Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2023/2024
Barnsley Metropolitan Borough Council
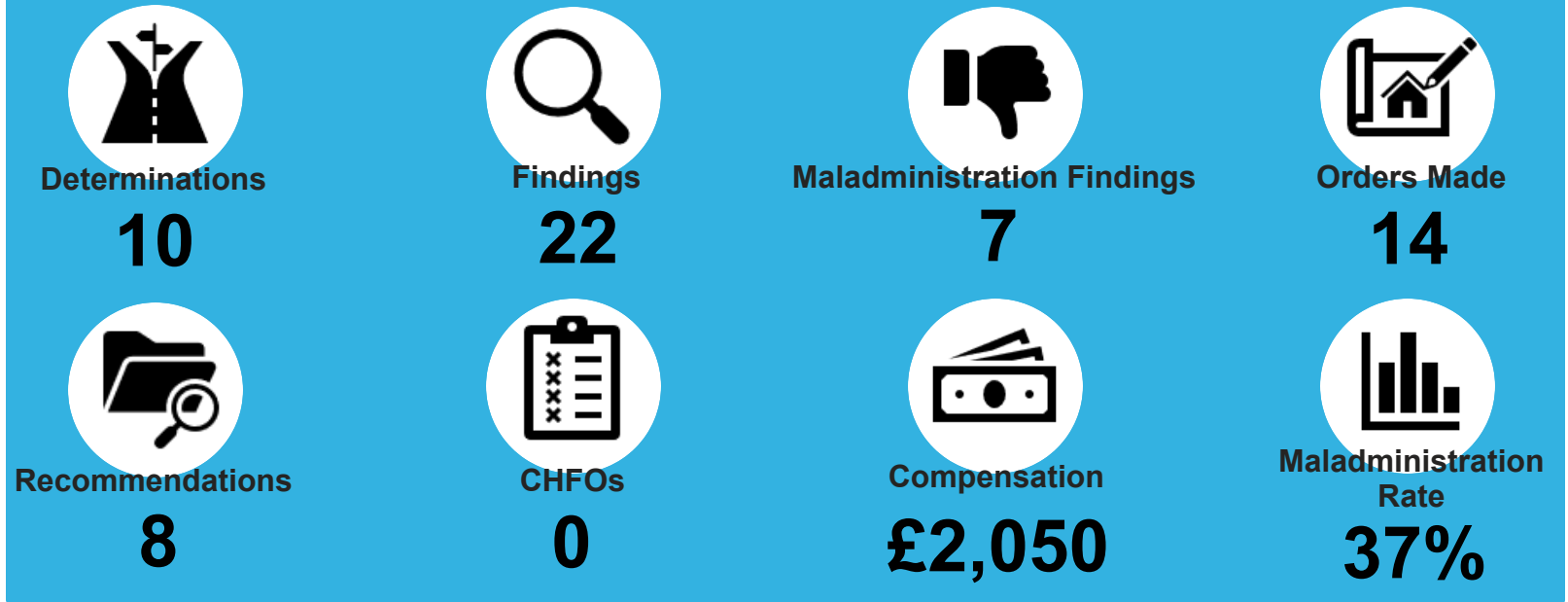
Landlord: Barnsley Metropolitan Borough Council

