



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

2026 Annual Report

Delivering Better Together
Reporting on data from April 2025 to March 2026



Welcome

to the **2026 Annual Report** to residents.

This report will go through how we performed last financial year (which is April 2025 to the end of March 2026) and the results of our year end Tenant Satisfaction Measures (TSM) survey which tells us how satisfied you were with our services.

We've been focusing on improving the core services we provide for you and acting on your feedback. We are delighted that eleven out of twelve TSM measures have improved in 2025/26 from the previous year. We've been on an improvement journey and it's really shown in the results, especially your satisfaction with our repairs service over the last 12 months.

One of the most significant improvements in the last year is that homes not meeting the Government defined Decent Homes Standard has fallen from 19.2% to 7.6%. This will remain a focus in the coming year to ensure we invest first in the homes that need it the most.

Our focus for 2026/27 will continue to be on providing the best possible services we can, and making those services as accessible as possible before they transfer back to West Northamptonshire Council (WNC) on 1st April 2027. We are working closely with WNC colleagues to ensure a seamless transition and that you are kept informed about the process in *Your Voice* magazine and in your rent statements. Rest assured that it's business as usual until the transition, and you can continue to access services as normal.

Last year WNC self-referred to the Regulator for Social Housing and received a C3 grading as a result. Since then we've been working harder than ever to meet the Regulator's rigorous standards. We have been meeting with them on a regular basis to address the issues identified through a joint business improvement action plan. In May 2026 we completed and formally closed the action plan compiled with the Regulator, resulting in them reducing the frequency of engagement meetings, which is a significantly positive step. We'll continue to collaborate closely with WNC and the Regulator to ensure our improvements continue.

This will be the last Annual Report as NPH before we transition back into WNC, we hope you find it interesting and informative.

From the **Executive Management Team, NPH**

In the photo from left to right: Julian Beaney: Director of Resources, Nicky McKenzie: Director of Customers, Winston Williams: Director of Property and Deputy Chief Executive



How did we do last year?

Tenant Satisfaction Measures (TSMs)

The Regulator of Social Housing requires NPH to report on 22 key measures. Twelve are satisfaction measures from the tenant perception survey, while ten are management information measures (see page 4).

Overall satisfaction rose this year, with 71% of tenants satisfied with the services they receive, up from 67.5% last year.

These improvements reflect work over the past year to strengthen repairs services and keep tenants better informed about what is happening in their homes and communities.

While many results improved, some measures did not. Satisfaction with our approach to tackling anti-social behaviour fell from 61.4% to 57.2%. We will continue working with tenants, local partners and communities to improve outcomes.

The tenant perception survey is carried out by Acuity, an external market research company, and involves surveying over 1000 of our tenants by telephone during the year.

Thank you to everyone who took part in the survey and shared their views.

Satisfaction with:	Survey Result 2024-25	Survey Result 2025-26	% change between 2024-25 and 2025-26
TP03: Time taken to complete most recent repair	61.8%	73.5%	11.7% ↑
TP10: Communal areas clean and well maintained	60.8%	70.1%	9.3% ↑
TP02: Overall repairs service	68.1%	76.7%	8.6% ↑
TP05: Home is safe	72.6%	78.1%	5.5% ↑
TP07: Keeps tenants informed about things that matter to them	71.4%	76.3%	4.9% ↑
TP04: Home is well maintained	67.7%	72.3%	4.6% ↑
TP11: Positive contribution to the neighbourhood	61.6%	66.1%	4.5% ↑
TP06: Landlord listens to tenant views and acts upon them	57.3%	61.4%	4.1% ↑
TP01: Overall service from their landlord	67.5%	71.0%	3.5% ↑
TP08: Treats tenants fairly and with respect	75.8%	78.9%	3.1% ↑
TP09: Approach to complaints handling	33.9%	36.6%	2.7% ↑
TP12: Approach to handling anti-social behaviour	61.4%	57.2%	4.2% ↓

How did we do last year?

Management Information Measures

Management information measures are from data that NPH tracks and records.

