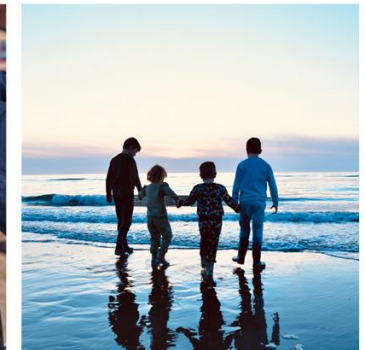
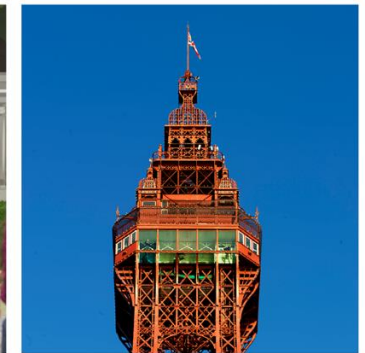
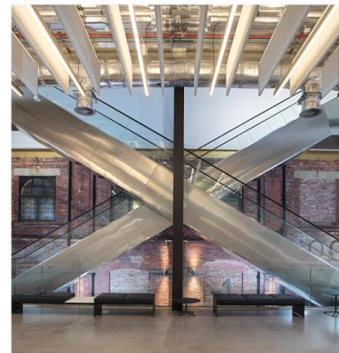
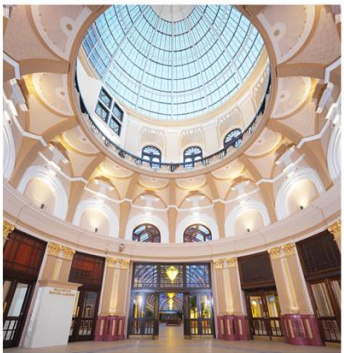


Tenant Satisfaction Measures – Analysis 2024/25

Blackpool Council



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Background

In order to meet the requirements set out by the Regulator, Blackpool Council, supported by Blackpool Coastal Housing's Performance Team and Information & Communications team, undertook a tenant perception survey between 30th January and 7th March 2025.

The purpose of the survey is to provide tenants with greater transparency about their landlord's performance. The survey consists of 12 questions that have been stipulated by the Regulator. Alongside this landlords are required to produce data on 14 management measures.

Throughout the report performance will be measured against the Regulator's [TSM: Headline Report 2023/24](#), last year's results, benchmarking and BCH's own targets. Ward satisfaction tables will be where there were 10 or more responses unless otherwise stated.

The survey achieved a response rate of 24.80%, with 1149 responses from a tenant population of 4633.

A full list of results for 2024/25 (comparing with previous years) can be found in Appendix A.

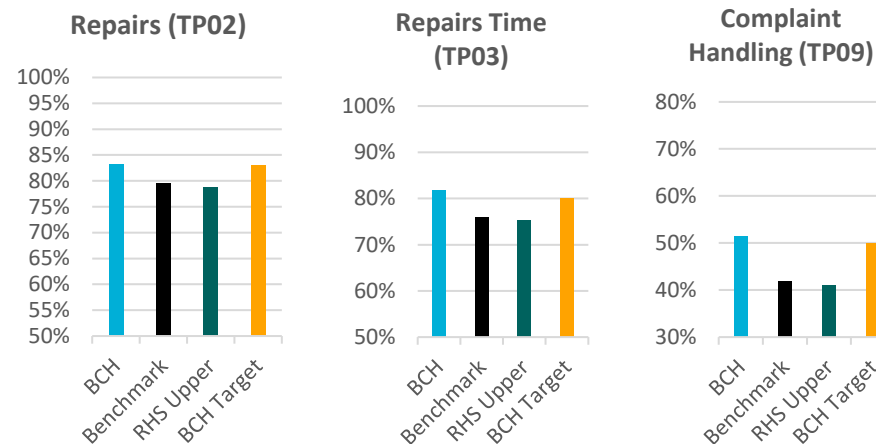
Executive Summary

Overall we should be reasonably pleased with the outcomes of the TSMs this year. BCH performance remains consistent and in most areas and performs in the median range.

