

Quarterly Performance Report Year End-2022/2023



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Executive Summary

2022/23 was a period of change and economic uncertainty which presented challenges for many of our customers. We have ended the year with performance across many of our measures meeting or exceeding annual targets.

We have provided support to tenants with the cost of living, invested in IT systems to provide a better customer experience and restructured to better serve our customers. We continue to make progress towards our 2031 strategic plan and our vision of creating great homes and communities with the people of Barnsley.

We participate in Housemark benchmarking which allows us to gain insights into performance across the housing sector and compare our performance with other social housing providers, data shows we are a low cost, high performing organisation.

As this report reflects on performance across the year we have slightly changed our approach to assessing performance against Council Pulse KPIs. Performance is assessed as green where we have met or exceeded the annual target and red where we have missed the target.

15 of the 28 Key Performance Indicators (KPIs) were rated as red/behind target, each has an associated exception report which provides further narrative. Key positive performance highlights include significant improvements in the proportion of priority calls answered in target, exceeding the annual target for the percentage of BME staff in the workforce, and 99.51% of priority repairs completed on time.

The following measures were rated as red at year end (* denotes a measure that narrowly missed the target):

Council pulse

- Compliance with the Decent Homes Standard*
- Average length of time taken to complete non-emergency reactive repairs
- Average time to re-let properties
- Compliance with health and safety obligations*
- Average SAP ratings across stock*
- Percentage of properties with an EPC C or above*
- Tenant satisfaction
- The percentage of tenants who feel that their views are listened to and acted upon
- Rent collection*
- To spend funds locally supporting the Barnsley economy

Company pulse

- Tenant satisfaction with complaint handling
- Average number of sick days per employee
- Percentage of staff defining under the Equality Act definition of disability
- Current tenant arrears
- Priority calls answered in target

The key exceptions for 2022/23 are documented in a little more detail below.

Council Pulse

Compliance with the Decent Homes Standard (page 9)

99.67% of properties were classed as decent meaning we narrowly missed the 100% target. 59 homes were classed as non-decent. There are actions in place to address all 59 non-decent properties.

Repairs (pages 9 and 10)

99.51% of priority 1 responsive repairs were completed in the target time of 24 hours in 2022/23 and 99.35% of repairs appointments were kept. Performance for both KPIs exceeded annual targets. Housemark benchmarking data showed across the sector there had been an increase in both emergency and non-emergency repairs, in part due to damp, mould and condensation reports but also due to poor weather conditions.

We aim to complete non-urgent responsive repairs on average within 9 days, year end performance for this measure was 9.71 days meaning we were behind target.

Average Relet Days (page 9) and Void Rent Loss (page 11)

The average time taken to relet a property has increased from 29.82 days at quarter 3 to 30.19 days at year end against a target of 25 days. We re-let 856 properties this year of which 62 took an average of 134 days. The remaining void properties let were done so in an average of 23.16 days. Void rent loss remains low and is currently 0.76% against a target of 1.05%. We are looking at an improved void standard pilot which will enhance the quality of product we offer to customers and reduce the number of responsive repairs during the first 12 months of a new tenancy.

Maintaining Building Safety, Compliance with health and safety obligations (page 9)

We reported 99.57% compliance with health and safety obligations against a target of 100% at year end. Electrical Installation Condition Reports (EICRs) less than 10 years old accounts for the non-compliance, non-compliant assets are being prioritised. We were 100% compliant in all other areas that contribute to this measure (Fire risk assessments, gas servicing, asbestos surveys and lifts maintenance)

Average SAP rating and Percentage of Properties with an EPC C or above (page 9)

Year end performance for both these measures narrowly missed the annual target. The average SAP rating across stock was 66.26 against a target of 67 and 34.76% of properties had an EPC C or above against a target of 35%.

Both measures were new for 2022/23 so annual targets were set mid-way through the year with limited historic data. We have a commitment to achieve EPC C or above for 100% of properties by 2030, it is expected progress will gain momentum over the coming years.

Tenant Satisfaction and the percentage of tenants who feel that their views are listened to and acted upon (page 10)

Both KPIs are measured annually via our STAR survey and were reported in quarter 2. Overall tenant satisfaction was 84.2% against a target of 89% and 68.1% of tenants felt their views were listened to and acted upon against a target of 78%. Specific actions and service improvements identified from the STAR survey feedback report were incorporated into an action plan shared with EMT/SMT and Customer Service Committee. Berneslai Homes performance for both these measures remains well above the benchmark median of 79% for overall satisfaction and 65% for views listened to.

Rent Collection and Current Rent Arrears (pages 11 and 16)

We have ended the year with a collection rate of 96.06% which is lower than the stretch annual target of 97%. Although the collection rate was 0.31 percentage points behind the 2021/22 year-end position the performance gap compared to the previous year reduced in the second half of the year.

Current rent arrears performance ended the year at 3.51% against a target of 3%. Across the sector, the cost-of-living crisis has impacted on collection levels. Index of Consumer Sentiment data shows social renters have felt the cost-of-living crisis more acutely than many which may have impacted on tenants' ability to pay rent. Approximately two thirds of tenants' rents are met through either housing benefit or an element of Universal Credit. For the remaining third of tenants who do not receive support with their rents, or for any tenant experiencing severe financial hardship a wide range of support is available including support targeted towards low-income households, personal budgeting support and access to warm and welcoming spaces.

To spend funds locally supporting the Barnsley economy (page 11)

66.21% of funds were spent locally in 2022/23 against a target of 72%. Over the year increased utility costs have had a large impact on this measure.

Company Pulse

Keeping properties in good repair (page 14)

78.30% of tenants surveyed reported satisfaction with responsive repairs completed right first time against target of 81%. Satisfaction with responsive repairs dipped in quarter 4 and work is underway to identify the reasons for the dip in satisfaction.

Complaints and tenant satisfaction with complaints (Page 15)

Across the sector, average complaints volumes have been rising with increased awareness of complaints processes being a key driver of the increase. There is a current UK Government media campaign aimed at encouraging tenants to tell their landlord about service failure and for landlords to make things right. 70.02% of complaints were resolved in the agreed time against a target of 75%. Performance for this measure has been impacted by more than double the number of stage one and stage two complaints in comparison

with the same period last year. The majority of complaints are repairs related, delays with planned works and inspections along with an increased volume of damp and mould reports have played a part in the increased numbers. 63.70% of tenants were satisfied with complaints handling and whilst this did not meet the target of 70% our performance was over 10 percentage points higher than the sector median of 53%. Hearing customers is one of the key areas of focus in our strategic plan, putting the customer first is one of our top three corporate priorities for 2023/24.

Average number of days sick per employee (page 15)

The average number of days sick per employee stands at 12.12 days against a target of 9 days. The main cause of absence were mental health, acute medical illness, and musculoskeletal issues. HR continue to proactively monitor sickness absence and meet regularly with managers to ensure sickness is managed effectively and discuss any additional support required. Our Executive Management Team recently received a detailed breakdown of Berneslai Homes sickness data at a spotlight session held by HR which provided the opportunity to consider additional information on the current sickness position. National benchmarking data shows sector wide increases in the number of working days lost to sickness.

Percentage of staff defining under the Equality Act definition of disability (page 15)

Whilst performance against this measure has improved throughout the year, we remain behind target with 5.77% of the workforce defining against the Equality Act definition of disability against a target of 8%. Specific actions to improve representation are identified in our Equality of Opportunity report. Two recruitment events took place in February with a widespread marketing campaign to attract employees from underrepresented communities. A recent Leadership Development session highlighted the importance of inclusive recruitment, with a focus on understanding bias and practices to encourage diverse talent. We have also recently sent out communication to employees to encourage them to disclose disabilities so we can provide support and reasonable adjustments. The National Housing Federation (2021 data) report shows an overall underrepresentation of disabled employees across the sector.

Percentage of BME staff in total workforce (page 15)

As the year has progressed, we have seen an increase in the percentage of BME employees in our total workforce. Year end performance stands at 2.69% against a target of 2%. We are committed to being an inclusive, diverse organisation.

We will answer priority calls in less than three minutes (Contact Centre) (page 16)

There has been a significant improvement in performance for this measure at year end. 65.03% of priority calls were answered within target in 2022/23. Performance throughout the year has fluctuated from a high of 85.27% in Q1 to a low of 50.11% in Q2. Call volumes have also fluctuated throughout the year with approximately a third more calls received during the winter months in comparison with summer.

Housemark analysis shows the single biggest driver for overall satisfaction is making it easy for residents to deal with their landlord therefore this measure can be seen as a key driver of overall customer satisfaction alongside other key drivers such as high quality, timely repairs.

Damp, Mould and Condensation (page 33)

Whilst many of the KPIs include data on damp mould and condensation (e.g., repairs performance, complaints and overall satisfaction) specific performance indicators for damp mould and condensation have been added into the building safety scorecard.





