

Quarterly Performance Report Year End-2023/2024



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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 were 100% compliant across the five Building Safety TSMs



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	 Stage One Complaints
 Stage Two Complaints	 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	Annual Indicator  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**	
83.1%	75.1%					83.1%	76.0%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
New	75.5%					80.4%	71.0%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
New	73.8%					82%	73.8%	TP04: Well Maintained Home Satisfaction that the home is well maintained
0.33%	0.33%	Measured at the start and end of the year		0.09%	0.09%	0%	0%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
100%	99.95%	99.70%	99.90%	94.34%	94.34%	99.5%	98.9%	RP02 2: Emergency Repairs Repairs completed within target timescale
New	96.74%	96.16%	96.51%	94.07%	94.07%	99.5%	95.5%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
New	59.6%					62%	64.0%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
New	65.9%					66%	66.0%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained

*22/23 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 peer group upper quartile

GREAT PLACE	
 Satisfaction Home is Safe	 Gas Safety Checks
 Fire Safety Checks	 Asbestos Safety Checks
 Water Safety Checks	 Lift Safety Checks
 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**	
83.4%	74.9%					83%	77.0%	TP05: Home is Safe Satisfaction that the home is safe
100%	100%	100%	100%	100%	100%	100%		BS01: Gas Gas safety checks
100%	100%	100%	100%	100%	100%	100%		BS02: Fire Fire safety checks
100%	100%	100%	100%	100%	100%	100%		BS03: Asbestos Asbestos safety checks
99.29%	99.64%	100%	100%	100%	100%	100%		BS04: Water Water safety checks
100%	64.92%	100%	100%	100%	100%	100%		BS05: Lift Lift safety checks
60.1%	48.4%					60%	55.0%	TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti-social behaviour
39.54	10.46	24.04	33.39	46.36	46.36	In line with peer group median	30.38 Q2 peer group median	NM01 1: ASB Cases Anti-social behaviour cases
0.44	0.22	0.5	0.5	0.5	0.5	In line with peer group median	0.72 Q2 peer group median	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve 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	 Stage One Complaints
 Stage Two Complaints	 Stage One Response Time
 Stage Two Response Time	

YEAR END 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	BENCH MARK**	
84.2%	76.8%					84%	76.0%	TP01: Tenant Satisfaction Overall satisfaction
68.1%	59.6%					68%	61.0%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
70.6%	64.4%					71%	68.0%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
85.3%	76.9%					85%	80.8%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
New	43.1%					62%	31.0%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
New	9.35	19.48	29.94	39.63	39.63	In line with peer group median	19.14 Q2 peer group median	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
New	1.56	3.01	5.51	7.57	7.57	In line with peer group median	2.17 Q2 peer group median	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
New	88.08%	83.15%	77.40%	74.02%	74.02%	90%	85.0%	CH02 1: Stage One Response Time Stage one complaints response time
New	100%	96.72%	97.89%	96.32%	96.32%	90%	91.0%	CH02 2: Stage Two Response Time Stage two complaints response time

GREAT PLACE



EPC C or Above

HEADLINE

39.34% of properties had an EPC C or above against a target of 40%

GREAT PEOPLE



Proportion of Apprentices

HEADLINES

3.64% of the workforce were apprentices which exceeds the 3% target.

GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound



Annual indicator

Management Fee Efficiency Target

Annual Indicator

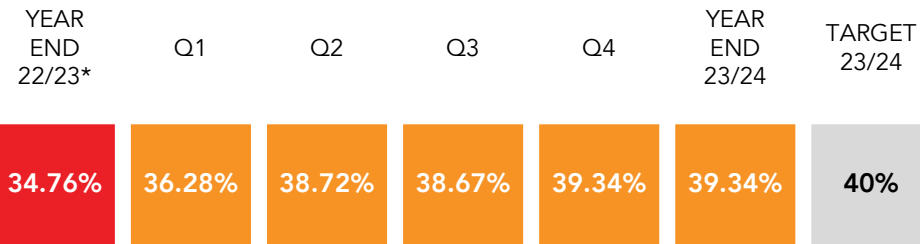


TSM Targets

HEADLINES

96.25% of rent was collected against a target of 97%.

GREAT PLACE



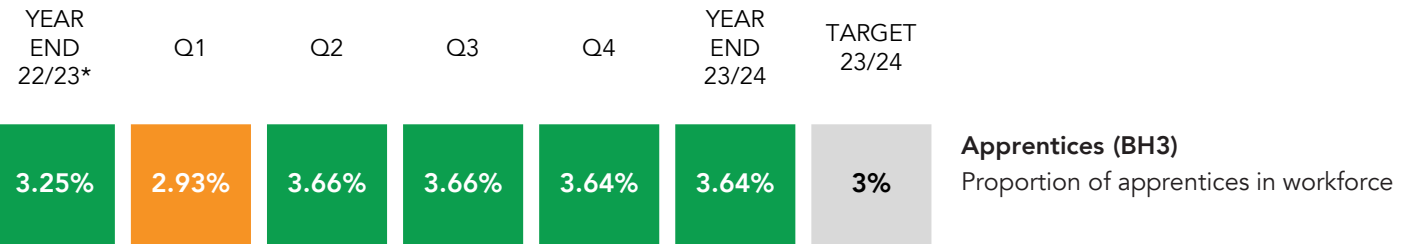
EPC Ratings (BH5)
Percentage of Properties with an EPC C or above.



EPC C or Above

*22/23 year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT PEOPLE



Proportion of Apprentices

*22/23 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 22/23*	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	
 Void Rent Loss	 Rent Collection	0.76%	1.31%	1.24%	1.27%	1.56%	1.56%	1.05%	Void Rent Loss (BH1) Income lost due to void properties
		96.06%	94.87%	95.37%	96.47%	96.25%	96.25%	97%	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
 Barnsley Pound	Annual Indicator  Management Fee Efficiency Target	66.21%	65%	67%	67%	66%	66%	75%	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.
		Achieved	Achieved					1%	Management Fee (BH6) Management Fee Efficiency target as part of annual Value For Money report.
Annual Indicator  TSM Targets		New	0%					100%	TSM Targets (BH7) Meet all TSM satisfaction targets

*22/23 year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

GREAT PLACE



Right First Time

HEADLINES

At year end 74.46% of tenants felt 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

1,521 Hardship Fund applications were approved in 2023/24 against an annual target of 666.

GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears

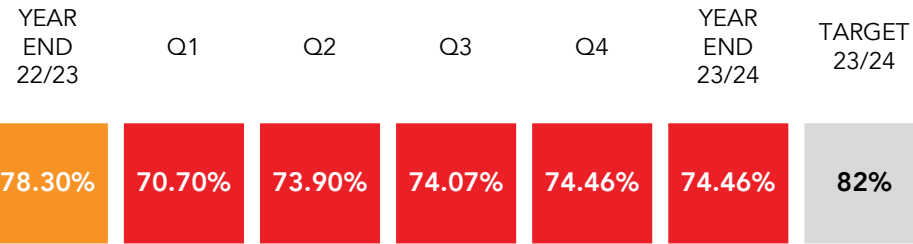


Contact Centre

HEADLINES

73.53% of priority calls were answered in the target timescale of 3 minutes or less.







GREAT PLACE



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



Right First Time

GREAT PEOPLE		YEAR END 22/23	Q1	Q2	Q3	Q4	YEAR END 23/24	TARGET 23/24	
Annual Indicator									
		68%	48%				68%		Staff Satisfaction (KPI 2) Employee satisfaction rate. My organisation is a great place to work.
Staff Satisfaction	Staff Attendance	12.12	14.28	12.20	12.01	12.39	12.39	9 days	Staff Attendance (KPI 3) Average number of days absent per full time equivalent employee.
		5.77%	4.77%	4.39%	4.76%	4.74%	4.74%	8%	Diversity (KPI 4) Percentage of staff defining under the Equality Act definition of disability.
Equality Act	Minority Ethnic	2.69%	2.56%	2.38%	2.75%	3.10%	3.10%	2.7%	Diversity (KPI 5) Percentage of minority ethnic staff in total workforce.
		New	57,872	136,937	266,753	489,699	489,699	£500k	HF Awarded (KPI 9) Hardship Fund awarded to tenants.
HF Awarded	HF Supported	New	268	550	942	1,521	1,521	666	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	20.00					>34	20.4
3.51%	3.74%	3.87%	3.38%	3.74%	3.74%	3.5%	
65.03%	91.57%	78.08%	83.39%	25.36%	73.53%	80%	

Net Promoter (KPI 6)

Likely to recommend Berneslai Homes.

Current Tenant Arrears (KPI 7)

Percentage of Current Tenant Arrears.

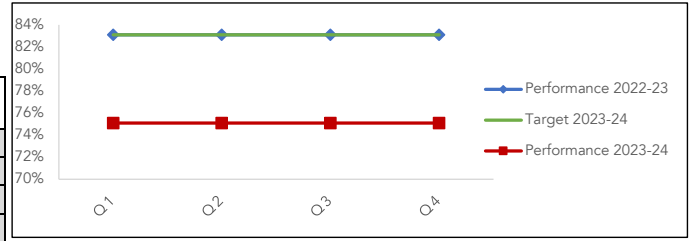
Contact Centre (KPI 8)

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

Exception Report Summary

Title: The percentage of tenants satisfied with the overall repairs service (TP02)
Theme: Customer Services and Involvement
PI Type: TSM Pulse
YE Target: 83.1%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	75.1%	Red	↓	83.1%	5% points	83.1%
Q2	75.1%			83.1%		83.1%
Q3	75.1%			83.1%		83.1%
Q4	75.1%			83.1%		83.1%



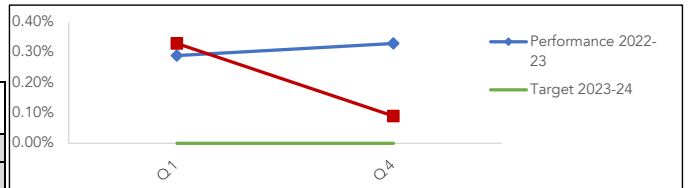
Title: The percentage of tenants satisfied that the home is well maintained (TP04)
Theme: Repairs and Maintenance
PI Type: TSM Pulse
YE Target: 82.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	73.8%	Red	↓	82.0%	5% points	N/A
Q2	73.8%			82.0%		
Q3	73.8%			82.0%		
Q4	73.8%			82.0%		



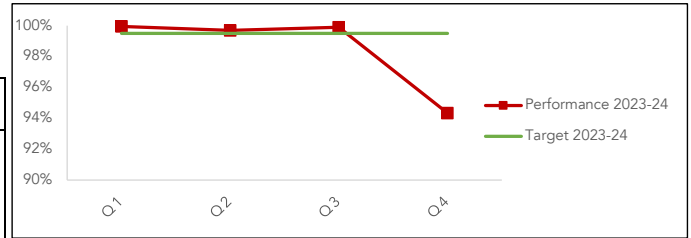
Title: The proportion of local authority dwellings which are decent dwellings (RP01)
Theme: Barnsley Home Standard
PI Type: TSM Pulse
YE Target: 0%

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	0.09%	Red	↑	0.00%		0.33%



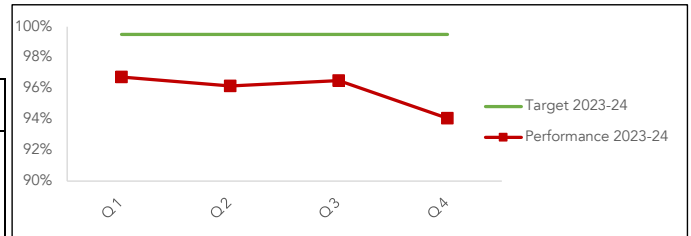
Title: Proportion of emergency repairs completed in target timescale (RP02 2)
Theme: Repairs and Maintenance
PI Type: TSM Pulse
YE Target: 99.50%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	99.95%	Red	↑	99.50%	1% point	New
Q2	99.70%			99.50%		
Q3	99.90%			99.50%		
Q4	94.34%			99.50%		



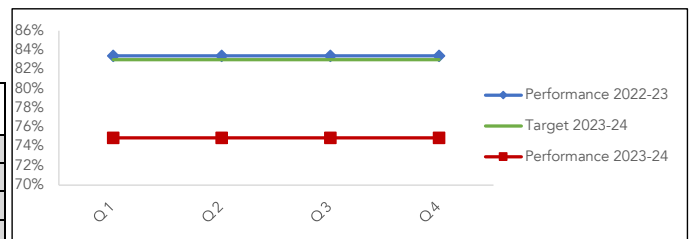
Title: Proportion of non-emergency repairs completed in target timescale (RP02 1)
Theme: Repairs and Maintenance
PI Type: TSM Pulse
YE Target: 99.50%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	96.74%	Red	↓	99.50%	1% point	New
Q2	96.16%	Red		99.50%		
Q3	96.51%	Red		99.50%		
Q4	94.07%	Red		99.50%		



Title: The percentage of tenants satisfied that the home is safe (TP05)
Theme: Regulatory Compliance
PI Type: TSM Pulse
YE Target: 83% or upper quartile

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	74.9%	Red	↓	83.0%	5% points	83.4%
Q2	74.9%			83.0%		83.4%
Q3	74.9%			83.0%		83.4%
Q4	74.9%			83.0%		83.4%