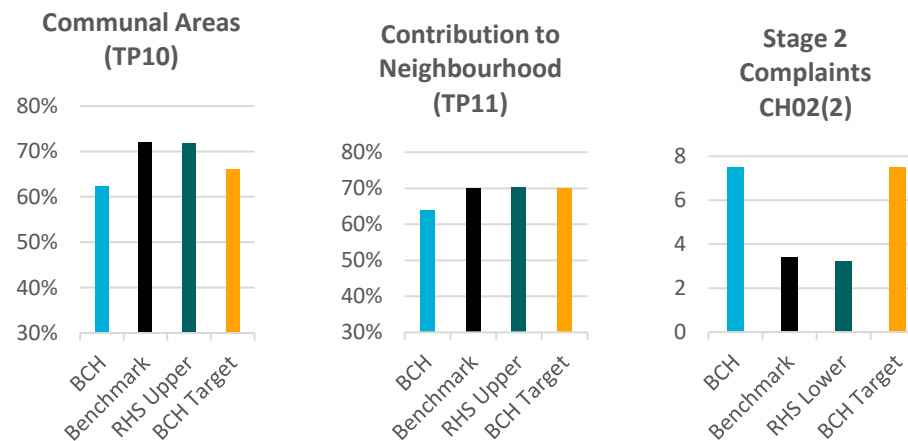
Satisfaction with the **Repairs Service** and **Complaint** handling are the **upper range**, these areas also exceed BCH targets.

Areas performing in the lower median range includes satisfaction with maintenance of communal areas, contribution to the neighbourhood & Stage 2 complaints.

Upper Range Satisfaction (Top 25%)



Lower Median Range Satisfaction (Bottom 50%):



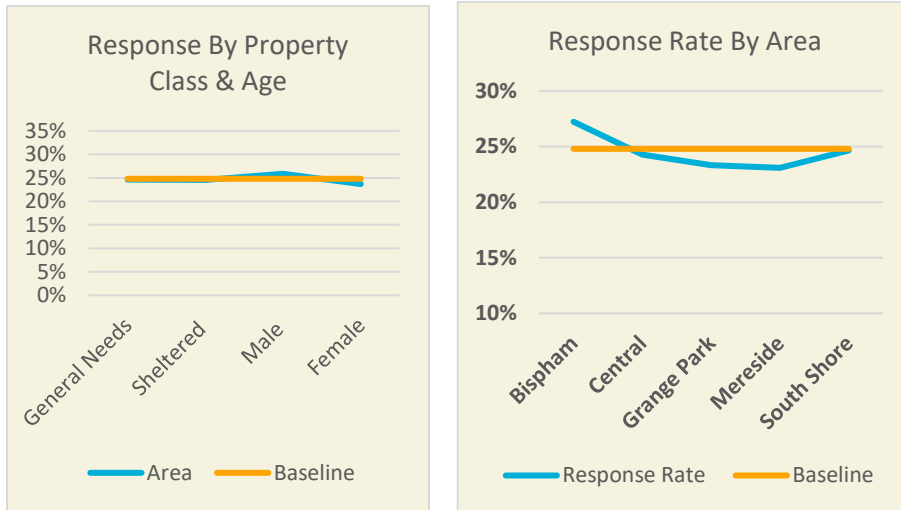
Wards: Anchorsholme, Bloomfield & Tyldesley were wards who reoccurred most in least satisfied wards.

Brunswick, Claremont & Greenlands reoccurred most often in most satisfied wards.

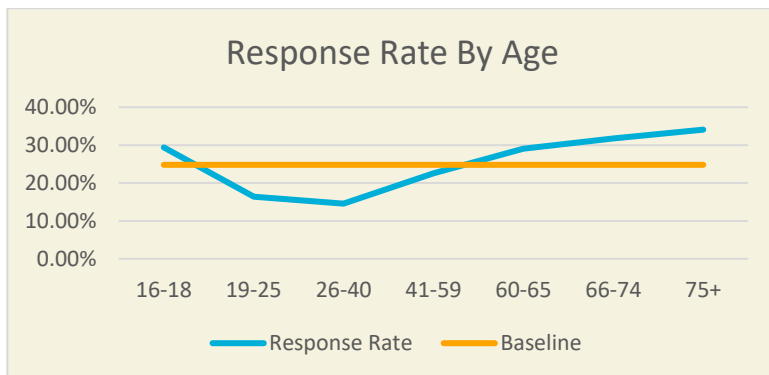
Representation

Survey participation remained consistent with last year, with a baseline response rate of 24.80% (2023/24 26.68%).

