

Quarterly Performance Report Quarter 3 - 2023/2024



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GREAT PLACE

Annual Indicator  Tenant Satisfaction with Repairs	Annual Indicator  Time Taken Recent Repair	Annual Indicator  Satisfaction Home is Safe	 Gas Safety Checks
Annual Indicator  Well Maintained Home	 DHS Compliance	 Fire Safety Checks	 Asbestos Safety Checks
 Emergency Repairs	 Non-Emergency Repairs	 Water Safety Checks	 Lift Safety Checks
Annual Indicator  Positive Contribution to Neighbourhoods	Annual Indicator  Satisfaction with Communal Areas	Annual Indicator  Satisfaction with Handling ASB	 ASB Cases

HEADLINES


We were 100% compliant across the five Building Safety TSMs



ASB Cases Hate Incidents

GREAT PEOPLE

Annual Indicator  Tenant Satisfaction	Annual Indicator  Listening to Tenants
Annual Indicator  Keeping Tenants Informed	Annual Indicator  Treating Tenants Fairly
Annual Indicator  Handling Complaint	 Stage One Complaints
 Stage Two Complaints	 Stage One Response Time
 Stage Two Response Time	

GREAT PLACE	
Annual Indicator  Tenant Satisfaction with Repairs	Annual Indicator  Time Taken Recent Repair
Annual Indicator  Well Maintained Home	 DHS Compliance
 Emergency Repairs	 Non-Emergency Repairs
Annual Indicator  Positive Contribution to Neighbourhoods	Annual Indicator  Satisfaction with Communal Areas

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
83.1%	75.1%					83.1%	76.0%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
New	75.5%					80.4%	71.0%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
New	73.8%					82%	73.8%	TP04: Well Maintained Home Satisfaction that the home is well maintained
0.33%	0.33%	Measured at the start and end of the year				0%	0.33%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
100%	99.95%	99.70%	99.90%			99.5%	98.9%	RP02 2: Emergency Repairs Repairs completed within target timescale
New	96.74%	96.16%	96.55%			99.5%	95.5%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
New	59.6%					62%	64.0%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
New	66.0%					66%	66.0%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained

*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

**Benchmark is based on sector wide upper quartile

GREAT PLACE	
 Annual Indicator Satisfaction Home is Safe	 Gas Safety Checks
 Fire Safety Checks	 Asbestos Safety Checks
 Water Safety Checks	 Lift Safety Checks
 Annual Indicator Satisfaction with Handling ASB	 ASB Cases
 ASB Cases Hate Incidents	

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
83.4%	74.9%					83%	77.0%	TP05: Home is Safe Satisfaction that the home is safe
100%	100%	100%	100%			100%		BS01: Gas Gas safety checks
100%	100%	100%	100%			100%		BS02: Fire Fire safety checks
100%	100%	100%	100%			100%		BS03: Asbestos Asbestos safety checks
99.29%	99.64%	100%	100%			100%		BS04: Water Water safety checks
100%	64.92%	100%	100%			100%		BS05: Lift Lift safety checks
60.1%	48.3%					60%	55.0%	TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti-social behaviour
39.54	10.45	24.02	33.20			In line with peer group median	30.38 Q2 peer group median	NM01 1: ASB Cases Anti-social behaviour cases
0.44	0.22	0.61	0.61			In line with peer group median	0.72 Q2 peer group median	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents

GREAT PEOPLE

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
84.2%	76.8%					84%	76.0%	TP01: Tenant Satisfaction Overall satisfaction
68.1%	59.6%					68%	61.0%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
70.6%	64.5%					71%	68.0%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
85.3%	76.9%					85%	80.8%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
New	43.1%					62%	31.0%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
New	9.34	19.52	29.92			In line with peer group median	19.14 Q2 peer group median	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
New	1.56	3.00	5.39			In line with peer group median	2.17 Q2 peer group median	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
New	88.08%	83.15%	77.40%			90%	85.0%	CH02 1: Stage One Response Time Stage one complaints response time
New	100%	96.72%	97.89%			90%	91.0%	CH02 2: Stage Two Response Time Stage two complaints response time

 Annual Indicator Tenant Satisfaction	 Annual Indicator Listening to Tenants
 Annual Indicator Keeping Tenants Informed	 Annual Indicator Treating Tenants Fairly
 Annual Indicator Handling Complaint	 Stage One Complaints
 Stage Two Complaints	 Stage One Response Time
 Stage Two Response Time	

GREAT PLACE



EPC C or Above

HEADLINE

38.67% of properties had an EPC C or above against a target of 40%

GREAT PEOPLE



Proportion of Apprentices

HEADLINE

3.66% of the workforce were apprentices which exceeds the 3% target.

GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound



Annual indicator

Management Fee Efficiency Target

Annual Indicator

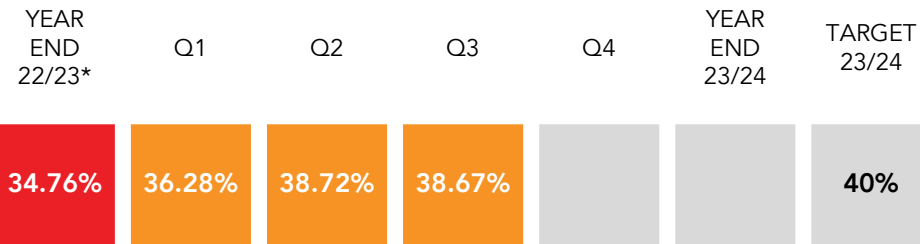


TSM Targets

HEADLINE

96.47% of rent was collected against a target of 97%.

GREAT PLACE



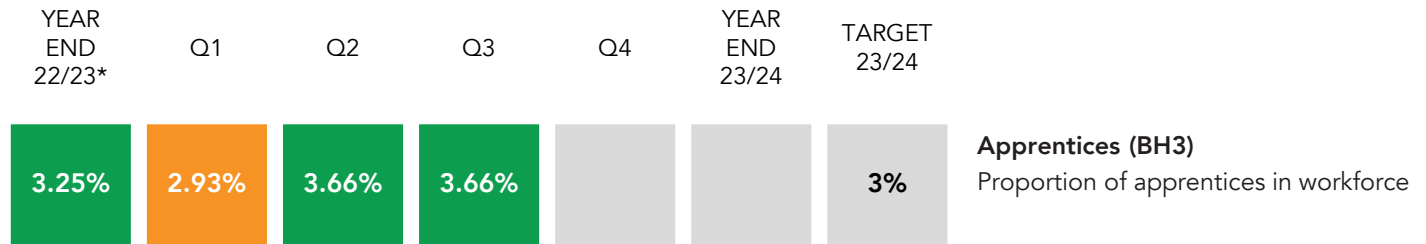
EPC Ratings (BH5)
Percentage of Properties with an EPC C or above.



