



























Quarterly Performance
Report
Quarter 2-2024/2025










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2024/25 – Q2 Summary

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

Council KPIs	
 Void Rent Loss	 Rent Collection
 Proportion of Apprentices	 Barnsley Pound
 EPC C or Above	 Annual indicator Management Fee







Company KPIs	
 Staff Satisfaction	 Staff Attendance
 Equality Act	 Minority Ethnic
 Current Tenant Arrears	 Contact Centre

TSM KPIs

TSM	
 Gas Safety Checks	 Fire Safety Checks
 Asbestos Safety Checks	 Water Safety Checks
 Lift Safety Checks	 Stage One Complaints
 Stage Two Complaints	 Stage One Response Time
 Stage Two Response Time	

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
100%	100%	99.99%				100%	99.95%	BS01: Gas Gas safety checks
100%	100%	100%				100%	100%	BS02: Fire Fire safety checks
100%	100%	100%				100%	100%	BS03: Asbestos Asbestos safety checks
100%	100%	100%				100%	100%	BS04: Water Water safety checks
100%	100%	100%				100%	100%	BS05: Lift Lift safety checks
39.6	17.4	35.0				In line with peer group median	39.4 peer group median	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
7.6	3.3	7.3				In line with peer group median	4.5 peer group median	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
74.0%	96.2%	96.3%				100%	73.1%	CH02 1: Stage One Response Time Stage one complaints response time
96.3%	96.7%	96.8%				100%	71.6%	CH02 2: Stage Two Response Time Stage two complaints response time

TSM KPIs

TSM	
 ASB Cases	 ASB Cases Hate Incidents
 DHS Compliance	 Non-Emergency Repairs
 Emergency Repairs	 Tenant Satisfaction
 Tenant Satisfaction with Repairs	 Time Taken Recent Repair
 Well Maintained Home	

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
46.4	12.1	21.4				In line with peer group median	56.07 peer group median	NM01 1: ASB Cases Anti-social behaviour cases
0.5	0.2	0.5				In line with peer group median	1.44 peer group median	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
0.09%	1.3%	0.4%				0%	3.18%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
94.1%	TBC	TBC				96%	81.3%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
94.3%	TBC	TBC				99%	94.9%	RP02 2: Emergency Repairs Repairs completed within target timescale
76.8%	73.0%					77%	66.5%	TP01: Tenant Satisfaction Overall satisfaction
75.1%	73.1%					76%	69.5%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
75.5%	66.5%					76%	66.2%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
73.8%	69.8%					74%	67.1%	TP04: Well Maintained Home Satisfaction that the home is well maintained

TSM KPIs

TSM	
 Satisfaction Home is Safe	 Listening to Tenants
 Keeping Tenants Informed	 Treating Tenants Fairly
 Handling Complaints	 Satisfaction with Communal Areas
 Positive Contribution	 Satisfaction with Handling ASB

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
74.9%	70.7%					77%	73.5%	TP05: Home is Safe Satisfaction that the home is safe
59.6%	60.5%					61%	56.5%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
64.4%	60.5%					68%	66.5%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
76.9%	76.4%					81%	76.0%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
43.1%	46.2%					43%	29.4%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
65.9%	51.8%					66%	64.9%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained
59.6%	52.8%					64%	59.3%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
48.4%	45.8%					55%	54.8%	TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti-social behaviour

Council KPIs

Council KPIs	
 Void Rent Loss	 Rent Collection
 Proportion of Apprentices	 Barnsley Pound
 EPC C or Above	Annual indicator  Management Fee

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	
1.56%	1.97%	1.98%				1.05%	Void Rent Loss (BH1) Income lost due to void properties
96.3%	99.2%	100.3%				97%	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
3.6%	3.3%	3.3%				4%	Apprentices (BH3) Proportion of apprentices in workforce
66%	65%	68%				60%	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.
39.3%	41.9%	41.7%				45%	EPC Ratings (BH5) Percentage of Properties with an EPC C or above.
Achieved	Annual					1%	Management Fee (BH6) Management Fee Efficiency target as part of annual Value For Money report.

