

<b>MEETING:</b>	Cabinet
<b>DATE:</b>	Wednesday 11 January 2023
<b>TIME:</b>	10.00 am
<b>VENUE:</b>	Council Chamber, Barnsley Town Hall
<b>PUBLIC WEB LINK:</b>	<a href="https://barnsley.public-i.tv/core/portal/webcasts">https://barnsley.public-i.tv/core/portal/webcasts</a>

## AGENDA

1. Declaration of pecuniary and non-pecuniary interests
2. Leader - Call-in of Cabinet decisions

### Minutes

3. Minutes of the previous meeting held on 14 December 2022 (Cab.11.1.2023/3)  
(Pages 3 - 8)

### Items for Noting

4. Decisions of Cabinet Spokespersons (Cab.11.1.2023/4)

### Petitions

5. Petitions received under Standing Order 44 (Cab.11.1.2023/5)

### Items for Decision/Recommendation to Council

#### Public Health and Communities Spokesperson

6. Health and Wellbeing Board: Updated Terms of Reference (Cab.11.1.2023/6)  
(Pages 9 - 24)  
RECOMMENDATION TO FULL COUNCIL ON 2 FEBRUARY 2023

#### Core Services Spokesperson

7. Calculation of Council Tax Base 2023/24 (Cab.11.1.2023/7) (Pages 25 - 52)
8. 2023/24 Business Rates - Calculation of the Authority's Local Share  
(Cab.11.1.2023/8) (Pages 53 - 60)

#### Regeneration and Culture Spokesperson

9. Berneslai Homes Strategic Plan and Annual Business Plan 2023/24  
(Cab.11.1.2023/9) (Pages 61 - 224)
10. Response to How Damp, Condensation and Mould Issues are being Addressed  
by Housing Services (Cab.11.1.2023/10) (Pages 225 - 246)

To: Chair and Members of Cabinet:-

Councillors Houghton CBE (Chair), T. Cave, Franklin, Frost, Higginbottom, Howard, Lamb, Makinson and Platts

Cabinet Support Members:

Councillors Bowser, Cain, Cherryholme, Eastwood, Newing, Osborne and Peace

Chair of Overview and Scrutiny Committee

Chair of Audit Committee

Sarah Norman, Chief Executive

Carly Speechley, Executive Director Children's Services

Wendy Lowder, Executive Director Place Health and Adult Social Care for Barnsley

Shokat Lal, Executive Director Core Services

Matt O'Neill, Executive Director Growth and Sustainability

Julia Burrows, Executive Director Public Health and Communities

Neil Copley, Service Director Financial Services (Section 151 Officer)

Sukdave Ghuman, Service Director Law and Governance (Monitoring Officer)

Michael Potter, Service Director Business Improvement, HR and Communications

Katie Rogers, Head of Communications and Marketing

Anna Marshall, Scrutiny Officer

Jason Field, Head of Legal Services (Deputy Monitoring Officer)

Corporate Communications and Marketing

Please contact Sukdave Ghuman by email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk)

Tuesday 3 January 2023



<b>MEETING:</b>	Cabinet
<b>DATE:</b>	Wednesday 14 December 2022
<b>TIME:</b>	10.00 am
<b>VENUE:</b>	Council Chamber, Barnsley Town Hall

## MINUTES

**Present** Councillors Houghton CBE (Chair), T. Cave, Franklin, Frost, Higginbottom, Howard, Lamb, Makinson and Platts

**Members in Attendance:** Councillors Bowser, Cherryholme, Eastwood, Newing, Osborne and Peace

### 145. Declaration of pecuniary and non-pecuniary interests

Councillor Newing declared a non-pecuniary interest as an employee of South West Yorkshire Partnership NHS Foundation Trust.

Councillor Howard declared a non-pecuniary interest as an employee of the Department for Work & Pensions.

Councillor Higginbottom declared a non-pecuniary interest as an employee of Age UK Barnsley in respect of Minute Number 155.

Councillor Houghton CBE declared a non-pecuniary interest in respect of Item Number 151, as his wife was employed by Barnsley Council as a Service Manager in Adult Social Care

### 146. Leader - Call-in of Cabinet decisions

The Leader reported that no decisions from the previous meeting held on 30 November 2022 had been called in.