GREAT PLACE

<p>Annual Indicator</p>  <p>Safe and Secure Home</p>	<p>Annual Indicator</p>  <p>Tenant Satisfaction with Repairs</p>	<p>Bi-Annual Indicator</p>  <p>DHS Compliance</p>
 <p>Priority 1 Repairs</p>	 <p>Non-Emergency Repairs</p>	 <p>Average re-let days</p>
 <p>H&S Compliance</p>	 <p>Average SAP Ratings</p>	 <p>EPC C or Above</p>

HEADLINES

We complied with 99.57% of our health and safety legal obligations.





GREAT PEOPLE

<p>Annual Indicator</p>  <p>Tenant Satisfaction</p>	<p>Annual Indicator</p>  <p>Listening to Tenants</p>
 <p>Appointments Kept</p>	
 <p>Proportion of Apprentices</p>	

HEADLINES

99.66% of appointments were kept which exceeds target of 99.1%.

GREAT COMPANY

 <p>Void Rent Loss</p>	 <p>Rent Collection</p>
 <p>Barnsley Pound</p>	
<p>New Annual indicator</p>  <p>Management Fee Efficiency Target</p>	

HEADLINES

96.06% of rent was collected against a target of 97%. Void rent loss remains stable and below target.

YEAR END 21/22* Q1 Q2 Q3 Q4 YEAR END 22/23* TARGET 22/23 Bench mark

GREAT PLACE		
Annual Indicator  Safe and Secure Home	Annual Indicator  Tenant Satisfaction with Repairs	Bi-Annual Indicator  DHS Compliance
 Priority 1 Repairs	 Non-Emergency Repairs	 Average re-let days
 H&S Compliance	 Average SAP Ratings	 EPC C or Above

83%	83.4%				83.4%	86% (±3)	80%
79%	79.5%				79.5%	82% (±3)	
99.71%	99.71%	Measured at the start and end of the year		99.67%	99.67%	100%	100%
99.02%	99.76%	99.34%	99.55%	99.89%	99.51%	99.5%	
8.83	9.11	10.00	9.29	10.48	9.71	9.0	
31.02	27.85	31.16	29.82	30.19	30.19	25.00	
99.08%	99.26%	99.40%	99.48%	99.57%	99.57%	100%	
New	65.98	66.19	66.22	66.26	66.26	67	
New	29%	30.31%	31.33%	34.76%	34.76%	35%	

Safe and Secure (BH2)
The percentage of tenants that are satisfied their home is safe and secure (STAR survey question).

Keeping properties in good repair (BH4)
Tenant satisfaction with landlord's repairs and maintenance service (STAR survey question).

Keeping properties in good repair (BH6)
Compliance with Decent Homes Standard.

Priority Repairs (BH5)
Priority 1 Repairs - 24 hours percentage completed on time.

Non-Emergency Reactive Repairs (BH7)
Average length of time taken to complete non-emergency reactive repairs.


Average re-let days (BH9a)
Average time to re-let local authority housing (calendar days).

Maintaining Building Safety (BH13)
Compliance with health and safety obligations.

SAP Ratings (BH14a)
Average SAP ratings across stock.

EPC Ratings (BH14b)
Percentage of Properties with an EPC C or above.

*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT PEOPLE		YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23	Bench mark	
Annual Indicator	Annual Indicator	85%	84.2%				84.2%	89% (±3)	79%	Tenant Satisfaction (BH1) The percentage of all tenants satisfied with the overall service provided (STAR survey question).
			70%				68.1%			
		99.37%	99.18%	98.98%	99.74%	99.66%	99.35%	99.1%	96.5%	Appointments Kept (BH8) Percentage of appointments kept.
Appointments Kept		7.66%	6.65%	5.47%	4.38%	4.27%	4.27%	3%		Apprentices (BH11) Proportion of apprentices in workforce
		Proportion of Apprentices								

*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23
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GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound

New Annual indicator



Management Fee Efficiency Target

YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23
0.73%	0.83%	0.82%	0.82%	0.76%	0.76%	1.05%
96.37%	94.43%	95.83%	96.11%	96.06%	96.06%	97%
71.36%	70.15%	69.29%	66.79%	66.21%	66.21%	72%
New	Achieved				Achieved	1%

Void Rent Loss (BH9b)

Income lost due to void properties

Rent collection (BH10)

Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.

Local Spend (BH12)

Spend funds locally supporting the Barnsley economy.

Management Fee (BH15)

Management Fee Efficiency target as part of annual Value For Money report.

*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT PLACE



Keeping properties in good repair

Compliance with Decent Homes Standard.



Non-Emergency Reactive Repairs Average length of time taken to complete non-emergency reactive repairs.



Average re-let days Average time to re-let local authority housing (calendar days).



Maintaining Building Safety Compliance with health and safety obligations.



SAP Ratings Average SAP ratings across stock.



EPC Ratings Percentage of Properties with an EPC C or above.

GREAT PEOPLE



Tenant Satisfaction

The percentage of all tenants satisfied with the overall service provided (STAR survey question).



Listening to Tenants

Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).

GREAT COMPANY



Rent collection

Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.



Barnsley Pound

Spend funds locally supporting the Barnsley economy.

GREAT PLACE

New Annual indicator



Tenant Satisfaction home is safe



Right First Time

GREAT PEOPLE



Complaints

Annual Indicator



Tenant Satisfaction with
Complaints Handling

New indicator



Staff Satisfaction



Staff Attendance



Equality Act



BME

GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears



Contact Centre

HEADLINES

The proportion of responsive repairs being completed right first time has dropped over the year.

HEADLINES

Since the start of the financial year there has been a significant reduction in the percentage of complaints resolved in agreed time.

HEADLINES

There has been a significant improvement in the proportion of priority calls answered in target as the year has progressed.

YEAR END 21/22	Q1	Q2	Q3	Q4	YEAR END 22/23	TARGET 22/23
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GREAT PLACE

New Annual indicator



Tenant Satisfaction home is safe



Right First Time

New	84.4%				84.4%	New
72.45%	78.21%	78.5%	82.11%	69.07%	78.30%	81%









Maintaining Building Safety

Tenant satisfaction home is well maintained and safe to live in

Keeping properties in good repair

Responsive repairs right first time.

YEAR END 21/22	Q1	Q2	Q3	Q4	YEAR END 22/23	TARGET 22/23	Bench mark
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GREAT PEOPLE		87.9%	85.29%	70.68%	68.06%	69.89%	70.02%	75%	
 Complaints	Annual Indicator  Tenant Satisfaction with Complaints Handling	63%	63.70%				63.70%	70%	53%
	New indicator  Staff Satisfaction	 Staff Attendance	New	68%				68%	New
 Staff Satisfaction	 Staff Attendance	11.10	10.00	10.60	10.83	12.12	12.12	9.0	
		5.41%	5.19%	5.51%	5.45%	5.77%	5.77%	8%	
 Equality Act	 BME	2.16%	1.97%	2.57%	2.63%	2.69%	2.69%	2%	

Complaints
Percentage of complaints resolved in agreed time (local offer).

Complaints
Tenant satisfaction with complaints handling (STAR).

Staff Satisfaction
Employee satisfaction rate. My organisation is a great place to work.

Staff Attendance
Average number of days absent per full time equivalent employee.

Diversity
Percentage of staff defining under the Equality Act definition of disability.

Diversity
Percentage of BME staff in total workforce.

YEAR END 21/22	Q1	Q2	Q3	Q4	YEAR END 22/23	TARGET 22/23	Bench mark
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GREAT COMPANY

Annual Indicator



Net Promoter

26

34.6

34.6

>30

24

Net Promoter

Likely to recommend Berneslai Homes.

3.29%

3.57%

3.46%

3.38%

3.51%

3.51%

3%

Current Tenant Arrears

Percentage of Current Tenant Arrears.

New

85.27%

50.11%

53.57%

79.47%

65.03%

80%

Contact Centre

We will answer priority calls in less than 3 minutes (Contact Centre).



