

Quarterly Performance Report Quarter 3 - 2022/2023



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Executive Summary

Overall performance has improved slightly this quarter in comparison with last quarter. 7 of the 28 Key Performance Indicators (KPIs) are rated as behind target/red. Of these measures, 6 were also behind target in quarter 2.

Key positive performance highlights for this quarter include improvements in the void relet turnaround time, the percentage of responsive repairs completed right first time and rent collection as a percentage of total debit of HRA dwellings. There has also been a reduction in the percentage of current tenant arrears.

The percentage of complaints resolved in agreed timescales and time taken to answer priority calls are key concerns for this quarter.

The following measures were rated as red for quarter 3:

Council pulse

- Tenant satisfaction
- The percentage of tenants who feel that their views are listened to and acted upon
- To spend at least 75% of funds locally supporting the Barnsley economy

Company pulse

- Percentage of complaints resolved in agreed time
- Average number of sick days per employee
- Percentage of staff defining under the Equality Act definition of disability
- We will answer 80% of priority calls in less than three minutes

The key exceptions for quarter 3 are documented in a little more detail below.

Council Pulse

Tenant Satisfaction (page 8) and the percentage of tenants who feel that their views are listened to and acted upon (page 8)

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 are being incorporated into an action plan which will be shared with EMT/SMT and Customer Service Committee.

Barneslai Homes performance for both these measures remains well above the benchmark average of 78% for overall satisfaction and 64% for views listened to.

Average Relet Days (page 7) and Void Rent Loss (page 9)

The average time taken to relet a property has decreased from 31.16 days in quarter 2 to 29.82 days this quarter against a target of 25 days. Performance is marginally better than at the same point last year (30.41 days quarter 3 2021/22). This quarter there were 14 properties which took 10 weeks or more to let, 9 of which were delayed due to budgetary issues. The remaining void properties let in quarter 3 were done so in an average of 21.5

days. Void rent loss remains low and is currently 0.82% at the end of quarter 3 against a target of 1.05%.

Rent Collection and Current Rent Arrears (pages 9 and 14)

Rent collection levels have increased in quarter 3 to 96.11% meaning performance for this KPI is now rated as amber – slightly behind target.

Some Housing Benefit payments which were due at the end of December were not received on time which negatively impacted on the recorded rent collection percentage for December. The Income Team has an action plan underway to push towards meeting the year-end target of 97%.

The percentage of rent arrears has decreased slightly in comparison to the previous quarter however, we are aware the cost-of-living crisis continues to impact many. We have several support initiatives in place for our tenants including a fund for tenants experiencing severe financial hardship, support targeted towards low income households, personal budgeting support and access to warm and welcoming spaces.

Repairs (pages 7 and 8)

99.58% of priority 1 responsive repairs were completed in the target time of 24 hours in quarter 3 and 99.76% of repairs appointments were kept. Performance for both KPIs exceeded targets.

For non-urgent responsive repairs, we aim to complete these within 9 days, quarter 3 performance for this measure was 9.29 days meaning we narrowly missed the target.

To spend at least 75% of funds locally supporting the Barnsley economy (page 9)

This quarter 66.79% of funds were spent locally against a target of 72%. An increase in utility costs has had the largest impact on this measure.

Maintaining Building Safety, Compliance with health and safety obligations (page 7)

We reported 99.27% compliance with health and safety obligations against a target of 100% this quarter. The largest proportion of non-compliance relates to the servicing and maintenance of fire detection and warning equipment.

Company Pulse

Keeping properties in good repair (page 12)

We are exceeding our annual target for the percentage of responsive repairs completed right first time (82.11% against target of 81%).

Average number of days sick per employee (page 13)

The average number of days sick per employee stands at 10.83 days against a target of 9 days. Performance is marginally better than at the same point last year. The main cause of sickness in December was musculoskeletal related, closely followed by mental ill health. We also saw an increase in short term seasonal illness in December. HR continue to proactively

monitor sickness absence and meet regularly with managers to ensure sickness is managed effectively and discuss any additional support required. National benchmarking data shows sector wide increases in the number of working days lost to sickness.

