

### Overview

Berneslai Homes was established in December 2002 with Construction Services joining from 2005 and is an arms-length Management organisation (ALMO), 100% owned by Barnsley Council; delegated to provide services to council housing across the borough.

### Barnsley Council (BMBC)

Barnsley Council operate a client function between BMBC, and Berneslai Homes. They also ensure that Berneslai Homes strategic priorities are aligned with those of the council. The council monitor the performance of the organisation through an agreed Assurance Framework and a set of review meetings. BMBC continue to provide some of the landlord services such as setting the lettings policy for council housing, regeneration, right to buy and homelessness. BMBC also provide several support services through service level agreements to Berneslai Homes, including ground maintenance, call centre services, IT services, Financial Services, Fleet, and high-level antisocial behaviour cases.

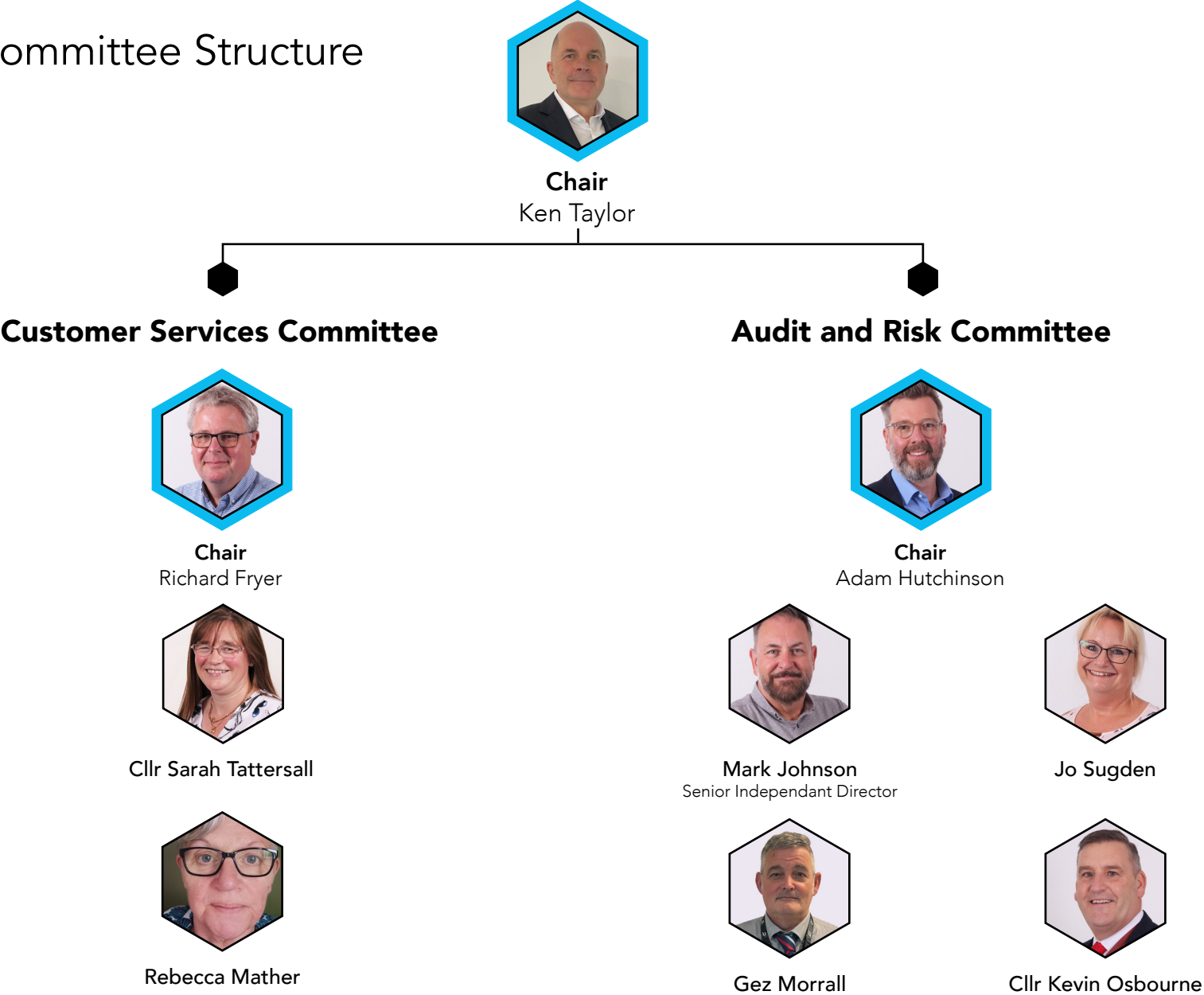
### Berneslai Homes

As an Arms-Length Management Organisation we are delegated to carry out the day to day running of the council housing service:

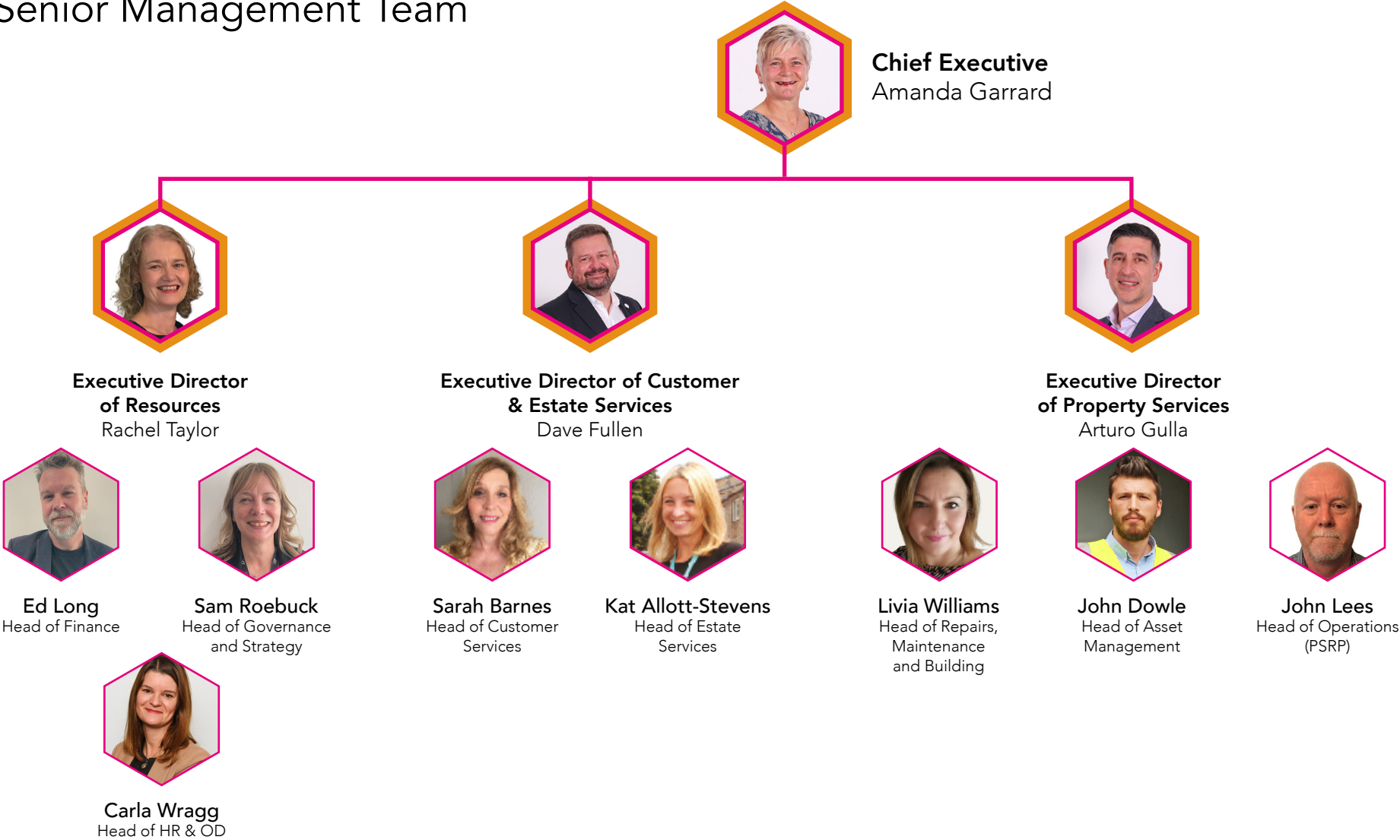
- We manage the waiting list for the council and let vacant homes
- We collect rent
- We repair, maintain, and improve our homes and estates
- We support people facing financial difficulty
- We keep our estates clean and tidy and deal with issues of lower-level anti-social behaviour
- We support people to manage their tenancy
- We engage with and listen to our customers and communities
- We work with our shareholder Barnsley council to build and acquire new homes.