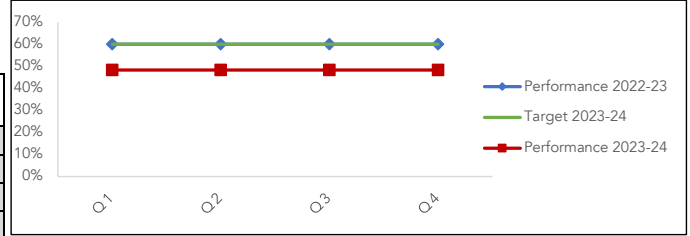
Title: The percentage of tenants satisfied with the landlords approach to ASB (TP12)

Theme: Early Help, Prevention and Intervention

PI Type: TSM Pulse

YE Target: 60.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	48.4%	Red	↓	60.0%	5% points	60.0%
Q2	48.4%			60.0%		60.0%
Q3	48.4%			60.0%		60.0%
Q4	48.4%			60.0%		60.0%



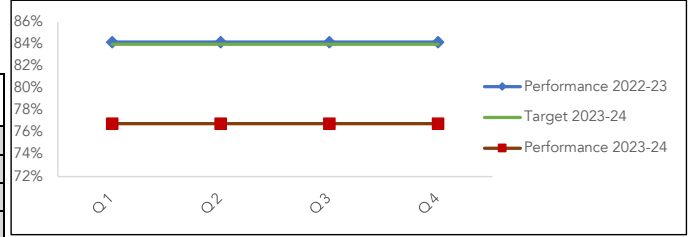
Title: The percentage of tenants satisfied with the overall service provided (TP01)

Theme: Customer Services and Involvement

PI Type: TSM Pulse

YE Target: 84% or upper quartile

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	76.8%	Red	↓	84%	5% points	84.2%
Q2	76.8%			84%		84.2%
Q3	76.8%			84%		84.2%
Q4	76.8%			84%		84.2%



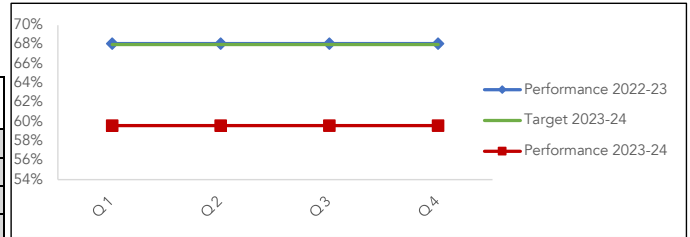
Title: The percentage of tenants who feel that their views are listened to and acted upon (TP06)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 68.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	59.6%	Red	↓	68.0%	5% points	68.1%
Q2	59.6%			68.0%		68.1%
Q3	59.6%			68.0%		68.1%
Q4	59.6%			68.0%		68.1%



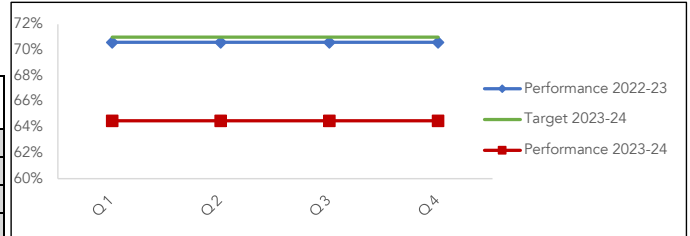
Title: Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 71.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	64.4%	Red	↓	71.0%	5% points	70.6%
Q2	64.4%			71.0%		70.6%
Q3	64.4%			71.0%		70.6%
Q4	64.4%			71.0%		70.6%



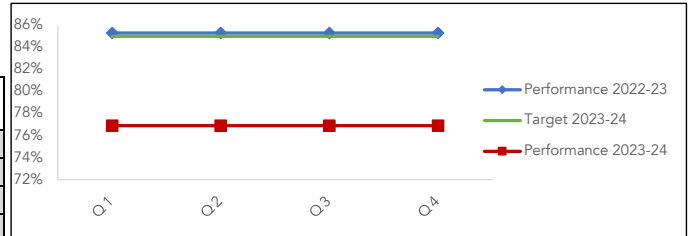
Title: Agreement that the landlord treats tenants fairly and with respect (TP08)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 85.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	76.9%	Red	↓	85.0%	5% points	85.3%
Q2	76.9%			85.0%		85.3%
Q3	76.9%			85.0%		85.3%
Q4	76.9%			85.0%		85.3%



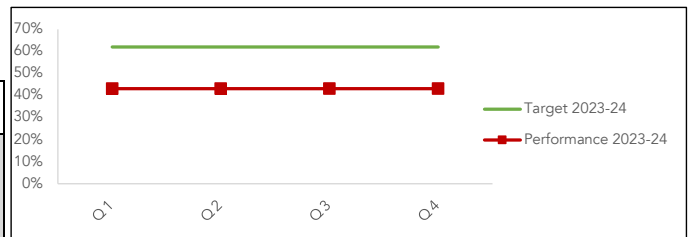
Title: Satisfaction with the landlords approach to handling complaints (TP09)

Theme: Customer Service and Involvement

PI Type: TSM Pulse

YE Target: 62.0%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	43.1%	Red		62.0%	5% points	New
Q2	43.1%			62.0%		
Q3	43.1%			62.0%		
Q4	43.1%			62.0%		



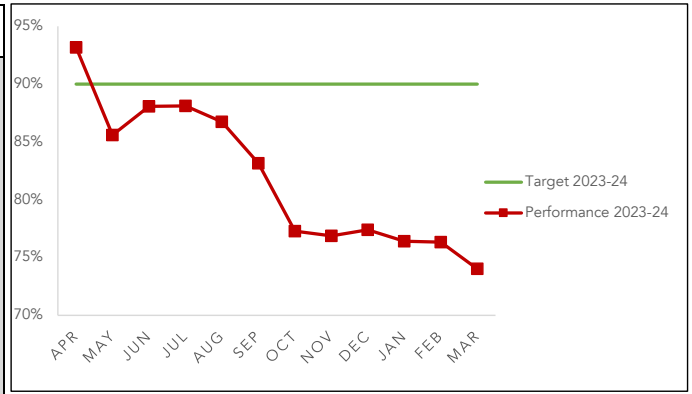
Title: Complaints responded to within Complaint Handling Code timescales (Stage 1) (CH02 1)

Theme: Customer Services and Involvement

PI Type: TSM Pulse

YE Target: 90%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-23	93.18%	Green		90%	5% points	New
May-23	85.59%	Amber	↓	90%		
Jun-23	88.08%	Amber	↑	90%		
Jul-23	88.12%	Amber	↑	90%		
Aug-23	86.73%	Amber	↓	90%		
Sep-23	83.15%	Red	↓	90%		
Oct-23	77.29%	Red	↓	90%		
Nov-23	76.87%	Red	↓	90%		
Dec-23	77.40%	Red	↑	90%		
Jan-24	76.41%	Red	↓	90%		
Feb-24	76.33%	Red	↓	90%		
Mar-24	74.02%	Red	↓	90%		



