

Quarterly Performance Report Quarter 2 - 2023/2024



Contents

	Page
Performance Summary	3
Tenant Satisfaction Measure Pulse	7
Council Pulse	11
Company Pulse	15
Exceptions Charts	19
Regulatory Compliance	26
Complaints Dashboard	29
Appendix A – Business Action Plan Update	30

Performance Summary

This report reflects on Berneslai Homes' performance at quarter two of 2023/24. Since the last performance report we have received the results from our annual survey of tenants and residents, many of the questions included in this survey are perception-based Tenant Satisfaction Measures (TSMs). Data from the UK Customer Satisfaction Index shows customer satisfaction has dropped to its lowest score since 2015, impacted by the cost of living crisis. Across the Housing Sector, customer satisfaction scores have been significantly impacted by the cost of living crisis, inflationary rent increases and shortages in labour and materials. Whilst our satisfaction scores have also dropped, we remain committed to listening to our customers, hearing what they say and making sure they feel safe in their homes.

In quarter two we received independent accreditation of our complaints handling process we firmly believe that every complaint is an opportunity to hear our customers, act on what they are telling us and learn to improve services for the further.

Keeping tenants safe is our priority and at quarter two its pleasing to note that we achieved 100% compliance across the five-building safety TSMs which cover gas, asbestos, fire, lift and water safety. We have continued to achieve targets for the proportion of emergency repairs completed within timescales, the proportion of stage two complaints responded to within timescales and the number of successful applications to the Hardship Fund. Tenant satisfaction with communal areas and the proportion of apprentices in the workforce also met targets.

20 of the 43 Key Performance Indicators (KPIs) were rated behind target. Of the 20 measures 12 relate to tenant perception measures and eight were generated from management information. Tenant satisfaction has dropped across the sector, whilst our performance for a number of satisfaction measures is rated as behind internal targets, anecdotal evidence suggests our performance compares favourably to others in the sector.

The key performance themes for the quarter are documented in a little more detail below.

TSM pulse

Tenant Satisfaction

Our tenant satisfaction scores at Berneslai Homes have fallen in comparison with the previous year. We are in the process of reflecting on the feedback from our latest tenant survey and will be creating an action plan in conjunction with tenants to document key actions we intend to take to build on satisfaction in light of the survey results. Peer benchmarks for this year are not yet available.

Proportion of homes non-decent

The Decent Homes Standard is a technical standard for social housing, for an asset to be classed as decent it must: meet the requirements as derived from the Decent Homes

Standard, be in a reasonable state of repair, have reasonably modern facilities and provide a reasonable degree of thermal comfort. 0.33% or 59 of our homes did not meet the Decent Homes Standard at quarter four of 2022/23, we are currently working towards reporting this measure on a quarterly basis. There were actions in place to address all 59 non-decent properties and at quarter two, 17 of the 59 non decent properties require work to bring them up to standard. In the main, the remaining non-decent properties have un-surveyed elemental failures.

Building Safety

There are five TSM KPIs reported under building safety which cover gas, asbestos, fire, lift and water safety. We achieved 100% compliance across all five measures. Keeping tenants safe is a strategic priority and Berneslai Homes is committed to ensuring that we are compliant with all elements of the Building Safety Act. We have delivered on a number of Building Safety commitments which are included in our strategic plan such as the installation of sprinkler systems to high rise buildings and the installation of carbon monoxide detectors to our tenants homes.

Repairs

8,805 emergency repairs were carried out in quarter two and 99.70% were completed in the target timescale of 24 hours. Of the 17,885 non emergency repairs carried out in quarter two 96.16% were completed within target. This measure combines performance across our three non-emergency repair priority categories which includes those categorised as to be completed within 3, 7 and 25 days. We are working to implement our Repairs First project which will deliver a high standard repairs service to our customers through the use of innovation and technology. This should positively impact on repairs performance.

Complaints

Every complaint is an opportunity to hear our customers, act on what they are telling us and learn to improve services for the future and others. We have been working on our approach to complaints and introduced a raft of new measures and updated procedures. In quarter two we received independent accreditation of our complaints process. Key areas assessed were the leadership and strategic commitment, performance management culture leading to continual improvement, access to the complaints service, encouragement of customer influence in how services are delivered, a timely and effective dispute resolution and that we tackle the causes of complaints and put things right.

So far this year 83.15% of the 352 stage one complaints received were responded to within Complaint Handling Code timescales. Performance has been impacted by an increase in complaints, with more than double the amount of stage one complaints received this year in comparison to last, particularly impacted by an increase in repairs related complaints. 96.72% of stage two complaints were responded to within Complaint Handling Code timescales.

Council pulse

Apprentices

3.66% of our workforce were apprentices at quarter two against a target of 3%. We have both craft apprentices based at Construction Services and office apprentices at Construction Services and Corporate Services. Apprentices present the opportunity for us to grow talent and expand our skilled and qualified workforce.

Void rent loss

Void rent loss at quarter two is 1.24% against a target of 1.05% or less. There has been a spike in voids requiring extensive works to enable us to achieve a lettable standard for tenants. Whilst we are conscious that void properties impact on potential income and the Council Housing waiting list, we recognise the importance of bringing properties up to standard before they are re-let. An action plan has been put in place and with agreement from the council we have re-prioritised budgets to progress bringing void properties up to a lettable standard.