EPC C or Above

*22/23 year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT PEOPLE



Proportion of Apprentices

*22/23 year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT COMPANY		YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24		
 Void Rent Loss	 Rent Collection	0.76%	1.31%	1.24%	1.27%			1.05%	Void Rent Loss (BH1) Income lost due to void properties	
		96.06%	94.87%	95.37%	96.47%			97%	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.	
 Barnsley Pound	Annual Indicator  Management Fee Efficiency Target	66.21%	65%	67%	67%			75%	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.	
		Achieved	Achieved						1%	Management Fee (BH6) Management Fee Efficiency target as part of annual Value For Money report.
Annual Indicator  TSM Targets		New	8.3%						100%	TSM Targets (BH7) Meet all TSM satisfaction targets

*22/23 year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT PLACE



Right First Time

HEADLINES

74.07% of tenants felt responsive repairs were completed right first time against a target of 82%.

GREAT PEOPLE

Annual Indicator



Staff Satisfaction



Staff Attendance



Equality Act



Minority Ethnic



HF Awarded



HF Supported

HEADLINES

942 Hardship Fund applications were approved so far this financial year against an annual target of 666.

GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears

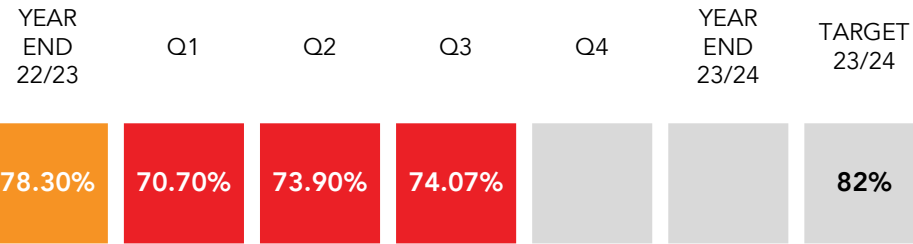


Contact Centre

HEADLINES

83.39% of priority calls were answered in the target timescale of 3 minutes or less.




GREAT PLACE



Keeping properties in good repair (KPI 1)
Responsive repairs right first time.



Right First Time

GREAT PEOPLE		YEAR END 22/23	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	
Annual Indicator									
		68%	48%					68%	Staff Satisfaction (KPI 2) Employee satisfaction rate. My organisation is a great place to work.
Staff Satisfaction	Staff Attendance	12.12	14.28	12.20	12.01			9 days	Staff Attendance (KPI 3) Average number of days absent per full time equivalent employee.
		5.77%	4.77%	4.39%	4.76%			8%	Diversity (KPI 4) Percentage of staff defining under the Equality Act definition of disability.
Equality Act	Minority Ethnic	2.69%	2.56%	2.38%	2.75%			2.7%	Diversity (KPI 5) Percentage of minority ethnic staff in total workforce.
		New	57,872	136,937	266,753			£500k	HF Awarded (KPI 9) Hardship Fund awarded to tenants.
HF Awarded	HF Supported	New	268	550	942			666	HF Supported (KPI 10) Hardship Fund No. of successful applications.

GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears



Contact Centre

YEAR END 22/23	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**
34.60	20.4					>34	20.4
3.51%	3.74%	3.87%	3.38%			3.5%	
65.03%	91.57%	78.08%	83.39%			80%	

Net Promoter (KPI 6)

Likely to recommend Berneslai Homes.

Current Tenant Arrears (KPI 7)

Percentage of Current Tenant Arrears.

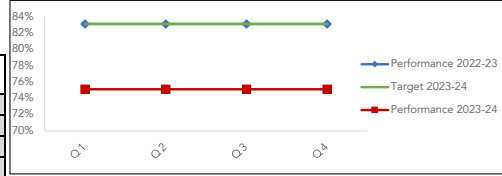
Contact Centre (KPI 8)

We will answer priority calls in less than 3 minutes (Contact Centre).

Exception Report Summary

Title: The percentage of tenants satisfied with the overall repairs service (TP02)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 83.1%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	75.1%	Red	↓	83.1%	5% points	83.1%
Q2	75.1%			83.1%		83.1%
Q3	75.1%			83.1%		83.1%
Q4	75.1%			83.1%		83.1%



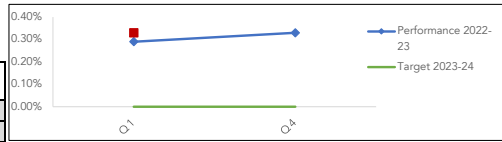
Title: The percentage of tenants satisfied that the home is well maintained (TP04)
Theme: Repairs and Maintenance
PI Type: TSM Pulse
YE Target: 82.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	73.8%	Red	↓	82.0%	5% points	N/A
Q2	73.8%			82.0%		N/A
Q3	73.8%			82.0%		N/A
Q4	73.8%			82.0%		N/A



Title: The proportion of local authority dwellings which are decent dwellings (RP01)
Theme: Bansley Home Standard
PI Type: TSM Pulse
YE Target: 0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	0.33%	Red	↔	0.00%	N/A	0.29%
Q4				0.00%		0.33%



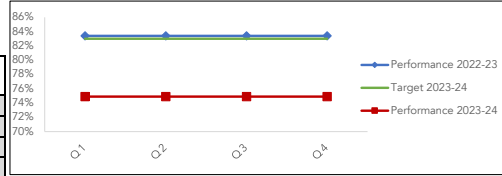
Title: Proportion of non-emergency repairs completed in target timescale (RP02 1)
Theme: Repairs and Maintenance
PI Type: TSM Pulse
YE Target: 99.50%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	96.74%	Red	↓	99.50%	1% point	New
Q2	96.16%			99.50%		
Q3	96.55%			99.50%		
Q4				99.50%		



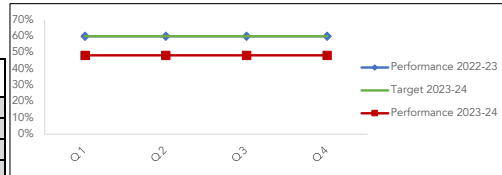
Title: The percentage of tenants satisfied that the home is safe (TP05)
Theme: Regulatory Compliance
PI Type: TSM Pulse
YE Target: 83% or upper quartile

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	74.9%	Red	↓	83.0%	5% points	83.4%
Q2	74.9%			83.0%		83.4%
Q3	74.9%			83.0%		83.4%
Q4	74.9%			83.0%		83.4%