Company KPIs

Company KPIs

Annual Indicator



Staff Satisfaction



Staff Attendance



Equality Act



Minority Ethnic



Current Tenant Arrears



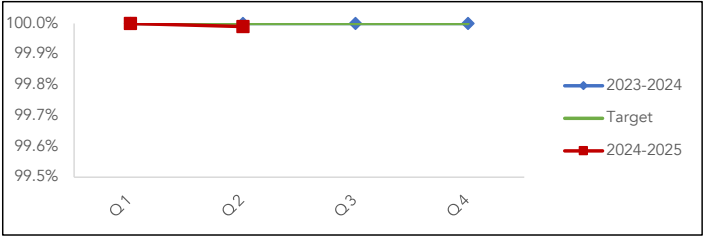
Contact Centre

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	
48%	51%					50%	Staff Satisfaction (KPI 1) Employee satisfaction rate. My organisation is a great place to work.
12.4	13.1	14.2				9 days	Staff Attendance (KPI 2) Average number of days absent per full time equivalent employee.
4.7%	4.7%	13.1%				8%	Diversity (KPI 3) Percentage of staff defining under the Equality Act definition of disability.
3.1%	2.9%	2.6%				3.4%	Diversity (KPI 4) Percentage of minority ethnic staff in total workforce.
3.7%	3.6%	3.6%				3.5%	Current Tenant Arrears (KPI 5) Percentage of Current Tenant Arrears.
73.5%	40.1%	45.3%				80%	Contact Centre (KPI 6) We will answer priority calls in less than 3 minutes (Contact Centre).

Exception Report Summary

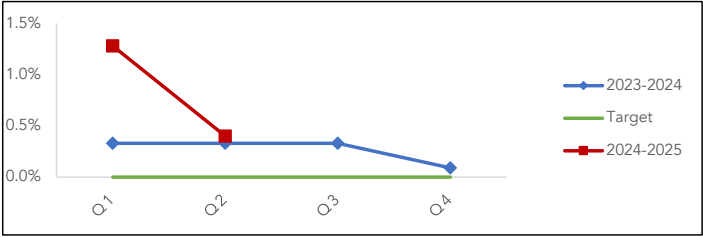
Title: Percentage of properties with a current Gas Compliance Certificate (TSM BS01)
Theme: Regulatory Compliance
PI Type: TSM Pulse
YE Target: 100%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	100.00%	Green	→	100.0%	0	100.0%
Q2	99.99%	Red	↓	100.0%		100.0%
Q3				100.0%		100.0%
Q4				100.0%		100.0%



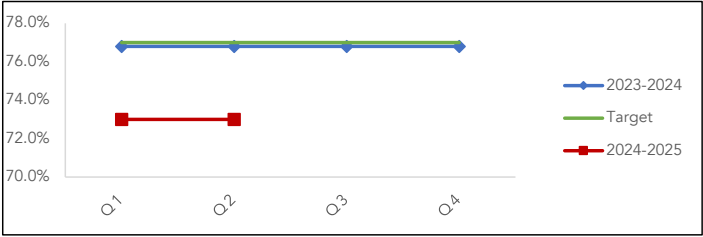
Title: The proportion of homes non-decent (RP01)
Theme: Barnsley Home Standard
PI Type: TSM Pulse
YE Target: 0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	1.3%	Red	↓	0.0%	N/A	0.3%
Q2	0.4%	Red	↓	0.0%		
Q3				0.0%		
Q4				0.0%		0.1%



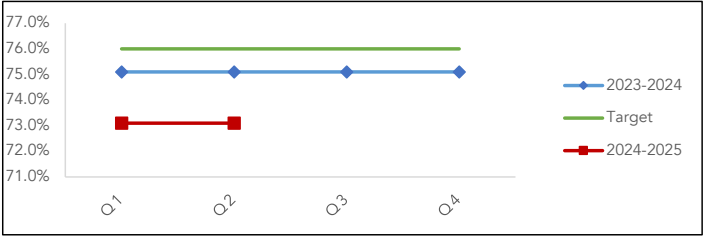
Title: The percentage of tenants satisfied with the overall service provided (TP01)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 77.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	73.0%	Red	↓	77%	2% points	76.8%
Q2	73.0%			77%		76.8%
Q3				77%		76.8%
Q4				77%		76.8%