Rent Collection and Current Rent Arrears

At quarter two our collection rate was 95.37% against a target of 97%. Performance follows a similar trajectory to last year and we expect to see improved performance for quarter three. Current rent arrears are 3.87% against a target of 3.5% or less and rated as slightly behind target. The Income Team continue to work closely with colleagues in Tenants First to support with financial assistance and advice with a focus on helping tenants to get more money coming in and less going out.

To spend influenceable funds locally supporting the Barnsley economy

67% of influenceable funds were spent locally in quarter one against a target of 75%. The definition for this KPI was updated this year to include reference to influenceable spend (excluding spend such as utilities where it was not possible to purchase locally). Recruitment and contractor costs have contributed to an increased proportion of non-local spend.

Company Pulse -BH Internal KPI's

Keeping properties in good repair

73.9% of tenants surveyed reported satisfaction with responsive repairs completed right first time against target of 82%, an improvement of 3.2% points on quarter one. This measure is calculated based on tenants' responses to a transactional perception survey. Upon investigation the repairs of all those who said they were dissatisfied in quarter two had been completed within target. Further interrogation of the data is underway.

Average number of days sick per employee

Since the start of the financial year sickness has continued to reduce month on month. At the end of quarter two the projected year end number of days of sickness per employee was 12.2 against a target of 9 days or less. Customer and Estate Services followed by

Construction Services had the highest levels of sickness. The main cause of absence was 'Acute Medical – Other' accounting for 30% of all absence, followed by Mental Health. 76% of sickness absence was long term.

HR continue to proactively monitor sickness absence and meet regularly with managers to ensure sickness is managed effectively and discuss any additional support required.

Berneslai Homes Remuneration Committee will be undertaking a deep dive into sickness, any identified actions will be fed back and progressed.

Percentage of staff defining under the Equality Act definition of disability

4.39% of the workforce at quarter two defined as disabled under the Equality Act definition against a target of 8%. This is a 0.38% point drop in comparison with quarter one performance and a 1.12% point reduction on the same period last year. Whilst there were a number of additional individuals defining as disabled within the quarter there were also a number who left the organisation within the quarter. Specific actions to improve representation are identified in our Equality of Opportunity report which includes a proposed data-refresh of the equality information we hold for existing staff to ensure we are capturing up-to-date figures.

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

78.08% of priority calls were answered in our target timescale of less than three minutes against a target of 80%. Performance is over 25% points higher than at the same point in the previous year. As we approach the winter months we typically experience higher call volumes. We continue to monitor performance for this measure and recognise the importance of our customers being able to get through to us.

As a standing item we are now also including a quarterly update on progress against our Business Action Plan which is included as appendix A.

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%		TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
New	75.5%					80.4%		TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
New	73.8%					82%		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%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
100%	99.95%	99.70%				99.5%		RP02 2: Emergency Repairs Repairs completed within target timescale
New	96.74%	96.16%				99.5%		RP02 1: Non-Emergency Repairs Repairs completed within target timescale
New	59.6%					62%		TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
New	66.0%					66%		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%		TP05: Home is Safe Satisfaction that the home is safe
100%	100%	100%				100%		BS01: Gas Gas safety checks
100%	100%	100%				100%		BS02: Fire Fire safety checks
100%	100%	100%				100%		BS03: Asbestos Asbestos safety checks
99.29%	99.64%	100%				100%		BS04: Water Water safety checks
100%	64.92%	100%				100%		BS05: Lift Lift safety checks
60.1%	48.3%					60%		TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti-social behaviour
39.54	10.45	24.02				In line with peer group median		NM01 1: ASB Cases Anti-social behaviour cases
0.44	0.22	0.61				In line with peer group median		NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve 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	

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
84.2%	76.8%					84%		TP01: Tenant Satisfaction Overall satisfaction
68.1%	59.6%					68%		TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
70.6%	64.5%					71%		TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
85.3%	76.9%					85%		TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
New	43.1%					62%		TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
New	9.34	19.57				In line with peer group median		CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
New	1.56	3.06				In line with peer group median		CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
New	88.08%	83.15%				90%		CH02 1: Stage One Response Time Stage one complaints response time
New	100%	96.72%				90%		CH02 2: Stage Two Response Time Stage two complaints response time

GREAT PLACE



EPC C or Above

HEADLINE

38.72% 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

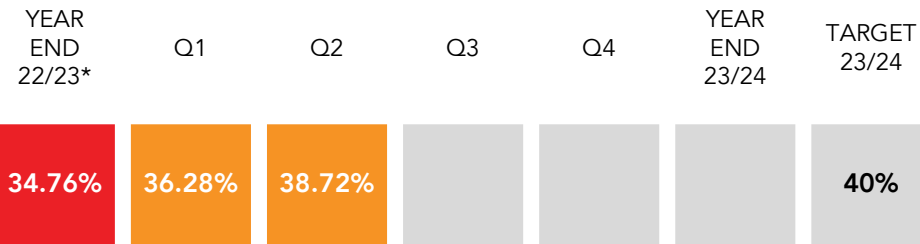


TSM Targets

HEADLINE

95.37% of rent was collected against a target of 97%.