Current Tenant Arrears

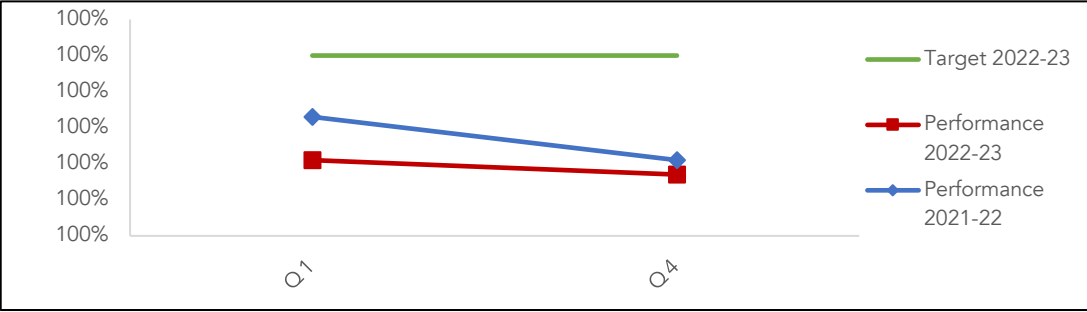


Contact Centre

GREAT PLACE	GREAT PEOPLE	GREAT COMPANY
<p>No exceptions</p>	<div data-bbox="801 550 922 657">  </div> <p>Complaints Tenant satisfaction with complaints handling.</p> <div data-bbox="817 678 907 798">  </div> <p>Staff Attendance Average number of days absent per full time equivalent employee.</p> <div data-bbox="810 821 913 925">  </div> <p>Diversity - Equality Act Percentage of staff defining under the Equality Act definition of disability.</p>	<div data-bbox="1505 550 1630 651">  </div> <p>Current Tenant Arrears Percentage of current tenant arrears.</p> <div data-bbox="1512 678 1617 794">  </div> <p>Contact Centre We will answer priority calls in less than 3 minutes.</p>

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	The proportion of local authority dwellings which are decent dwellings					
Theme	Barnsley Home Standard					
PI Type	Council Pulse					
Year end target	100%					
Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	99.71%	Amber	↔	100%	1% point	99.83%
Q4	99.67%	Red	↓	100%	1% point	99.71%



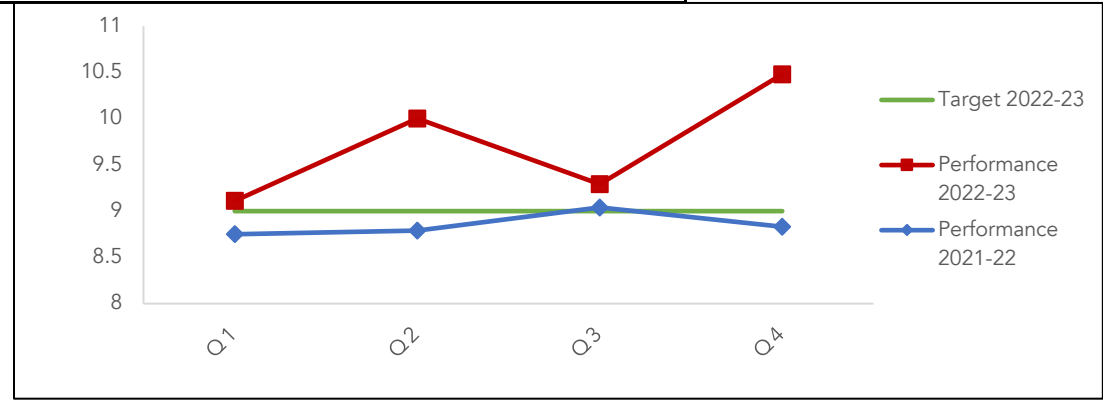
Comment on factors affecting performance and management action

Q4	<p>There has been a 0.04 percentage point reduction in the proportion of homes which are decent with 59 homes across the stock are classed as non-decent.</p> <ul style="list-style-type: none"> * 33 assets failed due to outstanding Electrical compliance works where access had not been gained. Attempts to gain access are ongoing, which is being managed by the Electrical Compliance Officer. * 7 assets failed due to outstanding works that are required to bring the element up to standard, following being surveyed by Pennington (Pennington's) Choices. Of these: <ul style="list-style-type: none"> 5 failed due to Roof/Chimneys being surveyed as not fit based on age and condition 1 failed due to a Kitchen and Bathroom being surveyed as not fit based on age and condition 1 failed due to Wall covering being surveyed as not fit based on age and condition * 19 assets (32%) failed due to outstanding elements that were unable to be verified for surveying in time for the year end. <p>Agreed actions; Electrical compliance failures have been raised for inspections/works. Previously access has not been possible to these assets.</p> <p>Assets surveyed by Pennington's and found to be unfit will have works scheduled in 23/24</p> <p>Assets that have been unable to be verified will be surveyed and have elements replaced if found unfit.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Average time for non urgent repairs (BH7)	
Theme	Repairs and Maintenance	
PI Type	Council Pulse	
Year end target	9 days	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	9.11	Amber	↓	9	1 day	8.75
Q2	10	Amber	↓	9	1 day	8.79
Q3	9.29	Amber	↑	9	1 day	9.04
Q4	10.48	Red	↓	9	1 day	8.83



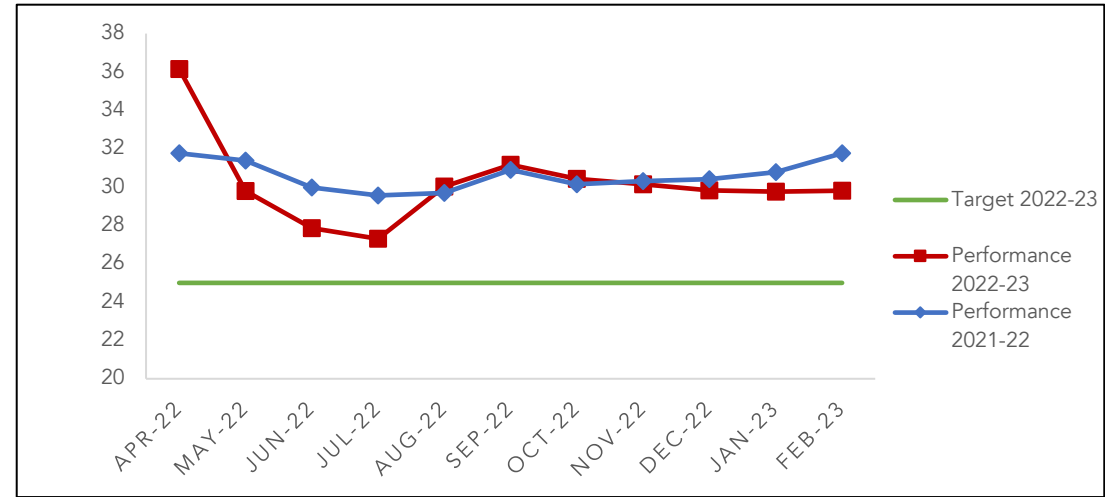
Comment on factors affecting performance and management action

Q4	<p>Since the start of the year the average time taken for non-urgent repairs has increased to 10.48 days which coincides with a steady rise in non-emergency jobs across the year. In comparison with Q4 last year, non-urgent repairs now take on average 1.65 days longer to complete.</p> <p>This measure is an average based on all non-emergency repairs which includes those categorised as to be completed within 3, 7 and 25 days. As the year has progressed, we have seen an increase in the proportion of routine 25 day priority repairs which has impacted on the overall average number of days taken to complete non-urgent repairs. At year end for 2022/23 non-urgent responsive repairs were completed in an average of 9.71 days.</p> <p>Housemark data shows we complete a higher number of non-emergency repairs per 1,000 units (253.69) than both our peer group median (189.69) and the sector wide median (224.70).</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Average time to re-let a property (calendar days)	
Theme	Voids	
PI Type	Company Pulse	
Year end target	25 days	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	36.16	Red	↓	25	5 days	31.76
May-22	29.79	Amber	↑	25	5 days	31.38
Jun-22	27.85	Amber	↑	25	5 days	29.98
Jul-22	27.30	Amber	↑	25	5 days	29.56
Aug-22	30.02	Red	↓	25	5 days	29.69
Sep-22	31.16	Red	↓	25	5 days	30.90
Oct-22	30.43	Red	↑	25	5 days	30.15
Nov-22	30.15	Red	↑	25	5 days	30.31
Dec-22	29.82	Amber	↑	25	5 days	30.41
Jan-23	29.75	Amber	↑	25	5 days	30.78
Feb-23	29.81	Amber	↓	25	5 days	31.76
Mar-23	30.19	Red	↓	25	5 days	31.02



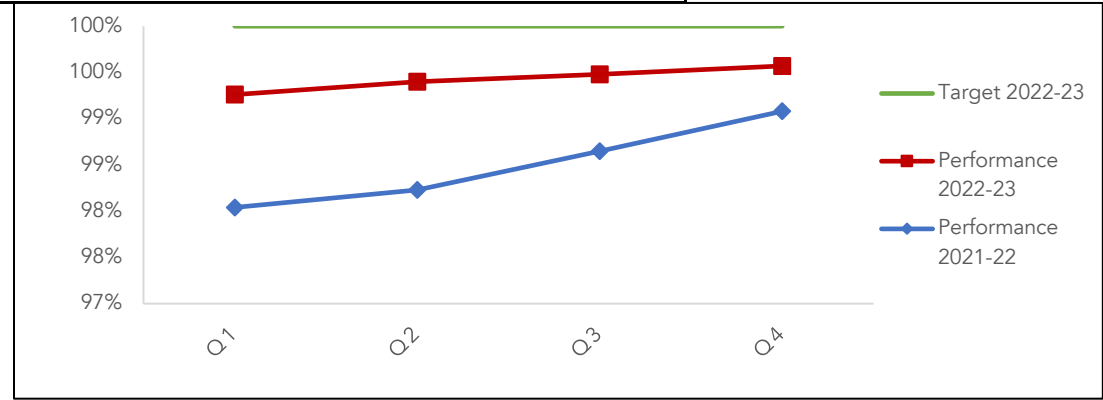
Comment on factors affecting performance and management action