Title: The percentage of tenants satisfied with the overall repairs service (TP02)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 76.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	73.1%	Red	↓	76.0%	2% points	75.1%
Q2	73.1%			76.0%		75.1%
Q3				76.0%		75.1%
Q4				76.0%		75.1%



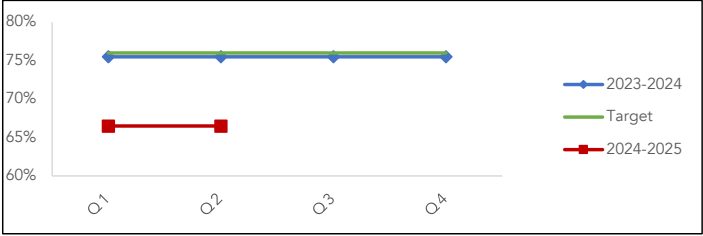
Title: The percentage of tenants satisfied with time taken to complete the most recent repair (TP03)

Theme: Repairs and Maintenance

PI Type: TSM Pulse

YE Target: 76.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	66.5%	Red	↓	76.0%	2% points	75.5%
Q2	66.5%			76.0%		75.5%
Q3				76.0%		75.5%
Q4				76.0%		75.5%



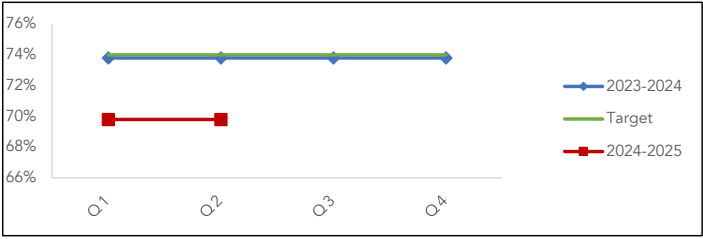
Title: The percentage of tenants satisfied that the home is well maintained (TP04)

Theme: Repairs and Maintenance

PI Type: TSM Pulse

YE Target: 74.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	69.8%	Red	↓	74.0%	2% points	73.8%
Q2	69.8%			74.0%		73.8%
Q3				74.0%		73.8%
Q4				74.0%		73.8%



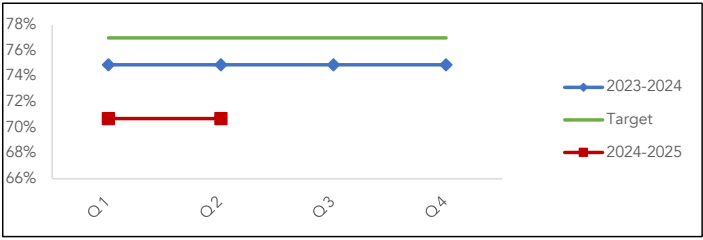
Title: The percentage of tenants satisfied that the home is safe (TP05)

Theme: Regulatory Compliance

PI Type: TSM Pulse

YE Target: 77.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	70.7%	Red	↓	77.0%	2% points	74.9%
Q2	70.7%			77.0%		74.9%
Q3				77.0%		74.9%
Q4				77.0%		74.9%



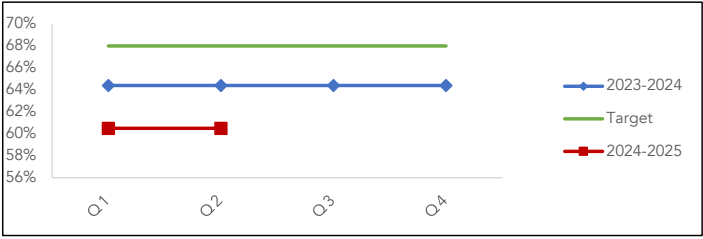
Title: Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 68.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	60.5%	Red	↓	68.0%	2% points	64.4%
Q2	60.5%			68.0%		64.4%
Q3				68.0%		64.4%
Q4				68.0%		64.4%



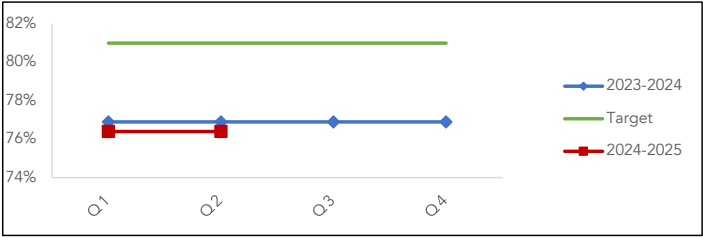
Title: Agreement that the landlord treats tenants fairly and with respect (TP08)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 81.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	76.4%	Red	↓	81.0%	2% points	76.9%
Q2	76.4%			81.0%		76.9%
Q3				81.0%		76.9%
Q4				81.0%		76.9%