GREAT PLACE



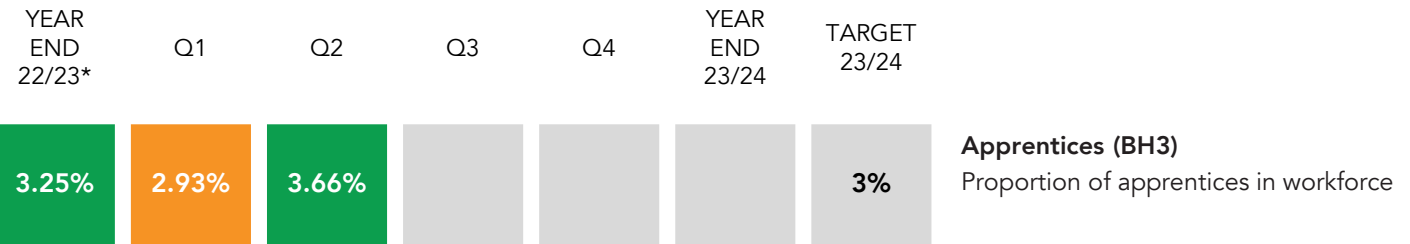
EPC Ratings (BH5)
Percentage of Properties with an EPC C or above.



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%				1.05%	Void Rent Loss (BH1) Income lost due to void properties	
		96.06%	94.87%	95.37%				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%	65.00%	67.00%				75%	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.	
		Achieved	Annual						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

73.9% 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

550 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

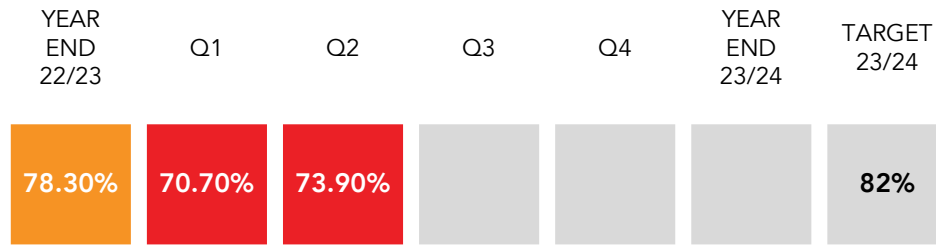


Contact Centre

HEADLINES

78.08% 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	
Annual Indicator	
	
Staff Satisfaction	Staff Attendance
	
Equality Act	Minority Ethnic
	
HF Awarded	HF Supported

YEAR END 22/23	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**
68%	Annual					68%	
12.12	14.28	12.20				9 days	
5.77%	4.77%	4.39%				8%	
2.69%	2.56%	2.38%				2.7%	
New	54,503	133,566				£500k	
New	268	550				666	

Staff Satisfaction (KPI 2)
Employee satisfaction rate. My organisation is a great place to work.

Staff Attendance (KPI 3)
Average number of days absent per full time equivalent employee.

Diversity (KPI 4)
Percentage of staff defining under the Equality Act definition of disability.

Diversity (KPI 5)
Percentage of minority ethnic staff in total workforce.

HF Awarded (KPI 9)
Hardship Fund awarded to tenants.

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	20.00					>34	
3.51%	3.74%	3.87%				3.5%	
65.03%	91.57%	78.08%				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

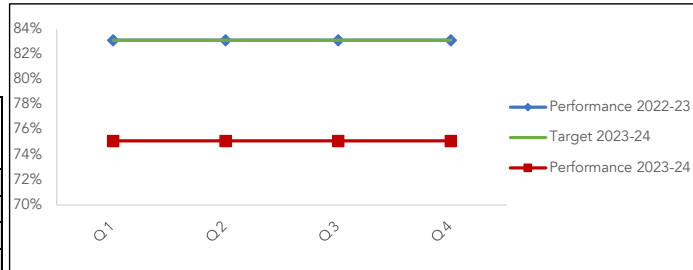
Title: The percentage of tenants satisfied with the overall repairs service (TP02)

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%



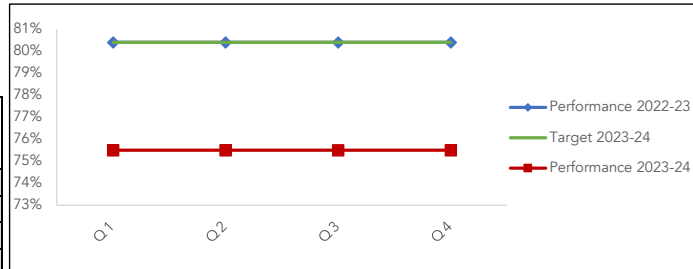
Title: The percentage of tenants satisfied with time taken to complete the most recent repair (TP03)

Theme: Repairs and Maintenance

PI Type: TSM Pulse

YE Target: 80.4%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	75.5%	Red	↓	80.4%	5% points	80.4%
Q2	75.5%			80.4%		80.4%
Q3	75.5%			80.4%		80.4%
Q4	75.5%			80.4%		80.4%



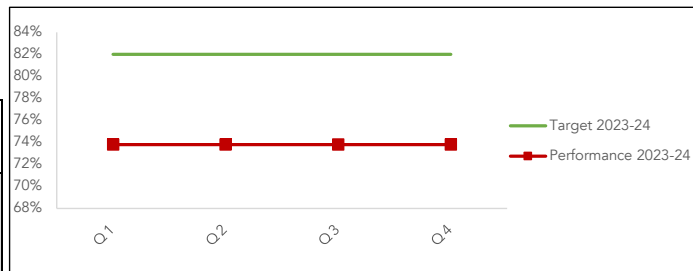
Title: The percentage of tenants satisfied that the home is well maintained (TP04)