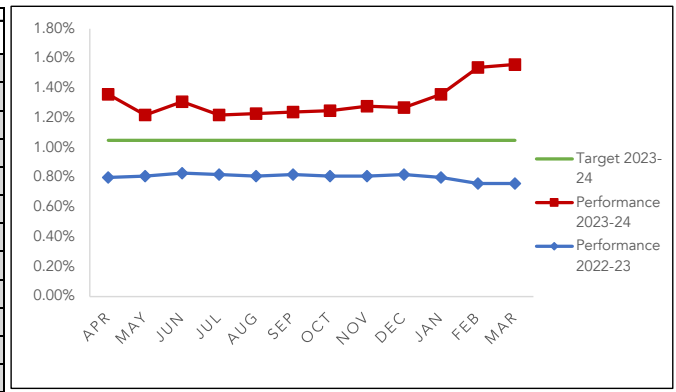
Title: Void rent loss

Theme: Voids

PI Type: Council Pulse

YE target: 1.05%

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	1.22%	Red	↑	1.05%		0.82%
Aug-23	1.23%	Red	↓	1.05%		0.81%
Sep-23	1.24%	Red	↓	1.05%		0.82%
Oct-23	1.25%	Red	↓	1.05%		0.81%
Nov-23	1.28%	Red	↓	1.05%		0.81%
Dec-23	1.27%	Red	↑	1.05%		0.82%
Jan-24	1.36%	Red	↓	1.05%		0.80%
Feb-24	1.54%	Red	↓	1.05%		0.76%
Mar-24	1.56%	Red	↓	1.05%		0.76%



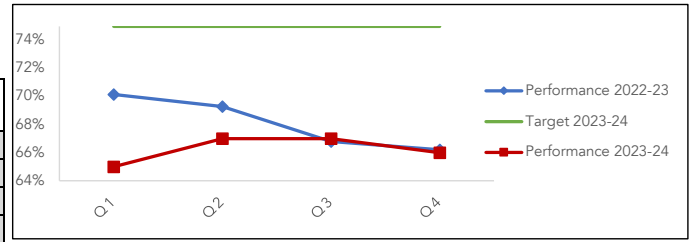
Title: Local Spend

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	67%	Red	↑	75%		69.29%
Q3	67%	Red	→	75%		66.79%
Q4	66%	Red	↓	75%		66.21%



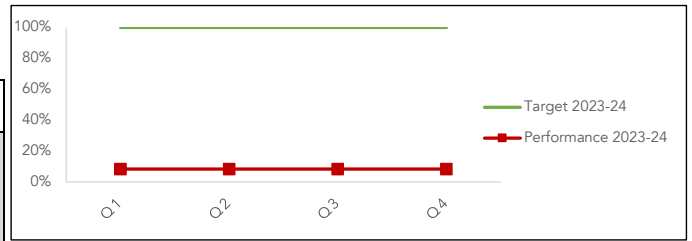
Title: Meet all TSM satisfaction targets

Theme: Customer Services and Involvement

PI Type: Council Pulse

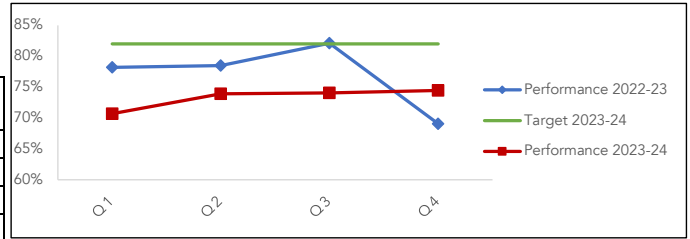
YE Target: 100%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	0.0%	Red		100%	5% points	New
Q2	0.0%		100%			
Q3	0.0%		100%			
Q4	0.0%		100%			



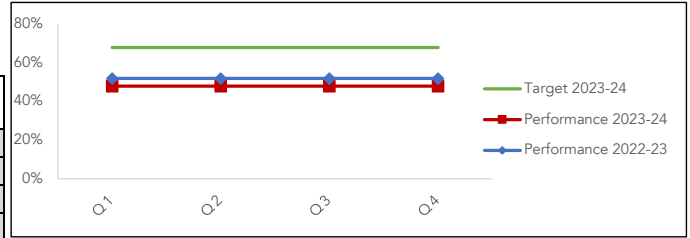
Title: Responsive repairs completed right first time
 Theme: Repairs and Maintenance
 PI Type: Company Pulse
 YE Target: 82%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	70.70%	Red	↑	82%	7% points	78.21%
Q2	73.90%	Red	↑	82%		78.50%
Q3	74.07%	Red	↑	82%		82.11%
Q4	74.46%	Red	↑	82%		69.07%



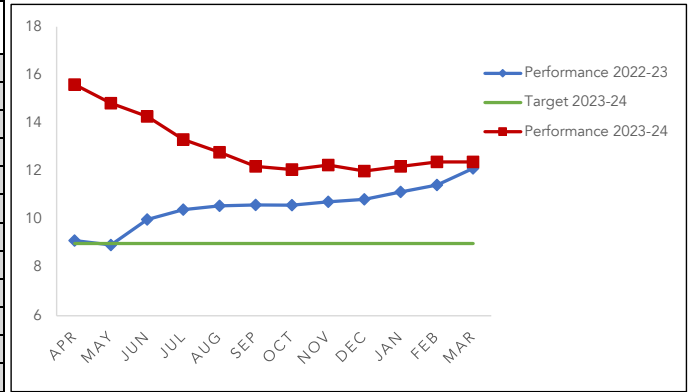
Title: Employee Satisfaction Rate
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 68%

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	48%	Red	↓	68%	5% points	52%
Q2	48%			68%		52%
Q3	48%			68%		52%
Q4	48%			68%		52%



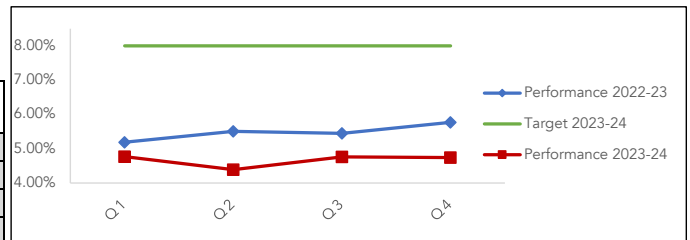
Title: Average number of sick days per employee
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 9 days or less

