



























# Quarterly Performance Report Quarter 1-2024/2025





## Contents

|  | Page |
|--|------|
| KPI Performance Summary                  | 3    |
| Tenant Satisfaction Measure Pulse        | 4    |
| Council Pulse                            | 7    |
| Company Pulse                            | 8    |
| Exceptions Charts                        | 9    |
| Regulatory Compliance                    | 11   |
| Appendix A – Business Action Plan Update | 13   |










# 2024/25 - Q1 Summary

| TSM  |   |  |  |  |   |
|--|---|--|--|--|---|
| <br>Gas Safety Checks         | <br>Fire Safety Checks       | <br>ASB Cases                         | <br>ASB Cases Hate Incidents  | <br>Satisfaction Home is Safe | <br>Listening to Tenants             |
| <br>Asbestos Safety Checks    | <br>Water Safety Checks      | <br>DHS Compliance                    | <br>Non-Emergency Repairs     | <br>Keeping Tenants Informed  | <br>Treating Tenants Fairly          |
| <br>Lift Safety Checks        | <br>Stage One Complaints     | <br>Emergency Repairs                 | <br>Tenant Satisfaction       | <br>Handling Complaint        | <br>Satisfaction with Communal Areas |
| <br>Stage Two Complaints     | <br>Stage One Response Time | <br>Tenant Satisfaction with Repairs | <br>Time Taken Recent Repair | <br>Positive Contribution   | <br>Satisfaction with Handling ASB  |
| <br>Stage Two Response Time |   | <br>Well Maintained Home            |  |  |   |

| Council KPIs   |  |
|--|--|
| <br>Void Rent Loss            | <br>Rent Collection |
| <br>Proportion of Apprentices | <br>Barnsley Pound  |
| <br>EPC C or Above            | <br>Management Fee  |

| Company KPIs  |   |
|---|---|
| <br>Staff Satisfaction     | <br>Staff Attendance |
| <br>Equality Act           | <br>Minority Ethnic  |
| <br>Current Tenant Arrears | <br>Contact Centre   |

# TSM KPIs

| TSM  |   |
|--|---|
| <br>Gas Safety Checks          | <br>Fire Safety Checks       |
| <br>Asbestos Safety Checks     | <br>Water Safety Checks      |
| <br>Lift Safety Checks         | <br>Stage One Complaints     |
| <br>Stage Two Complaints      | <br>Stage One Response Time |
| <br>Stage Two Response Time |   |

| YEAR END 23/24 | Q1    | Q2 | Q3 | Q4 | YEAR END 24/25 | TARGET 24/25                   | BENCH MARK             |  |
|----------------|-------|----|----|----|----------------|--------------------------------|------------------------|--|
| 100%           | 100%  |    |    |    |                | 100%                           |                        | <b>BS01: Gas</b><br>Gas safety checks  |
| 100%           | 100%  |    |    |    |                | 100%                           |                        | <b>BS02: Fire</b><br>Fire safety checks  |
| 100%           | 100%  |    |    |    |                | 100%                           |                        | <b>BS03: Asbestos</b><br>Asbestos safety checks  |
| 100%           | 100%  |    |    |    |                | 100%                           |                        | <b>BS04: Water</b><br>Water safety checks  |
| 100%           | 100%  |    |    |    |                | 100%                           |                        | <b>BS05: Lift</b><br>Lift safety checks  |
| 39.6           | 16.3  |    |    |    |                | In line with peer group median | 39.4 peer group median | <b>CH01 1: Stage One Complaints</b><br>Stage one complaints relative to the size of the landlord |
| 7.6            | 3.0   |    |    |    |                | In line with peer group median | 4.95 peer group median | <b>CH01 2: Stage Two Complaints</b><br>Stage two complaints relative to the size of the landlord |
| 74.0%          | 96.2% |    |    |    |                | 100%                           | 75.9%                  | <b>CH02 1: Stage One Response Time</b><br>Stage one complaints response time                     |
| 96.3%          | 96.7% |    |    |    |                | 100%                           | 80.7%                  | <b>CH02 2: Stage Two Response Time</b><br>Stage two complaints response time                     |

# TSM KPIs

| TSM   |  |
|---|--|
| <br>ASB Cases   | <br>ASB Cases Hate Incidents                      |
| <br>DHS Compliance  | <br>Non-Emergency Repairs                         |
| <br>Emergency Repairs                                     | Annual Indicator<br><br>Tenant Satisfaction       |
| Annual Indicator<br><br>Tenant Satisfaction with Repairs | Annual Indicator<br><br>Time Taken Recent Repair |
| Annual Indicator<br><br>Well Maintained Home            |  |







