

Berneslai Homes Customer Services Committee 14 February 2024 – Meeting Summary:

Reflections on Committee in the Community

The Committee reflected on the first Committee in the Community held in November 2023 when they met at Hudson Haven in Wombwell. The Committee thought it was a positive first session and discussed ways to increase tenant engagement. They agreed that The Executive Director of Customer and Estate Services and the Head of Customer Services would discuss options for the May Committee Community Event with the Chair of Customer Services Committee.

Quarterly Performance Report 23/24 (Quarter 3 October to December)

The Quarter 3 performance information was presented and discussed. The report covered information in respect of the 43 Key Performance Indicators (KPIs), RAG (Red, Amber, Green) status, key strengths and areas of focus for the Quarter. The report provided benchmarking information for Tenant Satisfaction Measures from the Housemark mid-year Benchmarking Report, which reflects that Berneslai Homes is in the peer group upper quartile for most indicators. The report also proposed to adopt peer group upper quartile target for next year. The report provided two options for the Key Performance Indicator quarterly performance summary to help track performance over time, with the Committee stating their preferred format. Officers drew Committee attention to some areas of concern, such as low satisfaction levels with anti-social behaviour. The actions taken or planned to address these issues, such as a summit meeting with BMBC around ASB management and an action plan, were outlined. The areas of strength were highlighted, such as 100% building safety compliance. The Committee gave positive feedback on the new briefing note format and the benchmarking information and recognised the areas of strength and areas for improvement.

PRIP Performance Report Quarter 3

The Quarter 3 performance information for the contractor delivery of the repairs service was presented and discussed. The report shows the performance of the contract partners on 14 key performance indicators (KPIs) for the third quarter, with 8 KPIs met and 6 failed. In respect of reactive repair appointments and voids turnaround time, the contract partners achieved strong performance on reactive repair appointments and attending repairs in 24 hours, and 3/7/25 days, as well as on voids turnaround time, which were all above the target of 99.5% and 9 days respectively. On gas safety and customer satisfaction, Committee's attention was drawn to the 100% achieved on gas safety, which is a key priority, and customer satisfaction was at 82.63%, which is below the target of 95% but shows an improvement from previous quarters. In relation to major adaptations and guaranteed maximum price (GMP), GMP report showed that there were two areas where performance was under target, with Wates and

Construction Services (CS) having different issues with resources and subcontracting. Committee were informed that Property Services is working closely with the CS team to address the challenges. Committee discussed the new lettings policy and actions being taken to alleviate overcrowding in terms of voids being brought back into use to provide more properties, the new lettings policy not allowing underoccupancy of 2/3 bed properties and the joint working between Berneslai Homes and BMBC to acquire more properties to meet the needs of large families on the housing register. Committee noted the report and areas for improvement.

Your Comments Count Quarterly Update

The report summarised Quarter 1-3 2023/24 key activities, outcomes, and actions under the 'Your Comments Count' Policy. The Committee discussed the increasing number of repair related complaints and the actions being taken to address. The Committee noted the contents of the report and were assured by the positive actions taken to ensure statutory compliance of the complaint handling service, and noted and agreed to the actions listed within the report. In particular, the Committee acknowledged the level of concern with regard to the increasing number of repair related requests and were assured that this is being addressed at an Executive Management level and requested an update at the next Committee meeting.

Awaab's Law Briefing

The Committee was briefed on the Awaab's Law consultation and recognised the difficulties and challenges the enforcement of Awaab's Law presents in terms of service delivery. Committee flagged from a tenant perspective that communication would be key to ensure there is clarity, understanding and all information provided to tenants in relation to works. The Committee noted the Awaab's Law consultation document briefing and acknowledged that further updates will be received in relation to the potential impact on service delivery once consultation has concluded and the impending law comes into effect.

Knowing our Customers

The Committee was updated on the progress of the 'Knowing our Customers' project and the risks associated with the delay in its completion. This project will ensure that we understand more about our customers, and we reflect this information in service delivery and planning. The Committee noted the progress and key milestones of the project, the current customer profile, the actions required to strengthen full compliance with the requirements of the Transparency, Influence and Accountability Consumer Standard, and that the project requires the implementation of NEC CRM (our main IT system) which is part of Phase 2 of the Repairs First project.

Preparing for new Inspection Regime

The Committee was updated on the preparations for the new Regulatory Framework commencing in April 2024 and the progress made in delivering on key actions within the Consumer Standard Action Plan which has been developed to ensure that compliance to the new framework is met within the required timelines. The Committee noted the continued joint work being undertaken by the Regulation Board on the revised Action Plan (updated to include resource requirements, target dates and the current position), the key risk and mitigations, the planned development sessions for Board, Elected Members, staff and tenants, and the progress in the development of a mobilisation plan to respond to the operational management of an inspection.