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Apr-23	15.6	Red	↓	9	1	9.12
May-23	14.82	Red	↑	9		8.94
Jun-23	14.28	Red	↑	9		10
Jul-23	13.32	Red	↑	9		10.41
Aug-23	12.79	Red	↑	9		10.56
Sep-23	12.2	Red	↑	9		10.6
Oct-23	12.07	Red	↑	9		10.59
Nov-23	12.26	Red	↓	9		10.73
Dec-23	12.01	Red	↑	9		10.83
Jan-24	12.2	Red	↓	9		11.14
Feb-24	12.39	Red	↓	9		11.43
Mar-24	12.39	Red	→	9		12.12



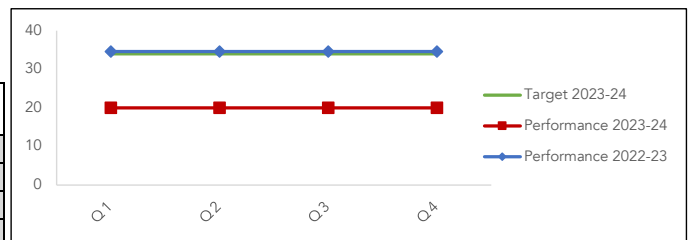
Title: Percentage of Staff defining under the Equality Act definition of disability
 Theme: HR & Equality and Diversity
 PI Type: Company Pulse
 YE Target: 8%


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	4.39%	Red	↓	8.00%		5.51%
Q3	4.76%	Red	↑	8.00%		5.45%
Q4	4.74%	Red	↓	8.00%		5.77%



Title: Likely to recommend Berneslai Homes
 Theme: Customer Service and Involvement
 PI Type: Company Pulse
 YE Target: 34

Date	Performance 2023-24	RAG	DOT	Target 2023-24	RAG Threshold	Performance 2022-23
Q1	20.0	Red	↓	34	4	34.6
Q2	20.0			34		34.6
Q3	20.0			34		34.6
Q4	20.0			34		34.6



DATE REPORT RAN 31/03/2024		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					
		17,961		753		34		44					
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works	
TENANT SATISFACTION MEASURES													
BS01: Gas safety checks	16,118	0							Spreadsheet		100.00%		
BS02: Fire safety checks	1,040	0							Spreadsheet		100.00%	100% Compliant	
BS03: Asbestos safety checks	1,040	0							Spreadsheet		100.00%	100% Compliant	
BS04: Water safety checks	907	0							Spreadsheet		100.00%	100% Compliant	
BS05: Lift safety checks	438	0							Spreadsheet		100.00%	100% Compliant	
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme			211	0	0	0			Spreadsheet		100.00%	100% Compliant	
Assets NOT on Programme			542		34								
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required			0	0	0	0			Spreadsheet/C365			All the In Planned works actions identified have been reviewed based on the level risk for the action and building for example fire door replacements programme may be carried out over 5 years starting with the higher rise buildings first. All programme of works will be monitored through the building safety project board to ensure compliance and budget reviewed annually.	
High (2 month)			0	0	0	0		Spreadsheet/C365					
Medium (6 months)			3	0	0	0		Spreadsheet/C365					
Low (12 months)			3	0	0	0		Spreadsheet/C365					
In plan works - High			0	0	0	0		Spreadsheet/C365					
In plan works - Medium			0	0	0	0		Spreadsheet/C365					
In plan works - Low			0	0	0	0		Spreadsheet/C365					
All Fire Actions			6	0	0	0							
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning			120	0					Spreadsheet		100.00%	All fire door inspections are being carried out using QR codes on the mobile worker app on C365, this allows us to monitor no accesses, currently we have 15 no accesses across the 3 high rise buildings, all no accesses are following the no access procedure.	
Emergency Lighting			111	0				Spreadsheet		100.00%			
Fire Extinguishers			306	0				Spreadsheet		100.00%			
Smoke Vents			2	0				Spreadsheet		100.00%			
Fire Blankets			54	0				Spreadsheet		100.00%			
Communal Fire Door Inspections			575	0				PIMMS		100.00%			
Flat Entrance Fire Door inspections			956	16				PIMMS		98.35%			
All Fire Actions			2124	16							99.25%		
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within	41								Spreadsheet				
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme	17,708	462									97.46%		
Assets NOT on Programme	18,170												
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month		698							Spreadsheet		3.89%	CS: 441 open, 125 completed, 8 cancelled TOTAL 574	
Open 7-day jobs at month end		452							Spreadsheet		2.52%	Wates: 11 open, 102 completed, 11 cancelled TOTAL 124	
HHSRS (CAT1/2) damp / mould risks		1							Spreadsheet		0.01%	x1 HHSRS hazard identified at 33 Victoria Road, Barnsley	
DAMP AND MOULD - COMPLAINTS													
Escalated service requests									Customer Services		0.00%	(Percentage score = % of total domestic housing stock)	
Open stage 1 complaints		13							Customer Services		0.07%		
Open stage 2 complaints		5							Customer Services		0.03%		
Total		18							Customer Services		0.10%		
DAMP AND MOULD - DISREPAIR CLAIMS													
Total live claims relating to damp and		83							Spreadsheet		0.46%		
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years													
Assets on Programme with an in date EICR <10 years	17,892	92					44	0	Workbooks		99.49%	The first 25 properties to receive a legal letter from BMBC have been identified. These letters will be delivered by hand before the end of W/C 01-04-2024. These 25 properties have received 3 access letters and missed all 3 appointments.	
Assets on Programme	17,984						44						
Assets on Programme with an in date EICR <5 yrs	17,505	479	220	0			44	0	Workbooks		97.38%	As above.	
Assets on Programme	17,984		220				44						
C-1	0	0	0	0			0	0	Spreadsheet			A change to process has now been agreed with Construction Services which should reduce the number of C2 and FI codes provided by this partner. This should ensure more satisfactory certificates on the first visit.	
C-2	83	251	0	0			0	0	Spreadsheet				