### 147. Minutes of the previous meeting held on 30 November 2022 (Cab.14.12.2022/3)

The minutes of the meeting held on 30 November 2022 were taken as read and signed by the Chair as a correct record.

### 148. Decisions of Cabinet Spokespersons (Cab.14.12.2022/4)

The Record of Decisions taken by Cabinet Spokespersons under delegated powers during the week ending 02 December 2022 were noted.

### 149. Petitions received under Standing Order 44 (Cab.14.12.2022/5)

It was reported that no petitions had been received under Standing Order 44.

**150. Library Strategy 2022 - 2025 (Cab.14.12.2022/6)**

**RECOMMENDATION TO FULL COUNCIL ON 2 FEBRUARY 2023**

**RESOLVED** that Cabinet recommend for approval by Council, the adoption of the Library Strategy 2022 – 2025.

**151. Barnsley Adult Social Care Local Account 2021/22 (Cab.14.12.2022/7)**

**RESOLVED** that Cabinet:-

1. Approves the Barnsley Adult Social Care Local Account for 2021/22; and
2. Agrees to promote awareness of the Local Account with elected member colleagues and constituents.

**152. Provisional Education Outcomes (2022) (Cab.14.12.2022/8)**

**RESOLVED** that Cabinet notes the provisional education outcomes in the Borough for 2022, together with the limitations of the data and the action to be taken to continually improve education outcomes.

**153. Quarter 2 Corporate Performance Report (Cab.14.12.2022/9)**

**RESOLVED** that Cabinet:-

1. Reviews, challenges, and scrutinises the contents of the Corporate Performance Report in relation to the delivery of the Corporate Plan priorities and outcomes; and
2. Agrees that the Performance Report is shared with the Overview and Scrutiny Committee to inform and support their ongoing work programme.

**154. Corporate Finance Performance Quarter 2 2022/23 (Cab.14.12.2022/10)**

**RESOLVED** that Cabinet:-

1. Notes the financial position for the Council as at Quarter 2 is a projected operational overspend of £12.5M for 22/23; and
2. As highlighted in Quarter 1, releases resources earmarked as part of the 22/23 budget setting and 21/22 final accounts processes to temporarily address the net pressure; and
3. Agrees that the action plans requested at Q1 to mitigate overspends in the service areas listed below are finalised and submitted to Cabinet/ Audit and Governance Committee for consideration during Q3:
  - Children in Care [Children's Services]
  - Assessment & Care Management [Children's Services]
  - Estates – Commercial Rental Income [Growth & Sustainability]
  - Car Parking Income [Growth & Sustainability]

- Home to School Transport [Growth & Sustainability]
4. Notes the current 22/23 forecast of a balanced position on the Housing Revenue Account; and
  5. Approves the write-off of historic bad debts totalling £1.0M as detailed in the report; and
  6. Notes the forecast position on the approved Capital Programme and the ongoing review of the programme; and
  7. Notes the key messages from the Council's Q2 Treasury Management activities.

**155. Affordable Warmth Programme 2022/26 (Cab.14.12.2022/11)**

In addition to the detail contained in the report, the Cabinet Spokesperson for Regeneration and Culture advised that during consultation, concerns were raised that elderly residents on a low income and in need of support, but who own their property without a mortgage, may have been excluded from the scheme. In response a resident's capital assets would not be considered and savings only over £14,250 would result in a person not being eligible for the grant.

**RESOLVED** that Cabinet:-

1. Approves the allocation of £3M to support the Affordable Warmth Programme until March 2026 as outlined in section 3 of the report; and
2. Approves the proposed definition of households in fuel poverty for Barnsley as outlined in section 2 of the report; and
3. Approves the proposed eligibility criteria for the Affordable Warmth Programme; and
4. Approves the additional Free Boiler scheme element of the programme and its eligibility criteria outlined in section 2 of the report; and
5. Approves the additional Energy Debt Support element of the programme and its eligibility criteria outlined in section 2; and
6. Approves the launch of a competitive tender process and appointment of the successful contractor(s) to complete the heating and insulation works under the Affordable Warmth Programme with contract award delegated to Executive Director of Growth and Sustainability.

