

# Quarterly Performance Report Quarter 1 - 2023/2024



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## Performance Summary

This report reflects on Berneslai Homes' performance for the first quarter of the 2023/24 financial year. 2023/24 brings with it significant changes for the housing sector, with a new era of consumer regulation and the introduction of Tenant Satisfaction Measures (TSMs) coupled with the continued cost-of-living crisis which we know has impacted on social renters more acutely than others. We recognise the importance of good quality, energy efficient and safe housing for our customers. Our assessment of performance at quarter one shows we are meeting targets across many of our KPIs used to monitor progress against achievement of our vision; creating great homes and communities with the people of Barnsley.

Due to the introduction of TSMs we now have 43 Key Performance Indicators (KPIs), up from 28 KPIs in 2022/23. Key performance highlights for the quarter include exceeding the target for the proportion of priority calls answered in target timescales, 100% of required properties having necessary gas compliance certification, fire risk assessments and asbestos management surveys.

10 of the 43 Key Performance Indicators (KPIs) were rated as red/behind target. There were:

### TSM pulse

- Proportion of homes non-decent
- Proportion of non-emergency repairs completed in target timescale
- Percentage of homes that have had all the necessary legionella risk assessments
- Percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks

### Council pulse

- Void rent loss
- Rent collected as a proportion of rents owed on HRA dwellings
- To spend influenceable funds locally supporting the Barnsley economy

### Company pulse

- Responsive repairs completed right first time
- Average number of sick days per employee
- Percentage of staff defining under the Equality Act definition of disability

The key performance themes for quarter one are documented in a little more detail below.

### TSM pulse

#### **Proportion of homes non-decent**

The Decent Homes Standard is a technical standard for social housing, for an asset to be classed as decent it must: meet the requirements as derived from the Decent Homes

Standard, be in a reasonable state of repair, have reasonably modern facilities and provide a reasonable degree of thermal comfort. 0.33% or 59 of our homes did not meet the Decent Homes Standard at quarter four of 2022/23. There were actions in place to address all 59 non-decent properties. In the main, the non-decent properties were due to access issues in completing electrical compliance. Since year end, work has continued to bring the outstanding properties up to the required standard.

### **Building Safety**

Of the five KPIs reported under building safety it is pleasing to note we met the target for gas, asbestos and fire safety. 99.64% of required legionella risk assessments were completed. Despite repeated attempts we were unable to gain access to 65 domestic properties and we are considering alternative options to gain access. 64.92% of required lift safety checks were completed at the end of quarter one, the outstanding checks have since been completed in early July meaning we are now 100% compliant for this KPI. Compliance is also reported in the Regulatory Compliance section of the performance report. We are in the process of aligning these performance metrics with TSMs.

### **Repairs**

99.95% of emergency repairs were completed within 24 hours against a target of 99.5%. There were 8,460 non-emergency repairs in quarter one of which 96.74% were completed within target. This measure combines performance across our three non-emergency repair priority categories which includes those categorised as to be completed within 3, 7 and 25 days.

### **ASB and Complaints**

For ASB and complaints we have taken the decision that our performance will be measured in line with other similar providers. An increase in complaints or ASB could be seen as a positive if it relates to increased confidence to report. We have both an ASB and a complaints process in place and encourage our tenants to report matters to us. At quarter one 100% of stage 2 complaints were responded to within Complaint Handling Code timescales.

### **Council pulse**

#### **Void rent loss**

Void rent loss has been impacted due to a spike in voids requiring extensive works to enable us to achieve a lettable standard for tenants. Performance to quarter one is 1.31% against a target of 1.05% which equates to £276,687 lost. Whilst we are conscious that void properties impact on potential income and the Council Housing waiting list, we recognise the importance of bringing properties up to standard before they are re-let. We have re-profiled budgets investing an additional £250k in this area during Q2 alongside holding workshops with key stakeholders to refine operational processes ensuring this figure improves. We have also commenced our improved void standard pilot which will enhance

the quality of the end product we offer to tenants with the aim of reducing the number of responsive repairs during the first 12 months of occupation.

### **Rent Collection and Current Rent Arrears**

At quarter one our collection rate was 94.87% against a target of 97%. Whilst the collection rate was behind target it is 0.44 percentage points higher than quarter one 2022/23. Current rent arrears are 3.74% against a target of 3.5% or less and rated as slightly behind target. The cost-of-living crisis continues to impact our customers and their ability to maintain rent payments, which persists across the sector. The Income Team offer advice and support to customers where Hardship Fund and other financial assistance can be applied and are working closely with colleagues in the Tenants First and other services where extra support for tenants is required.

### **To spend influenceable funds locally supporting the Barnsley economy**

65% of influenceable funds were spent locally in quarter one against a target of 75%. This year the definition for this KPI was updated to include reference to influenceable spend (excluding spend such as utilities where it was not possible to purchase locally). Project and consultancy costs and training have contributed to an increased proportion of non-local spend.

### **Company Pulse**

#### **Keeping properties in good repair**

70.70% of tenants surveyed reported satisfaction with responsive repairs completed right first time against target of 82% in quarter one. This measure is calculated based on tenants' responses to a transactional perception survey. Performance is marginally better than the previous quarter. Work is underway to interrogate the data and consider the reasons why performance is behind target.

#### **Average number of days sick per employee**

At the end of quarter one the projected year end number of days of sickness per employee was 14.28 against a target of 9 days or less. Whilst performance has improved since the start of the financial year, performance was 4.28 days worse than at the same point in the previous year. Customer and Estates followed by Construction Services had the highest levels of sickness. The main cause of absence was 'Other - Acute Medical', accounting for 36% of all absence, closely followed by Mental Health (34%). 80% of sickness absence was long term.

HR continue to proactively monitor sickness absence and meet regularly with managers to ensure sickness is managed effectively and discuss any additional support required. Sickness trend reporting has also been reviewed, and it was agreed that HR will provide a quarterly spotlight report to SMT to show more meaningful trend analysis.

#### **Percentage of staff defining under the Equality Act definition of disability**

4.77% of the workforce at quarter one defined as disabled under the Equality Act definition against a target of 8%. Performance dropped by one percentage point in comparison with the previous quarter due to a number of individuals defining as disabled leaving within the quarter, including ill health-related dismissal. Specific actions to improve representation are identified in our Equality of Opportunity report. We are also looking into the feasibility of introducing Supported Internships for individuals with disabilities and learning difficulties within the next quarter, in conjunction with Barnsley Council and Barnsley College.

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

There has been a significant improvement in performance for this measure with 91.57% of priority calls answered in less than three minutes against a target of 80%. Performance is over six percentage points higher than at the same point in the previous year.

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.

As a standing item we are now also including a quarterly update on progress against our Business Action Plan which is included as appendix A.

### GREAT PLACE

Annual Indicator  Tenant Satisfaction with Repairs	Annual Indicator  Time Taken Recent Repair	Annual Indicator  Satisfaction Home is Safe	 Gas Safety Checks
Annual Indicator  Well Maintained Home	 DHS Compliance	 Fire Safety Checks	 Asbestos Safety Checks
 Emergency Repairs	 Non-Emergency Repairs	 Water Safety Checks	 Lift Safety Checks
Annual Indicator  Positive Contribution to Neighbourhoods	Annual Indicator  Satisfaction with Communal Areas	Annual Indicator  Satisfaction with Handling ASB	 ASB Cases




#### HEADLINES

We complied with 100% of our fire, asbestos and gas safety checks.



