

Berneslai Homes Customer Services Committee 8th May 2025 – Meeting Summary:

Customer Services Committee Self-Assessment Annual Report – Review of Actions

The Customer Services Committee Self-Assessment Annual Report monitors the actions arising from the self-assessment carried out by Committee in autumn 2024.

The Committee noted the progress on the action plan resulting from the self-evaluation.

Quarterly Performance Report – Year End 2024/25

The Quarterly Performance Year End information was presented and discussed. The year end performance reflected on 38 Key Performance Indicators (KPIs), RAG (Red, Amber, Green) status, including Tenant Satisfaction Measures (TSM). The key strengths and areas of focus were outlined. Due to challenging targets for 2024/25, some KPIs are rated as red, however, overall performance compares favourably to others in the sector, with TSM either meeting or exceeding the benchmark for 15 of the 20 measures where data is available. Improvement plans are in place to address void properties and staff sickness levels. The 2025/26 targets for all KPIs are currently progressing through the approval process with Barnsley Council. These targets will still be challenging but more realistic compared to 2024/25.

The Committee recognised the areas of strength, areas for improvement and the action being taken to address these.

Hearing Tenants – Involvement and Influence Update

The Committee received a report which provided an update as at the end of Quarter 4 on how tenants and residents have made their voices heard and influenced policy and service delivery at Berneslai Homes and how Berneslai Homes has worked with tenants and residents to support sustainable communities. The ongoing detailed analysis on actions responding to the tenant voices heard via the transactional surveys was discussed. Committee noted that the results from these surveys and the commitment to table a more detailed annual review to Berneslai Homes Board in 2025. Damp and Mould training and the positive impact the sessions have had for 21 tenants who have completed this was acknowledged together with the intention of a further 'in house' roll out at the end of summer 2025.

The Committee noted the positive actions to strengthen and respond to the tenant voice, and the positive progress made on the Resident Insight and Engagement Strategy and action plan which is demonstrating some excellent results in relation to increasing and responding to the customer voice.

Update from the Building Safety Resident Engagement Panel

Committee received a presentation which provided an insight into the work that is being carried out to ensure Berneslai Homes continues to listen to tenants and work together. The presentation highlighted that this encompasses more than just fire safety and also looks at anti social behaviour from a building safety perspective ensuring that communal spaces are created that are safe for tenants. A summary of the works completed to the high rise building between October 2024 and March 2025 was noted, in addition to the future works to high rise buildings, which includes installation of wall ties in line with building safety requirements, communal corridor replacements, fire alarm systems upgrade, and sprinkler installation. Committee were assured on the good level of engagement with tenants and by looking at the broader aspects of building safety ensured a good approach to safeguard tenants in their homes.

The Committee noted that Building Safety Resident Engagement Panel Update.

Any Other Business – ‘Love Where You live’ programme

A Council presentation on this programme is to be shared with Committee members. The programme aims to strengthen relationships between Council Area Teams, Neighbourhood Teams, and the Berneslai Homes’ Engagement Team. Sites and projects for the programme are being identified and once finalised will be presented to Committee. Collaborative working with teams and tenants within the community is expected to have a positive impact on the programme.