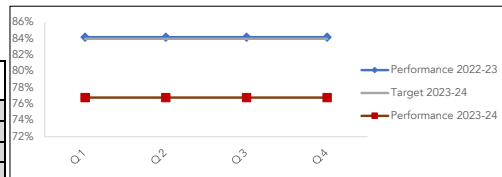
Title: The percentage of tenants satisfied with the landlords approach to ASB (TP12)
Theme: Early Help, Prevention and Intervention
PI Type: TSM Pulse
YE Target: 60.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	48.3%	Red	↓	60.0%	5% points	60.0%
Q2	48.3%			60.0%		60.0%
Q3	48.3%			60.0%		60.0%
Q4	48.3%			60.0%		60.0%



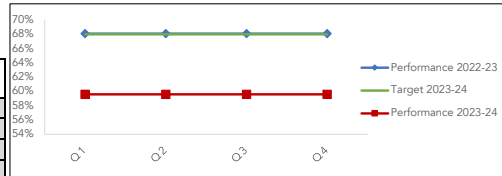
Title: The percentage of tenants satisfied with the overall service provided (TP01)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 84% or upper quartile

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	76.8%	Red	↓	84%	5% points	84.2%
Q2	76.8%			84%		84.2%
Q3	76.8%			84%		84.2%
Q4	76.8%			84%		84.2%



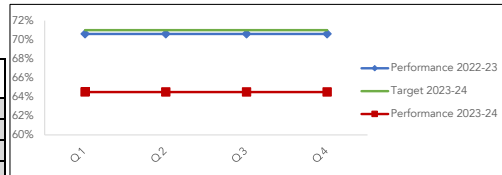
Title: The percentage of tenants who feel that their views are listened to and acted upon (TP06)
Theme: Customer Service and Involvement
PI Type: TSM Pulse
YE Target: 68.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	59.6%	Red	↓	68.0%	5% points	68.1%
Q2	59.6%			68.0%		68.1%
Q3	59.6%			68.0%		68.1%
Q4	59.6%			68.0%		68.1%



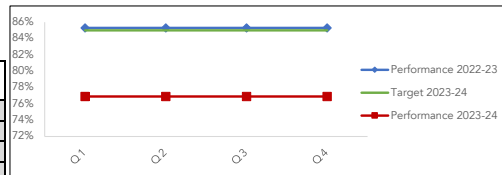
Title: Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)
Theme: Customer Service and Involvement
PI Type: TSM Pulse
YE Target: 70.6%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	64.5%	Red	↓	71.0%	5% points	70.6%
Q2	64.5%			71.0%		70.6%
Q3	64.5%			71.0%		70.6%
Q4	64.5%			71.0%		70.6%



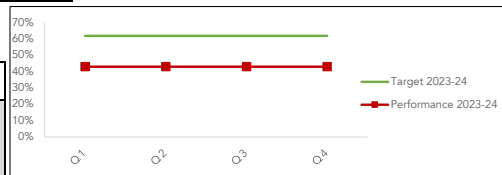
Title: Agreement that the landlord treats tenants fairly and with respect (TP08)
Theme: Customer Service and Involvement
PI Type: TSM Pulse
YE Target: 85.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	76.9%	Red	↓	85.0%	5% points	85.3%
Q2	76.9%			85.0%		85.3%
Q3	76.9%			85.0%		85.3%
Q4	76.9%			85.0%		85.3%



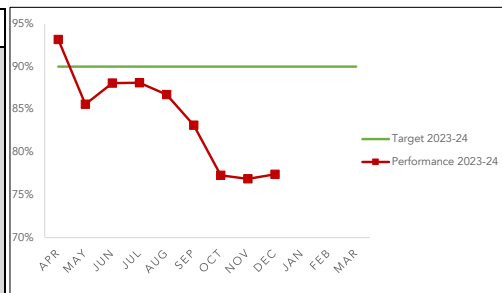
Title: Satisfaction with the landlords approach to handling complaints (TP09)
Theme: Customer Service and Involvement
PI Type: TSM Pulse
YE Target: 62.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	43.1%	Red		62.0%	5% points	New
Q2	43.1%			62.0%		
Q3	43.1%			62.0%		
Q4	43.1%			62.0%		



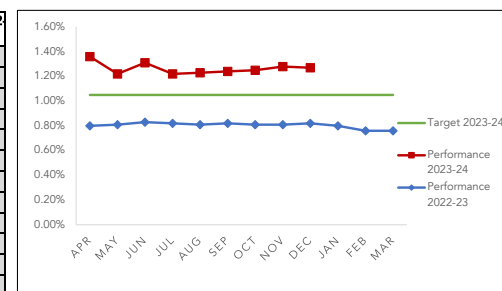
Title: Complaints responded to within Complaint Handling Code timescales (Stage 1) (CH02 1)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 90%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-22	93.18%	Green		90%	5% points	New
May-22	85.59%	Amber	↓	90%		
Jun-22	88.08%	Amber	↑	90%		
Jul-22	88.12%	Amber	↑	90%		
Aug-22	86.73%	Amber	↓	90%		
Sep-22	83.15%	Red	↓	90%		
Oct-22	77.29%	Red	↓	90%		
Nov-22	76.87%	Red	↓	90%		
Dec-22	77.40%	Red	↑	90%		
Jan-23				90%		
Feb-23				90%		
Mar-23				90%		



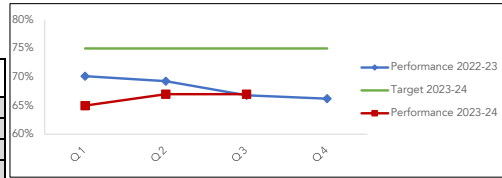
Title: Void rent loss
Theme: Voids
PI Type: Council Pulse
YE target: 1.05%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-23	1.36%	Red	↓	1.05%	0.11% points	0.80%
May-23	1.22%	Red	↑	1.05%		0.81%
Jun-23	1.31%	Red	↓	1.05%		0.83%
Jul-23	1.22%	Red	↑	1.05%		0.82%
Aug-23	1.23%	Red	↓	1.05%		0.81%
Sep-23	1.24%	Red	↓	1.05%		0.82%
Oct-23	1.25%	Red	↓	1.05%		0.81%
Nov-23	1.28%	Red	↓	1.05%		0.81%
Dec-23	1.27%	Red	↑	1.05%		0.82%
Jan-24				1.05%		0.80%
Feb-24				1.05%		0.76%
Mar-24				1.05%		0.76%