ASB Cases Hate Incidents

### GREAT PEOPLE

Annual Indicator  Tenant Satisfaction	Annual Indicator  Listening to Tenants
Annual Indicator  Keeping Tenants Informed	Annual Indicator  Treating Tenants Fairly
Annual Indicator  Handling Complaint	Annual Indicator  Stage One Complaints
Annual Indicator  Stage Two Complaints	Annual Indicator  Stage One Response Time
 Stage Two Response Time	

GREAT PLACE	
Annual Indicator  Tenant Satisfaction with Repairs	Annual Indicator  Time Taken Recent Repair
Annual Indicator  Well Maintained Home	 DHS Compliance
 Emergency Repairs	 Non-Emergency Repairs
Annual Indicator  Positive Contribution to Neighbourhoods	Annual Indicator  Satisfaction with Communal Areas

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**		
83.10%	Annual				83.10%	83%	TP02: Tenant Satisfaction with Repairs	Tenant Satisfaction with repairs	
New	Annual				80.40%	77%	TP03: Time Taken Recent Repair	Satisfaction with time taken to complete most recent repair	
New	Annual				82%	77%	TP04: Well Maintained Home	Satisfaction that the home is well maintained	
0.33%	0.33%					0%	0%	RP01: DHS Compliance	Homes that do not meet the Decent Homes Standard
100%	99.95%					99.50%		RP02 2: Emergency Repairs	Repairs completed within target timescale
New	96.74%					99.50%		RP02 1: Non-Emergency Repairs	Repairs completed within target timescale
New	Annual				62%	78%	TP11: Positive Contribution	Satisfaction that the landlord makes a positive contribution to neighbourhoods	
New	Annual				66%	74%	TP10: Satisfaction with Communal Areas	Satisfaction that the landlord keeps communal areas clean and well maintained	

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

\*\*Benchmark is based on sector wide upper quartile



GREAT PLACE	
Annual Indicator	
	
Satisfaction Home is Safe	Gas Safety Checks
	
Fire Safety Checks	Asbestos Safety Checks
	
Water Safety Checks	Lift Safety Checks
Annual Indicator	
	
Satisfaction with Handling ASB	ASB Cases
	
ASB Cases Hate Incidents	

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
83%	Annual					83%	87%	<b>TP05: Home is Safe</b> Satisfaction that the home is safe
100%	100%					100%		<b>BS01: Gas</b> Gas safety checks
100%	100%					100%		<b>BS02: Fire</b> Fire safety checks
100%	100%					100%		<b>BS03: Asbestos</b> Asbestos safety checks
99.29%	99.64%					100%		<b>BS04: Water</b> Water safety checks
100%	64.92%					100%		<b>BS05: Lift</b> Lift safety checks
60%	Annual					60%	66%	<b>TP12: Satisfaction Handling ASB</b> Satisfaction with the landlords approach to handling anti-social behaviour
39.54	10.45					In line with peer group median		<b>NM01 1: ASB Cases</b> Anti-social behaviour cases
0.44	0.22					In line with peer group median		<b>NM01 2: ASB Cases Hate Incidents</b> Anti-social behaviour cases that involve hate incidents

## GREAT PEOPLE

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
84.20%	Annual					84%	84%	<b>TP01: Tenant Satisfaction</b> Overall satisfaction
68.10%	Annual					68%	71%	<b>TP06: Listening to Tenants</b> Landlord listens to tenants views and acts upon them
70.6%	Annual					71%	82%	<b>TP07: Keeping Tenants Informed</b> Landlord keeps tenants informed about things that matter to them
85.3%	Annual					85%	84%	<b>TP08: Treating Tenants Fairly</b> Landlord treats tenants fairly and with respect
63.7%	Annual					62%	58%	<b>TP09: Satisfaction Handling Complaints</b> Satisfaction with the landlords approach to handling complaints
New	16.63					In line with peer group median		<b>CH01 1: Stage One Complaints</b> Stage one complaints relative to the size of the landlord
New	3.5					In line with peer group median		<b>CH01 2: Stage Two Complaints</b> Stage two complaints relative to the size of the landlord
New						90%		<b>CH02 1: Stage One Response Time</b> Stage one complaints response time
New	100%					90%		<b>CH02 2: Stage Two Response Time</b> Stage two complaints response time

 Annual Indicator Tenant Satisfaction	 Annual Indicator Listening to Tenants
 Annual Indicator Keeping Tenants Informed	 Annual Indicator Treating Tenants Fairly
 Annual Indicator Handling Complaint	 Annual Indicator Stage One Complaints
 Annual Indicator Stage Two Complaints	 Annual Indicator Stage One Response Time
 Annual Indicator Stage Two Response Time	

### GREAT PLACE



EPC C or Above

### GREAT PEOPLE



Proportion of Apprentices

### GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound



Annual indicator

Management Fee  
Efficiency Target

Annual Indicator



TSM Targets

#### HEADLINES

94.87% of rent was collected against a target of 97%.

## GREAT PLACE



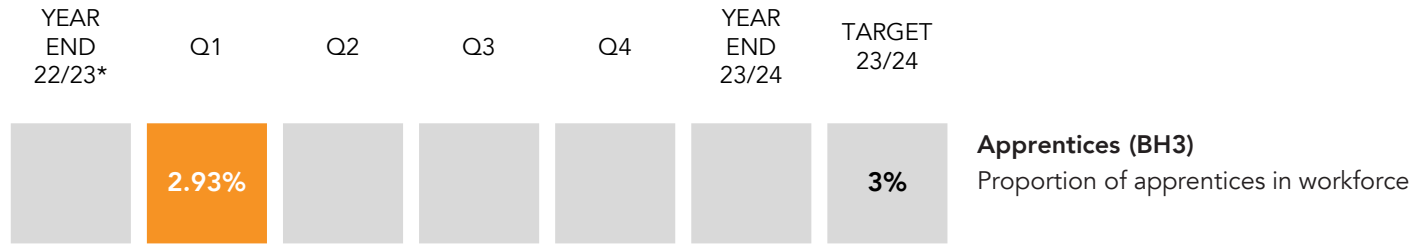
**EPC Ratings (BH5)**  
Percentage of Properties with an EPC C or above.



EPC C or Above

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

## GREAT PEOPLE



Proportion of Apprentices

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

GREAT COMPANY		YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24		
 Void Rent Loss	 Rent Collection	0.76%	1.31%					1.05%	<b>Void Rent Loss (BH1)</b> Income lost due to void properties	
		96.06%	94.87%					97%	<b>Rent collection (BH2)</b> Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.	
 Barnsley Pound	Annual Indicator  Management Fee Efficiency Target	66.21%	65.00%					75%	<b>Local Spend (BH4)</b> Spend funds locally supporting the Barnsley economy.	
		Achieved	Annual						1%	<b>Management Fee (BH6)</b> Management Fee Efficiency target as part of annual Value For Money report.
Annual Indicator  TSM Targets		New	Annual						100%	<b>TSM Targets (BH7)</b> Meet all TSM satisfaction targets

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

### GREAT PLACE



Right First Time

#### HEADLINES

70.70% of surveyed tenants were satisfied responsive repairs were completed right first time against a target of 82%

### GREAT PEOPLE

Annual Indicator



Staff Satisfaction



Staff Attendance



Equality Act



Minority Ethnic



HF Awarded



HF Supported

#### HEADLINES

Staff attendance remains behind target and has deteriorated since 2022/23 year end.

### GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears



Contact Centre

#### HEADLINES

We have exceeded the target for the proportion of priority calls answered within three minutes.