Response rates in terms of area, property class and sex were consistent with the baseline:

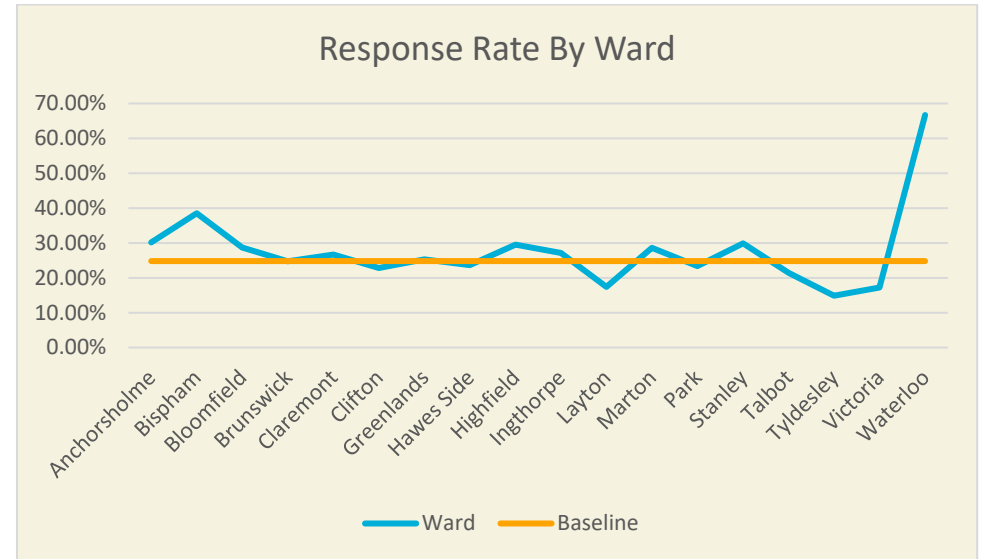


As we have seen in previous years, there is an over-representation for those aged 60 or over, and under representation for those aged between 19 and 40.



Ward representation

The response rates for most wards was within 1-5% either way of the baseline (24.80%).



Those areas that had higher or very much lower participation rates tended to be those with small numbers of properties in the ward e.g. Waterloo had a 66.67% response rate and has 3 properties in the ward.

There were 3 areas with larger tenant populations that had much lower response rates than the 24.80% baseline.

Layton	• 17.42%
Victoria	• 17.24%
Tyldesley	• 14.86%

Overall satisfaction TP01

Overall satisfaction remains consistent with last year's performance with 79.22% tenants reporting overall satisfaction and 11.32% expressing dissatisfaction.

Ward: Areas with the lowest levels of satisfaction (more than 5% above the baseline) were Anchorsholme, Bispham, Talbot, Tyldesley and Victoria.

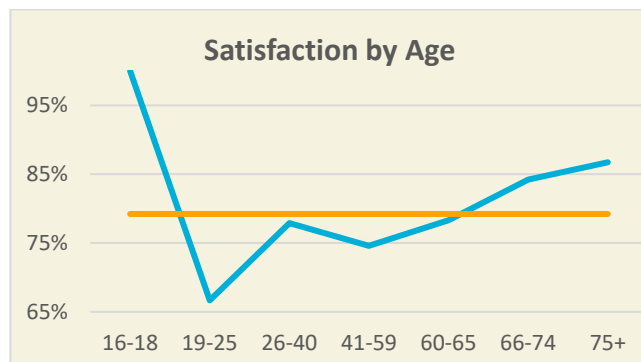
Areas reporting more than 5% above baseline satisfaction were Brunswick and Greenlands.

Where there were more than 10 responses, satisfaction by ward was as follows.

Overall Satisfaction (TP01)			Overall Satisfaction (TP01)		
	2024/25	2023/24		2024/25	2023/24
Talbot	66.67%	87.50%	Claremont	88.71%	88%
Victoria	72.00%	67.86%	Brunswick	87.50%	85.48%
Tyldesley	72.73%	64.29%	Greenlands	83.33%	90.77%

A graph with satisfaction for all wards is at Appendix B. It shows a dip in satisfaction in all areas but Layton, Clifton, Tyldesley and Victoria.

Age: Those aged 16-18 and those aged 66+ were the most satisfied, while those aged 19-25 were the least satisfied.



Fairness & Respect (TP08)

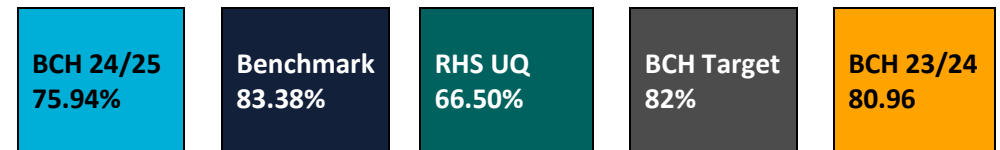
Last year tenant satisfaction in this area was 80.96%, it is now 75.94%

An administrative error resulted in the paper surveys having incorrect scaling answers for this question.