Theme: Repairs and Maintenance

PI Type: TSM Pulse

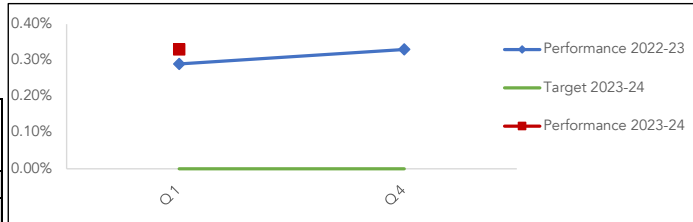
YE Target: 82.0%

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



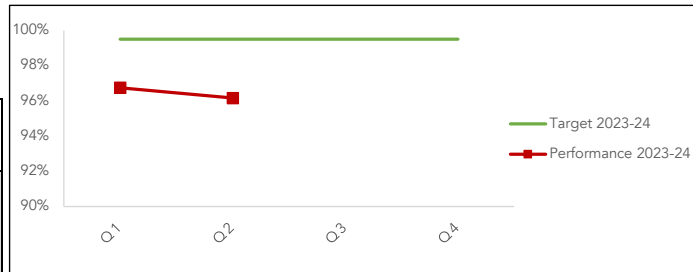
Title: The proportion of local authority dwellings which are decent dwellings (RP01)
 Theme: Barnsley Home Standard
 PI Type: TSM Pulse
 YE Target: 0%

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%



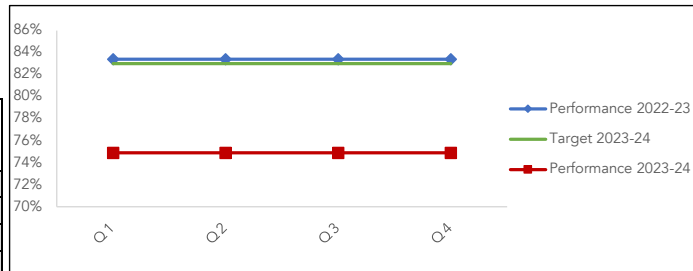
Title: Proportion of non-emergency repairs completed in target timescale (RP02 1)
 Theme: Repairs and Maintenance
 PI Type: TSM Pulse
 YE Target: 99.50%

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%	Red	↓	99.50%		
Q3				99.50%		
Q4				99.50%		



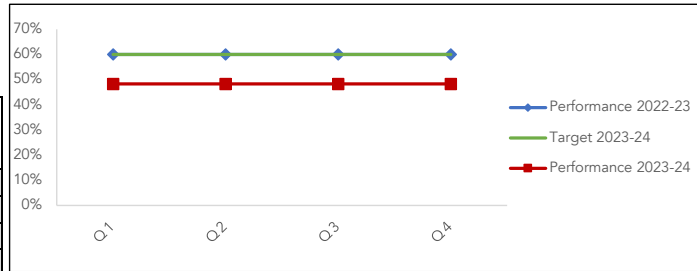
Title: The percentage of tenants satisfied that the home is safe (TP05)
 Theme: Regulatory Compliance
 PI Type: TSM Pulse
 YE Target: 83% or upper quartile

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%



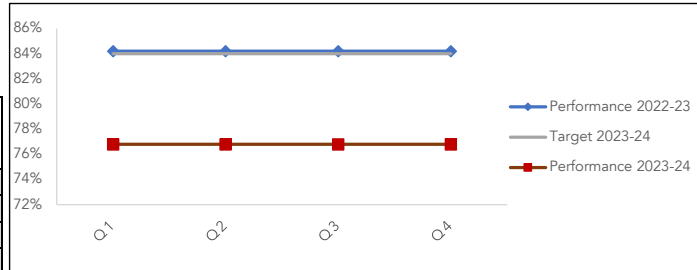
Title: The percentage of tenants satisfied with the landlords approach to ASB (TP12)
Theme: Early Help, Prevention and Intervention
PI Type: TSM Pulse
YE Target: 60.0%

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%



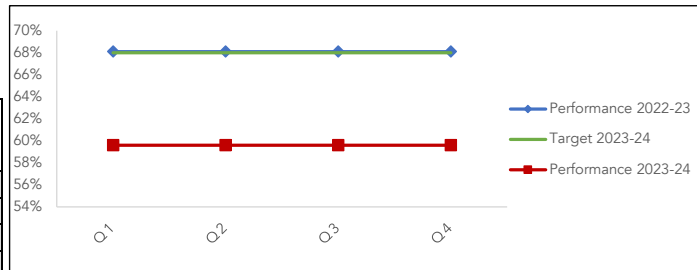
Title: The percentage of tenants satisfied with the overall service provided (TP01)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 84% or upper quartile