Board and Committee Structure



Executive Management Team (EMT)  
and Senior Management Team



## Berneslai Homes Key priorities and focus 2025/2026

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources
<b>Corporate Priorities</b>					
<b>Healthy Barnsley</b>	Review of Repairs Modules including DRS and Job Manager to ensure the new system is used to its full functionality to deliver efficient, effective, and timely customer service (NEC Repairs First) DRS	<b>Technology and Innovation</b>	<ul style="list-style-type: none"> <li>Ownership of system by Business Leads within Property Services</li> <li>Actions to improve use approved and commenced</li> <li>Procedures revised to meet system requirements</li> <li>Anticipated benefits realised and savings achieved;</li> <li>Consultant to support BH in the review of our systems and processes</li> </ul>	April 2025 April 2025 October 2025 April 2026 Commenced late 2024 to allow for familiarity and self management	Head of Operations CS, Head of Governance and Strategy - team set up to deliver improvements from across Construction Services and IT. External support from consultant.
<b>Healthy Barnsley</b>	Improving Data quality, accuracy and maturity and using this data to tailor services for our tenants.	<b>Hearing Customers</b>	<ul style="list-style-type: none"> <li>Following demos of data tools in 2024, a trial of tools to enhance data quality across systems</li> <li>Self-financing business case to purchase software</li> <li>Data standards and data champions across the organisation</li> <li>Improved induction for IT systems across the organisation</li> </ul>	April 2025 May 2025 June 2025 Throughout 25/26	Head of Governance and Strategy - savings to be identified to enable BH to invest on a data tool. Resources required from across the organisation.
<b>Learning Barnsley</b>	IT Modernisation - Using technology to streamline services and review and automate processes where possible.	<b>Technology and Innovation</b>	<ul style="list-style-type: none"> <li>Work with BMBC in their digital transformation journey to improve automation for BH.</li> <li>Consideration of CRM through Dynamics, commencing with a discovery piece and project plan for implementation over a 3 year period.</li> <li>Development of modules within NEC Assets and Asbestos</li> </ul>	Throughout 25/26 and beyond	Executive Director of Resources & Head of Governance and Strategy (IT budgets) BMBC Digital Project Manager External Consultants to potentially build CRM NEC Consultants Head of Assets

## APPENDIX A: Berneslai Homes Annual Business Action Plan

Barnsley 2030 objective	Priority	BH Ambition	Key Milestones	Date	BH Lead and additional resources
<b>Healthy Barnsley</b>	Hearing and responding to a wider tenant voice, customer Engagement and Influence	<b>Hearing Customers</b>	<ul style="list-style-type: none"> <li>Review successfulness of Insight and Engagement Strategy</li> <li>Fully develop chosen insight IT platform</li> <li>Increase insight following successful launch of Knowing our Customers Project</li> <li>Tenants conference held codesign pilot</li> </ul>	01/01/2026 April 2025 ongoing through 25/26 Summer 2025	Head of Customer Services & Engagement Manager budget for insight platform
<b>Growing Barnsley</b>	Maximising Income	<b>Keeping Tenants safe</b>	<ul style="list-style-type: none"> <li>Reduce void rent loss and maximise rental income.</li> <li>New void action plan and working group to deliver benefits.</li> <li>Processes being remapped to deliver process efficiency</li> <li>Voicescape Caseload Manager in place to increase effectiveness of Income Collection &amp; Automation to be turned on w/c18/11/24 to further enhance Income Collection performance</li> </ul>	November 2024 - March 2026	Head of R,M&BS & Head of Estate Services Head of Estate Services
<b>Healthy Barnsley</b>	Complete all repairs backlog	<b>Keeping Tenants Safe</b>	<ul style="list-style-type: none"> <li>Monthly reporting, backlog up to 31st March 24 will be manual</li> <li>Reduce backlog by c50% (backlog projections produced for board)</li> <li>Increase output by - delivery partners establishing a joint working group Nov 24 to learn from each other regarding efficiency improvement for increased output virement made to balance 24/25 budget and deliver increased planned repairs within period</li> <li>Improve communications to tenants to advise backlog position</li> </ul>	April 2025 daily and ongoing throughout 25/26	Head of R&M and Building Safety

