

STAR 2022 – Improvement Action Plan

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This action plan has been developed and agreed in February 2023, following the review of feedback provided by tenants in our annual STAR satisfaction survey. We will share updates on progress with these actions on our website and with our Tenant Voice Panel.

Updated October 2023

Action	STAR measure this aims to improve	Who	Target Completion date	Status comments	Status
Barnsley Homes Standard Programme To review and implement customer choice changes for kitchens and bathrooms specifications to ensure selection are to modern living requirements for our customers.	<ul style="list-style-type: none"> Satisfaction with the quality of home 	Head of AM / Capital Projects Manager	April 2023	Kitchen specification choice changes has now been implemented. Bathrooms and wet room are currently in the process via PRIP.	Complete
Stock Data Quality Programme To continue with ongoing programmes of Stock Condition and Energy Performance Certificates. This ensures BH is informed and intelligence is being used for future investment planning purposes. VFM perspective “investment in the right homes at the right time”	<ul style="list-style-type: none"> Satisfaction with the quality of the home Satisfaction with heating and energy efficiency 	Head of AM / Assets Data Analyst	Ongoing programme	Currently 65% of stock condition surveys completed to date. Data being used to inform future capital improvement programmes.	Ongoing
Retrofit programme To develop and roll out a programme to improve the energy efficiency to a planned number of homes on an annual basis.	<ul style="list-style-type: none"> Satisfaction with heating and energy efficiency 	Head of AM / Assets & Sustainability Manager	March 2024	20 property pilot for delivery model currently being tested via PRIP as	On track

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				part of the BHS schemes. Outcome will influence future delivery approach	
<p>Increased HRA investment for Environmental Improvement programme. Priority areas requiring intervention through environmental improvements can be brought forward on the plan.</p>	<ul style="list-style-type: none"> • Satisfaction with neighbourhoods • Satisfaction with contribution made by landlord 	Head of AM / Assets & Sustainability Manager	March 2024	Priority areas identified with Neighbourhood and Estates service. 3-year programme currently to deliver environmental improvements underway.	On track but programme will be affected by realignment of budgets to support the planned and programmed repair budgets
<p>Pilot project in one Independent Living schemes. To redecorate/refurbish and modernise the communal areas/spaces of a specific scheme. This has the potential to serve as a model for the refurbishment of ILS in the future.</p>	<ul style="list-style-type: none"> • Satisfaction with Communal Areas (internal) 	Head of AM / Assets & Sustainability Manager	March 2024	Programme to deliver improvement pilot developed. Currently at the initial design and customer consultation stage.	On track
<p>Building safety Continued work to improve Building Safety to ensure customers feel safe in their homes (Re-structure April 2023 & Implementation of C365 Compliance Software) – ECD April 2023</p>	<ul style="list-style-type: none"> • Satisfaction with safety and security 	Head of Repairs, Maintenance and Building Safety	April 2023 Revised Jan 2024	Revised Implementation date of Jan 24 for C365 in line with NEC.	Revised date and on track
<p>Complaint Resolution New temporary resource in the R&M Team dedicated to customer service & complaint handling &</p>	<ul style="list-style-type: none"> • Satisfaction with handling of complaints 	Head of Repairs, Maintenance and Building Safety	February 2023	In post Feb 23 To review effectiveness.	Complete. Review effectiveness

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resolution to reduce increase in complaints and ensure first time resolution.					
Complaint resolution Complete the Housemark Complaint Handling accreditation and develop action plan to address issues raised	<ul style="list-style-type: none"> Satisfaction with handling of complaints 	Customer Services Manager	July 2023	Complete Aug 23 and action plan agreed SMT	Complete
Repairs service Catch up programme being introduced throughout 2023-24 with an additional £2.6m being invested to help clear the rolling programme of works to reduce delays and improve customer satisfaction.	<ul style="list-style-type: none"> Satisfaction with the repairs and maintenance service 	Head of Repairs, Maintenance and Building Safety	March 2024	Review carried out at Q2. Revised delivery plan and reprofiling of budgets underway to clear 'backlog' works faster for customers.	On track but not yet resolved
Repairs service communication Work with the TVP scrutiny group. To improve the frequency, clarity and content of communication regarding planned works	<ul style="list-style-type: none"> Satisfaction with the repairs and maintenance service 	Head of Repairs, Maintenance and Building Safety	March 2023	New suite of letters introduced across the R&M service and improvements to come via NEC.	On track but delayed
New Approach/policy for Damp Mould and Condensation Deliver on Action Plan by setting up a task & finish group (with tenant reps) with regular governance updates.	<ul style="list-style-type: none"> Satisfaction with the quality of the home 	Head of Repairs, Maintenance and Building Safety	March 2024 (full completion)	Meetings ongoing.	Completed
Pro-active property inspections, data collection & analysis To implement via GIS mapping to target inspections based on trends to reduce the reliance on tenants	<ul style="list-style-type: none"> Satisfaction with the quality of the home 	Head of Repairs, Maintenance and Building Safety/Head of Asset Management	April 2023	Insight being sought from stock condition information allowing us to	On track