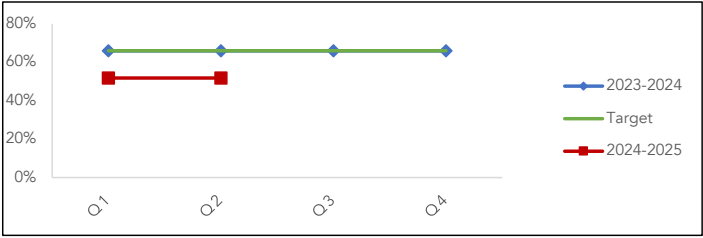
Title: Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 66.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	51.8%	Red	↓	66.0%	2% points	65.9%
Q2	51.8%			66.0%		65.9%
Q3				66.0%		65.9%
Q4				66.0%		65.9%



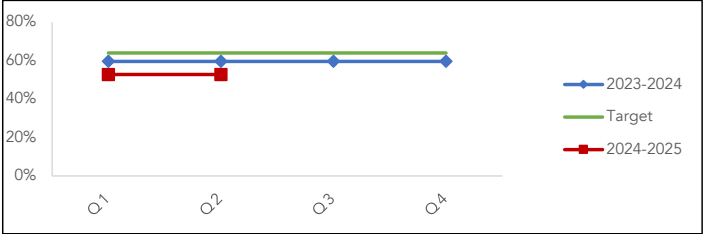
Title: Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 64.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	52.8%	Red	↓	64.0%	2% points	59.6%
Q2	52.8%			64.0%		59.6%
Q3				64.0%		59.6%
Q4				64.0%		59.6%



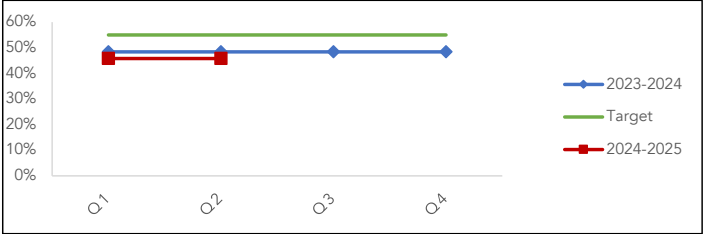
Title: The percentage of tenants satisfied with the landlords approach to ASB (TP12)

Theme: Early Help, Prevention and Intervention

PI Type: TSM Pulse

YE Target: 55.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	45.8%	Red	↓	55.0%	2% points	48.4%
Q2	45.8%			55.0%		48.4%
Q3				55.0%		48.4%
Q4				55.0%		48.4%



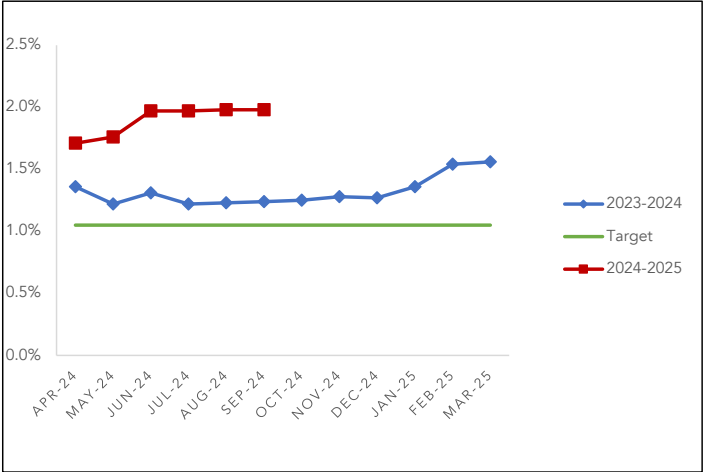
Title: Void rent loss (BH1)

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	2.0%	Red	→	1.1%		1.2%
Aug-24	2.0%	Red	→	1.1%		1.2%
Sep-24	2.0%	Red	→	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%