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<b>Sustainable Barnsley</b>	To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)	<b>Zero Carbon</b>	<ul style="list-style-type: none"> <li>Strategic - Intelligent Energy Modelling (SAVA) system implemented to provide revised baseline position for measures/costs for Council Stock to achieve "EPC C" and Net Carbon Zero 20245</li> <li>Strategic - Development of a Retrofit Strategy/ Plan in consultation with Council and identify and agree funding to support objective - Strategic - Establish and agree a delivery model/approach.</li> <li>Strategic - BH/BMBC Asset Management Housing Stock Board vehicle for active asset management of Council stock</li> <li>Operational - Energise Barnsley Ltd 1000 PV scheme</li> <li>Operational - Warm Homes: Social Housing Fund (was SHDF prev) Wave 3. Continue to work collaboratively BH/BMBC to design and apply for government funding through the scheme.</li> <li>Operational - Stock Condition and EPC programmes 20% per annum from April 2025 via a risk based approach to support ongoing data collection and understanding of Council Stock</li> </ul>	Jan 2025 Apr 2026 Dec 2025 Sept 2025 March 2025 to April 2025 April 2025	Head of Asset Management
<b>Sustainable Barnsley</b>	Work in partnership with BMBC to embed the changes resulting from the 5 year contract review of the Property Repair and Improvement Programme (PRIP)	<b>Hearing Customers</b>	<ul style="list-style-type: none"> <li>Evaluate impact of contract amendments and report to Board</li> </ul>	Sept 2025	Executive Director of Property Services Executive Director of Resources

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<b>Healthy Barnsley</b>	Actions from Regulator of Social Housing Inspection during 2024	<b>Hearing customers</b>	<ul style="list-style-type: none"> <li>Ensure the outcomes of Tenant Engagement and Influence are always captured and shared</li> </ul>	Ongoing through 25/26 linked to insight and engagement strategy	Head of Customer Services
			<ul style="list-style-type: none"> <li>Publicise Language Line services and ensure we proactively offer to translate</li> </ul>	May 25	Head of Human Resources and OD
			<ul style="list-style-type: none"> <li>Review opportunities for tenants to have more direct communication with BMBC as their landlord</li> </ul>	May-25	Head of Customer Services
			<ul style="list-style-type: none"> <li>Increase our actions to increase diversity in our engaged tenants group</li> </ul>	Ongoing through 25/26 linked to insight and engagement strategy	Head of Customer Services
			<ul style="list-style-type: none"> <li>Work with BMBC to include tenants in setting KPIs</li> </ul>	Throughout 25/26	Head of Governance and Strategy with BMBC
			<ul style="list-style-type: none"> <li>Introduce a clear methodology to prioritise the future 20% rolling stock condition survey programme</li> </ul>	Apr-25	Head of Asset Management
			<ul style="list-style-type: none"> <li>Improve communication on the outcome of work on ASB</li> </ul>	Throughout 25/26	Head of Estate Services
			<ul style="list-style-type: none"> <li>Review the use of tools for ASB and continue joint working with BMBC to improve processes.</li> </ul>	Throughout 25/26	Head of Estate Services and BMBC



## Strategies

We are working with the council to develop a vision and strategy for the future of social housing in Barnsley, as part of the Borough's wider housing strategy.