Landlord Homes: 18,477

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE

Determinations
10

Findings
22

Maladministration Findings
7

Orders Made
14

Recommendations
8

CHFOs
0

Compensation
£2,050

Maladministration Rate
37%

PERFORMANCE 2022-2023

Determinations

Orders Made

Compensation
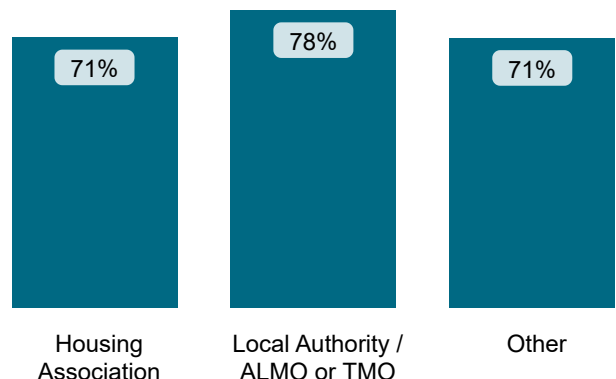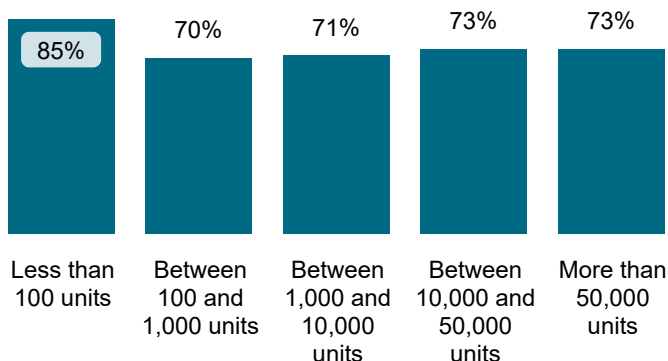
Maladministration Rate

Not Applicable
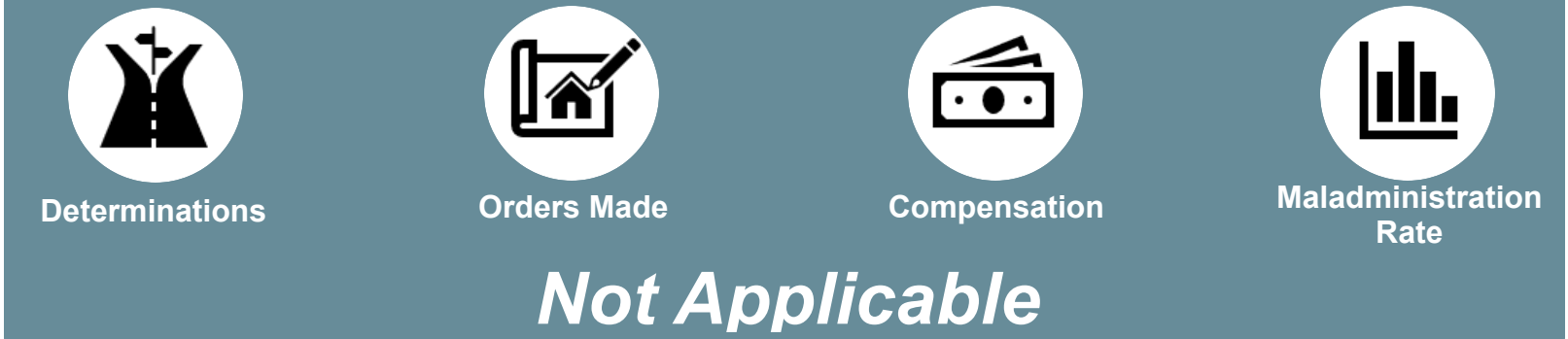
Maladministration Rate *Comparison* | *Cases determined between April 2023 - March 2024*

NATIONAL MALADMINISTRATION RATE: **73%**

The landlord performed <u>well</u> when compared to similar landlords by size and type.

National Mal Rate by Landlord Size: Table 1.1

Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units
85%	70%	71%	73%	73%

by Landlord Type: Table 1.2

Housing Association	Local Authority / ALMO or TMO	Other
71%	78%	71%

Findings *Comparison* | *Cases determined between April 2023 - March 2024*

National Performance by Landlord **Size**: Table 2.1

Outcome ▲	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	Total
Severe Maladministration	15%	6%	4%	8%	7%	**7%**
Maladministration	36%	37%	42%	42%	43%	**42%**
Service failure	17%	19%	20%	18%	19%	**19%**
Mediation	0%	0%	1%	1%	1%	**1%**
Redress	0%	5%	7%	8%	12%	**9%**
No maladministration	13%	21%	19%	16%	12%	**15%**
Outside Jurisdiction	19%	11%	8%	7%	5%	**7%**
Withdrawn	0%	0%	0%	0%	0%	**0%**