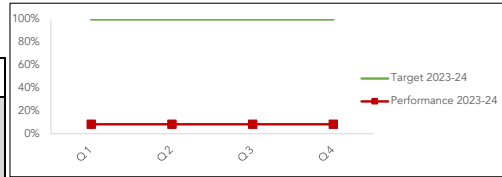
Title: Local Spend
 Theme: Finance
 PI Type: Council Pulse
 YE Target: 75%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	65%	Red	↓	75%	5% points	70.15%
Q2	67%	Red	↑	75%		69.29%
Q3	67%	Red	→	75%		66.79%
Q4				75%		66.21%



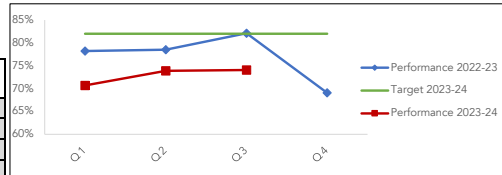
Title: Meet all TSM satisfaction targets
 Theme: Customer Services and Involvement
 PI Type: Council Pulse
 YE Target: 100%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	8.3%	Red		100%	5% points	New
Q2	8.3%			100%		
Q3	8.3%			100%		
Q4	8.3%			100%		



Title: Responsive repairs completed right first time
 Theme: Repairs and Maintenance
 PI Type: Company Pulse
 YE Target: 82%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	70.70%	Red	↑	82%	7% point	78.21%
Q2	73.90%	Red	↑	82%		78.50%
Q3	74.07%	Red	↓	82%		82.11%
Q4				82%		69.07%



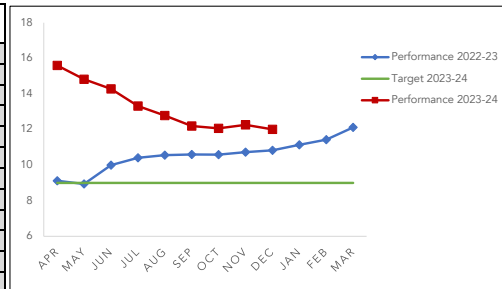
Title: Employee Satisfaction Rate
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 68%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	48%	Red	↓	68%	5% points	52%
Q2	48%			68%		52%
Q3	48%			68%		52%
Q4	48%			68%		52%



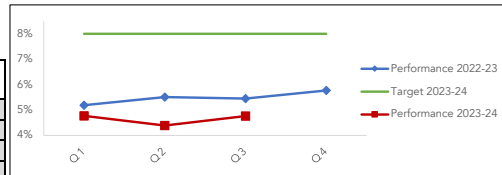
Title: Average number of sick days per employee
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 9 days or less

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-22	15.6	Red	↓	9	1	9.12
May-22	14.82	Red	↑	9		8.94
Jun-22	14.28	Red	↑	9		10
Jul-22	13.32	Red	↑	9		10.41
Aug-22	12.79	Red	↑	9		10.56
Sep-22	12.2	Red	↑	9		10.6
Oct-22	12.07	Red	↑	9		10.59
Nov-22	12.26	Red	↓	9		10.73
Dec-22	12.01	Red	↑	9		10.83
Jan-23				9		11.14
Feb-23				9		11.43
Mar-23				9		12.12



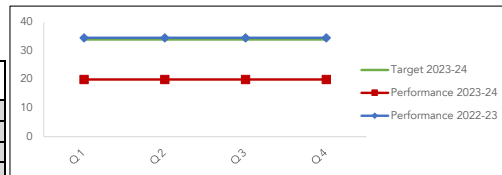
Title: Percentage of Staff defining under the Equality Act definition of disability
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 8%


Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	4.77%	Red	↓	8.00%	2% points	5.19%
Q2	4.39%	Red	↓	8.00%		5.51%
Q3	4.76%	Red	↑	8.00%		5.45%
Q4				8.00%		5.77%



Title: Likely to recommend Bemslai Homes
 Theme: Customer Service and Involvement
 PI Type: Company Pulse
 YE Target: 34

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	20.0	Red	↓	34	4	34.6
Q2	20.0			34		34.6
Q3	20.0			34		34.6
Q4	20.0			34		34.6



DATE REPORT RAN 31/12/2023		Creating GREAT Homes & Communities for the People of Barnsley								BUILDING SAFETY SCORECARD			
TOTAL ASSET NUMBERS		Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House					
		17,972		753		34		44					
COMPLIANCE AREA		In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works
TENANT SATISFACTION MEASURES													
BS01: Gas safety checks		16,118	0							Spreadsheet		100.00%	1 Domestic property overdue, this is in the legal process, appointment arranged.
BS02: Fire safety checks		1,040	0							Spreadsheet		100.00%	
BS03: Asbestos safety checks		1,040	0							Spreadsheet		100.00%	
BS04: Water safety checks		907	0							Spreadsheet		100.00%	
BS05: Lift safety checks		438	0							Spreadsheet		100.00%	
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme				210	0	3	0			Spreadsheet		100.00%	100% Compliant
Assets NOT on Programme				543		29							
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required				0	0	0	0			Spreadsheet			In-plan Actions: A full review is being undertaken to group all actions to a programme of works. We continue to work with Procurement to retain a framework for contractors to carry out the large schemes such as fire doors, bin stores.
High (2 month)				0	0	0	0			Spreadsheet			
Medium (6 months)				5	0	0	0			Spreadsheet			
Low (12 months)				3	0	0	0			Spreadsheet			
In plan works - High				0	38	0	0			Spreadsheet			
In plan works - Medium				1	123	0	0			Spreadsheet			
In plan works - Low				1	80	0	0			Spreadsheet			
All Fire Actions				10	241	0	0						
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning				124	1					Spreadsheet		99.20%	Fire Safety Officer is working with BPS to ensure all outstanding fire alarm and emergency lights servicing is completed A.S.A.P. Currently undertaking a full review of all the servicing requirements to ensure reporting figures are correct and include sprinkler, dry riser etc.
Emergency Lighting				111	5					Spreadsheet		95.69%	
Fire Extinguishers				60	0					Spreadsheet		100.00%	
Smoke Vents				1	0					Spreadsheet		100.00%	
Fire Blankets				52	0					Spreadsheet		100.00%	
Fire door inspections				1050	0					Spreadsheet		100.00%	
All Fire Actions				1398	6							99.57%	
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within reporting year		34								Email notifications			
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme		17,742	230									98.72%	
Assets NOT on Programme		0											
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month		278								Spreadsheet		1.55%	CS 188 jobs raised Dec 23 (96 in progress, 76 complete, 1 no job found, 4 cancelled, 11 no access 3NAC). Wates 90 jobs raised (46 in progress, 39 complete, 5 no access).
Open 7-day jobs at month end		142								Spreadsheet		0.79%	
HHSRS (CAT1/2) damp / mould risks identified in month		3								Spreadsheet		0.02%	
DAMP AND MOULD - COMPLAINTS													
Escalated service requests										Customer Services		0.00%	(Percentage score = % of total domestic housing stock)
Open stage 1 complaints		9								Customer Services		0.05%	
Open stage 2 complaints		3								Customer Services		0.02%	
Total		12								Customer Services		0.07%	
DAMP AND MOULD - DISREPAIR CLAIMS													
Total live claims relating to damp and mould (cum in yr)		48								Spreadsheet		0.27%	