Complaints (Page 13)

68.06% of stage 1 complaints were resolved in the agreed time in quarter 3 against a target of 75% meaning this measure is now red rated. Performance has decreased by 17.23 percentage points since quarter 1. In comparison to the same period last year, we have received approximately double the number of stage 1 and stage 2 complaints with a higher proportion of these escalated to stage 2 of the complaints process. 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. The Housing Ombudsman's updated complaint handling code went live for landlords in England in October 2022. Housemark data shows there has been a 20% increase in the number of social housing complaints recorded across the UK between October and November.

Percentage of staff defining under the Equality Act definition of disability (page 13)

Quarter 3 performance was 5.45% against an 8% target. Specific actions to improve representation are identified in our Equality of Opportunity report. The National Housing Federation (2021 data) report shows an overall underrepresentation of disabled employees across the sector. Two recruitment events are scheduled to take place in February where a widespread marketing campaign is planned.

We will answer 80% of priority calls in less than three minutes (Contact Centre) (page 14)

Performance for this measure at 53.57% for quarter 3 remains behind target. There has been a marginal 3.46 percentage point improvement on quarter 2. 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

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 are being considered and will be reported on with effect from quarter 4.





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

The percentage of priority 1 repairs completed in target timescales exceeds target.





GREAT PEOPLE

<p>Annual Indicator</p>  <p>Tenant Satisfaction</p>	<p>Annual Indicator</p>  <p>Listening to Tenants</p>
 <p>Appointments Kept</p>	
 <p>Apprentices as a % of Workforce</p>	

HEADLINES

99.76% 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





There has been a marginal improvement in rent collection meaning this measure is now amber rated. Void rent loss remains stable and below target.

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

GREAT PLACE			YEAR END 21/22*	Q1	Q2	Q3	Q4	TARGET 22/23	Bench mark	
			83%	83.4%				86% (±3)	80%	Safe and Secure (BH2) The percentage of tenants that are satisfied their home is safe and secure (STAR survey question).
Annual Indicator  Safe and Secure Home	Annual Indicator  Tenant Satisfaction with Repairs	Bi-Annual Indicator  DHS Compliance	79%	79.5%				82% (±3)		Keeping properties in good repair (BH4) Tenant satisfaction with landlord's repairs and maintenance service (STAR survey question).
			99.71%	99.71%	Measured at the start and end of the year			100%	100%	Keeping properties in good repair (BH6) Compliance with Decent Homes Standard.
 Priority 1 Repairs	 Non-Emergency Repairs	 Average re-let days	99.02%	99.76%	99.34%	99.58%		99.5%		Priority Repairs (BH5) Priority 1 Repairs - 24 hours percentage completed on time.
			8.83	9.11	10.00	9.29		9.0		Non-Emergency Reactive Repairs (BH7) Average length of time taken to complete non-emergency reactive repairs.
 H&S Compliance	 Average SAP Ratings	 EPC C or Above	31.02	27.85	31.16	29.82		25.00		Average re-let days (BH9a) Average time to re-let local authority housing (calendar days).
			99.08%	99.01%	99.21%	99.27%		100%		Maintaining Building Safety (BH13) Compliance with health and safety obligations.
			New	65.98	66.19	66.22		67		SAP Ratings (BH14a) Average SAP ratings across stock.
			New	29%	30.31%	31.33%		35%		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)

YEAR END 21/22*	Q1	Q2	Q3	Q4	TARGET 22/23	Bench mark
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GREAT PEOPLE	
<p>Annual Indicator</p>  <p>Tenant Satisfaction</p>	<p>Annual Indicator</p>  <p>Listening to Tenants</p>
 <p>Appointments Kept</p>	
 <p>Apprentices as a % of Workforce</p>	

85%	84.2%				89% (±3)	78%
70%	68.1%				78% (±3)	64%
99.37%	99.18%	98.98%	99.76%		99.1%	96.6%
7.66%	6.65%	5.47%	4.38%		3%	

Tenant Satisfaction (BH1)

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

Listening to Tenants (BH3)

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





Appointments Kept (BH8)

Percentage of appointments kept.

Apprentices (BH11)

We will employ as a minimum 3% of our workforce as apprentices.

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

GREAT COMPANY		YEAR END 21/22*	Q1	Q2	Q3	Q4	TARGET 22/23	
 Void Rent Loss		0.73%	0.83%	0.82%	0.82%		1.05%	Void Rent Loss (BH9b) Income lost due to void properties
 Rent Collection		96.37%	94.43%	95.83%	96.11%		97%	Rent collection (BH10) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
 Barnsley Pound		71.36%	70.15%	69.29%	66.79%		72%	Local Spend (BH12) Spend at least 75% of funds locally supporting the Barnsley economy.
 New Annual indicator Management Fee Efficiency Target		New	Measured annually in Q4				New	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

No Exceptions

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



Barnsley Pound

Spend at least 75% of funds locally supporting the Barnsley economy.

