Paper	Hearing customer	<ul style="list-style-type: none"> <li>Agree action plan based on TPAS assessment of Customer Engagement</li> <li>Develop new proposed Tenant Satisfaction Measures (subject to RSH timelines)</li> <li>Develop and implement Customer Insight Strategy and Plan</li> <li>Review customer experience offer in light of new consumer standards inc. services provided directly by BMBC</li> </ul>	<ul style="list-style-type: none"> <li>Q1 2022/23</li> <li>Q3 2022/23</li> </ul>	<p>TPAS Report received mid-March 2022. CSC report with action plan May 2022. Internal Audit Review March/April 23 Complete</p> <p>May 22 Consultant appointed to assist with customer insight May 2022</p> <p>Aug 22 Draft report received HQN still awaiting final version</p> <p>Oct 22 – report shared EMT/SMT</p> <p>Commenced action planning Jan 23</p> <p>Assessment of system (in house and external) to extend insight opportunities (SB/DF/CB March 23)</p> <p>Commenced review of customer profile data. Target completion June 23</p>

					Session with involved tenants 28/3. <b>Final implementation included in 23/24 Annual Business Action Plan approved by BMBC and Board.</b>
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Corporate Services – Kulvinder Sihota</b>					
<b>Learning Barnsley</b>	Complete the delivery of 30 Kickstart placements	Employment and Training	<ul style="list-style-type: none"> <li>Recruitment completed</li> <li>Placements completed</li> </ul>	<ul style="list-style-type: none"> <li>March 22</li> <li>March 23</li> </ul>	<ul style="list-style-type: none"> <li>Scheme numbers met – placements fully supported to obtain more permanent employment - Final placements will finish end of March 23 and evaluation report to be submitted to EMT April 23.</li> </ul> <b>Complete</b>
<b>Growing Barnsley</b>	Implement the NEC Housing Repairs Modules & Advanced Dynamic Resource Scheduling	Technology and innovation	<ul style="list-style-type: none"> <li>Phase 1 completed</li> </ul>	<ul style="list-style-type: none"> <li>April 23</li> </ul>	<p>April 22 - Programme extension agreed to April 2023.</p> <p>One consulting report received actions being planned re further support for the programme.</p> <p>Re-baselined Project Plan including BH, NEC and Advanced in place.</p> <p>Continuing to work with BMBC IT, NEC, Wates and business representatives on interfaces and design specifications.</p> <p>Project kick-off of C365 compliance management system completed.</p> <p>Current issue with connectivity between NEC system and DRS. Daily calls being held to help resolve.</p> <p>Change management strategy to be implemented and will become a keep focus of activity.</p>

					Configuration of data warehouse and dashboards underway. <b>Carried over to 23/24 plan as extension to go live date agreed.</b>
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Learning Barnsley</b>	Deliver the Digital Inclusion Pilot	Technology and Innovation	<ul style="list-style-type: none"> <li>39 Tenants trained &amp; supported with free kit &amp; internet where required</li> </ul>	<ul style="list-style-type: none"> <li>March 23</li> </ul>	Commenced and progressing on to phase 2. 12 learners complete. Issues around 12-month contract delayed progress. Potential issue with the CRF funding. 13/4/22 Aug - Programme adapted with permission from CRM. <b>Complete and celebration event held Sept 23 at Wortley Hall</b>
<b>Learning Barnsley</b>	Equality, Diversity & Inclusion Strategy and commence delivery of Action plan	Employment and Training	<ul style="list-style-type: none"> <li>Ongoing delivery of action plan</li> </ul>	<ul style="list-style-type: none"> <li>Commenced April 22 with annual action plans. 3-year strategy 2022 - 2025</li> </ul>	Substantial progress made on Year 1 actions and continuing. Year 2 actions identified and to commence. <b>Ongoing delivery up to 2025.</b>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Property Services Directorate – Arturo Gulla</b>					
<b>Sustainable Barnsley</b>	Zero carbon Sustainability Strategy	Zero Carbon reduction	<ul style="list-style-type: none"> <li>Procure Savills through consortium framework</li> <li>Data sharing</li> <li>Analysing data and business planning</li> <li>Accuracy of data tested</li> <li>Board workshop</li> <li>Implement robust strategy</li> </ul>	<ul style="list-style-type: none"> <li>Nov 21</li> <li>Nov 21</li> <li>Jan 22</li> <li>Mar 22</li> <li>June 22</li> <li>July 22</li> </ul>	<p>Completed - Savills reported back of March. On target to achieve milestone targets.</p> <p>Completed - Session held with BMBC colleagues</p> <p>Completed - Board session May 2022</p> <p>Completed - Sustainability Strategy in development</p> <p><b>Completed - Sustainability Strategy approved at Dec 22 board</b></p>
<b>Sustainable Barnsley</b>	Install renewable technology	Zero carbon reduction	<ul style="list-style-type: none"> <li>ASHP/solar battery storage – 75 installed by Age UK</li> </ul>	<ul style="list-style-type: none"> <li>Dec 22</li> </ul>	<b>Completed (May 22)</b> - Construction Services installed all batteries to homes.
<b>Healthy Barnsley</b>	Sprinkler Installation to High-rise Buildings and commence installation at independent living schemes	Keeping tenants safe	<ul style="list-style-type: none"> <li>Procure contractors</li> <li>Contract award</li> <li>Commence on site</li> <li>Complete works</li> <li>Four Independent living schemes</li> </ul>	<ul style="list-style-type: none"> <li>Oct 21</li> <li>Mar 21</li> <li>May 22</li> <li>Mar 23</li> <li>Mar 23</li> </ul>	<b>Complete</b> – Contract awarded to Harmony Fire on 1 <sup>st</sup> March 2022. Works Started on site on 23 <sup>rd</sup> May 2022 & completed by April 2023

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Healthy Barnsley</b>	Meeting electrical compliance	Keeping tenants safe	<ul style="list-style-type: none"> <li>Implement electrical 5-year testing programme</li> </ul>	<ul style="list-style-type: none"> <li>By Mar 23</li> </ul>	<p><b>Complete</b></p> <p>169 properties were non-Compliant to a 10yr Position as of Feb 2023 due to access. Works are ongoing exploring other enforcement options.</p> <p>5-year programme has already been implemented. 2603 properties were non-compliant to 5yr Position as of Feb 2023. There have been resourcing issues with delivery partners that are being addressed.</p>
<b>Healthy Barnsley</b>	Restructure DOPs team	Keeping tenants safe		<ul style="list-style-type: none"> <li>May 22</li> </ul>	Restructure review undertaken on Property Services and all changes implemented from April 2023. <b>Complete</b>
<b>Healthy Barnsley</b>	Implement C365 Compliance Software	Keeping tenants safe	<ul style="list-style-type: none"> <li>Business Case Approved</li> <li>Procure Contract including DPIA &amp; ISCA</li> <li>Contract Start Date</li> <li>Implementation (90 days)</li> <li>Integration with NEC</li> </ul>	<ul style="list-style-type: none"> <li>Nov 21</li> <li>Mar 22</li> <li>Apr 22</li> <li>Jul 22</li> <li>Apr 23</li> </ul>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Ongoing in line with NEC Project</p> <p>NEC Project Delayed New implementation date TBC – linked to repairs project implementation date. <b>To be completed during 23/24 attached this action to new Action Plan for 23/24 due to unforeseen delay on implementation.</b></p>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Healthy Barnsley</b>	Meet Building Safety requirements	Keeping tenants safe	<ul style="list-style-type: none"> <li>Commence safety cases for high rise buildings</li> <li>Complete Documentation Gap Analysis &amp; workshops with Pennington Choices</li> <li>Fire &amp; Building Safety Internal (BMBC) Audit providing assurances against imminent Legislation implementation</li> <li>Completion of Safety Cases</li> <li>Attain Building Certification</li> </ul>	<ul style="list-style-type: none"> <li>March 2023</li> <li>Mar 23</li> <li>Apr 22</li> <li>October 2023</li> <li>TBC</li> </ul>	<p>Pennington Choices commissioned in March 2023</p> <p>Will be completed by March 2023</p> <p>Complete – Positive Assurance Obtained</p> <p>Will be complete and ready to submit by October 2023</p> <p>Await Building Safety Regulator dates – actions agreed 22/23 are complete. <b>Carried over final actions for completion of safety cases and certificates to take place 23/24.</b></p>
<b>Sustainable Barnsley</b>	20% stock condition surveys  20% EPC surveys	Keeping tenants safe	<ul style="list-style-type: none"> <li>Sign off design template</li> <li>Approve delivery mechanism Int/Ext</li> <li>Begin Surveys</li> <li>Survey validation</li> </ul>	<ul style="list-style-type: none"> <li>Dec 21</li> <li>Feb 22</li> <li>Apr 22</li> <li>Jul 22</li> <li>Apr 22</li> <li>Jul 22</li> </ul>	<p>SCS structure design completed, and delivery mechanism agreed. BHS schemes via contract partners and separate programme to achieve 20% per annum through external contractor - Pennington's. Programme commenced May 22</p> <p>Update – Dec 22 agreed to accelerate programme to full 100% position by April 2024</p> <p>EPC delivery mechanism agreed. BHS schemes via contract partners and separate programme to achieve 20% per annum through external contractor – Pennington's. Programme commenced May 22.</p> <p><b>Update – Dec 22 agreed to accelerate programme to full 100% position by April 2024</b></p>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<b>Construction Services</b>					
<b>Growing Barnsley</b>	Adoption of Dynamic scheduling	Technology and Innovation  Hearing tenants  Zero carbon	<ul style="list-style-type: none"> <li>• Training of Managers and Craft</li> <li>• Review efficiency gains and resourcing levels</li> <li>• Review alternate shift patterns to meet customer expectations\service needs</li> <li>• Reduce business mileage</li> </ul>	<ul style="list-style-type: none"> <li>• (October 2023)</li> <li>• (April 2024)</li> <li>• (June 2024)</li> <li>• (June 2024)</li> </ul>	<p>April 22 - Repairs IT Project delayed with Go-Live now April 2023.</p> <p>(Dates in brackets are new revised dates)</p> <p><b>Moved to 23/24 Annual Business Action Plan, delay in implementation of phase 1.</b></p>
<b>Growing Barnsley</b>	Expansion of Adaptations works	Growth	<ul style="list-style-type: none"> <li>• Expand CS adaptation work</li> </ul>	<ul style="list-style-type: none"> <li>• Q1 2022</li> </ul>	<p>Aug 22 -Work extended after initial trial period, SLA in place with BMBC. <b>Complete</b></p>
<b>Growing Barnsley</b>	PAS 2030 accreditation	Zero carbon	<ul style="list-style-type: none"> <li>• Retrofit work</li> </ul>	<p>Due by March 2023, subject to availability of assessor</p>	<p>Aug 22 -Initial meeting with assessor has taken place. Work ongoing on the documentation.</p> <p>Jan 23 Pilot scheme on BHS Barnsley West carrying out Pas 2030 measures to contribute to our accreditation.</p> <p><b>Looking to appoint Retrofit Manager as part of gaining accreditation.</b></p>



<b>Learning Barnsley</b>	Meeting PRIP Social Value targets	Employment & Training	<ul style="list-style-type: none"> <li>Meet outcomes of PRIP contracts on social value</li> </ul>	Assessed at each quarter	Aug 22 -On target to meet outcomes. Half year report due in September As per BMBC requirement figures now inputted via social value engine report due year end. <b>Complete in 22/23.</b>
------------------------------	---	-----------------------	---	--------------------------	--

This page is intentionally left blank

# Quarterly Performance Report

## Quarter 1 - 2023/2024

Page 43



# Contents


Tenant Satisfaction Measure Pulse	Page 3
Council Pulse	7
Appendix A Business Action Plan Update	11

### GREAT PLACE

Annual Indicator  Tenant Satisfaction with Repairs	Annual Indicator  Time Taken Recent Repair	Annual Indicator  Satisfaction Home is Safe	 Gas Safety Checks
Annual Indicator  Maintained Home	 DHS Compliance	 Fire Safety Checks	 Asbestos Safety Checks
 Emergency Repairs	 Non-Emergency Repairs	 Water Safety Checks	 Lift Safety Checks
Annual Indicator  Positive Contribution to Neighbourhoods	Annual Indicator  Satisfaction with Communal Areas	Annual Indicator  Satisfaction with Handling ASB	 ASB Cases

#### HEADLINES

We complied with 100% of our fire, asbestos and gas safety checks.



ASB Cases Hate Incidents

### GREAT PEOPLE

Annual Indicator  Tenant Satisfaction	Annual Indicator  Listening to Tenants
Annual Indicator  Keeping Tenants Informed	Annual Indicator  Treating Tenants Fairly
Annual Indicator  Handling Complaint	Annual Indicator  Stage One Complaints
Annual Indicator  Stage Two Complaints	Annual Indicator  Stage One Response Time
 Stage Two Response Time	

GREAT PLACE	
Annual Indicator  Tenant Satisfaction with Repairs	Annual Indicator  Time Taken Recent Repair
Annual Indicator  Maintained Home	 DHS Compliance
 Emergency Repairs	 Non-Emergency Repairs
Annual Indicator  Positive Contribution to Neighbourhoods	Annual Indicator  Satisfaction with Communal Areas

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**		
83.10%	Annual				83.10%	83%	TP02: Tenant Satisfaction with Repairs	Tenant Satisfaction with repairs	
New	Annual				80.40%	77%	TP03: Time Taken Recent Repair	Satisfaction with time taken to complete most recent repair	
New	Annual				82%	77%	TP04: Well Maintained Home	Satisfaction that the home is well maintained	
0.33%	0.33%					0%	0%	RP01: DHS Compliance	Homes that do not meet the Decent Homes Standard
100%	99.95%					99.50%		RP02 2: Emergency Repairs	Repairs completed within target timescale
New	96.74%					99.50%		RP02 1: Non-Emergency Repairs	Repairs completed within target timescale
New	Annual				62%	78%	TP11: Positive Contribution	Satisfaction that the landlord makes a positive contribution to neighbourhoods	
New	Annual				66%	74%	TP10: Satisfaction with Communal Areas	Satisfaction that the landlord keeps communal areas clean and well maintained	

\*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)  
 \*\*Benchmark is based on sector wide upper quartile

## GREAT PLACE

Annual Indicator



Satisfaction Home is Safe



Gas Safety Checks



Fire Safety Checks



Asbestos Safety Checks



Water Safety Checks



Lift Safety Checks

Annual Indicator



Satisfaction with Handling ASB



ASB Cases



ASB Cases Hate Incidents

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
83%	Annual					83%	87%	<b>TP05: Home is Safe</b> Satisfaction that the home is safe
100%	100%					100%		<b>BS01: Gas</b> Gas safety checks
100%	100%					100%		<b>BS02: Fire</b> Fire safety checks
100%	100%					100%		<b>BS03: Asbestos</b> Asbestos safety checks
99.29%	99.64%					100%		<b>BS04: Water</b> Water safety checks
100%	64.92%					100%		<b>BS05: Lift</b> Lift safety checks
60%	Annual					60%	66%	<b>TP12: Satisfaction Handling ASB</b> Satisfaction with the landlords approach to handling anti-social behaviour
39.54	10.45					In line with peer group median		<b>NM01 1: ASB Cases</b> Anti-social behaviour cases
0.44	0.22					In line with peer group median		<b>NM01 2: ASB Cases Hate Incidents</b> Anti-social behaviour cases that involve hate incidents

## GREAT PEOPLE

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**
84.20%	Annual					84%	84%
68.10%	Annual					68%	71%
70.6%	Annual					71%	82%
85.3%	Annual					85%	84%
63.7%	Annual					62%	58%
New	16.63					In line with peer group median	
New	3.5					In line with peer group median	
New						90%	
New	100%					90%	

**TP01: Tenant Satisfaction**  
Overall satisfaction

**TP06: Listening to Tenants**  
Landlord listens to tenants views and acts upon them

**TP07: Keeping Tenants Informed**  
Landlord keeps tenants informed about things that matter to them

**TP08: Treating Tenants Fairly**  
Landlord treats tenants fairly and with respect

**TP09: Satisfaction Handling Complaints**  
Satisfaction with the landlords approach to handling complaints

**CH01 1: Stage One Complaints**  
Stage one complaints relative to the size of the landlord

**CH01 2: Stage Two Complaints**  
Stage two complaints relative to the size of the landlord

**CH02 1: Stage One Response Time**  
Stage one complaints response time

**CH02 2: Stage Two Response Time**  
Stage two complaints response time

 Annual Indicator Tenant Satisfaction	 Annual Indicator Listening to Tenants
 Annual Indicator Keeping Tenants Informed	 Annual Indicator Treating Tenants Fairly
 Annual Indicator Handling Complaint	 Annual Indicator Stage One Complaints
 Annual Indicator Stage Two Complaints	 Annual Indicator Stage One Response Time
 Annual Indicator Stage Two Response Time	



### GREAT PLACE

Page 49



EPC C or Above

### GREAT PEOPLE



Proportion of Apprentices

### GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound



Annual indicator

Management Fee Efficiency Target

Annual Indicator



TSM Targets

#### HEADLINES

94.87% of rent was collected against a target of 97%.

## GREAT PLACE

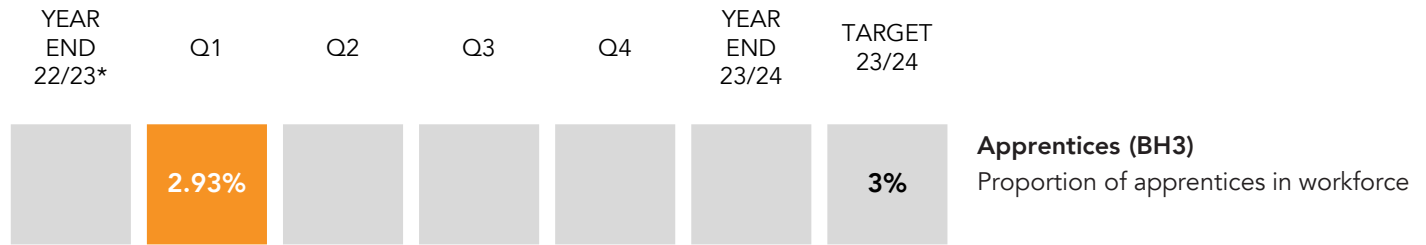


**EPC Ratings (BH5)**  
Percentage of Properties with an EPC C or above.



\*Year end performance is assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

## GREAT PEOPLE




Page 51




Proportion of Apprentices

\*Year end performance is assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT COMPANY




Void Rent Loss




Rent Collection

Page 52




Barnsley Pound

Annual Indicator



Management Fee Efficiency Target

Annual Indicator



TSM Targets

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24
0.76%	1.31%					1.05%
96.06%	94.87%					97%
66.21%	65.00%					75%
Achieved	Annual					1%
New	Annual					100%

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24
0.76%	1.31%					1.05%
96.06%	94.87%					97%
66.21%	65.00%					75%
Achieved	Annual					1%
New	Annual					100%

**Void Rent Loss (BH1)**  
Income lost due to void properties

**Rent collection (BH2)**  
Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.

**Local Spend (BH4)**  
Spend funds locally supporting the Barnsley economy.

**Management Fee (BH6)**  
Management Fee Efficiency target as part of annual Value For Money report.

**TSM Targets (BH7)**  
Meet all TSM satisfaction targets

\*Year end performance is assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Corporate Priorities</b>						
<b>Healthy Barnsley</b>	Ensure we have resources to deliver our strategic plan and provide value for money		1) Implement restructure across organisation. 2) Review of Admin teams, PMO's and IT. 3) Review success of restructure.	1) April 2023 2) July 2023 3) March 2024	Executive Management Team.	30/6 company restructure in place - complete  30/6 Admin and PMO review complete. IT review to be undertaken by end of December 23
	Cost of living- minimising hardships for staff and tenants	<b>Hearing Tenants</b>	1) Deliver BH Hardship Fund and evaluate impact.	1) Dec-23	Executive Management Team.	30/6 23/24 fund in place (£500k). Cost of Living Champion role out to advert closing 9/6/23. Monitoring and evaluation underway
<b>Growing Barnsley</b>	Maximising Income.	<b>Growth</b>	1) Working in partnership with BMBC looking at Service Charges 2) De-pooling of rents 3) Maximising income for Construction	Throughout 2023/24	Executive Management Team.	30/6 Service Charge Review led by Council. Scope agreed. HQN appointed and review commenced.
<b>Healthy Barnsley</b>	Customers voices are heard in our Governance arrangements.	<b>Hearing Tenants</b>	1) Develop overall approach for Board to hear the tenants voice – using best practice. 2) Ensure Board have ownership of the trends from complaints and learn from customer journey mapping. 3) Board use opportunities to meet and discuss services with tenants. 4) Board set the culture and develop culture changes for all staff.	1) October 2023 2) April 2023 3) October 2023 4) October 2023	Executive Director Corporate Services.  Board Champion	30/6 Work has commenced in this area including Away day arranged to discuss Sept 23 with TPAS, voids and estate tour for Board members, tenants voice included in all Board and Committee reports.  30/6 Complaints deep dive and journey mapping taken place at CS Committee and regular reports and discussions held at every committee– <b>complete</b> .  30/6 New Board member newsletter identifying opportunities for Board to meet with staff and residents.  <del>30/6 Away day September 23</del>
	Modernization of Services.	<b>Technology and Innovation</b>	1) Deliver Repairs IT project including Dynamic Resource scheduling.	Phase 1 April 2023  Phase 2 July/ August 2023	Executive Director of Corporate Services and One Consulting.	30/6 Delay agreed to early 2024 regular updates provided to BMBC and BH Board, as project progresses.
	Respond to new consumer regulatory standards and framework	<b>Hearing Tenants</b>	1) To be determined following issuing of new standards by the Regulator of Social Housing. 2) Ensure we can report on the new standards to BMBC to enable them to fulfil their landlord responsibilities.	1) Phase 1 April 2023 Phase 2 April 2023 2) April 2023	Executive Director Customer and Estate Services.	17/7 - New standards not released yet.  17/7 - HQN self assessment tool to be used and completed by 30/9/23  <del>17/7 - New standards not released yet. 30/6/23</del>
	Embrace and embed the new professionalism standards for all Social Housing providers.	<b>Employment and Training/ Hearing Tenants</b>	1) Assess standards once published (core competencies v new standards). 2) Update employee specifications and PDR form in line with standards. 3) Identify and implement any training requirements including develop a management development program. 4) Undertake pilot Professional Passport in	1-3) December 2023 (pending publication of professionalism standards)  4) June 2023	Executive Director of Corporate Services.	30/6 Professional Passport in Neighbourhood Team commencing June 2023 (Kingdom Academy)

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Learning Barnsley</b>	Increase skills for the future and to ensure we achieve the ambitions in our Strategic Plan.	<b>Employment and Training</b>	1) Develop our graduate and apprentice opportunities. 2) Creative approach to opportunities and use vacancies to reassess options. 3) Obtain funding to support employment and	1) Mar 2024 2) Throughout 23/24 3) Dec 2023	Executive Director of Corporate Services.	30/6 ESF – Council programme linked into
<b>Healthy Barnsley</b>	Improve Customer Satisfaction.	<b>Hearing Tenants</b>	1) Learn from new call handling in-time feedback. 2) Implement new Housing Management Service Model and improvement plan with focus on professionalisation agenda.	1) Sept 2023 2) April 2023	Executive Director Customer and Estate Services.	30/6 New 'Neighbourhoods' structure implemented 1st April 2023 30/6 Modernisation plan underway and on track. Professional Passport to be undertaken by all Neighbourhoods Staff 23/24
	Increase and broaden customer engagement and feedback	<b>Hearing Tenants</b>	1) Develop Customer Portal. 2) Establish tenant Estate Champions as 'eyes and ears' in community. 3) Establish targeted local engagement plans.	1) 2023/24 2) June 2023 3) Dec 2023	Executive Director Customer and Estate Services.	17/7 Commenced
<b>Growing Barnsley</b>	Implement and embed new lettings Policy.	<b>Growth</b>	1) Implement New Lettings Policy. 2) Establish 1st Annual Lettings Plan. 3) Undertake VFM review of BH approach to use of hotels as Temporary Accommodation. 4) Front-door market-place approach to new	1) April 2023 2) April 2023 3) May 2023 4) August 2023	Executive Director Customer and Estate Services.	17/7 - Agreed go live date of Dec 23. Review underway
<b>Learning Barnsley</b>	200 tenants per annum supported to get ready for work.	<b>Employment &amp; Training</b>	1) Delivery of ESF funded 'Achieve' targets and generating additional profit.	1) April to December 2023	Executive Director Customer and Estate Services.	30/6 Achieve delivery on target and achieving excellent outcomes. Due to end delivery December 2023 upon cessation of ESF funding.
<b>Healthy Barnsley</b>	Meeting Building safety requirement and keeping safety as our number one priority.	<b>Keeping Tenants Safe</b>	1) C365 software to be in place. 2) Comply with the Building Safety Act on the production and compilation of Safety cases. 3) Comply with new Fire Safety Act and ensure actions from this are implemented during 23/24 to ensure compliance.	1) December 2023 2) Throughout 2023/24 3) March 2024	Executive Director Property Services.	30/6 Successful testing ongoing. 30/6 Safety cases and action plan ready August 2023. 30/6 Buildings to be registered September 2023 30/6 Completed
<b>Growing Barnsley</b>	Meeting future requirements of social housing in Barnsley and exploring opportunities externally.	<b>Growth</b>	1) Work with the council on the future of council housing - new build and acquisition during 2023/24.	1) During 2023/24	Executive Director Property Services.	AG liaising with NC to see how we can build new homes.
<b>Healthy Barnsley</b>	Data Quality - ensuring we have up to date and accurate data including our stock conditions, health and safety including damp and mould and tenants vulnerability.	<b>Keeping Tenants Safe</b>	1) Review of current data held. 2) Action Plan to collect data, to ensure accurate and up to date. 3) Collecting appropriate data to increase the accuracy of data held. 4) Arrangements in place to ensure this	1) April 2023 2) May 2023 3) Throughout 2023	Executive Management Team Lead	30/6 Complete 30/6 Knowing our customers project underway