Q4	<p>Performance for this measure has fluctuated throughout the year, it has taken on average 30.19 days to re-let properties. We have relet a total of 856 properties in 22/23. Contained within our performance are 62 properties that took on average 133.66 days to relet. If these are excluded 790 properties took on average 23.16 calendar days to relet. Factors affecting this performance include not having a preferred utilities provider and additional budgetary checks introduced within the routine void process. We are hopeful that a preferred utility supplier will join us in 23/24 and this will improve performance. The additional budgetary checks will continue to have a negative effect on overall performance. We are process mapping this part of our process to ensure it is as efficient as possible. We are looking at an 'enhanced void standard' pilot which will look to enhance the quality of product we offer to customers and reduce the number of responsive repairs during the first 12 months of a new tenancy.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Health and Safety Compliance with Legal Requirements	
Theme	Regulatory Compliance	
PI Type	Council Pulse	
Year end target	100%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	99.26%	Amber	↓	100%	1% point	98.04%
Q2	99.40%	Amber	↑	100%	1% point	98.23%
Q3	99.48%	Amber	↑	100%	1% point	98.65%
Q4	99.57%	Red	↑	100%	1% point	99.08%

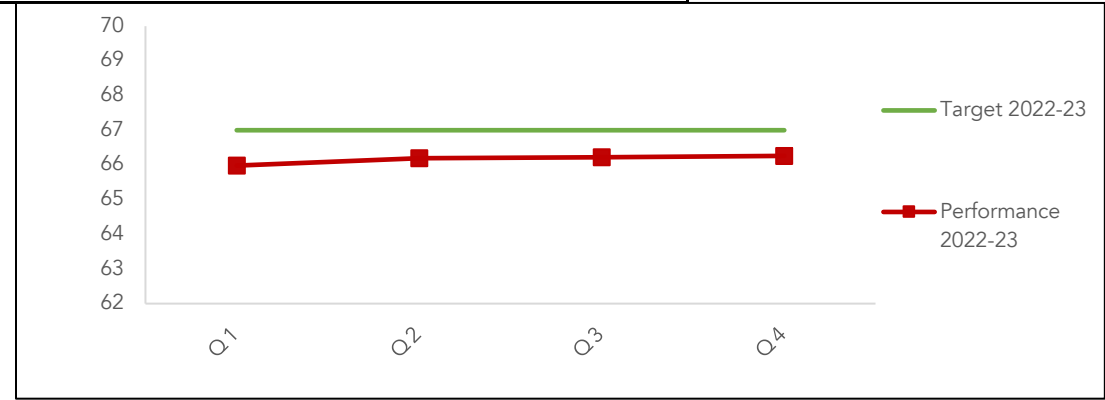


Comment on factors affecting performance and management action	
22/23	<p>Whilst performance against this measure has improved since the start of the year we did not meet the target of 100%. 99.2% of assets have Electrical Installation Condition Reports (EICRs) leaving 152 properties outside the 10-year compliance date. The Electrical Compliance Team is treating these as the highest priority and the new Electrical Compliance Inspector is contacting these tenants again with the aim to gain access urgently. We were 100% compliant in all other areas that contribute to this measure (Fire risk assessments, gas servicing, asbestos surveys and lifts maintenance).</p>

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Average SAP rating across stock	
Theme	Barnsley Homes Standard	
PI Type	Council Pulse	
Year end target	67	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	65.98	Amber		67	3	Not available
Q2	66.19	Amber	↑	67	3	
Q3	66.22	Amber	↑	67	3	
Q4	66.26	Red	↑	67	3	

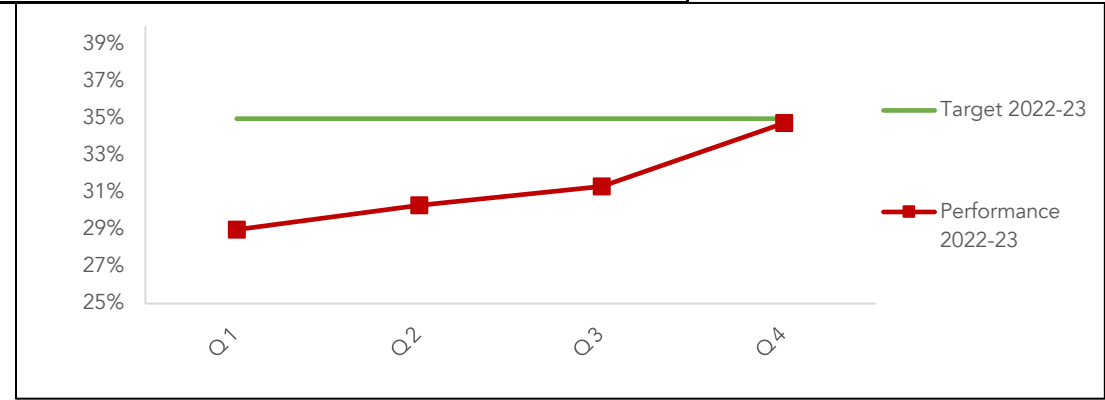


Comment on factors affecting performance and management action	
22/23	<p>The average SAP rating across our stock has remained relatively static over the year and we have narrowly missed the annual target of 67. Energy Efficiency (EE) schemes such as LAD2 and SHDF wave 1 have delivered EE works/measures to a relatively low number of properties in 2022/23 in comparison to the initially pre-agreed property numbers. Contractor delivery issues have predominantly been the cause for the low numbers delivered. As a consequence the average SAP rating across the stock has increased nominally in the 12 month period.</p> <p>Predictions for 23/24; future EE schemes SHDF wave 2.1, 1,000 Solar PV scheme and EPC C kickstart pilot via the PRIP would be expected to yield a increase in the average SAP rating across the stock.</p>

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Percentage of properties with an EPC C or above	
Theme	Barnsley Home Standard	
PI Type	Council Pulse	
Year end target	35%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	29.00%	Amber	↓	35%	1% point	Not available
Q2	30.31%	Amber	↑	35%	1% point	
Q3	31.33%	Amber	↑	35%	1% point	
Q4	34.76%	Red	↑	35%	1% point	

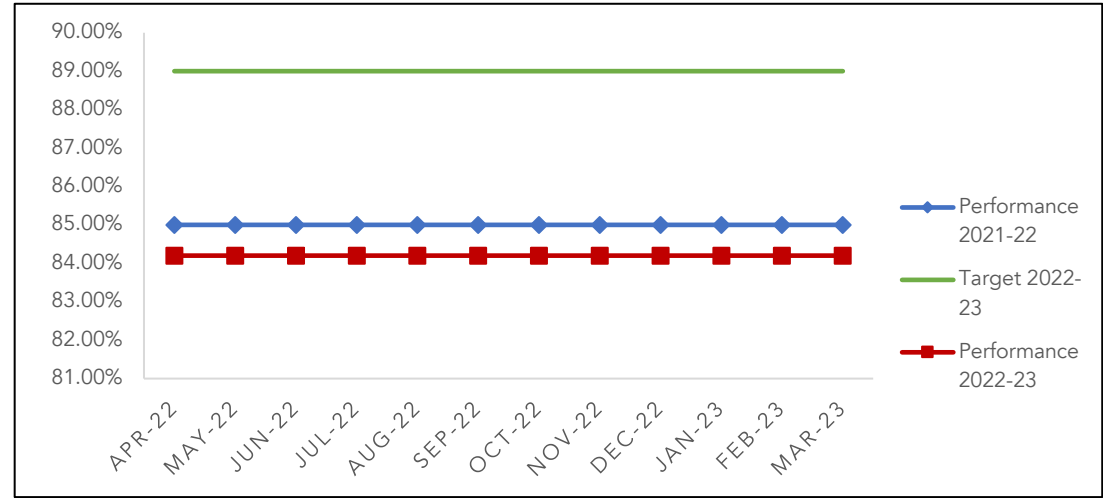


Comment on factors affecting performance and management action	
22/23	<p>There has been a 5.76 percentage point improvement in performance against this measure since the start of the financial year however year end performance has narrowly missed the target of 35%. Energy Efficiency (EE) schemes such as LAD2 and SHDF wave 1 have delivered EE works/measures to a relatively low number of properties in 2022/23 in comparison to the initially pre-agreed property numbers. Contractor delivery issues have predominantly been the cause for the low numbers delivered. As a consequence the percentage of properties with an EPC C or above has increased nominally in the 12 month period.</p> <p>Predictions for 23/24; future EE schemes SHDF wave 2.1, 1000 Solar PV scheme and EPC C kickstart pilot via the PRIP would be expected to yield a increase of the percentage of properties with an EPC C or above.</p>