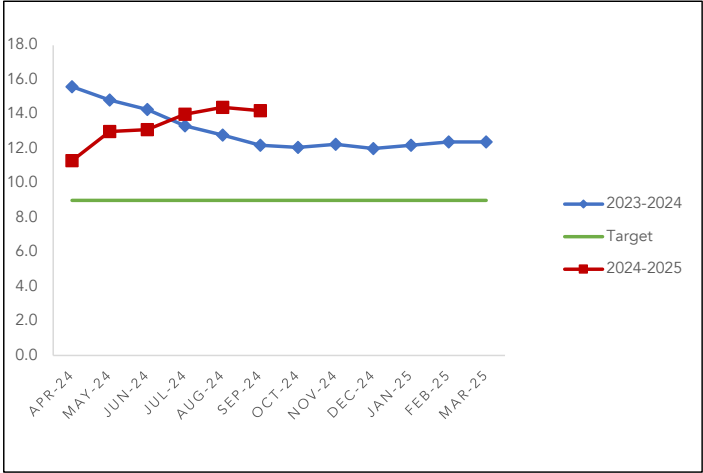
Title: Projected average number of sick days per employee/year (KPI 2)

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	14.0	Red	↓	9.0		13.3
Aug-24	14.4	Red	↓	9.0		12.8
Sep-24	14.2	Red	↑	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



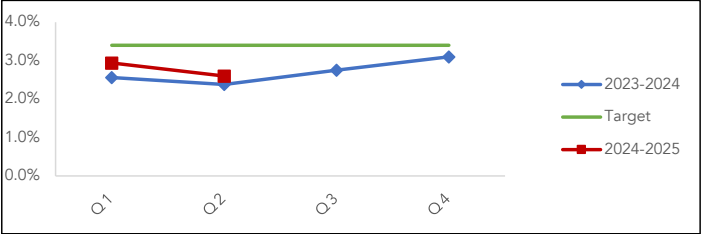
Title:Percentage of minority ethnic staff in total workforce (KPI 4)

Theme:HR & Equality and Diversity

PI Type:Company Pulse

YE Target:3.4% or above

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	2.9%	Amber	⬇️	3.4%	0.7% points	2.56%
Q2	2.6%	Red	⬇️	3.4%		2.38%
Q3				3.4%		2.75%
Q4				3.4%		3.10%



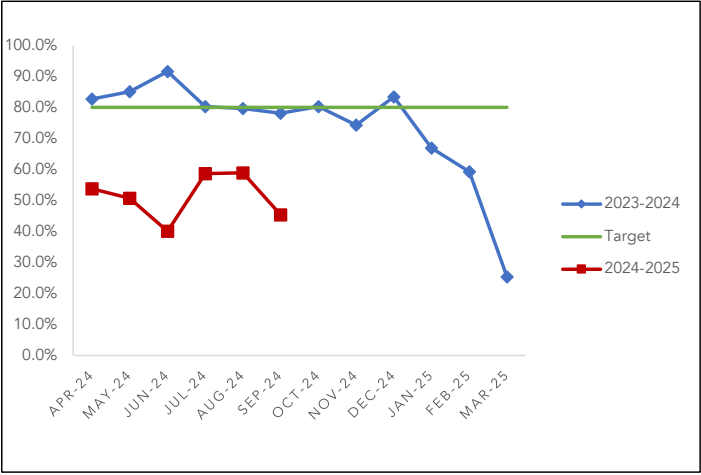
Title:We will answer priority calls in less than 3 minutes (KPI 6)


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	58.6%	Red	⬆️	80.00%		80.3%
Aug-24	58.9%	Red	⬆️	80.00%		79.6%
Sep-24	45.3%	Red	⬇️	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%