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Sustainable Barnsley</b>	Installation of renewable technology, carbon reduction initiatives across the stock and business.	<b>Zero carbon</b>	1) Deliver 1000 solar PV working with BMBC and Energise Barnsley. 2) Use SHDF for fabric first improvements 3) Develop plan for EPC C by 2030. 4) Reskill sessions for existing staff for retrofit opportunities.	1) January 2024 2) March 2024 3) March 2024 4) March 2024	Executive Director Property Services.	30/6 Ongoing consultation between BH/BMBC/EB Ltd. Indicative project start date Sept 2023  30/6 SHDF Wave 1 (approx. 90 properties) and 2.1 (approx. 150 properties ) to delivering fabric first "retrofit" improvements  30/6 EPC C retrofit kickstart BH/BMBC cabinet report developed to agree approach – project pilot via PRIP in year 1  30/6 Upskilling of team. Retrofit awareness, adviser and assessor training/qualifications currently being undertaken
	Supporting Barnsley and the wider economy and supporting the move to zero carbon.	<b>Zero carbon</b>	1) Develop Fleet vehicle EV Plan. 2) Construction Services successfully accredited to PAS 2030.	1) April 2024 2) July 2023	1) Depot and transport Manager 2) CS Head of Operations	30/6 Reviewing our plans around new BMBC active travel strategy and charging infrastructure, as well as zero emissions vehicles. This will also include suitability of depot charging facilities.  30/6 Update accreditation application submitted Pilot schemes in progress to contribute to learning and development of being accredited to PAS2030
<b>Healthy Barnsley</b>	Modernisation of Construction Services.	<b>Technology and Innovation</b>	1) Embedding of Dynamic Resource Scheduling system to improve efficiencies within Construction Services. 2) New Business Plan for Construction Services to ensure continuous improvement and the development of proposals from this.	1) January 2024 – June 2024 2) Plan by April 2023 – development throughout 2023/24	1) Managing Director Construction Services. 2) Managing Director Construction Services and External specialist input into plan.	30/6 Date changed due to Go live date delayed and reflects 6 month embedding process as per original business case.  30/6 At board for approval Sept 23. Following approval this document will hold all of CS and its corporate strategic priorities
<b>Growing Barnsley</b>	Growth of Construction Services.	<b>Growth</b>	1) Construction Services to provide maintenance of PV systems on behalf of Energise Barnsley. 2) Develop and upskill CS to be able to deliver plans around EPC C	1) March 2024 2) March 2024	1) Head of Operations 2) Head of Operations	30/6 Contract in place and works started, looking at other works through Energise Barnsley  30/6 CS HOS working with all stakeholders to ensure CS are able to deliver works
<b>Healthy Barnsley</b>	Supporting Barnsley voluntary organisations.	<b>Hearing customers</b>	1) Achieving the Social Value targets in PRIP to spend locally and provide training and employment opportunities	1) Throughout 2023/24	Managing Director Construction Services.	30/6 Monitored throughout the year on a quarterly basis and at year end full report to PRIP core group

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Healthy Barnsley</b>	Enforcing a proactive approach to damp and mould.	<b>Keeping Tenants Safe</b>	1) Policy Review – Write & Implement a new Policy. 2) Systems (NEC) – Implementation. 3) Comms – New Website Launch / review letters & leaflets / Social Media Campaign. 4) Approach – Move from reactive to proactive. 5) Delivery – Utilise external specialists. 6) Training – Tenants / Front Line Staff / Specialist MSI.	1) April 2023 2) April 2023 3) March 2023 4) March 2023 5) April 2023 6) April 2023	Executive Director Property Services.	30/6 Complete  30/6 Revised date of Jan 2024  30/6 Complete  30/6 Action plan being worked through with task group  30/6 Qest contract finalised. External consultants being utilised as required.  30/6 Ongoing via HQN





# TSM Tenant Satisfaction Survey 2023



**berneslai**  
homes

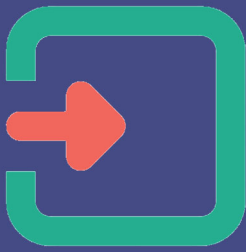
Report by Scott Rumley & Adam Payne  
adam.payne@arp-research.co.uk  
scott.rumley@arp-research.co.uk

(t) 0844 272 6004  
(w) [www.arp-research.co.uk](http://www.arp-research.co.uk)



# Contents

	Page
1. Introduction	1
2. Executive summary	2
3. Services overall	6
4. The home	11
5. Value for money	16
6. Repairs and maintenance	19
7. Customer service	22
8. Information and involvement	27
9. Online services	31
10. Neighbourhood	34
11. Complaints	42
12. Further comments	45
13. Respondent profile	51
 <b>Appendices</b>	
A. Summary of approach	56
B. Example questionnaire	59
C. Data summary	62



# 1. Introduction

## Background

This report details the results of Berneslai Homes' 2023 TSM tenant satisfaction survey, delivered by ARP Research. This is an annual survey conducted by Berneslai Homes using the Housemark STAR survey methodology. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This is the first year of The Regulator of Social Housing's tenant satisfaction measures (TSMs) that all social landlords are required to report annually (indicated throughout the report by the government coat of arms).

Where applicable the current survey results have also been compared against the 2022 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Berneslai Homes' peer group within Housemark's STAR database of similar local authorities and ALMOs.

## About the survey

The survey was carried out between July and August 2023. A computer-generated randomly selected 5,000 households were invited to take part in the survey.

Paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw.

Overall, 1,891 tenant households took part in the survey, which represented a response rate of 38% (error margin +/- 2.1%). This far exceeded the stipulated TSM target error margin of +/- 3.0%. The final survey data was weighted by interlaced age group and ethnic background to ensure that the survey was representative of the tenant population as a whole.

## Understanding the results

The survey results were weighted by age. Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance. For further information on the methodology and statistics please see Appendix A.

For the summary of the approach, including detailed methodology, please see appendix A.



## 2. Executive summary

Bench mark	2022 result	change over time	2023 result	Tenant Satisfaction Measure
75%	84%	↓	77%	satisfaction overall
80%	83%	↓	75%	home is safe
73%	N.A.		74%	home is well maintained
65%	N.A.		66%	communal areas clean and maintained
79%	83%	↓	75%	repairs service in last 12 months
75%	80%	↓	76%	time taken to complete last repair
60%	68%	↓	60%	listens to views and acts on them
68%	71%	↓	64%	being kept informed
85%	85%	↓	77%	treated fairly and with respect
N.A.	N.A.		43%	approach to handling complaints
64%	64%	↓	60%	makes a positive contribution to area
59%	60%	↓	48%	approach to handling ASB

statistically significant improvement  
 no statistically significant change  
 statistically significant decline

### Overall satisfaction

1. Overall tenant satisfaction with the services provided by Berneslai Homes has fallen to 77% compared to the 84% achieved just a year ago in 2022. The Net Promoter Score (NPS) has also fallen from 35 to 20.
2. However, this is consistent with sector wide trends as customer satisfaction scores have been significantly impacted by the cost-of-living crisis, inflationary rent increases and shortages in labour and materials. Indeed, a similar pattern is evident across most of the survey results,
3. Berneslai Homes' overall satisfaction score is still above the Housemark benchmark median (75%), despite this being a lagging measure that doesn't include recent TSM surveys. Notably, amongst ARP Research clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8% (section 3).
4. As in previous years, overall satisfaction is highest amongst retirement age tenants (86%, over 65s) and significantly lower amongst the under 50s (66%). For the second year running, satisfaction amongst the under 35s has fallen further than other age groups (63%, down from 78%).
5. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the four strongest factors most closely associated with overall tenant satisfaction are:
  - Provide a home that is well maintained (74% satisfied, section 4)
  - Listens to views and acts upon them (60%, section 8)
  - Treat tenants fairly and with respect (77%, section 8)
  - Repairs service received over the last 12 months (75%, section 6)

### The home

6. Satisfaction with the quality of the home has for the first time fallen significantly, from 74% to 77%. (section 4).
7. This is reflected in the fact that whether Berneslai Homes provides a home that is well maintained is a key driver of overall satisfaction (74% satisfied), this question being the new regulatory measure.
8. Satisfaction with the safety of the building has also fallen by a statistically significant 8 points to 75%, whilst 15% of respondents are dissatisfied. However, high profile national media reports about housing safety have resulted in this being a common pattern in recent landlord surveys.
9. High household energy bills are another external factor that has been affecting tenants, so it is unsurprising that significantly fewer are now satisfied with both the heating and energy efficiency of their homes, including a significant 4% drop in the latter rating (68% v 72%).
10. Around two thirds of respondents with communal areas are satisfied with how they are cleaned and maintained (66%), which is on par with both the 2022 results and other landlords.

## 2. Executive summary

### Value for money

11. Since last year there has been a statistically significant 4% fall in satisfaction with rent value for money (now 77%). This includes a 12% drop amongst the under 35s (section 5).
12. However, in the midst of a cost-of-living crisis and coming not long after rent increases that are unprecedented this century, it is to be expected that this rating would fall.
13. Although satisfaction with service charge value for money has also fallen a little (now 70%), as was also true last year, it still performs better than rent relative to the Housemark benchmarks.

### Repairs

14. Three quarters of respondents are satisfied with the repairs service received over the last 12 months (75%), which has gone down by 8% since last year (section 6).
15. This question is also a key driver of landlord satisfaction, which coupled with property maintenance emphasises the continuing importance of these services to Berneslai Homes tenants as rents increase whilst shortages in staff and materials are felt.
16. Fewer tenants than before are also satisfied with the timeliness of the last repair (76% v 80%).
17. Satisfaction has only fallen for those whose last repair was completed in-house, bringing those scores down to the same level as for job completed by outside contractors.
18. Comments about repairs issues have almost doubled since last year (21% v 12%), with big increases in those asking for outstanding works to be completed, and better information and communication on progress (section 12).

### Customer service

19. The overall perception of how enquires are dealt with has actually increased slightly, albeit this is only by a statistically insignificant two percentage points (now 80%, section 8).
20. Being easy to deal with, known as a customer effort score, also receives a high rating of 79%, which is 10% higher than the benchmark median.
21. Taken together, it would seem that despite any other frustrations that tenant may have, at the first point of contact they still appreciate the service they receive.
22. However, further detailed satisfaction questions that ask about tenant's experiences the last time they made contact all fell by an average of 7%, including 11% fewer that area satisfied with the final outcome.
23. A third of those that made contact had to follow up on their query, which is 6% more than in 2022. This group are obviously less satisfied with both the outcome of their query (36%), and Berneslai Homes services more generally (52%).
24. The lowest rated aspect of the last contact is being kept informed (66% satisfied), which is clearly linked to repairs reporting (see above).
25. Having remained stable last year, it is unfortunate to see that the level of satisfaction with Berneslai Homes' online service has **dropped significantly** this year from 74% to 66%.

### Communication

26. Whether people feel their landlord treats tenants fairly and with respect is a key driver of satisfaction. Unfortunately, in this case the satisfaction rating has also fallen 8 points since last year to 77%, although it is important to note that the proportion who are actively dissatisfied remains unchanged (section 8).
27. The lowest rated question in this section of the survey asks whether people feel Berneslai Homes listens to views and acts upon them, a score that has also fallen by 8% this year to 60%.
28. When tenants are asked generally if they are kept informed about things that matter them, the score of 64% has also fallen by 7% since last year.
29. Experience of other similar surveys has shown that in answering these questions, respondents are primarily thinking about day-to-day transactions such as telephone queries and the repairs process, both topic areas where respondents raised issues about being kept updated about progress (sections 6 and 7).

### Neighbourhoods

30. Respondents were asked to specifically rate whether they think their landlord makes a positive contribution to their neighbourhood, something 60% of respondents are satisfied with, compared to 17% that are dissatisfied. This is broadly at the level one would expect, albeit 4% lower than last year (section 10).
31. All of the other neighbourhood satisfaction scores in this section demonstrate the same pattern as the rest of the survey results with around 5% fewer satisfied with their neighbourhood as a place to live, its appearance, or the standard of grounds maintenance.
32. The most frequently mentioned improvements suggested by tenants are about their neighbourhoods, which is relevant to the recent restructure to become more neighbourhood focused (section 12).
33. Less than half of the sample are satisfied with the approach to handling anti-social behaviour (48%), compared to 23% that are dissatisfied. The satisfaction level is now below the benchmark average of 59%, having fallen by a statistically significant 11% since 2022. It will be important for the newly instituted ASB team to reverse this trend.

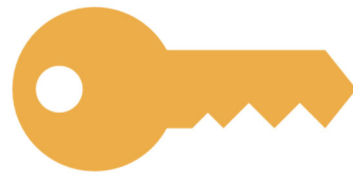
### Complaints

34. It is important to understand that the regulatory complaints satisfaction question is very broad, to the extent that a quarter of respondents claimed to have made a complaint. These results should therefore be viewed as escalated service requests than used to measure how the formal complaint process performs (section 11).
35. Amongst those that claim to have made a complaint only 43% are satisfied with how it was handled, but this is consistent with the recent scores amongst other ARP Research clients.



### 3. Services overall

77%  
satisfied  
overall



top 'key  
drivers'

1. home is well maintained
2. listens and acts on views
3. treated fairly & with respect
4. repairs service in last year



Overall satisfaction has fallen significantly since 2022, but cost-of-living has suppressed satisfaction scores across the sector



Overall satisfaction is still above the Housemark benchmark, even though they use older data



Property maintenance dominates the key driver list, so is maybe the root cause of other disappointing results such as those regarding communication



Satisfaction continues to fall faster amongst the under 35s



## 3. Services overall

Overall tenant satisfaction with the services provided by Berneslai Homes has **fallen** to 77% compared to the 84% achieved just a year ago in 2022. At the other end of the scale the proportion of dissatisfied tenants has grown from 8% to 12%.

This is a **statistically significant** change meaning that the statistical test used to compare scores tells us we can be confident that the difference is real rather than being merely down to chance. Note that changes that are not statistically significant may also be real, but we cannot say that with the same degree of confidence.

This is disappointing but does have to be viewed in the context of events since the last survey. Tenants are currently struggling to cope with the **cost-of-living** crisis, compounded by the fact that landlords are also affected by high inflation with most having to **increase rents** at the same time as dealing with **shortages in labour and materials** that impact on the standard of services that can be provided.

This pattern of satisfaction having fallen significantly compared to previous years is starting to be reported by landlords **across the country**. However, because the Housemark benchmark figures are a lagging measure that mainly comprise data from 2022 and 2021, this shift isn't yet reflected in the peer group comparisons. Berneslai Homes score is nevertheless still above average (benchmark 75%), and the gap may well grow as the benchmarks catch up. Notably, amongst ARP Research clients that have completed TSM regulatory surveys this year the average drop in satisfaction is 8%.

Most of the main measures across the rest of the survey have fallen by similar margins, yet are also generally near the average benchmark scores, with the main exceptions being **lower than average** results for treating tenants fairly and with respect (section 8) and the approach to handling ASB (section 10).

This includes the **"Net Promoter Score" (NPS)** which an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend Berneslai Homes to family or friends, and this is used to identify 'promoters' and 'detractors' to calculate an overall Net Promoter Score that is widely used across the private and public sectors.

Having increased last year, this has fallen back down again from a score of 35 to just 20. However, this tracks quite closely against the change in overall satisfaction as a drop of 15 in an NPS score is roughly analogous to a drop of 7.5% in a satisfaction score.

### Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating to fall, but it does highlight the combination of factors that are the **best predictors of overall satisfaction** for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.3).

The most obvious finding is that the extent to which tenants feel that their home is **well maintained** is the dominant factor, whilst the **repairs service** received over the last 12 months also appears in fourth place. This is a continuation of the pattern from last year, where the older STAR question on the quality of the home was the strongest key driver.

This focus on bricks and mortar issues is a very common theme in tenant surveys completed over the past few years during which landlords have been recovering from repairs backlogs, reconfiguring scheduled maintenance plans, and then coping with the aforementioned challenges in the cost and availability of materials and labour.

As was also true in 2022, the other theme of the key drivers is the quality of the **customer relationship** between tenants and their landlord, as evidenced by the next two items in the key driver list.

### 3. Services overall

#### 3.1 Overall satisfaction

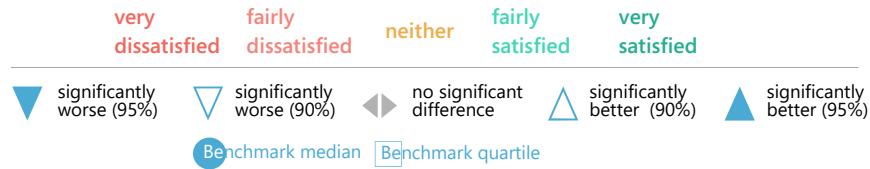
% Base 1863 | Excludes non respondents



Overall service provided by the Berneslai Homes

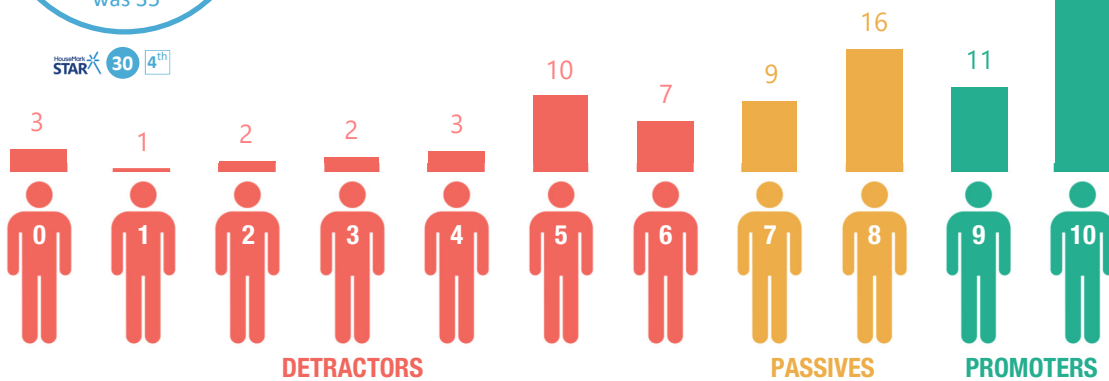


satisfied 2023: **77** ▼ satisfied 2022: 84 error margin: +/- 1.9 bench mark: **75** <sup>2<sup>nd</sup></sup>



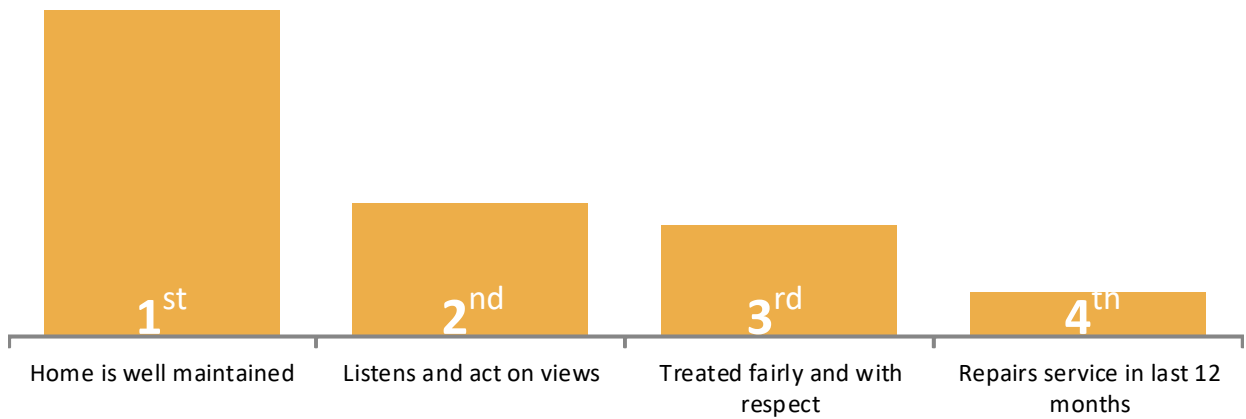
#### 3.2 Likely to recommend Berneslai Homes - Net Promoter Score (NPS)

% Base 1834 | Excludes non respondents.

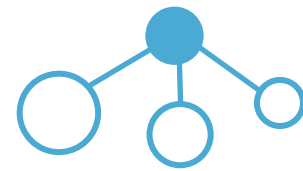
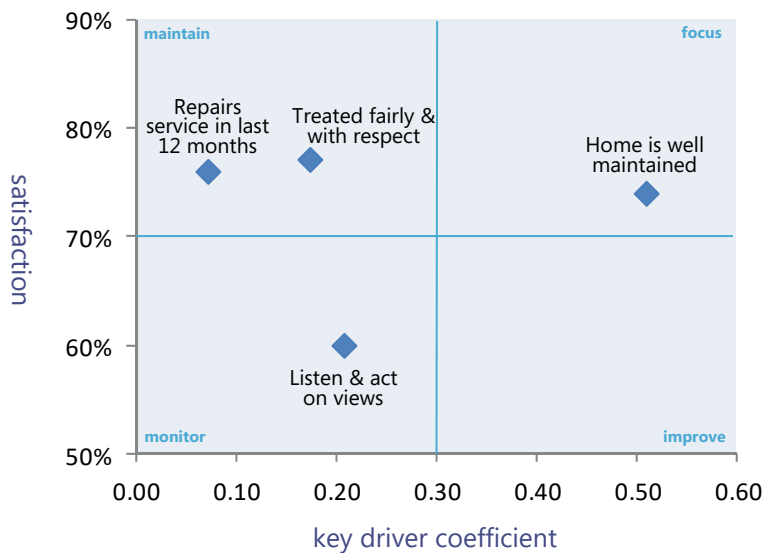


### 3. Services overall

#### 3.3 Key drivers - overall satisfaction



#### 3.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

The first of these is the extent to which housing services **listens to tenant's views and acts upon them**, closely followed by whether tenants agree that they are treated **fairly and with respect**, a question that is now one of the regulatory TSM questions and is also emerging as a key driver for many other landlords. What is notable here is that these two questions both compare less favourably against the 2022 scores than many others.

This suggests that meaningful and transparent communication has become a more problematic issue for Berneslai Homes this year, and this is a factor that is influencing perceptions. Indeed, all the detailed measures asking about the last time tenants contacted Berneslai Homes have significantly worsened, including 11% fewer than before that are satisfied with the final outcome (see section 7). Furthermore, tenants that have recently made contact are significantly less satisfied with Berneslai Homes overall, especially the increasing number who have had to make follow up contact (see below).

This is consistent with the fact that Berneslai homes call volumes have been increasing recently due to a 10% backlog in repairs caused by the external factors discussed above.

## 3. Services overall



### Change over time

- Overall satisfaction has **fallen** by a statistically significant 7%.
- Satisfaction is down across the four main age groups. but the decline is notably highest amongst the under 35s (63%, down from 78%).
- The **Net Promoter Score** has also fallen significantly from 35 to 20.



### By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across most results. Overall satisfaction continues to be highest amongst retirement age tenants (86%, over 65s) and significantly lower than average amongst the under 50s (66%). For full details see table 12.10.
- The Net Promoter Score increases by age, from 4 amongst the under 35s to 33 for those aged 65 or over.
- Tenants that have **been in contact** in the previous year are less satisfied than those that have not (75% v 85%). In addition, those that had to make **follow up** contact are even less satisfied (52%).
- Whether or not a tenant has reported **anti-social behaviour** (ASB) again has a notable impact on the overall score, with those that had being significantly less satisfied than those who had not (60% v 80%), a pattern very much evident throughout most of the results.
- Respondents who had a **repair appointment** that was missed are again significantly less satisfied than those who have not (49% v 84%).
- Overall satisfaction is also significantly below average amongst those who did not get an appointment for their last repair (57%).

- **New tenants** in their first year with Berneslai Homes and longstanding tenants of 21+ years are more satisfied than average (81% and 80% respectively), whereas those who have been a tenant for 1 – 2 years are the least satisfied (70%).
- The NPS is also above average amongst new tenants who have been a customer for less than a year (37).



### By place

- There are no significant differences between any scores in this section and any specific **area**. Indeed, on overall satisfaction there is only a 5% variation across the new four neighbourhood teams ranging from 74% in the North East Area to 79% in both the Central and North Areas.
- The NPS is lowest in the South area (13), but highest in the North area (27).
- At estate level where sample sizes are smaller, satisfaction is significantly lower than average in Burton Grange (55%) and Worsborough Common (65%), but significantly above average in Worsborough Dale (88%).
- Overall satisfaction is significantly higher than average for tenants in **bungalows** (84%) compared to those living in **houses and flats** (73% and 77% respectively).



## 4. The home

75%  
safe



safe

74%  
well maintained



well maintained



The maintenance of the home is the dominant key driver of overall satisfaction



The rating for the quality of the home has fallen for the first time



Satisfaction with safety has fallen, but this is also common amongst other landlords and may be influenced by national media



Two thirds of those with communal areas are happy with their cleaning and maintenance, which is on par with others

## 4. The home

Satisfaction with the **quality of the home** has been relatively stable over many surveys but has **fallen** by a statistically significant margin this year, from 77% to 74%, including a 4% drop in the proportion that are 'very satisfied'.