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Tenant Satisfaction (Annual) (BH1)	
Theme	Customer Services and Involvement	
PI Type	Council Pulse	
Year end target	89% (±3)	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	84.20%	Red	↓	89%	±3	85.00%
May-22	84.20%			89%	±3	85.00%
Jun-22	84.20%			89%	±3	85.00%
Jul-22	84.20%			89%	±3	85.00%
Aug-22	84.20%			89%	±3	85.00%
Sep-22	84.20%			89%	±3	85.00%
Oct-22	84.20%			89%	±3	85.00%
Nov-22	84.20%			89%	±3	85.00%
Dec-22	84.20%			89%	±3	85.00%
Jan-23	84.20%			89%	±3	85.00%
Feb-23	84.20%			89%	±3	85.00%
Mar-23	84.20%			89%	±3	85.00%



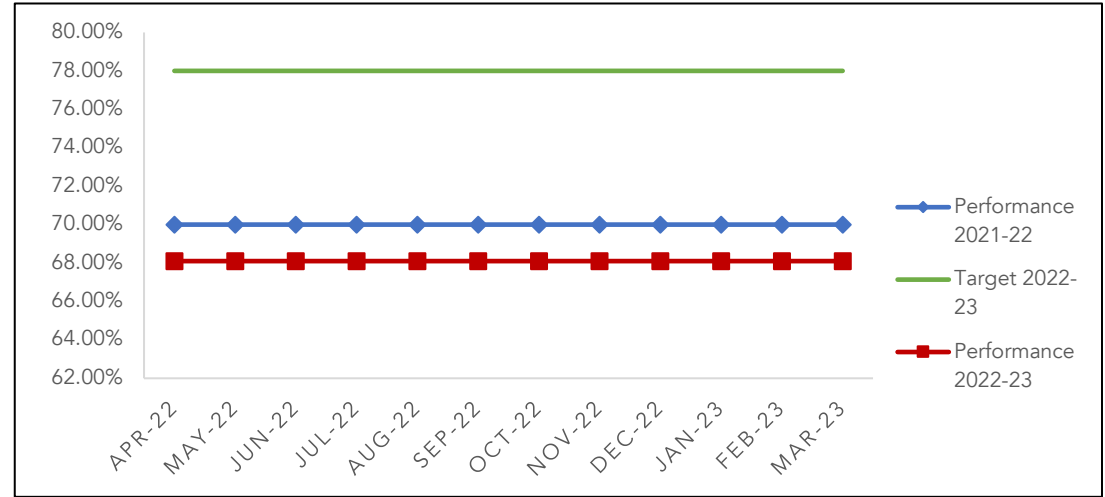
Comment on factors affecting performance and management action

22/23	<p>This measure is assessed on an annual basis as part of the STAR survey. Whilst Berneslai Homes does not record in month satisfaction scores, Housemark benchmarking data shows a dip in monthly overall satisfaction scores across the sector, with results lower than anticipated. Anecdotally this is often due to the pressures around the responsive repairs service - balancing customer expectations with operational demands around capacity and resource. Whilst BH overall satisfaction is lower than the target it is in the upper quartile of our peer group.</p> <p>We have now received detailed feedback from the STAR survey including the key drivers specific to tenants that have influenced our overall score. We have developed an action plan to address any areas of concern and this has been shared with EMT/SMT and Customer Services Committee.</p> <p>As an organisation we are committed to hearing customers, valuing and encouraging feedback and working together to improve services. Our strategic plan documents our commitment to achieve over 90% customer satisfaction by 2030.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	The percentage of tenants who feel that their views are listened to and acted upon (STAR survey question) (BH3)	
Theme	Customer Services and Involvement	
PI Type	Council Pulse	
Year end target	78% (±3)	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	68.10%	Red	↓	78%	±3	70.00%
May-22	68.10%			78%	±3	70.00%
Jun-22	68.10%			78%	±3	70.00%
Jul-22	68.10%			78%	±3	70.00%
Aug-22	68.10%			78%	±3	70.00%
Sep-22	68.10%			78%	±3	70.00%
Oct-22	68.10%			78%	±3	70.00%
Nov-22	68.10%			78%	±3	70.00%
Dec-22	68.10%			78%	±3	70.00%
Jan-23	68.10%			78%	±3	70.00%
Feb-23	68.10%			78%	±3	70.00%
Mar-23	68.10%			78%	±3	70.00%



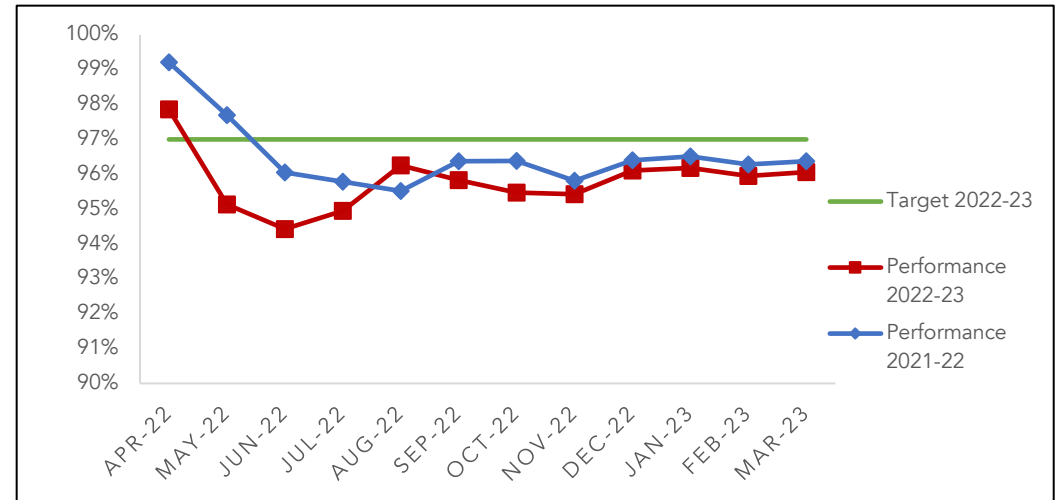
Comment on factors affecting performance and management action

22/23	<p>This measure is assessed on an annual basis as part of the STAR survey. We have now received detailed feedback from the STAR survey including the key drivers specific to this measure. We have developed an action plan to address any areas of concern and this has been shared with EMT/SMT and Customer Services Committee. As an organisation we are committed to hearing customers, valuing and encouraging feedback and working together to improve services.</p> <p>To ensure we are listening and learning from complaints and feedback from our customers we have introduced a Service Improvement Framework. This outlines the process of how we highlight and monitor the progress of service improvements and share how we have acted upon customer feedback to improve services. In March 23 we, along with BMBC, met with a group of involved tenants and have agreed a series of actions to strengthen tenant influence and ensure we gather views from those with lived experience and improve communications regarding the difference tenant influence has made. We have recently commenced a project to understand more about our customers – this project is currently in the data gathering and system development phase and by Sept 23 we aim to be launching to programme.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Rent collected as a percentage of total debit of HRA dwellings	
Theme	Income	
PI Type	Council Pulse	
Year end target	97%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	97.86%	Green	↑	97%	1% point	99.21%
May-22	95.13%	Red	↓	97%	1% point	97.70%
Jun-22	94.43%	Red	↓	97%	1% point	96.05%
Jul-22	94.95%	Red	↑	97%	1% point	95.79%
Aug-22	96.25%	Amber	↑	97%	1% point	95.52%
Sep-22	95.83%	Red	↓	97%	1% point	96.37%
Oct-22	95.47%	Red	↓	97%	1% point	96.38%
Nov-22	95.43%	Red	↓	97%	1% point	95.81%
Dec-22	96.11%	Amber	↑	97%	1% point	96.40%
Jan-23	96.18%	Amber	↑	97%	1% point	96.51%
Feb-23	95.95%	Red	↓	97%	1% point	96.28%
Mar-23	96.06%	Red	↑	97%	1% point	96.37%



Comment on factors affecting performance and management action

Q4 We have ended the year with a collection rate of 96.06% which is lower than the stretch annual target of 97%. Although the collection rate was 0.31 percentage points behind the 2021/22 year-end position the performance gap compared to the previous year reduced in the second half of the year.

Across the sector, the cost-of-living crisis has impacted on collection levels. The Index of Consumer Sentiment data shows social renters have felt the cost-of-living crisis more acutely than many which will have impacted on tenants' ability to pay rent.