GREAT PLACE

New Annual indicator



Tenant Satisfaction home is safe



Right First Time

GREAT PEOPLE

Annual Indicator



Complaints



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 exceeds the annual target.

HEADLINES

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

HEADLINES

Only 53.57% of priority calls were answered in target times.

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

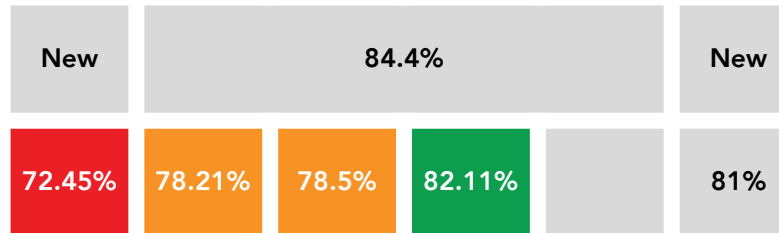
New Annual indicator



Tenant Satisfaction home is safe



Right First Time











Maintaining Building Safety

Tenant satisfaction home is well maintained and safe to live in

Keeping properties in good repair

Right first time.

YEAR END 21/22	Q1	Q2	Q3	Q4	TARGET 22/23	Bench mark
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GREAT PEOPLE		87.9%	85.29%	70.68%	68.06%		75%	
 Complaints	Annual Indicator  Tenant Satisfaction with Complaints Handling	63%	63.70%				70%	54%
	New indicator  Staff Satisfaction	 Staff Attendance	New	68%				New
 Staff Satisfaction	 Staff Attendance	11.10	10.00	10.60	10.83		9.0	
		5.41%	5.19%	5.51%	5.45%		8%	
 Equality Act	 BME	2.16%	1.97%	2.57%	2.63%		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	TARGET 22/23	Bench mark
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GREAT COMPANY

Annual Indicator



Net Promoter

26

34.6

>30

34

Net Promoter

Likely to recommend Berneslai Homes.

3.29%

3.57%

3.46%

3.38%

3%

Current Rent Arrears

Percentage of Current Tenant Arrears.

New

85.27%

50.11%

53.57%

80%

Contact Centre

We will answer 80% of priority calls in less than 3 minutes (Contact Centre).



Current Tenant Arrears



Contact Centre

GREAT PLACE

No Exceptions

GREAT PEOPLE



Complaints

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



Staff Attendance

Average number of days absent per full time equivalent employee.



Diversity - Equality Act

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

GREAT COMPANY



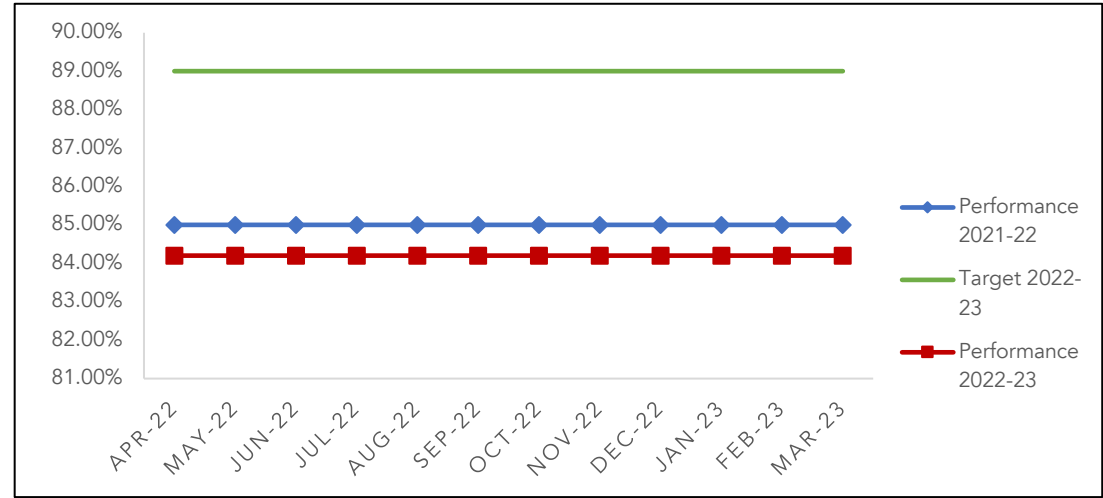
Contact Centre

We will answer 80% or priority calls in less than 3 minutes (Contact Centre).

