

Tenant Satisfaction Measures: Analysis Report 2025/26

Blackpool Council



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Background

To meet the requirements set out by the Regulator, Blackpool Council, supported by Blackpool Coastal Housing's (BCH) Performance Team and Information & Communications team, undertook a tenant perception survey in February 2026.

The purpose of the survey is to provide tenants with greater transparency about their landlord's performance, measured against key areas of the Consumer Standards.

The tenant survey consisted of 12 questions that have been stipulated by the Regulator. Alongside these landlords are required to produce data on 14 management measures, which is operational data and provides insight into how landlords are delivering services.

Throughout the report performance will be measured against last year's results and the Regulator's [TSM: Headline Report 2024/25](#). Comparison is against 'All low-cost rental accommodation' for the tenant perception measures and 'All -management information TSMs' for the management measures. Both of which can be found in Annex 6 of the document.

Ward satisfaction tables will be where there were 10 or more responses unless otherwise stated.

Following on from the 2025/26 results, key operational leads met to discuss the finding, and this analysis and subsequent suite of actions have been co-produced by BCH and Blackpool Council.

Executive Summary

Satisfaction in 9 of the 12 of the **tenant perception measures** has increased from the previous year. A full list of results for 2025/26 (comparing with the previous year) can be found in Appendix A.

Following on from the 2024/25 results, a number of actions were taken with the ambition of improving results in specific areas. Appendix B provides a breakdown of this and what impact the actions had. It shows the largest areas of improvement to be within the Neighbourhood and Community measures, particularly tenant satisfaction with communal areas.

BCH performance is now in the median and upper range in all areas. This includes maintaining high levels of satisfaction with the Repairs Service and Complaint handling.

In terms of **management measures** performance has been maintained or improved in all but 1 of the areas, namely gas safety checks which. Our ambition is to achieve full compliance in this area. To do BCH and the Council are prioritising a cross-departmental approach to access.

However, overall, we should be reasonably pleased with the outcomes of the TSMs this year.

The report below explores satisfaction rates within wards and tenant demographics and provides details of what actions will be taken to improve performance in areas performing below the median range (in the bottom 50%).

A full breakdown of the actions arising from the TSM Results can be found in appendix C.

Representativeness

The survey achieved a response rate of 21.42%, with 991 responses from a tenant population of 4626. The response rate has reduced from last year where we saw a 24.80% response rate, with 1149 responses from a tenant population of 4633.

During 2025/26, BCH undertook an extensive tenant profiling exercise to ensure that they had a contemporary understanding of their tenant's personal circumstances, including any vulnerabilities they had. This helps BCH to provide landlord services in a way that meets the individual needs of their tenants.

On analysis, tenant participation was broadly representative by tenant population:

Personal Characteristic	% Tenant Population	% Response
Male	41.50%	42.58%
Female	58.32%	56.61%
Disability	47.97%	52.17%
LGBTQ+	5.04%	4.74%
Ethnicity	7.63%	7.37%

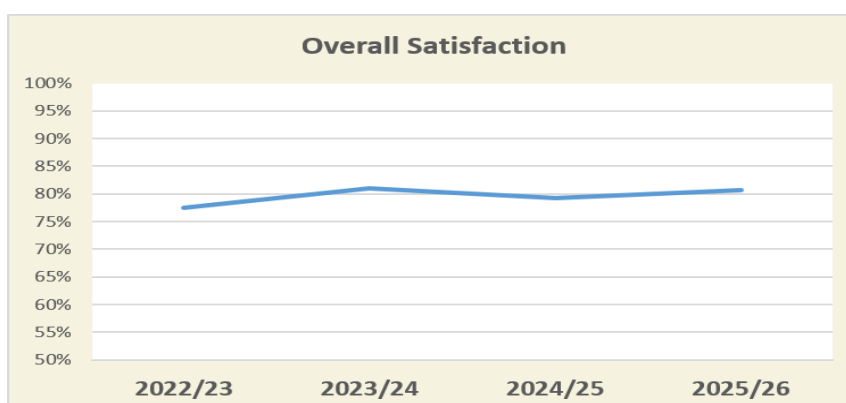
However, there was under within certain age ranges, a breakdown of which can be found in appendix D.

As such, in accordance with the technical requirements, weighting relating to age groups has been applied to all tenant perception questions.

This resulted in a reduction in satisfaction across 11 of the 12 measures. A breakdown of the weighted and unweighted results, can also be found within Appendix A. The weighted results are those published on the website.

Overall Satisfaction:

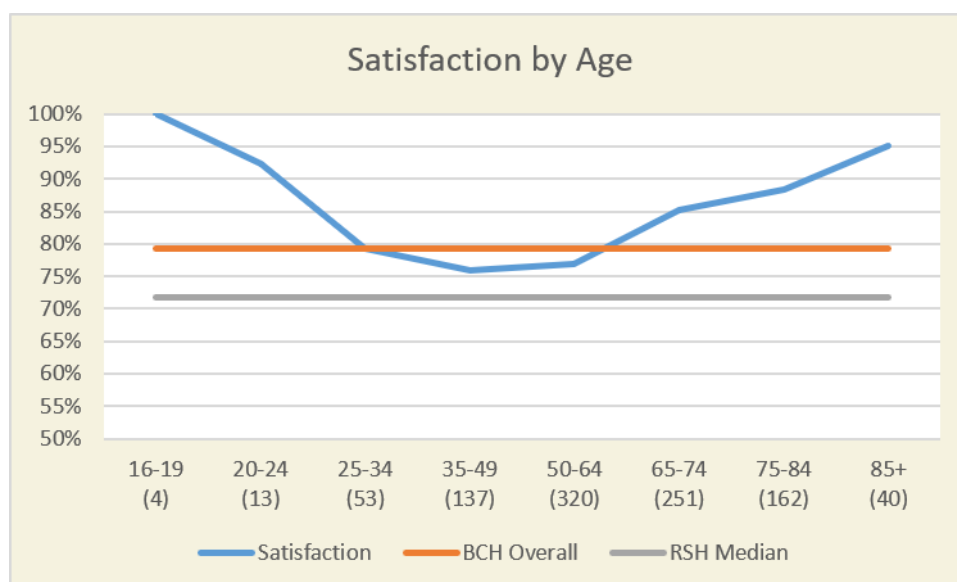
Overall Satisfaction was **80.64%** which is in the upper 25% of performance: Performance has remained consistent over the last 4 years.



Overall Satisfaction by Age:

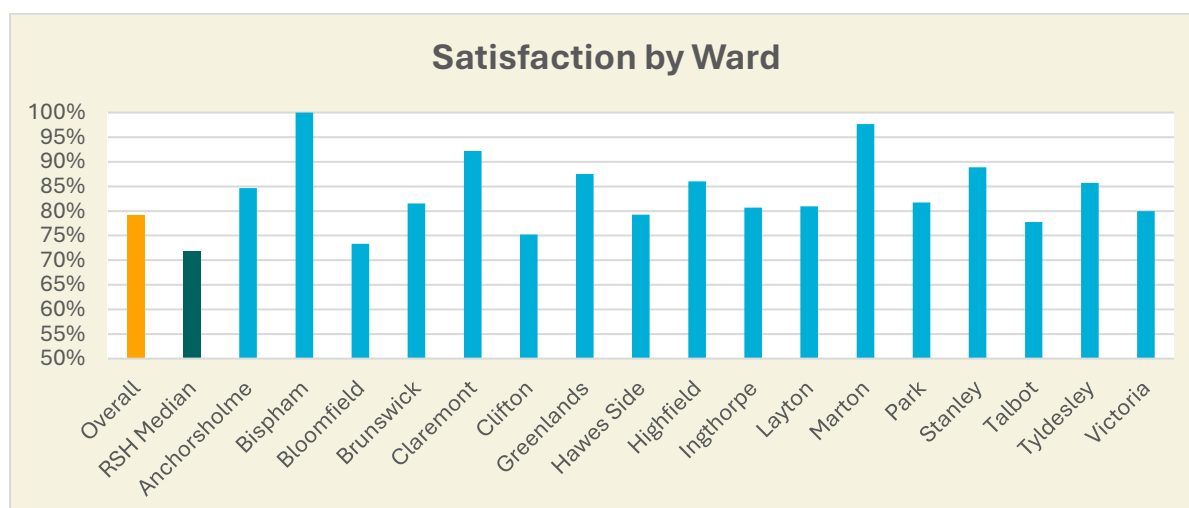
Below is a table that describes age range, number of responses per age group and satisfaction, compared to overall satisfaction and median (top 50% performance).

As can be seen that satisfaction amongst ages 25-64 was less than the rest of the tenant population.



Overall Satisfaction by Ward:

In terms of satisfaction by ward, we can see that all wards achieved satisfaction rates in at least the median range.



Note: There were no responses for Norbreck, Warbreck and Waterloo, where we have a total of 8 properties.

The overall least satisfied wards were:

Layton	• Bottom 3 in 9 out of 12 measures
Bloomfield	• Bottom 3 in 8 out of 12 measures
Clifton	• Bottom 3 in 8 of 12 measures

The most satisfied ward was:

Claremont	• Top 3 in 11 out of 12 measures
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Activity that supports this performance includes the large-scale asset management work in the Spencer Court area.

Alongside this, Greenlands, Marton, Stanley and Hawes Side were in the top 3 in 4 of the 12 measures.

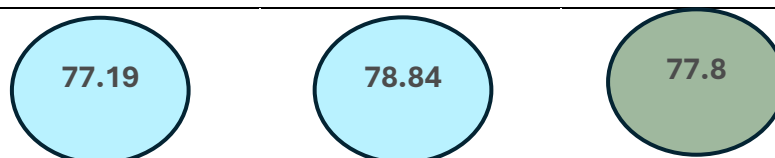
Safety & Quality Standard

Within the Safety and Quality Standard, the housing regulator sets out what landlords are expected to deliver on in terms of health and safety, stock quality and decency and repairs services.

There are 4 tenant perception questions and 8 management measures that rate landlord performance against this standard.

While the overall satisfaction with repairs and repairs completed within target timescales dipped slightly, performance remains in the upper quartile (top 25%). Satisfaction that homes were well-maintained (TP04) was also in the top 25%.

	BCH 2024/25	BCH 2025/26	Top 25%
TP02: Overall Satisfaction with Repairs	83.23	80.83	79.6
TP03: Satisfaction with Repair Timescales:	81.8	79.99	76.5
TP04: Satisfaction with Homes Being Well-Maintained			



Tenant satisfaction with the repairs and home maintenance measures can be linked to the performance within the Repairs Service. BCH has maintained and improved on high levels of performance in this area.

Management Measures	2024/25		2025/26		RSH Top 25%
RP02 (a) Non-emergency repairs completed within target timescales	92.26%	↑	98.06%	+ 5.8	89.1%
RP02 (b) Emergency repairs completed within target timescales	99.57%	↑	100%	+ 0.43	98.9%

Satisfaction by wards:

Performance in these 3 measures in all but one of the wards was in the top 50% with the most satisfied wards being:

Repairs (TP02)	
Stanley	100%
Victoria	93.33%
Bloomfield	90.91%

Repair Time (TP03)	
Stanley	100.00%
Claremont	90.63%
Greenlands	89.74%

Home Well-Maintained (TP04)	
Claremont	95.16%
Marton	91.67%
Greenlands	89.29%

Layton

For the above measures satisfaction in Layton was in the bottom 50% for TP03 and TP04:

	BCH overall	Layton	Top 50%
(TP03) Repair Time Satisfaction	79.99%	57.14%	69.50%
(TP04) Home Well maintained	78.84%	71.40%	71.90%

To note, the response rate in Layton was low, 16.54% compared to 21.46%. 21 tenants in Layton replied and 7 answered the repair time satisfaction questions.

TP05 Home Safe:

We asked TOWER scrutiny what this measure meant to them. While this measure falls under the Safety & Quality Standards, tenants considered the environment they live in and people who lived around them, inform how they perceived their view on home safety.

The most satisfied wards in these areas were:

Home Safe (TP05) 79.77%	
Claremont	88.71%
Hawes Side	88.68%
Highfield	88.10%

In terms of ward satisfaction with these measures satisfaction in the following wards were below the median (top 50%) range:

	BCH Overall	Layton	Talbot	Clifton	Top 50%
(TP05) Home Safe	79.77%	61.90%	66.67%	76.52%	77.6

Action 1: 2026/7 Walkabout activity to include Layton and other less satisfied areas to gain insight. Walkabouts to be conducted by a varied range of BCH departments to support a responsive approach to tenant needs.

Action 2: Home Safety roadshows will take place in areas where there is less satisfaction with home safety

Other Safety & Quality Management Measures:

BCH performs in the top 25% in 5 of the 6 other management measures relating to the Safety & Quality Standard. However, there was a slight reduction in the numbers of gas safety certificates being completed in target timescales.

BCH and the Council continue to prioritise activity to address access issues that have prevented 100% compliance with gas safety checks. This is particularly important as we will be required to report to the Regulator on performance against Electrical Installation Condition Report requirements in 2027.

Gas Safety (BS01)

Action 3: On-going collaborative work across BCH and Council to ensure we utilise all tools and powers available to us and that we have sufficient resources in place.

Transparency, Influence & Accountability Standard

Within the Transparency, Influence and Accountability Standard, the housing regulator sets out what landlords are expected to deliver on in terms of how we treat our tenants, communicate with them, manage their complaints and what performance information we share with them.

There are 4 tenant perception questions and 4 management measures that rate landlord performance against this standard.

Following on from the 2024/25 survey work was done to try and improve tenant's satisfaction that BCH were acting on their views (TP06), keeping them informed (TP07) and treating them with fairness and respect (TP08).

We consulted with TOWER scrutiny to establish what these measures meant to them. Their insight was:

- **TP07: Keep Informed:** It mattered most to them that BCH maintained communication with tenants when delivering services to them e.g. making appointments, updating them on casework or repairs, telling them if they had to cancel appointments.
- **TP08: Fairness & Respect:** Alongside being treated with courtesy, being treated with fairness and respect extended to how contractors or teams treated their homes and surrounding areas.

We saw improvements in these areas because of the actions that arose from the 2024/25 survey. This included strengthening how we reported, promoted and monitored how tenant engagement had influenced decision making. Satisfaction with communal areas also increased.

In the following year we want to build on this activity by:

Action 4: Completion, publication and promotion of Equalities, Diversity and Inclusion Strategy

Action 5: Review service outcomes and strengthen monitoring so we are assured that we are meeting service performance measures as set out in strategies

Regarding these measures, the following wards recorded the lowest satisfaction scores, frequently falling into the bottom 50%:

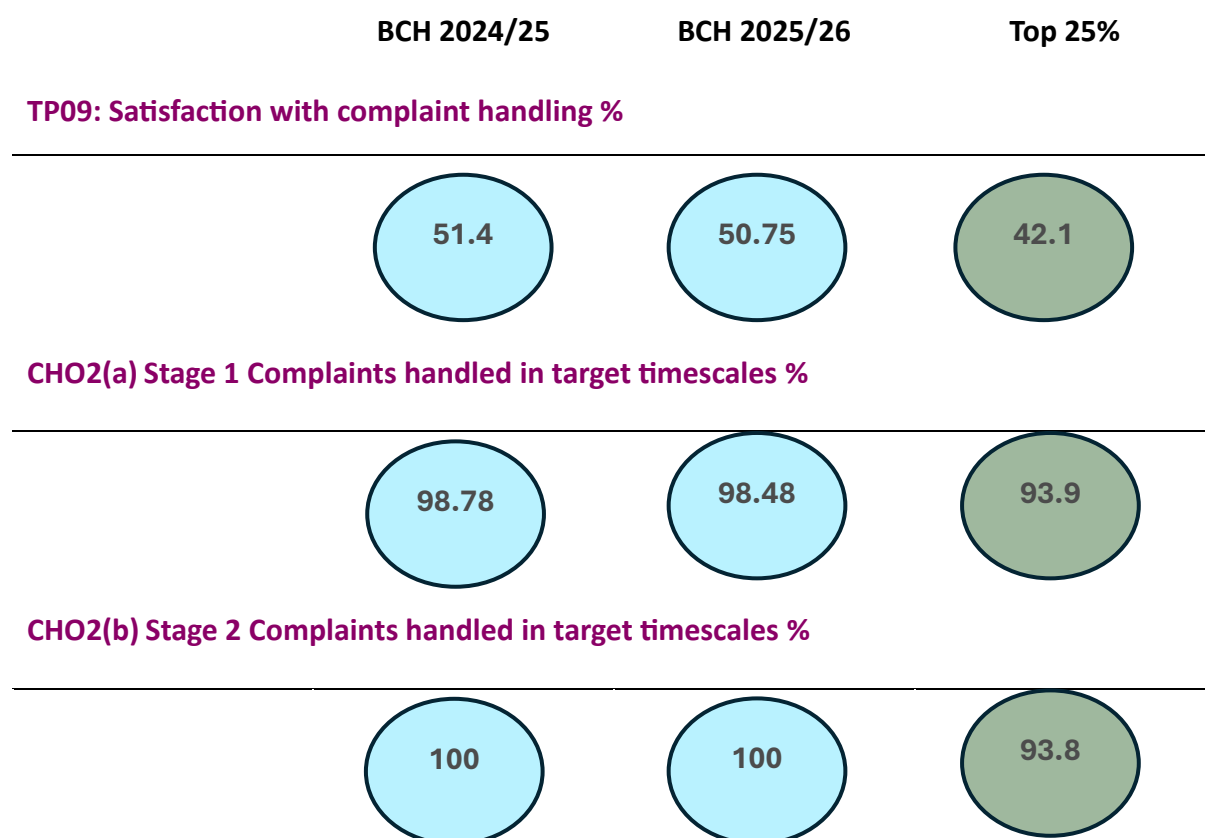
	BCH Overall	Layton	Bloomfield	Clifton	Top 50%
(TP06) Acts on Views	67.75%	61.90%	46.67%	62.02%	61.60%
(TP07) Keep Informed	73.03%	61.90%	65.52%	67.97%	72%
(TP08) Fairness & Respect	78.66%	66.67%	65.52%	76.34%	77.90%

Tenants in the Stanley ward also reported lower levels of satisfaction with being treated with fairness and respect (70.37%)

As such we will be monitoring particularly how activity has improved satisfaction in these wards.

Complaint Handling

BCH has maintained high levels of performance in complaint handling both in terms of tenant satisfaction and handling complaints in target timescales.



The numbers of both stage one and stage two complaints have also consistently reduced over the last 4 years:

	2025/26	2024/25	2023/24	2022/23	RSH Median Range 2024/25
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CH01(1): STAGE ONE COMPLAINTS: Number of stage one complaints received per 1,000 homes.	28.74	33.15	44.08	17.61	53.5
CH01(2): STAGE TWO COMPLAINTS: Number of stage two complaints received per 1,000 homes.	6.71	7.50	9.4	5.73	8.3

Delivering a high-quality response to complaints is a priority for BCH and the Council. More information on complaint handling is contained within the 2025-26 Annual Complaint & Improvements Report.

Neighbourhood & Community

Within the Neighbourhood and Community Standard, the housing regulator sets out what landlords are expected to deliver on in terms of maintaining shared spaces, deterring anti-social behaviour and working with local partners to promote community well-being.

There are 3 tenant perception questions and 2 management measures that rate landlord performance against this standard.

Following on from the 2024/25 TSMs, activity was undertaken to improve tenant satisfaction with communal areas, contribution to the neighbourhood and approach to tackling anti-social behaviour.

This resulted in the below improvements, the largest being satisfaction with communal areas.

Tenant Satisfaction with	2024/25		2025/26	
TP10: Communal Areas	62.24%	↑	70.87%	+8.63%
TP11: Contribution to the Neighbourhood	63.89%	↑	66.60%	+2.71
TP12: Anti-Social Behaviour	59.09%	↑	62.49%	3.40%

BCH receive high numbers of reports of anti-social behaviour (ASB). High recording is not indicative as a poor approach to handling ASB but is indicative that BCH is capturing tenant perception of ASB.

Following an external review in 2024, significant work has been undertaken to strengthen BCH approach to tackling ASB, including preventative work to stop issues from escalating, which is shown in the improvement in satisfaction in this area.

Areas where tenants were least satisfied in these Neighbourhood and Community measures are:

(TP10) Communal Areas		(TP11) Positive Contribution to Neighbourhood		(TP12) Anti-Social Behaviour	
Bloomfield	47.37%	Bloomfield	46.67%	Bloomfield	41.38%
Clifton	63.27%	Marton	50.00%	Layton	52.94%
Highfield	66.67%	Layton	55.00%	Brunswick	55.93%

To note: There are already planned works happening in the Lindbeck area of Clifton which may support an improvement in satisfaction in this area.

Ward areas that performed well are:

(TP10) Communal Areas		(TP11) Positive Contribution to Neighbourhood		(TP12) Anti-Social Behaviour	
Greenlands	80.77%	Claremont	84.75%	Greenlands	72.34%
Claremont	77.50%	Park	72.09%	Highfield	70.27%
Hawes Side	76.19%	Highfield	71.79%	Claremont	70.00%

High rates of satisfaction with ASB handling in the Highfield area can be attributed to a targeted and responsive approach following an increase in ASB cases being reported in the area.

It is important also to note that while BCH still experience much greater volumes of ASB reports than other areas, over the last 4 years reports have steadily reduced:

	BCH 2025/26	BCH 2024/25	BCH 2023/24	BCH 2022/23	RSH Median
NM01 (1) ABS PER 1000 HOMES Number of anti-social behaviour cases, opened per 1,000 homes.	106.78	140.85	161.9	161.09	36
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	1.46		0.7

While hate crime incidents are higher than average, they amounted to 6 reports in 2025/26. Board has expressed commitment to monitoring this measure and identifying any themes or trends as they arise.

Alongside this TOWER Scrutiny is undertaking a Neighbourhood services review which will result in actions to support strengthening services.

Actions 1,2 and 5 will also support to strengthen this area.

Further actions include:

Action 6: Agreeing, implementing and monitoring actions arising from the TOWER Scrutiny Review of the Neighbourhoods Team.

Action 7: Analysing numbers of ASB cases per ward to support future approaches to case management and provide additional understanding to ASB satisfaction rates.

Satisfaction Based on Personal Characteristics

As a result of the tenant profiling exercise, we have been able to analyse whether tenants within specific demographics were less satisfied with landlord services.

On analysis we found that:

- In terms of sex and race, satisfaction was in the median and upper range in all areas
- Satisfaction in certain age groups were in the bottom 50% in some areas.
- Members of the LGBTQ+ community were significantly less satisfied (bottom 50%) in 8 of the 12 areas.
- Tenants with a disability were less satisfied with communal areas and with the approach to anti-social behaviour.
- We also analysed specifically how satisfied tenants with a learning disability were with how BCH acted on their views, kept them informed and treated them with fairness and respect. Results for these measures show satisfaction was in the bottom 50%.

A breakdown of satisfaction based on personal characteristics can be found in Appendix C

Action 1 and 4 will support with improvements in this area.

Further actions include:

Action 8: Further investigation into why satisfaction amongst LGBTQ+ community is low.

Action 9: On-going activity to grow representation in TOWER and other tenant involvement opportunities.

In conclusion:

We thank all residents who participated in this year's survey. While we are pleased to report an overall satisfaction rate of 80.64%, activity will continue to be reviewed and monitored to further strengthen service delivery.

Appendix A: TSM Results including weighted and non-weighted results

BCH TSM Perception Measures	BCH 2024/25	BCH 2025/26 Weighted Results	RSH Top 50%	Un- Weighted Results
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<u>TP01: Overall Satisfaction</u> Proportion of respondents who report that they are satisfied with the overall service from their landlord.	79.22%	↑	80.64%	+1.42%	71.80%	81.98%
<u>TP02: Overall Satisfaction with Repair Service</u> 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%	↓	80.83%	-2.40%	73.60%	82.23%
<u>TP03: Satisfaction with Repair Times</u> 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.	81.80%	↓	79.99%	-1.81%	69.50%	81.40%
<u>TP04: Satisfaction that Home Well-Maintained</u> Proportion of respondents who report that they are satisfied that their home is well maintained.	77.19%	↑	78.84%	+1.65%	71.90%	80.43%
<u>TP05: Satisfaction that Home Safe</u> Proportion of respondents who report that they are satisfied that their home is safe.	79.02%	↑	79.76%	+0.74%	77.60%	81.54%
<u>TP06: Satisfaction that BCH Acts on Views</u> Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	66.06%	↑	67.65%	+1.59%	61.60%	69.03%
<u>TP07: Satisfaction that BCH Keeps You Informed</u> Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	71.40%	↑	73.03%	+1.63%	72.00%	74.92%
<u>TP08: Satisfaction that BCH Treats you with Fairness & Respect</u> Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	75.94%	↑	78.66%	+2.72%	77.90%	79.90%
<u>TP09: Satisfaction with Complaint Handling</u> 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%	↑	50.75%	-0.65%	35.50%	54.37%
<u>TP10: Satisfaction with Communal Areas</u> Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	62.24%	↑	70.87%	+8.63%	66.70%	70.78%
<u>TP11: Satisfaction with BCH's Contribution to the Neighbourhood</u> Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	63.89%	↑	66.60%	+2.71	64.60%	67.78%
<u>TP12: Satisfaction with BCH's Approach to Anti-Social Behaviour</u> Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	59.09%	↑	62.49%	3.40%	59.50%	63.31%

BCH Management Measures	2024/25	2025/26			RHS Med. Quartile
RP01 Homes that do not meet the decent Homes Standard	0.04%	↓	0.02%	-0.02	0.10%

RP02 (a) Non-emergency repairs completed within target timescales	92.26%	↑	98.06%	+ 5.8	81.30%
RP02 (b) Emergency repairs completed within target timescales	99.57%	↑	100%	+ 0.43	95.20%
BS01 Gas Safety Checks	99.84%	↓	99.70%	- 0.14	100%
BS02 Fire Safety Checks	100%	=	100%	=	100%
BS03 Asbestos Safety Checks	100%	=	100%	=	100%
BS04 Water Safety Checks	100%	=	100%	=	100%
BS05 Lift Safety Checks	100%	=	100%	=	100%
CH01(a) Stage 1 Complaints relative to the size of the landlord (per 1000 properties)	33.15	↓	28.74	- 4.41	59
CH01(b) Stage 2 Complaints relative to the size of the landlord (per 1000 properties)	7.5	↓	6.71	- 0.79	8.3
CHO2(a) Complaints responded to within Complaint Handling Code timescales - Stage 1	98.79%	↓	98.48%	- 0.31	93.90%
CHO2(b) Complaints responded to within Complaint Handling Code timescales - Stage 2	100%	=	100%	=	93.80%
NM01(a) Anti-social behaviour cases relative to the size of the landlord (per 1000 properties)	140.85	↓	106.78	- 34.07	34.5
NM01(b) Hate Related Cases relative to the size of the landlord (per 1000 properties)	0.63	↑	1.26	+ 0.63	0.7

- Highlighted green when performance in upper quartile (RSH Headline Report 202/25)
- Highlight orange when performance is below the median quartile

Appendix B: 2024/25 TSM Action log with outcomes

Measure	BCH 24/25	RSH Median 24/25	Completed Actions	BCH 2025/26 Results	
TP07 Keep Informed	71.40%	72.00%	Increased amount of performance data in newsletter.	+ 1.63%	73.03%
			Developed a quarterly performance poster with TOWER Scrutiny.		
			Introduced bi-annual feedback matters newsletter which describes opportunities for tenant participation and how tenant voice has influenced/informed decision making.		
TP08 Fairness & Respect	75.94%	77.90%	Tenant Profiling: Achieved 80% response rate, so have more confidence in understanding tenant's protected characteristics and communication needs. Will be able to gage whether we are delivering landlord services equitably.	+2.72%	78.66%
			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.		
			Reintroduced transactional surveys to Repairs, Lettings and Neighbourhoods to gain insight to customer service experience with specific questions on interaction with officer/officers in terms politeness/respectfulness to help identify any service areas where performance could be improved.		
			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. This continues to be monitored.		
TP10 Communal Areas	62.24%	66.70%	Enhancement of noticeboards to provide clear picture of tenants how communal areas should look, when cleaning contractors attend and useful numbers.	+ 8.63%	70.87%
			Monthly contract meetings to monitor performance and Grounds Maintenance contractor about winter works in areas where satisfaction was less.		
			Tenant Newsletter to mirror language in TSMs to help tenants identify on-going works to address concerns/issues in communal areas.		

TP11 Contribution to Neighbourhood	63.98%	64.60%	Walk-About programme embedded including communicating to specific areas when action has been taken.	+ 2.71	66.60%
			Neighbourhood newsletters with 5 editions split geographically. They focus each area on the Neighbourhood Officers, walkabouts, PACT meetings and local community events/projects that are happening/due to happen in that area, including walkabout feedback. Published on website.		
			Neighbourhood Panel recruiting tenants who have used neighbourhood services.		
TP12 Anti-social behaviour	59.09%	59.50%	Reintroduced transactional surveys to Neighbourhoods to gain additional tenant insight.	+ 3.4%	62.49%
			Enhanced staff training programme (on-going).		
			Improving casework management framework (on-going)		
BS01 Gas Safety	99.84	100%	Task and Finish Group established to develop agreed and consistent BCH/Council approach to access issues.	- 0.14	99.70%
			No Access Policy developed		
CH01 (2) Stage 2 Complaints	7.5	8.3	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.	- 0.79%	6.71

Appendix C: TSM: Action Log 2025/26

Measure (s)	Specific Area	Overall BCH 25/26	RSH Median 24/25	Action No.	Agreed Actions	Target date
TP05 Home Safe	Layton (61.90%)	79.770%	77.60%	1	Walkabout activity to include Layton and other less satisfied areas to gain insight. Walkabouts to be conducted by a varied range of BCH departments to support a responsive approach to tenant needs.	Apr-27
	Talbot (66.67%)			2	Home Safety roadshows will take place in areas where there is less satisfaction with home safety	Apr-27
	Clifton (76.52%)					
	LGBTQ+ (71.74%)					
BS01: Gas Safety Checks	N/A	99.70%	100%	3	On-going collaborative work across BCH and Council to ensure we utilise all tools and powers available to us and that we have sufficient resources in place.	Apr-27
TP06 Acts on Views	Layton (46.67)	67.75%	61.60%	4	Completion, publication and promotion of Equalities, Diversity and Inclusion Strategy	Apr-27
	Learning Disabilities 56%)					
	LGBTQ+ (54.35%)					
TP07 Keep informed	Layton (61.90%)	73.03%	72%	5	Review service outcomes and strengthen monitoring so we are assured that we are meeting service performance measures as set out in strategies	Apr-27
	Bloomfield (65.52%)					
	Clifton (67.97%)					
	Learning Disabilities (65.38%)					
	LGBTQ+ (59.57%)					
TP08: Fairness & Respect	Layton (66.67%)	78.66%	77.90%	8	Further investigation into why satisfaction amongst LGBTQ+ community is low.	Apr-27
	Bloomfield (65.52%)					

	Clifton (76.34%)			9	On-going activity to grow representation in TOWER and other tenant involvement opportunities.	Apr-27
	Learning Disabilities (74.07%)					
	LGBTQ+ (72.34%)					
TP10 Communal Areas	Bloomfield (47.37%)	70.87%	66.70%	1	As above	Apr-27
	Clifton (63.27%)					
	Highfield (66.67%)					
	LGBTQ+ (59.09%)					
	Disability (66.32%)					
TP11 Positive Contribution to neighbourhood	Bloomfield (46.67%)	66.60%	64.60%	1	As Above	Apr-27
	Marton (50%)					
	Layton (55%)					
	LGBTQ+ (60%)					
TP12 Anti-Social Behaviour	Bloomfield (41.38%)	62.49%	59.50%	6	Agreeing, implementing and monitoring actions arising from the TOWER Scrutiny Review of the Neighbourhoods Team.	Apr-27
	Layton (52.54%)			7	Analysing numbers of ASB cases per ward to support future approaches to case management and provide additional understanding to ASB satisfaction rates.	Apr-27
	Brunswick (55.93%)			3	As above	Apr-27
	LGBTQ+ (47.73%)					
	Disability (57.30%)					

Appendix D: Satisfaction Based on Personal Characteristics

Highlighted red if performance in bottom 50%	BCH Overall Satisfaction	Sex	Age		All non-white British	Disability	All LGBTQ+	Learning Disability	Top 50%
TP01: OVERALL SATISFACTION	80.64%	–	–	–	–	–	–	?	71.80%
TP02: REPAIRS	80.83%	–	20-24	70.00%	–	–	73.33%	?	73.60%
TP03: REPAIR TIME	79.99%	–	–	–	–	–	–	?	69.50%
TP04: HOME WELL MAINTAINED	78.84%	–	35-49	71.53%	–	–	–	?	71.90%
TP05: HOME SAFE	79.77%	–	25-34	71.70%	–	–	71.74%	?	77.60%
			35-49	73.72%					
TP06: ACTS ON VIEWS	67.75%	–	–	–	–	–	54.35%	56%	61.60%
TP07: KEEP INFORMED	73.03%	–	–	–	–	–	59.57%	65.38%	72%
TP08: FAIRNESS & RESPECT	78.66%	–	20-24	69.23%	–	–	72.34%	74.07%	77.90%
TP09: COMPLAINTS	50.75%	–	–	–	–	–	–	?	35.50%
TP10: COMMUNAL AREAS	70.87%	–	25-34	61.90%	–	66.32%	59.09%	?	66.70%
			50-64	63.86%					
TP11: CONTRIBUTION TO NEIGHBOURHOOD	66.60%	–	50-64	59.47%	–	–	60%	?	64.60%
TP12: ANTI-SOCIAL BEHAVIOUR	62.49%	–	25-34	55.10%	–	57.30%	47.73%	?	59.50%