We have developed and will continue to review Berneslai Homes strategies that underpin our Strategic Plan.

Strategy	Key Dates
Strategic Plan 2021 - 2031	December 2025
Asset Management Strategy 2021 - 2026	2026
Communication Strategy 2022 - 2025	2025
EDI Strategy 2021 - 2025	2025
People Strategy 2021 - 2024	2025
Sustainability Strategy 2022 - 2027	2027



## Finance and our budgets 2025/2026

<b><u>Income</u></b>			
Management Fee		<b>-16,837</b>	
<b><u>Expenditure</u></b>			
Caravan Site		79	
Heating Services Unit		1,608	
Customer Service & Engagement Team		616	
Tenant First		1,316	
Chief Executive		200	
Board		69	
Central Housing Management Services		1,275	
Finance		520	
Lettings		930	
Housing Management Teams		2,200	
Income		997	
Asset Management		1,063	
Repairs, Maintenance & Building Safety		1,457	
Community Refurbishment Scheme		553	
Community Buildings Team		1,164	
Human Resources			587
Head Office			592
Performance & Information			1,336
Together Housing			23
Governance & Strategy			530
Damp, Mould & Disrepair			218
Housing growth			
			<b>17,896</b>
<b>Total Expenditure</b>			<b>-26</b>
<b>Interest on Cashflow</b>			
<b>Surplus (-) /Deficit (Funding From Reserves)</b>			<b>1,033</b>
Grounds Maintenance:			£2,005,000
Barnsley Connects:			£1,128,000
Community Safety and Neighbourhoods:			£778,000
Repairs:			£29,159,000
Capital Core Programme:			£22,096,000
Regulatory – Fire Safety:			£1,843,000
Zero Carbon Initiatives:			£3,001,00
Housing Growth:			£8,900,00
Expended to Date:			£8,314,000

## How will we measure success?

Theme	Measure	Description
Overall satisfaction	TP01	Overall satisfaction with the services provided.
Maintaining building safety	BS01	Percentage of homes that have had all the necessary gas safety checks.
	BS02	Percentage of homes in buildings that have had all the necessary fire risk assessments.
	BS03	Percentage of homes in buildings that have had all the necessary asbestos management surveys or reinspections.
	BS04	Percentage of homes that have had all the necessary legionella risk assessments.
	BS05	Percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.
	TP05	Overall satisfaction that the home is safe.
Keeping homes in good repair	RP01	Proportion of homes non-decent.
	RP02 (1)	Proportion of non-emergency repairs completed in landlord's target time.
	RP02 (2)	Proportion of emergency repairs completed in landlords target time.
	TP02	Satisfaction with overall repairs service.
	TP03	Satisfaction with time taken to complete most recent repair.
	TP04	Satisfaction that the home is well maintained.

Theme	Measure	Description
Council Pulse	BH1	Void rent loss %.
	BH2	Rent collected as a proportion of rents owed on HRA dwellings.
	BH3	Proportion of apprentices in workforce.
	BH4	To spend influenceable funds locally, supporting the Barnsley economy.
	BH5	Percentage of properties with an EPC C or above.
	BH6	Management fee efficiency saving.

Theme	Measure	Description
Respectful and helpful engagement	TP06	Satisfaction that the landlord listens to tenant views and acts upon them.
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them.
	TP08	Agreement that the landlord treats tenants fairly and with respect.
Effective handling of complaints	CH01(1)	Complaints relative to the size of the landlord (Stage 1).
	CH01(2)	Complaints relative to the size of the landlord (Stage 2).
	CH02(1)	Complaints responded to within Complaint Handling Code timescales (Stage 1).
	CH02(2)	Complaints responded to within Complaint Handling Code timescales (Stage 2).
	TP09	Satisfaction with the landlord's approach to handling complaints (only those making a complaint in last year).
Responsible Neighbourhood Management	NM01(1)	Anti-social behaviour cases relative to the size of the landlord.
	NM01(2)	Anti-social behaviour cases relative to the size of the landlord (hate related).
	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained.
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods.
	TP12	Satisfaction with the landlord's approach to handling anti-social behaviour.