## GREAT PLACE









**Keeping properties in good repair (KPI 1)**  
Responsive repairs right first time.



Right First Time



GREAT PEOPLE	
Annual Indicator  Staff Satisfaction	 Staff Attendance
 Equality Act	 Minority Ethnic
 HF Awarded	 HF Supported

YEAR END 22/23	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**
68%	Annual					68%	86%
12.12	14.28					9 days	
5.77%	4.77%					8%	
2.69%	2.56%					2.7%	
New	57,848					£500k	
New	268					666	

**Staff Satisfaction (KPI 2)**  
Employee satisfaction rate. My organisation is a great place to work.

**Staff Attendance (KPI 3)**  
Average number of days absent per full time equivalent employee.

**Diversity (KPI 4)**  
Percentage of staff defining under the Equality Act definition of disability.

**Diversity (KPI 5)**  
Percentage of minority ethnic staff in total workforce.

**HF Awarded (KPI 9)**  
Hardship Fund awarded to tenants.

**HF Supported (KPI 10)**  
Hardship Fund No. of successful applications.

## GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears



Contact Centre

YEAR END 22/23	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**
34.60	Annual					>34	42
3.51%	3.74%					3.5%	
65.03%	91.57%					80%	

### Net Promoter (KPI 6)

Likely to recommend Berneslai Homes.

### Current Tenant Arrears (KPI 7)

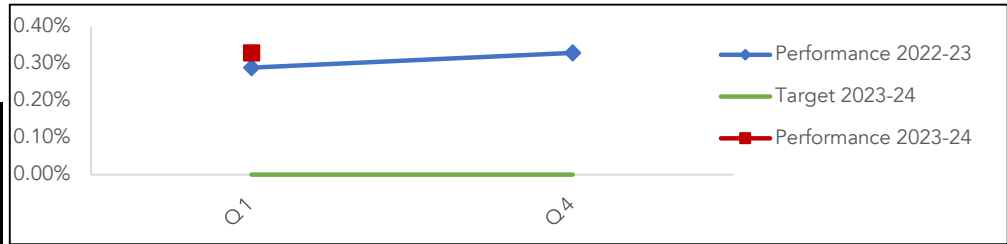
Percentage of Current Tenant Arrears.

### Contact Centre (KPI 8)

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

# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: The proportion of local authority dwellings which are decent dwellings  
 Theme: Barnsley Home Standard  
 PI Type: TSM  
 YE Target: 0%



Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	0.33%	Red	↔	0.00%	N/A	0.29%
Q4				0.00%		0.33%

## Comment on factors affecting performance and management action

Q1	<p>This measure is assessed annually in quarter 4, at that point in time 59 homes across the stock were classed as non-decent.</p> <ul style="list-style-type: none"> <li>* 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.</li> <li>* 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"> <li>5 failed due to Roof/Chimneys being surveyed as not fit based on age and condition</li> <li>1 failed due to a Kitchen and Bathroom being surveyed as not fit based on age and condition</li> <li>1 failed due to Wall covering being surveyed as not fit based on age and condition</li> </ul> </li> <li>* 19 assets (32%) failed due to outstanding elements that were unable to be verified for surveying in time for the year end.</li> </ul> <p>Agreed actions; Electrical compliance failures have been raised for inspections/works. Previously access has not been possible to these assets.          Assets surveyed by Pennington's and found to be unfit will have works scheduled in 23/24          Assets that have been unable to be verified will be surveyed and have elements replaced if found unfit.</p> <p>Position at end of quarter 1 (2023-24) compared against position at end of quarter 4 (2022-23):</p>																										
	<table border="1"> <thead> <tr> <th colspan="2">Electrical failures progress</th> <th>Change</th> <th colspan="2">Surveyed elemental failures progress</th> <th>Change</th> <th colspan="2">Un-surveyed elemental failures progress</th> <th>Change</th> </tr> <tr> <th>Q4 (22/23)</th> <th>Q1 (23/24)</th> <th>No.</th> <th>Q4 (22/23)</th> <th>Q1 (23/24)</th> <th>No.</th> <th>Q4 (22/23)</th> <th>Q1 (23/24)</th> <th>No.</th> </tr> </thead> <tbody> <tr> <td>33</td> <td>9</td> <td>-24</td> <td>7</td> <td>Orders in process</td> <td>N/A</td> <td>19</td> <td>15</td> <td>-4</td> </tr> </tbody> </table>	Electrical failures progress		Change	Surveyed elemental failures progress		Change	Un-surveyed elemental failures progress		Change	Q4 (22/23)	Q1 (23/24)	No.	Q4 (22/23)	Q1 (23/24)	No.	Q4 (22/23)	Q1 (23/24)	No.	33	9	-24	7	Orders in process	N/A	19	15
Electrical failures progress		Change	Surveyed elemental failures progress		Change	Un-surveyed elemental failures progress		Change																			
Q4 (22/23)	Q1 (23/24)	No.	Q4 (22/23)	Q1 (23/24)	No.	Q4 (22/23)	Q1 (23/24)	No.																			
33	9	-24	7	Orders in process	N/A	19	15	-4																			

# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Proportion of non-emergency repairs completed in target timescale  
 Theme: Repairs and Maintenance  
 PI Type: TSM RP02 1  
 YE Target: 99.50%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	96.74%	Red		99.50%	1% point	New
Q2				99.50%		
Q3				99.50%		
Q4				99.50%		



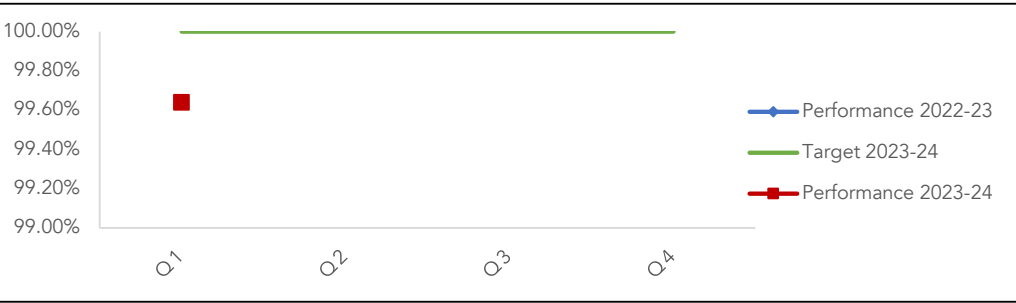
## Comment on factors affecting performance and management action

Q1	There were 8,460 non-emergency repairs in quarter one of which 96.74% were completed within target. This measure combines performance across our three non-emergency repair priority categories which includes those categorised as to be completed within 3, 7 and 25 days.
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# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Percentage of homes that have had all the necessary legionella risk assessments  
 Theme: Regulatory Compliance  
 PI Type: TSM BS04  
 YE Target: 100%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	99.64%	Red		100%	N/A	
Q2				100%		
Q3				100%		
Q4				100%		



Comment on factors affecting performance and management action	
Q1	Legionella risk assessments were available for 99.64% of homes at quarter one against a target of 100% meaning performance is rated as red - behind target. 65 properties have outstanding Legionella risk assessments and despite repeated attempts it has not been possible to gain access. We are exploring alternative options to gain access.

# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

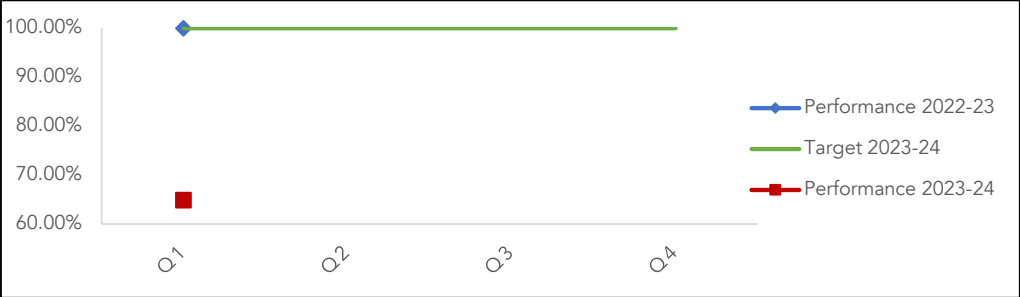
Title: Percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.

Theme: Regulatory Compliance

PI Type: TSM BS05

YE Target: 100%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	64.92%	Red		100%	N/A	100%
Q2				100%		
Q3				100%		
Q4				100%		



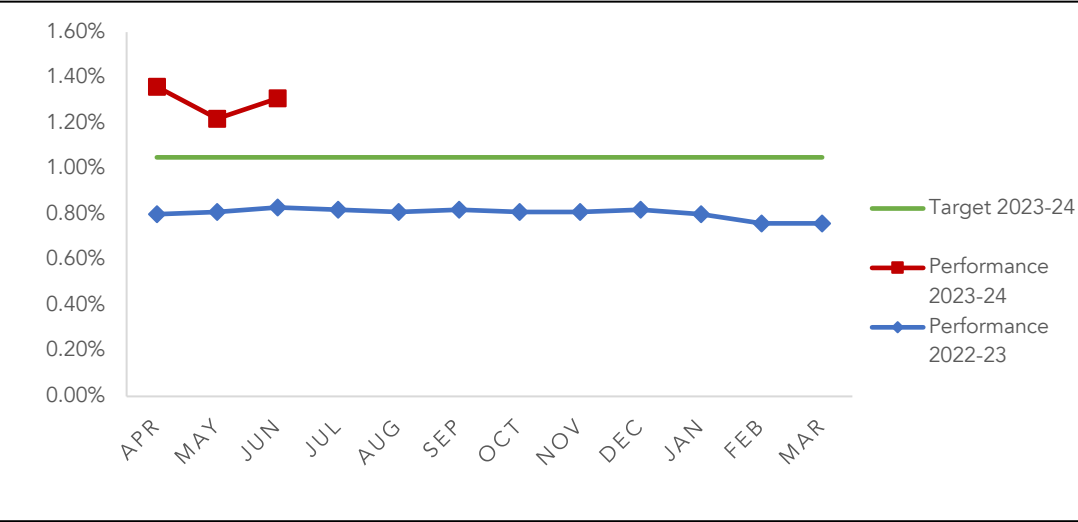
**Comment on factors affecting performance and management action**

Q1	64.92% of homes in buildings with communal passenger lifts had necessary safety checks in Q1 against a target of 100% meaning performance is rated as red - behind target. Contractor issues accounted for the 6 outstanding lift safety checks which impacted on 154 homes, since the end of the quarter all required checks have been completed and we have returned to 100% compliance.
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# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Void rent loss  
 Theme: Voids  
 PI Type: Council Pulse  
 YE target: 1%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-23	1.36%	Red	↓	1.05%	0.11 % points	0.80%
May-23	1.22%	Red	↑	1.05%		0.81%
Jun-23	1.31%	Red	↓	1.05%		0.83%
Jul-23				1.05%		0.82%
Aug-23				1.05%		0.81%
Sep-23				1.05%		0.82%
Oct-23				1.05%		0.81%
Nov-23				1.05%		0.81%
Dec-23				1.05%		0.82%
Jan-24				1.05%		0.80%
Feb-24				1.05%		0.76%
Mar-24				1.05%		0.76%



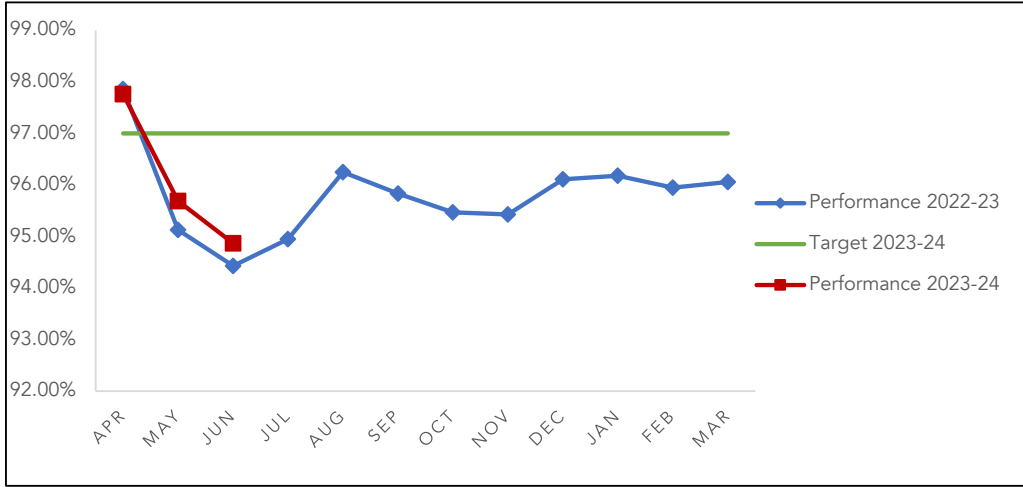
**Comment on factors affecting performance and management action**

Q1  
 Void rent loss (all voids) at quarter one is 1.31% which equates to £276,686.96 meaning performance is rated as red against a target of 1.05%. In comparison with the same period last year performance has deteriorated by 0.48 percentage points. There has been a spike in the number of voids requiring extensive works to enable us to achieve a lettable standard for tenants. Voids are being affected by restraints on monies that can be released for any work that is outside the scope of the current empty property standard. We have re-profiled budgets investing an additional £250k in this area during Q2 alongside holding workshops with key stakeholders to refine operation processes ensuring this figure improves.

# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Rent collected as a percentage of total debit of HRA dwellings  
 Theme: Income  
 PI Type: Council Pulse  
 YE Target: 97%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-23	97.76%	Green	↑	97.00%	1% point	97.86%
May-23	95.69%	Red	↓	97.00%		95.13%
Jun-23	94.87%	Red	↓	97.00%		94.43%
Jul-23				97.00%		94.95%
Aug-23				97.00%		96.25%
Sep-23				97.00%		95.83%
Oct-23				97.00%		95.47%
Nov-23				97.00%		95.43%
Dec-23				97.00%		96.11%
Jan-24				97.00%		96.18%
Feb-24				97.00%		95.95%
Mar-24				97.00%		96.06%