At NPH, we keep a record of performance in key areas that are called 'Management Information Measures'. Here's how we performed in 2025-26 in comparison to the year before:

Measure	Survey Result 2024-25	Survey Result 2025-26	% change between 2024-25 and 2025-26
Gas safety checks completed	99.9%	100%	0.1% ↑
Fire risk assessments completed	100%	100%	No change —
Asbestos surveys/re-inspections completed	100%	100%	No change —
Legionella risk assessments completed	100%	100%	No change —
Lift safety checks completed	88%	84.8%	3.2% ↓
Homes not meeting Decent Homes Standard	19.2%	7.6%	11.6%* ↓
Non-emergency repairs completed within target	93%	92%	1.0% ↓
Emergency repairs completed within target	99.8%	99.2%	0.6% ↓
ASB cases opened per 1,000 homes	29	26.3	2.7* ↓
Hate-related ASB cases per 1,000 homes	0.6	1.4	0.8 ↑
Stage 1 complaints per 1,000 homes	65	57.2	7.8* ↓
Stage 2 complaints per 1,000 homes	13.3	16.8	3.5 ↑
Stage 1 complaints responded to within Ombudsman timescales	73.6%	82.2%	8.6% ↑
Stage 2 complaints responded to within Ombudsman timescales	57.2%	81.2%	24% ↑

*A reduction is a positive outcome for these measures.

Great Neighbourhoods

Between April 2025 and the end of March 2026:



Removed
5990
fly tips



1349
grounds
inspections



2459
cleaning
inspections



Dealt with
300
inspections



3 ASB
related
evictions

How did we do?

We've seen some great improvements in the past 12 months – a 9.3% increase in your satisfaction with us keeping communal areas clean and well maintained and a 4.5% increase in your satisfaction with our positive contribution to your neighbourhoods.

We continue to focus on how we handle anti-social behaviour (ASB) because we saw a 4.2% decrease in your satisfaction with our approach to handling ASB and know that improvements need to be made to the service.

We saw an increase in hate crimes reported so we'll track this carefully. We want you to report hate crime and have encouraged you to continue to do so over the past year.



Clean and tidy estates

We carried out our annual formal estate inspections in 37 areas (up from 25 the previous year) in different neighbourhoods to proactively identify improvements

A text message survey was sent to residents in those areas before the inspection to ask about top concerns - 791 text message responses were received from residents (up from 388 responses the year before). Residents reported concerns about:

- Rubbish and fly-tipping (17%)
- Road maintenance (17%)
- Car parking (15%)
- Tree maintenance (13%)
- Property issues (13%)

We rolled out a new fleet of vehicles to allow staff on the ground to deal with small scale flytipping issues more quickly and efficiently.

You can report fly tipping online:
westnorthants.gov.uk/fly-tipping



Safer communities

Our Tenancy Compliance Team are working hard in partnership with the local police to tackle anti-social behaviour (ASB) and the number of new ASB cases fell during the year.

We expanded the scope of our team to deal with leaseholder related ASB issues in addition to tenant related matters, to ensure both leaseholders and tenants receive the same service.





213

face to face
events



4364

resident
participation
instances



22,883

calls for assistance
from residents
through their lifelines



344

new tenants
receiving
support



£288,156.72

secured in white
goods, furniture
and benefits

How did we do?

Across the board we saw increases in your satisfaction with our services. We saw some really big increases with:

- time taken to carry out most recent repair (11.7%)
- overall repairs service (8.6%)
- keeping tenants informed about things that matter to them (4.9%)
- listening and acting on your feedback (4.1%)

We've really invested in our complaints team and processes over the year and it shows with a big increase in the number of complaints answered on time.

Listening and acting on your feedback

During the year we have listened to more residents than ever before to find out what you want to know more about.

Whether it's updates about repairs, neighbourhood works or news that affects your home, we're working hard to keep you in the loop in ways that are clear and easy to understand - through *Your Voice* magazine, the website, social media and in your rent statements.

We launched our 'Join the Conversation' campaign to encourage more residents to get involved and influence our services. We have made 30 actionable insights as a result of the feedback you gave us. We have:

- Launched our quarterly involvement newsletter
- Introduced a quarterly programme of face to face events so you can meet us in your community, as well as the One Stop Shop at One Angel Square.

Developing our service standards

We worked with you to develop a new set of Service Standards and included them in our new Resident Excellence Strategy. These let you know what service you can expect from us.

156 tenants and leaseholders took part in consultation activities about the strategy.

Handling your complaints

We have been working with the residents in our Service Quality Committee to look at how we can improve the complaints service. A Complaints Improvement Plan is in place and we saw a reduction in the number of complaints received. Plus, satisfaction with our approach to complaints handling rose. Our new internal processes also meant that we were responding to more complaints on time which is positive news.

Whilst we've seen significant progress with our complaints service during the year we know we can improve further and will continue to focus on how we can make the complaints process as easy and transparent as possible for you.