This is reflected in the fact that property **maintenance** is a **key driver** of overall satisfaction (section 3). As previously mentioned, this is a common finding for tenant survey results at the moment due to the cumulative effects of the pandemic, inflation and shortages on property maintenance programmes.

It should be noted, however, that the item that appears in the key driver list is the new regulatory TSM question on home maintenance that has replaced the older 'quality of the home' question. However, the new question receives an identical rating of 74% satisfied, albeit with a slightly higher proportion that are 'very' satisfied (38%).

The next question in this section asks about the **safety** of the building and this too has fallen for tenants by a statistically significant 8 points to 75%, whilst 15% of respondents are dissatisfied (was 9%).

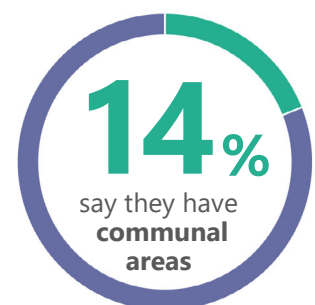
This is of course a concern, but again might be being influenced by outside factors. Firstly, the older STAR version of this question refers to safety *and* security which although considered by Housemark to be comparable, is slightly different. Most importantly, there have been high profile **national media** reports about safety in social housing, most notably regarding damp and mould, resulting in increased complaints across the sector. As a likely consequence, recent TSM surveys amongst ARP clients have also seen substantial falls in ratings for this question (average 8%).

In addition, it is interesting to note that despite these disappointing results, the safety of the home isn't a key driver even though it did appear in the list in 2022.

High household energy bills are another external factor that has been affecting tenants, so it is unsurprising that significantly fewer are now satisfied with both the **heating and energy efficiency** of their homes, including a significant 4% drop in the latter rating (68% v 72%).

One specific aspect of property maintenance and building safety that is receiving increased regulatory focus is cleanliness and maintenance of **communal areas**. Accordingly, survey respondents are asked to self-categorise whether they live in a building with communal areas, either inside or outside, that their landlord is responsible for maintaining. Only a minority (14%) of Berneslai Homes' tenants feel that this question applies to them.

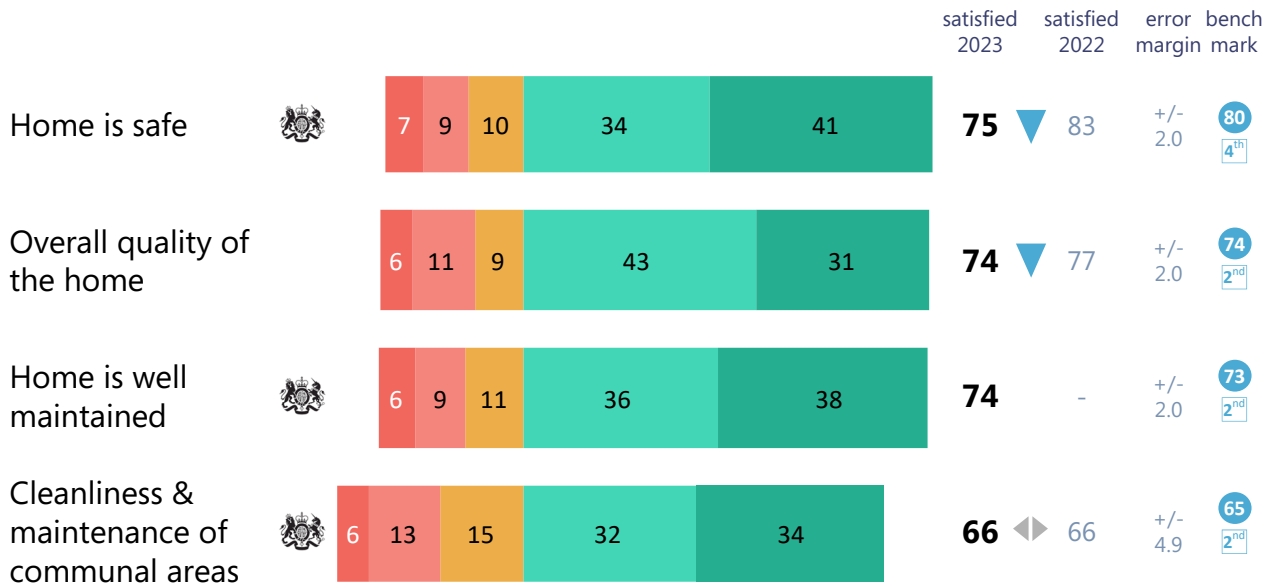
Around two thirds of this group are satisfied with how these communal areas are cleaned and maintained (66%), which is distinct in that it unchanged since the last survey, remaining on par with other landlords. In addition, it is rated even better for those living in properties with a shared communal entrance door (72%).



# 4. The home

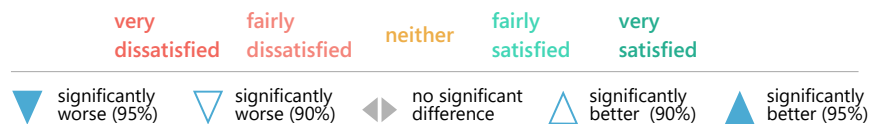
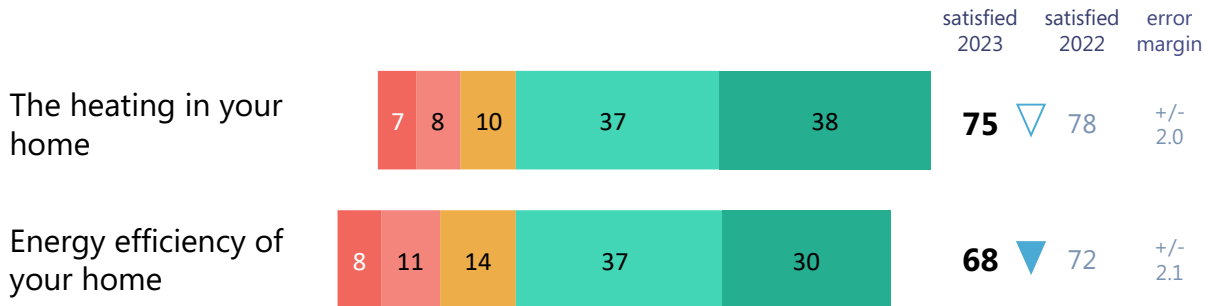
## 4.1 Satisfaction with the home

% Bases (descending) 1855, 1848, 1863, 350 | Excludes non respondents



## 4.2 Satisfaction with energy efficiency

% Bases (descending) 1827, 1822 | Excludes non respondents





### Change over time

- Satisfaction with the **quality of the home** has **fallen** significantly since 2022 from 77% to 74%.
- Satisfaction with the **safety** of the home has also fallen significantly and by a greater margin from 83% to 75%.
- Respondents are significantly less satisfied than a year ago with both the **heating** in their home (75%, was 78%) and its **energy efficiency** (68%, was 72%).



### By people

- Both the maintenance and safety of the home are rated significantly lower than average amongst the **under 50's**, especially the youngest aged under 35 (52% 'maintenance', 53% 'safety'). Both are rated significantly higher than average by those aged 65 or over (85% 'maintenance', 85% 'safety').
- However, the maintenance of the home is rated slightly higher by respondents whose **last repair** was completed in-house compared to by Wates (75% v 71%).
- Households with a **length of tenure** of 21+ years are significantly more satisfied with both the maintenance and safety of their homes (both 82%), whereas those who have been a tenant for 3 – 5 years are significantly less so (68% and 70% respectively).
- The safety of the home is also rated significantly lower than average by respondents who have been a tenant for 1 – 2 years (63%), 13% lower than new tenants.
- All ratings in this section were notably lower than average by respondents who have reported **ASB**, particularly for the safety of the home (59% 'reported ASB' v 78% if not).



### By place

- Satisfaction that the home is well maintained is slightly higher for **tenants with a shared communal entrance door** than those without (78% v 73%), however they are far less satisfied with its safety (69%).
- By property type the lowest satisfaction with maintenance is 70% amongst those living in **houses**, including only 34% that are 'very' satisfied.
- Both the energy efficiency and heating are rated significantly lower than average by respondents in houses (64% and 72% respectively). Both are rated significantly higher than average in bungalows (73% and 80% respectively).
- The ratings for both property and safety are very consistent across the four neighbourhood **areas** and only fluctuate by 6%.
- Satisfaction with communal areas is significantly lower in the **North East** area (57%), which is 9% lower than average.
- The energy efficiency and heating ratings are very consistent across the four areas.



## 4. The home

### 4.5 The home by area

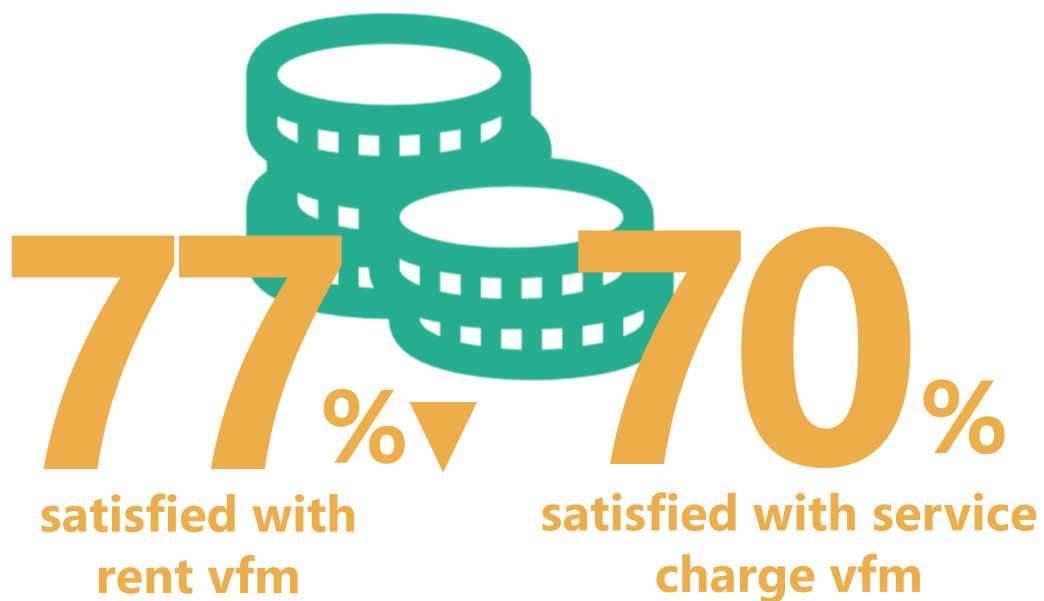
		% positive					
	Sample size	Home is safe	Home is well maintained	Communal areas clean & maintained	Quality of the home	Energy efficiency	Heating
<b>Overall</b>	<b>1891</b>	<b>75</b>	<b>74</b>	<b>66</b>	<b>74</b>	<b>68</b>	<b>75</b>
North East Area NT	568	72	74	57	76	67	75
South Area NT	401	72	72	58	72	68	76
Central Area NT	452	77	73	74	73	69	75
North Area NT	471	78	76	73	75	68	75

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 5. Value for money



Although satisfaction is down significantly, the cost-of-living crisis is an obvious factor



Despite also having fallen, service charge value for money still compares reasonably well against the benchmark



Satisfaction with value for money has again fallen furthest amongst the under 35s

## 5. Value for money

The perception of rent value money has followed the **same trajectory** as the rest of the survey results, with a 4% fall in satisfaction to 77%. However, in the midst of a **cost-of-living** crisis and coming not long after unprecedented rent increases this century, it is to be expected that this rating would fall.

Indeed, across the sector it is becoming clear that rent increases at a time where many are struggling to maintain repairs services at previous levels are an obvious culprit for disappointing tenant satisfaction scores more generally.

Although satisfaction with **service charge** value for money has fallen by a similar margin, the fact that 70% of those that answered are still satisfied in this regard keeps the score above the benchmark median (67%). This is important because the benchmark is a lagging measure, so in relative terms the service charge rating again appears to be faring better than rent against the benchmarks.

The cost of living does affect various groups of people differently, however, and it is interesting that the biggest drop in the rent value for money rating is again amongst the **under 35s** (see overleaf). Indeed, in just two years this group has gone from being 86% satisfied with rent value for money to just 65%.



### Change over time

- Satisfaction with the rent in terms of value for money has **fallen** a significant 4% from 81% to 77%.
- Satisfaction with the rent has fallen by 12% amongst the **under 35s**.
- Satisfaction with the service charge has also fallen but not significantly from 73% to 70%



### By people

- Value for money for rent is rated highest by respondents aged 65 or over (84%, down from 90%) and lowest by the **under 35s** (65%).
- Respondents aged under 35 are also the least satisfied with their service charges (59%, was 65%), compared to 78% of those aged 65 or over, up from 77%.
- **New tenants** who have been a Berneslai Homes tenant for less than a year are more satisfied than average with their rent (81%) but rate the service charge lower than average (66%).



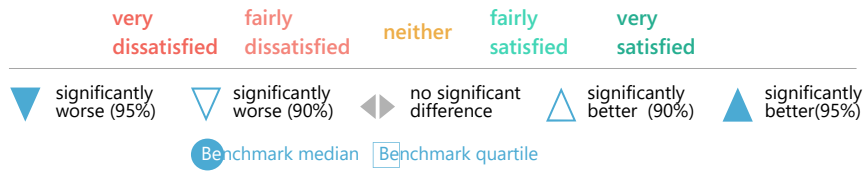
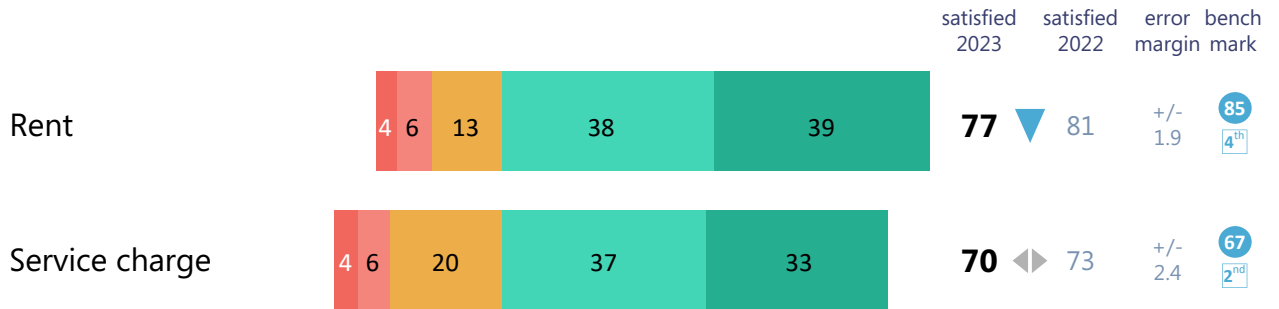
### By place

- The ratings for both rent and service charge are now significantly lower than average in the **North Area** (72% 'rent, 66% 'service charge').
- Athersley North residents are significantly less satisfied than average with their rent (66%).
- Tenants in Thurnscoe rate their service charge significantly lower than average (58%).
- Value for money for rent is rated highest by those in bungalows (83%), then flats (76%) and was lowest amongst respondents in houses (75%).

# 5. Value for money

## 5.1 Value for money

% Bases (descending) 1803, 1403 | Excludes non respondents





## 6. Repairs and maintenance

75%  
▼



service in last  
12 months

76%  
▼



time taken to  
complete repair



Satisfaction with the service in the last 12 months is a key driver of satisfaction



Both repairs ratings have fallen by around 7-5% since last year



Satisfaction has only fallen for those whose last repair was completed in-house, bringing those scores down to the level of outside contractors



A big increase in comments about repairs, especially outstanding jobs and the level of information and communication

## 6. Repairs and maintenance

Satisfaction with the repairs service over the last 12 months is a **key driver** of landlord satisfaction (section 3), which coupled with property maintenance more generally emphasises the continuing bricks and mortar theme of Berneslai Homes' tenant satisfaction survey results. The reasons for this have already been noted, chief amongst these is maintaining service levels in the face of inflationary pressures and shortages, meaning that at the time of the survey there was a 10% backlog in repairs.

Accordingly, satisfaction with the **repairs received** over the last 12 months has fallen by 8% since the last survey (now 75%), with a slightly smaller drop of 4% in the rating for the **time taken** to complete the last repair (now 76%). Both of these are statistically significant changes.

In addition, the amount of **additional comments** that tenants made at the end of the survey about repairs issues has almost doubled since last year (21% v 12%), with big increases in those asking for **outstanding works** to be completed, and **better information and communication** on progress (section 12).

Interestingly, these changes are driven entirely by tenants whose last repair was conducted by the **in-house** repair team, as satisfaction is essentially unchanged for those whose last repair was completed by Wates (see overleaf). Indeed, whereas previously the in-house repairs were rated significantly higher than those that were contracted out, this difference has now been entirely erased.



### Change over time

- **Significant fall** in satisfaction with the **repairs service** in the last 12 months from 83% to 75%.
- A similarly significant 4% fall in satisfaction with **time taken** to complete a repair after reporting.
- Satisfaction with both has fallen by 9% and 7% respectively for repairs conducted **in-house**.
- Four out of five respondents who had a repair said they had an **appointment** that was kept, which shows no change from a year ago.



### By people

- **Older respondents** aged 65+ are significantly more satisfied than average with the repairs service in the last 12 months (86%), compared to just 60% of tenants aged under 50, including only 56% of the **under 35s**.
- The same pattern is evident for time taken to complete the repair: 86% of 65+ compared to 60% for under 35s.
- **New tenants** are one of the more satisfied groups with the repairs service in the last 12 months (76%), however that seems to change rapidly as satisfaction is significantly lower for those who have been a tenant for 1 – 2 years (66%).

- There are no significant variations between respondents whose last repair was carried out by the **in-house** worker compared to those who had a **Wates** repair to their home.
- Satisfaction with the service in the last 12 months and the time taken is significantly higher than average if a **repair appointment was kept** (83% and 84% respectively), compared to 43% and 33% if it isn't.



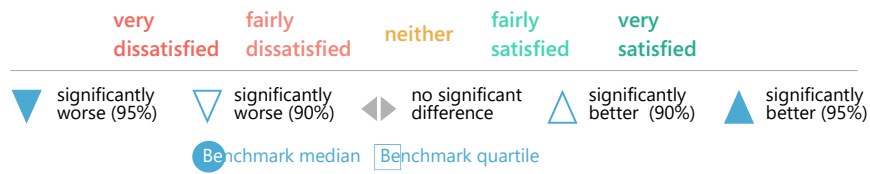
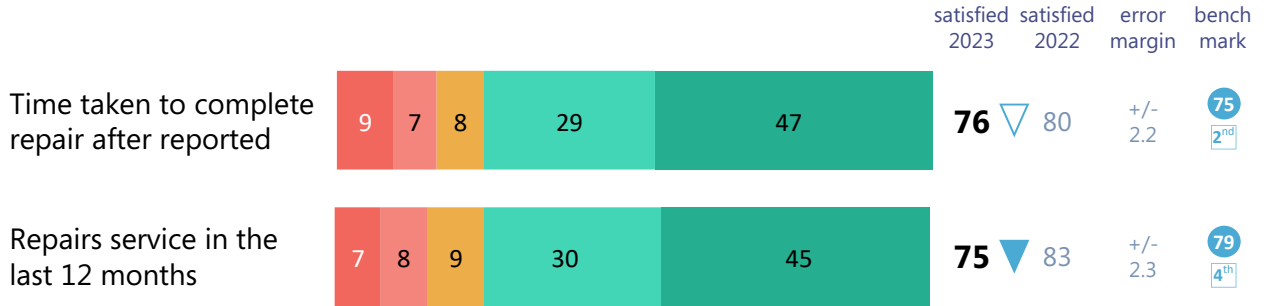
### By place

- No statistically significant differences by **area**, with all ratings in this section only varying by no more than 3%.
- However, at estate level where sample sizes are much smaller, both were rated significantly lower than average in the Kings Road area (both 65%).
- Both questions are rated lower than average in **houses** (71% 'service', 73% 'time taken'), whereas the opposite is true for those living in bungalows (83% 'service', 82% 'time taken').

# 6. Repairs and maintenance

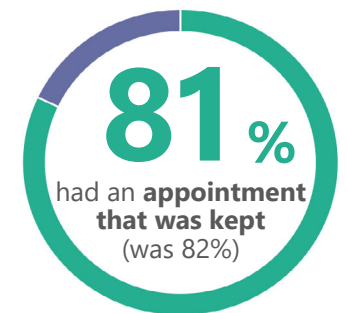
## 6.1 Repairs service

% Bases (descending) 1416, 1418 | Had a repair in the last year. Excludes non respondents



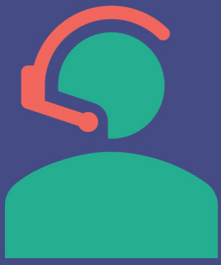
## 6.2 Repairs service by area

	Sample size	% positive	
		Repairs service in last 12 months	Time taken to complete last repair
<b>Overall</b>	<b>1891</b>	<b>75</b>	<b>76</b>
North East Area NT	568	75	74
South Area NT	401	74	76
Central Area NT	452	74	77
North Area NT	471	77	76



Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 7. Customer service



◆ The general perception of customers services remains as high as it was before



The 'customer effort' score for how easy Berneslai Homes is to deal with is rated 10% above average



However ratings for all elements of tenants most recent query have gone down by an average of 7%



A third had to make follow up contact, which is up 6%



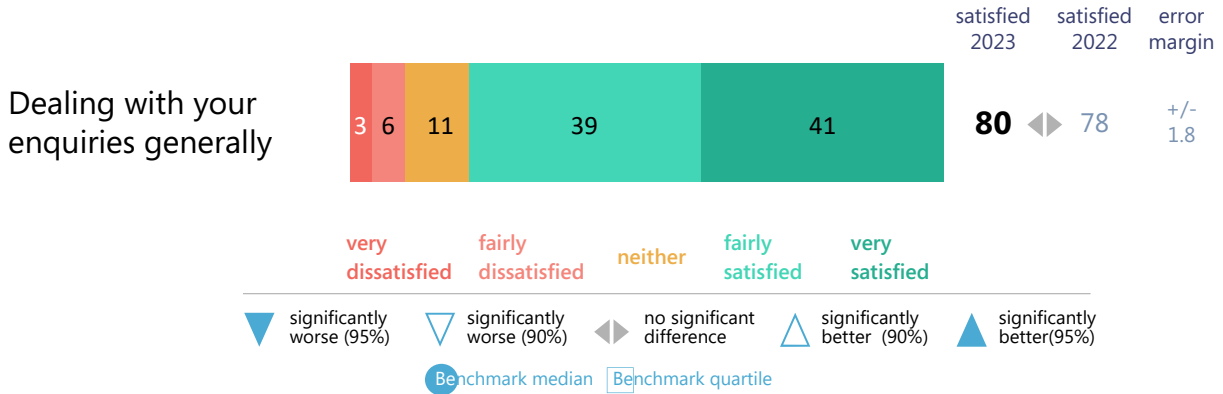
Tenants in the North area rate customer service higher than average



# 7. Customer service

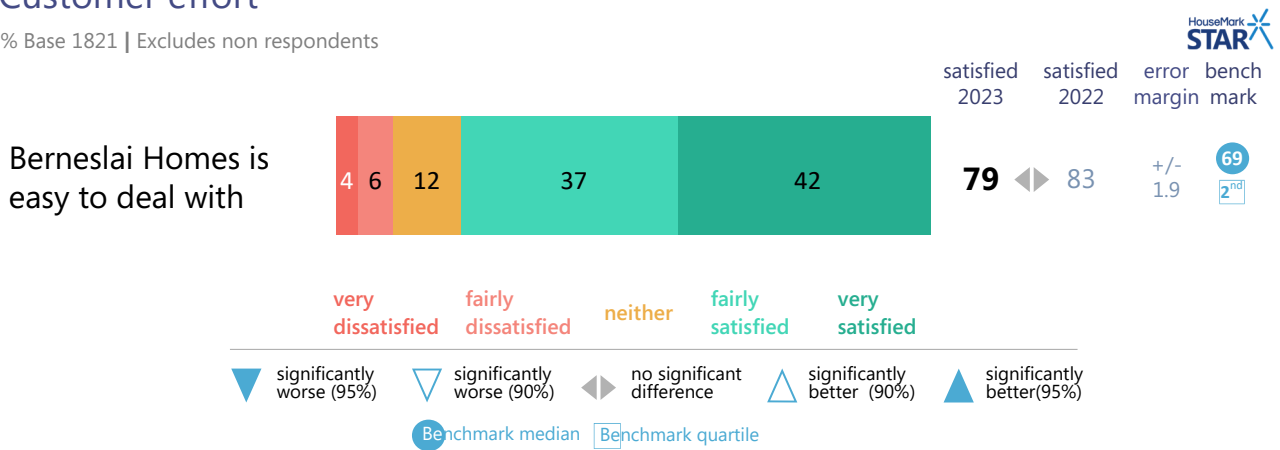
## 7.1 Enquiries overall

% Base 1798 | Excludes non respondents



## 7.2 Customer effort

% Base 1821 | Excludes non respondents



In many respects this section of the survey results is the most interesting because it demonstrates both the **relative strength** of Berneslai Homes’ customer service offering, at the same time as revealing problems that tenants have increasingly encountered when making contact.

Beginning with the positives, unusually for the survey results this year the overall perception of **how enquiries are dealt with** has actually increased slightly, albeit this is only by a statistically insignificant two percentage points (now 80%).

