

## BARNSELY METROPOLITAN BOROUGH COUNCIL

**REPORT OF:** EXECUTIVE DIRECTOR GROWTH AND SUSTAINABILITY

**TITLE:** Council Housing Tenant Satisfaction Measures (TSM)  
Survey Results 2024, Actions and 2025/26 Performance  
Indicator Targets

<b>REPORT TO:</b>	<b>Cabinet</b>
<b>Date of Meeting</b>	<b>14<sup>th</sup> May 2025</b>
<b>Cabinet Member Portfolio</b>	<b>Regeneration and Culture</b>
<b>Key Decision</b>	<b>No</b>
<b>Public or Private</b>	<b>Public</b>

### **Purpose of report**

The report presents the overall results from the 2024 Tenant Satisfaction Measures (TSM) survey which surveyed a percentage of our council tenants at two points throughout the year 2024/25 based on satisfaction. The report outlines key findings, emerging issues along with key actions and presents the Key Performance Targets which will be used for 25/26.

### **Council Plan priority**

Learning – The report highlights key areas of learning which can be used to inform and improve better service provision for our council tenants.

### **Recommendations**

**That Cabinet: -**

- 1. Note the results from the TSM satisfaction survey for 2024 and draft action plan.**
- 2. Review and endorse the key action and activity areas to support continuous service improvement and increase tenant satisfaction.**
- 3. Note the 2025/26 Performance Targets as set by the Portfolio Holder for Regeneration and Culture under his delegations.**

## **1. INTRODUCTION**

- 1.1** From April 2023, it became a Regulatory requirement under section 2.4 of the [Transparency, Influence and Accountability Consumer Standard](#) for social landlords to gather in a prescribed way, tenant feedback for the 12 [Tenant Satisfaction Measures](#). Landlords have a duty to publish their results and share with the Regulator by the end of June each year.
- 1.2** To enhance compliance with the standard, Berneslai Homes (who are delegated to undertake this activity under the Services Agreement with the Council) engage an independent market research consultant to conduct the survey on our behalf. This consultant is ARP Ltd, a South Yorkshire company who undertake this type of survey for many other social landlords.

- 1.3 Landlords have the flexibility to run the survey at different intervals throughout the year. Previously the survey was conducted as a one-off annual survey in the summer of each year with the results available and shared in November. To enable the feedback to be considered and responded to in a timelier way, it was agreed by the Council that the 2024/25 survey would be undertaken in two waves. The first wave was run in June 2024 and the second in November 2024.
- 1.4 These results have also been presented to Berneslai Homes Board. However, it is the Council who is ultimately the landlord of our housing stock and accountable in ensuring full compliance with the Regulatory Consumer Standards including the completion and submission of TSM surveys. Actions arising from the results will be integrated into corporate and service area improvement plans, as well as Berneslai Homes producing a summary action plan that will be published alongside the TSM report (Appendix B).
- 1.5 In total, the survey was sent to 3,533 households (across the two waves) with a return rate of 33%.
- 1.6 It is pleasing that wave 2 results (December 2024 surveys) returned a higher satisfaction for all but one measure (slight reduction for complaint handling). For the full year, satisfaction across 8 of the 12 measures has reduced slightly from 2023/24 figures but remain higher than the Housemark Median Benchmark on 6 out of the 12 measures.

**Table 1 – Summary results**

- 1.7 The report provided by ARP Research (Appendix C) included the year end Housemark median benchmark results. Since this report was issued Housemark have updated their benchmark data. This updated table is below:

TSM	2024/25 Wave1 results	2024/25 Wave2 results	2024/25 Year end results	2023/24 results	Updated Benchmark Median 25/09/2024	Our target 2024/25
	Red indicates reduction from 23/24	Red indicates reduction from wave 1	Red indicates reduction from 23/24		Red indicates our score is below Median	Red indicates below our target 24/25
TP01 Overall Satisfaction	73%	77.4%	75.2%	77%	66.5%	77%
TP02 Satisfaction with repairs	73%	75.7%	74.4%	75%	70.5%	76%
TP03 Time taken recent repair	67%	68.5%	67.5%	76%	66.2%	76%
TP04 Home well maintained	70%	71.5%	70.7%	74%	67.5%	74%
TP05 Home is safe	71%	72.3%	71.5%	75%	73.5%	77%
TP06 Listening to tenants	61%	64.1%	62.3%	60%	56.1%	61%
TP07 Keeping tenants informed	61%	64.4%	62.5%	64%	66.5%	68%
TP08 Treating tenants fairly	77%	79.5%	77.9%	77%	76.3%	81%
TP09 Handling complaints	46%	42.8%	44.5%	43%	29.4%	43%
TP10 communal areas	52%	70.2%	61.7%	66%	63.9%	66%
TP11 Positive contribution to neighbourhoods	53%	57.1%	55%	60%	59.8%	64%
TP12 Handling ASB	46%	49.4%	47.6%	48%	55%	55%

### Key Findings:

- 1.8 Overall satisfaction increased in Wave 2, whilst the year end outturn at 75% still represents a small reduction from 23/24 (77%)

Listening to tenants and acting on views and treating tenants fairly, have both seen an improvement in satisfaction since 23/24 and are both above the Benchmark median.

There has been a decrease in satisfaction (76% to 68%) on the time taken to complete the last repair, but this is still above the median benchmark.

There has been a reduction in tenants feeling their home is safe and this is below the median.

Satisfaction with complaint handling represents top quartile performance

against the Housemark benchmark, despite a slight reduction in Wave 2's results.

The survey has highlighted some differences by protected characteristic and location. Tenants in the 29-45 age bracket and tenants in the South area are the least satisfied across most measures. Tenants with a disability are less satisfied with communal area maintenance and satisfaction with being easy to deal with has fallen for tenants with speech difficulties. BAME tenants appear more satisfied than White British tenants.

An interim action plan was developed after Wave 1 results. This supported our planning and evidence base for the Regulator for Social Housing inspection (resulting in the C1 judgement) as we were able to demonstrate that we were aware of areas of concern and had plans in place to address issues. This action plan has been updated and is presented in draft at Appendix B. New actions identified are to address variances in satisfaction by age, location and disability and to understand more about what makes tenants feel safe. The full plan will be published online and progress monitored via Board and the Council's Governance Framework.

1.9 The key risks areas and corresponding actions highlighted from the survey results are:

- **Satisfaction with our approach to ASB and positive contribution to Neighbourhoods.** Berneslai Homes have relocated the Neighborhood Teams with the focus on continuing to embed the service structure and culture to ensure consistency and quality of approach. Berneslai Homes are also a key stakeholder in the Love Where You Live programmes; ensuring that we take a cross-tenure approach to the delivery of hyper-local initiatives which support local priorities and address local issues.

In terms of approach to handling ASB, the Council and Berneslai Homes have been working collaboratively to produce one overarching strategy across both organisations working with service users to develop victim-focused pathways and solutions. It should be noted that there has been a significant focus on improving the ASB pathway during 2024/25. Barnsley has a lower incidence rate of ASB reported across the borough. For Berneslai Homes specifically, the cumulative number of ASB reports to the end of February 2025 was 611 compared to 763 at the same point of time last year.

The Council, working in partnership with Berneslai Homes, recently won a national Resolve ASB award for joint work linked to tackling Organized Crime and ensuring the safety of residents.

- **Home is Safe.** Despite the positive approach to tenant safety, which is evidenced by the Compliance Scorecard, it is disappointing that this is a reducing result. Communications need to be enhanced regarding the Council and Berneslai Homes' approach to tenant safety. Further consultation will be held with tenants to better understand what influences our tenants feeling safe in their home.