Barnsley Metropolitan Borough Council

Outcome ▲	% Findings
Severe Maladministration	**0%**
Maladministration	**27%**
Service failure	**5%**
Mediation	**0%**
Redress	**9%**
No maladministration	**45%**
Outside Jurisdiction	**14%**
Withdrawn	**0%**

National Performance by Landlord **Type**: Table 2.2

Outcome ▲	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	**7%**
Maladministration	41%	45%	36%	**42%**
Service failure	19%	18%	21%	**19%**
Mediation	1%	1%	0%	**1%**
Redress	12%	4%	6%	**9%**
No maladministration	15%	15%	21%	**15%**
Outside Jurisdiction	6%	9%	10%	**7%**
Withdrawn	0%	0%	0%	**0%**

Outcome ▲	% Findings
Severe Maladministration	**0%**
Maladministration	**27%**
Service failure	**5%**
Mediation	**0%**
Redress	**9%**
No maladministration	**45%**
Outside Jurisdiction	**14%**
Withdrawn	**0%**

Landlord Findings by Category | *Cases determined between April 2023 - March 2024* Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total ▼
Property Condition	0	5	1	0	1	5	0	0	**12**
Complaints Handling	0	1	0	0	1	1	0	0	**3**
Anti-Social Behaviour	0	0	0	0	0	1	1	0	**2**
Charges	0	0	0	0	0	1	1	0	**2**
Estate Management	0	0	0	0	0	1	0	0	**1**
Occupancy Rights	0	0	0	0	0	1	0	0	**1**
Reimbursement and Payments	0	0	0	0	0	0	1	0	**1**
Total	**0**	**6**	**1**	**0**	**2**	**10**	**3**	**0**	**22**

LANDLORD PERFORMANCE
Barnsley Metropolitan Borough Council

Findings by Category *Comparison* | *Cases determined between April 2023 - March 2024*

Top Categories for Barnsley Metropolitan Borough Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	12	50%	73%
Complaints Handling	3	33%	84%
Anti-Social Behaviour	1	0%	68%
Charges	1	0%	60%
Estate Management	1	0%	60%
Occupancy Rights	1	0%	50%

National Maladministration Rate by Landlord **Size**:
Table 3.2

Category	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	% Landlord Maladministration
Anti-Social Behaviour	71%	61%	60%	67%	75%	0%
Charges	0%	63%	47%	57%	65%	0%
Complaints Handling	100%	87%	87%	86%	81%	33%
Estate Management	50%	67%	66%	58%	59%	0%
Occupancy Rights	100%	67%	37%	49%	58%	0%
Property Condition	75%	63%	72%	74%	74%	50%

National Maladministration Rate by Landlord **Type**:
Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	70%	67%	0%
Charges	62%	50%	75%	0%
Complaints Handling	82%	91%	91%	33%
Estate Management	59%	65%	38%	0%
Occupancy Rights	48%	51%	83%	0%
Property Condition	72%	77%	59%	50%