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reporting issues so we can invest in the right areas better				identify areas & trends for future investments.	
Implementation of repairs online To go live with the functionality that enables customers to report & track repairs in real time	<ul style="list-style-type: none"> Dealing with enquiries Satisfaction with repairs and maintenance service 	Head of Repairs, Maintenance and Building Safety	April 2023 Summer 2023 for customers Delayed to Jan 2024	Revised implementation date of NEC to January 2024.	Commenced but delayed
Increase tenant feedback on completed repairs Review post work survey methodology and content to align with the go live of Repairs Online system.	<ul style="list-style-type: none"> Satisfaction with repairs and maintenance service Satisfaction that we listen to and act on views Satisfaction with opportunities to make views known 	Head of Repairs, Maintenance and Building Safety	April 2023 Delayed to Spring 2024	Commenced Sep 23 and ongoing process.	Commenced but delayed to align with NEC changes
Increase engagement with under 35s Develop a strategy to engage and understand more about any differing needs of under 35s	<ul style="list-style-type: none"> All satisfaction measures for this demographic 	Community Engagement Manager	April 2023 March 2024	Strategy and approach developed. Delayed due to focus on local engagement .	Commenced but delayed

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				To commence in Oct 23.	
<p>Supporting tenants Continue promotion of Tenants First service and access to hardship fund to assist with the cost of living crisis for our most vulnerable</p>	<ul style="list-style-type: none"> Not STAR measure but included in BH bespoke question set 	Tenant First Manager	Ongoing	<p>Raised awareness through website. Contacted local schools/health visiting teams/social care to offer the service. Promotional material is now ready and has been handed out. Business style cards have been printed for our construction staff and front line workers. Contacted partner organisations such as Age UK. Delivered training to front line staff in Neighbourhoods and Income on how to support tenants with the fund. Raised profile on MMIYP webpage.</p>	Ongoing and on track

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				Posters are being put up in communal areas.	
<p>Communal areas Develop a strategy to understand and manage customer expectations of standards in communal areas and then review and commence spot checks and customer feedback. To include awareness of service charges.</p>	<ul style="list-style-type: none"> • Satisfaction with communal areas • Satisfaction that we listen to and act on views • Satisfaction with VFM rent and service charges 	Neighbourhood Management Co-ordinator/Community Buildings Manager/Community Engagement Team	<p>July 2023</p> <p>Delayed to March 2024</p>	<p>Communal Area spot checks developed in some schemes.</p> <p>We have asked for tenants to take part in the spot-checks in all ILS, a further recruitment drive will take place in Oct 23.</p>	Commenced but delayed
<p>Neighbourhood Impact Develop a strategy to improve local area engagement as we roll out the new Neighbourhood Management Teams</p>	<ul style="list-style-type: none"> • Satisfaction with contribution to local area • Satisfaction that we listen to and act on views • Satisfaction with opportunities to make views known 	Neighbourhood Management Co-ordinator/Community Engagement Manager	<p>July 2023</p> <p>March 2024</p>	<p>On hold due to changes within the NHT.</p> <p>Meet the teams sessions ran and a back to basics approach to local engagement started in July 23. Results to inform the strategy and the development of neighbourhood plans.</p>	Commenced but delayed

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<p>Telephony services (BH specialist teams) Review approach to call handling back office to ensure call handling meets our service offer, including option to implement contact centre technology back office.</p>	<ul style="list-style-type: none"> • All contact measures • Satisfaction with ease of contact • Satisfaction with dealing with enquiries 	<p>Head of Customer Services/Customer Services Manager</p>	<p>June 2023 Delayed to March 2024</p>	<p>Not progressed fully due to the introduction on a new telephony system in the contact centre and a period of embedding this etc before further teams use it. Exercise to understand how we use telephony back office completed July 2023</p>	<p>Commenced but delayed</p>
<p>Telephony service (contact centre) Implement the revised SLA for the contact centre service and monitor service delivery (including analysis and use of customer feedback). Support BMBC impenet new call system</p>	<ul style="list-style-type: none"> • All contact measures • All Contact measures 	<p>Head of Customer Services/Customer services manager</p>	<p>Ongoing SLA March 2023</p>	<p>Completed and in place. Service delivery in line with targets</p>	<p>Complete</p>
<p>Website review Review and use customer feedback of the new website to enhance the online experience.</p>	<ul style="list-style-type: none"> • Satisfaction with our online services • Easy to deal with 	<p>Communications Manager</p>	<p>Ongoing,</p>	<p>Ongoing, website is reviewed every 6 months with involved tenants, action points taken. Website 'SiteImprove' feedback also looks at accessibility,</p>	<p>Ongoing</p>

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				search functionality, layout etc. complimented by Google Analytics reporting.	
E-forms review Review current e-form solution	<ul style="list-style-type: none"> All contact measures Easy to deal with 	IT Manager/Head of Customer Services	July 2023 October 2024	Commenced but BMBC taking lead on this.	Commenced but delayed
Lettings Policy Review Implement revised Homeseeker Scheme and service Review Mutual Exchange offer	<ul style="list-style-type: none"> Satisfaction with transfer and lettings service 	Head of Customer Services/Lettings Manager	Dec 2023	In progress and on target. Policy slipped to January 23 and Mutual exchange service review to now be completed by June 24	On track
Neighbourhood Team Review Finalise new service review	<ul style="list-style-type: none"> Satisfaction with Neighbourhoods 	Head of Estates Services Neighbourhood Manager	April 2024	New structure in place, to review	Completed
ASB Management Review and implement revised ASB policy and procedures, including extending feedback from service users	<ul style="list-style-type: none"> Satisfaction with ASB handling 	Head of Estate Services ASB Team Leader	June 2024	Policy complete, remaining procedures to be reviewed, Good Neighbour Policy to be devised	Completed