| YEAR END 23/24 | Q1     | Q2 | Q3 | Q4 | YEAR END 24/25 | TARGET 24/25                   | BENCH MARK             |  |
|----------------|--------|----|----|----|----------------|--------------------------------|------------------------|--|
| 46.4           | 11.9   |    |    |    |                | In line with peer group median | 54.8 peer group median | <b>NM01 1: ASB Cases</b><br>Anti-social behaviour cases  |
| 0.5            | 0.22   |    |    |    |                | In line with peer group median | 1.3 peer group median  | <b>NM01 2: ASB Cases Hate Incidents</b><br>Anti-social behaviour cases that involve hate incidents   |
| 0.09%          | 1.3%   |    |    |    |                | 0%                             | 2.17%                  | <b>RP01: DHS Compliance</b><br>Homes that do not meet the Decent Homes Standard                      |
| 94.1%          | 92.9%  |    |    |    |                | 96%                            | 83.5%                  | <b>RP02 1: Non-Emergency Repairs</b><br>Repairs completed within target timescale                    |
| 94.3%          | 96.6%  |    |    |    |                | 99%                            | 94.7%                  | <b>RP02 2: Emergency Repairs</b><br>Repairs completed within target timescale                        |
| 76.8%          | Annual |    |    |    |                | 77%                            | 76.8%                  | <b>TP01: Tenant Satisfaction</b><br>Overall satisfaction   |
| 75.1%          | Annual |    |    |    |                | 76%                            | 74.1%                  | <b>TP02: Tenant Satisfaction with Repairs</b><br>Tenant Satisfaction with repairs                    |
| 75.5%          | Annual |    |    |    |                | 76%                            | 70.5%                  | <b>TP03: Time Taken Recent Repair</b><br>Satisfaction with time taken to complete most recent repair |
| 73.8%          | Annual |    |    |    |                | 74%                            | 73.1%                  | <b>TP04: Well Maintained Home</b><br>Satisfaction that the home is well maintained                   |

# TSM KPIs

| TSM   |   |
|---|---|
| Annual Indicator<br><br>Satisfaction Home is Safe | Annual Indicator<br><br>Listening to Tenants             |
| Annual Indicator<br><br>Keeping Tenants Informed  | Annual Indicator<br><br>Treating Tenants Fairly          |
| Annual Indicator<br><br>Handling Complaint        | Annual Indicator<br><br>Satisfaction with Communal Areas |
| Annual Indicator<br><br>Positive Contribution   | Annual Indicator<br><br>Satisfaction with Handling ASB  |

| YEAR END 23/24 | Q1     | Q2 | Q3 | Q4 | YEAR END 24/25 | TARGET 24/25 | BENCH MARK |  |
|----------------|--------|----|----|----|----------------|--------------|------------|--|
| 74.9%          | Annual |    |    |    |                | 77%          | 77.0%      | <b>TP05: Home is Safe</b><br>Satisfaction that the home is safe  |
| 59.6%          | Annual |    |    |    |                | 61%          | 64.0%      | <b>TP06: Listening to Tenants</b><br>Landlord listens to tenants views and acts upon them                                      |
| 64.4%          | Annual |    |    |    |                | 68%          | 68.8%      | <b>TP07: Keeping Tenants Informed</b><br>Landlord keeps tenants informed about things that matter to them                      |
| 76.9%          | Annual |    |    |    |                | 81%          | 78.6%      | <b>TP08: Treating Tenants Fairly</b><br>Landlord treats tenants fairly and with respect  |
| 43.1%          | Annual |    |    |    |                | 43%          | 36.5%      | <b>TP09: Satisfaction Handling Complaints</b><br>Satisfaction with the landlords approach to handling complaints               |
| 65.9%          | Annual |    |    |    |                | 66%          | 66.5%      | <b>TP10: Satisfaction with Communal Areas</b><br>Satisfaction that the landlord keeps communal areas clean and well maintained |
| 59.6%          | Annual |    |    |    |                | 64%          | 63.5%      | <b>TP11: Positive Contribution</b><br>Satisfaction that the landlord makes a positive contribution to neighbourhoods           |
| 48.4%          | Annual |    |    |    |                | 55%          | 55.7%      | <b>TP12: Satisfaction Handling ASB</b><br>Satisfaction with the landlords approach to handling anti-social behaviour           |

# Council KPIs

| Council KPIs  |   |
|---|---|
| <br>Void Rent Loss            | <br>Rent Collection                    |
| <br>Proportion of Apprentices | <br>Barnsley Pound                     |
| <br>EPC C or Above            | Annual indicator<br><br>Management Fee |

| YEAR END 23/24 | Q1     | Q2 | Q3 | Q4 | YEAR END 24/25 | TARGET 24/25 |  |
|----------------|--------|----|----|----|----------------|--------------|--|
| 1.56%          | 1.97%  |    |    |    |                | 1.05%        | <b>Void Rent Loss (BH1)</b><br>Income lost due to void properties  |
| 96.3%          | 99.2%  |    |    |    |                | 97%          | <b>Rent collection (BH2)</b><br>Rent collected as a proportion of rents owed on Housing Revenue Account dwellings. |
| 3.6%           | 3.3%   |    |    |    |                | 4%           | <b>Apprentices (BH3)</b><br>Proportion of apprentices in workforce   |
| 66%            | 65.0%  |    |    |    |                | 60%          | <b>Local Spend (BH4)</b><br>Spend funds locally supporting the Barnsley economy.                                   |
| 39.3%          | 41.9%  |    |    |    |                | 45%          | <b>EPC Ratings (BH5)</b><br>Percentage of Properties with an EPC C or above.                                       |
| Achieved       | Annual |    |    |    |                | 1%           | <b>Management Fee (BH6)</b><br>Management Fee Efficiency target as part of annual Value For Money report.          |

