

Berneslai Homes - Freedom of Information 2025-2026: HR

742	09/05/2025	<p>1. How many assaults were reported against your council's housing staff in 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, and in the first quarter of 2025?</p> <p>2. For each of these years, how many of these assaults were verbal?</p> <p>3. For each of these years, how many of these assaults were physical?</p> <p>4. For each of these years, how many of these assaults were sexual?</p> <p>5. For each of these years, how many of these assaults involved abuse related to a protected characteristic/hate speech?</p>					
		Year	Total number of assaults	Number of verbal assaults	Number of physical assaults	Number of sexual assaults	Number of assaults involving a protected characteristic
		2016	39	37	2	0	Unrecorded
		2017	40	39	1	0	Unrecorded
		2018	43	42	1	0	Unrecorded
		2019	28	28	0	0	Unrecorded
		2020	38	38	0	0	Unrecorded
		2021	14	14	0	0	Unrecorded
		2022	16	15	1	0	Unrecorded
		2023	28	26	2	0	Unrecorded
		2024	18	18	0	0	0
		2025 (January to March)	14	13	1	0	0

768	17/07/2025	<p>Please could you provide the following details regarding your organisation's finance function:</p> <p>Structure of the Finance Team:</p> <ul style="list-style-type: none"> • A current organisational chart or breakdown of the finance team, including job titles and reporting lines. • Total number of staff employed within the finance department (permanent, fixed-term, and interim). • Grades or salary bands for finance roles (if available). <p>Please find attached an organisational chart depicting structure of our finance team (detailing all positions within the finance team, and relating grades), and document detailing Berneslai Homes Pay Structure.</p> <p>Recruitment Activity:</p> <p>Details of any finance-related vacancies you have recruited to in the last 12 months, including job titles and contract type (permanent, fixed-term, or interim).</p> <p>Whether these vacancies were filled through:</p> <ul style="list-style-type: none"> • Direct advertisement • Internal promotion • Recruitment agency support (and if so, whether a preferred supplier list is in place). <p>In the last 12 months Berneslai Homes have recruited a Finance Manager on an interim basis, this recruitment was engaged through recruitment agency support (a preferred supplier).</p>
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Any planned or upcoming recruitment within the finance team over the next 6 months?

In the next 6 months Berneslai Homes anticipate recruiting:

- 1x Finance Manager
- 1x Finance Business Partner
- 1x Finance Assistant

784 21/08/2025

1. Has the KPI incentive bonus (as outlined in Berneslai Homes' employee contracts) been paid to staff since 1st March 2020?

Yes a bonus has been paid to craft operatives* since March 2020 based upon the KPI bonus scheme.

*skilled trades within the Property Services Repairs Team

2. If not, what payments were made in its place (e.g., "attendance allowance" or other substitutes), and under whose authority was this change implemented?

N/A

3. Please provide the total annual amount allocated to KPI bonuses for each year from 2019 to 2024.

Financial Year	KPI scheme Budget Cost (£)
2019 – 2020	£459,330
2020 – 2021	£454,840
2021 – 2022	£431,270
2022 – 2023	£435,600
2023 – 2024	£453,601
2024 – 2025	£432,451

4. Please provide the total amount actually paid out to staff under this KPI scheme for the same years.

Financial Year	Total paid to staff* under KPI scheme (£)
2019 – 2020	£311,176.99
2020 – 2021	£269,839.31
2021 – 2022	£308,759.04

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2022 – 2023	£309,403.06
2023 – 2024	£316,775.99
2024 – 2025	£296,490.59

*Craft operatives

5. Please confirm whether Berneslai Homes sought legal advice before altering or suspending contractual KPI bonus payments, and if so, please provide the date and source of this advice.

Craft operative contracts state that they will be part of an incentive scheme. The KPI bonus scheme is locally agreed with Trade Union partners so there is no specific contractual bonus entitlements. An agreement was made with trade unions to continue to pay KPI bonuses on an agreed average until the Dynamic Resource Scheduler was proving the predicted efficiencies.

785 21/08/2025

Please confirm the total number of Berneslai Homes staff who have qualified for KPI bonuses in each year from 1st April 2020 to the present date.

Month	Number of employees paid the KPI bonus (financial years)					
	2020- 2021	2021- 2022	2022- 2023	2023- 2024	2024- 2025	2025- 2026
April	151	179	183	175	179	176
May	151	180	183	185	177	175
June	155	181	183	185	177	173
July	159	180	182	188	177	172
Aug	177	178	181	186	177	N/A
Sept	180	178	179	186	176	N/A
Oct	181	178	180	184	175	N/A
Nov	178	179	179	183	175	N/A
Dec	176	179	179	181	175	N/A
Jan	174	181	180	180	177	N/A
Feb	178	180	177	179	175	N/A
March	180	177	176	179	175	N/A

Please be advised the provided data is what we hold as of the time of your request.

Please also confirm the number of staff who would have qualified but who have since left employment during this period (i.e., former employees still contractually entitled for any part of the period).

Financial Year	Total number of staff* qualified for the scheme who left employment
2020 – 2021	12

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2021 – 2022	29
2022 – 2023	12
2023 – 2024	21
2024 – 2025	22

*Craft operatives

Please be advised the KPI Bonus scheme is calculated and paid monthly, therefore leavers would receive their full entitlement in their final salary.

Please provide the total annual amount allocated for KPI bonuses for each of these years.

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2021 – 2022	£431,270
2022 – 2023	£435,600
2023 – 2024	£453,601
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If KPI bonuses have not been paid in full, please provide the total potential liability outstanding (i.e., the amount that would have been payable if all eligible staff received their contractual bonus entitlements).

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829 31/10/2025

Since the introduction of the new Housing Policy in 2024

(designed by Barnsley Council and applied by Berneslai Homes), I would like to know:

1. On how many occasions has a “reasonable adjustment” been made to the Housing Policy pursuant to the Equality Act 2010?

Under the terms of Berneslai Homes’ reasonable adjustment policy we make reasonable adjustments on an individual basis. There is no defined list of reasonable adjustments and these depend upon the individuals’ needs. More information about reasonable adjustments can be found on the Berneslai Homes website here:

<https://www.berneslaihomes.co.uk/your-home-and-estate/managing-your-tenancy/reasonable-adjustments/>

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We can however advise regarding Assisted Bidding which allows Berneslai Homes to apply for homes on an applicants' behalf. This can be put in place if applicants who are registered for rehousing are unable to make bids for available homes through the advert cycle, are using a public PC at a local library, and have no third party support.

Berneslai Homes have a total of 206 applicants registered for Assisted Bidding.

2. For each occasion, please confirm the section of the Equality Act 2010 under which the reasonable adjustment was made (for example, Section 20: Duty to make reasonable adjustments).

The Equality Act 2010 is the legislative framework that protects the rights of individuals and to advance equality of opportunity for all. Information on how Berneslai Homes complies can be found in the Reasonable Adjustment policy published on our website.

As mentioned in response to question 1 any reasonable adjustments are made on an individual basis, and there is no defined list of reasonable adjustments. We advise this data is not centrally recorded.