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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					
	17,961		753		34		44					
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works
GAS SERVICING												
Assets on Programme	16,060	0	4	0	51	0			Spreadsheet		100.00%	
Assets NOT on Programme	0		749		0							
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	635	0							Partners		100.00%	
DOMESTIC PROPERTIES (Without Gas)												
No. of Voids Capped in Month within									Partners		No data	
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	176								Partners			
Solid Fuel												
Homes on the Programme	109	0							Spreadsheet		100.00%	
Asbestos												
Assets on Programme			534	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	
Assets NOT on Programme			219		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16821	46	62	0	20	14	0	0	PIMSS, Spreadsheet		99.65%	The remaining domestic 46 LRAs are proving to be more challenging to arrange. Compliance Officer now exploring other options to access these properties, as most have been visited several times by Wates / CS. Commercial: LRAs all completed and up-to-date.
Assets NOT on Programme	1140		691		14		44					Other (Shops): Compliance Officer continues to work with BMBC to encourage tenants to carry out LRAs or to agree for CS to complete them. BMBC are now re-contacting all housing shop tenants with more Legionella information so they understand why these assessments are required.
WATER HYGIENE: Inspection checks												
Flushing			158	1					Teams / spreadsheet		99.37%	Weekly Temps - 1 X uncompliant Burton Grange CC no access due to damaged door shutter.
Temperatures			56	1					Teams / spreadsheet		98.25%	New Lodge CC still closed due to refurb.
Annual monitoring			58	0					Teams / spreadsheet		100.00%	Monthly Temps - 1 X Uncompliant Burton Grange CC no access due to damaged shutter which is awaiting repair. New Lodge CC still closed due to refurb.
			272	2							99.27%	Annual Monitoring - All complete
WATER HYGIENE												
High (1 month)	0	0	2	0								2 remedials ordered both in date
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)	20	0							Engineers sheets		100.00%	All passenger lifts compliant
Stairlifts	422	8							Engineers sheets		98.14%	8 uncompliant - 6 now booked in for April. 1 requires removal tenant has refused this removal - Compliance Officer trying to get a letter legally approved as stairlift is still on. 1 historic access issues Compliance Officer working with Neighbourhood Officer - next step to ring social services to see if tenant has a social worker.
Stairlifts	1	1							Engineers sheets		50.00%	Please note 1 Steplift out of service (off). this has been passed back to E&A as user has passed away and costs to repair are escalating. OTs now to assess tenant. Compliance Officer has chased this up with BMBC W/C 18/03/24
Throughfloor lifts (TFL)	29	1							Engineers sheets		96.67%	1 Through Floor Lift uncompliant - this is due to rat infestation in the property. Waiting for go-ahead to book service in from Neighbourhood Officer
Hoists	101	2							Engineers sheets		98.06%	2 uncompliant with access issues. 1 has now been booked in to service in April. Neighbourhood Officer involved to get into the other property.
All	573	12									97.95%	