# Company KPIs

**Company KPIs**

|   |   |
|---|---|
| Annual Indicator<br><br>Staff Satisfaction | <br>Staff Attendance |
| <br>Equality Act                            | <br>Minority Ethnic  |
| <br>Current Tenant Arrears                  | <br>Contact Centre   |

| YEAR END 23/24 | Q1    | Q2 | Q3 | Q4 | YEAR END 24/25 | TARGET 24/25 |  |
|----------------|-------|----|----|----|----------------|--------------|--|
| 48%            | 51%   |    |    |    |                | 50%          | <b>Staff Satisfaction (KPI 1)</b><br>Employee satisfaction rate. My organisation is a great place to work. |
| 12.4           | 13.1  |    |    |    |                | 9 days       | <b>Staff Attendance (KPI 2)</b><br>Average number of days absent per full time equivalent employee.        |
| 4.7%           | 4.7%  |    |    |    |                | 8%           | <b>Diversity (KPI 3)</b><br>Percentage of staff defining under the Equality Act definition of disability.  |
| 3.1%           | 2.9%  |    |    |    |                | 3.4%         | <b>Diversity (KPI 4)</b><br>Percentage of minority ethnic staff in total workforce.                        |
| 3.7%           | 3.6%  |    |    |    |                | 3.5%         | <b>Current Tenant Arrears (KPI 5)</b><br>Percentage of Current Tenant Arrears.                             |
| 73.5%          | 40.0% |    |    |    |                | 80%          | <b>Contact Centre (KPI 6)</b><br>We will answer priority calls in less than 3 minutes (Contact Centre).    |



## Exception Report Summary

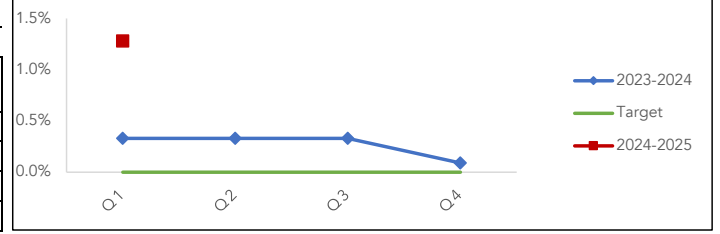
Title: The proportion of homes non-decent (RP01)

Theme: Barnsley Home Standard

PI Type: TSM Pulse

YE Target: 0%

| Date | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|------|-----------|-----|-----|--------|---------------|-----------|
| Q1   | 1.3%      | Red | ↓   | 0.0%   | N/A           | 0.3%      |
| Q2   |           |     |     | 0.0%   |               |           |
| Q3   |           |     |     | 0.0%   |               |           |
| Q4   |           |     |     | 0.0%   |               | 0.1%      |



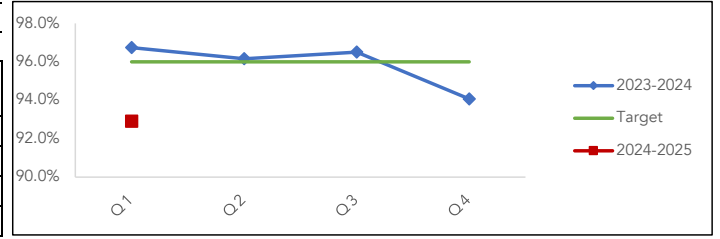
Title: Proportion of non-emergency repairs completed in target timescale (RP02 1)

Theme: Repairs and Maintenance

PI Type: TSM Pulse

YE Target: 96.0%

| Date | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|------|-----------|-----|-----|--------|---------------|-----------|
| Q1   | 92.9%     | Red | ↓   | 96.0%  | 1% point      | 96.7%     |
| Q2   |           |     |     | 96.0%  |               | 96.2%     |
| Q3   |           |     |     | 96.0%  |               | 96.5%     |
| Q4   |           |     |     | 96.0%  |               | 94.1%     |



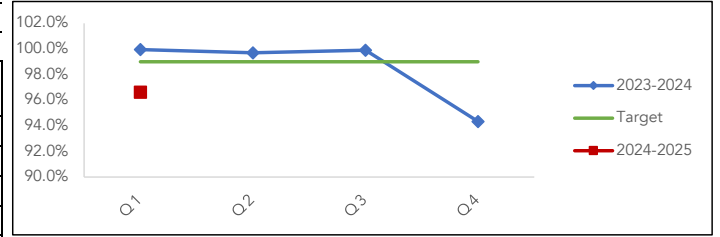
Title: Proportion of emergency repairs completed in target timescale (RP02 2)

Theme: Repairs and Maintenance

PI Type: TSM Pulse

YE Target: 99.0%

| Date | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|------|-----------|-----|-----|--------|---------------|-----------|
| Q1   | 96.6%     | Red | ↑   | 99.0%  | 1% point      | 100.0%    |
| Q2   |           |     |     | 99.0%  |               | 99.7%     |
| Q3   |           |     |     | 99.0%  |               | 99.9%     |
| Q4   |           |     |     | 99.0%  |               | 94.3%     |



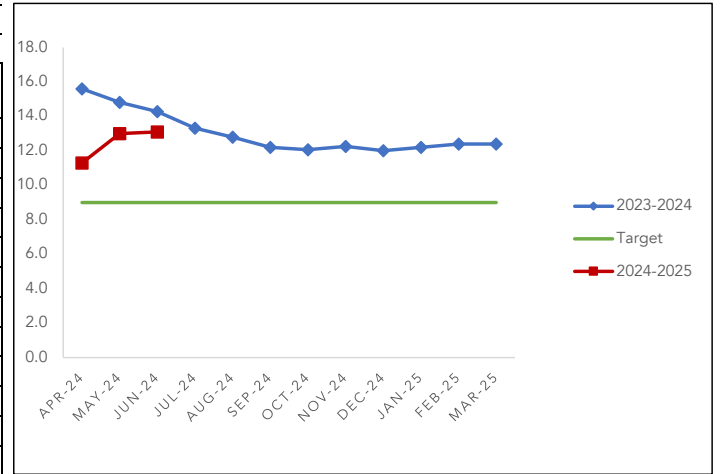
Title: Projected average number of sick days per employee/year (KPI 2)

