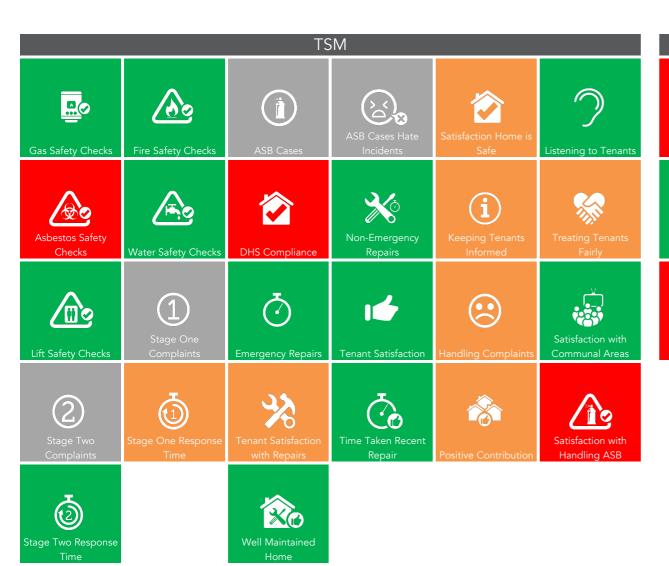


Contents

KPI Performance Summary	Page 3
Tenant Satisfaction Measure Pulse	4
Council Pulse	7
Company Pulse	8

2025/26 - Summary





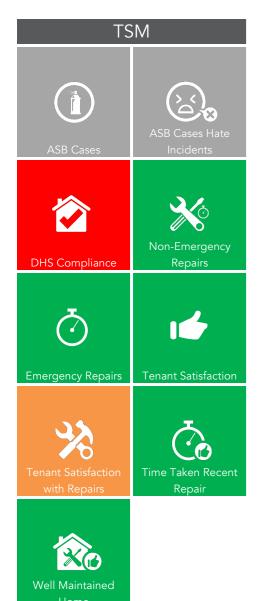
TSM KPIs

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

Stage Two Response

YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
100.0%	100.0%	100.0%			-	100.0%	100.0%	BS01: Gas Gas safety checks
100.0%	100.0%	100.0%			-	100.0%	100.0%	BS02: Fire Fire safety checks
100.0%	100.0%	98.3%	-		-	100.0%	100.0%	BS03: Asbestos Asbestos safety checks
100.0%	100.0%	100.0%	-		-	100.0%	100.0%	BS04: Water Water safety checks
100.0%	100.0%	100.0%			-	100.0%	100.0%	BS05: Lift Lift safety checks
67.1	15.6	29.7			-	In line with peer group median	42.8	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
15.9	3.9	7.4			-	In line with peer group median	7.1	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
93.0%	96.9%	97.0%			-	100.0%	78.1%	CH02 1: Stage One Response Time Stage one complaints response time
97.9%	100.0%	100.0%	-	-	-	100.0%	75.5%	CH02 2: Stage Two Response Time Stage two complaints response time

TSM KPIs



YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
35.0	9.2	18.6	-	-	-	In line with peer group median	54.9	NM01 1: ASB Cases Anti-social behaviour cases
0.7	0.2	0.4			-	In line with peer group median	1.2	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
0.2%	1.3%	1.4%	-	-	-	0.0%	5.5%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
85.7%	85.7%	91.2%		-	-	86.0%	82.6%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
89.1%	92.2%	96.8%	-	-	-	92.0%	90.3%	RP02 2: Emergency Repairs Repairs completed within target timescale
75.2%	75.	75.9%			-	75.9%	65.9%	TP01: Tenant Satisfaction Overall satisfaction
74.4%	74.1%		74.1%		-	75.4%	70.2%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
67.5%	71.2%				-	69.0%	66.5%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
70.7%	71.3%				-	70.9%	67.4%	TP04: Well Maintained Home Satisfaction that the home is well maintained

TSM KPIs

TSM	YEAR END 24/25	Q1 Q2	Q3 Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
	71.5%	72.3%	-		73.5%	73.0%	TP05: Home is Safe Satisfaction that the home is safe
Satisfaction Home is Safe Listening to Tenants	62.3%	66.9%		-	65.0%	56.5%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
	62.5%	64.7%		-	66.5%	67.0%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
Keeping Tenants Informed Treating Tenants Fairly	77.9%	79.3%		-	80.9%	74.8%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
	44.5%	43.2%	-	-	45.0%	31.2%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
Satisfaction with Handling Complaints Communal Areas	61.7%	64.1%		-	63.9%	62.5%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained
	55.0%	56.5%		-	59.8%	59.9%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
Satisfaction with Positive Contribution Handling ASB	47.6%	49.4%			55.0%	54.4%	TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti- social behaviour

Council KPIs



YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
£1,570,692 (1.86%)	£352,658 (1.78%)	£757,325 (1.83%)	-	-	-	1.5%	N/A	Void Rent Loss (BH1) Income lost due to void properties
100.5%	99.7%	100.2%	-	-	-	98.0%	N/A	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
3.6%	3.3%	3.7%		-	-	3.5%	N/A	Apprentices (BH3) Proportion of apprentices in workforce
68.0%	68.0%	67.0%		-	-	60.0%	N/A	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.
43.1%	43.9%	44.2%		-	-	50.0%	N/A	EPC Ratings (BH5) Percentage of Properties with an EPC C or above.
Achieved	Annual				-	1.0%	N/A	Management Fee (BH6) Management Fee Efficiency target as part of annual Value For Money report.

Company KPIs



YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
New	65.7%				65.7%	65.0%	N/A	Staff Satisfaction (KPI 1) Employee satisfaction with Berneslai Homes as an employer
6.1%	4.57%	3.87%	-	-	-	3.6%	N/A	Staff Attendance (KPI 2) Percentage of working days lost due to sickness
13.2%	13.7%	13.7%	-	-	-	13.2%	N/A	Diversity (KPI 3) Percentage of staff defining under the Equality Act definition of disability.
2.8%	2.9%	3.1%	-	-	-	4.1%	N/A	Diversity (KPI 4) Percentage of minority ethnic staff in total workforce.
3.6%	3.71%	3.54%	-	-	-	3.5%	N/A	Current Tenant Arrears (KPI 5) Percentage of Current Tenant Arrears.
58.1%	49.8%	75.3%	-	-	-	80.0%	N/A	Contact Centre (KPI 6) We will answer priority calls in less than 3 minutes (Contact Centre).