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%



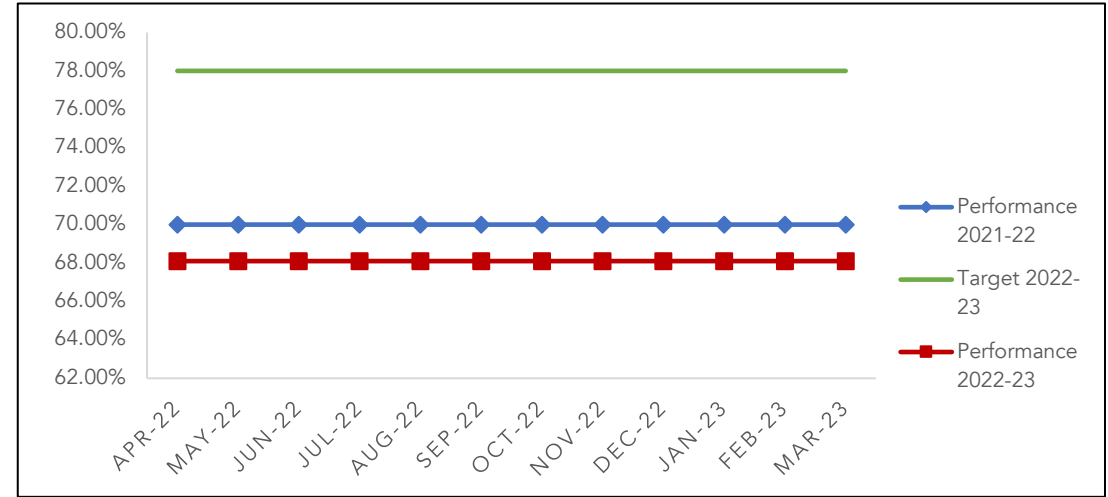
Comment on factors affecting performance and management action

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.</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 are in the process of developing an action plan which will be 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%

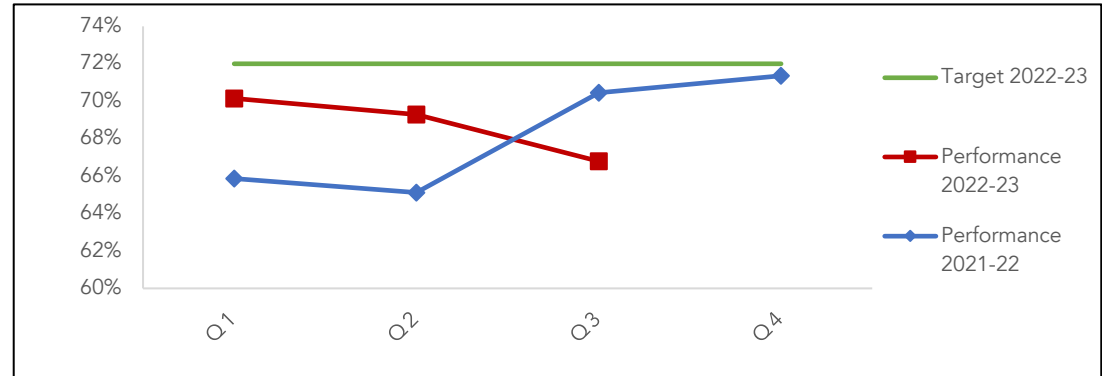


Comment on factors affecting performance and management action

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 are in the process of developing an action plan which will be 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.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	To spend at least 75% of funds locally supporting the Barnsley economy (with locally based businesses, traders and suppliers) (BH12)	
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%	2	65.87%
Q2	69.29%	Red	↓	72%	2	65.12%
Q3	66.79%	Red	↓	72%	2	70.46%
Q4				72%	2	71.36%

