

Measure	BCH 24/25	RSH Median 24/25	Completed Actions	On-going Activity	Target date	TSM Result 2025 /26	New Actions
TP05 Home Safe	79.02%	80.30%	NEW: Following publication of RSH Headline Report 2024/25	Tenant Newsletter to mirror language in TSMs to demonstrate to tenants how BCH keep homes safe.	Apr-26		
TP07 Keep Informed	71.40%	74.40%	Increased amount of performance data in newsletter.	Review of Service Standards and subsequent monitoring.	Apr-26		
			Developed a quarterly performance poster with TOWER Scrutiny.	Pending publication of performance poster	Apr-26		
			Introduced bi-annual feedback matters newsletter which describes opportunities for tenant participation and how tenant voice has influenced/informed decision making.		Apr-26		
TP08 Fairness & Respect	75.94%	80.40%	Tenant Profiling: Achieved 80% response rate, so have more confidence in understanding tenant's protected characteristics and communication needs. Will be able to gauge whether we are delivering landlord services equitably.	To assess TSM satisfaction 2025/26 against protected characteristic information.	Apr-26		
			Have discussed within TOWER Scrutiny to gain tenant insight into why this is low. Perception of what 'fairness and respect' meant included where contractors/gardeners may not have cleaned up after themselves, which is something that previously had not been considered.	To develop Community Engagement Strategy.	Apr-26		

Respect			Reintroduced transactional surveys to Repairs, Lettings and Neighbourhoods to gain insight to customer service experience.	To monitor areas where customer service satisfaction is low and where themes/trends arise to take appropriate action e.g. staff training or performance management.	Apr-26		
			Looked into complaints where tenants felt that they had been discriminated against. 4 total and 2 upheld/partially upheld because of failure to take into account support or communication needs when delivering landlord services.	To monitor discrimination in complaint handling.	Apr-26		
TP10 Communal Areas	62.24%	68.80%	Enhancement of noticeboards to provide clear picture of tenants how communal areas should look, when cleaning contractors attend and useful numbers.	Review of Service Standards and subsequent monitoring.	Apr-26		
			Monthly contract meetings to monitor performance (check KPIs)		Apr-26		
			Tenant Newsletter to mirror language in TSMs to help tenants identify on-going works to address concerns/issues in communal areas.		Apr-26		
TP11 Contribution to Neighbourh ood	63.98%	67.20%	Walk-About programme embedded including communicating to specific areas when action has been taken.	Reviewing Neighbourhood strategy	Apr-26		
				Tenant Newsletter to mirror language in TSMs to demonstrate to tenants how BCH makes contribution to the neighbourhood.	Apr-26		

TP12 Anti-social behaviour	59.09%	63.40%	Reintroduced transactional surveys to Neighbourhoods to gain additional tenant insight.	Review of policies and procedures	Apr-26		
			Enhanced staff training programme (on-going).	Review of Service Standards and subsequent monitoring.	Apr-26		
			Improving casework management framework (on-going)		Apr-26		
BS01 Gas Safety	99.84	100%	Cross-departmental review (BCH and Council) of policies and procedures.	Finalise procedures	Apr-26		
			No Access Policy developed	Publish Policy	Apr-26		
			Task and Finish Group established to develop agreed and consistent BCH/Council approach to access issues.		Apr-26		
CH01 (2) Stage 2 Complaints	7.5	9	Stage 2 complaints have been identified as high and work has been done to try and reduce these e.g. managers making contact with complainants. There has been a reduction (9.4 to 7.5) but continue to monitor.		Apr-26		