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BUILDING SAFETY SCORECARD

TOTAL ASSET NUMBERS	Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House					
	17,972		753		34		44					
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years												
Assets on Programme with an in date EICR <10 years	17,865	125					44	0	Workbooks		99.32%	Meeting held with Housing and Community Safety Team to review final plans to raise warrant for access to those properties where access is an issue.
Assets on Programme	17,988						44					
Assets on Programme with an in date EICR <5 yrs	17,438	552	220	0			44	0	Workbooks		96.99%	EICR programme ongoing with same issue as 5 year for access.
Assets on Programme	17,988		220				44					
C-1	0	0	0	0			0	0	Spreadsheet			Orders raised for CS to carry out incompleated remedial works from unsatisfactory EICR
C-2	155	257	0	0			0	0	Spreadsheet			
GAS SERVICING												
Assets on Programme	16,118	1	4	0	51	0			Spreadsheet		99.99%	1 Domestic gas service expired, this is in the legal process and has an appointment to be completed
Assets NOT on Programme	1,853		749		0							
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	635	0							Partners		100.00%	
No. of Voids Capped in Month within 24 hrs of Becoming Void												
No. of Voids Capped in Month within 24 hrs of Becoming Void	29	0							Partners		100.00%	
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	150								Partners			
Solid Fuel												
Homes on the Programme	109	0							Spreadsheet		100.00%	
Asbestos												
Assets on Programme			534	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	100% Compliant.
Assets NOT on Programme			219		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16835	46	62	0	21	13	0	0	PIMSS, Spreadsheet		99.65%	The remaining domestic 46 LRAs are proving to be more challenging to arrange. Compliance Officer now exploring other options to access these properties, as
Assets NOT on Programme	1091		691		0		44					
WATER HYGIENE: Inspection checks												
Flushing			162	0					Teams / spreadsheet		100.00%	Flushing: 35 sites weekly, 22 sites monthly. 1 site closed, (New Lodge CC, New Lodge Crescent, S71 1SH) for refurb all other sites completed. Temperatures: all sites completed. Again 1 site closed as above. Annual Monitoring: All sites completed.
Temperatures			57	0					Teams / spreadsheet		100.00%	
Annual monitoring			58	0					Teams / spreadsheet		100.00%	
			277	0							100.00%	
WATER HYGIENE												
High (1 month)	0	0	0	0								2 remedials ordered -not overdue
Medium (3 months)	0	0	0	0								
Low (6 months)	2	0	0	0					SAP/Spreadsheet			
All Actions	2	0	0	0								
SERVICE & MAINTENANCE CHECKS												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	All passenger lifts serviced.
Stairlifts	419	9							Engineers sheets		97.90%	Out of the 9 un-compliant stairlifts, 4 are No Access, 2 are to be removed, 2 are in Void / notice received properties, 1 is now booked in
Stemplifts	1	1							Engineers sheets		50.00%	please note 1 Steplift out of service (off), this has been passed back to E&A as user has passed away and costs to repair are escalating.
Throughfloor lifts (TFL)	29	1							Engineers sheets		96.67%	1 access issue - contact made with tenant who now has a rats in the upstairs of the property - order has been placed to eradicate rats. Compliance Officer working with neighbourhood officer to gain access.
Hoists	109	2							Engineers sheets		98.20%	1 VOID property and 1 where the user has passed away and the hoist has been asked to be removed.
All	578	13									97.80%	

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	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant				
	17,972		753		34		44					
ENERGY EFFICIENCY												
SCS	13,722	4,250							Spreadsheet		76.35%	<p>There are two strands feeding into the reported figure:</p> <ul style="list-style-type: none"> - Strand 1: BHS (contract partners) delivered SCS'. (Approximately 2,400 to be delivered during 2022/3 and 2023/4) - Strand 2: Pennington Choices delivered SCS'. (Approximately 15,600 to be delivered during 2022/3 and 2023/4) *accelerated target 12/2022. <p>Strand 1 is nearing target. CS and Wates have provided 22/23 (1,100 returns received). For 23/24 CS have submitted data, which accounts presently for 500 extra surveys; an additional c.200 are still required (CS remain close to their individual target, having returned 87% against target). For 23/24 Wates are still to submit (Wates remain behind their individual target, with 54% delivered against target).</p> <p>Strand 2 is now below target as at end of last period, 93% delivered against target. As we enter the final quarter of 23/24, a third phase has commenced with hotspot centred surveying and further targeted communications (bespoke postcard mailers sent to no access properties). Various other communication forms have also been explored including joint cyclical visits, outward facing support from internal teams, and additional targeted communications.</p>
EPC	13,867	4,250							PIMSS		76.54%	<p>There are five strands feeding into the reported figure. They are: Pennington Choices, Contract Partners (Wates and CS respectively - certification being delivered through BHS works), Certificates delivered by in-house DEA accredited surveyors, Certificates delivered as part of the Boiler replacement scheme. Due to the number of strands, the breakdown given is the gross figure only (some further reconciliation is required as the surveying contract nears completion). A system upgrade to our asset management system, PIMSS, has surpassed 146 assets' EPCs, so progress has been reduced this month as a result of this development.</p>