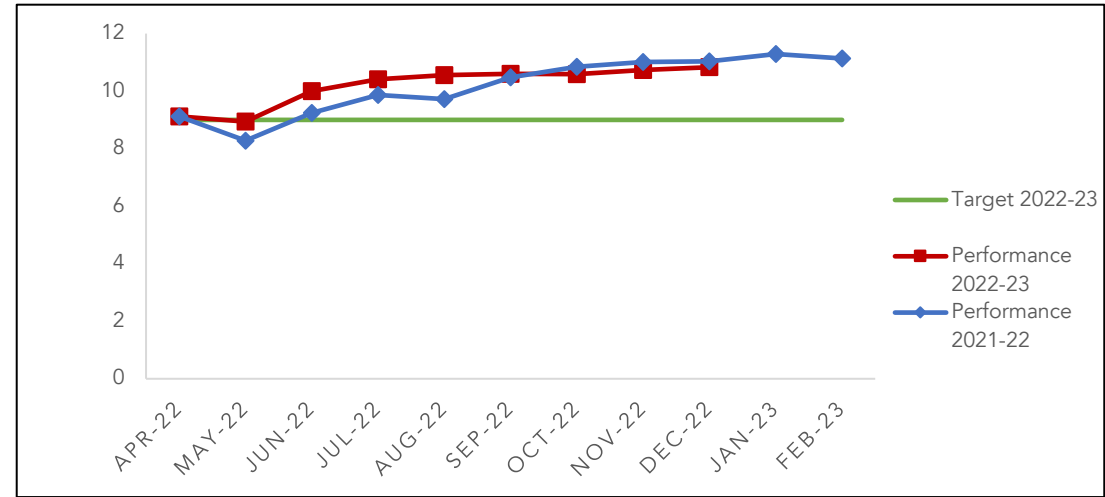
Comment on factors affecting performance and management action

Q3	<p>The proportion of local spend in Q3 has continued to reduce with performance now 5.21 percentage points behind target.</p> <p>Overall local spend comprises of two components; Berneslai Homes spend and Construction Services spend. Whilst the percentage of Construction Services local spend for quarter 3 was broadly comparable with the previous quarter, the proportion of Berneslai Homes local spend reduced. The largest proportion of this reduction relates to an increase in utilities that were paid in Q3, there was a backlog in utility invoices being approved for payment by BMBC and there has been a large increase in the cost of gas and electric.</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				9	1	11.29
Feb-23				9	1	11.13
Mar-23				9	1	11.10



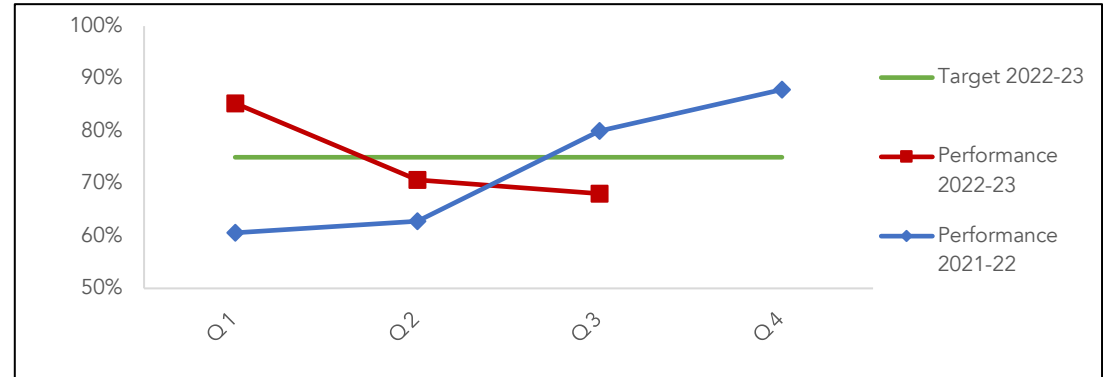
Comment on factors affecting performance and management action

Q3	<p>The average number of sick days per employee has continued to increase and now stands at 10.83 days against a target of 9 days. Sickness absence is lower however 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.</p> <p>In December, 65% of sickness was long term which is lower than the end of Q2 where the long term figure was 79% - this can be attributed to a rise in seasonal illness which has increased short term absences. In Q2, on average minor illnesses accounted for 7% of all sickness absence; in Q3 this more than doubled to account for 16% as we approached the Winter months.</p> <p>The main cause of sickness in December was musculoskeletal related absence (26%), the majority of which can be attributed to injuries or fractures. This was closely followed by mental ill health (23%) which has decreased since September, where this accounted for 32% of all sickness absence.</p> <p>HR continue to proactively monitor sickness absence and meet monthly with Directorates/Managers to ensure sickness is effectively managed and discuss any additional support required.</p>
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Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Percentage of complaints resolved in agreed time	
Theme	Customer Services and Involvement	
PI Type	Company Pulse	
Year end target	75%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	85.29%	Green	↓	75%	5% points	60.60%
Q2	70.68%	Amber	↓	75%	5% points	62.80%
Q3	68.06%	Red	↓	75%	5% points	80.00%
Q4				75%	5% points	87.90%