## Comment on factors affecting performance and management action

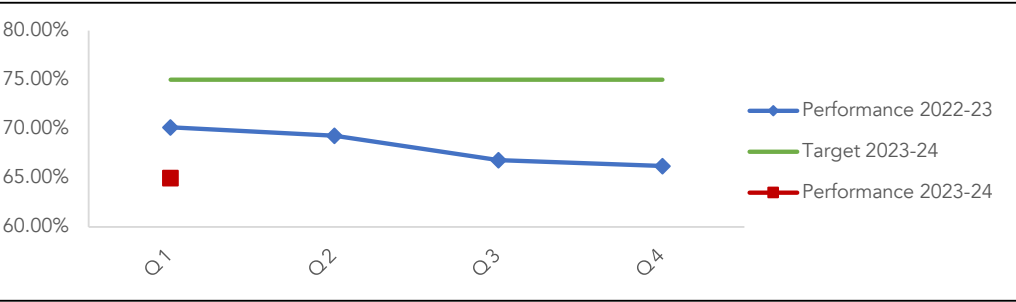
Q1	<p>Our collection rate at the end of quarter one was 94.87% against a target of 97% which means performance is rated as red. Whilst the collection rate is behind target it is 0.44 percentage points higher than quarter one 2022/23. The cost of living crisis continues to impact our customers and their ability to maintain rent payments, which continues across the sector. The Income Team offer advice and support to customers where Hardship Fund and other financial assistance can be applied, and are working closely with colleagues in the Tenants First and other services where extra support is required. We have and continue to experience significant challenges within the team that are affecting our current performance, however we have a robust recovery plan in place so do expect performance to improve in the coming months.</p>
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# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Local Spend  
 Theme: Finance  
 PI Type: Council Pulse  
 YE Target: 75%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	65%	Red	↓	75%	5% points	70.15%
Q2				75%		69.29%
Q3				75%		66.79%
Q4				75%		66.21%



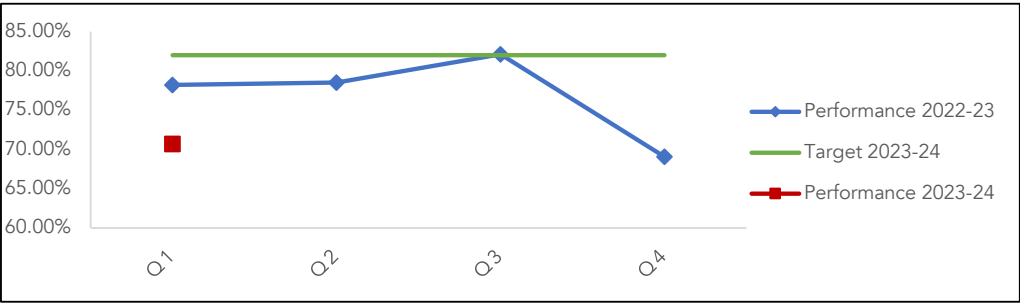
**Comment on factors affecting performance and management action**

Q1	<p>65% of influenceable funds were spent locally in quarter one against a target of 75%. Whilst previous year figures have been included in this exception report they are not directly comparable as this year the definition for this KPI was updated to include reference to influenceable spend (excluding spend such as utilities that it was not possible to purchase locally).</p> <p>This measure combines construction services and Berneslai Homes Management spend, it was the latter that had a lower proportion of local spend. Project and consultancy costs and training have contributed to an increased proportion of non-local spend.</p>
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# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Responsive repairs completed right first time  
 Theme: Repairs and Maintenance  
 PI Type: Company Pulse  
 YE Target: 82%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	70.70%	Red	↑	82%	7% point	78.21%
Q2				82%		78.50%
Q3				82%		82.11%
Q4				82%		69.07%

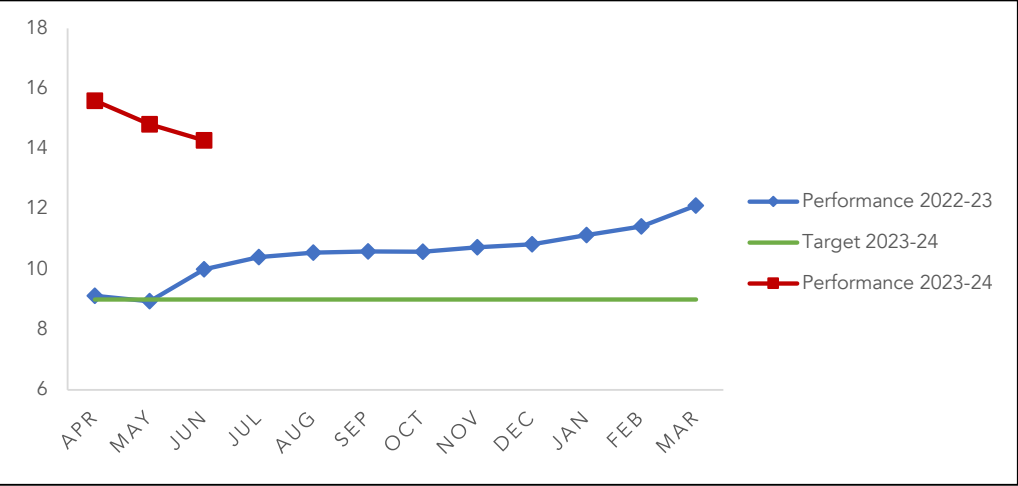


Comment on factors affecting performance and management action	
Q1	<p>70.70% of responsive repairs were completed right first time in quarter one against a target of 82% meaning performance is rated as red - behind target. This measure is calculated based on tenants' responses to a transactional perception survey. Performance is marginally better than the previous quarter. 97.14% of the repairs for Q1 dissatisfied customers were carried out in our target timescales. Work is underway to interrogate the data and consider the reasons why performance is behind target.</p>

# Berneslai Homes Performance 2023-24 - Key Exception Tracking Report

Title: Average number of sick days per employee  
 Theme: HR & Equality and Diversity  
 PI Type: Company Pulse  
 YE Target: 9 days or less

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-22	15.6	Red	↓	9	1	9.12
May-22	14.82	Red	↑	9		8.94
Jun-22	14.28	Red	↑	9		10
Jul-22				9		10.41
Aug-22				9		10.56
Sep-22				9		10.6
Oct-22				9		10.59
Nov-22				9		10.73
Dec-22				9		10.83
Jan-23				9		11.14
Feb-23				9		11.43
Mar-23				9		12.12



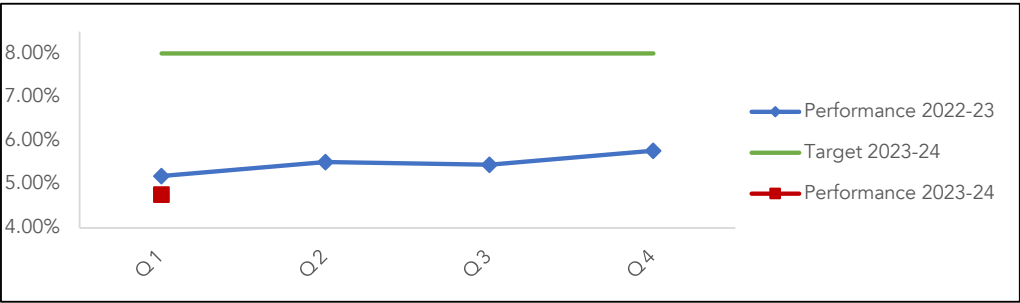
## Comment on factors affecting performance and management action

Q1 At the end of Q1 the projected year end number of days of sickness per employee was 14.28 against a target of 9 days or less meaning performance is behind target and rated as red. Whilst performance has improved since the start of the financial year, performance was 4.28 days worse than at the same point in the previous year. Customer and Estates followed by Construction Services have the highest levels of sickness. The main cause of absence was 'Other - Acute Medical', accounting for 36% of all absence, closely followed by Mental Health (34%). 80% of sickness absence was long term. HR continue to proactively monitor sickness absence and meet regularly with managers to ensure sickness is managed effectively and discuss any additional support required. Sickness trend reporting has also been reviewed, and it was agreed that HR will provide a quarterly spotlight report to SMT to show more meaningful trend analysis.