DATE REPORT RAN 30/09/2024		Creating GREAT Homes & Communities for the People of Barnsley											
TOTAL ASSET NUMBERS	Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House		BUILDING SAFETY SCORECARD				
	17,953		755		34		44						
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works	
TENANT SATISFACTION MEASURES													
BS01: Gas safety checks	16,881	2							Spreadsheet		99.99%	2 Domestic properties overdue, this is in the legal process, appointments arranged	
BS02: Fire safety checks	1,024	0							Spreadsheet		100.00%		
BS03: Asbestos safety checks	880	0							Spreadsheet		100.00%		
BS04: Water safety checks	882	0							Spreadsheet		100.00%		
BS05: Lift safety checks	408	0							Spreadsheet		100.00%		
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme			212	0	0	0			Spreadsheet		100.00%		
Assets NOT on Programme			542		34								
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required			0	0	0	0			Spreadsheet/C365			All FRA actions are now monitored within C365, all within timescales set.	
High (2 month)			0	0	0	0			Spreadsheet/C365				
Medium (6 months)			6	0	0	0			Spreadsheet/C365				
Low (12 months)			2	0	0	0			Spreadsheet/C365				
In plan works - High			0	0	0	0			Spreadsheet/C365				
In plan works - Medium			1	0	0	0			Spreadsheet/C365				
In plan works - Low			29	0	0	0			Spreadsheet/C365				
All Fire Actions			38	0	0	0							
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning			119	0					Spreadsheet		100.00%	The 9 expired flat entrance doors relate to Independent Living schemes. We are currently following the no access procedure and working with the scheme manager to gain access.	
Emergency Lighting			114	0					Spreadsheet		100.00%		
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			958	9					PIMMS		99.07%		
All Fire Actions			2123	9							99.58%		
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within reporting year	24								Spreadsheet		incidents		
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme	17,703	250									98.61%	Same figures used as previous month, accelerated programme in progress to catch up reaming properties with no data. Figures will be completed for next month	
Assets NOT on Programme	250												
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month		351							Spreadsheet		1.96%	CS: 295 raised, 2 cancelled, 5 completed, 235 open. Wates: 56 raised, 2 cancelled, 46 completed, 8 open. x1 HHSRS - damp at 11 Ashberry Close, Thurnscoe.	
Open 7-day jobs at month end		243							Spreadsheet		1.35%		
HHSRS (CAT1/2) damp / mould risks identified in month		1							Spreadsheet		0.01%		
DAMP AND MOULD - COMPLAINTS													
Open stage 1 complaints		6							Customer Services		0.03%	Service requests that we closed in Sept relating to DM – 12 Stage 1 closed in Sept – 3 Stage 2 closed in Sept – 1 Currently we still have the following open formal complaints that's relate to D&M Stage 1 – 6 Stage 2 – 3 Total complaints closed during Q2 is Service requests - 28 Stage 1 – 13 Stage 2 - 9 So far this financial year closed the following damp and mould: Service requests – 69 Stage 1 – 42 Stage 2 – 16 (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		28							Customer Services		0.16%		
		37							Customer Services		0.21%		
DAMP AND MOULD - DISREPAIR CLAIMS													
Total live claims relating to damp and mould (cum in yr)		83							Spreadsheet		0.46%		
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years													
Assets on Programme with an in date EICR <10 years	17,958	26					44	0	Workbooks		99.86%	4 properties are awaiting court dates. Further properties that have reached the legal proceedings stage have been passed to the BMBC team. Legal packs are being produced for these properties.	
Assets on Programme	17,984						44					All orders are raised by NEC for out of date properties. All properties now follow the BH process. The Electrical Compliance Team continue to monitor access and liaise with Neighbourhoods and BMBC legal where required.	
Assets on Programme with an in date EICR <5 yrs	17,750	237	222	0			44	0	Workbooks		98.70%		
Assets on Programme	17,987		222				44						
C-1	0	0	0	0			0	0	Spreadsheet			Where access has proved an issue to carry out repairs. Where repairs are overdue by more than 6 months. New EICR are being raised. These new EICR will follow the agreed procedure and failure to further access will result in court action.	
C-2	0	108	0	0			0	0	Spreadsheet				