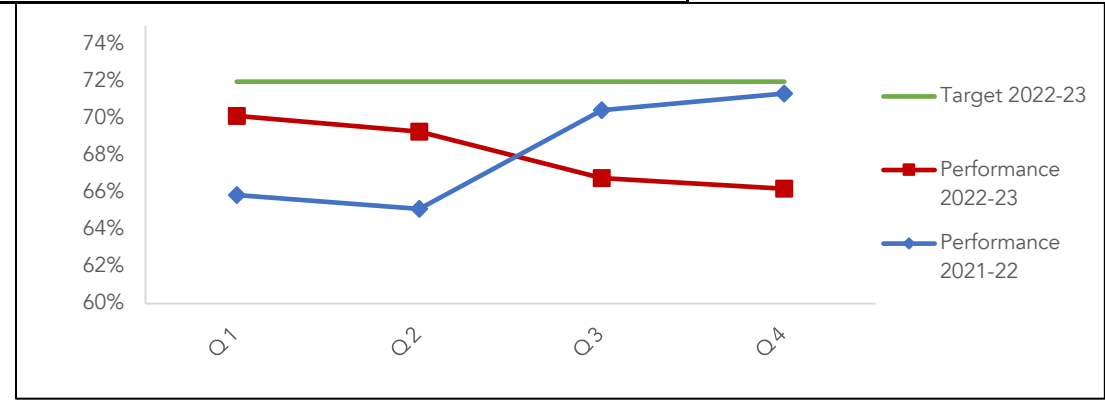
In response to these challenges we have: undertaken a review of team structures, with the new structure going live in April 23; prepared and migrated to NEC Account Analytics to improve workflow and case management which went live in April 23; introduced a Hardship Fund of £250,000 (increased to £500,000 for 2023/24); maximised Grants and schemes available in partnership with the Council e.g. Household Support Grant and; continued the work of our Achieve programme getting those tenants furthest from the workplace into training and employment.

In addition, we are now working with the Council on the introduction of a Financial Vulnerability Mapping Tool.

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Local Spend	
Theme	Finance	
PI Type	Council Pulse	
Year end target	72%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	70.15%	Amber	↓	72%	1%	65.87%
Q2	69.29%	Red	↓	72%	1%	65.12%
Q3	66.79%	Red	↓	72%	1%	70.46%
Q4	66.21%	Red	↓	72%	1%	71.36%

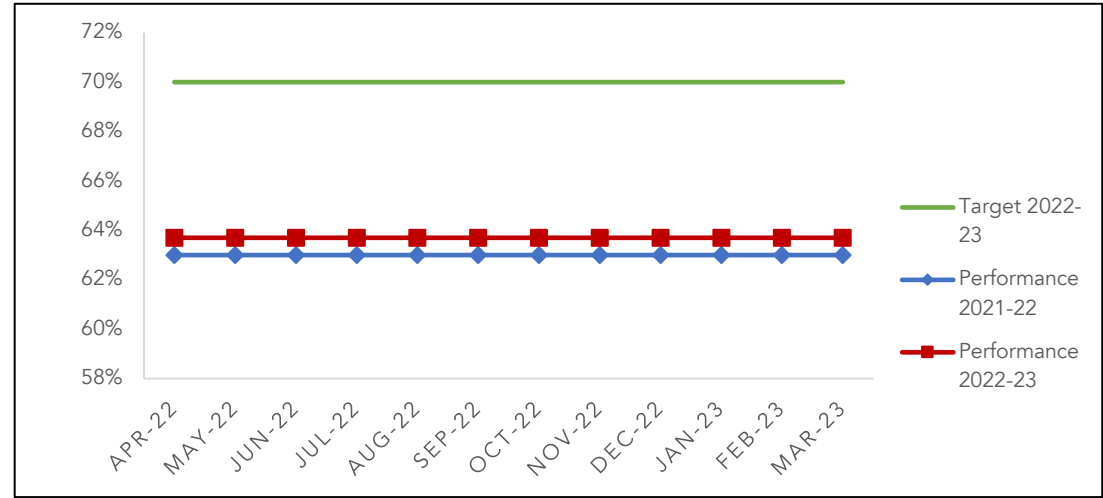


Comment on factors affecting performance and management action	
Q4	<p>The proportion of local spend in Q4 has continued to reduce with performance now 5.79 percentage points behind target.</p> <p>Overall local spend comprises of two components; Berneslai Homes (BH) spend and Construction Services (CS) spend. Whilst the percentage of CS local spend for quarter 4 was ahead of target (73.16%) when CS and BH were combined the target was not met. Over the year increased utility costs have had a large impact on this measure.</p>

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Tenant Satisfaction with Complaint Handling (Annual) (BH1)	
Theme	Customer Services and Involvement	
PI Type	Company Pulse	
Year end target	70% (±3)	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	63.70%	Red	↑	70%	±3	63.00%
May-22	63.70%			70%	±3	63.00%
Jun-22	63.70%			70%	±3	63.00%
Jul-22	63.70%			70%	±3	63.00%
Aug-22	63.70%			70%	±3	63.00%
Sep-22	63.70%			70%	±3	63.00%
Oct-22	63.70%			70%	±3	63.00%
Nov-22	63.70%			70%	±3	63.00%
Dec-22	63.70%			70%	±3	63.00%
Jan-23	63.70%			70%	±3	63.00%
Feb-23	63.70%			70%	±3	63.00%
Mar-23	63.70%			70%	±3	63.00%



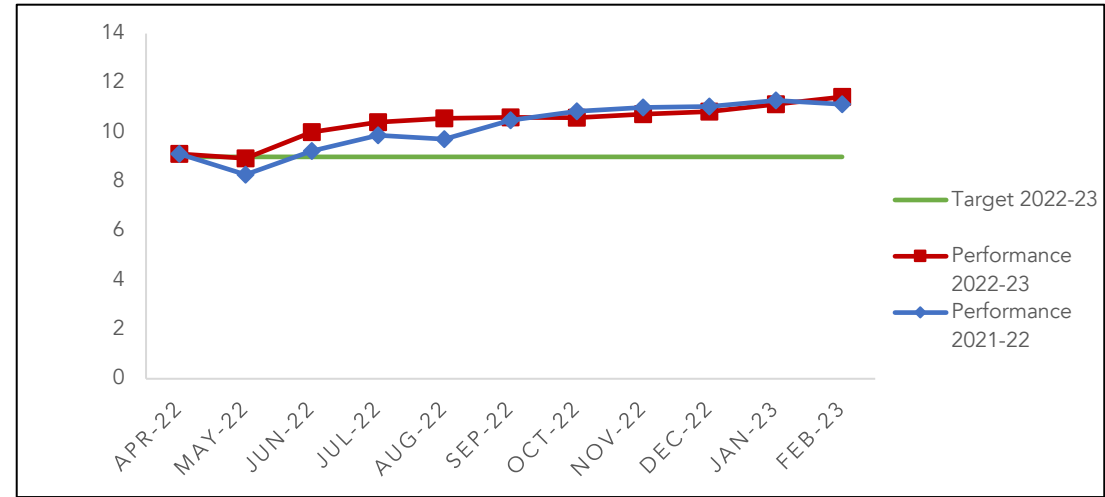
Comment on factors affecting performance and management action

22/23	<p>This measure is assessed on an annual basis as part of the STAR survey. In 2022/23 we received double the number of stage 1 and 2 complaints which has impacted on our ability to resolve complaints in our agreed timescales. We have now received detailed feedback from the STAR survey including the key drivers specific to tenants that have influenced our overall score. We have developed an action plan to address any areas of concern and this has been shared with EMT/SMT and Customer Services Committee.</p> <p>Whilst Berneslai Homes missed the stretch target of 70% the Housemark sector wide median for this measure is 53%.</p> <p>As an organisation we are committed to hearing customers, valuing and encouraging feedback and working together to improve services, putting the customer first is one of our top three corporate priorities for 2023/24. During the year we commenced Complaint Review meetings with tenants, where we review jointly closed complaints and identify any service improvements and we are currently undertaking Housemark's complaint handling accreditation which should focus on how we can further improve our complaints handling service.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Average number of sick days per employee	
Theme	HR & Equality and Diversity	
PI Type	Company Pulse	
Year end target	9 days	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	9.12	Amber	⬆️	9	1	9.12
May-22	8.94	Green	⬆️	9	1	8.28
Jun-22	10.00	Amber	⬆️	9	1	9.24
Jul-22	10.41	Red	⬆️	9	1	9.87
Aug-22	10.56	Red	⬆️	9	1	9.72
Sep-22	10.60	Red	⬆️	9	1	10.48
Oct-22	10.59	Red	⬆️	9	1	10.85
Nov-22	10.73	Red	⬆️	9	1	11.01
Dec-22	10.83	Red	⬆️	9	1	11.04
Jan-23	11.14	Red	⬆️	9	1	11.29
Feb-23	11.43	Red	⬆️	9	1	11.13
Mar-23	12.12	Red	⬆️	9	1	11.10

