

Report to:	Blackpool Council and Blackpool Coastal Housing Shared Board
Relevant Officer:	Hannah Cassidy – Housing Standards & Compliance Manager
Date of Report:	16 th April 2026

1.0 Purpose of the report:

- 1.1
 - To provide assurance to Blackpool Council and Blackpool Coastal Housing (BCH) Shared Board that the technical requirements of the Tenant Satisfaction Measures (TSM) have been met, so the results can be published and submitted to the National Register of Social Housing (NROSH).
- 1.2
 - To provide Blackpool Council and Board with the overall results of the TSM: Tenant Perception Survey and Management Measures.

2.0 Recommendation(s):

- 2.1
 - To approve publication of the 2025/26 Tenant Satisfaction Results (see Appendix A)

3.0 Reasons for Recommendations:

- 3.1 The survey requirements that have been set out in the Tenant Satisfaction Measures: Tenant Survey Requirements and Technical Requirements were met. A full breakdown of the requirements and how they have been met can be found in Appendix B

4.0 Other alternative options to be considered

- 4.1 N/A Register Providers with 1000 or more units of social housing must submit a TSM submission each year by 30th June.

5.0 Background

- 5.1 To meet the requirements set out by the Regulator to provide tenants with greater transparency about their landlord's performance, Blackpool Council, in conjunction with Blackpool Coastal Housing, undertook a tenant perception survey in February 2026. The survey consists of 12 questions that had been prescribed by the Regulator
- 5.2 A census approach was taken, and all the relevant tenant population received a survey. The relevant tenant population surveyed for BCH were occupants of Low-Cost Rental Accommodation.
- 5.3 The delivery of the survey mirrored the approach from 2024/25 and was coordinated by Blackpool Council's Housing Standards & Compliance Manager, with expertise and resources being utilised across BCH and the Council, particularly from BCH's Performance Team and the Council's Infusion Team.

- 5.4 Tenants received their survey based on their communication preferences, which we had more confidence in because of the comprehensive tenant profiling exercise.
- 5.5 Each survey contained a unique identification number, so results could be matched to key demographic information.
- 5.6 The Housing Standards & Compliance Manager and Performance Team worked together to calculate the tenant perception results. The Performance Team produced the data for the management measures.

6.0 Key information

- 6.1 The survey achieved a response rate of 21.42%, with 991 responses from a tenant population of 4626, this was sufficient to reach statistical accuracy.
- 6.2 On analysis there was under and over-representation within certain age groups that exceed a tolerance range of more or less than 4%, as can be seen in the below table:

Census Age group	BCH Population	Survey Population	Response Rate
16-19	0.69%	0.40%	-0.29%
20-24	3.33%	1.31%	-2.02%
25-34	9.27%	5.35%	-3.93%
35-49	22.40%	13.93%	-8.47%
50-64	34.26%	32.29%	-1.97%
65-74	16.90%	25.43%	8.52%
75-84	9.99%	16.35%	6.36%
85+	2.98%	4.14%	1.15%
Not Known	0.17%	0.81%	0.63%

- 6.3 As such, in accordance with the technical requirements, weighting relating to age groups has been applied to all tenant perception questions. A breakdown of the weighted and unweighted results, can also be found within Appendix A. The weighted results will be those published and inputted into NROSH.
- 6.4 In terms of **tenant perception**, satisfaction in 9 of the 12 measures has increased from the previous year, most significantly in communal areas and approach to anti-social behaviour:

	2025/26		2024/25
Satisfaction that BCH keeps communal areas clean and well maintained.	70.87%	+8.63%	62.24%
Satisfaction with BCH's approach to handling antisocial behaviour	62.49%	+ 3.40%	59.09%

- 6.3 In 3 areas, satisfaction has reduced, namely the 2 perception measures relating to repairs and complaint handling. These are areas where BCH are performing in the

upper quartile and results remain high.

- 6.4 Weighted satisfaction results are marginally less than unweighted satisfaction results in all but 1 case. The most significant impact has been with complaint handling satisfaction. Had weighting not been applied, satisfaction in this area would have improved on last year.