A decision was made by the Housing Standards & Compliance Manager and BCH Performance Manager to omit these results. As such 358 returned paper surveys were not included for this question. However, we still received 780 responses with the correct scaling questions, which still exceed the required number for statistical accuracy (532).

Had they have been included, there would have been a 1.12% increase in satisfaction in this area.

However, there has been a reduction in satisfaction. While we are performing well against the RHS findings we are not meeting our own target or benchmarking.



These are the areas who were most and least satisfied that they had been treated with fairness & respect:

Treat with fairness & respect (TP08)			Treat with fairness & respect (TP08)		
	2024/25	2023/24		2024/25	2023/24
Layton	50%	62.50%	Brunswick	91.67%	85.94%
Highfield	70%	85.48%	Claremont	85.37%	87.10%
Victoria	71.43%	70.37%	Greenlands	82.05%	89.33%

Safety & Quality Standard

There are 3 TPS questions and 2 Management Measures associated with repairs and maintenance. As we have seen satisfaction with Repairs and Repairs Time has increased.

Satisfaction by Wards:

Repairs Satisfaction (TP02)		
	2024/25	2023/24
Bloomfield	62.96%	90.00%
Stanley	73.68%	85.19%
Anchorsholme	78.38%	81.82%

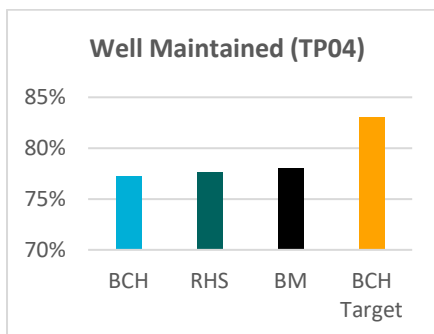
Repairs Satisfaction (TP02)		
	2024/25	2023/24
Claremont	92.31%	94%
Greenlands	90.57%	91.80%
Victoria	88.24%	70.83%

From the above table we can see satisfaction with repairs has improved in Victoria but has significantly reduced in Bloomfield and Stanley.

Repair Time Satisfaction (TP03)		
	2024/25	2023/24
Bloomfield	68.75%	86.67%
Stanley	68.75%	76.92%
Anchorsholme	70.83%	78.13%

Repair Time Satisfaction (TP03)		
	2024/25	2023/24
Brunswick	93.02%	81.40%
Highfield	91.18%	79.25%
Claremont	89.36%	89.80%

From the above table we can see satisfaction with repairs has improved in Brunswick and Highfield but has significantly reduced in Bloomfield.



In terms of satisfaction that homes well-maintained, BCH achieved **77.19%**.

Performance does not meet own targets (83%), but does perform close to the RHS upper quartile (77.6%).

Home Well-Maintained (77.19%) by Ward

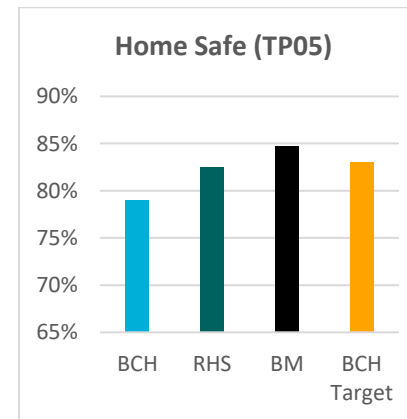
Home Well-Maintained (TP04)		
	2024/25	2023/24
Layton	68.18%	62.50%
Marton	70.00%	66.67%
Bloomfield	70.27%	84.21%

Home Well-Maintained (TP04)		
	2024/25	2023/24
Claremont	88.89%	90.77%
Greenlands	87.10%	85.33%
Brunswick	84.38%	77.42%

We can see that satisfaction has dropped in Bloomfield.

In other wards we have seen significant changes in Hawes Side – where satisfaction dropped from 85.71% to 74.14%. In Tyldesley there was a significant increase in satisfaction where 57.14% increased to 72.73%.

Home Safe (79.02%)



BCH are currently performing in the upper median range in this area. However, are not meeting their own target or benchmarking.