- **Satisfaction with being kept informed.** Communications must be improved across the whole organisation, but particularly across repairs and maintenance and ASB management.
- **Satisfaction with online services.** Berneslai Homes is committed to continuing to develop the online service offer within the budget envelopes for IT enhancement. The Council and Berneslai Homes are working through options to enhance the on-line repairs offer and implement a new Customer Relationship Management system with the Council. This links to a focus in improving **Satisfaction with treating tenants fairly** as we will hold much better information/data on our tenants to tailor services to support individuals, adjust for those with vulnerabilities and direct communication preferences.
- **Satisfaction with complaint handling.** We must continue to learn from complaints and monitor resource requirements to ensure effective handling. Cabinet should note the focus which has been placed on complaint handling during 2024/25, including the additional resources brought in to deal with increased complaints. This has resulted in a significant improvement in the percentage of stage one and stage two complaints dealt with in agreed timescales. However, a key focus remains on addressing the root cause of complaints, which is predominantly linked to dissatisfaction with the time taken to complete non-urgent repairs.
- **Satisfaction with the repairs service and time taken to complete the last repair.** There must be a focus on addressing delays, reducing the backlog and improving communications. Performance in the completion of responsive repairs (c.77,000 per annum) is strong and is not reflected by these results. In terms of backlog works, significant funding has been allocated to reducing accumulated works over the last year, with an additional £8m allocated during 2025/26 to complete any outstanding work and those accumulated 'in-year; and carried over. There is also an on-going review of the repairs and maintenance contract; with a key focus on efficiencies, delivering value for money services and streamlining processes for the delivery of planned and programmed works (batched works). However, with a finite resource to complete repairs and maintenance works to our homes, there are difficult decisions to be made each year in terms of repairs and maintenance budgets – with the focus having to be on safety and quality over non-urgent repairs/environmental improvement initiatives. This naturally will impact on the TSM linked to **Satisfaction with communal areas and Satisfaction with contribution to the neighbourhood.**

1.10 It is important that Cabinet notes both national and local circumstances in reviewing the TSM results. Across the sector, there has been a reduction in satisfaction levels within social housing over the last few years which has been exacerbated by significant negative media coverage. This has played out locally, despite the council receiving a positive inspection outcome from the Regulator. Cabinet will note that overall satisfaction, satisfaction with repairs and the time taken to undertake a repair, and satisfaction with the maintenance and safety of our homes (TP01-5) all remain strong in terms of the percentage of tenants satisfied and in terms of performance against peers.

Locally, there continues to be higher than average complaints; particularly linked to repairs and maintenance and the delivery of backlog works. This has been mitigated by improved communication with those tenants awaiting non-urgent works, the publication of a new repairs policy and additional funding being allocated from the HRA repairs budgets to focus on accelerating backlog repairs. Additional resources have also been put into dealing with complaints during 2024/25 and beyond. Whilst investment in new IT relating to Repairs First has also been implemented, there have been on-going requirements to ensure that the system is being used to its full potential in scheduling repairs. All the above should impact on customer service and satisfaction, but this does not necessarily result in an immediate improvement in customer satisfaction rates. There also remains significant pressure on the HRA model in being able to deliver repairs and maintenance to stock within the new legislative and regulatory framework with additional and significant asks which were not accounted for in the self-financing models agreed previously. This means that funding to support wider environmental or communal area works must be deprioritized as we must focus on essential safety, decency and regulatory works.

Within Berneslai Homes, there have also been staff turnover and sickness issues which have impacted on the restructuring of neighbourhood teams and their impact/visibility within some communities. Addressing sickness is a key priority for the organisation, as agreed by the Berneslai Homes Board.

## **2. PROPOSALS:**

### **2.1 Cabinet are asked to note the 2024 TSM results and the proposed actions and endorse the areas of focus to improve satisfaction over the coming year.**

#### **TSM Performance Targets 2025/26**

- 2.2 Work has been ongoing to develop the TSM targets for 2025/26. These targets need to remain challenging, whilst also considering the current demands and trends facing the social housing sector.
- 2.3 Consultation has taken place between the Council, our tenants and Berneslai Homes to shape the 2025/26 targets suite. The consultation has considered sector benchmark information, as well as tenant feedback through the council's quarterly ALMO Strategic Liaison Meetings as well as a dedicated Customer Voice Panel event in February 2025. Feedback from our Tenants directly shaped the proposed KPI's. Our tenants are keen to ensure that targets remain ambitious whilst appreciating the difficult decisions that must be made given an increasing regulatory environment and pressures on the Housing Revenue Account.
- 2.4 The 2025/26 KPI's have been agreed with the Portfolio Holder for Regeneration and Culture as part of his delegations and are shared with cabinet for information. They form part of a wider suite of management information TSMs and corporate KPI's set by the Council and aligned to the Services Agreement. The full year-end performance suite will be presented to

Cabinet alongside the annual review of the Berneslai Homes Business Plan towards the end of Quarter 1 2025/26.