In addition, an almost identical proportion are also satisfied that Berneslai Homes is easy to deal with (79%). This type of question is also known as a **customer effort** score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes. Most importantly, this continues to be a very **strong result** relative to that normally achieved by other landlords, being 10% higher than average.

Berneslai Homes customer service staff anecdotally have a good reputation amongst customers, many living in the same communities and forming good links with customers, so these findings are consistent with that image. In addition, since the last survey the contact centre has improved its call answer times. Taken together, it would seem that despite any other frustrations that tenant may have, at the **first point of contact** they still appreciate the service they receive.

## 7. Customer service

What those frustration are becomes clear when considering the further detailed questions asked about tenant's experiences the **last time they made contact** (if within the last 12 months). As can be seen in chart 7.3, every single one of the eight rating statements asked on this topic has worsened by a significant margin since last year, with an average dip of 7%.

Most notably, the biggest drop was in satisfaction with the **final outcome** of the last query, where the positive rating has fallen by 11% to 70%. In terms of the proportion that are actively dissatisfied, this has increased from 12% to 18%.

The proportion that felt they were **kept informed** about their query also fell a long way, in this case from 75% to 66%, and this continues to be the lowest rated aspect of the last repair. Critically, it is also moved up the list to become the strongest **key driver** of satisfaction with the final outcome of the query (chart 7.4)

Furthermore, around a third of tenant who last made contact now say that they have had to **follow up** on the same query, which is a significant 6% increase since last year. This is consistent with the increased call volumes that Berneslai Homes are experiencing and will be directly related to the current repairs backlog, including the fact that tenants are specifically asking for more information about repairs they have reported (section 12).



### Change over time

- Large and **significant decreases** in satisfaction with all aspects of the last contact opinion rating questions in this section.
- This includes a notable 11% fall in satisfaction with the final outcome.
- More tenants than before had to make **follow up contact**, from 26% to 32%, with this having a notable impact on many opinion ratings throughout the survey findings.
- Whether or not a tenant has **reported ASB** has a notable and significant impact on scores, especially with the last contact ratings including only 69% satisfied with helpfulness and 59% with the quality of advice.
- The same is true for those who had to make **follow up contact** to the last query, with only 55% satisfied with the ease of getting hold of the right person, 56% satisfied with the time take to answer their query and only 36% that were satisfied that they were kept informed.



### By people

- **Older respondents** are significantly more satisfied that Berneslai Homes is easy to deal with than the youngest in the sample (89% and 64% respectively). This pattern is also evident throughout this section but is more pronounced for the ratings about last contact, including a 32% gap between oldest and youngest for the final outcome of a query.
- **New tenants** are significantly more satisfied than average that Berneslai Homes are easy to deal with (84%), whereas this falls significantly for those who have been a tenant for 1 - 2 years (72%).
- The customer effort rating is slightly above average in the **North Area** (81%, including 46% very satisfied), with tenants in this area also slightly more satisfied than average with how enquiries are handled generally (82%).
- Respondents in the North Area also tend to rate every aspect of the last contact higher than the sample as a whole by an average of 5%.

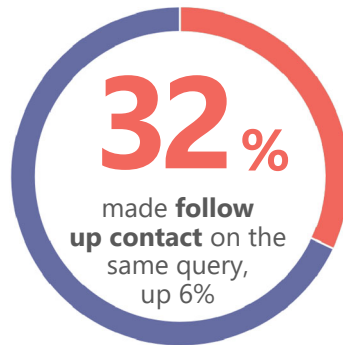
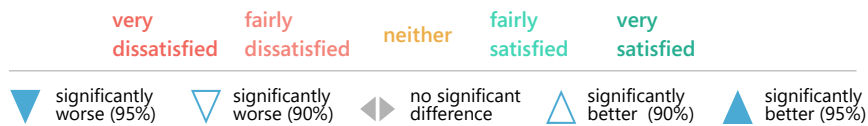
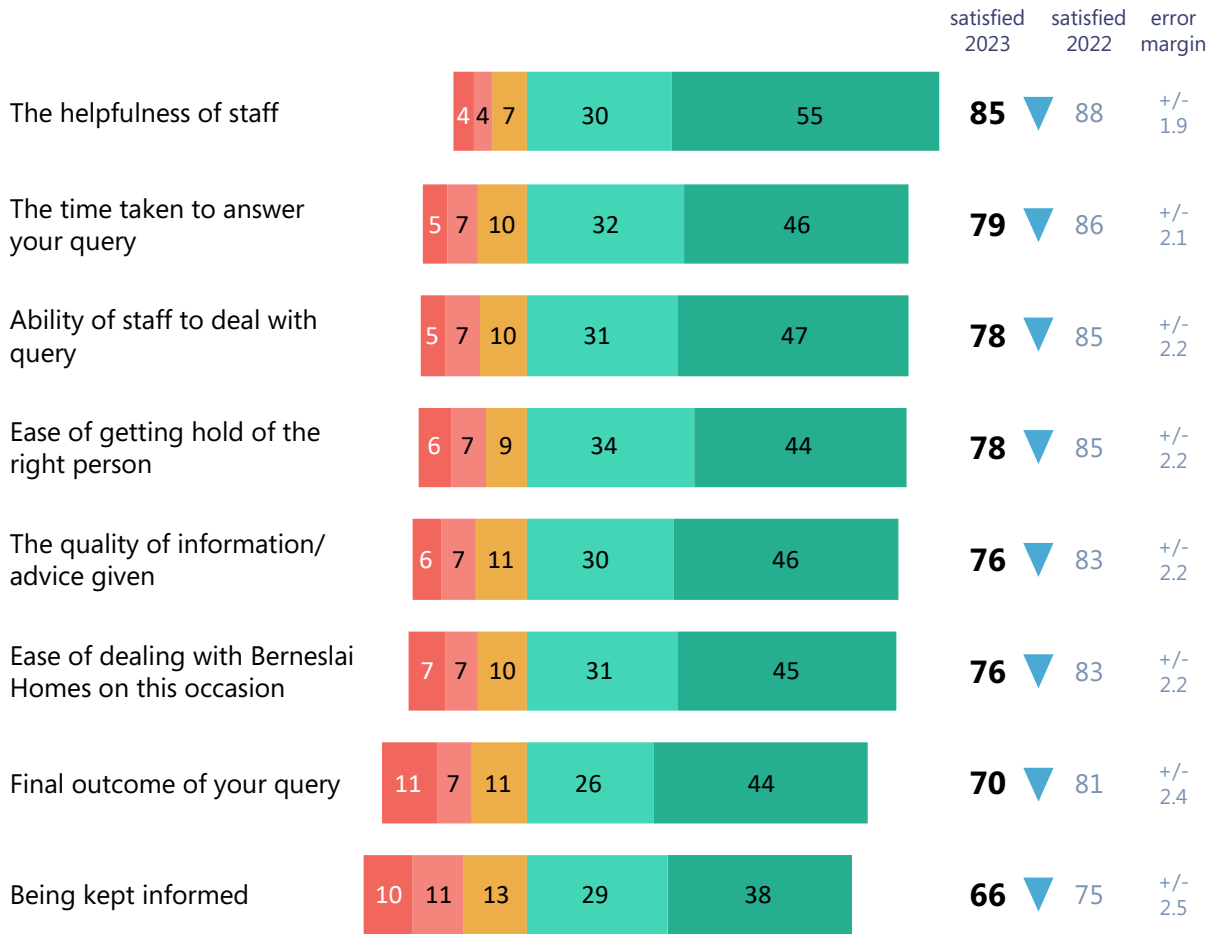


### By place

# 7. Customer service

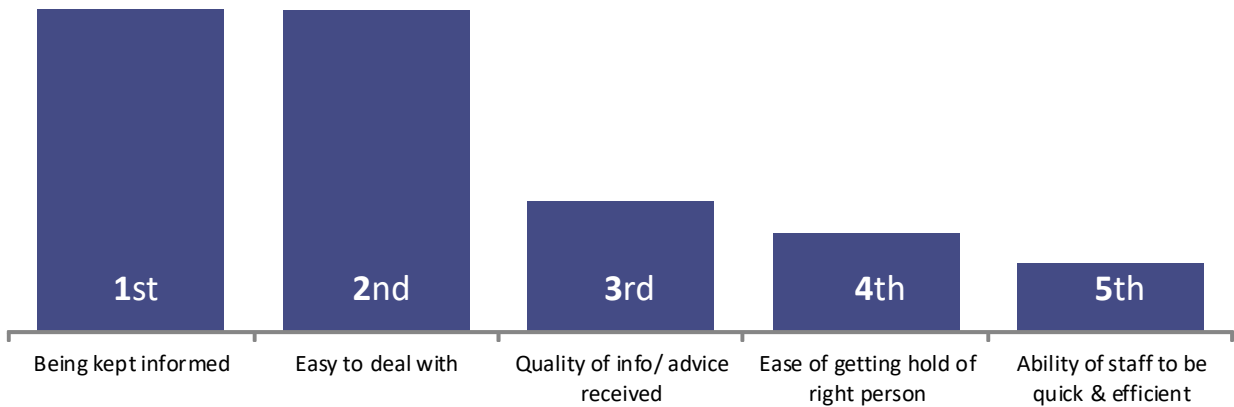
## 7.3 Last contact

% Bases (descending) 1442, 1435, 1437, 1442, 1432, 1436, 1434, 1429 | Excludes non respondents.

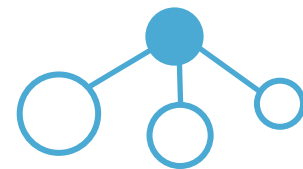
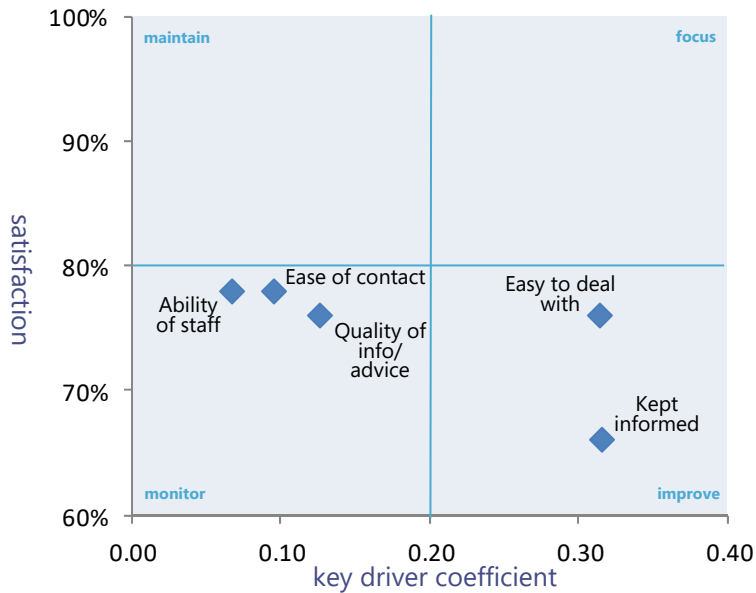


## 7. Customer service

### 7.4 Key drivers - final outcome of query



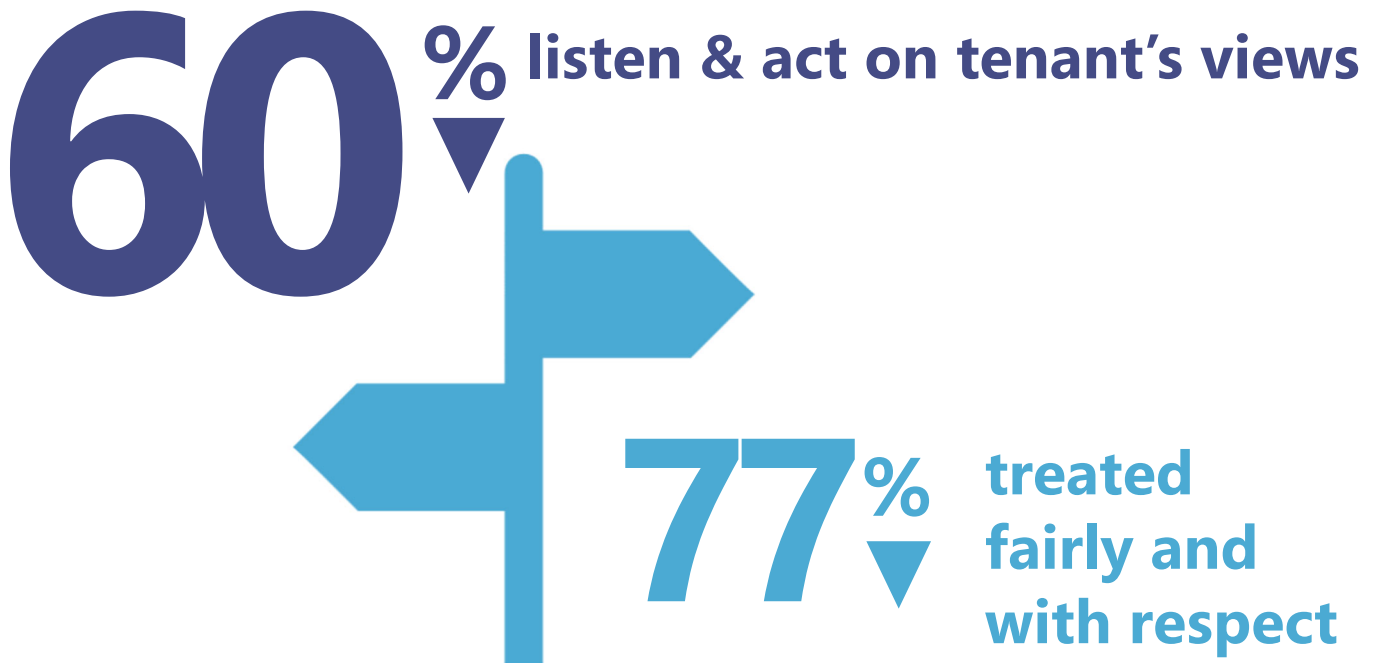
### 7.5 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.



## 8. Communication



Being treated fairly and with respect is the third strongest key driver of satisfaction overall



However, all of the scores in this section have fallen by a statistically significant margin



They have fallen particularly quickly amongst the under 35s

## 8. Communication

The third strongest **predictor** of satisfaction with Berneslai overall in this set of results is how respondents answered when they were asked if they agreed that their landlord treats tenants **fairly and with respect** (section 3).

Like most other year on year comparisons this score has dropped significantly since the last survey (77% v 85%), but this has now moved it below the current benchmark of 85%, albeit the latter is also expected to fall in due course as more TSM results get submitted to Housemark.

However, it is important to note that this change is mainly because a higher proportion than before picked the middle ambivalent point of the scale (16% v 9%). Indeed, the proportion of tenants that actively disagreed with this statement is essentially unchanged (7% v 6%).

The lowest rated question in this section asks whether people feel Berneslai Homes **listens to views and acts upon them**, a score that has also fallen by 8% this year, although in this case it was previously well above average, so it is still on par with the benchmark score.

Experience of other similar surveys has shown that in answering these questions, respondents are primarily thinking about day-to-day transactions such as telephone queries and the repairs process. Accordingly, it is likely that these falls are also linked to the wider issues within the survey such as property maintenance and repairs.


Indeed, most customer contact is made to either request or follow up on a repair. As we have seen earlier in the report in both the repairs and customer service sections, tenants are highlighted issues with being kept updated about progress (sections 6 and 7). This is undoubtedly a major reason why, when tenants are asked generally if they are **kept informed** about things that matter them, the score of 64% has also fallen by 7% since last year.

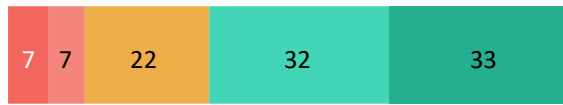
The pattern of responses for the final communication question in this section, the opportunities for tenants to make their views known, doesn't vary to the same degree against the benchmarks, although it is still down by 4%. Notably, this question is the furthest removed from day-to-day customer service, as many will understand it to be referring to tenant involvement.

# 8. Communication

## 8.1 Communication

% Bases (descending) 1785, 1720, 1767 | Excludes non respondents

Keep tenants informed about things that matter to them 




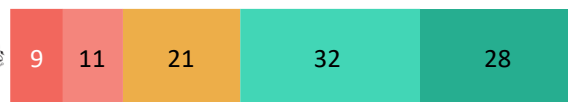
satisfied 2023 64  satisfied 2022 71 error margin +/- 2.2 bench mark  68 

Opportunities to make views known

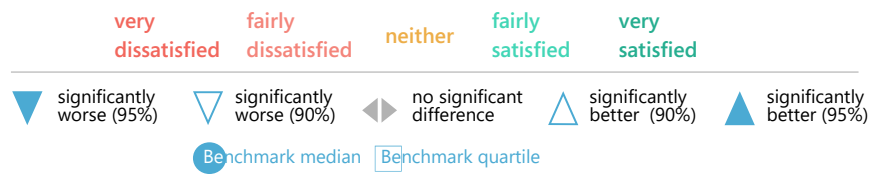


satisfied 2023 61  satisfied 2022 65 error margin +/- 2.3 bench mark  65 

We listen to your views and act upon them 



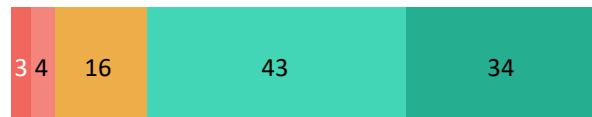
satisfied 2023 60  satisfied 2022 68 error margin +/- 2.3 bench mark  60 



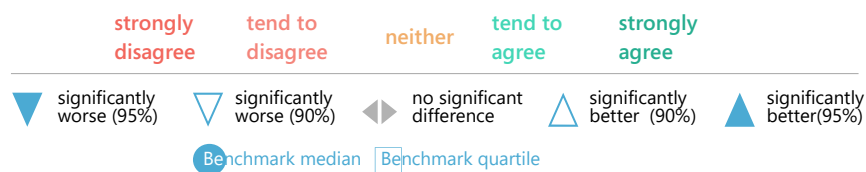
## 8.2 Fairness and respect

% Base 1833 | Excludes non respondents

Berneslai Homes treats its residents fairly and with respect



agree 2023 77  agree 2022 85 error margin +/- 1.9 bench mark  85 





### Change over time

- Being treated **fairly and with respect** has fallen 8% in a year, although dissatisfaction is broadly unchanged (7%, was 6%).
- A significant decrease in satisfaction with being **listened to** and acting upon views from 68% to 60%. One in five are now actively dissatisfied (20%, up from 14%).
- Satisfaction with being kept **informed** has also fallen significantly from 71% to 64%.
- Another significant fall in satisfaction with the opportunities to make views known from 65% to 61%.
- Being listened to and the level of information are also rated significantly lower by tenants who have **reported ASB** (37% and 47% respectively) or had to make follow up contact (35% and 40%).
- Satisfaction with every aspect in chart 8.1 is significantly lower than average for respondents who had a missed repair **appointment** or were never given one.
- Conversely, all four are rated higher by respondents who have had a repair carried out by the **in-house team** compared to those who have had a Wates repair.



### By people

- Respondents **aged under 35** are less likely to agree that they are treated fairly and with respect than they were a year ago (68%, was 82%), however those aged 35 – 49 are significantly less likely to agree than any other age group (67%).
- Respondents aged **under 35** are the least likely to feel that their views are listened to and acted upon (44% satisfied), with this group significantly less satisfied than average. Furthermore, they are far less satisfied than they were a year ago (was 61%).
- For all rating questions in this section, **retirement age** respondents are significantly more positive than average by at least six percentage points.
- Respondents in their **first year** of tenancy are significantly more satisfied that they are kept informed and have the opportunities to make their views known (74% and 67% respectively).
- Listening and acting upon views is rated significantly lower than average by respondents who have been a tenant for 1 – 2 years (54%), with a quarter of this group dissatisfied.



### By place

- There is only one significant difference by area, albeit only at the 90% confidence level, with those in the Centra **Area** significantly more satisfied with their opportunities to make their views known (67%).
- Customers in **flats** typically rate each communication question slightly higher than those living in houses, with those in bungalows the most satisfied.





## 9. Online services



Satisfaction with Berneslai Homes online services has fallen significantly since 2022



Amongst those that already use these services, satisfaction is down even further from 80% to 69%



Nevertheless, there are large increases in those reported a repair on the app and managing their rent online

## 9. Online services

Having remained stable last year, it is unfortunate to see that the level of satisfaction with Berneslai Homes' online service has **dropped significantly** this year from 74% to 66%.

However, the fact that many tenants report their repairs online (18%) and/or via the App (29%) means that this rating is just a likely to be impacted by the repairs backlog as many other scores.

Indeed, when restricted to just those tenants who have used **Berneslai Homes online services**, the gap between 2022 and 2023 was even greater as the score has fallen from 80% to 69%.

However, it is still good to see that there has been a large increase in the proportion of survey respondents that have used the **Berneslai Homes app** to report a repair (now 29%), in addition to half as many again who are now **managing their rent online**, including 36% who do so to check their rent and 31% who also pay it online.

### Change over time

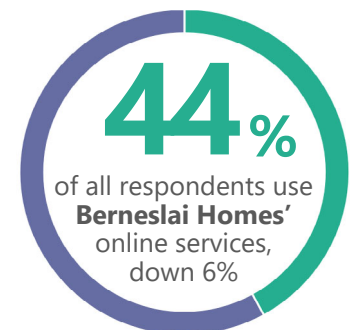
- Significant **fall** in satisfaction with the provision of online services from Berneslai Homes from 74% to 66%), however dissatisfaction has increased only slightly (9%, was 6%).

### By people

- Satisfaction with the provision of online services varies very little **by age** with only 1% variation between the youngest (67% satisfied) and oldest (66%).
- That said 18% of those aged 65 or over said they used any of the online services, compared to 65% of the under 35s.
- A third of respondents aged under 35 have reported a repair using the **Berneslai Homes app**, only 6% of those aged 65 or over had done the same.

### By place

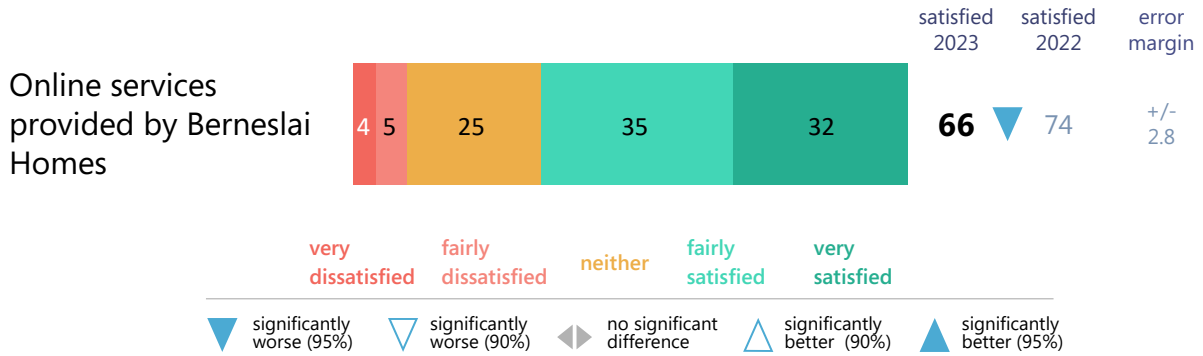
- There are no significant differences by property type or area with any of these scores.