	2025/26 (weighted)	2026/26 (unweighted)	2024/25
Satisfaction with BCH's approach to handling antisocial behaviour	50.75%	54.37%	51.40%

- 6.5 Satisfaction with BCH's approach to communal areas marginally benefitted (0.09%) from the weighting exercise.

- 6.6 In terms of the **management measures**, which provides tenants with performance information:

Positive results include:

	2025/26		2024/25
Non-Emergency Repairs completed in target timescales	98.06%	+5.8%	92.26%
Emergency Repairs completed in target timescales	100%	+ 0.43	99.57
Number of anti-social behaviour cases p/1000 properties	106.78	-34.07	140.85

We have also seen a reduction in both Stage 1 and Stage 2 complaints.

- 6.7 There have been some minor reductions in gas safety inspections and complaints being responded to within timescales, as well as an increase in hate crimes.
- 6.8 Overall, we should be reasonably satisfied with the initial results of the TSMs. A more detailed report on the findings will be shared at the next Board meeting after further analysis.

7.0 List of Appendices:

- Appendix A: TSM Results 2025_26
- Appendix B: Compliance with Technical Requirements Table

8.0 Financial and Legal considerations:

- 8.1 The total cost for delivering on the tenant perception survey, excluding the time of staff

outside of the Infusion Team was £4,032.18 + VAT

9.0 Legal considerations

N/A

10.0 Risk management considerations

N/A

11.0 Equalities considerations and the impact of this decision for our children and young people

N/A

12.0 Sustainability, climate change and environmental considerations

N/A

13.0 Internal/External Consultation undertaken:

14.1 The logic used to calculate the weighted results was verified by the Senior Public Health Intelligence Analyst at Health Determinants Research Collaboration (HDRC), who is located at Blackpool Council. HDRC works in collaboration with the Department of Health Research at Lancaster University and members of our team all hold Honorary Researcher post with the University.

14.0 Background papers

N/A

Appendix A: TSM Results 2025/26

- Highlighted green = areas where satisfaction increased on 2024/25
- Highlighted red = areas where satisfaction has reduced on 2024/25

BCH: TSM Tenant Perception Survey	Weighted 2025/26	Unweighted 2025/26	2024/25
TP01: OVERALL SATISFACTION: Proportion of respondents who report that they are satisfied with the overall service from their landlord.	80.64%	81.98%	79.22%
TP02: REPAIRS: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	80.83%	82.23%	83.23%
TP03: REPAIR TIME: Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	79.99%	81.40%	81.80%
TP04: HOME WELL MAINTAINED: Proportion of respondents who report that they are satisfied that their home is well maintained.	78.84%	80.43%	77.19%
TP05: HOME SAFE: Proportion of respondents who report that they are satisfied that their home is safe.	79.76%	81.54%	79.02%
TP06: ACTS ON VIEWS: Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	67.65%	69.03%	66.06%
TP07: KEEP INFORMED: Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	73.03%	74.92%	71.40%
TP08: FAIRNESS & RESPECT: Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	78.66%	79.90%	75.94%
TP09: COMPLAINTS: Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	50.75%	54.37%	51.40%
TP10: COMMUNAL AREAS: Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	70.87%	70.78%	62.24%
TP11: CONTRIBUTION TO NEIGHBOURHOOD: Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	66.60%	67.78%	63.89%
TP12: ANTI-SOCIAL BEHAVIOUR: Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	62.49%	63.31%	59.09%

TSM Management Measures

- Highlighted green = areas where performance improved on 2024/25
- Highlighted red = areas where performance reduced on 2024/25
- Blue = no change