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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		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
	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant				
	17,961		753		34		44					
ENERGY EFFICIENCY												
SCS	15,072	2,889							Spreadsheet		83.92%	<p>This figure is contributed to by contractors / contract partners.</p> <ul style="list-style-type: none"> -Bennington Choices have returned 13,173 surveyed assets – attaining a 84% success rate based on the 15,700 assets we asked to be surveyed. -CS have returned 1,201 surveyed assets – attaining a 77% success rate based on the 1,567 assets we asked to be surveyed. -Wates have returned 382 assets so far. A further 316 assets are expected (and included in the year end figure), which would help to attain a 89% success rate based on the 783 assets we asked to be surveyed. <p>The programme will resume in early May, with Pennington's seeking to deliver a mop up programme.</p>
EPC	14,901	3,060							PIMSS		82.96%	<p>This figure is contributed to by contractors / contract partners.</p> <ul style="list-style-type: none"> -Bennington Choices have returned 9,551 surveyed assets – attaining a near 100% success rate based on the 9,600 assets we asked to be surveyed (though further reconciliation is required to verify this further). -CS have returned 643 surveyed assets – attaining a 40% success rate based on the 1,567 assets we asked to be surveyed. -Wates have returned 177 surveyed assets – attaining a 23% success rate based on the 783 assets we asked to be surveyed. <p>The programme will resume in early May, with Pennington's seeking to deliver a mop up programme. Contract partners are still delivering EPCs so it is hoped that at least 50% from both partners is delivered. Further reconciliation is needed with the EPCs as some are moving out of the 10 year cycle date.</p>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1	Q2	Q3	Q4
Corporate Priorities									
Healthy Barnsley	Ensure we have resources to deliver our strategic plan and provide value for money	Growth	1) Implement restructure across organisation. 2) Review of Admin teams, PMO's and IT. 3) Review success of restructure.	1) Apr 2023 2) Jul 2023 3) Mar 2024	Executive Management Team.	30/6 company restructure in place - complete 30/6 Admin and Planned Maintenance Officer review complete. IT review to be undertaken by end of Dec 23.	IT review to run alongside implementation of Repairs First and once Business as usual determined.	10/1/24 IT review to run alongside implementation of Repairs First and once Business as Usual determined.	31/3/24 Temporary structure for phase 2 to be agreed by BH Executive Management Team. Structure for next 18 months complete.
	Cost of living- minimising hardships for staff and tenants	Hearing Tenants	1) Deliver BH Hardship Fund and evaluate impact.	1) Dec 2023	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.	14/9 Cost of Living Champion in place. Close monitoring of spend and action plan in place including Home from Home winter initiative		31/3/24 Fund closed, spend on target and evaluation complete
Growing Barnsley	Maximising Income	Growth	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 the Council. Scope of the review agreed. HQN appointed and review commenced.	4/9 BH Income Manager in place; tasked with leading recovery plan to improve performance.	18/1 - Embedding change to work flow within team. Options to implement software to increase and automate outbound contact to drive up collection rates underway	31/3/24 Initial scoping meeting with Council re service charge review. Voicescape Software commissioned, implementation due October 24.
Healthy Barnsley	Customers voices are heard in our Governance arrangements.	Hearing Tenants	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) Oct 2023 2) Apr 2023 3) Oct 2023 4) Oct 2023	Executive Director Corporate Services. Board Champion	30/6 Work has commenced in this area, including Away day arranged to discuss Sep 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–complete. 30/6 New Board member newsletter identifying opportunities for Board to meet with staff and residents. 30/6 Away day Sep 23.	14/9 - Customer Services committee to meet in community bases and extend opportunity for involved and local tenants to pre-meet. 14/9 TVP reps meet direct with BMBC (Strategic ALMO Meeting) 14/9 Accessible summary of committee and board meeting versions to be developed for Q3	18/1/24 commenced summaries from Committees and Making improvements to Board pages to provide more information for customers. 18/1/24 New Board Chair taking a lead role in attending local events and customer events.	31/3/24 Committee summaries in place and improvement to Board pages. Community events and customer events continue to be advertised to Board via Board newsletter and increased local presence of new chair. Now Business as usual.
	Modernisation of Services.	Technology and Innovation	1) Deliver Repairs IT project including Dynamic Resource scheduling.	Phase 1 Apr 2023 Phase 2 Jul/Aug 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.	Go live date of Jan 24	10/1/24 Go live date 31/1/24 phase 1	31/3/24 Repairs First went live 15/2/24. Currently bedding phase 1 in and started planning for phase 2 which is in 24/25 business action plan.
	Respond to new consumer regulatory standards and framework	Hearing Tenants	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 Apr 2023 2) Phase 2 Apr 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	14/9 - All leads progressing well on SA's. Regulatory Board set up to include BMBC and tenant rep. Full schedule of SA presentations scheduled for Oct. 14/9 - Customer panel 21/9 focussing on regulation 14/9 - HQN attending bespoke session with EMT	18/1 Regulation Action plan reviewed and resource/financial impact currently underway. Still awaiting final version of Consumer Standards from RSH. Session with TVP to agree actions 23/1 Plan developed to raise awareness amongst members/board and wide staff Key action plan being developed to respond to an Inspection Call	Feb 24 - Regulation Ready sessions delivered to Leadership Forum and BMBC Elected Members. BMBC Cabinet and BH Customer Service Committee received update on regulation preparation and progress against action plan. Apr 24 - Commenced self assessment against published consumer standards, and spot checking of evidence. Good progress being made against actions.
	Embrace and embed the new professionalism standards for all Social Housing providers.	Employment and Training/ Hearing Tenants	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) Dec 2023 (pending publication of professionalism standards) 4) Jun 2023	Executive Director of Corporate Services.	30/6 Professional Passport in Neighbourhood Team commencing Jun 2023 (Kingdom Academy)	4/9 Housing Professional Passport commenced across Neighbourhoods. 18/09 The core competencies and standards have not officially been published but are expected later this year. The current guidance has been interpreted. Monthly gov.uk updates are being closed followed. 18/09 A review has been undertake to identify all managers believed to be in scope and the qualifications they hold. Training providers to be identified for those who do not hold the recognised qualification.	15/12 Delay in publication of the standards, now not expected to be until end of 2024. Work will continue on the wider aspects of competency and conduct and preparation for professionalism. 08/01/24: Update report to go to EMT on 09/01. Professionalism to be included as a topic at Feb Leadership Development session.	02/24 Job Descriptions and Employee Specs amended (where applicable) to reflect the professionalism requirements 02/24 Two leadership team briefing sessions held to provide an update on competency and conduct standard 03/24 Drop in sessions held for those potentially in scope for the qualification element of the standard 26/3/24 BH response submitted to consultation on Competency & Conduct Standard
Learning Barnsley	Increase skills for the future and to ensure we achieve the ambitions in our Strategic Plan.	Employment and Training	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.	4/9 - ESF Project manager tasked with identifying possible funding streams to support customers post Dec 2023. 18/09 - Hosting seven displaced Craft Apprentices via Efficiency North 18/09 - All Craft apprenticeship positions assessed when vacancies arise to identify skills gaps	15/12 ESF funding has been utilised to access training such as Mental Health First Aid (MHFA) and MHFA Refresher Training	02/24 Graduate in Customer Services recruited and appointed to.
Healthy Barnsley	Improve Customer Satisfaction.	Hearing Tenants	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) Sep 2023 2) Apr 2023	Executive Director Customer and Estate Services.	30/6 New 'Neighbourhoods' structure implemented 1 Apr 2023 30/6 Modernisation plan underway and on track. Professional Passport to be undertaken by all Neighbourhoods Staff 23/24	14/9 - Neighbourhoods Structures in place and embedding. HPP commenced.	18/1 Contact Centre in call feedback being analysed. Transaction surveys being developed and annual roll out from Apr 24	Contact Centre SLA reviewed and to be signed off 25/4/24 Full survey plan developed and subject to Customer Services Ctte sign off May 24. Voicescape Software to go live with feedback summer 24
	Increase and broaden customer engagement and feedback	Hearing Tenants	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) Jun 2023 3) Dec 2023	Executive Director Customer and Estate Services.	17/7 Commenced	14/9 - demos booked from Engagement IT Platform providers. 14/9 - Transactional Survey Development Plan commenced. 14/9 - series of community engagement tour underway with positive interaction and new tenants signed up to be more involved	18/1 Insight and Engagement Strategy in draft and due for TVP consultation 25/1. Action plan developed. Software options expired and at procurement stage. Meeting held with Tenant Voice Panel and agreed to review the TVP model early 24	Insight and Engagement Strategy and action plans to be approved by Customer Services Ctte May 24 and BMBC Cabinet in Jun 24. Software to go live with transactional surveys summer 24
Growing Barnsley	Implement and embed new lettings Policy.	Growth	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) Apr 2023 2) Apr 2023 3) May 2023 4) Aug 2023	Executive Director Customer and Estate Services.	17/7 - Agreed go live date of Dec 23. Review underway	14/9 - All outbound contact for band reviews now completed. Working through reassessments and on track to complete full review on time. 14/9 - Commenced rebuild of system. 14/9 Lettings Board meeting as scheduled	-	1 Apr 24 - fully live policy. First Annual Lettings Plan agreed for 24/25