# Berneslai Homes Performance 2023-24 - 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  
 YE Target: 8%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	4.77%	Red	↓	8.00%	2% points	5.19%
Q2				8.00%		5.51%
Q3				8.00%		5.45%
Q4				8.00%		5.77%



**Comment on factors affecting performance and management action**

Q1 4.77% of the workforce at quarter 1 defined as disabled under the Equality Act definition against a target of 8% meaning performance is rated as red - behind target. Performance dropped by 1 percentage point in comparison with the previous quarter. The reason for this drop is due to 4 individuals defining as disabled leaving within the quarter, including ill health-related dismissal. Specific actions to improve representation are identified in our Equality of Opportunity report. We are also looking into the feasibility of introducing Supported Internships for individuals with disabilities and learning difficulties within the next quarter, in conjunction with Barnsley Council and Barnsley College.

DATE REPORT RAN 30/06/2023		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					
		17,984		753		36		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
<b>FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME</b>													
Assets on Programme				215	0	3	0			PIMSS		100.00%	The Fire Assessment Programme has been realigned so that Fire Risk Assessments are only now carried out on vacant properties.
Assets NOT on Programme				538		29							
<b>FIRE SAFETY - REMEDIAL ACTIONS</b>													
Immediate Action Required				0	0	0	0			PIMSS			Overdue FRA actions are steadily reducing for both remedial and in-plan works.
High (2 month)				2	0	0	0			PIMSS			Overdue Actions: 65 medium actions are in our Low Rise blocks and consist mainly of management actions (e.g. surveys) to be undertaken to determine if there are any further risks. These could not be done previously due to No Accesses, but are now being carried out.
Medium (6 months)				14	65	0	0			PIMSS			
Low (12 months)				209	0	0	0			PIMSS			
In plan works - High				0	38	0	0			PIMSS			
In plan works - Medium				1	123	0	0			PIMSS			In-plan Actions: We are working with Procurement to retain contractors to carry out the large schemes such as fire doors and bin stores. It is anticipated that works will begin once all prices have been approved.
In plan works - Low				1	80	0	0			PIMSS			
<b>All Fire Actions</b>				<b>227</b>	<b>306</b>	<b>0</b>	<b>0</b>						A full review is being undertaken by both the Fire and Asbestos Compliance Manager and Pennington Choices to identify which actions can be closed and put onto a longer term programme such of Fire Doors replacement, ventilation requirements, etc.
<b>FIRE SAFETY - EQUIPMENT SERVICING &amp; MAINTENANCE</b>													
Fire Detection & Warning				61	0					PIMSS		100.00%	100% compliant
Emergency Lighting				110	0					PIMSS		100.00%	
Fire Extinguishers				60	0					Spreadsheet		100.00%	
Smoke Vents				3	0					Spreadsheet		100.00%	
Fire Blankets				52	0					Spreadsheet		100.00%	
Fire door inspections				1050	0					Spreadsheet		100.00%	
<b>All Fire Actions</b>				<b>1336</b>	<b>0</b>							100.00%	
<b>FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED</b>													
Assets on Programme		17,586	398									97.79%	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											
<b>DAMP AND MOULD - REPAIR REQUESTS</b>													
7-day jobs raised during month			273							Spreadsheet		1.52%	(Percentage score = % of total domestic housing stock)
Open 7-day jobs at month end			50							Spreadsheet		0.28%	
HHSRS (CAT1/2) damp / mould risks identified in month			21							Spreadsheet		0.12%	
<b>DAMP AND MOULD - COMPLAINTS</b>													
Escalated service requests										Customer Services		0.00%	(Percentage score = % of total domestic housing stock)
Open stage 1 complaints			2							Customer Services		0.01%	
Open stage 2 complaints			1							Customer Services		0.01%	
<b>Total</b>			<b>3</b>							Customer Services		0.02%	
<b>DAMP AND MOULD - DISREPAIR CLAIMS</b>													
Total live claims relating to damp and mould (cum)			15							Spreadsheet		0.08%	(Percentage score = % of total domestic housing stock)
<b>ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME &lt; 10 years and &lt; 5 years</b>													
Assets on Programme with an in date EICR <10 years		17,614	384					44	0	Workbooks		97.86%	Partners are progressing with 'greater than 10 year' and 'greater than 5 year' compliance Inspections and Testing, with the former given highest priority. Berneslai Homes are working with BMBC to formulate a procedure to introduce court proceedings as part of the process to access properties where tenants are refusing access.
Assets on Programme		16						44					
Assets on Programme with an in date EICR <5 yrs		16,643	1,355	217	1			44	0	Workbooks		92.57%	
Assets on Programme		17,998		218				44					
<b>ELECTRICAL REMEDIAL WORKS</b>													
C-1		0	0	0	0			0	0	Spreadsheet			Construction Services continues to carry out remedial actions at follow up appointments. No remedial works are outside their target completion window.
C-2		360	0	0	0			0	0	Spreadsheet			

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<b>GAS SERVICING</b>												
Assets on Programme	16,141	0	4	0	50	1			Spreadsheet		99.99%	1 Non-domestic property service is overdue. This has been booked in to be completed on 13/07/23 by an external contractor.
Assets NOT on Programme	1,843		749		-15							
<b>COMMERCIAL GAS REMEDIALS</b>												
All commercial gas remedials					0	0					100.00%	100% compliant
<b>DOMESTIC PROPERTIES (Without Gas)</b>												
Assets on Programme	635	0							Partners		100.00%	100% compliant
<b>No. of Voids Capped in Month within 24 hrs of Becoming Void</b>												
No. of Voids Capped in Month within 24 hrs of Becoming Void	38	0							Partners		100.00%	100% compliant
<b>No of Tenanted Homes Capped (monitoring metric only) long term capped off</b>												
No of Tenanted Homes Capped (monitoring metric only)	169								Partners			
<b>Solid Fuel</b>												
Homes on the Programme	115	0							Spreadsheet		100.00%	100% compliant
<b>Asbestos</b>												
Assets on Programme			534	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	100% compliant
Assets NOT on Programme			219		11	9	43					
<b>WATER HYGIENE: Legionella risk assessments</b>												
Assets on Programme	16848	65	60	2	24	10	0	0	PIMSS, Spreadsheet		99.55%	Domestic: Wates / CS are targeting the remaining 65 LRAs, though these have proved to be more challenging to arrange. Compliance Officer now exploring other options access these properties, as most have been visited several times by Wates / CS. Commercial: Legionella contract is out to tender with BMBC; Compliance Officer did raise an order with Infinity to complete outstanding LRAs but they have failed to deliver.
Assets NOT on Programme	1071		691		2		44					
<b>WATER HYGIENE: Inspection checks</b>												
Flushing			151	9					TEAMS/Spreadsheet		94.38%	Annual Monitoring: Legionella contract is out to tender with BMBC.
Temperatures			58	0					TEAMS/Spreadsheet		100.00%	
Annual monitoring			55	3					TEAMS/Spreadsheet		94.83%	
			264	12							95.65%	
<b>WATER HYGIENE</b>												
High (1 month)	1	0	0	0								1 remedial raised, which is within its completion target.
Medium (3 months)	0	0	0	0								
Low (6 months)	0	0	0	0					SAP/Spreadsheet			
All Actions	1	0	0	0								
<b>SERVICE &amp; MAINTENANCE CHECKS</b>												
Passenger Lifts(14) / Platform lifts (6)	14	6							Engineers sheets		70.00%	Classic lifts compliance has been significantly impacted by engineer sickness in June. The 6 noncompliant lifts were all successfully serviced in early July.
Stairlifts	395	16							Engineers sheets		96.11%	Of the 16 non-compliant stairlifts, 4 are now booked in, 3 require replacement, and 9 are No Access. Compliance Officer continues to work with Stannah/Tenants / Neighbourhood Officers to gain access where required.
Stemplifts	2	0							Engineers sheets		100.00%	100% compliant
Throughfloor lifts (TFL)	26	4							Engineers sheets		86.67%	Of the 4 non-compliant TFLs, 1 is awaiting parts so that the service can be completed and 3 are No Access. Compliance Officer continues to work with Stannah/Tenants / Neighbourhood Officers to gain access where required.
Hoists	103	2							Engineers sheets		98.10%	The 2 non-compliant hoists are in the same property. The tenant has not allowed access and is failing to get back in touch with either Prism, Compliance Officer or Neighbourhood Officer.
<b>All</b>	<b>540</b>	<b>28</b>									<b>95.07%</b>	