## 9. Online services

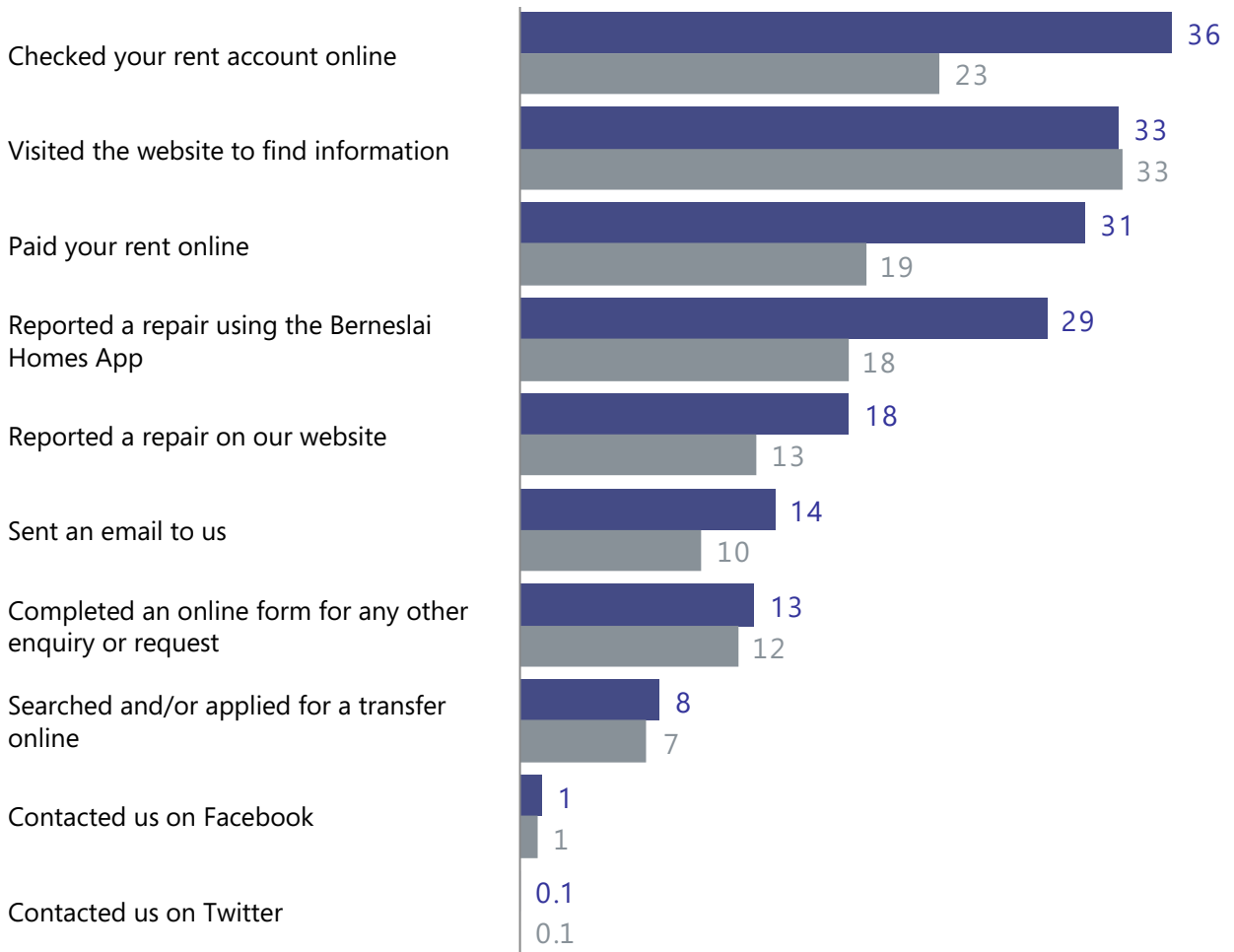
### 9.1 Satisfaction with online services provided by Berneslai Homes

% Base 1185 | Excludes non respondents



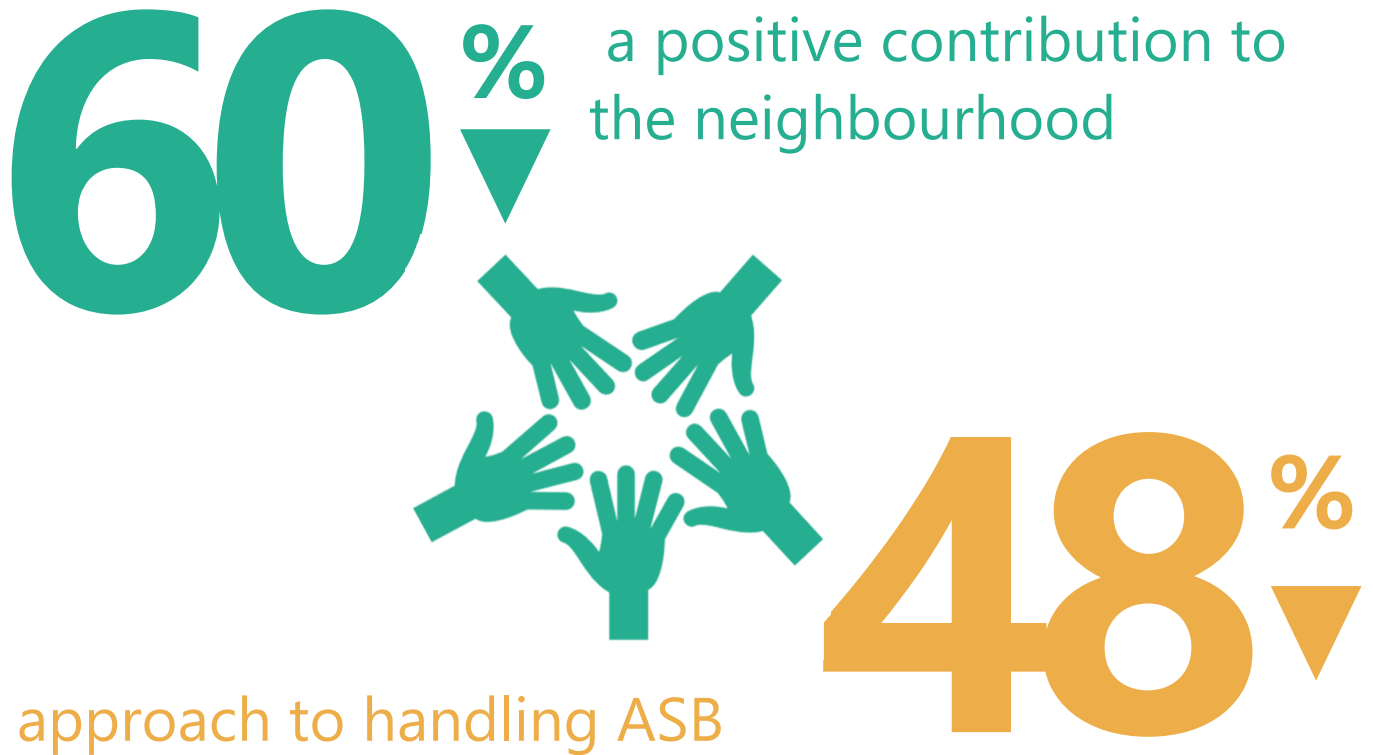
### 9.2 Used any Berneslai Homes online services in last year?

% Base 1069 | More than one answer allowed. Excludes non-respondents.





## 10. Neighbourhood services



All of the rating questions in the nis section have fallen by a statistically significant margin



Most importantly, the approach to handling ASB is rated 11% lower than before and is now well below benchmark



Drugs and traffic noise are consider significantly bigger problems than they were last year



Residents in the North area are generally more satisfied with neighbourhoods

## 10. Neighbourhood

When measuring neighbourhood satisfaction, the TSM regulatory framework places more focus than before on those aspects of the local environment and community that are within the purview of their landlord. This means that tenants were asked to specifically rate whether they think their landlord makes a **positive contribution** to their neighbourhood, something 60% of respondents are satisfied with, compared to 17% that are dissatisfied.

This is 4% fewer than were satisfied last year, but this is still broadly in the range of the results achieved by other landlords, especially when considering that Housemark benchmarks are a little behind current events (median 64%).

Indeed, all of the other neighbourhood satisfaction scores in this section demonstrate the same pattern as the rest of the survey results, with a 5% drop in satisfaction with the neighbourhood as a **place to live**, 6% drop in satisfaction with the **appearance** of the area, and a linked 4% fall in satisfaction with **grounds maintenance**. To help understand the answers in this section of the survey useful context comes from the open text answers that tenants gave at the end of the survey, when they asked for the most important improvements Berneslai Homes could make (section 12). Unlike many such surveys, where repairs issues are often the most commonly raised, it is notable that for two surveys in a row the most frequently mentioned improvements are to the neighbourhood (29% of commenters, section 12). It is hoped that the recent **restructure** to make Berneslai Homes' services more neighbourhood facing will help address this seemingly clear tenant priorities.

As has been the case for some time, the biggest neighbourhood **problems** are rubbish or litter, car parking, dog fouling/dog mess, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood. The only issues where there has been a statistically significant change are slightly fewer problems with rubbish and litter, and slightly more complaints about drug use and traffic noise.

For many residents the neighbourhood issue that has the biggest effect on their quality of life is anti-social behaviour, the extent that it is both the single most **commonly mentioned improvement** suggested by tenants (see chart 12.2).

The new TSM regulatory questions recognise the importance of this issue, with landlord performance now being measured in part on their overall approach to **ASB handling**. Unfortunately, less than half of the tenant population are satisfied with the approach to the handling anti-social behaviour (48%), compared to almost a quarter that are dissatisfied (23%). This is one of the most biggest reversals of any question in the survey, having **fallen by 11%** since last year, and is consistent with anecdotal reports from tenants that the issue is becoming more visible to them.

Furthermore, amongst the much smaller group of tenants that have actually made a recent report of ASB, only 22% are satisfied compared to 27% in 2022 and 33% in 2021.

Although it is difficult for any landlord to get a high score on this topic, Berneslai Homes' score is now well below the benchmark for tenants as a whole of 59% satisfied. Taking into account the fact that experience of ASB also has a very strong relationship to overall satisfaction (see section 3), changing the trajectory of these scores is a priority for Berneslai Homes as evidenced by the fact that a new **ASB team** that has recently been set up as part of the restructure.

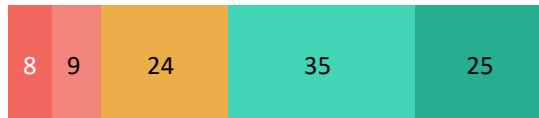
# 10. Neighbourhood

## 10.1 Contribution

% Base 1674 | Excludes non respondents

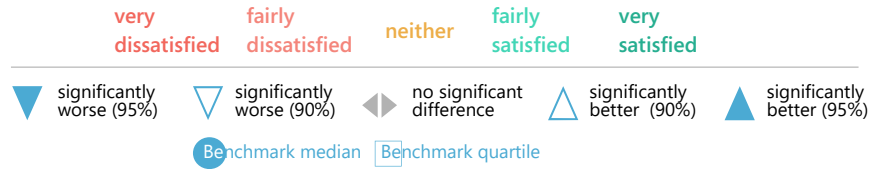


Make a positive contribution



satisfied 2023 satisfied 2022 error margin bench mark

**60** ▼ 64 +/- 2.3 **64** 4<sup>th</sup>



## 10.2 Neighbourhood services

% Bases (descending) 1797, 1791, 1674 | Excludes non respondents



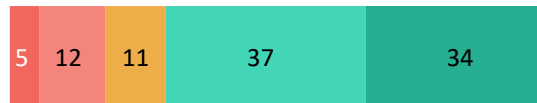
Neighbourhood as a place to live



satisfied 2023 satisfied 2022 error margin bench mark

**77** ▼ 82 +/- 1.9 **76** 2<sup>nd</sup>

Overall appearance



**71** ▼ 77 +/- 2.

Grounds maintenance

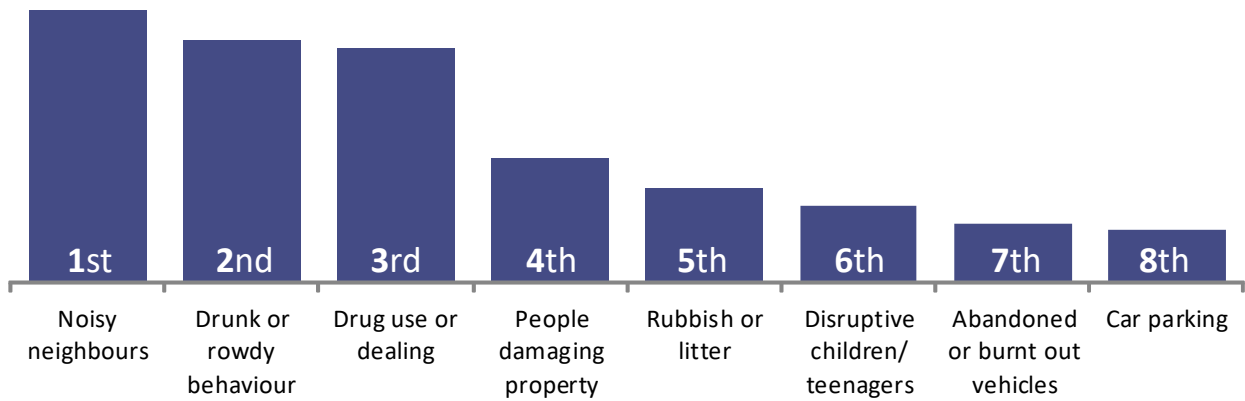


**64** ▼ 69 +/- 2.2

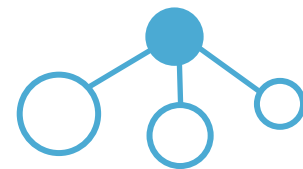
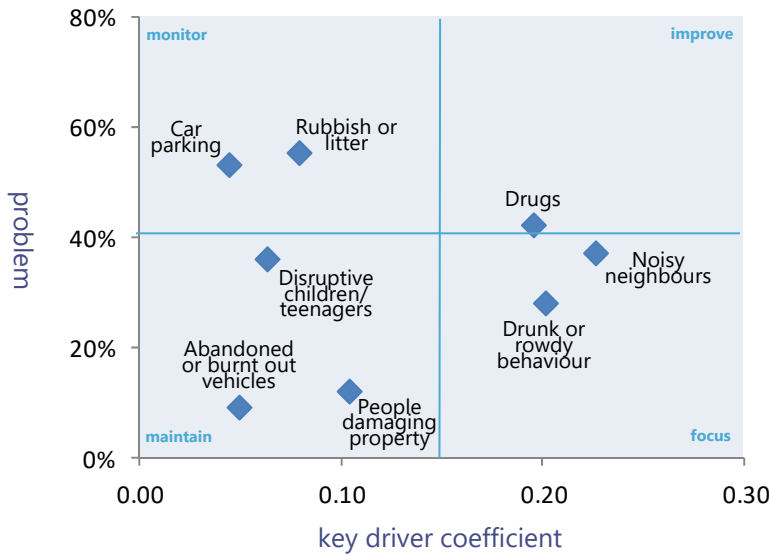


# 10. Neighbourhood

## 10.3 Key drivers - problems in the neighbourhood



## 10.4 Key drivers v problems



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.



### Change over time

- Satisfaction with the neighbourhood as a **place to live** is significantly lower than it was in 2022 having fallen from 82% to 77%.
- Satisfaction with the Berneslai Homes' **contribution** to the neighbourhood is significantly lower than it was a year ago having fallen from 64% to 60%.
- Even greater fall in satisfaction with the overall **appearance** of the neighbourhood from 77% to 71% as well as with the grounds maintenance (64%, was 69%).
- Drug use or dealing and noise from traffic are significantly more of a problem than a year ago, however rubbish or litter is less so.
- Statistically significant change in how the sample as a whole view how **ASB is dealt with** (48%, was 60%).



### By people

- The contribution to the neighbourhood is rated significantly higher than average for those aged **65 or over** (66%), with this group also the most satisfied with how ASB is dealt with (54%).
- Respondents aged **35-49** are significantly less satisfied than average with Berneslai's contribution to their neighbourhood (52%), with the under 35s also rating this below average (54%).
- Respondents who have **reported ASB** are significantly less satisfied than respondents who have not with Berneslai's contribution to where they live (31% v 64%).
- **New tenants** (under 1 year) are significantly more satisfied than average with Berneslai's contribution to their neighbourhood (70%), as well as it as a place to live, it's overall appearance and grounds maintenance service (80%, 79% and 73% respectively).
- New tenants are also significantly more satisfied than average with how ASB is dealt with (58%) but are less likely to have reported it (13%).
- Respondents in **flats** are more likely to have reported ASB than those in houses or bungalows (22%, 11% and 7% respectively).
- Noisy neighbours and drunk or rowdy behaviour is a significant concern for respondents in flats (57% and 40%) as well as the under 35s (43% and 40%).



### By place

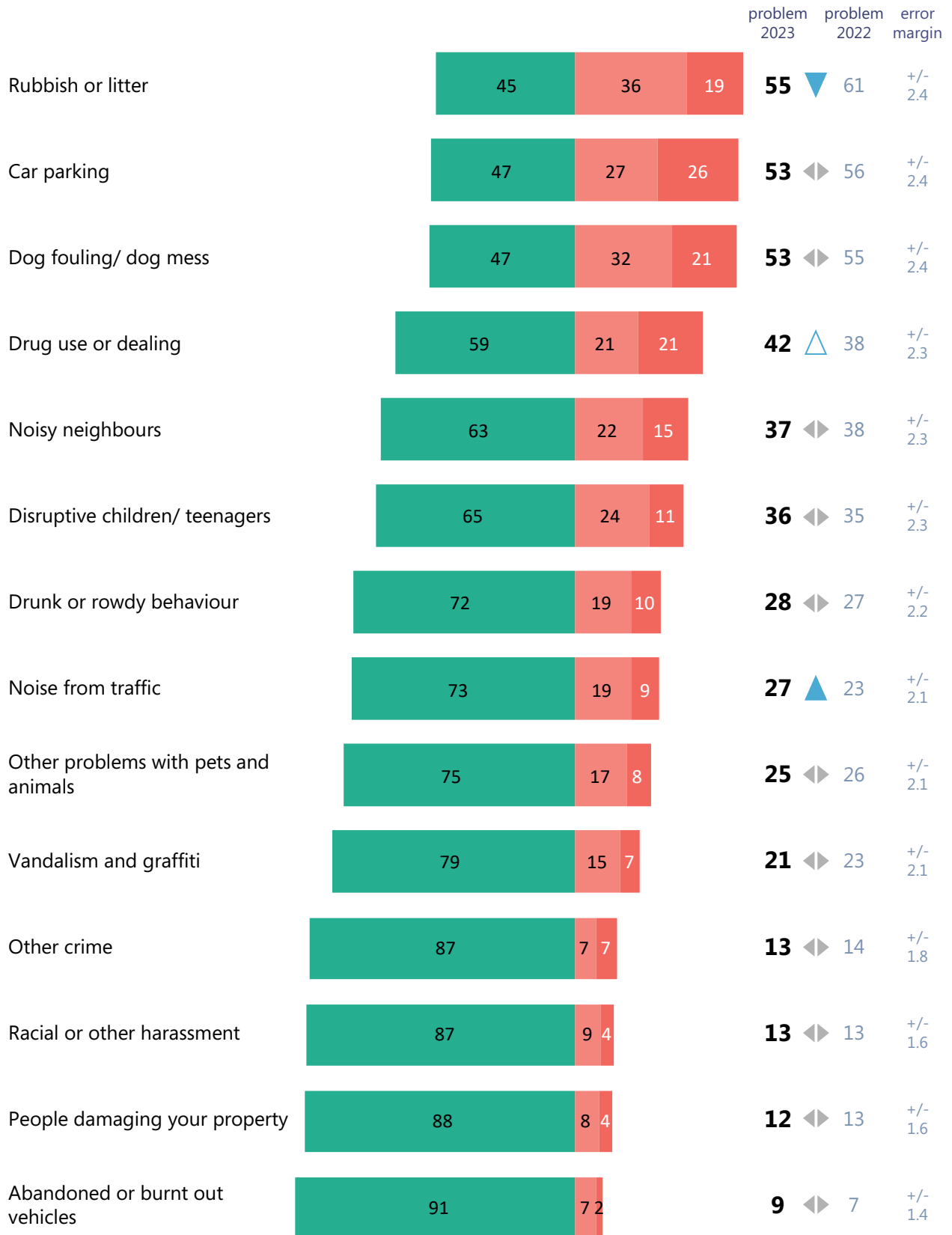
- Some variations by **area** in contribution to the neighbourhood, however none of them are statistically significant variations from the average.
- Despite being more satisfied with their landlord's contribution to their neighbourhood, tenants in the **Central area** are significantly less satisfied with it as a place to live (74%). Respondents in the **North Area** are significantly more satisfied with the latter (84%).
- Similarly, satisfaction with the overall appearance is rated significantly higher than average in the North Area (79%), probably due to the significantly higher than average score for the grounds maintenance by tenants in that area (70%).
- Tenants in the **South Area** are significantly less satisfied with the overall appearance of where the live (66%).
- Respondents in the Central Area are significantly more satisfied than average with Berneslai's approach to **handling ASB** (57%), whereas those in the North East area were significantly less so (45%).
- Only 8% of respondents in the North Area had reported an incident of ASB, with many neighbourhood issues significantly less problematic in this area (table 10.7)



# 10. Neighbourhood

## 10.5 Neighbourhood problems

% Bases (descending) 1698,1699,1709,1705,1664,1679,1672,1682,1661,1665,1346,1656,1660,1664 | Excludes non respondents.



not a problem      minor problem      major problem


▼ significantly better (95%)    ▼ significantly better (90%)    ◀ no significant difference    ▲ significantly worse (90%)    ▲ significantly worse (95%)

# 10. Neighbourhood

## 10.6 How ASB is dealt with

% Base 1520, 217 | Excludes non respondents



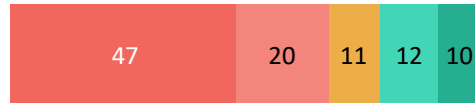
All tenants 



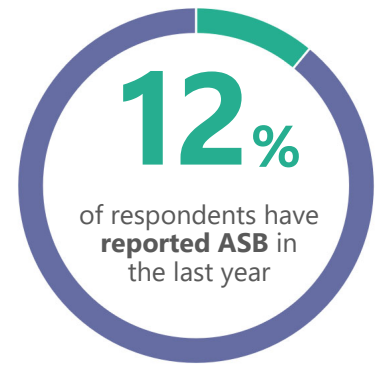
satisfied 2023    satisfied 2022    error margin    bench mark

**48** ▼ 60    +/- 2.5    **59**  
4<sup>th</sup>

If reported ASB



**22** ◀▶ 27    +/- 5.5



## 10. Neighbourhood

### 10.7 Neighbourhood problems by area

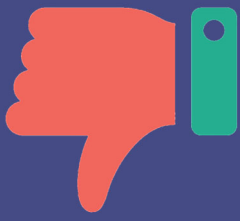
	Base	% problem													
		Car parking	Rubbish or litter	Noisy neighbours	Dog fouling/dog mess	Other problems with pets and animals	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Noise from traffic	Other crime
<b>Overall</b>	1891	53	55	37	53	25	36	13	28	21	12	42	9	27	13
North East Area NT	568	48	58	38	53	23	38	15	32	26	16	45	11	28	16
South Area NT	401	61	56	37	59	28	41	11	25	16	9	36	4	27	12
Central Area NT	452	52	60	40	51	25	35	12	32	25	13	49	12	29	14
North Area NT	471	54	46	33	48	24	29	12	23	16	9	34	9	24	12

### 10.8 Neighbourhood ratings by area

	Base	% positive				
		Neighbourhood as a place to live	Overall appearance	Grounds maintenance service	Positive contribution to neighbourhood	Approach to handling ASB
<b>Overall</b>	1891	77	71	64	60	48
North East Area NT	568	73	69	61	57	45
South Area NT	401	78	66	58	56	47
Central Area NT	452	74	69	66	64	57
North Area NT	471	84	79	70	62	45

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 11. Complaints

43%



complaints handling

27%



said they complained



Be aware that most respondents that claim to have made a complaint haven't used the formal complaints system



These results are therefore best understood as referring to escalated service requests



This figures are consistent with those achieved by other ARP Research clients



Satisfaction with complaints is lowest for the under 35s

## 11. Complaints

The new set of regulatory questions also includes two on the topic of complaints. However, it is important to understand these questions as escalated service requests, rather than the much narrower formal complaints procedure.

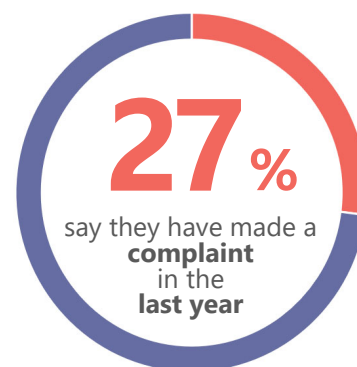
It is also important to note that these questions are asked in a slightly different way from the complaints questions included in the previous survey, so the two cannot be directly compared.

Just over a quarter of tenants that responded to the survey **claim to have made a complaint** to Berneslai Homes, which is around the average level for other recent TSM surveys amongst ARP clients. However, experience with other landlords' surveys has shown that only a small minority who answer this question have actually used their formal complaints process (typically under 10%).

Instead, these respondents should be better understood as those who had some sort of issue or problem over the last 12 months that they believed Berneslai Homes needed to solve, including standard repairs reports. For example, more respondents who had a repair in the previous year also said that they had made a complaint than those who had not (31% v 16%).

Unfortunately, only 43% of complainants are satisfied with the approach to the **handling of their complaint, compares to the same proportion that are dissatisfied. However, it should be noted that this score is typical of those achieved by other ARP Research clients this year.**

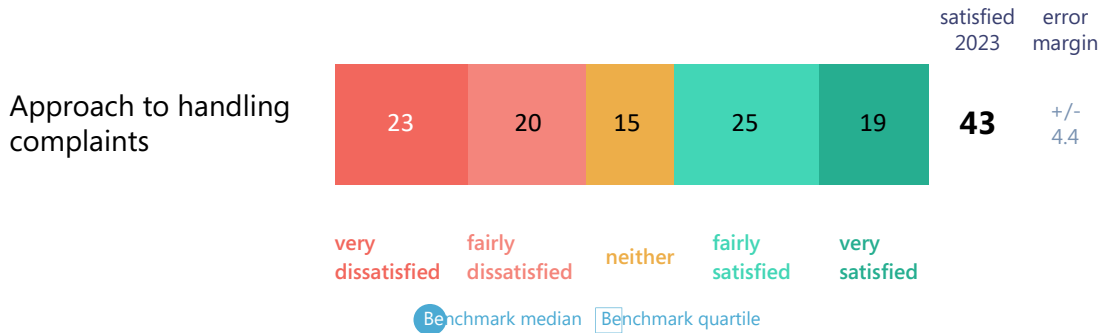
Although this result is a still disappointing, it is likely that any action that Berneslai Homes takes to address the main issues covered earlier in the report, such as repairs backlogs, will help to improve this score.



# 11. Complaints

## 11.1 Complaints

% Base 506 | Made a complaint in the last 12 month. Excludes non respondents



### By people

- Tenants aged **under 35** are more likely to have complained to Berneslai Homes than those of retirement age (36% v 21%). They are also the least satisfied with complaint handling (32%) compared to 59% of those aged 65 or over.
- Tenants who **had a repair** in the previous year are twice as likely to complain than those who have not had a repair (31% v 16%).
- Two out of five **new tenants** had made a complaint (40%), compared to only 20% for those who have been a tenant for 21 or more years.
- More than half of tenants who had a **missed repair appointment** were likely to have complained (54%), compared to only 27% of those whose repair appointment was kept.