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%



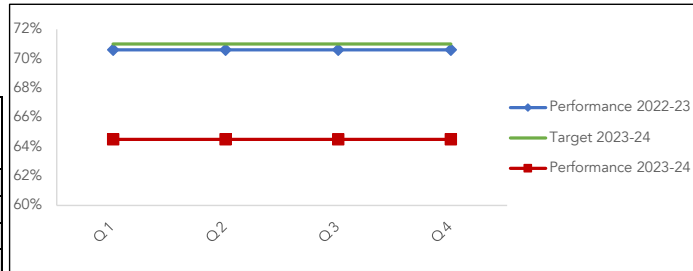
Title: Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)

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%



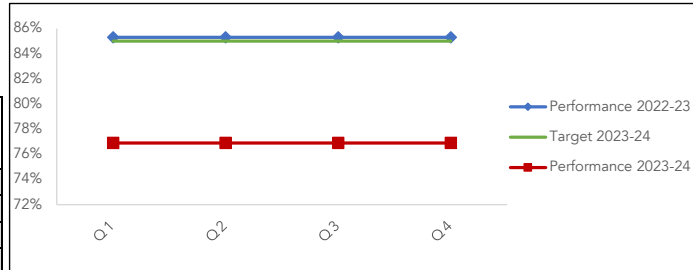
Title: Agreement that the landlord treats tenants fairly and with respect (TP08)

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%



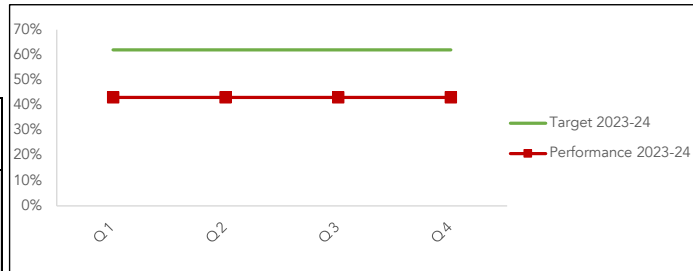
Title: Satisfaction with the landlords approach to handling complaints (TP09)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

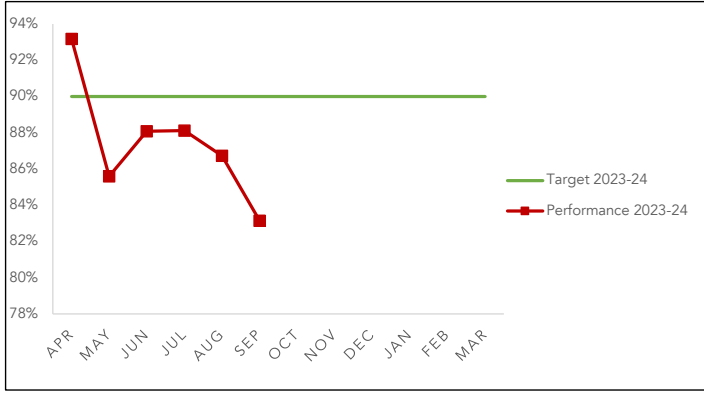
YE Target: 62.0%

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%		



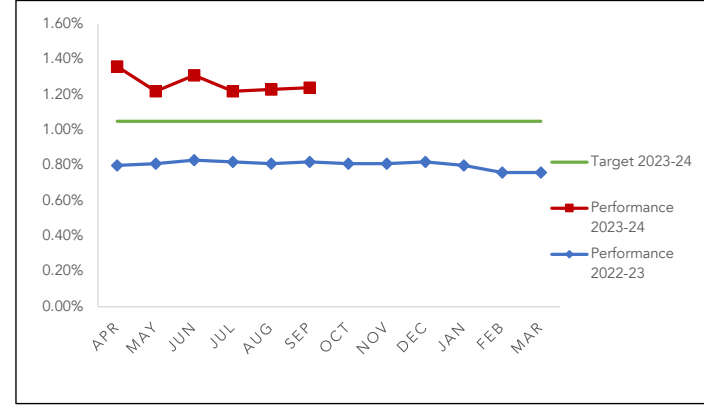
Title: Complaints responded to within Complaint Handling Code timescales (Stage 1) (CH02 1)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 90%

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				90%		
Nov-22				90%		
Dec-22				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				1.05%		0.81%
Nov-23				1.05%		0.81%
Dec-23				1.05%		0.82%
Jan-24				1.05%		0.80%
Feb-24				1.05%		0.76%
Mar-24				1.05%		0.76%



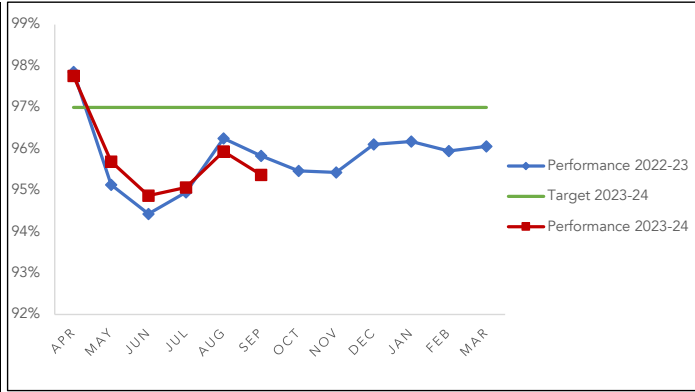
Title: Rent collected as a percentage of total debit of HRA dwellings