The below tables show a significant drop in performance in Bloomfield. But while Tyldesley still have low rates of satisfaction for home safety, there has been a large increase in satisfaction. Brunswick has also seen an increase in satisfaction.

Home Safe (TP05)		
	2024/25	2023/24
Bloomfield	64.86%	79.49%
Victoria	70.83%	71.43%
Tyldesley	72.73%	57.14%

Home Safe (TP05)		
	2024/25	2023/24
Brunswick	93.75%	85.71%
Claremont	85.71%	90.77%
Greenlands	85.25%	89.33%

Safety & Quality Management Measures

In terms of completing repairs in target timescales, while we are not meeting our own targets, performance has increased on last year and exceeds benchmarking and the RHS upper quartile.

	BCH 2024/25	BCH 2023/24	Bench- marking	RHS Upper	BCH Target
RP02(1): Non-Emergency	92.26%	89.08%	89.08%	89.20%	97%
RP02(2): Emergency	99.57%	98.29%	98.50%	98.70%	99.70%

Health & Safety Measures

- **Non-decency (RP01)** remained at **0.04%** (top 25% against benchmarking).
- **Fire Risk Assessment (BS02)** completion reached **100%** (last year performance was 99.57%).
- **100%** compliance remained for **Asbestos (BS03)**, **Water (BS04)** and **Lift (BS05)** safety checks
- **Gas Safety (BS01)** performance dipped by 0.1% on last year and was **99.84%**

No Access issues remain the barrier to achieving full compliance with gas safety checks.

Transparency, Influence & Accountability

Tenant engagement is at the heart of the new Consumer Standards with the responsibilities for meeting compliance with this standard sitting across all BCH departments.

As we have seen performance in complaint handling, that while dipped for BCH (last year was 54.85% satisfaction) still exceeded our own targets and benchmarking for this area.

Complaints (51.40%)

We have already seen that satisfaction with complaint handling is in the highest quartile. In terms of ward perception (when 7 or more responses have been received):

Complaint Handling (TP09)		
	2024/25	2023/24
Anchorsholme	28.57%	64.29%
Park	45.83%	52.17%
Highfield	47.37%	56.52%

Complaint Handling (TP09)		
	2024/25	2023/24
Claremont	70.00%	54%
Greenlands	66.67%	52.00%
Brunswick	57.14%	66.67%

Anchorsholme satisfaction was particularly low, where Claremont and Greenlands had high levels of satisfaction. It is also worth noting that last year Layton's satisfaction with complaint handling was 33.33%. This has now increased to 54.55%

Complaints Management Measures:

While we have seen a reduction in numbers of complaints, we are experiencing higher volume than other landlords.

	BCH 24/25	RHS	Bench- mark	BCH Target	BCH 23/24
CH01(1): Stage One complaints per 1,000 homes.	33.15	24.4	26.43	30	44.08
CH01(2): Stage Two complaints per 1,000 homes.	7.5	3.2	3.4	7.5	9.4

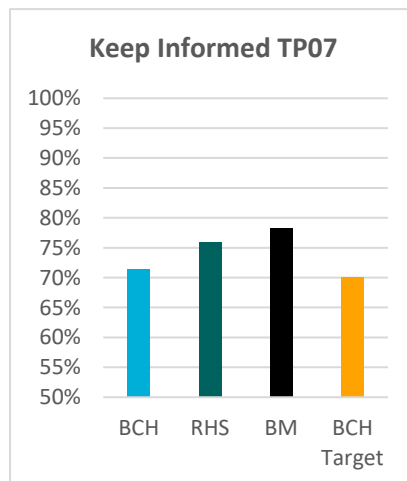
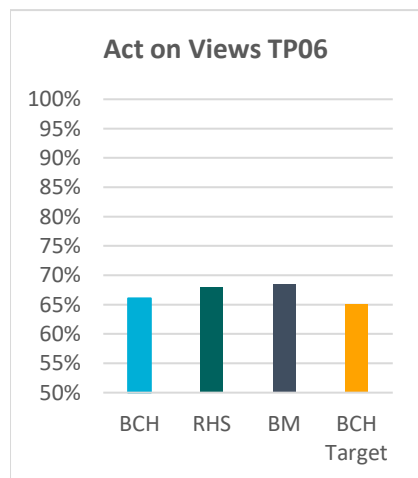
In terms of completing complaints within timescales, BCH performs highly in this area – which may be a reason why they score highly in satisfaction in this area.