Complaints

Date updated: 18/01/2024

		2023/24									Performance over time	
		Quarter 1			Quarter 2			Q3				
Theme	Measure	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Complaints	Escalated service requests	108	101	141	87	98	140	123	74	119		
	Stage 1 complaints in month per 1,000 properties	3.5	3.06	2.78	3.06	3.34	3.78	4.06	3.73	2.61		
	Stage 2 complaints in month per 1,000 properties	0.33	0.73	0.5	0.61	0.5	0.33	0.61	1.34	0.44		
	Percentage of stage 1 complaints responded to within complaint handling code timescales (inc agreed extensions) (cum)	93.18%	85.59%	88.08%	88.12%	86.73%	83.15%	77.29%	76.87%	77.40%		
	Percentage of stage 1 complaints responded to in internal 10 day target (cum)	79.55%	65.77%	71.52%	71.78%	69.91%	65.17%	59.65%	58.66%	58.80%		
	Percentage of stage 1 complaints where extension agreed with complainant	88.89%	75.86%	100.00%	92.86%	83.33%	87.09%	75.00%	84.61%	78.95%		
	Percentage of stage 2 complaints responded to within complaint handling code	100.00%	100.00%	100.00%	100.00%	98.04%	96.72%	96.92%	97.40%	97.89%		
	Percentage of stage 2 complaints responded to in internal 20 day target (cum)	81.82%	89.47%	93.94%	89.74%	86.27%	81.97%	83.08%	83.12%	77.89%		
	Percentage of stage 2 complaints where extension agreed with complainant	100.00%	N/A	N/A	100.00%	100.00%	75.00%	N/A	100.00%	100.00%		
	Housing Ombudsman complaints received		2			3			2			
	New Ombudsman enquiries received		2			1			3			
	Number of Ombudsman cases determinations received		4			3			0			
	Number of Ombudsman findings received		9			5			0			
	Number of Ombudsman severe maladministration findings		0			0			0			
	Number of Ombudsman maladministration findings		0			2			0			
	Number of Ombudsman partial maladministration findings		0			0			0			
	Number of Ombudsman reasonable redress findings		1			1			0			
	Number of Ombudsman no maladministration findings		6			1			0			
	Number of Ombudsman outside jurisdiction		2			1			0			
	Number of Ombudsman withdrawn findings		0			0			0			
	Number of outstanding cases with the Ombudsman at the end of the period		3			3			5			
	Compensation paid £		6942	3095	3006	3364	4950	5178	5965	4627	7453	
	Compensation paid (number of cases)		17	23	21	18	15	21	24	18	28	
	Service improvements identified			12			24			10		
	Compliments received		78	117	110	65	34	106	137	105	93	
Disrepair cases		7	4	3	5	2	3	4	1	15		