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<b>ENERGY EFFICIENCY</b>													
SCS	10,063	7,921							Spreadsheet		55.96%	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 provided 22/23; Wates have not yet returned 22/23 submission. For 23/24 surveying returns expected later in the year. Strand 2 remains ahead of target as at end of last period, with 135% delivered against target. (i.e. end Apr/next data for May period expected by end of Jun)	
EPC	10,631	7,353							PIMSS		59.11%	There are five strands feeding into the reported figure. They are: Pennington Choices, Contract Partners (Wates and CS respectively - certification being delivered through BHS works), Certificates delivered by in-house DEA accredited surveyors, Certificates delivered as part of the Boiler replacement scheme. Due to the number of strands, the breakdown given is the gross figure only.	



# Complaints

Date updated: 28/07/2023

Theme	Measure	Target	2022/23												2023/24			Performance over time
			Quarter 1			Quarter 2			Quarter 3			Quarter 4			Quarter 1			
			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Complaints	Escalated service requests		49	64	74	71	77	61	88	104	59	94	99	117	109	101	131	
	Stage 1 complaints in month per 1,000 properties	In line with peer group median	1.27	1.10	0.94	1.10	1.38	1.55	1.44	1.66	1.49	3.09	3.31	4.16	2.39	3.67	2.11	
	Stage 2 complaints in month per 1,000 properties	In line with peer group median	0.11	0.17	0.17	0.17	0.22	0.28	0.66	0.33	0.28	0.44	0.55	0.5	0.61	0.44	0.78	
	Percentage of stage 1 complaints responded to in internal 10 day target		86.96%	86.04%	85.00%	78.75%	75.24%	70.68%	66.67%	67.72%	68.06%	64.34%	65.96%	66.58%	79.07%	65.18%	70.75	
	Percentage of stage 2 complaints responded to within complaint handling code timescales (inc agreed extensions) (cum)	90%	Not yet available												100.0%	100.0%	100.0%	
	Percentage of stage 2 complaints responded to in internal 20 day target		100%	100%	87.50%	91.67%	93.33%	90.00%	90.63%	89.47%	90.70%	88.24%	90.16%	90.00%	81.81%	88.89%	93.94%	
	Percentage of stage 2 complaints where extension agreed with complainant		Not yet available												18.19%	11.11%		
	Housing Ombudsman number of new investigations received		1	4	0	0	0	1	0	1	1	1	1	1	0	0	1	
	Housing Ombudsman number of determinations received		0	0	0	1	0	0	0	0	0	1	0	0	2	6	0	
	Housing Ombudsman number of cases outstanding and carried forward to the next period		1	5	5	4	4	5	5	6	6	7	8	6	3	4		
	Housing Ombudsman positive findings received		0	0	0	1	0	0	0	0	1	0	0	2	6	0		
	Housing Ombudsman negative findings received		0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Compensation paid £		2627	1870	900	509	4906	1856	2589	1079	2694	4705	4075	4918	6942	3095		
	Compensation paid (number of cases)		6	8	6	4	8	7	16	13	15	22	27	28	17	23		
	Compliments received		126	89	57	107	87	56	55	106	86	190	106	84	78	117	110	
Disrepair cases		1	2	2	8	4	0	23	11	4	2	4	7	8	4	3		



Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Corporate Priorities</b>						
<b>Healthy Barnsley</b>	Ensure we have resources to deliver our strategic plan and provide value for money		1) Implement restructure across organisation. 2) Review of Admin teams, PMO's and IT. 3) Review success of restructure.	1) April 2023 2) July 2023 3) March 2024	Executive Management Team.	30/6 company restructure in place - complete  30/6 Admin and PMO review complete. IT review to be undertaken by end of December 23.
	Cost of living- minimising hardships for staff and tenants	<b>Hearing Tenants</b>	1) Deliver BH Hardship Fund and evaluate impact.	1) Dec-23	Executive Management Team.	30/6 23/24 fund in place (£500k). Cost of Living Champion role out to advert closing 9/6/23. Monitoring and evaluation underway.
<b>Growing Barnsley</b>	Maximising Income.	<b>Growth</b>	1) Working in partnership with BMBC looking at Service Charges 2) De-pooling of rents 3) Maximising income for Construction	Throughout 2023/24	Executive Management Team.	30/6 Service Charge Review led by Council. Scope agreed. HQN appointed and review commenced.
<b>Healthy Barnsley</b>	Customers voices are heard in our Governance arrangements.	<b>Hearing Tenants</b>	1) Develop overall approach for Board to hear the tenants voice – using best practice. 2) Ensure Board have ownership of the trends from complaints and learn from customer journey mapping. 3) Board use opportunities to meet and discuss services with tenants. 4) Board set the culture and develop culture changes for all staff.	1) October 2023 2) April 2023 3) October 2023 4) October 2023	Executive Director Corporate Services.  Board Champion	30/6 Work has commenced in this area including Away day arranged to discuss Sept 23 with TPAS, voids and estate tour for Board members, tenants voice included in all Board and Committee reports.  30/6 Complaints deep dive and journey mapping taken place at CS Committee and regular reports and discussions held at every committee– <b>complete</b> .  30/6 New Board member newsletter identifying opportunities for Board to meet with staff and residents.  30/6 Away day September 23.
	Modernization of Services.	<b>Technology and Innovation</b>	1) Deliver Repairs IT project including Dynamic Resource scheduling.	Phase 1 April 2023  Phase 2 July/ August 2023	Executive Director of Corporate Services and One Consulting.	30/6 Delay agreed to early 2024 regular updates provided to BMBC and BH Board, as project progresses.
	Respond to new consumer regulatory standards and framework	<b>Hearing Tenants</b>	1) To be determined following issuing of new standards by the Regulator of Social Housing. 2) Ensure we can report on the new standards to BMBC to enable them to fulfil their landlord responsibilities.	1) Phase 1 April 2023 Phase 2 April 2023 2) April 2023	Executive Director Customer and Estate Services.	17/7 - New standards not released yet.  17/7 - HQN self assessment tool to be used and completed by 30/9/23  17/7 to complete self assessment by 30/9/23
	Embrace and embed the new professionalism standards for all Social Housing providers.	<b>Employment and Training/ Hearing Tenants</b>	1) Assess standards once published (core competencies v new standards). 2) Update employee specifications and PDR form in line with standards. 3) Identify and implement any training requirements including develop a management development program. 4) Undertake pilot Professional Passport in Housing Management	1-3) December 2023 (pending publication of professionalism standards)  4) June 2023	Executive Director of Corporate Services.	30/6 Professional Passport in Neighbourhood Team commencing June 2023 (Kingdom Academy)