BCH TSM Management Measures	BCH 2025/26	BCH 2024/25
BS01: GAS: Proportion of homes for which all required gas safety checks have been carried out.	99.70%	99.84%
BS02: FIRE: Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%
BS03: ASBESTOS: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%
BS04: WATER: Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%
BS05: LIFT: Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%
RP01: DECENT HOME STANDARD: Proportion of homes that do not meet the DHS	0.02%	0.04%
RP02(1): NON-EMERGENCY REPAIRS: Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	98.06%	92.26%
RP02(2): EMERGENCY REPAIRS: Proportion of emergency responsive repairs completed within the landlord's target timescale.	100%	99.57%
CH01(1): STAGE ONE COMPLAINTS: Number of stage one complaints received per 1,000 homes.	28.74	33.15
CH01(2): STAGE TWO COMPLAINTS: Number of stage two complaints received per 1,000 homes.	6.71	7.5
CH02(1): COMPLAINT TIME (STAGE 1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.48%	98.79%
CH02(2): COMPLAINT TIME (STAGE 2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	100%
NM01 (1) ABS PER 1000 HOMES Number of anti-social behaviour cases, opened per 1,000 homes.	106.78	140.85
NM01 (2) HATE INCIDENTS PER 1000 HOMES Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.26	0.63

Appendix B: Compliance with Technical Requirements Table

TSM: Survey Requirements			
Requirement	Point	Compliant Y/N	Evidence
Tenant perception measures must be generated only from the survey	8	Yes	Survey conducted as standalone activity and data captured and reported on relates only to this.
Must include survey questions and responses as defined by regulator	10	Yes	
Landlord names substituted	11	Yes	Survey. Available on request and will be published on-line.
Scaling to follow requirements	12	Yes	Survey. Available on request and will be published on-line.
To explicitly explain purpose of perception survey to tenant.	13	Yes	Covering letter and header to on-line survey. Available on request and will be published on-line.
Permitted additional questions	14	Yes	<i>Q17: Would you like to be entered into a free prize draw to be in with a chance of winning a shopping voucher? Please tick one box only.</i>
Is (TP01) overall satisfaction the 1 st question?	15	Yes	Survey
Is the question on satisfaction with repairs (TP02) before question on timeliness (TP03)	15	Yes	Survey
Providers must take reasonable action to avoid leading tenant to a particular point of view	16	Yes	Nothing leading on letter or survey. Telephone assessments conducted by staff who understood requirement. Tenants asked to specifically answer question in the format/scaling on the survey. Only limited number of telephone surveys were conducted (12)
Tenant informed of approx. completion time.	17	Yes	Description in covering TSM letter " <i>Few minutes</i> ". <i>Covering letter available on request and will be published online.</i>
Relevant Population	18	Yes	All low-cost rental accommodation (LCRA) households in

			dwelling units were surveyed (census approach). BCH has no low-cost home ownership schemes. LCRA stock is defined in sections 69 Housing and Regeneration Act 2008 ('the Act'): https://www.legislation.gov.uk/ukpga/2008/17/section/69 Hostel accommodation managed by BCH is not made available for rent, so is not included within LCRA stock.
Maximum of 1 response per household.	20	Yes	Survey sent to lead tenant, not all household members.
Exclude 'not applicable/don't know' in count.	21	Yes	Data tables, which shows calculations and available on request.
Include partial response	22	Yes	Shown in data tables
Record response when respondent has only answered 1 question	23	Yes	Data tables, which shows calculations and available on request.
All surveys must be collected as part of integrated survey exercise	24, 25, 26, 29	Yes	Annual census survey conducted throughout February 2026
Suitable expertise to design and apply survey methodology	30	Yes	Survey is conducted by departments across Council Infusion Team within Council set up survey and was responsible for the intake of returning paper surveys. Council post team printed and posted surveys. Council Communication team facilitated surveys to be emailed tenants and for a text reminder to be sent. BCH's Involvement and Communications Team advertised survey and promoted participation with tenants and staff. Paper survey inputting conducted by Housing Standards & Compliance Manager, who also conducted telephone surveys, along with the Modern Apprentice at Housing Options. Performance Team in BCH responsibility for producing data that allowed tenants to be surveyed in the appropriate communication preference, as well as data that allowed for results to be calculated. Collaboration between Council and company to calculate