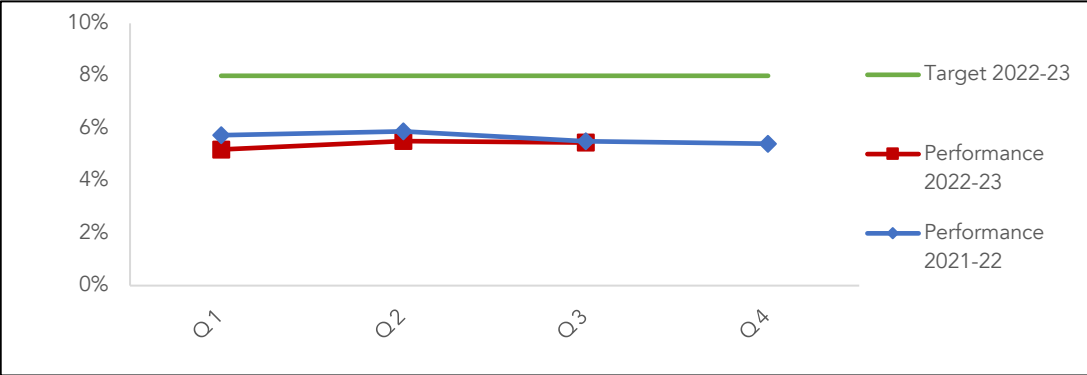
Comment on factors affecting performance and management action

Q3	<p>There has been a continued reduction in the percentage of complaints resolved in the agreed time which has been impacted by approximately double the number of stage 1 and stage 2 complaints in comparison with the same period last year.</p> <p>The majority of complaints are repairs related, delays with planned works and inspections along with an increased volume of damp and mould reports related to recent publicity have played a part in the increased numbers. A newly appointed Customer Service Officer dedicated to the repairs team should have a positive impact on the repairs related complaints case load.</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				8%	2% points	5.41%

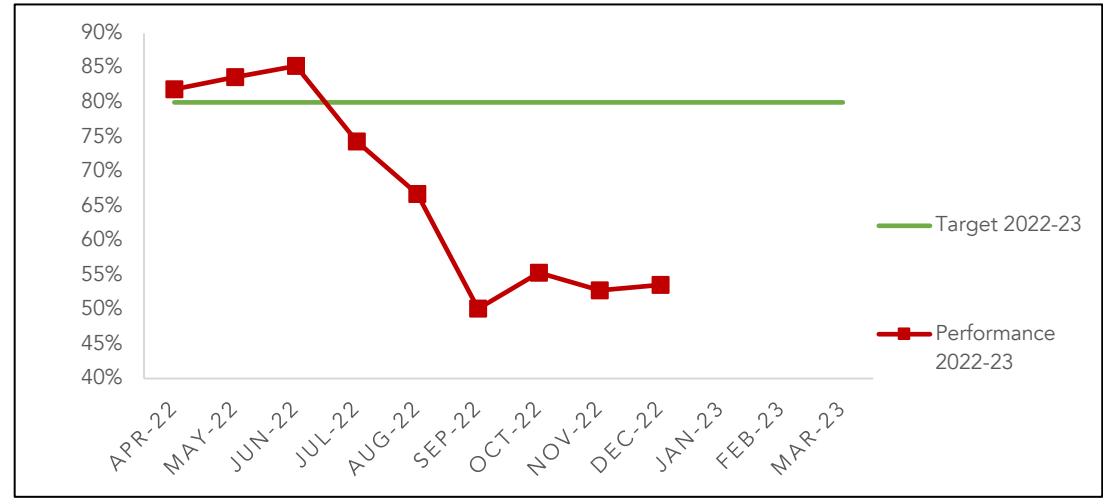
Comment on factors affecting performance and management action	
Q3	<p>Performance is broadly comparable with the same period last year.</p> <p>Specific actions to improve representation are identified in our Equality of Opportunities report. The National Housing Federation (2021 data) report shows an overall underrepresentation of disabled employees across the sector.</p> <p>Two recruitment events are scheduled to take place in February where a widespread marketing campaign is planned. This will include sending details to the Equality forums and DWP.</p>



Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	We will answer 80% of priority calls in less than 3 minutes (180 seconds)	
Theme	Customer Services and Involvement	
PI Type	Company Pulse	
Year end target	80%	


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%	Amber	↓	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				80%	6% points	
Feb-23				80%	6% points	
Mar-23				80%	6% points	



Comment on factors affecting performance and management action

Q3	<p>It was agreed that the target for answering phone calls at the call centre would be amended this year in-line with other services and housing providers. In previous years the aspiration was to answer phone calls within 20 seconds, but this was an incredibly challenging target which could potentially lead to a poor experience when trying to deal with customers issues. Whilst there has been a marginal improvement in performance against this measure in comparison to Q2, Q3 performance remains significantly behind target. Staffing issues in the Contact Centre have impacted on performance. This is a combination of the recent restructure, recruiting to the new structure and training staff and also staff sickness. Contact Centre Management are hoping to see an improvement in performance during Q4 when they start to feel the benefit of newly appointed/trained staff.</p>
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DATE REPORT RAN 31.12.2022		Creating GREAT Homes & Communities for the People of Barnsley										berneslai homes
TOTAL ASSET NUMBERS		Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House		BUILDING SAFETY SCORECARD		
		18,021		753		34		45				
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			220	2	34	0			PIMSS		99.22%	Two locations (Elm Court and Parkside) have expired FRAs; due to staffing changes we are awaiting confirmation that the FRAs have been completed. A verbal update will be provided in meetings.
Assets NOT on Programme			531		0							
FIRE SAFETY - REMEDIAL ACTIONS												
Immediate Action Required			0	0	0	0			PIMSS			FRA Actions: Orders have been placed and partners are working through them. Due to staffing changes we are awaiting confirmation that all works is complete. A verbal update will be provided in meetings. FRA Actions "In Plan": The majority of high risk "in plan" actions are being priced by partners. It is anticipated that works will begin once all prices have been approved.
High (2 month)			4	10	0	0			PIMSS			
Medium (6 months)			84	42	0	0			PIMSS			
Low (12 months)			137	9	0	0			PIMSS			
In plan works - High			0	83	0	0			PIMSS			
In plan works - Medium			4	137	0	0			PIMSS			
In plan works - Low			14	87	0	0			PIMSS			
All Fire Actions			243	368	0	0						
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE												
Fire Detection & Warning			40	21					PIMSS		65.57%	Fire alarms, emergency lighting servicing, fire extinguishers and Fire Blankets: suppliers and partners are working through expired elements but due to staffing changes we are awaiting confirmation that all servicing is complete. A verbal update will be provided in meetings. Data not currently available for fire blankets.
Emergency Lighting			93	17					PIMSS		84.55%	
Fire Extinguishers			45	18					Spreadsheet		71.43%	
Smoke Vents			2	1					Spreadsheet		66.67%	
Fire Blankets			52	1					Spreadsheet		98.11%	
All Fire Actions			232	58							80.00%	Smoke Vents: Roy Kilner Road is awaiting confirmation of completion. This is being chased with BPS.
FIRE SAFETY - Properties with smoke / CO alarms fitted												
Assets on Programme	16,750	1,271									92.95%	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 metrics: repair requests												
Assigned damp and mould referrals awaiting survey		48							Spreadsheet		0.27%	(Percentage score = % of total domestic housing stock)
Damp and mould metrics: complaints												
Informal									Customer Services		0.00%	(Percentage score = % of total domestic housing stock)
Open stage 1 complaints		9							Customer Services		0.05%	
Open stage 2 complaints		2							Customer Services		0.01%	
Total		11							Customer Services		0.06%	
Damp and mould metrics: disrepair claims												
Total live claims relating to damp and mould		50							Spreadsheet		0.28%	(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	17,884	179					44	0	Workbooks		99.01%	The 179 domestic properties that have not had a test for 10 years or more have been prioritised but have been difficult to access historically. A legal process for gaining access to properties, as per gas compliance, is being investigated.
Assets on Programme	18,037						44					
Assets on Programme with an in date EICR <5 yrs	15,162	2,901	212	2			44	0	Workbooks		84.15%	Partners have all the orders for EICR to be carried out at all remaining non-compliant properties. It is now unlikely that partners will be able to complete all orders by the scheduled date of the end of March 2023; any that fall outside the scheduled date will be booked for Q1 2023/24.
Assets on Programme	18,037		753				44					
ELECTRICAL REMEDIAL WORKS												
C-1	0	9	0	0			0	0	Spreadsheet			Repairs are not updated due to the ECO being on leave. These figures will be updated as usual in Januarys report.
C-2	101	64	2	0			0	0	Spreadsheet			
GAS SERVICING												
Assets on Programme	16,190	0	4	0	51	0			Spreadsheet		100.00%	Currently 100% compliant across gas servicing
Assets NOT on Programme	1,831		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%	