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Learning Barnsley</b>	Increase skills for the future and to ensure we achieve the ambitions in our Strategic Plan.	<b>Employment and Training</b>	1) Develop our graduate and apprentice opportunities. 2) Creative approach to opportunities and use vacancies to reassess options. 3) Obtain funding to support employment and training.	1) Mar 2024 2) Throughout 23/24 3) Dec 2023	Executive Director of Corporate Services.	30/6 ESF – Council programme linked into
<b>Healthy Barnsley</b>	Improve Customer Satisfaction.	<b>Hearing Tenants</b>	1) Learn from new call handling in-time feedback. 2) Implement new Housing Management Service Model and improvement plan with focus on professionalisation agenda.	1) Sept 2023 2) April 2023	Executive Director Customer and Estate Services.	30/6 New 'Neighbourhoods' structure implemented 1st April 2023 30/6 Modernisation plan underway and on track. Professional Passport to be undertaken by all Neighbourhoods Staff 23/24
	Increase and broaden customer engagement and feedback	<b>Hearing Tenants</b>	1) Develop Customer Portal. 2) Establish tenant Estate Champions as 'eyes and ears' in community. 3) Establish targeted local engagement plans.	1) 2023/24 2) June 2023 3) Dec 2023	Executive Director Customer and Estate Services.	17/7 Commenced
<b>Growing Barnsley</b>	Implement and embed new lettings Policy.	<b>Growth</b>	1) Implement New Lettings Policy. 2) Establish 1st Annual Lettings Plan. 3) Undertake VFM review of BH approach to use of hotels as Temporary Accommodation. 4) Front-door market-place approach to new Lettings Policy.	1) April 2023 2) April 2023 3) May 2023 4) August 2023	Executive Director Customer and Estate Services.	17/7 - Agreed go live date of Dec 23. Review underway
<b>Learning Barnsley</b>	200 tenants per annum supported to get ready for work.	<b>Employment &amp; Training</b>	1) Delivery of ESF funded 'Achieve' targets and generating additional profit.	1) April to December 2023	Executive Director Customer and Estate Services.	30/6 Achieve delivery on target and achieving excellent outcomes. Due to end delivery December 2023 upon cessation of ESF funding.
<b>Healthy Barnsley</b>	Meeting Building safety requirement and keeping safety as our number one priority.	<b>Keeping Tenants Safe</b>	1) C365 software to be in place. 2) Comply with the Building Safety Act on the production and compilation of Safety cases. 3) Comply with new Fire Safety Act and ensure actions from this are implemented during 23/24 to ensure compliance.	1) December 2023 2) Throughout 2023/24 3) March 2024	Executive Director Property Services.	30/6 Successful testing ongoing. 30/6 Safety cases and action plan ready August 2023. 30/6 Buildings to be registered September 2023 30/6 Completed
<b>Growing Barnsley</b>	Meeting future requirements of social housing in Barnsley and exploring opportunities externally.	<b>Growth</b>	1) Work with the council on the future of council housing - new build and acquisition during 2023/24.	1) During 2023/24	Executive Director Property Services.	AG liaising with NC to see how we can build new homes.
<b>Healthy Barnsley</b>	Data Quality - ensuring we have up to date and accurate data including our stock conditions, health and safety including damp and mould and tenants vulnerability.	<b>Keeping Tenants Safe</b>	1) Review of current data held. 2) Action Plan to collect data, to ensure accurate and up to date. 3) Collecting appropriate data to increase the accuracy of data held. 4) Arrangements in place to ensure this continues to be accurate and up to date.	1) April 2023 2) May 2023 3) Throughout 2023	Executive Management Team Lead	30/6 Complete 30/6 Knowing our customers project underway

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Sustainable Barnsley</b>	Installation of renewable technology, carbon reduction initiatives across the stock and business.	<b>Zero carbon</b>	1) Deliver 1000 solar PV working with BMBC and Energise Barnsley. 2) Use SHDF for fabric first improvements 3) Develop plan for EPC C by 2030. 4) Reskill sessions for existing staff for retrofit opportunities.	1) January 2024 2) March 2024 3) March 2024 4) March 2024	Executive Director Property Services.	30/6 Ongoing consultation between BH/BMBC/EB Ltd. Indicative project start date Sept 2023  30/6 SHDF Wave 1 (approx. 90 properties) and 2.1 (approx. 150 properties ) to delivering fabric first “retrofit” improvements  30/6 EPC C retrofit kickstart BH/BMBC cabinet report developed to agree approach – project pilot via PRIP in year 1  30/6 Upskilling of team. Retrofit awareness, adviser and assessor training/qualifications currently being undertaken
	Supporting Barnsley and the wider economy and supporting the move to zero carbon.	<b>Zero carbon</b>	1) Develop Fleet vehicle EV Plan. 2) Construction Services successfully accredited to PAS 2030.	1) April 2024 2) July 2023	1) Depot and transport Manager 2) CS Head of Operations	30/6 Reviewing our plans around new BMBC active travel strategy and charging infrastructure, as well as zero emissions vehicles. This will also include suitability of depot charging facilities.  30/6 Update accreditation application submitted Pilot schemes in progress to contribute to learning and development of being accredited to PAS2030
<b>Healthy Barnsley</b>	Modernisation of Construction Services.	<b>Technology and Innovation</b>	1) Embedding of Dynamic Resource Scheduling system to improve efficiencies within Construction Services. 2) New Business Plan for Construction Services to ensure continuous improvement and the development of proposals from this.	1) January 2024 – June 2024 2) Plan by April 2023 – development throughout 2023/24	1) Managing Director Construction Services. 2) Managing Director Construction Services and External specialist input into plan.	30/6 Date changed due to Go live date delayed and reflects 6 month embedding process as per original business case.  30/6 At board for approval Sept 23. Following approval this document will hold all of CS and its corporate strategic priorities
<b>Growing Barnsley</b>	Growth of Construction Services.	<b>Growth</b>	1) Construction Services to provide maintenance of PV systems on behalf of Energise Barnsley. 2) Develop and upskill CS to be able to deliver plans around EPC C	1) March 2024 2) March 2024	1) Head of Operations 2) Head of Operations	30/6 Contract in place and works started, looking at other works through Energise Barnsley  30/6 CS HOS working with all stakeholders to ensure CS are able to deliver works.
<b>Healthy Barnsley</b>	Supporting Barnsley voluntary organisations.	<b>Hearing customers</b>	1) Achieving the Social Value targets in PRIP to spend locally and provide training and employment opportunities	1) Throughout 2023/24	Managing Director Construction Services.	30/6 Monitored throughout the year on a quarterly basis and at year end full report to PRIP core group

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
<b>Healthy Barnsley</b>	Enforcing a proactive approach to damp and mould.	<b>Keeping Tenants Safe</b>	<ul style="list-style-type: none"> <li>1) Policy Review – Write &amp; Implement a new Policy.</li> <li>2) Systems (NEC) – Implementation.</li> <li>3) Comms – New Website Launch / review letters &amp; leaflets / Social Media Campaign.</li> <li>4) Approach – Move from reactive to proactive.</li> <li>5) Delivery – Utilise external specialists.</li> <li>6) Training – Tenants / Front Line Staff / Specialist MSI.</li> </ul>	<ul style="list-style-type: none"> <li>1) April 2023</li> <li>2) April 2023</li> <li>3) March 2023</li> <li>4) March 2023</li> <li>5) April 2023</li> <li>6) April 2023</li> </ul>	Executive Director Property Services.	<ul style="list-style-type: none"> <li>30/6 Complete</li> <li>30/6 Revised date of Jan 2024</li> <li>30/6 Complete</li> <li>30/6 Action plan being worked through with task group</li> <li>30/6 Qest contract finalised. External consultants being utilised as required.</li> <li>30/6 Ongoing via HQN</li> </ul>