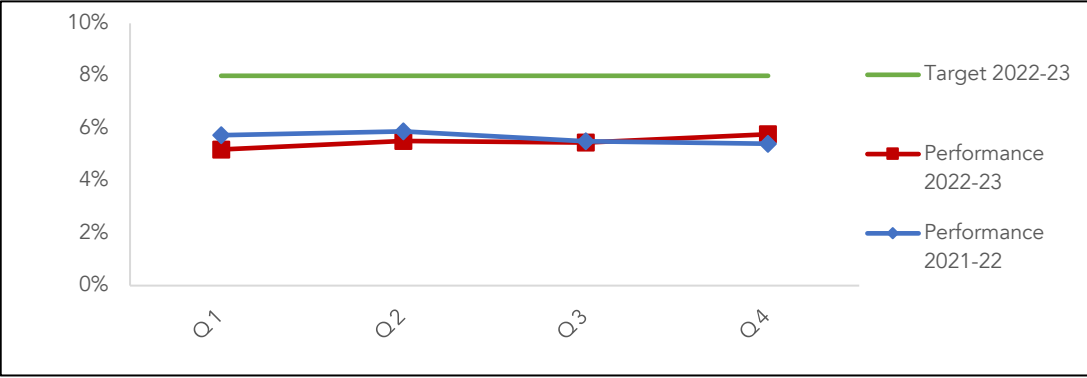


Comment on factors affecting performance and management action

Q4	<p>The average number of sick days per employee has continued to increase and now stands at 12.12 days against a target of 9 days. Sickness absence is higher than the same point in 2021/22. When looking at sickness at a service level, Construction Services, Corporate Services and Customer and Estate Services currently have the highest levels of absence and are above target. The main causes of absence were mental health (33%), acute medical illness (30%) and musculoskeletal issues (29%). 80% of sickness absence in March was long-term. HR continue to monitor sickness absence and meet monthly with Directorates/Managers to ensure sickness is effectively managed and discuss any support required. HR are presenting a spotlight report to EMT on sickness absence which will provide additional information on the current position. In the coming months, several wellbeing initiatives are also being highlighted including Mental Health Awareness Week and a Wellbeing Day in June to showcase our employer offer, with further details to be provided at the EMT update.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Percentage of Staff defining under the Equality Act definition of disability					
Theme	HR & Equality and Diversity					
PI Type	Company Pulse					
Year end target	8%					
Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	5.19%	Red	↓	8%	2% points	5.73%
Q2	5.51%	Red	↑	8%	2% points	5.88%
Q3	5.45%	Red	↓	8%	2% points	5.50%
Q4	5.77%	Red	↑	8%	2% points	5.41%



Quarter	Target 2022-23	Performance 2022-23	Performance 2021-22
Q1	8%	5.19%	5.73%
Q2	8%	5.51%	5.88%
Q3	8%	5.45%	5.50%
Q4	8%	5.77%	5.41%

Comment on factors affecting performance and management action

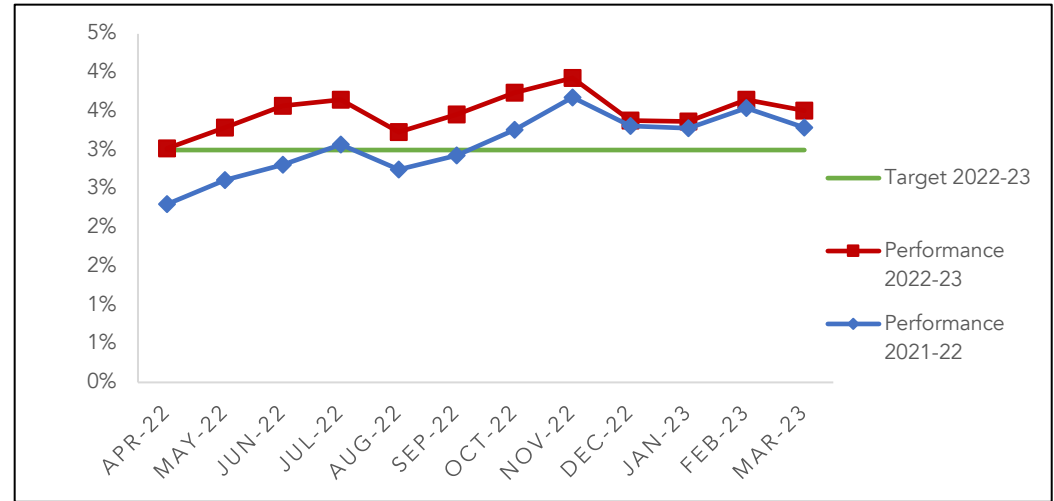
Q4

Performance has improved throughout the financial year however we still remain behind target. Specific actions to improve representation are identified in our Equality of Opportunities report. The National Housing Federation (2021 data) report shows an overall underrepresentation of disabled employees across the sector. Two recruitment events took place in February, with a widespread marketing campaign to attract attendees from underrepresented communities. This included sending details to the Equality forums and DWP. A recent Leadership Development session highlighted the importance of inclusive recruitment, with a focus on understanding bias and practices to encourage diverse talent. HR & OD are also currently looking at opportunities around supported placements facilitated by partner organisations, although research is still being undertaken to fully understand the proposals before escalating to EMT/SMT.

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Percentage of Current Tenant Arrears	
Theme	Income	
PI Type	Company Pulse	
Year end target	3.5%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	3.02%	Amber	↑	3%	0.5% point	2.30%
May-22	3.29%	Amber	↓	3%	0.5% point	2.61%
Jun-22	3.57%	Red	↓	3%	0.5% point	2.81%
Jul-22	3.65%	Red	↓	3%	0.5% point	3.07%
Aug-22	3.23%	Amber	↑	3%	0.5% point	2.75%
Sep-22	3.46%	Amber	↓	3%	0.5% point	2.93%
Oct-22	3.74%	Red	↓	3%	0.5% point	3.26%
Nov-22	3.93%	Red	↓	3%	0.5% point	3.68%
Dec-22	3.38%	Amber	↑	3%	0.5% point	3.31%
Jan-23	3.37%	Amber	↑	3%	0.5% point	3.28%
Feb-23	3.65%	Red	↓	3%	0.5% point	3.54%
Mar-23	3.51%	Red	↑	3%	0.5% point	3.29%



Comment on factors affecting performance and management action

Q4

We have ended the year with 3.51% current tenant arrears against a target of 3% or less. Although the collection rate was 0.22 percentage points behind the 2021/22 year-end position the performance gap compared to the previous year reduced in the second half of the year.

Across the sector, the cost-of-living crisis has impacted on arrears. The Index of Consumer Sentiment data shows social renters have felt the cost-of-living crisis more acutely than many which will have impacted on tenants' ability to pay rent.

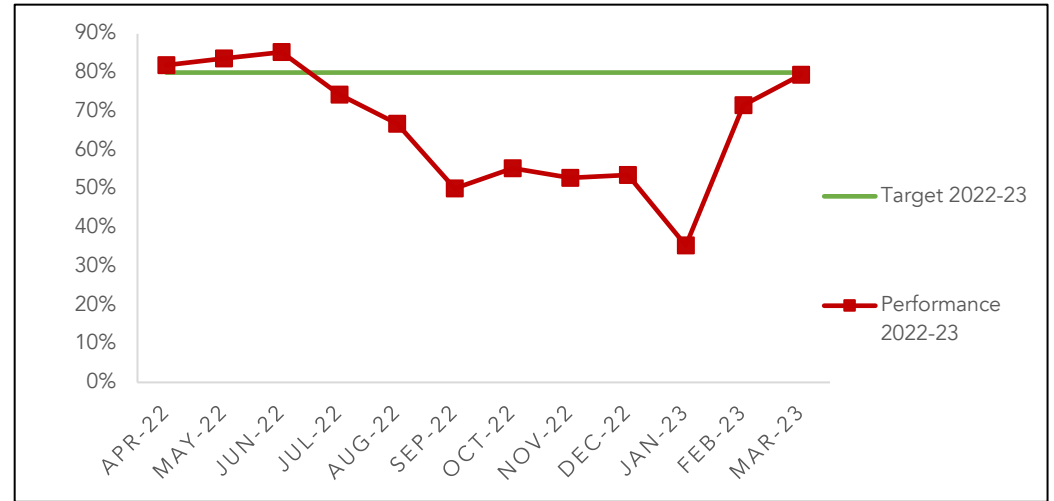
In response to these challenges we have: undertaken a review of team structures, with the new structure going live in April 23; prepared and migrated to NEC Account Analytics to improve workflow and case management which went live in April 23; introduced a Hardship Fund of £250,000 (increased to £500,000 for 2023/24); maximised Grants and schemes available in partnership with the Council e.g. Household Support Grant and; continued the work of our Achieve programme getting those tenants furthest from the workplace into training and employment.

In addition, we are now working with the Council on the introduction of a Financial Vulnerability Mapping Tool.