	BCH 24/25	RHS	Benchmark	BCH Target	BCH 23/24
CH02(1) Stage One Completed in timescales	98.79%	64.60%	94.65%	90%	97.00%
CH02(2) Stage Two completed in timescales	100%	64%	95.95%	90%	93.35%

Note: The Regulator has made it clear that it should not be inferred that high numbers of complaints necessarily indicate poor landlord performance, and higher numbers of complaints can be viewed as landlords having an accessible and transparent complaints process.

Acts on Views (66.06%) and Keeps Informed (71.40%):

In terms of Acting on Tenants View and Keeping Tenants Informed we are exceeding own targets but not reaching benchmarking or the RHS upper quartile (though we are performing in the upper median range – so top 50%).



In terms of **ward performance** in these areas:

Stanley saw a marked reduction in satisfaction with **Acting on Views** - last year they were one of the most satisfied area.

Acts on Views (TP06)		
	2024/25	2023/24
Tyldesley	60.00%	57.14%
Stanley	60.71%	80.00%
Anchorsholme	61.70%	62.00%

Acts on Views (TP06)		
	2024/25	2023/24
Brunswick	76.56%	71.43%
Greenlands	74.58%	78.67%
Claremont	73.61%	73.44%

In terms of keeping informed, satisfaction dropped most significantly in Bloomfield and Greenlands (albeit satisfaction remains high), while Brunswick satisfaction increased most noticeably:

Keep Informed (TP07)		
	2024/25	2023/24
Ingthorpe	66.04%	71.68%
Bloomfield	66.67%	78.38%
Tyldesley	66.67%	71.43%

Keep Informed (TP07)		
	2024/25	2023/24
Brunswick	80.33%	75%
Claremont	78.26%	75.41%
Greenlands	74.19%	84.00%

Neighbourhood & Community

There are 3 TPS questions linked to the Neighbourhood & Community Standard and 2 Management Measures. As we have seen, there has been a drop in satisfaction in Communal Areas and Contribution to the Neighbourhood.

In terms of Ward performance: **Communal Areas 62.24%**

Communal Areas (TP10)		
	2024/25	2023/24
Bloomfield	53.57%	68.00%
Clifton	55.36%	70.59%
Claremont	56.25%	72.34%

Communal Areas (TP10)		
	2024/25	2023/24
Brunswick	80.00%	68.75%
Highfield	75.61%	63.16%
Greenlands	70.59%	59.75%

We can see significant improvements in satisfaction in Brunswick, Highfield and Greenlands. But we can also see significant reductions in satisfaction in Bloomfield, Clifton and Claremont.

Positive Contribution to the Neighbourhood 63.89%

Positive Contribution to Neighbourhood (TP11)		
	2024/25	2023/24
Tyldesley	40.00%	57.14%
Victoria	52.17%	70.37%
Bloomfield	54.29%	64.86%

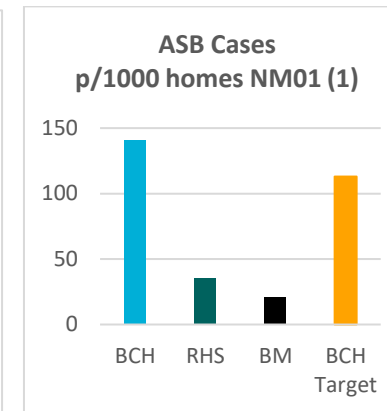
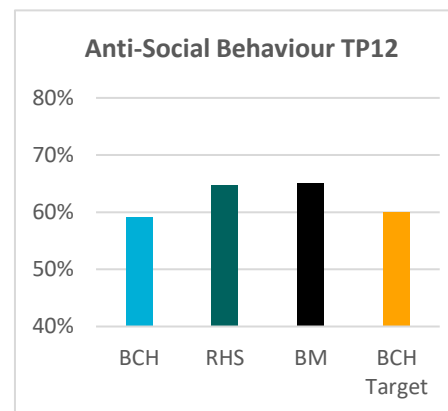
Positive Contribution to Neighbourhood (TP11)		
	2024/25	2023/24
Brunswick	74.60%	77.42%
Greenlands	74.58%	68.00%
Stanley	74.19%	76.47%

We can see an improvement in satisfaction in Greenlands, but we also see significant reduction in satisfaction in Tyldesley, Brunswick and Victoria.

Anti-Social Behaviour (59.09%)

Satisfaction was similar to last year and is the upper median range . It is also slightly under our own target and less than benchmarking.