Theme: Income

PI Type: Council Pulse

YE Target: 97%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-23	97.76%	Green	↑	97.00%	1% point	97.86%
May-23	95.69%	Red	↓	97.00%		95.13%
Jun-23	94.87%	Red	↓	97.00%		94.43%
Jul-23	95.07%	Red	↑	97.00%		94.95%
Aug-23	95.94%	Red	↑	97.00%		96.25%
Sep-23	95.37%	Red	↓	97.00%		95.83%
Oct-23				97.00%		95.47%
Nov-23				97.00%		95.43%
Dec-23				97.00%		96.11%
Jan-24				97.00%		96.18%
Feb-24				97.00%		95.95%
Mar-24				97.00%		96.06%



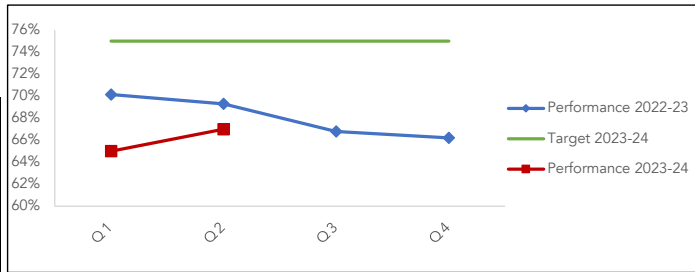
Title: Local Spend

Theme: Finance

PI Type: Council Pulse

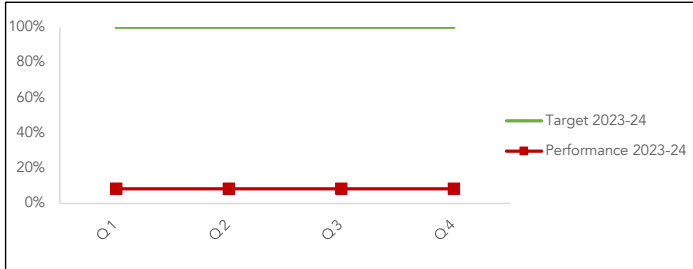
YE Target: 75%

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				75%		66.79%
Q4				75%		66.21%



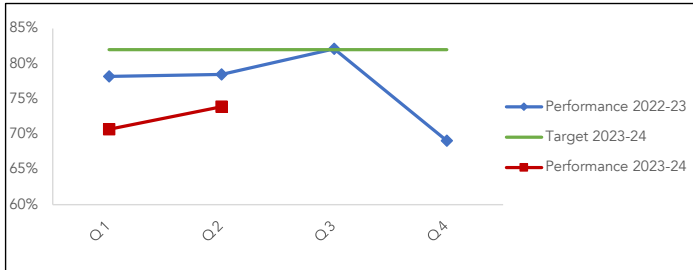
Title: Meet all TSM satisfaction targets
 Theme: Customer Services and Involvement
 PI Type: Council Pulse
 YE Target: 100%

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%		



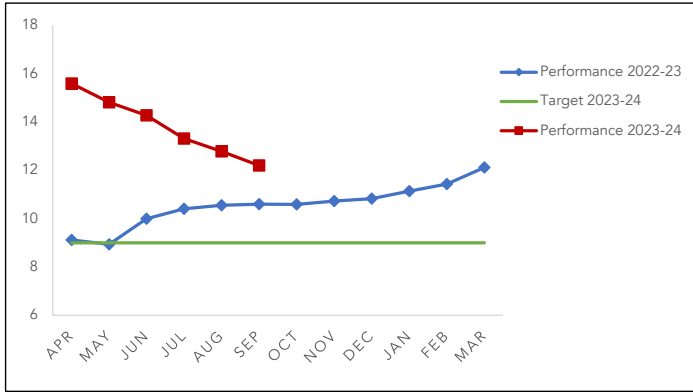
Title: Responsive repairs completed right first time
 Theme: Repairs and Maintenance
 PI Type: Company Pulse
 YE Target: 82%

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				82%		82.11%
Q4				82%		69.07%



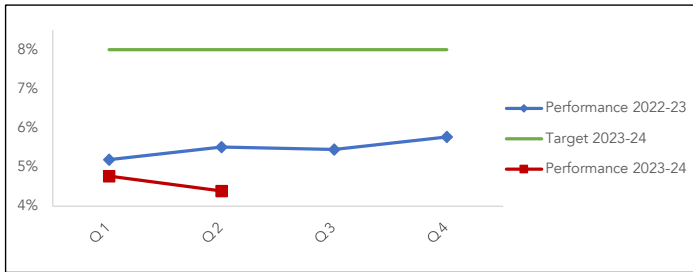
Title: Average number of sick days per employee
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 9 days or less

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				9		10.59
Nov-22				9		10.73
Dec-22				9		10.83
Jan-23				9		11.14
Feb-23				9		11.43
Mar-23				9		12.12



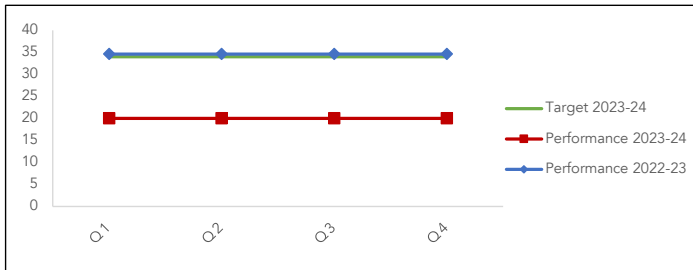
Title: Percentage of Staff defining under the Equality Act definition of disability
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 8%