### By place

- Respondents in **flats** are more likely to have complained than tenants in houses (36% and 25% respectively), however the latter have a greater level of dissatisfaction with how it was handled (47%, including 26% 'very dissatisfied').
- The proportion claiming to have made a complaint does not vary at all across the four main **areas** – 27% for all.
- However, there are some statistically significant variations from average for these four **areas** on satisfaction with the approach, the score being highest in the North Area (55%), falling to 33% in the North East.



## 12. Further comments

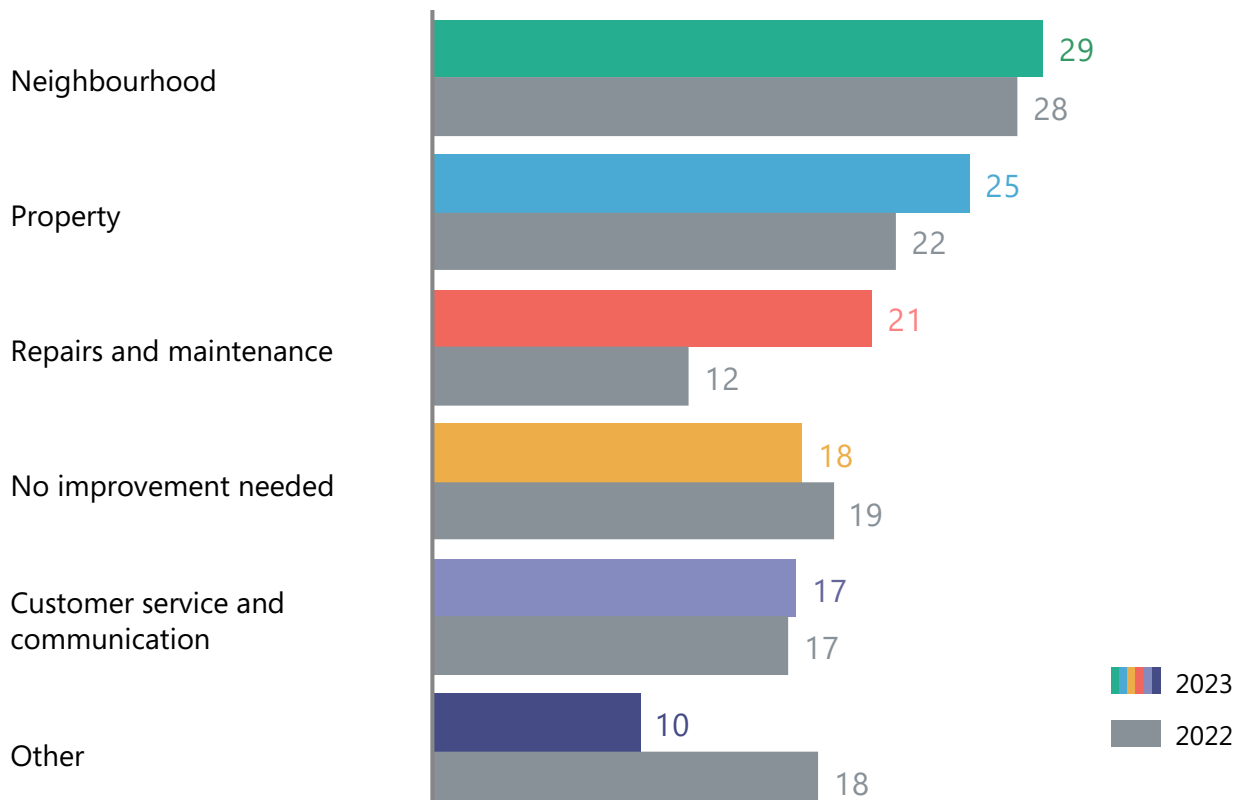
**55%** made additional comments



don't think anything needs improving

### 12.1 What could be done better - summary

% Base 1036 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



## 12. Further comments

The final question that residents were asked at the end of the survey was simply how Berneslai Homes **could improve its services in the future**. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories. There are two interesting features of this chart. The first is that **neighbourhood improvements** continue to be the most commonly suggested items (29%), which is relatively unusual for this type of analysis as it is more commonly dominated by repairs and maintenance. This is particularly pertinent this year because Berneslai Homes has just reconfigured its services to become more neighbourhood oriented, which these results would suggest matches many tenants' priorities.

As was also true in 2022, the most common single suggestion is to improve how **anti-social behaviour** is dealt with (11% of comments, chart 12.2). This has only become even more relevant, however, as satisfaction in this regard has fallen substantially (section 10).

“Make our neighbourhood a nicer place to live scared to go outside currently.”

“Listen to complaints about drug dealing in the area.

“Tackle anti-social behaviour more promptly. Assess suitability of new tenants.”

“Speed up and be more strict with anti-social and noisy neighbours!”

“Take complaints about drug users in your properties, and reports of drug dealers calling on them, you don't seem to do anything about it, after lots of complaints from different residents.”

“Berneslai homes is amazing at looking after properties and doing repairs, I cannot fault them. “However they do not take any action on drug taking and selling drugs and fighting on the street ... when confronted about this the response is “we have a duty of care to them ” .....But not the residents heh”

“My sister only has problems with her next door neighbour but Berneslai homes are not fully aware of this, because my sister worries that she will find out it is her that reports her.”

“Take serious action against any resident whom is intimidating, verbally abusing or threatening another resident. I myself has sadly been a victim of this over the last year and a half or so and nothing much was done to help me.”

It should also be noted that the additional comments also provide further evidence that the **appearance** of people neighbourhoods has deteriorated (section 10), as there are at least double the proportion who complained about untidy gardens, grass cutting and the condition of paths or roads (chart 12.2).

“When sending letters out about keeping garden tidy you should follow it through and make sure they are taking notice in past this are not happened.”

“Green space could do with cutting and clearing the children's play area of broken glass and litters.”

“Make sure tenants look after their gardens or offer help tending to gardens.”

“Clear rubbish from pathways. Sweep grass, after cutting as never done!”

“Grass cutting every 4 weeks as promised.”

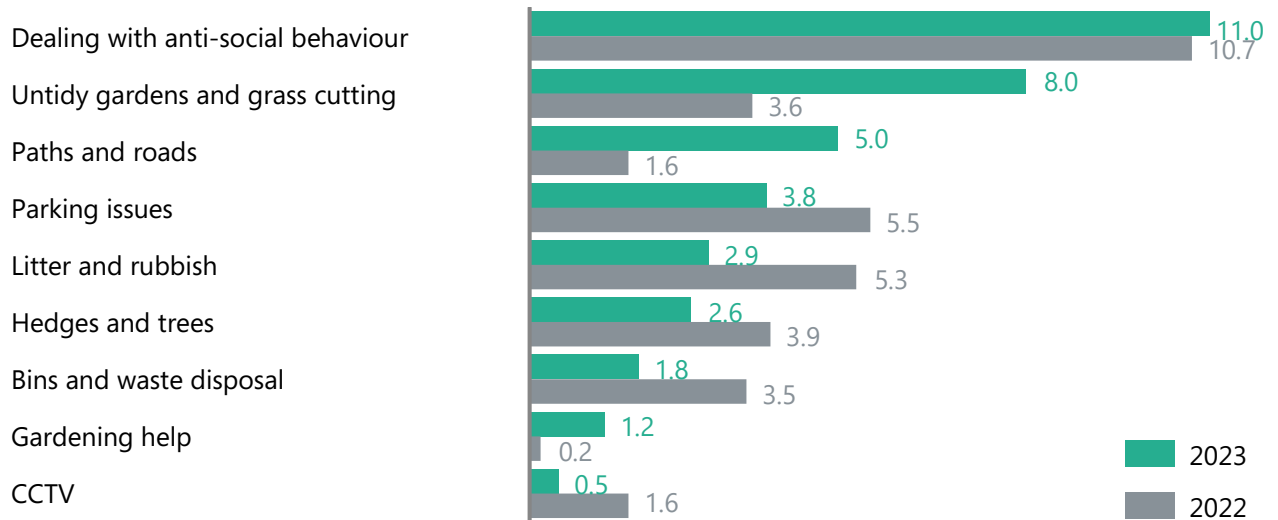
“To inspect the gardens in the area. Some of my neighbours have rubbish piled up and I am afraid of getting rats. I have spoken to them I have even helped them remove all their rubbish to the top. But it is starting to build up again.”



## 12. Further comments

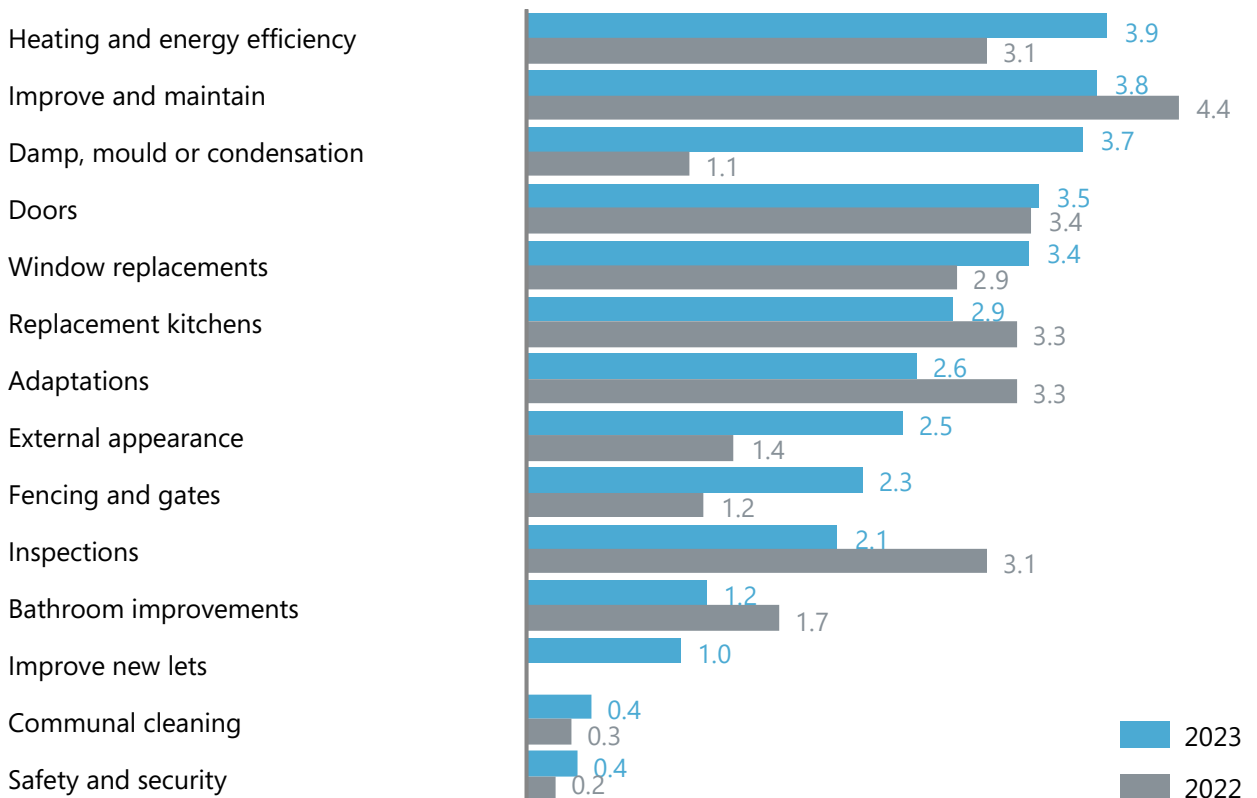
### 12.2 Neighbourhood improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



### 12.3 Property improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



## 12. Further comments

The other clear message from chart 12.1 is that **repairs issues** have increased substantially since last year, being mentioned by one in every five commenters compared to one in ten last year. The backlog issues that been caused by inflation and workforce shortages have been noted throughout the report (see section 6), and it is also apparent from the additional comments that tenants want Berneslai Homes to catch up on works that should already have completed, and to generally speed up the repairs service.

“Explain to me why after over two year’s repairs still aren’t done. “

“It would be nice if Berneslai Homes did a repair I reported in November 2022, because I have been living with a bowl & mop bucket in my living room because when it rains my ceiling leaks.”

“Can't get my jobs done.”

“Stick to appointment date for repairs. Carry work out that was surveyed 9 months ago that’s dangerous but still not been repaired.”

“Do repairs & not cancel them.”

“My stage two complaint been going on with my repairs for nearly a year coming up this November All empty promises and nothing getting finished.”

“Listen and get repairs done as done I’ve waited near 3 years only to be told we thought it had been done. Had to chase up numerous constantly to be told it will have to be put down as a new job.”

Indeed, a theme running throughout the results is that tenants feel Berneslai Homes should be doing a better job of keeping them informed (e.g. section 8), which is common complaint with regard to repairs:

“We have a repair on hold from last year. An update now and again would be appreciated.”

“Keep tenants up to date with progress of repairs/work.”

“Keep tenants informed. I've been waiting 8 months for a shower bench replacement and a ramp so I can actually leave my home unassisted. And the only time I found any information. Is when I've chased it up ... Keeping us informed makes us not feel forgotten, ignored or uncared about.”

“When reporting a repair online get back in touch with the tenant and do the repair or at least acknowledge that they have received the request.”

“Make reporting repairs online easier and provide a response giving an indication of how long it will be before the repair is carried out.”

“Need to contact tenants for repairs rather than just turning up.”

“Some tenants work, therefore some jobs need to be carried out at mutually agreed times, tenants need to be kept informed of any changes or any jobs not finished and given a date/ time of when they will be.”

The repairs backlog has clearly frustrated many tenants, to the extent that far fewer feel that they are **listened to** compared to this time last year (see section 8). This also becomes comes out from the survey comments with the largest proportion of customer service comments being about listening/or providing more information.

“Listen and respect people’s homes, I know repairs and jobs have to be dealt with but it’s still our home even though Berneslai homes rent out.”

“Listen to customers. Handle complaints more effectively. Do something to sort the problem out.

“Get staff to do as they promised.”

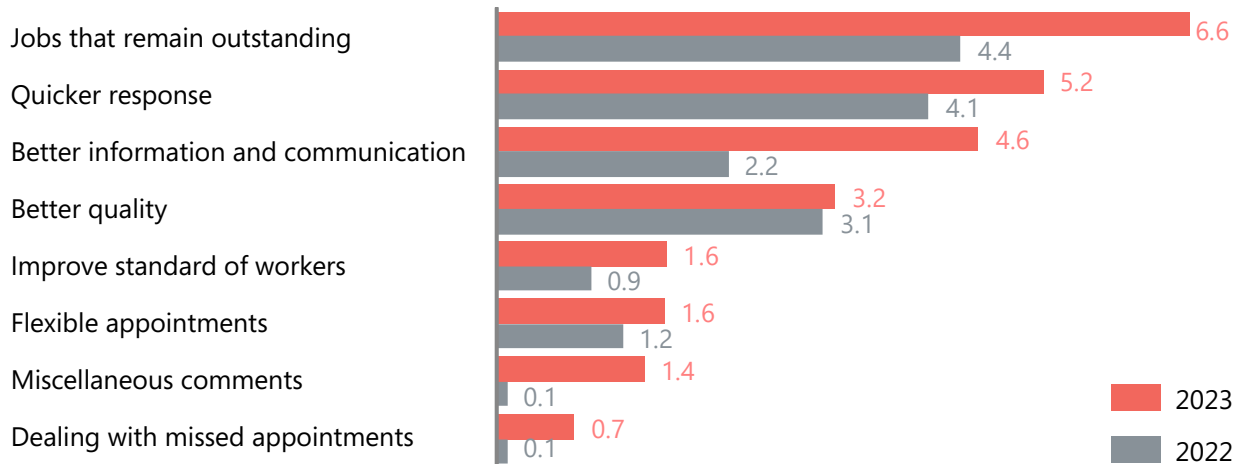
“Train staff to do their job more thoroughly and teach them to be more helpful to tenants rather than fobbing them off, referring them to someone else and Passing the Buck.“

“Come to our homes and listen to our views and look at repairs that are urgent, but they don't care and don't want to know.”

## 12. Further comments

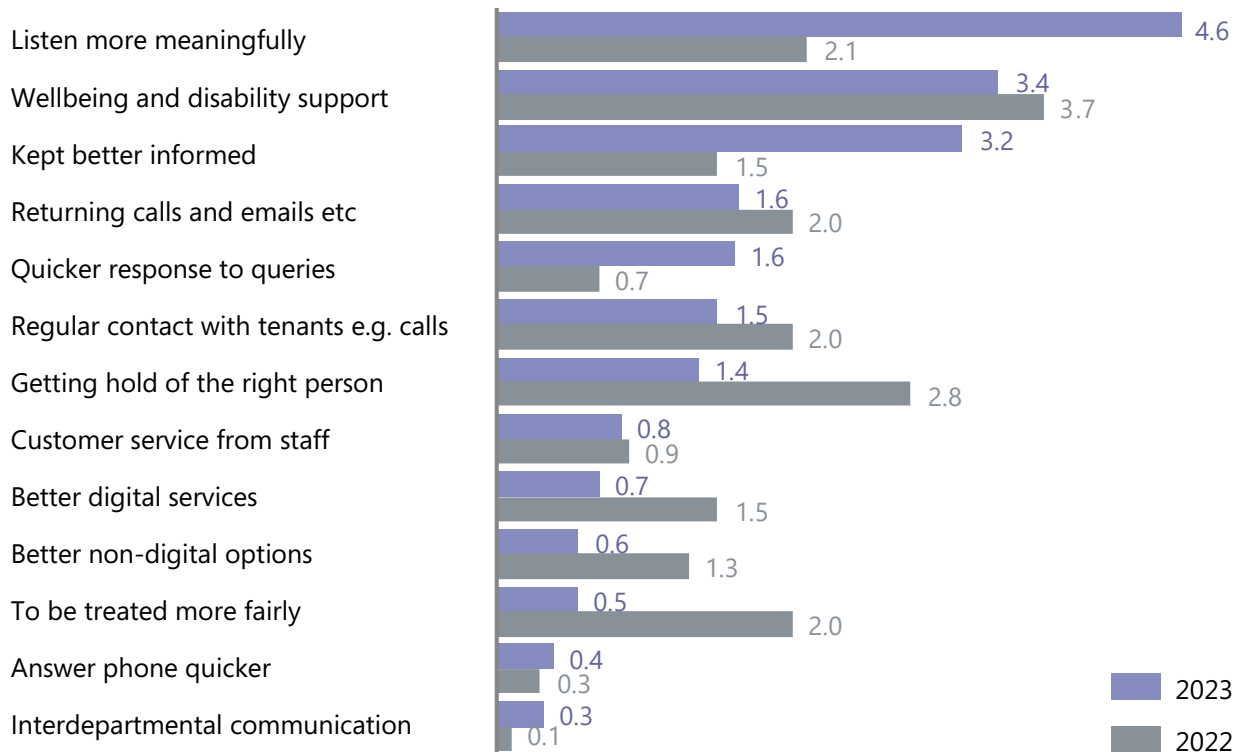
### 12.4 Repair and maintenance improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



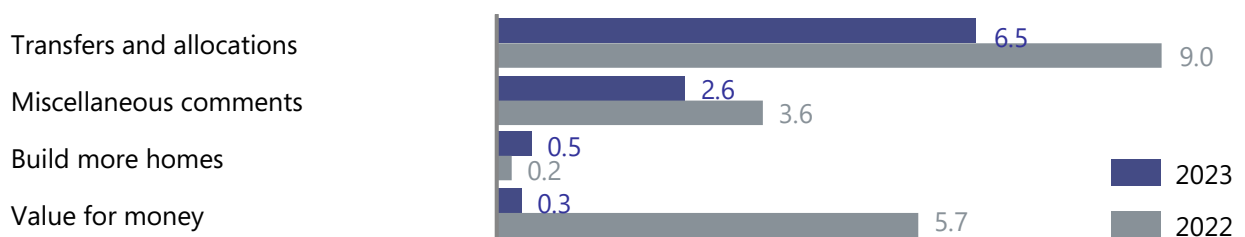
### 12.5 Customer service and communication improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



### 12.6 Other improvements - detail

% Base 1036 | Coded from verbatim responses. Excludes non respondents.



## 12. Further comments

Conversely, there were fewer comments this year about **getting hold of the right person**, which provides validation that improvements to call waiting times in the call centre have had an impact.

Considering the many specific issues that tenants raised in regard to their own homes (chart 12.3), the most notable change in the pattern of responses compared to last year is the tripling in complaints about **damp, mould and condensation** (3.7%). This is, however, common to most recent tenant surveys due to the raised media profile of this issue and is one of the possible reasons why ratings for the safety of the home are generally falling in the sector (section 4).

“Come and sort damp issues quicker. As we have been waiting ages for someone to come and assess the damp in my daughter's room. “

“Treat damp properly instead of constantly just painting it which doesn't work.”

“Deal with mould without blaming it on condensation!”

“Only repairs what need doing is to deal with is the damp.”

“Struggling to keep warmth inside my house windows filling up with condensation causing damp.”

“I reported damp in my dining room 6 months into moving into the property and this is still ongoing nearly 3 years down the line.”

“We've got black mould/spores all over our upstairs windows, this has been reported twice and nothing has been done.”

As always, it is important to remember that around a fifth of respondents say that there is nothing that Berneslai Homes needs to do that it is not already doing (18%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“I think Berneslai Homes offer a good service. Especially the repairs department.”

“I find Berneslai Home very helpful whenever I have rang them. Keep up the good work Berneslai Home.”

“As far as I am concerned Berneslai Homes has been a first-class home provider my family for many years, I can not praise them enough. Thank you.”

“Very proud to be a Berneslai Homes tenant considering the news reports of other councils around the country. Thank you and keep up the good work.”

“Keep up the good work, what they're already doing to provide a good quality of life for all residents that lives in Barnsley homes.”

“We are very happy with Berneslai homes whenever we have had a problem or needed a repair it has been sorted right away we couldn't ask for anything more.”

“Not much as they are doing the best they can under today's trying circumstances e.g. cost of recovery from the pandemic. They deserve praise for what they have or trying to do!”