			data.
External Contractor requirement	31	N/A	
Data protection	32	Yes	A Data Protection Impact Assessment that had been undertaken in 2025 with the Information & Governance Team, was reviewed prior to the survey being completed, to ensure compliance with GDPR.
Confidentiality	33, 34	Yes	Confidentiality statement on survey adhered to. More detailed information regarding demographics that may result in identifiable tenants only shared internally.
Publication	35-38	Pending	Will follow these requirements once permission for publication given
Regulatory Data Return	39	Pending	Submission to Regulator will be done by 30 th June 2026
Representation	47	Yes	Sample size 4626 LCRA surveyed. Required 532 returns to have a confidence level of 95% with a margin of error of 4% (as defined in 42, Table 5 (p17) of TSM: Tenant Survey Requirements) 991 responses received which is a response rate of 21.42%
Representation of tenant population	48, 49, 50, 54	Yes	During analysis identified under and over representation of certain age demographics. This resulted in need to apply weighting.
Data on requisite tenant characteristics	51-53	Yes	Using unique identification numbers, data has been linked to data held on the integrated and housing management system. A detailed Tenant Profiling exercise had been concluded prior to this survey, giving us confidence that we had current information on tenant characteristics and communication preferences.
Weight total responses and apply consistently	55	Yes	See detail within TSM Publication Report.
Retaining data	59	Yes	Data retained and available in Shared drive folder with permissions to access limited to appropriate staff members.
Collection method	60, 61, 63,	Yes	Prior to the survey a comprehensive tenant profiling exercise had been concluded, including identifying and recording communication preference. This provided confidence that communication method met tenant need. Costing exercise for paper surveys was completed prior

			to appointing Council Print Services to print and post surveys. Working with the Council's Infusion Team we were able to utilise existing software (Snap) to undertake on-line surveys, incurring costs only for staff time. We were also able to utilise software from the Council's Communications Team to send reminder texts to tenants at a nominal cost. Translations were done through the Council's translation contractor Dals. Overall cost of survey was: Translations £183.06 Prizes: £225 Printing: £814.52 Envelopes: £275.52 Postage: £2,152.33 Staff time: £160.80 Email survey: £60 Text reminder: £160.95 = £4,032.18 + VAT
Removal of tenants from survey list for medical reasons.	64, 65	Yes	2 removed because they had expressly asked not to be surveyed. No other removals.
Incentivisation	66	Yes	Love2Shop vouchers
Not Applicable	27, 28, 56 40-47, 57, 58, 62	Yes	Relating to providers with fewer than 1000 units Relating to Sampling (Census approach taken)

TSM Technical Requirements (related to tenant perception survey)

Requirement	Point	Compliant	Evidence
Specific description	7	Yes	Wording within Board report and will be published. <i>e.g. Proportion of respondents who report that they are satisfied with the overall service from their landlord.</i>

Level of reporting for group structures	9,10	N/A	
Relevant Social Housing Stock	11, 12, 13	Yes	All low-cost rental accommodation (LCRA) households in dwelling units were surveyed (census approach). BCH has no low-cost home ownership schemes.
Excluded dwelling units	14, 15, 16, 19	Yes	Leaseholders excluded. LCRA stock is defined in sections 69 Housing and Regeneration Act 2008 ('the Act'): https://www.legislation.gov.uk/ukpga/2008/17/section/69 Hostel accommodation managed by BCH is not made available for rent, so is not included within LCRA stock
Reporting	20	Yes	Reporting for period 2025-26
Data Protection & Confidentiality	22	Yes	DPIA conducted in conjunction with Council's Information Governance Team Confidentiality statement on survey adhered to. More detailed information regarding demographics that may result in identifiable tenants only shared internally.
Responsibility for accuracy	24	Yes	Report to Boards and CLT for ratification.
Calculations	24	Yes	In line with technical requirement
Not Applicable	9,10	Yes	Relates to group structures
	22		Relates to RPs with fewer than 1000 properties