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				8.00%		5.45%
Q4				8.00%		5.77%



Title: Likely to recommend Berneslai 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



Creating GREAT Homes & Communities for the People of Barnsley



BUILDING SAFETY SCORECARD

DATE REPORT RAN 30/09/2023		TOTAL ASSET NUMBERS								COMPLIANCE AREA			NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works
		Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House		Data Source	Copy Provided	% Compliant	
		In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant				
		17,993		753		34		44					
TENANT SATISFACTION MEASURES													
BS01: Gas safety checks	16,577	0								Spreadsheet		100.00%	
BS02: Fire safety checks	162	0								Spreadsheet		100.00%	All areas with an internal communal area
BS03: Asbestos safety checks	162	0								Spreadsheet		100.00%	All areas with an internal communal area
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			216	0	3	0				PIMSS		100.00%	100% Compliant.
Assets NOT on Programme			537		29								The Fire Assessment Programme has been realigned so that Fire Risk Assessments are only now carried out on vacant properties.
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required			0	0	0	0				PIMSS			Overdue FRA actions are reducing for remedials.
High (2 month)			1	0	0	0				PIMSS			Overdue Actions: 47 medium and 1 low risk actions are in our Low Rise blocks and consist mainly of management actions (e.g. surveys) to be undertaken to determine if there are any further risks. These could not be done previously due to No Accesses.
Medium (6 months)			47	28	0	0				PIMSS			
Low (12 months)			55	75	0	0				PIMSS			
In plan works - High			0	38	0	0				PIMSS			
In plan works - Medium			1	123	0	0				PIMSS			The Fire Risk Assessment programme has been realigned and new FRAs are starting to come through. As a result there has been an increase in in-date / compliant high, medium and low actions.
In plan works - Low			1	80	0	0				PIMSS			
All Fire Actions			105	344	0	0							
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning			61	0						PIMSS		100.00%	100% Compliant.
Emergency Lighting			110	0						PIMSS		100.00%	
Fire Extinguishers			60	0						Spreadsheet		100.00%	
Smoke Vents			3	0						Spreadsheet		100.00%	
Fire Blankets			52	0						Spreadsheet		100.00%	
Fire door inspections			1050	0						Spreadsheet		100.00%	
All Fire Actions			1336	0								100.00%	
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within	28									Email notifications			
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme	17,709	284										98.42%	[August data used] All domestic tenants have been approached at least once to have this work carried out. A 'mopping-up' programme is underway to complete outstanding works.
Assets NOT on Programme	0												
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month		193								Spreadsheet		1.07%	
Open 7-day jobs at month end		73								Spreadsheet		0.41%	
HHSRS (CAT1/2) damp / mould risks		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		8								Customer Services		0.04%	
Open stage 2 complaints		1								Customer Services		0.01%	
Total		9								Customer Services		0.05%	
DAMP AND MOULD - DISREPAIR CLAIMS													
Total live claims relating to damp and		21								Spreadsheet		0.12%	(Percentage score = % of total domestic housing stock)



BUILDING SAFETY SCORECARD

TOTAL ASSET NUMBERS	Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House					
	17,993		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	17,832	153					44	0	Workbooks		99.02%	Work is ongoing to prioritise those with a 10 year non-compliance date. Attempts are being made to contact these customers with a last chance prior to implementing the warrant process.
Assets on Programme	#VALUE!						44					
Assets on Programme with an in date	17,365	620	219	0			44	0	Workbooks		96.47%	
Assets on Programme	#VALUE!		220				44					
C-1	0	0	0	0			0	0	Spreadsheet			The electrical compliance team are reviewing the situation with repairs as some are approaching their completion expiry date.
C-2	368	0	0	0			0	0	Spreadsheet			
GAS SERVICING												
Assets on Programme	16,138	0	4	0	51	0			Spreadsheet		100.00%	[August data used] 100% Compliant.
Assets NOT on Programme	1,855		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%	[August data used]
No. of Voids Capped in Month within 24 hrs of Becoming Void												
No. of Voids Capped in Month within	38	0							Partners		100.00%	[August data used]
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	171								Partners			[August data used]
Solid Fuel												
Homes on the Programme	114	0							Spreadsheet		100.00%	[August data used]
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	16841	59	62	0	22	12	0	0	PIMSS, Spreadsheet		99.58%	The remaining domestic 59 LRAs are proving to be more challenging to arrange. Compliance Officer now exploring other options to access these properties, as most have been visited several times by Wates / CS. Commercial: LRAs all completed and up-to-date.
Assets NOT on Programme	1093		691		0		44					Other (Shops): Compliance Officer continues to work with BMBC to encourage tenants to carry out LRAs or to agree for CS to complete them. BMBC are now re-contacting all housing shop tenants with more Legionella information so they understand why these assessments are required.
WATER HYGIENE: Inspection checks												
Flushing			159	1					Teams / spreadsheet		99.38%	Flushing weekly: 1 site missing. (Darfield Road CC)
Temperatures			58	0					Teams / spreadsheet		100.00%	Temperatures: works confirmed by operative as 100% compliant, awaiting update on Infinitys system.
Annual monitoring			58	0					Teams / spreadsheet		100.00%	
			275	1							99.64%	Annual Monitoring: all reports up-to-date and completed.
WATER HYGIENE												
High (1 month)	0	0	0	0								no remedial orders raised
Medium (3 months)	0	0	0	0								
Low (6 months)	0	0	0	0					SAP/Spreadsheet			
All Actions	0	0	0	0								
SERVICE & MAINTENANCE CHECKS												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	all passenger lifts serviced up-to-date
Stairlifts	414	17							Engineers sheets		96.06%	4 now booked in for October. 3 are to be removed and tenant re-housed. 2 replacements have been ordered. 8 are no access.
Steeplifts	1	1							Engineers sheets		50.00%	1 steplift outstanding due to it being out of order and parts required.
Throughfloor lifts (TFL)	23	7							Engineers sheets		76.67%	Access to properties has proved difficult this month; Compliance Officer is working with Stannah and Neighbourhood Officers to gain access.
Hoists	100	4							Engineers sheets		96.15%	1 is now booked in, 2 are long-term no access but Neighbourhood Officer has now made contact. 1 tenant has given notice; Compliance Officer has contacted lettings to see if property is to be advertised with hoist.
All	558	29									95.06%	