2.5 The Satisfaction KPI's for 2025/26 are highlighted in the table below:

	<b>Our combined 2024/25 result</b>	Peer Group Median	Peer Group Upper Quartile	2025/26 Proposed Target
TP01 overall satisfaction	75.2%	66.5%	75.9%	75.9%
TP02 satisfaction with repairs	74.4%	70.5%	75.4%	75.4%
TP03 satisfaction with time taken most recent repair	67.5%	66.2%	72.5%	69.0%
TP04 well maintained home	70.7%	67.5%	74.3%	70.9%
TP05 home is safe	71.5%	73.5%	78.5%	73.5%
TP06 listening to tenants	62.3%	56.1%	65.0%	65.0%
TP07 keeping tenants informed	62.5%	66.5%	74.3%	66.5%
TP08 treating tenants fairly	77.9%	76.3%	80.9%	80.9%
TP09 handling complaints	44.5%	29.4%	36.5%	45.0%
TP10 satisfaction with communal areas	61.7%	63.9%	67.0%	63.9%
TP11 positive contribution to neighbourhoods	55.0%	59.8%	66.9%	59.8%
TP12 handling ASB	47.6%	55.0%	58.2%	55.0%

The reasoning behind each KPI are as follows:

<b>Revised suggested principles</b>	<b>Number of TSMs</b>	<b>Specific perception TSM</b>
Where annual performance is between the peer group median and upper quartile and wave 2 showed an improvement on wave 1, <b>peer group upper quartile</b> as the proposed target.	4	TP01 – Overall tenant satisfaction TP02 – Satisfaction with repairs TP06 – Listening to tenants TP08 – Treating tenants fairly
Where annual performance just exceeds the peer group median but is still a way off upper quartile, proposed a target <b>mid-way between peer group median and upper quartile</b> .	2	TP03 – Time taken most recent repair TP04 – Well maintained home
Where annual performance is lower than peer group median suggested <b>peer group median</b> .	5	TP05 – Home is safe TP07 – Keeping tenants Informed TP10 – Satisfaction with communal areas TP11 – Positive contribution neighbourhoods TP12 – Handling ASB satisfaction
Where annual performance exceeds the peer group upper quartile suggest 0.5%-point <b>increase on annual result</b> .	1	TP09 – Satisfaction with handling complaints

2.6 There is also a proposal that the RAG thresholds are revised to provide a 5%-point amber tolerance for satisfaction measures. The Regulator requires that the survey has a statistical accuracy error margin of +/-3% at 95% confidence level. This means if we carried out the same survey 100 times, we would expect the result to be within 3 percentage points of the true tenant population value 95 of those times. Our annual overall satisfaction result of 75.2% with a +/- 3%-point margin of error means the actual percentage of tenants who are satisfied is between 72.2% and 78.2%. Considering the +/-3% error margin and allowing a small further 2%-point tolerance we propose a 5%-point amber tolerance for the satisfaction measures.

### **3. IMPLICATIONS OF THE DECISION**

#### **3.1 Financial and Risk**

Consultations have taken place with representatives of the Director – Finance (S151 Officer).

There are no direct financial implications as result of this report.

Cabinet to note as per the HRA 2025/26 Budget Papers. If any further investment is required into the 30-year business plan surpassing the current plan, for example additional EPC C investment, Decent Homes 2 or Environmental Improvements, significant additional savings would need to occur to make the investment financially viable.

#### **3.2 Legal**

The completion of the TSM survey meets the requirements for the Influence, Transparency and Accountability Standard. Actions arising from this survey will improve compliance across all Consumer Standards.

Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.

Registered providers must:

a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.

b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This



information must be published in a manner that is timely, clear, and easily accessed by tenants; and

c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.

Registered providers must provide tenants with accessible information about:

a) how they are performing in delivering landlord services and what actions they will take to improve performance where required

b) how they have taken tenants' views into account to improve landlord services, information and communication

c) how income is being spent, and

d) their directors' remuneration and management costs.

### **3.3 Governance**

Para 3(c) Part 2 of the Council constitution provides for cabinet to exercise the following function at (k):-

*“To approve the framework and schemes of delegation for partnerships with other local public agencies, private companies, voluntary organisations and community groups for the delivery of services to local people and to report to Council, as appropriate, on the performance of services delivered through such arrangements.”*

And at (d): -

*“To receive reports monitoring the overall performance of Council services from the External Auditor or arising from external inspection or assessment, and to approve action plans arising therefrom.”*

### **3.4 Equality**

An Equality Impact Assessment has not been completed in relation to solely the TSM results and the proposed targets. However, equality monitoring will continually take place whilst actions are worked on, rather than in the initial performance setting measures.

Results from the TSM Survey have highlighted the following differences by diversity strand or location:

- Tenants in the 35-49 age bracket and tenants in the South area are the least satisfied across most measures.
- Tenants receiving repairs service in the South area appear less satisfied.

- Tenants with a disability are less satisfied with communal area maintenance and satisfaction with being easy to deal with has fallen for tenants with speech difficulties.
- BAME tenants appear more satisfied than White British tenants.

All concerns identified through the TSM survey are highlighted in the TSM action plan and will be monitored.

### 3.5 Sustainability



Reviewing the impact and perceptions of tenants will help to better understand the impact being made around sustainability and the environment. If levels of satisfaction are reduced, targeted efforts can be put in place to improve that area, similarly if satisfaction improves, it may highlight projects that are working well and having a clear impact on communities. The TSM's monitor a number of satisfaction areas around community and homes. As the questions are standardised, they can be revisited each year to monitor their impact, as well as be used against other organisations where benchmarking figures are available.

### 3.6 Employee

There are no direct employee implications arising from this report. The feedback provided by tenants through the TSM's may guide workstreams which are monitored through the TSM action plan.

### 3.7 Communications

Feedback from the TSM scores will be shared with customers through the

various tenant engagement groups, as well as published online via the Berneslai Homes website. The TSM results are submitted to The Regulator of Social Housing.

#### **4. CONSULTATION**

Consultation has been undertaken at a number of different levels, including:

- With tenants via the Customer Voice Panel and ALMO Strategic Liaison Group.
- Between Berneslai Homes governance routes including at Board level.
- With the Portfolio Holder for Regeneration and Culture.

#### **5. ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 There are no alternatives to completing TSM surveys and reporting/publishing the results.

#### **6. REASONS FOR RECOMMENDATIONS**

- 6.1 Following the C1 judgement in 2024, there is a desire to remain ambitious with performance targets whilst balancing the changing environment of the social housing sector. The Council and Berneslai Homes are committed to delivering against the action plan to ensure that we are continuously striving to improve service provision for our tenants and, ultimately, their satisfaction. It is felt the TSM 2025/26 targets reflect appropriate challenge.

#### **7. GLOSSARY**

TSM – Tenant Satisfaction Measures  
RSH – Regulator for Social Housing

#### **8. LIST OF APPENDICES**

Appendix B: TSM Action Plan  
Appendix C: TSM Survey results 2024/25

#### **9. BACKGROUND PAPERS**

N/A

**10. REPORT SIGN OFF**

<b>Financial consultation &amp; sign off</b>	Senior Financial Services officer consulted and date  Ashley Gray Strategic Finance Business Partner 19 March 2025
<b>Legal consultation &amp; sign off</b>	Legal Services officer consulted and date  Rebecca Asquith Head of Legal Services 17 March 2025

**Report Author: Sarah Clyde**  
**Post: Head of Strategic Housing**  
**Date: 14/03/2025**