Learning Barnsley	200 tenants per annum supported to get ready for work.	Employment & Training	1) Delivery of ESF funded 'Achieve' targets and generating additional profit.	1) Apr to Dec 2023	Executive Director Customer and Estate Services.	30/6 Achieve delivery on target and achieving excellent outcomes. Due to end delivery Dec 2023 upon cessation of ESF funding.	4/9 ESF project on track to meet delivery milestones 14/9 planning for closure of ESF contract (ending Dec 2023)		Commencing new commission 1/4/24. £195k; 150 participants target.
Healthy Barnsley	Meeting Building safety requirement and keeping safety as our number one priority.	Keeping Tenants Safe	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) Dec 2023 2) Throughout 2023/24 3) Mar 2024	Executive Director Property Services.	30/6 Successful testing ongoing. 30/6 Safety cases and action plan ready Aug 2023. 30/6 Buildings to be registered Sep 2023 30/6 Completed	15/9 - All on track. Building Safety Compliance performance maintains upper quartile and requirements of the Building Safety Act, Fire Safety Act & Fire Safety Regulations being implemented within agreed target milestones.	1) C365 - All modules built and 4 areas currently live (Electric / Legionella / Lifts / Asbestos). Fire will be live by Jan 24. 2) Complete - Safety Cases produced for all 3 High Rise Buildings and are live documents. 3) Complete	1) C365 - All modules built and currently running live apart from Gas that cannot go live until Repairs First system is fully configured. C365 will run against our current systems to ensure accuracy and fulfil audit requirements until the end of Q4. 2) Complete - Safety Cases produced for all 3 High Rise Buildings and are live documents. 3) Complete
Growing Barnsley	Meeting future requirements of social housing in Barnsley and exploring opportunities externally.	Growth	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.	Continue to work with BMBC to see how we can support them with in setting the strategy for the future of council housing.		Working closely with BMBC on two key streams of new acquisitions and new build programs - including the acquisition programme & Afghan re-settlement project. CEO continuing to liaise with BMBC on the future of new build.	Working closely with BMBC on two key streams of new acquisitions and new build programs - RTB reserves acquisition programme & Afghan re-settlement project. CEO continuing to work with BMBC in setting the strategy for the future of council housing.
Healthy Barnsley	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.	Keeping Tenants Safe	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) Apr 2023 2) May 2023 3) Throughout 2023	Executive Management Team Lead	30/6 Complete 30/6 Knowing our customers project underway	14/9 - knowing our customer action plan agreed and project meetings established	18/1/24 Full roll out of Knowing Customer Project deferred to CRM new system go live. Interim actions ongoing.	14/04 Stock condition survey and EPC data position 84% and 78%.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1	Q2	Q3	Q4
Sustainable Barnsley	Installation of renewable technology, carbon reduction initiatives across the stock and business.	Zero carbon	1) Deliver 1000 solar PV working with BMBC and Energise Barnsley. 2) Use Social Housing Decarbonisation Fund (SHDF) for fabric first improvements 3) Develop plan for Energy Performance Certificates (EPC) C by 2030. 4) Reskill sessions for existing staff for retrofit opportunities.	1) Jan 2024 2) Mar 2024 3) Mar 2024 4) Mar 2024	Executive Director Property Services.	30/6 Ongoing consultation between BH/BMBC/EB Ltd. Indicative project start date Sep 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 Retrofit awareness, adviser and assessor training/qualifications currently being undertaken	04/9 Project likely to start now in Q3. EB Ltd to provide revised procurement and project programme. 04/9 SHDF Wave 1 (approx 70 properties) to be completed Sep 23. Wave 2.1 commencing in Oct/Nov 23. 04/9 EPC C retrofit pilot commenced with Task Group monitoring progress. Compliant PAS2035 designs currently being undertaken to allow for contract partners to produce GMP for the pilot project. 04/9 Ongoing Retrofit qualifications for relevant employees. Project Liaison Officers now retrofit adviser qualified. Capital Projects Officers completed Domestic Energy Assessor qualification, which now allows them to complete Retrofit Assessor quals.	04/01 Project installation commencement May 24 - complete Aug 25. 04/01 SHDF Wave 1 (approx. 70 properties) completed Dec 23. Wave 2.1 (approx. 150) commenced Jan 24. 04/01 EPC retrofit pilot Task Group monitoring progress. pilot installation works commenced Jan 24. 04/01 Retrofit quals been undertaken by employees.	Currently installing Internet of things (IOT) devices on the Mapplewell Project. Trialling a new temperature & humidity monitoring device. 14/04 EB 1000 solar PV project expected to start end of Q1 2024/25 14/04 SHDF Wave 1 complete. SHDF Wave 2.1 commenced to conclude Mar 2025 14/04 EPC retrofit pilot task group. 11 properties to be completed for Apr 2024 14/04 - retrofit qualifications ongoing
	Supporting Barnsley and the wider economy and supporting the move to zero carbon.	Zero carbon	1) Develop Fleet vehicle EV Plan. 2) Construction Services successfully accredited to PAS 2030.	1) Apr 2024 2) Jul 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. 30/6 Update accreditation application submitted Pilot schemes in progress to contribute to learning and development of being accredited to PAS2030	28/09 - Working with BMBC to look at suitable zero carbon vehicles at time of renewal. 28/09 - Awaiting date for accreditation assessment following submission of application to professional body.	19.01.24 - Construction Services have their PAS2030 accreditation audit booked for 24/25 scheduled Jan 2024	11.04.2024 - PAS2030 Audit completed with further information requested. Information submitted awaiting evaluation of this by professional body.
Healthy Barnsley	Modernisation of Construction Services.	Technology and Innovation	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) Jan 2024 – Jun 2024 2) Plan by Apr 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 new Business Plan at board for approval Sep 23.	28/09 - Dynamic Resource Scheduling system launch date now Jan 2024. 28/09 - Business Plan Strategy at board for approval	19.01.24 CS preparing for launch and working with all stakeholders to deliver an approach that will be as smooth as possible. 19.01.2024 - Business plan approved .	22.04.2024 - Implementation of Dynamic Resource Scheduling system now live. 22.04.2024 - ongoing improvements to DRS with Managing Director Construction Services for consideration.
Growing Barnsley	Growth of Construction Services.	Growth	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) Mar 2024 2) Mar 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.	28/09 - Agreements in place and now working with Energise Barnsley.	19.01.2024 - SLA in place with Energise Barnsley (for solar Repairs) & BMBC, with CS delivering works 19.09.2024 - Continue to look for other opportunities to continue the growth of Construction Services	22.04.2024 - undertaking works with Energise Barnsley. 19.04.2024 - undergoing review of service with BMBC with private minor adaptations.
Healthy Barnsley	Supporting Barnsley voluntary organisations.	Hearing customers	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	28/09 - Various opportunities planned throughout the year to contribute to achieving this outcome	19.01.2024 - Various opportunities planned throughout the year to contribute to achieving this outcome	22.04.2024 - Social value targets recorded, various activities/opportunities to contribute to this.
Healthy Barnsley	Enforcing a proactive approach to damp and mould.	Keeping Tenants Safe	1) Policy Review – Write & Implement a new Policy. 2) Systems (NEC) – Implementation. 3) Comms – New Website Launch / review letters & leaflets / Social Media Campaign. 4) Approach – Move from reactive to proactive. 5) Delivery – Utilise external specialists. 6) Training – Tenants / Front Line Staff / Specialist MSI.	1) Apr 2023 2) Apr 2023 3) Mar 2023 4) Mar 2023 5) Apr 2023 6) Apr 2023	Executive Director Property Services.	30/6 Complete 30/6 Revised date of Jan 2024 30/6 Complete 30/6 Action plan being worked through with task group 30/6 Contract with external provider finalised. External consultants being utilised as required. 30/6 Ongoing via HQN	15/9 - we have a robust policy in place with a proactive approach to managing damp & mould. Recruitment of a dedicated Damp, Mould & Disrepair team is underway. We hold an effective monthly task group with tenant representation and key stakeholder engagement, including BMBC colleagues from public health. We continue to follow government guidance and instil best practice within the organisation.	1) - Complete - Damp Mould & Disrepair Manager reviewing the policy/procedure in line with the 'Awaabs Law Consultation' 2) - Ongoing - Go Live Date 31st Jan24 3) - Complete 4) - Ongoing, we have reduced referrals and number of reactive repairs per property 5) - We have a contractor in place for both Berneslai Homes & Berneslai Homes Construction Services to utilise and are working on implementing a minor works framework for specialist contractors throughout 2024-25 6) - Surveyors have received specialised externally provided Training, all front line employees have also received relevant training. Completed a pilot with tenants via National Open College Network and Efficiency North and are looking at social value funding options to roll this out further in the near future. Following the 'Awaabs Law Enactment', competency will be outlined and more training may be required.	1) - Complete - Damp Mould & Disrepair Manager currently reviewing the policy/procedure in line with the 'Awaabs Law Consultation' 2) Live - still working through the RAID log 3) - Complete 4) - Ongoing, we have reduced referrals and number of reactive repairs per property 5) - We now have contractors that we can utilise for external expertise to complete Damp, Mould & Disrepair related works. 6) -We are looking to procure PCA training for all technical staff to further enhance their knowledge and credentials in relation to damp, mould & disrepair.