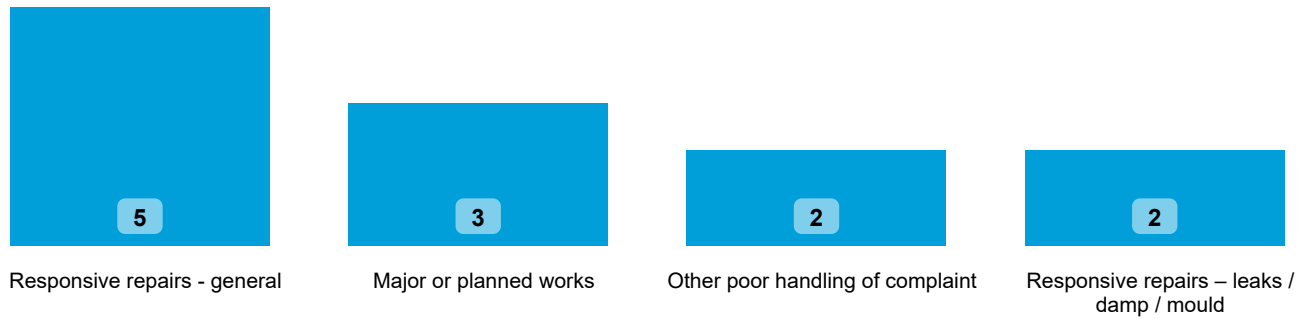## Findings by Sub-Category | *Cases Determined between April 2023 - March 2024*
Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	2	1	0	1	1	0	0	5
Responsive repairs – leaks / damp / mould	0	1	0	0	0	1	0	0	2
Service charges – amount or account management	0	0	0	0	0	1	1	0	2
Noise	0	0	0	0	0	1	0	0	1
Responsive repairs – heating and hot water	0	1	0	0	0	0	0	0	1
Total	**0**	**4**	**1**	**0**	**1**	**4**	**1**	**0**	**11**

Top Sub-Categories | *Cases determined between April 2023 - March 2024*

Table 3.5

5	**3**	**2**	**2**
Responsive repairs - general	Major or planned works	Other poor handling of complaint	Responsive repairs – leaks / damp / mould

Orders Made by Type | *Orders on cases determined between April 2023 - March 2024*

Table 4.1

Compensation	8
Repairs	2
Take Specific Action (non-repair)	2
Apology	2
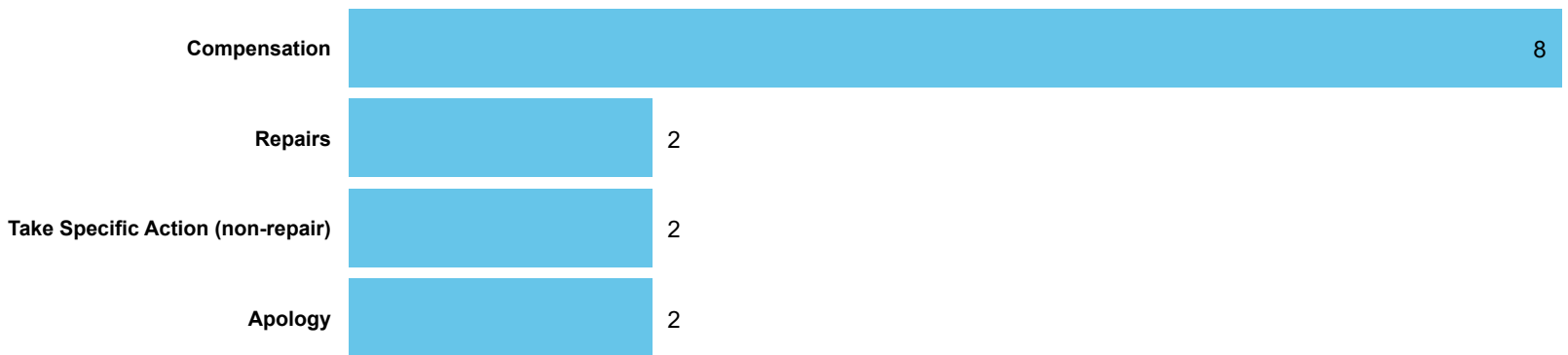
Order Compliance | *Order target dates between April 2023 - March 2024*

Table 4.2

Order Complete?	Within 3 Months Count	%
Complied	14	100%
Total	**14**	**100%**

Compensation Ordered | *Cases Determined between April 2023 - March 2024*

Table 5.1

●Ordered ●Recommended

Property Condition	£1,700.00
Complaints Handling	£350.00