Theme: HR & Equality and Diversity

PI Type: Company Pulse

YE Target: 9 days or less

| Date   | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|--------|-----------|-----|-----|--------|---------------|-----------|
| Apr-24 | 11.3      | Red | ↓   | 9.0    | 1             | 15.6      |
| May-24 | 13.0      | Red | ↑   | 9.0    |               | 14.8      |
| Jun-24 | 13.1      | Red | ↓   | 9.0    |               | 14.3      |
| Jul-24 |           |     |     | 9.0    |               | 13.3      |
| Aug-24 |           |     |     | 9.0    |               | 12.8      |
| Sep-24 |           |     |     | 9.0    |               | 12.2      |
| Oct-24 |           |     |     | 9.0    |               | 12.1      |
| Nov-24 |           |     |     | 9.0    |               | 12.3      |
| Dec-24 |           |     |     | 9.0    |               | 12.0      |
| Jan-25 |           |     |     | 9.0    |               | 12.2      |
| Feb-25 |           |     |     | 9.0    |               | 12.4      |
| Mar-25 |           |     |     | 9.0    |               | 12.4      |



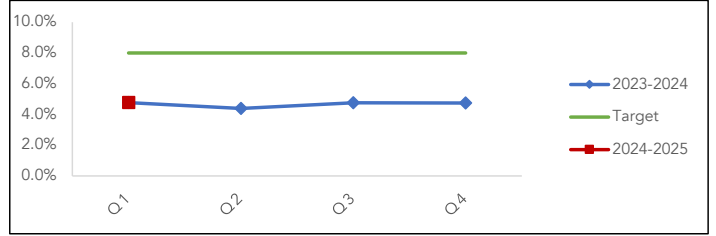
Title: **Percentage of Staff defining under the Equality Act definition of disability (KPI 3)**

Theme: **HR & Equality and Diversity**

PI Type: **Company Pulse**

YE Target: **8.0%**

| Date | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|------|-----------|-----|-----|--------|---------------|-----------|
| Q1   | 4.8%      | Red | ↑   | 8.0%   | 0.5% points   | 4.8%      |
| Q2   |           |     |     | 8.0%   |               | 4.4%      |
| Q3   |           |     |     | 8.0%   |               | 4.8%      |
| Q4   |           |     |     | 8.0%   |               | 4.7%      |



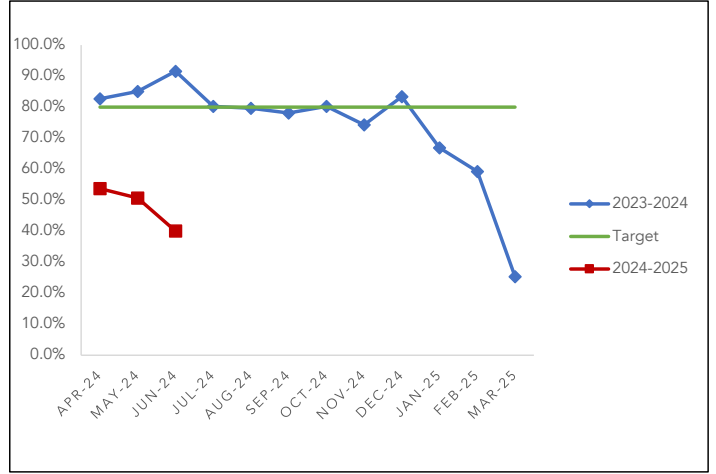
Title: **We will answer priority calls in less than 3 minutes (KPI 6)**

Theme: **Customer Services and Involvement**

PI Type: **Company Pulse**

YE Target: **80%**

| Date   | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|--------|-----------|-----|-----|--------|---------------|-----------|
| Apr-24 | 53.7%     | Red | ↑   | 80.00% | 5% Points     | 82.7%     |
| May-24 | 50.7%     | Red | ↓   | 80.00% |               | 85.1%     |
| Jun-24 | 40.1%     | Red | ↓   | 80.00% |               | 91.6%     |
| Jul-24 |           |     |     | 80.00% |               | 80.3%     |
| Aug-24 |           |     |     | 80.00% |               | 79.6%     |
| Sep-24 |           |     |     | 80.00% |               | 78.1%     |
| Oct-24 |           |     |     | 80.00% |               | 80.3%     |
| Nov-24 |           |     |     | 80.00% |               | 74.3%     |
| Dec-24 |           |     |     | 80.00% |               | 83.4%     |
| Jan-25 |           |     |     | 80.00% |               | 66.9%     |
| Feb-25 |           |     |     | 80.00% |               | 59.2%     |
| Mar-25 |           |     |     | 80.00% |               | 25.4%     |