You can view our programme of face to face events on our website: www.nph.org.uk/connect-with-us/resident-events-calendar/

You'll receive a list of the upcoming quarterly events in each rent statement, plus a link to the quarterly newsletter.

Great Homes

Between April 2025 and the end of March 2026:



221
replacement
windows



68
new
kitchens



78
new
bathrooms



New loft
insulation in
45 flat blocks
and **62** homes



221
new
doors



609
new
boilers

How did we do?

We've invested a lot of time in ensuring that our essential safety checks are completed on time and are pleased that Gas Safety, Fire Risk Assessments, Asbestos and Legionella checks are 100% compliant. We are working on improving our lift safety checks (which saw a 3.2% decrease over the year).

We've seen a 4.6% rise in your satisfaction with how well your home is maintained and a 5.5% increase in how safe you feel in your home.

We're investing in our homes and this has resulted in a huge 11.6% decrease in NPH homes not meeting Decent Homes Standard so this will continue to be a focus.

Improving essential safety checks

We have maintained compliance with the vast majority of safety checks during the year, there's nothing more important to us than keeping you safe in your homes.

We are working on improving our lift safety checks and know we need to do better. Many of our lifts are older models and unfortunately this has meant some of them have been broken down or in repair when the lift safety check was due to take place. We have introduced a five-year lift replacement programme and this will improve performance to make lift breakdowns less frequent and allow lift safety checks to happen on time.

Investing in homes

Using our five year Asset Investment Strategy we are investing in the homes that need it the most with targeted investment like new roofs, windows and energy efficiency, plus a quicker turnaround on other repairs. We're focused on getting our homes up to the government defined Decent Homes Standard.

At the end of March 2025, following a completed Stock Condition Survey of all homes, we knew that 19.2% of homes were non-decent. We invested in 1,889 non decent homes during the year to significantly reduce the figure to 7.6% overall at April 2026. We'll continue to focus on those homes that need improving first over the coming year. Our target for April 2027 is for under 1% of our homes to be at non decent standard.





Between April 2025 and the end of March 2026:

Through our Happy to Help community interest company, we supported hundreds of residents facing hardship:



Provided **316** household appliances, **149** beds, and **93** crisis care packages



Installed **231** carpet sets and **75** curtains, making homes warmer and more comfortable



Distributed over **£32,400** in fuel vouchers



Supported **833** households through paint and gardening services



Our Crisis Service invested **£190k+**, positively impacting **942** lives, a **50%** increase on last year.

How did we do?

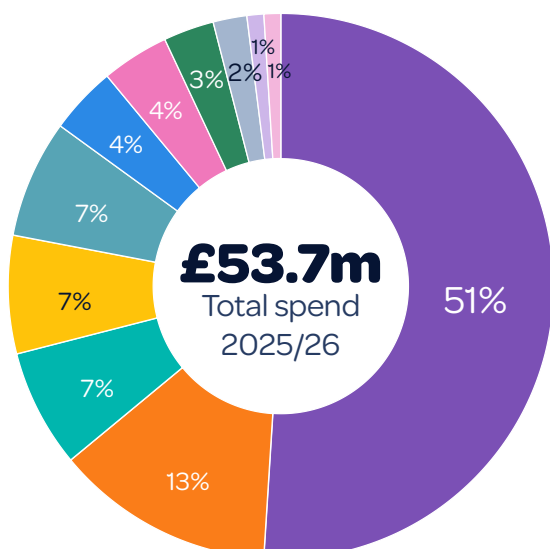
Satisfaction with overall service has risen by 3.5% and that's a clear sign that the changes we've made are being felt. We also saw a 3.1% increase in satisfaction with tenants being treated fairly and with respect.

Making smart choices

We are making wise choices with your rent and service charges money to invest in great services for you. The majority of spend has been invested in improving and maintaining homes. We've also made a big push this year to work with more local contractors who are invested in making West Northamptonshire a better place to live.

Providing value for money

The services below totalled £53.7million in 2025/26:



Delivering better together

- 51% Improving homes
- 13% Repairs and maintenance
- 7% Building new homes
- 7% Safety checks and improvements
- 7% Preparing homes for new tenants
- 4% Tenancy management services
- 4% Welfare, support and rehousing services
- 3% Grounds maintenance and cleaning services
- 2% Rent collection service
- 1% Sheltered housing
- 1% Complaints handling service



Read the Corporate Plan Priorities for 2026/27 here:

www.nph.org.uk/about-northamptonshire-partnership-homes/our-purpose/