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1	Q2	Q3
Corporate Priorities								
Healthy Barnsley	Ensure we have resources to deliver our strategic plan and provide value for money		1) Implement restructure across organisation. 2) Review of Admin teams, PMO's and IT. 3) Review success of restructure.	1) April 2023 2) July 2023 3) March 2024	Executive Management Team.	30/6 company restructure in place - complete 30/6 Admin and PMO review complete. IT review to be undertaken by end of December 23.	IT review to run alongside implementation of Reps First and once Business as usual determined.	10/1/24 IT review to run alongside implementation of Reps First and once Business as usual determined.
	Cost of living- minimising hardships for staff and tenants	Hearing Tenants	1) Deliver BH Hardship Fund and evaluate impact.	1) Dec-23	Executive Management Team.	30/6 23/24 fund in place (£500k). Cost of Living Champion role out to advert closing 9/6/23. Monitoring and evaluation underway.	14/9 CoL Champion in place. Close monitoring of spend and action plan in place including Home from Home winter initiative	
Growing Barnsley	Maximising Income.	Growth	1) Working in partnership with BMBC looking at Service Charges 2) De-pooling of rents 3) Maximising income for Construction	Throughout 2023/24	Executive Management Team.	30/6 Service Charge Review led by Council. Scope agreed. HQN appointed and review commenced.	4/9 Interim Income Manager in place; tasked with leading recovery plan to improve performance.	18/1 - Embedding change to work flow within team. Options to implement software to increase and automate outbound contact to drive up collection rates underway
Healthy Barnsley	Customers voices are heard in our Governance arrangements.	Hearing Tenants	1) Develop overall approach for Board to hear the tenants voice – using best practice. 2) Ensure Board have ownership of the trends from complaints and learn from customer journey mapping. 3) Board use opportunities to meet and discuss services with tenants. 4) Board set the culture and develop culture changes for all staff.	1) October 2023 2) April 2023 3) October 2023 4) October 2023	Executive Director Corporate Services. Board Champion	30/6 Work has commenced in this area including Away day arranged to discuss Sept 23 with TPAS, voids and estate tour for Board members, tenants voice included in all Board and Committee reports. 30/6 Complaints deep dive and journey mapping taken place at CS Committee and regular reports and discussions held at every committee- complete. 30/6 New Board member newsletter identifying opportunities for Board to meet with staff and residents. 30/6 Away day September 23.	14/9 - Customer Services committee to meet in community bases and extend opportunity for involved and local tenants to pre-meet. 14/9 TVP reps meet direct with BMBC (Strategic ALMO Meeting) 14/9 Accessible summary of committee and board meeting versions to be developed for Q3	18/1/24 commenced summaries from Committees and making improvements to Board pages to provide more information for customers. 18/1/24 New Board Chair taking a lead role in attending local events and customer events.
	Modernization of Services.	Technology and Innovation	1) Deliver Repairs IT project including Dynamic Resource scheduling.	Phase 1 April 2023 Phase 2 July/ August 2023	Executive Director of Corporate Services and One Consulting.	30/6 Delay agreed to early 2024 regular updates provided to BMBC and BH Board, as project progresses.	Go live date of Jan 24	10/1/24 Go live date 31/14/24 phase 1
	Respond to new consumer regulatory standards and framework	Hearing Tenants	1) To be determined following issuing of new standards by the Regulator of Social Housing. 2) Ensure we can report on the new standards to BMBC to enable them to fulfil their landlord responsibilities.	1) Phase 1 April 2023 Phase 2 April 2023 2) April 2023	Executive Director Customer and Estate Services.	17/7 - New standards not released yet. 17/7 - HQN self assessment tool to be used and completed by 30/9/23 17/7 to complete self assessment by 30/9/23	14/9 - All leads progressing well on SA's. Regulatory Board set up to include BMBC and tenant rep. Full schedule of SA presentations scheduled for October. 14/9 - Customer panel 21/9 focussing on regulation 14/9 - HQN attending bespoke session with EMT	18/1 Regulation Action plan reviewed and resource/financial impact currently underway. Still awaiting final version of Consumer Standards from RSH. Session with TVP to agree actions 23/1 Plan developed to raise awareness amongst members/board and wide staff Key action plan being developed to respond to an Inspection Call
	Embrace and embed the new professionalism standards for all Social Housing providers.	Employment and Training/ Hearing Tenants	1) Assess standards once published (core competencies v new standards). 2) Update employee specifications and PDR form in line with standards. 3) Identify and implement any training requirements including develop a management development program. 4) Undertake pilot Professional Passport in Housing Management.	1-3) December 2023 (pending publication of professionalism standards) 4) June 2023	Executive Director of Corporate Services.	30/6 Professional Passport in Neighbourhood Team commencing June 2023 (Kingdom Academy)	4/9 Housing Professional Passport commenced across Neighbourhoods. 18/09 The core competencies and standards have not officially been published but are expected later this year. The current guidance has been interpreted. Monthly gov.uk updates are being closed followed. 18/09 A review has been undertake to identify all managers believed to be in scope and the qualifications they hold. Training providers to be identified for those who do not hold the recognised qualifications.	15/12 a delay in publication of the standards, now not expected to be until end of 2024. Work will continue on the wider aspects of competency and conduct and preparation for professionalism. 08/01/24: Update report to go to EMT on 09/01. Professionalism to be included as a topic at February Leadership Development session.
Learning Barnsley	Increase skills for the future and to ensure we achieve the ambitions in our Strategic Plan.	Employment and Training	1) Develop our graduate and apprentice opportunities. 2) Creative approach to opportunities and use vacancies to reassess options. 3) Obtain funding to support employment and training.	1) Mar 2024 2) Throughout 23/24 3) Dec 2023	Executive Director of Corporate Services.	30/6 ESF – Council programme linked into	4/9 - ESF Project manager tasked with identifying possible funding streams to support customers post December 2023. 18/09 - Hosting seven displaced Craft Apprentices via Efficiency North 18/09 - All Craft apprenticeship positions assessed when vacancies arise to identify skills gaps	15/12 ESF funding has been utilised to access training such as MHFA and MHFA Refresher Training
Healthy Barnsley	Improve Customer Satisfaction.	Hearing Tenants	1) Learn from new call handling in-time feedback. 2) Implement new Housing Management Service Model and improvement plan with focus on professionalisation agenda.	1) Sept 2023 2) April 2023	Executive Director Customer and Estate Services.	30/6 New 'Neighbourhoods' structure implemented 1st April 2023 30/6 Modernisation plan underway and on track. Professional Passport to be undertaken by all Neighbourhoods Staff 23/24	14/9 - Neighbourhoods Structures in place and embedding. HPP commenced.	18/1 Contact Centre in call feedback now received and being analysed. Contact Centre SLA due for light touch review March. Transaction surveys being developed and annual plan for roll out from April 24
	Increase and broaden customer engagement and feedback	Hearing Tenants	1) Develop Customer Portal. 2) Establish tenant Estate Champions as 'eyes and ears' in community. 3) Establish targeted local engagement plans.	1) 2023/24 2) June 2023 3) Dec 2023	Executive Director Customer and Estate Services.	17/7 Commenced	14/9 - demos booked from Engagement IT Platform providers. 14/9 - Transactional Survey Development Plan commenced. 14/9 - series of community engagement tour underway with positive interaction and new tenants signed up to be more involved	18/1 Insight and Engagement Strategy in draft and due for TVP consultation 25/1. Action plan developed and due for EMT sign off March 24. Sftware options explored and at procurement stage. Meeting held with TVP 12/12 and agree to review the TVP model early 24
Growing Barnsley	Implement and embed new lettings Policy.	Growth	1) Implement New Lettings Policy. 2) Establish 1st Annual Lettings Plan. 3) Undertake VFM review of BH approach to use of hotels as Temporary Accommodation. 4) Front-door market-place approach to new Lettings Policy	1) April 2023 2) April 2023 3) May 2023 4) August 2023	Executive Director Customer and Estate Services.	17/7 - Agreed go live date of Dec 23. Review underway	14/9 - All outbound contact for band reviews now completed. Cancelled unreturned for bands 1-5. Working through reassessments and on track to complete full review on time. 14/9 - NEC commenced rebuild of system. 14/9 Lettings Board meeting as scheduled	18/1 - Go live deferred to 1st April due to IT system alignments. All reviews completed
Learning Barnsley	200 tenants per annum supported to get ready for work.	Employment & Training	1) Delivery of ESF funded 'Achieve' targets and generating additional profit.	1) April to December 2023	Executive Director Customer and Estate Services.	30/6 Achieve delivery on target and achieving excellent outcomes. Due to end delivery December 2023 upon cessation of ESF funding.	4/9 ESF project on track to meet delivery milestones 14/9 planning for closure of ESF contract (ending December 2023 inc final claim and report	