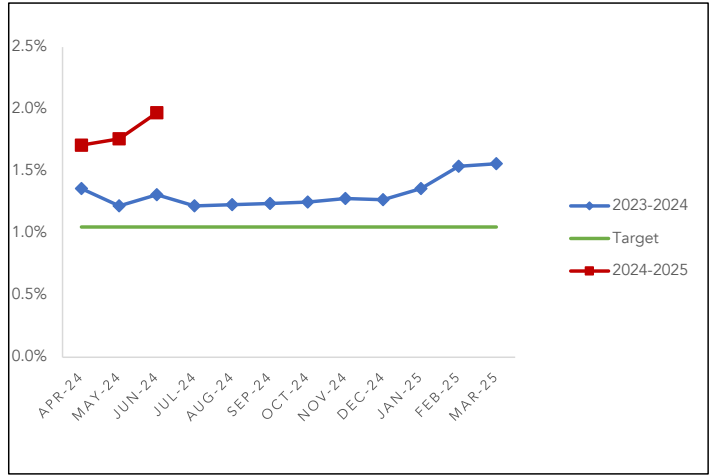
Title: **Void rent loss (BH1)**


Theme: **Voids**

PI Type: **Council Pulse**

YE target: **1.1%**

| Date   | 2024-2025 | RAG | DOT | Target | RAG Threshold | 2023-2024 |
|--------|-----------|-----|-----|--------|---------------|-----------|
| Apr-24 | 1.7%      | Red | ↓   | 1.1%   | 0.11 % points | 1.4%      |
| May-24 | 1.8%      | Red | ↓   | 1.1%   |               | 1.2%      |
| Jun-24 | 2.0%      | Red | ↓   | 1.1%   |               | 1.3%      |
| Jul-24 |           |     |     | 1.1%   |               | 1.2%      |
| Aug-24 |           |     |     | 1.1%   |               | 1.2%      |
| Sep-24 |           |     |     | 1.1%   |               | 1.2%      |
| Oct-24 |           |     |     | 1.1%   |               | 1.3%      |
| Nov-24 |           |     |     | 1.1%   |               | 1.3%      |
| Dec-24 |           |     |     | 1.1%   |               | 1.3%      |
| Jan-25 |           |     |     | 1.1%   |               | 1.4%      |
| Feb-25 |           |     |     | 1.1%   |               | 1.5%      |
| Mar-25 |           |     |     | 1.1%   |               | 1.6%      |



| DATE REPORT RAN<br>30/06/2024   |                     | 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 |                   |                           |               |   |  |
|   |                     | 17,957  |                     | 754                     |                     | 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   |  |
| <b>TENANT SATISFACTION MEASURES</b>   |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| BS01: Gas safety checks   | 16,117              | 0   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       | 100% Compliant  |  |
| BS02: Fire safety checks  | 1,044               | 0   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       | 100% Compliant  |  |
| BS03: Asbestos safety checks  | 1,044               | 0   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       | 100% Compliant  |  |
| BS04: Water safety checks   | 907                 | 0   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       | 100% Compliant  |  |
| BS05: Lift safety checks  | 438                 | 0   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       | 100% Compliant  |  |
| <b>FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME</b>   |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Assets on Programme   |                     |   | 212                 | 0                       | 0                   | 0                       |                     |                               | Spreadsheet       |                           | 100.00%       | 100% Compliant  |  |
| Assets NOT on Programme   |                     |   | 542                 |                         | 34                  |                         |                     |                               |                   |                           |               |   |  |
| <b>FIRE SAFETY - REMEDIAL ACTIONS</b>   |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Immediate Action Required   |                     |   | 0                   | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               | All FRA actions are now monitored within C365   |  |
| High (2 month)  |                     |   | 0                   | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               |   |  |
| Medium (6 months)   |                     |   | 5                   | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               |   |  |
| Low (12 months)   |                     |   | 5                   | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               |   |  |
| In plan works - High  |                     |   | 16                  | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               |   |  |
| In plan works - Medium  |                     |   | 61                  | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               |   |  |
| In plan works - Low   |                     |   | 39                  | 0                       | 0                   | 0                       |                     |                               | Spreadsheet/C365  |                           |               |   |  |
| <b>All Fire Actions</b>   |                     |   | <b>126</b>          | <b>0</b>                | <b>0</b>            | <b>0</b>                |                     |                               |                   |                           |               |   |  |
| <b>FIRE SAFETY - EQUIPMENT SERVICING &amp; MAINTENANCE</b>  |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Fire Detection & Warning  |                     |   | 118                 | 1                       |                     |                         |                     |                               | Spreadsheet       |                           | 99.16%        | The 5 expired flat entrance doors are currently following the no access procedure. Fire Safety Officer is working with BPS to ensure the 1 outstanding fire alarm and 3 outstanding emergency lighting annual maintenance/test is completed A.S.A.P. The fire extinguishers at the Collins Close Community Centre/HMO Office are within the four weeks tolerance from the 12 month period acceptable under BS5306-Part 3:2017 - Code of practice for the commissioning and maintenance of portable fire extinguishers |  |
| Emergency Lighting  |                     |   | 114                 | 3                       |                     |                         |                     |                               | Spreadsheet       |                           | 97.44%        |   |  |
| Fire Extinguishers  |                     |   | 306                 | 0                       |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       |   |  |
| Smoke Vents   |                     |   | 3                   | 0                       |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       |   |  |
| Fire Blankets   |                     |   | 48                  | 0                       |                     |                         |                     |                               | Spreadsheet       |                           | 100.00%       |   |  |