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	We will answer priority calls in less than 3 minutes	
Theme	Customer Services and Involvement	
PI Type	Company Pulse	
Year end target	80.0%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	81.89%	Green		80%	6% points	Not available
May-22	83.65%	Green	↑	80%	6% points	
Jun-22	85.27%	Green	↑	80%	6% points	
Jul-22	74.35%	Red	↓	80%	6% points	
Aug-22	66.75%	Red	↓	80%	6% points	
Sep-22	50.11%	Red	↓	80%	6% points	
Oct-22	55.32%	Red	↑	80%	6% points	
Nov-22	52.79%	Red	↓	80%	6% points	
Dec-22	53.57%	Red	↑	80%	6% points	
Jan-23	35.34%	Red	↓	80%	6% points	
Feb-23	71.61%	Red	↑	80%	6% points	
Mar-23	79.47%	Amber	↑	80%	6% points	



Comment on factors affecting performance and management action

2022/23	<p>The percentage of priority calls answered in target time has fluctuated throughout the year. For 2022/23 as a whole, 65.03% of priority calls were answered within three minutes. After a strong start to the year performance dipped in quarters 2 and 3 before improving in quarter 4. Call volumes have also fluctuated throughout the year with approximately a third more calls received during the winter months in comparison with summer. Repairs related calls including chase ups accounted for a proportion of the increase.</p> <p>The contact centre had a number of vacancies and were dealing with organisational restructures/changes to some posts which impacted on performance. During quarters 2 and 3 vacancies were appointed to and newly appointed frontline staff underwent training.</p> <p>Housemark analysis shows the single biggest driver for overall satisfaction is making it easy for residents to deal with their landlord. Landlords who are top performers in terms of satisfaction exhibit seven characteristics, one of which is 'answer calls quickly and resolve requests on the spot'. Therefore this measure can be seen as a key driver of overall customer satisfaction alongside other key drivers such as high quality, timely repairs. The contact centre is now undertaking transactional satisfaction surveys which will allow us to have a better understanding of satisfaction with the contact centre.</p>
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DATE REPORT RAN
31/03/2023

Creating GREAT Homes & Communities for the People of Barnsley



BUILDING SAFETY SCORECARD

TOTAL ASSET NUMBERS	Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House					
	17,992		753		34		44					
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME												
Assets on Programme			224	0	34	0			PIMSS		100.00%	100% compliant.
Assets NOT on Programme			529		0							
FIRE SAFETY - REMEDIAL ACTIONS												
Immediate Action Required			0	0	0	0			PIMSS			<p>FRA Actions: Orders have been placed and partners are working through them. Next Fire Safety Group meeting arranged for April to discuss when all overdue actions will be closed and review the next 3 months' actions to ensure timescales will be met.</p> <p>Overdue Actions: - 1 high risk action is due to access issues for the testing of the fire alarm system, working with BPS to resolve the action. - 44 medium actions are due to material issues or the PO being raised as a 25 day job, not an end to date order. - 1 low action awaiting structural report to identify works required.</p> <p>In Plan Actions: The In Plan work is currently being reviewed to identify what works can accommodate the majority of high risk "in plan" actions. It is anticipated that works will begin once all prices have been approved.</p>
High (2 month)			8	1	0	0			PIMSS			
Medium (6 months)			75	44	0	0			PIMSS			
Low (12 months)			214	1	0	0			PIMSS			
In plan works - High			0	83	0	0			PIMSS			
In plan works - Medium			6	161	0	0			PIMSS			
In plan works - Low			2	97	0	0			PIMSS			
All Fire Actions			305	387	0	0						
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE												
Fire Detection & Warning			64	1					PIMSS		98.46%	<p>Outstanding fire alarm - Darfield Community Centre access issues, BPS have been given contact details and rearranged for the second week in April. Fire extinguisher and fire blanket which are outstanding at Silverdale Dale: access details have been sent to Churches Fire, chased up a number of times.</p> <p>Outstanding emergency light task is for Honeywell Flats. Contractor is refusing to attend until we have the keys due to previous failed visits and access issues.</p> <p>Once all keys have been sourced (awaiting 2) the services will be completed, and future access issues will be prevented by using a key safe.</p>
Emergency Lighting			109	1					PIMSS		99.09%	
Fire Extinguishers			62	1					Spreadsheet		98.41%	
Smoke Vents			3	0					Spreadsheet		100.00%	
Fire Blankets			52	1					Spreadsheet		98.11%	
Fire door inspections									Spreadsheet		No data	
All Fire Actions			290	4							98.64%	
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED												
Assets on Programme	17,453	539									97.00%	All domestic tenants have been approached at least once to have this work carried out. A 'mopping-up' programme is underway to complete outstanding works.
Assets NOT on Programme	0											
DAMP AND MOULD - REPAIR REQUESTS												
7-day jobs raised during month		426							Spreadsheet		2.37%	(Percentage score = % of total domestic housing stock)
Open 7-day jobs at month end		320							Spreadsheet		1.78%	
HHSRS (CAT1/2) damp / mould risks identified in month		36							Spreadsheet		0.20%	
DAMP AND MOULD - COMPLAINTS												
Escalated service requests									Customer Services		0.00%	(Percentage score = % of total domestic housing stock)
Open stage 1 complaints		5							Customer Services		0.03%	
Open stage 2 complaints		4							Customer Services		0.02%	
Total		9							Customer Services		0.05%	
DAMP AND MOULD - DISREPAIR CLAIMS												
Total live claims relating to damp and mould		62							Spreadsheet		0.34%	(Percentage score = % of total domestic housing stock)
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years												
Assets on Programme with an in date EICR <10 yrs	17,864	152					44	0	Workbooks		99.2%	152 properties are outside 10-year compliance date. The Electrical Compliance Team is still treating these as the highest priority and the new Electrical Compliance Inspector is contacting these tenants again with the aim to gain access urgently.
Assets on Programme	16						44					
Assets on Programme with an in date EICR <5 yrs	15,669	2,347	214	1			44	0	Workbooks		84.7%	Discussions with the partner are still ongoing with regard to "catch up" to a position of 100% compliance. The situation will be clearer when CS return the list of properties that they have been unable to complete. Arrangements are ongoing with Wates to complete this number during 2023.
Assets on Programme	16		753				44					
ELECTRICAL REMEDIAL WORKS												
C-1	0	0	0	0			0	0	Spreadsheet			CS and their sub-contractors continue to return visit to carry out any remedial works required from carrying out an EICR. Wates continues to carry out remedials at time of test.
C-2	135	0	3	0			0	0	Spreadsheet			

DATE REPORT RAN
31/03/2023

Creating GREAT Homes & Communities for the People of Barnsley



BUILDING SAFETY SCORECARD

TOTAL ASSET NUMBERS	Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House					
	17,992		753		34		44					
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works
GAS SERVICING												
Assets on Programme	16,145	0	4	0	51	0			Spreadsheet		100.00%	100% compliant across gas servicing.
Assets NOT on Programme	1,847		749		-17							
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	635	0							Partners		100.00%	
No. of Voids Capped in Month within 24 hrs of Becoming Void												
No. of Voids Capped in Month within 24 hrs of Becoming Void	56	0							Partners		100.00%	
No. of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	164								Partners			
Solid Fuel												
Homes on the Programme	123	0							Spreadsheet		100.00%	
Asbestos												
Assets on Programme			534	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	All reinspections complete for the year. All non-accessed properties are now complete. Reinspections for 23/24 to begin the back end of April.
Assets NOT on Programme			219		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16815	110	62	0	24	10	0	0	PIMSS, Spreadsheet		99.29%	Domestic: Wates / CS still completing the 110 remaining LRAs. Non-domestic: all are complete.
Assets NOT on Programme	1067		691		0		44					Other: BMBC now chasing up tenants for LRAs - list being finalised to order with CS.
WATER HYGIENE: Inspection checks												
Flushing			163	0					TEAMS/Spreadsheet		100.00%	Temperatures and flushing all completed. Now only 58 temperature sites due to
Temperatures			58	0					TEAMS/Spreadsheet		100.00%	Smithies TARA Office at 48 Belmont Avenue being converted back to residential.
Annual monitoring			57	1					TEAMS/Spreadsheet		98.28%	Annual monitoring outstanding to Woodhall Flats due to access issues.
			278	1							99.64%	Compliance officer checking access code to building with Community Buildings Team.
WATER HYGIENE												
High (1 month)	0	0	0	0								Two outstanding, to be completed in April.
Medium (3 months)	0	0	0	2								
Low (6 months)	0	0	0	0					SAP/Spreadsheet			
All Actions	0	0	0	2								
SERVICE & MAINTENANCE CHECKS												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	All complete, none outstanding.
Stairlifts	378	27							Engineers sheets		93.33%	There are 5 no access, 4 require renewal, 5 are with TK and 13 with Stannah.
Steplifts	1	1							Engineers sheets		50.00%	Access letters, VM left to the 1 remaining to service.
Throughfloor lifts	21	6							Engineers sheets		77.78%	1 requires renewal. Out of the 5 left to service, 2 are booked in, 1 tenant ill and unable to access, 2 struggling to access.
Hoists	103	4							Engineers sheets		96.26%	Out of the 4 left, 2 properties are void, 1 tenant in hospital and 1 now booked in.
All	523	38									93.23%	
ENERGY EFFICIENCY												
SCS	5,416	12,576							Spreadsheet		30.10%	There are two strands feeding into the reported figure: - Strand 1 - BHS (contract partners) delivered SCS'. (Approximately 2,400 to be delivered during 2022/3 and 2023/4) - Strand 2 - Pennington Choices delivered SCS'. (Approximately 15,600 to be delivered during 2022/3 and 2023/4) *accelerated target 12/2022. Strand 1 remains behind target. CS to provide remaining approx 520 assets' data from 2022/23 by 06/04/2023. Wates have not confirmed return date for data Strand 2 remains ahead of target as at end of last period, with 125% delivered against target. (i.e. end Feb/next data for Mar period expected by end of Apr)