Healthy Barnsley	Meeting Building safety requirement and keeping safety as our number one priority.	Keeping Tenants Safe	1) C365 software to be in place. 2) Comply with the Building Safety Act on the production and compilation of Safety cases. 3) Comply with new Fire Safety Act and ensure actions from this are implemented during 23/24 to ensure compliance.	1) December 2023 2) Throughout 2023/24 3) March 2024	Executive Director Property Services.	30/6 Successful testing ongoing. 30/6 Safety cases and action plan ready August 2023. 30/6 Buildings to be registered September 2023 30/6 Completed	15/9 - All on track. Building Safety Compliance performance maintains upper quartile and requirements of the Building Safety Act, Fire Safety Act & Fire Safety Regulations being implemented within agreed target milestones.	1) C365 - All modules built and 4 areas currently running live (Electric / Legionella / Lifts / Asbestos), Fire minor issues being addressed and will be live by Jan24. Gas cannot go live until we are using NEC as part of the original plan. We will run C365 against our current systems to ensure accuracy and fulfil audit requirements until the end of Q4. 2) Complete - Safety Cases produced for all 3 High Rise Buildings and are live documents. Penningtons re-reviewing these in March 24. 3) Complete
Growing Barnsley	Meeting future requirements of social housing in Barnsley and exploring opportunities externally.	Growth	1) Work with the council on the future of council housing - new build and acquisition during 2023/24.	1) During 2023/24	Executive Director Property Services.	AG liaising with NC to see how we can build new homes.		Working closely with BMBC on two key streams of new acquisitions and new build programs - RTB reserves acquisition programme & Afghan re-settlement project. Amanda Garrard continuing to liaise with Neil Copley on the future of new build.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1	Q2	Q3
Healthy Barnsley	Data Quality - ensuring we have up to date and accurate data including our stock conditions, health and safety including damp and mould and tenants vulnerability.	Keeping Tenants Safe	1) Review of current data held. 2) Action Plan to collect data, to ensure accurate and up to date. 3) Collecting appropriate data to increase the accuracy of data held. 4) Arrangements in place to ensure this continues to be accurate and up to date.	1) April 2023 2) May 2023 3) Throughout 2023	Executive Management Team Lead	30/6 Complete 30/6 Knowing our customers project underway	14/9 - knowing our customer action plan agreed and project meetings established	18/1/24 Full roll out of Knowing Customer Project Deferred to CRM go live. Interim actions to enhance contact details and consent statements. Agreed to review/share what we already know about customers
Sustainable Barnsley	Installation of renewable technology, carbon reduction initiatives across the stock and business.	Zero carbon	1) Deliver 1000 solar PV working with BMBC and Energise Barnsley. 2) Use SHDF for fabric first improvements 3) Develop plan for EPC C by 2030. 4) Reskill sessions for existing staff for retrofit opportunities.	1) January 2024 2) March 2024 3) March 2024 4) March 2024	Executive Director Property Services.	30/6 Ongoing consultation between BH/BMBC/EB Ltd. Indicative project start date Sept 2023 30/6 SHDF Wave 1 (approx. 90 properties) and 2.1 (approx. 150 properties) to delivering fabric first "retrofit" improvements 30/6 EPC C retrofit kickstart BH/BMBC cabinet report developed to agree approach – project pilot via PRIP in year 1 30/6 Upskilling of team. Retrofit awareness, adviser and assessor training/qualifications currently being undertaken	04/9 Project likely to start now in Q3. EB Ltd to provided revised procurement and project programme. 04/9 SHDF Wave 1 (approx 70 properties) be completed Sept 23. Wave 2.1 commencing in Oct/Nov 23. 04/9 EPC C retrofit pilot commenced with Task Group monitoring progress. Compliant PAS2035 designs currently being undertaken to allow for contract partners to produce GMP for the pilot project. 04/9 Project Liaison Officers now retrofit adviser qualified. Capital Projects Officers completed DEA qualification, which now allows them to complete Retrofit Assessor quals.	04/01 Following Milestones Plan agreed between parties. Project installation commencement May 24 - complete Aug 25. 04/01 SHDF Wave 1 (approx. 70 properties) completed Dec 23. Wave 2.1 (approx. 150) commenced Jan 24. 04/01 EPC retrofit pilot Task Group monitoring progress. GMP agreed, pilot installation works commenced Jan 24. 04/01 Retrofit quals been undertaken by staff.
	Supporting Barnsley and the wider economy and supporting the move to zero carbon.	Zero carbon	1) Develop Fleet vehicle EV Plan. 2) Construction Services successfully accredited to PAS 2030.	1) April 2024 2) July 2023	1) Depot and transport Manager 2) CS Head of Operations	30/6 Reviewing our plans around new BMBC active travel strategy and charging infrastructure, as well as zero emissions vehicles. This will also include suitability of depot charging facilities. 30/6 Update accreditation application submitted Pilot schemes in progress to contribute to learning and development of being accredited to PAS2030	28/09 - Working with BMBC Fleet Services to look at suitable vehicles at time of renewal. Working up options around charging infrastructure and suitability of current premises should we need to form an overnight charging setup. 28/09 - Waiting on date for accreditation assessment following submission of application. NICEIC are the body who have been assigned to evaluate our application.	19.01.24 - CS have their PAS2030 accreditation audit booked for 24,25 January 2024 with NICEIC - Possible visit to see pilot properties at Roper Lane.
Healthy Barnsley	Modernisation of Construction Services.	Technology and Innovation	1) Embedding of Dynamic Resource Scheduling system to improve efficiencies within Construction Services. 2) New Business Plan for Construction Services to ensure continuous improvement and the development of proposals from this.	1) January 2024 – June 2024 2) Plan by April 2023 – development throughout 2023/24	1) Managing Director Construction Services. 2) Managing Director Construction Services and External specialist input into plan.	30/6 Date changed due to Go live date delayed and reflects 6 month embedding process as per original business case. 30/6 At board for approval Sept 23. Following approval this document will hold all of CS and its corporate strategic priorities	28/09 - DRS launch date now January 2024. 28/09 - Business Plan Strategy at board today for approval	19.01.24 CS preparing for launch and working with all stakeholders to deliver an approach that will be as smooth as possible. 19.01.2024 - Business plan approved CS HOS to take to BH SMT end of February
Growing Barnsley	Growth of Construction Services.	Growth	1) Construction Services to provide maintenance of PV systems on behalf of Energise Barnsley. 2) Develop and upskill CS to be able to deliver plans around EPC C	1) March 2024 2) March 2024	1) Head of Operations 2) Head of Operations	30/6 Contract in place and works started, looking at other works through Energise Barnsley 30/6 CS HOS working with all stakeholders to ensure CS are able to deliver works.	28/09 - Agreements in place and now working with Energise Barnsley, also continuing with minor adaptations to private homes via SLA with BMBC	19.01.2024 - SLA in place with Energise Barnsley (solar Repairs) & BMBC (Private adaptations) with CS delivering works through agreements with both parties. 19.09.2024 - Continue to look for other opportunities to increase CS workloads away from PRIP contract.
Healthy Barnsley	Supporting Barnsley voluntary organisations.	Hearing customers	1) Achieving the Social Value targets in PRIP to spend locally and provide training and employment opportunities	1) Throughout 2023/24	Managing Director Construction Services.	30/6 Monitored throughout the year on a quarterly basis and at year end full report to PRIP core group	28/09 - Various opportunities planned throughout the year to contribute to achieving this outcome	19.01.2024 - Various opportunities planned throughout the year to contribute to achieving this outcome
Healthy Barnsley	Enforcing a proactive approach to damp and mould.	Keeping Tenants Safe	1) Policy Review – Write & Implement a new Policy. 2) Systems (NEC) – Implementation. 3) Comms – New Website Launch / review letters & leaflets / Social Media Campaign. 4) Approach – Move from reactive to proactive. 5) Delivery – Utilise external specialists. 6) Training – Tenants / Front Line Staff / Specialist MSI.	1) April 2023 2) April 2023 3) March 2023 4) March 2023 5) April 2023 6) April 2023	Executive Director Property Services.	30/6 Complete 30/6 Revised date of Jan 2024 30/6 Complete 30/6 Action plan being worked through with task group 30/6 Qest contract finalised. External consultants being utilised as required. 30/6 Ongoing via HQN	15/9 - we have a robust policy in place with a proactive approach to managing damp & mould. Recruitment of a dedicated Damp, Mould & Disrepair team is underway. We hold an effective monthly task group with tenant representation and key stakeholder engagement including BMBC colleagues from public health. We continue to follow government guidance and instil best practice within the organisation.	1) - Complete - New Damp Mould & Disrepair Manager currently reviewing the policy/procedure in line with the 'Awaabs Law Consultation' 2) - Ongoing - Go Live Date 31st Jan24 3) - Complete 4) - Ongoing, we have reduced referrals and number of reactive repairs per property in line with Housemark Median but the changes proposed in the 'Awaabs Law Consultation' will turn this on it's head within the sector and we will have to be more re-active to meet the stringent timeframes. 5) - We have Qest Mould set up as a contractor for both BH & BHCS to utilise and are working on implementing a minor works framework for specialist contractors throughout 2024-25 for DMC / Disrepair Activities. 6) - Surveyors have had the Michael Parrett Training, all front line staff have received HQN Training and we have just completed a pilot with tenants via National Open College Network and Efficiency North and are looking at social value funding options to roll this out further in the near future. Following the 'Awaabs Law Enactment', competency will be outlined and more training (HHSRS Refresher / DMC / Property Related) may be required.