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		18,021		753		34		45					
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	
No. of Voids Capped in Month within 24 hrs of Becoming Void													
No. of Voids Capped in Month within 24 hrs of Becoming Void	47	0							Partners		100.00%		
No of Tenanted Homes Capped [monitoring metric only] long term capped off													
No of Tenanted Homes Capped [monitoring metric only]	155								Partners				
Solid Fuel													
Homes on the Programme	125	0							Spreadsheet		100.00%		
Asbestos													
Assets on Programme			534	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	Domestic reinspections have been 100% compliant for the third consecutive month. It was identified and reported in September that our asbestos subcontractor was scheduling inspections so close to expiry date that any delays would not be resolved within the compliance window. This increased the risk of Berneslai Homes becoming non-compliant and so needed to be addressed, and discussions with the contractor resulted in a procedural change whereby inspections are carried out 1 month prior to expiry to allow for unexpected delays. This process change plus resolution of a small number of properties that had fallen out of compliance means that we have confidence we can maintain 100% compliance going forward.	
Assets NOT on Programme			219		9		44						
WATER HYGIENE: Legionella risk assessments													
Assets on Programme	16616	181	62	0	23	11	0	0	PIMSS, Spreadsheet		98.86%	Domestic LRAs: Wates and CS have been contracted to pick up remaining works; addresses have now been finalised and orders are being placed. Due to staff being reallocated during the recent cold snap, both partners have struggled to complete these Domestic LRAs. Wates have completed 8 but not yet sent reports. Other: (Housing Shops, 11 outstanding) 2 are being picked up by CS - orders placed in Dec. BMBC is to write to the remaining 9 tenants to ask for LRAs as this is tenant's responsibility; we are chasing confirmation that this has been completed. Price given to BMBC from CS should tenant want CS to carry these out.	
Assets NOT on Programme	1224		691		0		45						
WATER HYGIENE: Inspection checks													
Flushing			118	46					TEAMS/Spreadsheet		71.95%	Flushing: not 100% due to Christmas Closedown, scheduled to be fully recovered in January. 59 Properties from Mansfield Road and Prospect Street now added to flushing / temp monitoring schedule. Annual Monitoring: now all up-to-date by Infinity.	
Temperatures			59	0					TEAMS/Spreadsheet		100.00%		
Annual monitoring			58	0					TEAMS/Spreadsheet		100.00%		
WATER HYGIENE													
High (1 month)	0	0	2	0								2 orders raised to BPS, 1 completed, none have expired.	
Medium (3 months)	0	0	0	0									
Low (6 months)	0	0	0	0					SAP/Spreadsheet				
All Actions	0	0	2	0									
SERVICE & MAINTENANCE CHECKS													
Passenger Lifts(14)/Platform lifts (6) (Classic)	20	0							Engineers sheets		100.00%	14 passenger lifts serviced - 6 platform lifts not due.	
Stairlifts (Stannah)	364	46							Engineers sheets		88.78%	Stannah: 41 out of compliance - 8 with access issues, 2 Void, 4 recommended renewals. Out of the 27 left 8 have been booked in and pushing Stannah to get the rest (19) booked in for January. TK: 5 out of compliance, are now being rebooked.	
Hoists / Steplifts (Prism)	110	33							Engineers sheets		76.92%	Through Floor Lifts (TFL) / Steplift (SL) services taken away from Prism on 19/12/22 and now with Stannah. Prism will continue to service the 3 TFLs that are in warranty. This will be separated off on the scorecard in January. At the moment there are 18 uncompliant TFLs / SLs and 15 noncompliant hoists.	
All	494	79									86.21%		