# 13. Respondent profile

## 13.1 Area

% Base 1891

	Total	% 2023
N1 - North East Area Neighbourhood Team	568	30.0
N2 - South Area Neighbourhood Team	401	21.2
N3 - Central Area Neighbourhood Team	452	23.9
N4 - North Area Neighbourhood Team	471	24.9

## 13.2 Estate

% Base 1891 | Estates with ten or more respondents

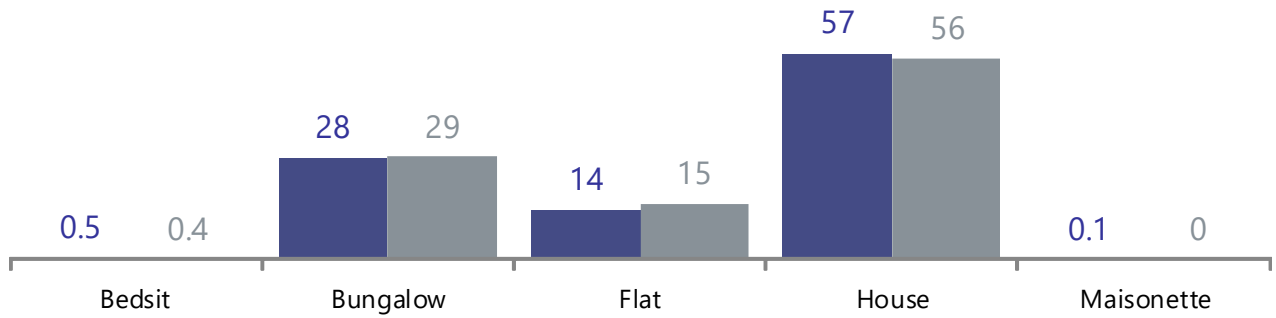
	Total	% 2023	% 2022		Total	% 2023	% 2022
Aldham House	28	1.5	1.7	Jump Farm	18	1.0	1.0
Athersley North	90	4.8	3.6	Kendray	102	5.4	5.6
Athersley South	66	3.5	3.0	Kexborough	20	1.1	1.1
Bellbrooke	10	0.5	0.5	Kings Road	34	1.8	1.2
Birdwell	14	0.7	1.1	Kingstone	14	0.7	0.8
Birkwood	10	0.5	0.6	Lundwood	17	0.9	1.4
Bolton On Dearne	52	2.7	2.0	Milefield	18	1.0	1.2
Brierley General	13	0.7	0.8	Monk Bretton (Monk Bretton Ward)	72	3.8	1.8
Broadway	16	0.8	0.8	Morrison Road	19	1.0	0.5
Burton Grange	42	2.2	1.6	New Lodge	27	1.4	1.9
Carlton	12	0.6	1.3	North Street	15	0.8	1.5
Cloughfields	29	1.5	1.7	Penistone	44	2.3	2.0
Copeland Road	48	2.5	3.3	Pilley/Tankersley/Wortley	15	0.8	0.8
Crown	16	0.8	1.0	Rosetree	15	0.8	0.5
Cudworth General	15	0.8	0.9	Royston	84	4.4	4.5
Cundy Cross	11	0.6	0.5	Shafton General	10	0.5	0.7
Darton	28	1.5	1.5	Silkstone	11	0.6	0.3
Dodworth	25	1.3	1.3	Smithies (Monk Bretton Ward)	10	0.5	0.5
Elsecar	30	1.6	1.4	Staincross	29	1.5	1.2
Gawber (Old Town Ward)	11	0.6	0.5	Thurgoland	12	0.6	0.8
Gilroyd	20	1.1	1.1	Thurnscoe	61	3.2	3.7
Goldthorpe (Dearne North Ward)	10	0.5	0.6	Town (Central Ward)	44	2.3	2.4
Goldthorpe (Dearne South Ward)	24	1.3	0.8	Town (Kingstone Ward)	27	1.4	1.8
Great Houghton	17	0.9	0.7	Upperwood	18	1.0	0.8
Grimethorpe General	22	1.2	1.5	Ward Green	12	0.6	0.5
Honeywell	25	1.3	2.3	Wilson Street	23	1.2	1.9
Hoyland Central (Milton Ward)	11	0.6	0.7	Worsborough Bridge	46	2.4	1.6
Hoyland Common	33	1.7	1.9	Worsborough Common	50	2.6	2.4
Hoyland St Peter's (Rockingham Ward)	37	2.0	1.8	Worsborough Dale	58	3.1	3.6
Jump	18	1.0	1.7				

# 13. Respondent profile

## 13.3 Property type

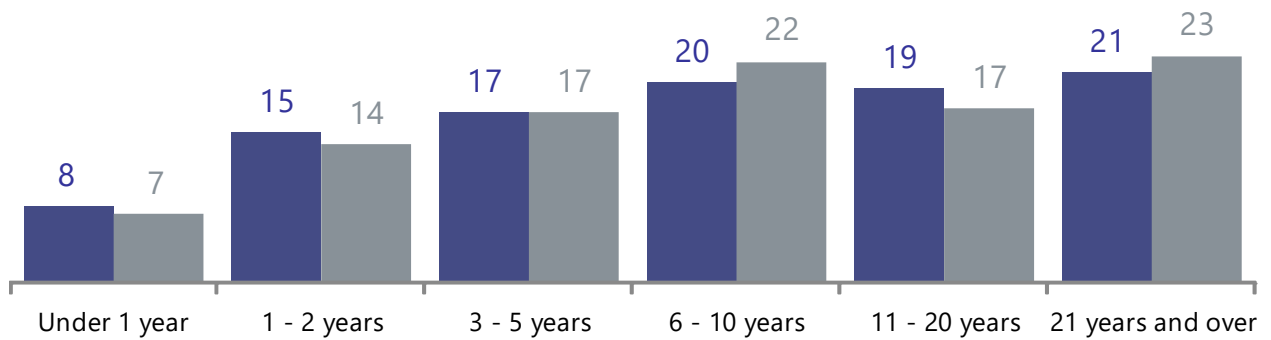
% Base 1891

2023  
2022



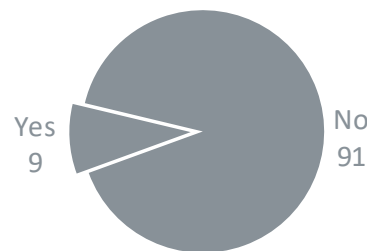
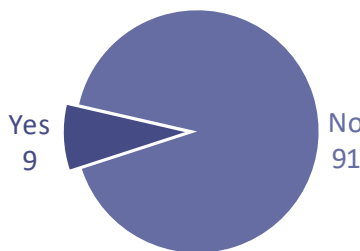
## 13.4 Length of tenancy

% Base 1891



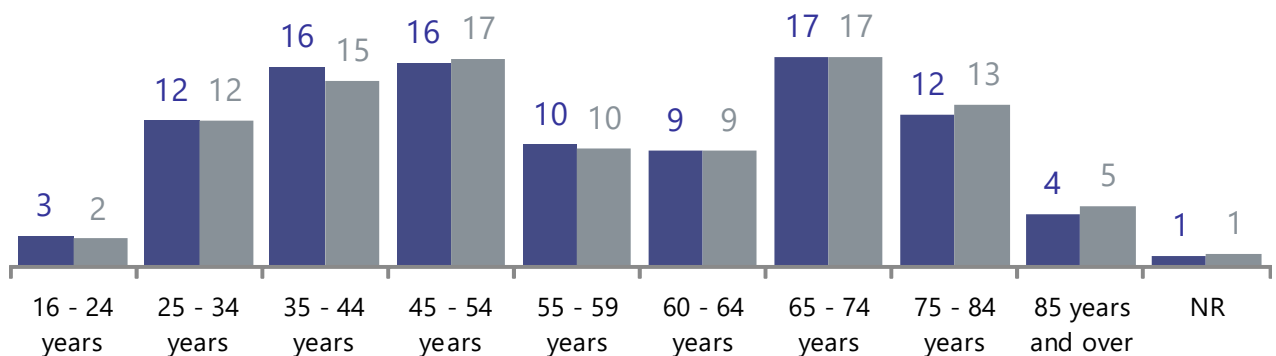
## 13.5 Pay a service charge

% Base 1891



## 123.6 Age

% Base 1891

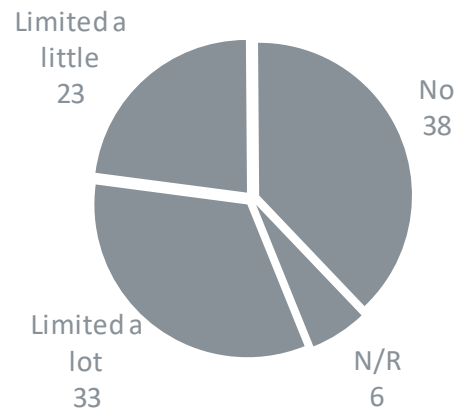
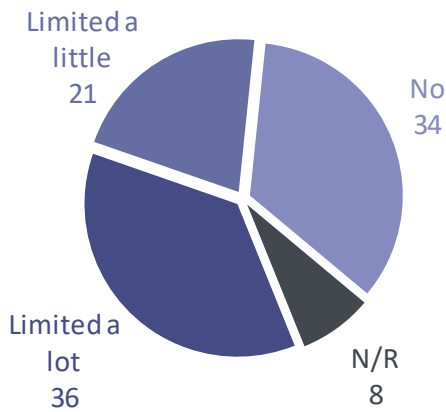


# 13. Respondent profile

## 13.7 Disability

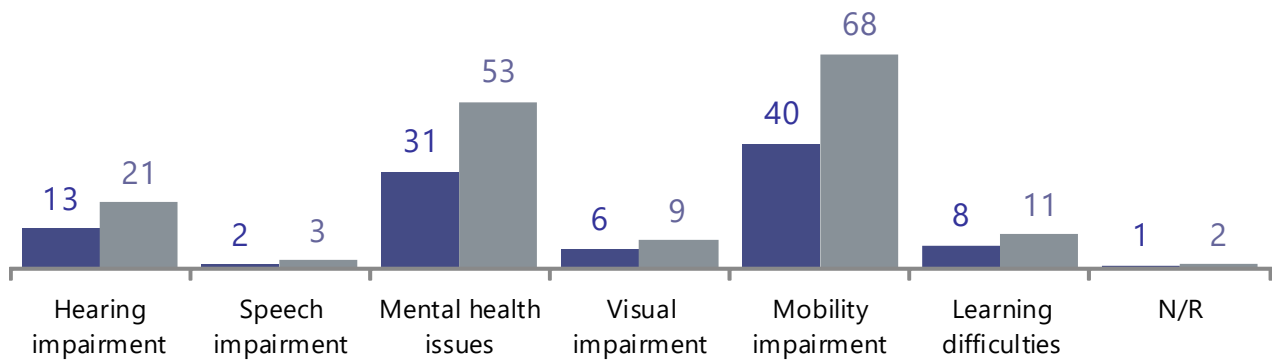
% Base 1891

2023  
2022



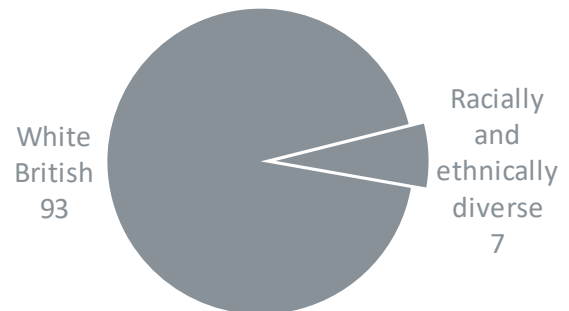
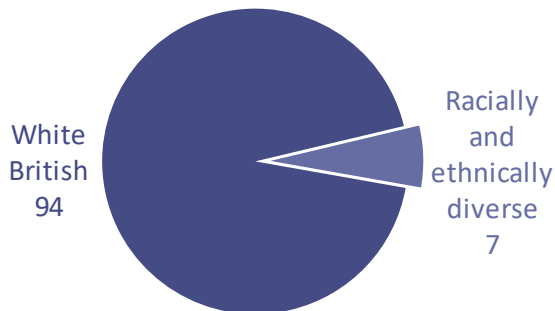
## 13.8 Type of disability

% Base 1092



## 13.9 Ethnic background

% Base 1891



## 13. Respondent profile

### 13.10 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	<b>1891</b>	<b>269</b>	<b>433</b>	<b>539</b>	<b>631</b>
Service overall	77	63	69	79	86
Home is safe	75	53	69	78	85
Home is well maintained	74	52	64	80	85
Communal areas clean & well maintained	66	51	73	63	70
Repairs & maintenance in last 12 months	75	56	64	81	86
Time taken to complete last repair	76	60	69	76	86
Listens to views and acts upon them	60	44	50	62	72
Being kept informed	64	50	62	64	73
Treated fairly and with respect	77	68	67	78	86
Positive contribution to neighbourhood	60	54	52	60	66
Approach to handling ASB	48	46	46	46	54
Approach to handling complaints	43	32	35	43	59

### 13.11 Core questions by disability

	Overall	% positive		
		Limited a lot	Limited a little	No disability
<b>Sample size</b>	<b>1891</b>	<b>689</b>	<b>403</b>	<b>651</b>
Service overall	77	74	79	80
Home is safe	75	74	76	76
Home is well maintained	74	73	74	76
Communal areas clean & well maintained	66	65	56	69
Repairs & maintenance in last 12 months	75	74	78	75
Time taken to complete last repair	76	74	77	75
Listens to views and acts upon them	60	59	57	61
Being kept informed	64	61	64	67
Treated fairly and with respect	77	75	78	78
Positive contribution to neighbourhood	60	58	60	62
Approach to handling ASB	48	47	46	50
Approach to handling complaints	43	41	44	42

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

Significantly **worse** than average  
(90% confidence\*)

Significantly **better** than average  
(90% confidence\*)



# 13. Respondent profile

## 13.12 Core questions by ethnic background

	% positive		
	Overall	White British	Racially & ethnically diverse
<b>Sample size</b>	<b>1891</b>	<b>1642</b>	<b>114</b>
Service overall	77	77	78
Home is safe	75	75	70
Home is well maintained	74	73	74
Communal areas clean & well maintained	66	65	63
Repairs & maintenance in last 12 months	75	75	73
Time taken to complete last repair	76	75	73
Listens to views and acts upon them	60	59	61
Being kept informed	64	63	70
Treated fairly and with respect	77	76	79
Positive contribution to neighbourhood	60	59	66
Approach to handling ASB	48	47	55
Approach to handling complaints	43	43	39

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



# Appendix A. Summary of approach

## Overview

The survey was conducted by ARP Research between June and August 2023.

## Responses

Overall, 1,891 tenant households took part in the survey, which represented a response rate of 38% (error margin +/- 2.1%). This far exceeded the stipulated TSM target error margin of +/- 3.0%.

There were 1,155 postal completions (61%) and 736 online completions (39%).

## Sampling

A computer-generated randomly selected 5,000 households were invited to take part in the survey.

## Fieldwork

Paper self completion questionnaires were distributed to selected sample, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. The survey was incentivised with a free prize draw of £100, £50 and 2x £25 in shopping vouchers.

## Population

The population for the survey was all 17,582 Berneslai Homes LCRA households on 07 June 2023. None were removed from the sample frame.

The survey used paper and online methods to ensure accessibility from a wide range of tenants. The online survey was available in alternative languages via Google translate. Large print questionnaires were sent to 259 households where this was their communication preference.

## Representativeness

The final survey data was weighted by interlaced age group and ethnic background to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Area	Population	Survey
North East	30.2	30.0
South	20.6	21.2
Central	24.8	23.9
North	24.4	24.9

Property type	Population	Survey
Bedsit	0.6	0.5
Bungalow	25.8	28.3
Flat	16.4	13.9
House	57.1	57.2
Maisonette	0.1	0.1

Length of tenancy	Population	Survey
Under 1 year	5.6	7.7
1 - 2 years	13.3	15.0
3 - 5 years	16.4	17.0
6 - 10 years	20.8	19.9
11 - 20 years	21.4	19.4
21 years and over	22.5	21.0

Age	Population	Survey
18 - 24 years	2.5	2.5
25 - 34 years	11.8	11.7
35 - 44 years	16.1	15.9
45 - 54 years	16.4	16.3
55 - 59 years	9.9	9.8
60 - 64 years	9.3	9.3
65 - 74 years	16.8	16.8
75 - 84 years	12.1	12.2
85+ years	4.3	4.3
No record	1.0	1.0

Ethnic background	Population	Survey
White British	87.9	86.8
Racially & ethnically diverse	5.0	6.0
No record	7.2	7.2

## Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'Don't know/not applicable' or similar responses from the final figures, a technique known as 're-basing'.

## Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the current data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

### Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as there being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

### Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The *R Square* value displayed on every key driver chart shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

### Benchmarking

The core TSM and STAR questions are benchmarked against the Housemark STAR database, with the benchmarking group being Berneslai Homes peer group selection of similar LAs and ALMOs. For the overall satisfaction score this included 19 landlords.



## Appendix B. Example questionnaire

Mr A B Sample  
1 Sample Street  
Sample District  
Sample Town  
AB1 2CD

23 June 2023

Dear {name}

### Your Views Count

ARP Research has been asked by Berneslai Homes to carry out an independent and confidential survey of a sample of Berneslai Homes tenants. This is part of the new annual Tenant Satisfaction Measures that the government has just introduced. At the end of every financial year all social housing landlords will publish a range of standard customer satisfaction information which will include some of the results from this survey.

By taking around 10 minutes to complete the enclosed survey you can enter into a **prize draw** with the chance of winning **1 x £100, 1 x £50 or 2 x £25** in shopping vouchers.



Please complete the survey by **Tuesday 11 July** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at [www.arpsurveys.co.uk/berneslai](http://www.arpsurveys.co.uk/berneslai) or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in the following code: **999abcd**

If you'd like some help completing the survey or would prefer it in a different format, such as a large print version, please call **ARP Research** on 0800 020 9564. If you have any other questions about your tenancy please contact us on 01226 787 878 .

Please note that ARP Research will share your personal information and feedback with Berneslai Homes unless you indicate in your survey that you do not want your personal information sharing.

Thank you for taking part and good luck in the prize draw.

Yours sincerely,  
*A. J. Garrard*  
Amanda Garrard, Chief Executive

**scan me**  
code: 999abcd

---

**If you need a large print copy please call 0800 020 9564**

**Tenant Satisfaction Survey 2023**

**Prize Draw!**  
£100  
£50  
2x £25

**return by 11 July 2023**

This survey is very important to us and is your chance to tell us what you think about your home and the services that we provide. At the end of the survey, you will be given the opportunity for your unique confidential code below to be entered into a prize draw with up to £100 in shopping vouchers for grabs. Post it back in the freepost envelope, or just use either link below to complete it online.

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential. This is part of the new annual Tenant Satisfaction Measures that the government has just introduced. At the end of every financial year all social housing landlords will publish a range of standard customer satisfaction information which will include some of the results from this survey.

Berneslai Homes will only contact you where you have confirmed you are willing for this to happen. For details on how your information is used at Berneslai Homes, how we maintain the security of this and your rights to access the information we hold about you, please refer to: [www.berneslahomes.co.uk/information-and-privacy](http://www.berneslahomes.co.uk/information-and-privacy)

**your code: 999abcd**

[www.arp surveys.co.uk/berneslai](http://www.arp surveys.co.uk/berneslai)

### Services overall

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

### Your home

**2** How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

**3** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied  Not applicable/ don't know

**4** How satisfied or dissatisfied are you with:

**a.** The overall quality of your home  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion

**b.** The energy efficiency of your home  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion

**c.** The heating in your home  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion

**5** How satisfied or dissatisfied are you that:

**a.** Your rent provides value for money  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**b.** Your service charges provide value for money  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**6** Are you currently living in a building with a shared communal entrance door?

Yes  No

### Berneslai Homes

**7** How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied  Not applicable/ don't know

**8** How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied  Not applicable/ don't know

**9** To what extent do you agree or disagree with the following "Berneslai Homes treats me fairly and with respect"?

Strongly agree  Agree  Neither agree nor disagree  Disagree  Strongly disagree  Not applicable/ don't know

**10** Have you made a complaint to Berneslai Homes in the last 12 months?

Yes go to Q11  No go to Q12

**11** How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

**12** How satisfied or dissatisfied are you that Berneslai Homes gives you the opportunity to make your views known?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied  Not applicable/ don't know

**13** How likely would you be to recommend Berneslai Homes to family and friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

0 1 2 3 4 5 6 7 8 9 10

Not at all likely             Extremely likely

### Repairs and maintenance

**14** Has Berneslai Homes carried out a repair to your home in the last 12 months?

Yes go to Q15  No go to Q18

**15** How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

**16** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

**17** If you had an appointment for this repair, was it kept?

Yes  No  I didn't get an appointment

**18** Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?

Yes go to Q19  No go to Q20  Don't know go to Q20

**19** How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?

Very satisfied  Fairly satisfied  Neither satisfied nor dissatisfied  Fairly dissatisfied  Very dissatisfied

### Contact and Communication

**20** How satisfied or dissatisfied are you:

**a.** That Berneslai Homes is easy to deal with  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion

**b.** With how we deal with enquiries generally  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  No opinion





## Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Weighting has been applied to this data to ensure that it is representative of the entire population (see Appendix A).



## Appendix C. Data summary

Representative. Weighted by age & ethnic background

Count % raw % valid % +ve

### Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Berneslai Homes?

Base: 1891

1:	Very satisfied	726	38.4	39.0	<b>76.8</b>
2:	Fairly satisfied	704	37.2	37.8	
3:	Neither satisfied nor dissatisfied	205	10.8	11.0	
4:	Fairly dissatisfied	148	7.8	7.9	
5:	Very dissatisfied	80	4.2	4.3	
	N/R	29	1.5		

### Q2 How satisfied or dissatisfied are you that Berneslai Homes provides a home that is well maintained?

Base: 1891

6:	Very satisfied	712	37.7	38.2	<b>73.8</b>
7:	Fairly satisfied	663	35.1	35.6	
8:	Neither satisfied nor dissatisfied	196	10.4	10.5	
9:	Fairly dissatisfied	172	9.1	9.2	
10:	Very dissatisfied	120	6.3	6.4	
	N/R	28	1.5		

### Q3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Berneslai Homes provides a home that is safe?

Base: 1891

11:	Very satisfied	755	39.9	40.7	<b>74.9</b>
12:	Fairly satisfied	634	33.5	34.2	
13:	Neither satisfied nor dissatisfied	182	9.6	9.8	
14:	Fairly dissatisfied	157	8.3	8.5	
15:	Very dissatisfied	127	6.7	6.8	
16:	Not applicable/ don't know	5	0.3		
	N/R	31	1.6		

### Q4a The overall quality of your home

Base: 1891

17:	Very satisfied	581	30.7	31.4	<b>74.0</b>
18:	Fairly satisfied	788	41.7	42.6	
19:	Neither	163	8.6	8.8	
20:	Fairly dissatisfied	211	11.2	11.4	
21:	Very dissatisfied	105	5.6	5.7	
22:	No opinion	3	0.2		
	N/R	40	2.1		

### Q4b The energy efficiency of your home

Base: 1891

23:	Very satisfied	554	29.3	30.4	<b>67.8</b>
24:	Fairly satisfied	681	36.0	37.4	
25:	Neither	248	13.1	13.6	
26:	Fairly dissatisfied	192	10.2	10.5	
27:	Very dissatisfied	147	7.8	8.1	
28:	No opinion	15	0.8		
	N/R	53	2.8		

### Q4c The heating in your home

Base: 1891

29:	Very satisfied	702	37.1	38.4	<b>75.1</b>
30:	Fairly satisfied	671	35.5	36.7	
31:	Neither	180	9.5	9.9	
32:	Fairly dissatisfied	147	7.8	8.0	

## Appendix C. Data summary

Representative. Weighted by age & ethnic background				
	Count	% raw	% valid	% +'ve
33: Very dissatisfied	127	6.7	7.0	
34: No opinion	8	0.4		
N/R	56	3.0		
<b>Q5a Your rent provides value for money</b>				
Base: 1891				
35: Very satisfied	702	37.1	38.9	<b>77.3</b>
36: Fairly satisfied	693	36.6	38.4	
37: Neither	229	12.1	12.7	
38: Fairly dissatisfied	115	6.1	6.4	
39: Very dissatisfied	64	3.4	3.5	
40: Not applicable	44	2.3		
N/R	45	2.4		
<b>Q5b Your service charges provide value for money</b>				
Base: 1891				
41: Very satisfied	460	24.3	32.8	<b>69.7</b>
42: Fairly satisfied	518	27.4	36.9	
43: Neither	285	15.1	20.3	
44: Fairly dissatisfied	80	4.2	5.7	
45: Very dissatisfied	60	3.2	4.3	
46: Not applicable	368	19.5		
N/R	121	6.4		
<b>Q6 Are you currently living in a building with a shared communal entrance door?</b>				
Base: 1891				
47: Yes	107	5.7	6.2	
48: No	1632	86.3	93.8	
N/R	151	8.0		
<b>Q7 How satisfied or dissatisfied are you that Berneslai Homes listens to your views and acts upon them?</b>				
Base: 1891				
49: Very satisfied	490	25.9	27.7	<b>59.6</b>
50: Fairly satisfied	563	29.8	31.9	
51: Neither satisfied nor dissatisfied	364	19.2	20.6	
52: Fairly dissatisfied	186	9.8	10.5	
53: Very dissatisfied	164	8.7	9.3	
54: Not applicable/ don't know	77	4.1		
N/R	47	2.5		
<b>Q8 How satisfied or dissatisfied are you that Berneslai Homes keeps you informed about things that matter to you?</b>				
Base: 1891				
55: Very satisfied	583	30.8	32.7	<b>64.5</b>
56: Fairly satisfied	567	30.0	31.8	
57: Neither satisfied nor dissatisfied	389	20.6	21.8	
58: Fairly dissatisfied	117	6.2	6.6	
59: Very dissatisfied	129	6.8	7.2	
60: Not applicable/ don't know	60	3.2		
N/R	45	2.4		
<b>Q9 To what extent do you agree or disagree with the following 'Berneslai Homes treats me fairly and with respect'?</b>				
Base: 1891				
61: Strongly agree	617	32.6	33.7	<b>76.9</b>

## Appendix C. Data summary

					Representative. Weighted by age & ethnic background				
					Count	% raw	% valid	% +ve	
62:	Agree				792	41.9	43.2		
63:	Neither agree nor disagree				288	15.2	15.7		
64:	Disagree				73	3.9	4.0		
65:	Strongly disagree				63	3.3	3.4		
66:	Not applicable/ don't know				17	0.9			
	N/R				41	2.2			
<b>Q10 Have you made a complaint to Berneslai Homes in the last 12 months?</b>					Base: 1891				
67:	Yes				508	26.9	27.8		
68:	No				1318	69.7	72.2		
	N/R				65	3.4			
<b>Q11 How satisfied or dissatisfied are you with Berneslai Homes' approach to complaints handling?</b>					Base: 508				
69:	Very satisfied				94	5.0	18.6	<b>43.1</b>	
70:	Fairly satisfied				124	6.6	24.5		
71:	Neither satisfied nor dissatisfied				74	3.9	14.6		
72:	Fairly dissatisfied				100	5.3	19.8		
73:	Very dissatisfied				114	6.0	22.5		
	N/R				1385	73.2	0.4		
<b>Q12 How satisfied or dissatisfied are you that Berneslai Homes gives you the opportunity to make your views known?</b>					Base: 1891				
74:	Very satisfied				469	24.8	27.3	<b>60.5</b>	
75:	Fairly satisfied				571	30.2	33.2		
76:	Neither satisfied nor dissatisfied				466	24.6	27.1		
77:	Fairly dissatisfied				120	6.3	7.0		
78:	Very dissatisfied				94	5.0	5.5		
79:	Not applicable/ don't know				112	5.9			
	N/R				58	3.1			
<b>Q13 How likely would you be to recommend Berneslai Homes to family and friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?</b>					Base: 1891				
80:	0 - Not at all likely				57	3.0	3.1		
81:	1				11	0.6	0.6		
82:	2				30	1.6	1.6		
83:	3				41	2.2	2.2		
84:	4				51	2.7	2.8		
85:	5				184	9.7	10.0		
86:	6				123	6.5	6.7		
87:	7				170	9.0	9.3		
88:	8				296	15.7	16.1		
89:	9				204	10.8	11.1		
90:	10 - Extremely likely				667	35.3	36.4		
	N/R				57	3.0			
<b>R13 Net Promoter Score (NPS)</b>					Base: 1891				
91:	Promoters				871	46.1	47.5	<b>20.4</b>	
92:	Passives				466	24.6	25.4		
93:	Detractors				497	26.3	27.1		