DATE REPORT RAN
30/09/2023

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				
	17,993		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
ENERGY EFFICIENCY												
SCS	12,734	5,259							Spreadsheet		70.77%	<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 provided 22/23; Wates have submitted 22/23 (data review checks undertaken). For 23/24 CS have submitted (data review checks undertaken, some further work required of partner). For 23/24 Wates are still to submit.</p> <p>Strand 2 remains ahead of target as at end of last period, with 104% delivered against target. (i.e. end Aug/next data for Sep period expected by end of Oct). There has been a slowing of the strand as access has now been attempted to all assets on the programme. The contractor has continued to experience issues, which is now affecting progress. To counter this, a targeted communications plan is now in motion. Phase 2 of Strand 2 is now underway.</p>
EPC	13,445	4,548							PIMSS		74.72%	<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).</p>



Date updated: 20/10/2023

Complaints

Theme	Measure	2023/24						Performance over time	
		Quarter 1			Quarter 2				
		Apr	May	Jun	Jul	Aug	Sep		
Complaints	Escalated service requests	108	101	141	87	98	124		
	Stage 1 complaints in month per 1,000 properties	3.5	3.06	2.78	3.11	3.34	3.78		
	Stage 2 complaints in month per 1,000 properties	0.33	0.72	0.5	0.67	0.5	0.22		
	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%		
	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%		
	Percentage of stage 1 complaints where extension agreed with complainant	88.89%	75.86%	100.00%	92.86%	81.82%	88.00%		
	Percentage of stage 2 complaints responded to within complaint handling code timescales (inc agreed extensions) (cum)	100.00%	100.00%	100.00%	100.00%	98.04%	96.72%		
	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%		
	Percentage of stage 2 complaints where extension agreed with complainant	100.00%	N/A	N/A	100.00%	66.66%	50.00%		
	Housing Ombudsman complaints received		2			3			
	New Ombudsman enquiries received		2			1			
	Number of Ombudsman cases determinations received		4			3			
	Number of Ombudsman findings received		9			5			
	Number of Ombudsman severe maladministration findings		0			0			
	Number of Ombudsman maladministration findings		0			2			
	Number of Ombudsman partial maladministration findings		0			0			
	Number of Ombudsman reasonable redress findings		1			1			
	Number of Ombudsman no maladministration findings		6			1			
	Number of Ombudsman outside jurisdiction		2			1			
	Number of Ombudsman withdrawn findings		0			0			
	Compensation paid £		6942	3095	3006	3364	4950	5178	
	Compensation paid (number of cases)		17	23	21	18	15	21	
	Compliments received		78	117	110	65	34	106	
Disrepair cases		7	4	3	5	2	0		

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q2
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.	IT review to run alongside implementation of Reqs 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.	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.	4/9 Interim Income Manager in place; tasked with leading recovery plan to improve performance.
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	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
	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.	Go live date of Jan 24
	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.	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
	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.	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 wo do not hold the recognised qualification.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q2
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	1) Mar 2024 2) Throughout 23/24 3) Dec 2023	Executive Director of Corporate Services.	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
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.	14/9 - Neighbourhoods Structures in place and embedding. HPP commenced.
	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.	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
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	1) April 2023 2) April 2023 3) May 2023 4) August 2023	Executive Director Customer and Estate Services.	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
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.	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.	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.
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.	
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	1) April 2023 2) May 2023 3) Throughout 2023	Executive Management Team Lead	14/9 - knowing our customer action plan agreed and project meetings established

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q2
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.	04/9 Project likely to start now in Q3. EB Ltd to provide 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.
	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	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.
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.	28/09 - DRS launch date now January 2024. 28/09 - Business Plan Strategy at board today for approval
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	28/09 - Agreements in place and now working with Energise Barnsley, also continuing with minor adaptations to private homes via SLA with BMBC
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.	28/09 - Various opportunities planned throughout the year to contribute to achieving this outcome

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q2
Healthy Barnsley	Enforcing a proactive approach to damp and mould.	Keeping Tenants Safe	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 1) April 2023 2) April 2023 3) March 2023 4) March 2023 5) April 2023 6) April 2023 	Executive Director Property Services.	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.