GAS SERVICING												
Assets on Programme	16,075	2	4	0	51	0			Spreadsheet		99.99%	2x domestic properties overdue, both have had warrants obtained in court and are due to be served by 10/10/2024
Assets NOT on Programme	1,878		751		17							
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	635	0							Partners		100.00%	
Voids Capped												
No. of Voids Capped in Month within 24 hrs of Becoming Void	55	0							Partners		100.00%	
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	162								Partners			
Solid Fuel												
Homes on the Programme	102	1							Spreadsheet		99.03%	1 property overdue, working with partners and HMO's to gain access
Asbestos												
Assets on Programme			533	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	
Assets NOT on Programme			279		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16798	46	60	2	22	11	0	0	PIMSS, Spreadsheet, C365		99.65%	Domestics LRAs - 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 Other (Shops): Compliance Officer continues to work with BMBC to encourage tenants to carry out LRAs or to agree for Berneslai Homes to complete them. Non- Domestic LRAs - 3 overdue - Infinity still have new system/IT issues with producing reports. 3 overdue are Wharnccliffe CC, Longley Close Laundry and Lea Royd Laundry - these 3 sites do not affect the TSMs.
Assets NOT on Programme	1,155		695		12		44					
WATER HYGIENE: Inspection checks												
Flushing			163	3					Teams / spreadsheet		98.19%	3 weeklies uncompliant but recovered week after - due to no access (Houghton Road X 2, Prospect Road X 1)
Temperatures			58	0					Teams / spreadsheet /C365		100.00%	
Annual monitoring			59	11					Teams / spreadsheet /C365		84.29%	these reports are still affected by Infinitys new IT system issues. These are being resolved by Infinity and compliance officer is being kept up-to-date
			280	14							95.24%	
WATER HYGIENE												
High (1 month)	0	0	0	0								
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 compliant
Stairlifts	452	5							Engineers sheets		98.91%	5 uncompliant - 2 to be removed. 1 tenant passed away so no access. 1 to be replaced. 1 now carried out 10/10/2024
Steplifts	1	0							Engineers sheets		100.00%	all compliant
Throughfloor lifts (TFL)	30	2							Engineers sheets		93.75%	2 uncompliant - 1 unable to service due to rat infestation. 1 lift off repairs have been ordered.
Hoists	98	7							Engineers sheets		93.33%	7 uncompliant - 4 to be removed. 1 no access. 2 to be serviced Oct.
All	601	14									97.72%	
ENERGY EFFICIENCY												
SCS	15,411	2542							Spreadsheet		85.84%	Comments as previous month. Progress hampered by lack of surveyors on site. Contract variation for out of core hours visits signed, which we hope will incentivise access attempts, and Tenant Liaison Officer post (site based) created to aid future surveyors access.
EPC	15,032	2921							C365		83.73%	Slight reduction month on month due to certificates expiring. Comments from last month remain the same in terms of onward strategy

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2
Healthy Barnsley	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	Technology and Innovation	Review of phase 1 repairs first implementation Phase 1.1 Repairs and Maintenance 1.2 December 24 Asset Management.	Sept 24 May 24 Sept 24	Managing Director Construction Services, 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	Head of GS - 6 month review of phase 1 and how working for Construction Services is underway. NEC energy module is now in place and SAVA being implemented target for go live Dec 24. Head of O (CS) reviewing data that is being produced from system to utilise as business intelligence to enable us to review resources and workloads.
Healthy Barnsley	Improving Data quality, accuracy and maturity and using this data to tailor services for our tenants.	Hearing customers	Data Strategy and 3 year Action Plan to improve data approved by EMT Soft market testing of tools to enhance data quality across systems and Business case to purchase software Improved induction for IT systems and introducing data standards and data owners across the organisation	Jun 24 Oct 24 Mar 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.	Head of GS - reviewing use of data dashboard in NEC to be implemented by March 25 to enhance data quality. Demo's of on line tooling taking place.
Healthy Barnsley	Using technology to streamline services and review and automate processes where possible.	Technology and Innovation	Agree 3 year programme of areas to review with EMT Work with BMBC in their digital transformation journey to improve automation for BH	Jun 24 Mar 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.	Head of GS - discovery work taking place with BMBC around using BMBC Dynamics for CRM.
Healthy Barnsley	Hearing and responding to a wider tenant voice	Hearing Customers	Review successfulness of Insight and Engagement Strategy Fully develop chosen insight IT platform Increase insight following successful launch of Knowing our Customers Project	Dec-24 Jun 24 Dec 24	Head of Customer Services Engagement Manager 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. Ho CS - Survey platform being developed and question set agreed with service leads. slight delay due to staffing absence.	*Still in development, due to be approved by Board and BMBC by Dec-24. 3 surveys developed, 3 more to be added, in addition a full prog of surveys to be developed and rolled out from Apr-25. Other actions on the Strategy being progressed. *Voicescape now set up - complete. *Being deferred due to CRM. Interim solution being looked at by HoS CS and GS.
Healthy Barnsley	Bespoke approach to Neighbourhood Management	Hearing Customers	*12 month review of Neighbourhoods and ASB structures *All staff completed Housing Professional Passport by December 2024 *Key Action Plans - Noise / ASB complete	Apr-24 Dec-24 Apr-24	Head of Estate Services, Neighbourhood Manager, ASB Team Leader	Restructure complete. Housing Professional Passport programme underway. Service Transformation continuing ASB	*Head of Estates - structure requires additional review , to be completed once consultation completed with staff to support move to one base due to take place November 24. HiHPP on track for Dec although will need to arrange mop up session after this date due to staff turnover to ensure everyone has done this. ASB team restructure complete - to be reviewed Summer 2025.