| Communal Fire Door Inspections  |                     |   | 575                 | 0                       |                     |                         |                     |                               | PIMMS             |                           | 100.00%       |   |  |
| Flat Entrance Fire Door inspections   |                     |   | 955                 | 5                       |                     |                         |                     |                               | PIMMS             |                           | 99.48%        |   |  |
| <b>All Fire Actions</b>   |                     |   | <b>2119</b>         | <b>9</b>                |                     |                         |                     |                               |                   |                           | <b>99.58%</b> |   |  |
| <b>FIRE SAFETY - FIRES REPORTED (CUMULATIVE)</b>  |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Total number of fires reported within   | 12                  |   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | incidents     |   |  |
| <b>FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED</b>   |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Assets on Programme   | 17,707              | 250   |                     |                         |                     |                         |                     |                               |                   |                           | 98.61%        |   |  |
| Assets NOT on Programme   |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| <b>DAMP AND MOULD - REPAIR REQUESTS</b>   |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| 7-day jobs raised during month  |                     | 447   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 2.49%         | CS: 382 raised, 3 cancelled, 308 in progress, 71 complete. Wates: 54 raised, 0 cancelled, 12 in progress, 42 complete. Allerton: 11 raised, 11 complete.  |  |
| Open 7-day jobs at month end  |                     | 320   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 1.78%         |   |  |
| HHSRS (CAT1/2) damp / mould risks identified in month   |                     | 0   |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 0.00%         |   |  |
| <b>DAMP AND MOULD - COMPLAINTS</b>  |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Open stage 1 complaints   |                     | 3   |                     |                         |                     |                         |                     |                               | Customer Services |                           | 0.02%         | For quarter 1 we have received and closed the following damp and mould: Escalated Service requests – 28<br>Stage 1 – 41<br>Stage 2 – 7 (of the complaint span's across a number of issues, we have logged it against the main reason for the complaint)   |  |
| Open stage 2 complaints   |                     | 3   |                     |                         |                     |                         |                     |                               | Customer Services |                           | 0.02%         |   |  |
| Total number of complaints open within the quarter  |                     | 48  |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
|   |                     | 54  |                     |                         |                     |                         |                     |                               | Customer Services |                           | 0.30%         |   |  |
| <b>DAMP AND MOULD - DISREPAIR CLAIMS</b>  |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Total live claims relating to damp and  |                     | 39  |                     |                         |                     |                         |                     |                               | Spreadsheet       |                           | 0.22%         | From 1st April to the end June 46 disrepair cases have been raised, 39 related to   |  |
| <b>ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME &lt; 10 years and &lt; 5 years</b> |                     |   |                     |                         |                     |                         |                     |                               |                   |                           |               |   |  |
| Assets on Programme with an in date EICR <10 years  | 17,946              | 43  |                     |                         |                     |                         | 44                  | 0                             | Workbooks         |                           | 99.76%        | 4/5 properties are now waiting to be heard at court for injunction proceedings in line with the access procedure.   |  |
| Assets on Programme   | 17,989              |   |                     |                         |                     |                         | 44                  |                               |                   |                           |               |   |  |
| Assets on Programme with an in date EICR <5 yrs   | 17,606              | 383   | 218                 | 1                       |                     |                         | 44                  | 0                             | Workbooks         |                           | 97.91%        | The number of properties with a date >5 years has risen in part because the Wates QS has been on leave.   |  |
| Assets on Programme   | 17,989              |   | 217                 |                         |                     |                         | 44                  |                               |                   |                           |               |   |  |
| C-1   | 0                   | 0   | 0                   | 0                       |                     |                         | 0                   | 0                             | Spreadsheet       |                           |               | Some historical C2 and FI are to have new EICR as CS have been unable to access these properties within the last 12 months to carry out the remedial work   |  |
| C-2   | 5                   | 143   | 1                   | 0                       |                     |                         | 0                   | 0                             | Spreadsheet       |                           |               |   |  |