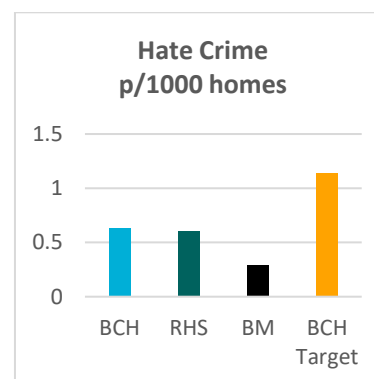
There has been a reduction in ASB cases from 161.90 to **140.85** but numbers remain high – though, like complaints, we do not necessarily conclude that high numbers of reports mean poor landlord performance in this area.



In terms of wards:

Anti-Social Behaviour (TP12)		
	2024/25	2023/24
Tyldesley	50.00%	42.86%
Ingthorpe	51.32%	60.92%
Bloomfield	54.29%	50.00%

Anti-Social Behaviour (TP12)		
	2024/25	2023/24
Greenlands	72.55%	63.51%
Victoria	66.67%	55.56%
Hawes Side	65.31%	67.74%



NMO1 (2): Hate Crime

Last year hate crime incidences were 1.46 per 1000 properties. This has reduced to 0.63 but is still higher than RHS (0.2) and benchmarking (0.29)

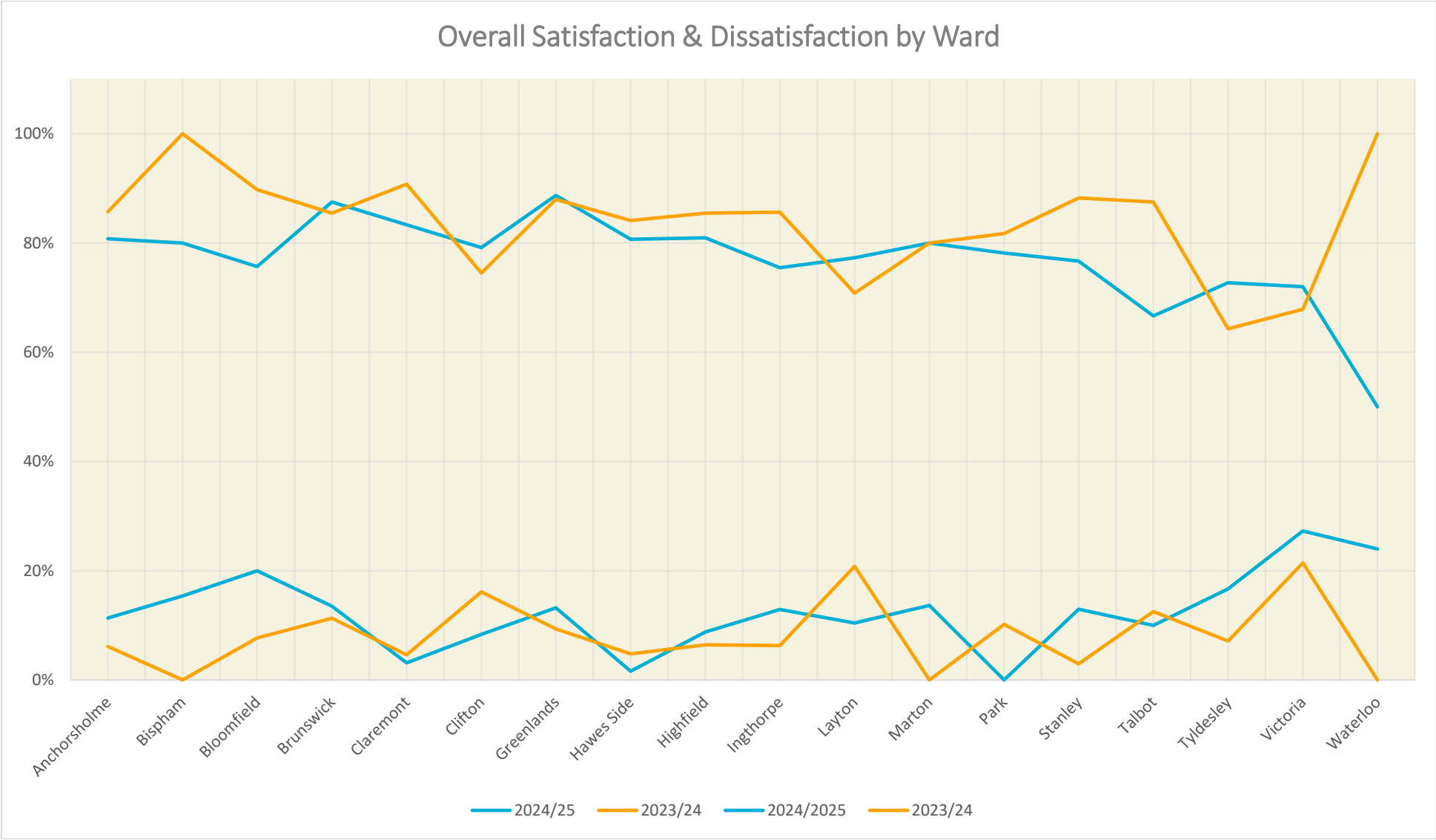
Appendix A: Tenant Satisfaction Measure 2024/25

TSM Perception Measures (LCRA)	BCH 24/25	BCH 23/24	BCH 22/23	Bench- Mark	RHS UQ 23/24
TP01: OVERALL SATISFACTION Proportion of respondents who report that they are satisfied with the overall service from their landlord.	79.22%	80.96%	77.56%	80.95%	78.4%
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.	83.23%	81.74%	82.09%	79.60%	78.7%
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.	81.81%	78.34%	76.61%	75.90%	75.3%
TP04: HOME WELL MAINTAINED Proportion of respondents who report that they are satisfied that their home is well maintained.	77.19%	77.92%	82.10%	78%	77.6%
TP05: HOME SAFE Proportion of respondents who report that they are satisfied that their home is safe.	79.02%	79.91%	82.58%	84.70%	82.5%
TP06: ACTS ON VIEWS Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66.06%	67.89%	58.77%	68.50%	67.9%
TP07: KEEP INFORMED Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	71.40%	73.10%	67.32%	78.30%	75.9%
TP08: FAIRNESS & RESPECT Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	75.94%	80.96%	81.66%	83.38%	82.8%
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.	51.40%	54.85%	46.91%	41.88%	41.1%
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.	62.24%	66.78%	65.82%	72%	71.7%
TP11: CONTRIBUTION TO NEIGHBOURHOOD Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	63.89%	68.52%	69.30%	74%	70.4%
TP12: ANTI-SOCIAL BEHAVIOUR Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	59.09%	60.29%	59.93%	65.13%	64.8%

TSM Management Measures	BCH 2024/25	BCH 23/24	BCH 22/23	Bench- Mark	RHS UQ 22/24
BS01: GAS Proportion of homes for which all required gas safety checks have been carried out.	99.84%	99.94%	99.96%	100%	100%
BS02: FIRE Proportion of homes for which all required fire risk assessments have been carried out.	100%	99.57%	95.96%	100%	100%
BS03: ASBESTOS Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	100%	100%	100%
BS04: WATER Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%	100%	100%
BS05: LIFT Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	100%	100%	100%	100%

RP01: DECENT HOME STANDARD: Proportion of homes that do not meet the DHS	0.04%	0.04%	0.04%	0.29%	3.43%
RP02(1): NON-EMERGENCY REPAIRS: Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	92.26%	89.08%	91.58%	89.08%	89.2%
RP02(2): EMERGENCY REPAIRS: Proportion of emergency responsive repairs completed within the landlord's target timescale.	99.57%	98.29%	99.93%	98.50%	98.7%
CH01(1): STAGE ONE COMPLAINTS: Number of stage one complaints received per 1,000 homes.	33.15	44.08	17.61	26.43	24.4 (LQ)
CH01(2): STAGE TWO COMPLAINTS: Number of stage two complaints received per 1,000 homes.	7.50	9.4	5.73	3.4	3.2 (LQ)
CH02(1): COMPLAINT TIME (STAGE 1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	98.79%	97.00%	88.89%	94.65%	82.3%
CH02(2): COMPLAINT TIME (STAGE 2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100%	93.35%	92.31%	95.95%	83.6%
NM01 (1) ABS PER 1000 HOMES Number of anti-social behaviour cases, opened per 1,000 homes.	140.85	161.90	161.09	21.24	20.7
NM01 (2) HATE INCIDENTS PER 1000 HOMES Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.63	1.46	x	0.29%	0.2%

Appendix B



Document Control

Document owner:	
Document number:	
Document category:	
Document location:	
Issued by:	
Last edited:	

Record of Amendments:

Date	Version	Amended by	Description of changes

Approved By:

Name	Title	Signature	Date