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2
Healthy Barnsley	All homes to be compliant with Building Safety and Compliance regulations/legislation (Building Safety)	Keeping Tenants Safe	*Ongoing Monthly Building Safety Scorecard Reports to transfer to Realtime reporting via C365 *EICR 100% to 5 year Position (utilising warrant of entry for access) *Lifts 100% Compliant (utilising warrant of entry for access) *Building Safety Cases - Quarterly Review with Building Safety Project Board awaiting contact from the Building Safety Regulator *Embed the Damp, Mould & Disrepair Team & Produce a bespoke Strategy *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	Monthly monitoring remains on Scorecard whilst the C365 Implementation works remain ongoing. This is in the final stages of being audited by BMBC Corp Assurance, then board approval will be sought to go fully live. We continue to closely monitor regulatory changes on the horizon (Awaabs Law & DH2).
Healthy Barnsley	All homes will have up to date asset data used to support repairs, maintenance, and investment (Stock Data)	Technology and Innovation	* Review stock data completion rates and run a targeted mop up programme to attain full asset data set. * Commissioning of a data validation exercise of stock data. * Rolling programme of stock condition across 20% of the stock per annum, operating on a risk based approach in relation to property selection.	Jun 24 Aug 24 Mar 25	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	Head of AM: Sep 2024 completion rate at 85%. Penningtons provided outcome report to BH/BMBC key stakeholders Jul 2024. SCS supporting development of medium term capital investment plan. 15% SCS still to be undertaken (no access). As per Q1 update - 2025/26 risk based approach to be developed by AM Team for 20% per annum SCS
Learning Barnsley	Strategic Workforce Planning (incorporating Professionalism Agenda, Succession / Workforce Planning)	Employment and Training	Review of jobs in scope, current qualifications held and training needs Review employee specs and recruitment process to meet competency and conduct requirements Review PDR process Agree Workforce Planning/Succession Planning Framework	June 24 June 24 March 25	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	Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, refreshing data on current qualifications of post holders due to turnover and training plan being developed. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed & full review commenced. Workforce & Succession Planning Framework to be developed in 2025/26
Growing Barnsley	Implementing the Lettings Policy and reviewing its impact	Hearing Customers	Post Go live review of new policy Review wider service processes Obtain feedback from applicants 6 months after go live Completion of annual review report for Board and BMBC Review mutual exchange service offer and provider Review service structure for efficiencies	April 24 June 24 Aug 24 Jan 25 Sep 24 Jan 25	Head of Customer Services Lettings Manager	H O CS - Policy 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	*Went live. *Commenced review of wider processes - behind target due to staffing resources *Customer Panel to be held Nov-24 and survey in development. *Commenced mid-year impact report to share with Ctte and elected members. *To commence - contact with alternative providers already made - deferred to new year. Current contract expires Oct-25. *Reviewing service structures to deliver projects - commenced.

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2
Sustainable Barnsley	To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)	Zero Carbon	*Review exercise to be undertaken following completion of EPC 'C' retrofit pilot, delivered via PRIP contractual arrangement. *Develop and agree approach with EMT and BMBC for a EPC 'C' retrofit programme to deliver 2030 objective for all BH stock.	Jul 24 Oct 24	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	Head of AM: Transformation Board agreed implementation of SAVA intelligent energy module. Anticipated to be live for Dec 2024. NEC Phase 2 Assets Module to follow. Full retrofit plan to be created