DATE REPORT RAN  
30/06/2024

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 |                         |                     |               |               |   |
|--|---------------------|-------------------------|-------------------------|-------------------------|---------------------|-------------------------|-------------------------------|-------------------------|---------------------|---------------|---------------|---|
|  | 17,957              |                         | 754                     |                         | 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   |
| <b>GAS SERVICING</b>   |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Assets on Programme  | 16,054              | 0                       | 4                       | 0                       | 51                  | 0                       |                               |                         | Spreadsheet         |               | 100.00%       |   |
| Assets NOT on Programme  | 1,903               |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| <b>COMMERCIAL GAS REMEDIALS</b>  |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| All commercial gas remedials   |                     |                         |                         |                         | 0                   | 0                       |                               |                         |                     |               | 100.00%       |   |
| <b>DOMESTIC PROPERTIES (Without Gas)</b>   |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Assets on Programme  | 635                 | 0                       |                         |                         |                     |                         |                               |                         | Partners            |               | 100.00%       |   |
| <b>Voids Capped</b>  |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| No. of Voids Capped in Month within 24 hrs of Becoming Void                      | 66                  | 0                       |                         |                         |                     |                         |                               |                         | Partners            |               | 100.00%       |   |
| <b>No of Tenanted Homes Capped [monitoring metric only] long term capped off</b> |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| No of Tenanted Homes Capped [monitoring metric only]                             | 183                 |                         |                         |                         |                     |                         |                               |                         | Partners            |               |               |   |
| <b>Solid Fuel</b>  |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Homes on the Programme   | 102                 | 1                       |                         |                         |                     |                         |                               |                         | Spreadsheet         |               | 99.03%        | 1 Property overdue, booked in with tenant to be completed   |
| <b>Asbestos</b>  |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Assets on Programme  |                     |                         | 534                     | 0                       | 25                  | 0                       | 1                             | 0                       | PIMSS/Spreadsheet   |               | 100.00%       | 100% Compliant  |
| Assets NOT on Programme  |                     |                         | 219                     |                         | 9                   |                         | 43                            |                         |                     |               |               |   |
| <b>WATER HYGIENE: Legionella risk assessments</b>                                |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Assets on Programme  | 16806               | 46                      | 62                      | 0                       | 20                  | 14                      | 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 most have been visited several times by Wates / CS. Commercial LRAs - all compliant                                       |
| Assets NOT on Programme  | 1151                |                         | 692                     |                         | 14                  |                         | 0                             |                         |                     |               |               | 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. |
| <b>WATER HYGIENE: Inspection checks</b>  |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Flushing   |                     |                         | 164                     | 2                       |                     |                         |                               |                         | Teams / spreadsheet |               | 98.80%        | Flushing - New Lodge Community Centre missed due to access issues. This is now resolved.  |
| Temperatures   |                     |                         | 58                      | 0                       |                     |                         |                               |                         | Teams / spreadsheet |               | 100.00%       |   |
| Annual monitoring  |                     |                         | 58                      | 0                       |                     |                         |                               |                         | Teams / spreadsheet |               | 100.00%       |   |
|  |                     |                         | 280                     | 2                       |                     |                         |                               |                         |                     |               | 99.29%        |   |
| <b>WATER HYGIENE</b>   |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| High (1 month)   | 0                   | 0                       | 0                       | 0                       |                     |                         |                               |                         |                     |               |               | no remedials  |
| Medium (3 months)  | 0                   | 0                       | 0                       | 0                       |                     |                         |                               |                         |                     |               |               |   |
| Low (6 months)   | 0                   | 0                       | 0                       | 0                       |                     |                         |                               |                         | SAP/Spreadsheet     |               |               |   |
| <b>All Actions</b>   | <b>0</b>            | <b>0</b>                | <b>0</b>                | <b>0</b>                |                     |                         |                               |                         |                     |               |               |   |
| <b>SERVICE &amp; MAINTENANCE CHECKS</b>  |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| Passenger Lifts(14) / Platform lifts (6)   | 20                  | 0                       |                         |                         |                     |                         |                               |                         | Engineers sheets    |               | 100.00%       | All passenger lifts compliant   |
| Stairlifts   | 438                 | 2                       |                         |                         |                     |                         |                               |                         | Engineers sheets    |               | 99.55%        | 2 uncompliant - 1 requires removal. 1 tenant is in hospital   |
| Steplifts  | 0                   | 1                       |                         |                         |                     |                         |                               |                         | Engineers sheets    |               | 0.00%         | 1 Steplift requires parts which have now been ordered.  |
| Throughfloor lifts (TFL)   | 29                  | 1                       |                         |                         |                     |                         |                               |                         | Engineers sheets    |               | 96.67%        | 1 uncompliant due to rat infestation at property  |
| Hoists   | 101                 | 2                       |                         |                         |                     |                         |                               |                         | Engineers sheets    |               | 98.06%        | 2 uncompliant - 1 no access. 1 to be removed.   |
| <b>All</b>   | <b>588</b>          | <b>6</b>                |                         |                         |                     |                         |                               |                         |                     |               | <b>98.99%</b> |   |
| <b>ENERGY EFFICIENCY</b>   |                     |                         |                         |                         |                     |                         |                               |                         |                     |               |               |   |
| SCS  | 14,901              | 3056                    |                         |                         |                     |                         |                               |                         | Spreadsheet         |               | 82.98%        | Surveying resumed 20 May 2024 - only marginal increase, which due to low numbers, not yet included in this figure.  |
| EPC  | 14,471              | 3486                    |                         |                         |                     |                         |                               |                         | PIMSS               |               | 80.59%        | Surveying resumed 20 May 2024 - only marginal increase, which due to low numbers, not yet included in this figure.  |

| Barnsley 2030 objective | Priority  | Strategic Ambition               | Milestones   | Date                               | BH Lead and additional resources   | Q1 Update  |
|-------------------------|---|----------------------------------|--|------------------------------------|--|--|
| <b>Healthy Barnsley</b> | Implement phases 1.1 and 1.2 of Repairs First and DRS and ensure we use the new system to its full functionality to deliver efficient, effective, and timely customer service (NEC Repairs First) DRS | <b>Technology and Innovation</b> | Review of phase 1 repairs first implementation<br>Phase 1.1 Repairs and Maintenance<br>1.2 December 24 Asset Management.   | Sept 24<br>May 24<br>Sept 24       | Managing Director<br>Construction Services,<br>Head of Asset Management, Head of Governance and Strategy       | Head of GS - currently reviewing phase 1 and lessons learned. Head of AM: Demonstration from NEC provided for Asset Modules (phase 1.2). Full programme for implementation being developed/agreed by BH transformational board / EMT     |
| <b>Healthy Barnsley</b> | Improving Data quality, accuracy and maturity and using this data to tailor services for our tenants.   | <b>Hearing customers</b>         | Data Strategy and 3 year Action Plan to improve data approved by EMT<br>Soft market testing of tools to enhance data quality across systems and Business case to purchase software<br>Improved induction for IT systems and introducing data standards and data owners across the organisation   | June 24<br>October 24<br>March 25  | Head of Governance and Strategy budget for data accuracy tool required.  | H of GS - draft data strategy been to Executive Management Team. Final amendments to be approved. Year one action plan developed and agreed by Executive Management Team. Initial review of data tools taking place.                     |
| <b>Healthy Barnsley</b> | Using technology to streamline services and review and automate processes where possible.   | <b>Technology and Innovation</b> | Agree 3 year programme of areas to review with EMT<br>Work with BMBC in their digital transformation journey to improve automation for BH  | June 24<br>March 25                | Head of Governance and Strategy IT budgets   | Initial meeting held between BMBC and BH. Discovery work around content relationship Management system is initial area being considered.   |
| <b>Healthy Barnsley</b> | Hearing and responding to a wider tenant voice  | <b>Hearing Customers</b>         | Review successfulness of Insight and Engagement Strategy<br>Fully develop chosen insight IT platform<br><br>Increase insight following successful launch of Knowing our Customers Project  | Dec-24<br><br>Jun 24<br><br>Dec 24 | Head of Customer Services<br>Engagement Manager<br>Head Of Governance & Strategy - budget for insight platform | H of GS - knowing our Customers project paused as links to CRM. Insight strategy agreed Board 11th July 24.<br>Ho CS - Survey platform being developed and question set agreed with service leads. slight delay due to staffing absence. |
| <b>Healthy Barnsley</b> | Bespoke approach to Neighbourhood Management  | <b>Hearing Customers</b>         | 12 month review of Neighbourhoods and ASB structures<br>All staff completed Housing Professional Passport by December 2024<br>Key Action Plans - Noise / ASB complete  | Apr-24<br>Dec-24<br>Apr-24         | Head of Estate Services,<br>Neighbourhood Manager, ASB Team Leader   | Restructure complete. Housing Professional Passport programme underway. Service Transformation continuing ASB  |
| <b>Healthy Barnsley</b> | All homes to be compliant with Building Safety and Compliance regulations/legislation (Building Safety)   | <b>Keeping Tenants Safe</b>      | *Ongoing Monthly Building Safety Scorecard Reports to transfer to Realtime reporting via C365<br>*EICR 100% to 5 year Position (utilising warrant of entry for access)<br>*Lifts 100% Compliant (utilising warrant of entry for access)<br>*Building Safety Cases - Quarterly Review with Building Safety Project Board awaiting contact from the Building Safety Regulator<br>*Embed the Damp, Mould & Disrepair Team & Produce a bespoke Strategy<br>*Installation of IOT Monitoring | 01/06/2024 revised to August 2024  | Head of Repairs Maintenance and Building Safety  | Monthly monitoring remains on Scorecard whilst the C365 Implementation works remain ongoing. Revised target agreed for August 2024 with dates booked with BMBC Corporate Assurance Team to audit the system and data to ensure accuracy  |

| Barnsley 2030 objective     | Priority  | Strategic Ambition               | Milestones   | Date  | BH Lead and additional resources              | Q1 Update   |
|-----------------------------|---|----------------------------------|--|---|---|---|
| <b>Healthy Barnsley</b>     | All homes will have up to date asset data used to support repairs, maintenance, and investment (Stock Data) | <b>Technology and Innovation</b> | <ul style="list-style-type: none"> <li>* Review stock data completion rates and run a targeted mop up programme to attain full asset data set.</li> <li>* Commissioning of a data validation exercise of stock data.</li> <li>* Rolling programme of stock condition across 20% of the stock per annum, operating on a risk based approach in relation to property selection.</li> </ul> | <p>June 24<br/>Aug 24<br/>Mar 25</p>                                    | Head of Asset Management                      | Head of AM. March 2024 completion rates 83%. Penningtons completed stock validation report for BH. Mop up programme for remaining approx. 15% being undertaken. 2025/26 risk based approach being developed by AM Team for 20% per annum SCS                                      |
| <b>Learning Barnsley</b>    | Strategic Workforce Planning (incorporating Professionalism Agenda, Succession / Workforce Planning)        | <b>Employment and Training</b>   | <ul style="list-style-type: none"> <li>Review of jobs in scope, current qualifications held and training needs</li> <li>Review employee specs and recruitment process to meet competency and conduct requirements</li> <li>Review PDR process</li> <li>Agree Workforce Planning/Succession Planning Framework</li> </ul>   | <p>June 24<br/>June 24<br/>March 25</p>                                 | Head of HR&OD                                 | Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, current qualifications of post holders identified, training plan being developed. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed |
| <b>Growing Barnsley</b>     | Implementing the Lettings Policy and reviewing its impact   | <b>Hearing Customers</b>         | <ul style="list-style-type: none"> <li>Post Go live review of new policy</li> <li>Review wider service processes</li> <li>Obtain feedback from applicants 6 months after go live</li> <li>Completion of annual review report for Board and BMBC</li> <li>Review mutual exchange service offer and provider</li> <li>Review service structure for efficiencies</li> </ul>                 | <p>April 24<br/>June 24<br/>Aug 24<br/>Jan 25<br/>Sep 24<br/>Jan 25</p> | Head of Customer Services<br>Lettings Manager | H O CS - Ppolicy Live 1/4/24. System still in development. Temp amends to existing set up. Qtr 1 analysis completed. Review of wider processes commenced. Update in Qtr 2   |
| <b>Sustainable Barnsley</b> | To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)                    | <b>Zero Carbon</b>               | <ul style="list-style-type: none"> <li>*Review exercise to be undertaken following completion of EPC 'C' retrofit pilot, delivered via PRIP contractual arrangement.</li> <li>*Develop and agree approach with EMT and BMBC for a EPC 'C' retrofit programme to deliver 2030 objective for all BH stock.</li> </ul>  | <p>July 24<br/>October 24</p>   | Head of Asset Management                      | Head of AM: Pilot undertaken via PRIP. Retrofit with Barnsley Home Standard works in 2024/25 to be paused - HRA priorities. Commission for SAVA intelligent energy modelling system to be implemented to allow for a full stock retrofit plan to be developed                     |