## Appendix C. Data summary

Representative. Weighted by age & ethnic background

	Count	% raw	% valid	% +ve
N/R	57	3.0		
<b>Q14 Has Berneslai Homes carried out a repair to your home in the last 12 months?</b>				
Base: 1891				
94: Yes	1423	75.3	77.9	
95: No	404	21.4	22.1	
N/R	63	3.3		
<b>Q15 How satisfied or dissatisfied are you with the overall repairs service from Berneslai Homes over the last 12 months?</b>				
Base: 1423				
96: Very satisfied	641	33.9	45.2	<b>75.1</b>
97: Fairly satisfied	424	22.4	29.9	
98: Neither satisfied nor dissatisfied	131	6.9	9.2	
99: Fairly dissatisfied	118	6.2	8.3	
100: Very dissatisfied	104	5.5	7.3	
N/R	473	25.0	0.4	
<b>Q16 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?</b>				
Base: 1423				
101: Very satisfied	662	35.0	46.8	<b>75.5</b>
102: Fairly satisfied	407	21.5	28.7	
103: Neither satisfied nor dissatisfied	110	5.8	7.8	
104: Fairly dissatisfied	105	5.6	7.4	
105: Very dissatisfied	132	7.0	9.3	
N/R	476	25.2	0.6	
<b>Q17 If you had an appointment for this repair, was it kept?</b>				
Base: 1423				
106: Yes	1144	60.5	80.8	
107: No	92	4.9	6.5	
108: I didn't get an appointment	180	9.5	12.7	
N/R	475	25.1	0.5	
<b>Q18 Do you live in a building with communal areas, either inside or outside, that Berneslai Homes is responsible for maintaining?</b>				
Base: 1891				
109: Yes	366	19.4	20.2	
110: No	1320	69.8	72.7	
111: Don't know	129	6.8	7.1	
N/R	76	4.0		
<b>Q19 How satisfied or dissatisfied are you that Berneslai Homes keeps these communal areas clean and well maintained?</b>				
Base: 366				
112: Very satisfied	120	6.3	34.3	<b>66.0</b>
113: Fairly satisfied	111	5.9	31.7	
114: Neither satisfied nor dissatisfied	53	2.8	15.1	
115: Fairly dissatisfied	46	2.4	13.1	
116: Very dissatisfied	20	1.1	5.7	
N/R	1540	81.4	4.1	
<b>Q20a That Berneslai Homes is easy to deal with</b>				
Base: 1891				
117: Very satisfied	768	40.6	42.2	<b>78.8</b>
118: Fairly satisfied	667	35.3	36.6	

## Appendix C. Data summary

Representative. Weighted by age & ethnic background				
	Count	% raw	% valid	% +ve
119: Neither	213	11.3	11.7	
120: Fairly dissatisfied	103	5.4	5.7	
121: Very dissatisfied	70	3.7	3.8	
122: No opinion	18	1.0		
N/R	52	2.7		
<b>Q20b With how we deal with enquiries generally</b>				
Base: 1891				
123: Very satisfied	737	39.0	41.0	<b>80.0</b>
124: Fairly satisfied	701	37.1	39.0	
125: Neither	196	10.4	10.9	
126: Fairly dissatisfied	102	5.4	5.7	
127: Very dissatisfied	62	3.3	3.4	
128: No opinion	17	0.9		
N/R	75	4.0		
<b>Q21 Have you contacted Berneslai Homes in the last 12 months?</b>				
Base: 1891				
129: Yes	1454	76.9	81.1	
130: No	339	17.9	18.9	
N/R	99	5.2		
<b>Q22a The ease of getting hold of the right person</b>				
Base: 1454				
131: Very satisfied	631	33.4	43.8	<b>77.8</b>
132: Fairly satisfied	491	26.0	34.0	
133: Neither	126	6.7	8.7	
134: Fairly dissatisfied	101	5.3	7.0	
135: Very dissatisfied	93	4.9	6.4	
N/R	450	23.8	0.9	
<b>Q22b The helpfulness of staff</b>				
Base: 1454				
136: Very satisfied	793	41.9	55.0	<b>84.7</b>
137: Fairly satisfied	428	22.6	29.7	
138: Neither	104	5.5	7.2	
139: Fairly dissatisfied	56	3.0	3.9	
140: Very dissatisfied	61	3.2	4.2	
N/R	450	23.8	0.9	
<b>Q22c The time taken to answer your query</b>				
Base: 1454				
141: Very satisfied	662	35.0	46.1	<b>78.4</b>
142: Fairly satisfied	464	24.5	32.3	
143: Neither	144	7.6	10.0	
144: Fairly dissatisfied	96	5.1	6.7	
145: Very dissatisfied	69	3.6	4.8	
N/R	456	24.1	1.3	
<b>Q22d The ability of staff to deal with your query quickly and efficiently</b>				
Base: 1454				
146: Very satisfied	680	36.0	47.3	<b>78.1</b>
147: Fairly satisfied	443	23.4	30.8	
148: Neither	139	7.4	9.7	
149: Fairly dissatisfied	103	5.4	7.2	
150: Very dissatisfied	72	3.8	5.0	

## Appendix C. Data summary

Representative. Weighted by age & ethnic background				
	Count	% raw	% valid	% +ve
N/R	455	24.1	1.2	
<b>Q22e The quality of the information / advice received</b>				
Base: 1454				
151: Very satisfied	660	34.9	46.1	<b>76.2</b>
152: Fairly satisfied	431	22.8	30.1	
153: Neither	150	7.9	10.5	
154: Fairly dissatisfied	102	5.4	7.1	
155: Very dissatisfied	89	4.7	6.2	
N/R	460	24.3	1.6	
<b>Q22f Being kept informed</b>				
Base: 1454				
156: Very satisfied	536	28.3	37.5	<b>66.4</b>
157: Fairly satisfied	413	21.8	28.9	
158: Neither	189	10.0	13.2	
159: Fairly dissatisfied	151	8.0	10.6	
160: Very dissatisfied	140	7.4	9.8	
N/R	462	24.4	1.7	
<b>Q22g The overall ease of dealing with Berneslai Homes on this occasion</b>				
Base: 1454				
161: Very satisfied	645	34.1	44.9	<b>75.6</b>
162: Fairly satisfied	441	23.3	30.7	
163: Neither	148	7.8	10.3	
164: Fairly dissatisfied	96	5.1	6.7	
165: Very dissatisfied	106	5.6	7.4	
N/R	455	24.1	1.2	
<b>Q22h The final outcome of your query</b>				
Base: 1454				
166: Very satisfied	634	33.5	44.2	<b>70.0</b>
167: Fairly satisfied	370	19.6	25.8	
168: Neither	164	8.7	11.4	
169: Fairly dissatisfied	105	5.6	7.3	
170: Very dissatisfied	161	8.5	11.2	
N/R	457	24.2	1.4	
<b>Q23 Did you need to make follow up contact as a result of this?</b>				
Base: 1891				
171: Yes	450	23.8	31.5	
172: No	978	51.7	68.5	
N/R	463	24.5		
<b>Q24 In the past year, have you used our online services in any of the following ways?</b>				
Base: 1891				
173: No - I'm not normally online	732	38.7	24.7	
174: Visited the website to find information	351	18.6	11.8	
175: Reported a repair on our website	193	10.2	6.5	
176: Reported a repair using the Berneslai Homes App	309	16.3	10.4	
177: Checked your rent account online	382	20.2	12.9	
178: Paid your rent online	331	17.5	11.2	
179: Searched and/or applied for a transfer online	82	4.3	2.8	
180: Completed an online form for any other enquiry or request	138	7.3	4.7	
181: Sent an email to us	150	7.9	5.1	
182: Contacted us on Facebook	13	0.7	0.4	
183: Contacted us on Twitter	1	0.1	0.0	

## Appendix C. Data summary

Representative. Weighted by age & ethnic background				
	Count	% raw	% valid	% +ve
184: No, I'm online but I haven't contacted you in any of the	281	14.9	9.5	
N/R	90	4.8		
<b>R24 In the past year, have you used our online services?</b>	<b>Base: 1891</b>			
185: Yes	788	41.7	43.8	
186: No, I'm online but haven't used your online services	281	14.9	15.6	
187: No - I'm not online	732	38.7	40.6	
N/R	90	4.8		
<b>Q25 How satisfied or dissatisfied are you you with the online services provided by Berneslai Homes?</b>	<b>Base: 1891</b>			
188: Very satisfied	375	19.8	31.6	<b>66.2</b>
189: Fairly satisfied	410	21.7	34.6	
190: Neither satisfied nor dissatisfied	291	15.4	24.6	
191: Fairly dissatisfied	61	3.2	5.1	
192: Very dissatisfied	48	2.5	4.1	
193: Not applicable/ don't know	491	26.0		
N/R	215	11.4		
<b>Q26 How satisfied or dissatisfied are you that Berneslai Homes makes a positive contribution to your neighbourhood?</b>	<b>Base: 1891</b>			
194: Very satisfied	412	21.8	24.6	<b>59.6</b>
195: Fairly satisfied	586	31.0	35.0	
196: Neither satisfied nor dissatisfied	400	21.2	23.9	
197: Fairly dissatisfied	143	7.6	8.5	
198: Very dissatisfied	133	7.0	7.9	
199: Not applicable/ don't know	134	7.1		
N/R	84	4.4		
<b>Q27 How satisfied or dissatisfied are you with Berneslai Homes' approach to handling anti-social behaviour?</b>	<b>Base: 1891</b>			
200: Very satisfied	315	16.7	20.7	<b>48.3</b>
201: Fairly satisfied	420	22.2	27.6	
202: Neither satisfied nor dissatisfied	429	22.7	28.2	
203: Fairly dissatisfied	154	8.1	10.1	
204: Very dissatisfied	202	10.7	13.3	
205: Not applicable/ don't know	285	15.1		
N/R	87	4.6		
<b>Q28a With your neighbourhood as a place to live</b>	<b>Base: 1891</b>			
206: Very satisfied	758	40.1	41.9	<b>77.1</b>
207: Fairly satisfied	637	33.7	35.2	
208: Neither	171	9.0	9.4	
209: Fairly dissatisfied	148	7.8	8.2	
210: Very dissatisfied	97	5.1	5.4	
N/R	81	4.3		
<b>Q28b With the overall appearance of your neighbourhood</b>	<b>Base: 1891</b>			
211: Very satisfied	608	32.2	33.8	<b>70.9</b>
212: Fairly satisfied	666	35.2	37.1	
213: Neither	205	10.8	11.4	

## Appendix C. Data summary

Representative. Weighted by age & ethnic background				
	Count	% raw	% valid	% +ve
214: Fairly dissatisfied	221	11.7	12.3	
215: Very dissatisfied	97	5.1	5.4	
N/R	93	4.9		
<b>Q28c With the grounds maintenance, such as grass cutting, in your local area</b>				
Base: 1891				
216: Very satisfied	501	26.5	28.0	<b>63.8</b>
217: Fairly satisfied	642	34.0	35.8	
218: Neither	287	15.2	16.0	
219: Fairly dissatisfied	229	12.1	12.8	
220: Very dissatisfied	132	7.0	7.4	
N/R	100	5.3		
<b>Q29 Have you reported any anti-social behaviour to Berneslai Homes in the last 12 months?</b>				
Base: 1891				
221: Yes	219	11.6	12.2	
222: No	1580	83.6	87.8	
N/R	92	4.9		
<b>Q30a [Car parking] To what extent are the following a problem in your neighbourhood?</b>				
Base: 1891				
223: Major problem	440	23.3	25.9	
224: Minor problem	459	24.3	27.0	
225: Not a problem	800	42.3	47.1	
N/R	191	10.1		
<b>Q30b [Rubbish or litter] To what extent are the following a problem in your neighbourhood?</b>				
Base: 1891				
226: Major problem	318	16.8	18.7	
227: Minor problem	615	32.5	36.2	
228: Not a problem	765	40.5	45.1	
N/R	193	10.2		
<b>Q30c [Noisy neighbours] To what extent are the following a problem in your neighbourhood?</b>				
Base: 1891				
229: Major problem	249	13.2	15.0	
230: Minor problem	368	19.5	22.1	
231: Not a problem	1047	55.4	62.9	
N/R	227	12.0		
<b>Q30d [Dog fouling / dog mess] To what extent are the following a problem in your neighbourhood?</b>				
Base: 1891				
232: Major problem	357	18.9	20.9	
233: Minor problem	542	28.7	31.7	
234: Not a problem	810	42.8	47.4	
N/R	183	9.7		
<b>Q30e [Other problem with pets and animals] To what extent are the following a problem in your neighbourhood?</b>				
Base: 1891				
235: Major problem	133	7.0	8.0	



## Appendix C. Data summary

		Representative. Weighted by age & ethnic background			
		Count	% raw	% valid	% +ve
236:	Minor problem	279	14.8	16.8	
237:	Not a problem	1249	66.0	75.2	
	N/R	230	12.2		
Q30f [Disruptive children / teenagers] To what extent are the following a problem in your neighbourhood?		Base: 1891			
238:	Major problem	189	10.0	11.3	
239:	Minor problem	406	21.5	24.2	
240:	Not a problem	1084	57.3	64.6	
	N/R	212	11.2		
Q30g [Racial or other harassment] To what extent are the following a problem in your neighbourhood?		Base: 1891			
241:	Major problem	72	3.8	4.3	
242:	Minor problem	141	7.5	8.5	
243:	Not a problem	1443	76.3	87.1	
	N/R	235	12.4		
Q30h [Drunk or rowdy behaviour] To what extent are the following a problem in your neighbourhood?		Base: 1891			
244:	Major problem	160	8.5	9.6	
245:	Minor problem	309	16.3	18.5	
246:	Not a problem	1203	63.6	71.9	
	N/R	219	11.6		
Q30i [Vandalism and graffiti] To what extent are the following a problem in your neighbourhood?		Base: 1891			
247:	Major problem	111	5.9	6.7	
248:	Minor problem	243	12.9	14.6	
249:	Not a problem	1311	69.3	78.7	
	N/R	227	12.0		
Q30j [People damaging your property] To what extent are the following a problem in your neighbourhood?		Base: 1891			
250:	Major problem	68	3.6	4.1	
251:	Minor problem	131	6.9	7.9	
252:	Not a problem	1461	77.3	88.0	
	N/R	230	12.2		
Q30k [Drug use or dealing] To what extent are the following a problem in your neighbourhood?		Base: 1891			
253:	Major problem	358	18.9	21.0	
254:	Minor problem	349	18.5	20.5	
255:	Not a problem	998	52.8	58.5	
	N/R	187	9.9		
Q30l [Abandoned or burnt out vehicles] To what extent are the following a problem in your neighbourhood?		Base: 1891			
256:	Major problem	30	1.6	1.8	
257:	Minor problem	118	6.2	7.1	

## Appendix C. Data summary

		Representative. Weighted by age & ethnic background			
		Count	% raw	% valid	% +ve
258:	Not a problem	1516	80.2	91.1	
	N/R	227	12.0		
Q30m [Noise from traffic] To what extent are the following a problem in your neighbourhood?		Base: 1891			
259:	Major problem	145	7.7	8.6	
260:	Minor problem	312	16.5	18.5	
261:	Not a problem	1225	64.8	72.8	
	N/R	209	11.1		
Q30n [Other crime ] To what extent are the following a problem in your neighbourhood?		Base: 1891			
262:	Major problem	89	4.7	6.6	
263:	Minor problem	92	4.9	6.8	
264:	Not a problem	1165	61.6	86.6	
	N/R	545	28.8		
Q31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months?		Base: 1891			
265:	Yes - limited a lot	689	36.4	39.5	
266:	Yes - limited a little	403	21.3	23.1	
267:	No	651	34.4	37.3	
	N/R	148	7.8		
R31 Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months? [SIMPLE]		Base: 1891			
268:	Yes	1092	57.7	62.7	
269:	No	651	34.4	37.3	
	N/R	148	7.8		
Q32 Please tell us about the health condition(s) or illnesses, you or a member of your household have:		Base: 1092			
270:	Hearing impairment	242	12.8	13.0	
271:	Speech impairment	32	1.7	1.7	
272:	Mental health issues	582	30.8	31.2	
273:	Visual impairment	119	6.3	6.4	
274:	Mobility impairment	743	39.3	39.9	
275:	Learning difficulties	145	7.7	7.8	
	N/R	814	43.0	1.4	
Q34 Are you happy for your identity and your contact details to be used to be entered into the free prize? It will be Berneslai Homes that will contact you if you are a winner.		Base: 1891			
276:	Yes	1494	79.0	83.5	
277:	No	295	15.6	16.5	
	N/R	102	5.4		

## Appendix C. Data summary

Representative. Weighted by age & ethnic background

Count % raw % valid % +ve

Q35 Your answers are currently confidential. It may be useful for your name to be attached to your responses and passed to Berneslai Homes. Would that be ok?

Base: 1891

	Count	% raw	% valid	% +ve
278: Yes: I agree for my name and contact details to be linked to	1283	67.8	72.0	
279: No: I wish to remain anonymous	498	26.3	28.0	
N/R	110	5.8		

Q36 Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?

Base: 1283

	Count	% raw	% valid	% +ve
280: Yes	1184	62.6	92.8	
281: No	92	4.9	7.2	
N/R	615	32.5	0.5	

D101 Area

Base: 1891

	Count	% raw	% valid	% +ve
282: N1 - North East Area Neighbourhood Team	568	30.0	30.0	
283: N2 - South Area Neighbourhood Team	401	21.2	21.2	
284: N3 - Central Area Neighbourhood Team	452	23.9	23.9	
285: N4 - North Area Neighbourhood Team	471	24.9	24.9	
N/R	0	0.0		

D102 Estate

Base: 1891

	Count	% raw	% valid	% +ve
286: Aldham House	28	1.5	1.5	
287: Ardsley	7	0.4	0.4	
288: Athersley North	90	4.8	4.8	
289: Athersley South	66	3.5	3.5	
290: Barugh Green	6	0.3	0.3	
291: Bellbrooke	10	0.5	0.5	
292: Billingley	1	0.1	0.1	
293: Birdwell	14	0.7	0.7	
294: Birkwood	10	0.5	0.5	
295: Blacker Hill	7	0.4	0.4	
296: Bolton On Dearne	52	2.7	2.7	
297: Brierley General	13	0.7	0.7	
298: Broadway	16	0.8	0.8	
299: Burton Grange	42	2.2	2.2	
300: Carlecotes	2	0.1	0.1	
301: Carlton	12	0.6	0.6	
302: Cawthorne	4	0.2	0.2	
303: Cloughfields	29	1.5	1.5	
304: Copeland Road	48	2.5	2.5	
305: Cover Drive/Norville	4	0.2	0.2	
306: Crane Moor	0	0.0	0.0	
307: Crowedge	6	0.3	0.3	
308: Crown	16	0.8	0.8	
309: Cubley	3	0.2	0.2	
310: Cudworth General	15	0.8	0.8	
311: Cundy Cross	11	0.6	0.6	
312: Darton	28	1.5	1.5	
313: Dodworth	25	1.3	1.3	
314: Dunford Bridge	2	0.1	0.1	
315: Elsecar	30	1.6	1.6	
316: Firth Avenue	1	0.1	0.1	
317: Gawber (Darton West Ward)	9	0.5	0.5	
318: Gawber (Old Town Ward)	11	0.6	0.6	

## Appendix C. Data summary

	Representative. Weighted by age & ethnic background		
	Count	% raw	% valid
319: Gawber(Dodworth Ward)	0	0.0	0.0
320: Gilroyd	20	1.1	1.1
321: Goldthorpe	0	0.0	0.0
322: Goldthorpe (Dearne North Ward)	10	0.5	0.5
323: Goldthorpe (Dearne South Ward)	24	1.3	1.3
324: Great Houghton	17	0.9	0.9
325: Green View	5	0.3	0.3
326: Grimethorpe General	22	1.2	1.2
327: Hemmingfield	6	0.3	0.3
328: High Hoyland	1	0.1	0.1
329: Higham	3	0.2	0.2
330: Highgate	4	0.2	0.2
331: Honeywell	25	1.3	1.3
332: Honeywell(Central Ward)	1	0.1	0.1
333: Hood Green	4	0.2	0.2
334: Hoyland Central (Milton Ward)	11	0.6	0.6
335: Hoyland Central (Rockingham Ward)	1	0.1	0.1
336: Hoyland Common	33	1.7	1.7
337: Hoyland St Peter'S(Milton Ward)	6	0.3	0.3
338: Hoyland St Peter'S(Rockingham Ward)	37	2.0	2.0
339: Hoylandswaine	1	0.1	0.1
340: Ingbirchworth	1	0.1	0.1
341: Jump	18	1.0	1.0
342: Jump Farm	18	1.0	1.0
343: Kendray	102	5.4	5.4
344: Kexborough	20	1.1	1.1
345: Kings Road	34	1.8	1.8
346: Kingstone	14	0.7	0.7
347: Little Houghton	1	0.1	0.1
348: Lundwood	17	0.9	0.9
349: Manor Crescent	6	0.3	0.3
350: Manor View And Bleak	2	0.1	0.1
351: Mapplewell	9	0.5	0.5
352: Marran Avenue	9	0.5	0.5
353: Milefield	18	1.0	1.0
354: Millhouse	1	0.1	0.1
355: Monk Bretton (Cudworth Ward)	1	0.1	0.1
356: Monk Bretton (Monk Bretton Ward)	72	3.8	3.8
357: Morrison Road	19	1.0	1.0
358: New Lodge	27	1.4	1.4
359: Newlands	1	0.1	0.1
360: Newtown	4	0.2	0.2
361: North Street	15	0.8	0.8
362: Overdale	3	0.2	0.2
363: Oxspring	5	0.3	0.3
364: Park And Beech	5	0.3	0.3
365: Park-Brierley	0	0.0	0.0
366: Park-Grimethorpe	3	0.2	0.2
367: Penistone	44	2.3	2.3
368: Pilley/Tankersley/Wortley	15	0.8	0.8
369: Platts Common	7	0.4	0.4
370: Redbrook	8	0.4	0.4
371: Regina	3	0.2	0.2
372: Rosetree	15	0.8	0.8
373: Royston	84	4.4	4.4
374: Shafton General	10	0.5	0.5
375: Silkstone	11	0.6	0.6

## Appendix C. Data summary

Representative. Weighted by age & ethnic background			
	Count	% raw	% valid % +ve
376: Silkstone Common	3	0.2	0.2
377: Smithies (Monk Bretton Ward)	10	0.5	0.5
378: Smithies (Old Town Ward)	0	0.0	0.0
379: Smithies (St. Helens Ward)	5	0.3	0.3
380: Staincross	29	1.5	1.5
381: Thurgoland	12	0.6	0.6
382: Thurlstone	9	0.5	0.5
383: Thurnscoe	61	3.2	3.2
384: Town	0	0.0	0.0
385: Town (Central Ward)	44	2.3	2.3
386: Town (Kingstone Ward)	27	1.4	1.4
387: Town (Old Town Ward)	5	0.3	0.3
388: Upperwood	18	1.0	1.0
389: Ward Green	12	0.6	0.6
390: Wilson Street	23	1.2	1.2
391: Wilthorpe	8	0.4	0.4
392: Worsborough Bridge	46	2.4	2.4
393: Worsborough Common	50	2.6	2.6
394: Worsborough Dale	58	3.1	3.1
N/R	0	0.0	
<b>D103 Property Type</b>			
Base: 1891			
395: Bedsit	10	0.5	0.5
396: Bungalow	535	28.3	28.3
397: Flat	262	13.9	13.9
398: House	1082	57.2	57.2
399: House/Shop	0	0.0	0.0
400: Maisonette	1	0.1	0.1
N/R	0	0.0	
<b>D104 Length of tenancy</b>			
Base: 1891			
401: Under 1 year	146	7.7	7.7
402: 1 - 2 years	283	15.0	15.0
403: 3 - 5 years	321	17.0	17.0
404: 6 - 10 years	377	19.9	19.9
405: 11 - 20 years	366	19.4	19.4
406: 21 years and over	397	21.0	21.0
N/R	0	0.0	
<b>D105 Repairs contractor</b>			
Base: 1891			
407: In House	1280	67.7	67.7
408: Wates	611	32.3	32.3
N/R	0	0.0	
<b>D106 Pay a service charge</b>			
Base: 1891			
409: Yes	179	9.5	9.5
410: No	1712	90.5	90.5
N/R	0	0.0	
<b>D107 Main Tenant Age Group</b>			
Base: 1891			
411: 16 - 24 years	47	2.5	2.5
412: 25 - 34 years	222	11.7	11.9

## Appendix C. Data summary

Representative. Weighted by age & ethnic background				
	Count	% raw	% valid	% +'ve
413: 35 - 44 years	301	15.9	16.1	
414: 45 - 54 years	309	16.3	16.5	
415: 55 - 59 years	186	9.8	9.9	
416: 60 - 64 years	176	9.3	9.4	
417: 65 - 74 years	318	16.8	17.0	
418: 75 - 84 years	231	12.2	12.3	
419: 85 years and over	82	4.3	4.4	
N/R	19	1.0		
<b>D108 Main Tenant Age Group [simple]</b>				
	Base: 1891			
420: 16-34	269	14.2	14.4	
421: 35-49	433	22.9	23.1	
422: 50-64	539	28.5	28.8	
423: 65+	631	33.4	33.7	
N/R	19	1.0		
<b>D109 Ethnic background</b>				
	Base: 1891			
424: White British	1642	86.8	93.5	
425: Racially and ethnically diverse	114	6.0	6.5	
N/R	136	7.2		
<b>D110 Communal areas</b>				
	Base: 1891			
426: Communal area	152	8.0	8.0	
427: No communal areas	1739	92.0	92.0	
N/R	0	0.0		

this page is intentionally left blank



(t) 0844 272 6004

(w) [www.arp-research.co.uk](http://www.arp-research.co.uk)

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS