

## Tenant Satisfaction Measures Survey 2024 – Improvement Action Plan

### Appendix 1 Updated 25<sup>th</sup> April 2025

This action plan has been developed following the review of feedback provided by tenants in our 2024 TSM survey. It also includes any outstanding and relevant actions agreed as a result of previous TSM surveys.

We will share updates on progress with these actions on our website, with our Tenant Voice Panel and through governance arrangements with our Board and BMBC.

Consumer Standard this action relates to:	What we want for tenants:	To achieve this, we will do the following:	What this means for tenants:	Current Progress
<u><b>Safety and Quality Standard</b></u>	<p>To improve tenant satisfaction with:</p> <ul style="list-style-type: none"> <li>the repairs service (TP02);</li> <li>time taken to complete the most recent repair (TP03);</li> <li>their home being well maintained (TP04); and</li> <li>their home being safe.</li> </ul>	<p>Continue our programme of stock condition surveys (SCS) and energy performance certificates (EPC).</p> <p>Communicate with tenants who's homes are included on improvement programmes</p>	<ul style="list-style-type: none"> <li>This programme ensures we can plan and deliver investment in the right homes at the right time.</li> <li>Tenants will know what works are planned in their home and timescales.</li> </ul>	<ul style="list-style-type: none"> <li>87% of homes have a stock condition survey.</li> <li>20% per annum rolling programme of SCS from 2025/26 with clear methodology for asset selection.</li> <li>We have developed a medium-term investment plan and agreed the 2025/26 Capital Investment Plan with the Council.</li> </ul>

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		<p>Continue with our improvements in responding to reports of damp and mould in tenants' homes and giving good quality advice to tenants about reducing and tackling mould in their homes.</p>	<ul style="list-style-type: none"> <li>• Quicker response to reports of damp and mould.</li> <li>• Removal of immediate hazards.</li> <li>• Agree any remedial work with clear timescales.</li> <li>• Tenants understand how to identify damp and prevent mould.</li> </ul>	<ul style="list-style-type: none"> <li>• We now have a specialist Damp and Mould Team.</li> <li>• We are reviewing our Damp and Mould Policy to meet the requirements of Awaab's Law</li> <li>• We have worked in partnership with Efficiency North and delivered Damp and Mould Training to 21 tenants and plan to run more courses over the year.</li> </ul>
		<p>Continue to maintain full compliance with our Building Safety duties including:</p> <ul style="list-style-type: none"> <li>• Gas Safety</li> <li>• Electrical Safety</li> <li>• Water Hygiene</li> <li>• Asbestos</li> <li>• High Rise Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Tenants understand what we do to keep them safe.</li> <li>• Tenants' homes are safe.</li> </ul>	<p>We have a robust safety compliance system with full compliance.</p> <p>Strong Governance arrangements in place at Board and BMBC level.</p> <p>To commence communication plan to promote how we keep tenants safe. By August 2025.</p>

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		And to actively promote our achievements with tenants so they are aware of how we keep them safe and secure.		
		Continue with our rolling programme of planned repairs and replacements, with a focus on improving communication for tenants.		<ul style="list-style-type: none"> <li>• Programme and budget identified for 2025/26.</li> <li>• Improved robust financial and performance monitoring and reporting.</li> <li>• Tenants advised of the estimated completion date.</li> <li>• Improved communication programme.</li> </ul>
		Work with both repairs partners to understand why there are differing levels of satisfaction across the borough.	The service level offered and delivered across the whole of the borough is consistent irrelevant of which partner delivers the service	To commence by June 2025
		Implement a new online repair reporting tool for tenants.	Tenants can report and track nonurgent repairs easily online.	System is being tested by tenants and due for launch in June 2025
		Continue to make improvements to our IT systems so we can	Improved text/phone updates so tenants know when we're coming to	Ongoing - External resources working positively to identify and fix issues.



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		schedule repairs more effectively and keep tenants informed.	them and where there are delays.	
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### Transparency, Influence and Accountability Standard

#### To improve tenant satisfaction with

- **how we listen to and act on tenant views (TP06);**
- **the opportunities to make their views known (TP07); and**
- **treats them fairly and with respect (TP08)**

These actions will also improve tenant satisfaction with:

- Range of online services; and
- How easy we are to deal with.

Increase the range of transactional surveys and ensure we publish results along with any actions to improve service delivery.

Launch the revised Insight and Engagement Strategy and continue to progress the range of actions to ensure we hear and respond to a wide tenant voice.

- Improvements to service delivery based on tenant feedback.
- Tenants can see that we are listening through improved publicity and services.
- Tenants can easily make their views known.

Tenants can make their views known easily and get involved in a way that suits them.

Tenants will know what other tenants are saying and how we are responding to their feedback.

Tenants will be supported to get involved

- In 2024/25 we implemented the new Voicescape software and developed several new transactional surveys.
- We published results from all surveys online and actions along with progress.
- From 2025/26 we have an increased range of transactional surveys.
- Our Customer Services Committee receive an update on tenant feedback at each committee.
- From 2025/26 we will produce an annual tenant influence report - due May 2025
- 17,268 surveys issued in 2024/25 with 6,235 being completed

- The Strategy has been developed and approved by Berneslai Homes Board and is being considered by BMBC Cabinet in August 2025.
- Good progress on the action plan with regular updates published online.
- Increased number of engaged tenants with a profile more closely aligned to our tenant profile.
- Annual Tenant Feedback report due at Board May 2025

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		Ensure continued specialist resources to respond to and learn from complaints.	•	It will be easy for tenants to complain.
		Review and use customer feedback of the website to enhance the online experience and continue to meet with tenants to check and challenge web content.	<ul style="list-style-type: none"> <li>• Tenants will find our services easier to use.</li> <li>• Reduce the demand on the contact centre by increased online service take up.</li> </ul>	Ongoing updates of content and testing
		Continue to develop NEC to its full capacity (within budget) and work with BMBC to explore and implement a CRM system	<ul style="list-style-type: none"> <li>• Better record of customer contact and experience</li> <li>• Tenants will find our services easier to use.</li> <li>• Reduce the demand on the contact centre by increased online service take up.</li> </ul>	<ul style="list-style-type: none"> <li>• NEC developments ongoing.</li> <li>• Repairs online being developed due to launch June 2025.</li> <li>• Positive progress with assessing the potential for a CRM system jointly with BMBC</li> </ul>
		<b>Equality Diversity and Inclusion (EDI) Focus &amp; Knowing our Customers</b> <ul style="list-style-type: none"> <li>• Work with EDI Focus Group to improve delivery of our EDI Strategy</li> <li>• Set up focus groups with disabled tenants and particularly those with mental health</li> </ul>	<ul style="list-style-type: none"> <li>• Improved access to service and better service experience for all tenants.</li> <li>• Removal of barriers</li> </ul>	<ul style="list-style-type: none"> <li>• EDI Steering group established with Board Equality Champion to ensure good governance.</li> <li>• Development of NEC Housing Online so tenants can update personal data and contact data.</li> <li>• Range of EDI reports to be developed to understand service take up.</li> <li>• Wider range of transactional surveys analysed by EDI stands.</li> </ul>

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		<p>issues about how we can improve services to them.</p> <ul style="list-style-type: none"> <li>Connect with tenants with speech impediment to explore how we can make us easy to deal with</li> </ul>		<ul style="list-style-type: none"> <li>Projects ongoing with Traveller community and Care leavers.</li> <li>Renewed partnership working with BMBC equality groups.</li> </ul>
		<p><b>Age Group 35-49</b> Establish a focus group of tenants in this age bracket to understand more about</p>	<ul style="list-style-type: none"> <li>Improved understanding of tenants in this age group to enable service improvements.</li> </ul>	<ul style="list-style-type: none"> <li>To commence with completion date October 2025</li> </ul>
		<p><b>Contact Centre and E-forms</b></p> <ul style="list-style-type: none"> <li>Review scripts for contact centre</li> <li>Review telephony service offer and agree improvement actions with BMBC</li> <li>Review e-forms</li> </ul>	<ul style="list-style-type: none"> <li>Better, right first-time experience with contact centre.</li> <li>Reduced call backs</li> <li>Improved response to e-forms</li> </ul>	<ul style="list-style-type: none"> <li>Scripts being reviewed</li> <li>Revised improvement plan and monitoring arrangements</li> <li>Transactional surveys show positive results with contact centre.</li> <li>E-form transactional survey learning identified and in action.</li> <li>Additional work through the repairs review to support contact centre through improvements to available information on the systems</li> </ul>
	<b>To improve tenant satisfaction with communal areas (TP10)</b>	Undertake a tenant led scrutiny project focussing on communal areas,	Tenants will work collaboratively with officers to ensure a better	Scrutiny project commenced April 2025. Onsite assessments commenced along

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<b><u>Neighbourhood</u></b>  <b><u>and</u></b>  <b><u>Community</u></b>  <b><u>Standard</u></b>		understanding customer expectations and assessing current standards.	understanding of customer expectations and develop improvement plans	with direct conversation with tenants in Independent Living Schemes.  Aim to complete by August 2025
		Review the service offer in our Independent Living Schemes	Tenants will influence and understand the service offer.	External review of ILS Scheme service offer completed, findings now being considered along with profile of schemes and investment requirements.  Scheduled for completion October 2025.
		Review the service offer in other communal areas	Tenants will influence and understand the service offer.	To be considered once Scrutiny Project has been finalised.
		Continue with spot checks to assess standards in our communal areas	Consistent standards and assurance to tenants.	Ongoing programme
		Develop communications to increase awareness of service charges, our service offer and standards in communal areas.	Tenants will understand the service offer.	To commence October 2025 following scrutiny and ILS review.
	<b>To improve tenant satisfaction with:</b>	Continue with the development of the Neighbourhood Service.	More responsive and focussed Neighbourhood Management Service.	Neighbourhood teams relocated to one base – improved performance monitoring



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	<ul style="list-style-type: none"> <li><b>our contribution to the neighbourhood (TP11)</b></li> </ul> <p><i>These actions also improve tenant satisfaction with</i></p> <ul style="list-style-type: none"> <li><i>how we listen to and act on tenant views (TP06);</i></li> <li><i>the opportunities to make their views known (TP07);</i></li> <li><i>treating tenants with fairness and respect (TP08)</i></li> </ul>		Tenants will have increased awareness of and access to the service.	and resource allocation 'one service approach'.  Ongoing training via the Professional Housing Passport.
		Review and implement local engagement opportunities including <ul style="list-style-type: none"> <li>Estate Walkabouts</li> <li>Local Events and activities</li> <li>Your Community Your Say Meetings</li> <li>PACT Meetings</li> <li>Strengthen partnership working with Barnsley MBC on local projects.</li> <li>Full participation in BMBCs Love Where you Live campaign</li> </ul>	Tenants will have a range of opportunities to get involved and work with us on local issues.  Tenants will know what we are doing in their local community.	Updated publicity on our website re local opportunities and activities along with outcomes published.  Series of community events scheduled throughout the year.  Joint working with BMBC Area Team ongoing.  Full participation in the Love Where you Live campaign
	<b>To improve tenant satisfaction with our approach to handling anti-social behaviour (TP12)</b>	Review impact of revised ASB policy and procedures, including extending	Tenants can easily report ASB and understand how we will respond, and how	ASB Policy in place and improved performance monitoring taking place. ASB team fully staffed.

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		feedback from service users.	we will keep them up to date.	Transactional survey reviewed with satisfaction increasing in quarter 3 and 4 of 2024/25. Ongoing partnership with BMBC Safer Neighbourhood Service and close monitoring of referred cases.
	To improve satisfaction of tenants in the South area.	Extend community consultation in the South Team to understand lower satisfaction for this area and cross check with other data and transaction survey results including partnership working with BMBC Area Team	Improved satisfaction or tenants in the South Area	To Commence with completion date October 2025