**156. Approval to Accept/Spend: Mayoral Transport Legacy Funding (Cab.14.12.2022/12)**

**RESOLVED** that Cabinet:-

1. Authorises the acceptance of the £2,170,000 funding from the Mayoral Legacy Fund for the development of the Town Centre to Oakwell Route (£2m) and £170,000 to deliver a Pegasus crossing at West Street, Worsbrough; and
2. Authorises the acceptance of £240,000 funding from CRSTS for the development of the Seam Active Travel Hub to Full Business Case; and
3. Authorises the acceptance of £167,768 with the potential for a further £41,942 funding from the Capability and Ambition Fund for the development of a pipeline of Active Travel schemes in preparation for the Tranche 4 Active Travel funding announcement; and
4. Agrees that the Executive Director, Growth and Sustainability be authorised to undertake all necessary steps to ensure continued delivery of the CRSTS/future pipeline programme.

### 157. Exclusion of Public and Press

**RESOLVED** that the public and press be excluded from the meeting during consideration of the following items, because of the likely disclosure of exempt information as described by the specific paragraphs of Part I of Schedule 12A of the Local Government Act 1972 as amended, as follows:-

<u>Item Number</u>	<u>Type of Information Likely to be Disclosed</u>
14	Paragraphs 2 and 3
15	Paragraph 3

### 158. Update on the Principal Towns and Local Centres Delivery (Cab.14.12.2022/14)

**RESOLVED** that Cabinet:-

1. Recognises that further funding of the Principal Towns programme based on detailed plans for each area will be considered within the principle of “equitable investment for all.” This will be aligned to the planning process, timing of funds and stages of development of proposals; and
2. Notes the delivery and achievements of Phase 1 and 2 to date whilst acknowledging amendments made to programme delivery and agree that any associated underspend be carried forward; and
3. Agrees to sign off the action plan for the next stage of the Principal Towns and Local Centres programme; and
4. Approves the release of up to £6.87m from the existing programme budget to support the delivery of the Local Centres projects and strategic acquisitions, thus enabling progress to be made in delivery of the action plan. These funds will be released subject to Principal Towns Programme Board, S151 Officer endorsement and application of established capital programme governance

processes to ensure robust, positive, and affordable outcomes in respect of business case and feasibility study work; and

In approving the release of the funding:

5. Authorises the Service Director Regeneration & Culture to formally agree terms for the acquiring of the assets detailed in Appendix C by negotiation or use of CPO (Compulsory Purchase Order) powers, subject to further reporting; and
6. Authorises the Service Director Regeneration & Culture to procure relevant feasibility studies and relevant consultancy to support the action plan. This is to ensure that the Council will achieve Value for Money from the Principal Towns programme and early investments. This will ensure that the Principal Towns work aligns with our Asset Management work and that all assets have future operator and are not dependant on Council operating costs or future subsidy; and
7. Authorises, post-acquisition, the Service Director Regeneration & Culture to procure associated surveys, contractors, and demolition costs (where required) for the sites, subject to value for money considerations; and
8. Authorises the Executive Director Core Services to complete the above transactions subject to all necessary planning permissions being obtained.

**159. SEND: Safety Valve Programme and Barnsley's DSG Management Plan (Cab.14.12.2022/15)**

**RESOLVED** that Cabinet:-

1. Notes the Council's participation in the Safety Valve Programme and the requirements under the programme; and
2. Notes the latest position of the DSG Management Plan (a key requirement of the SVP) and particularly the mitigating measures contained in the Action Plan to achieve sustainability over the medium term.

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Chair

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**BARNSELY METROPOLITAN BOROUGH COUNCIL**

**REPORT OF: EXECUTIVE DIRECTOR PUBLIC HEALTH AND COMMUNITIES**

**TITLE: HEALTH AND WELLBEING BOARD: UPDATED TERMS OF REFERENCE**

<b>REPORT TO:</b>	<b>CABINET</b>
<b>Date of Meeting</b>	<b>11 January 2023</b>
<b>Cabinet Member Portfolio</b>	<b>Public Health and Communities</b>
<b>Key Decision</b>	<b>Yes</b>
<b>Public or Private</b>	<b>Public</b>

**Purpose of report**

The purpose of the report is to share the refreshed terms of reference for the Barnsley Health and Wellbeing Board with full council for ratification.

**Council Plan priority**

Enabling the effective functioning of Barnsley’s Health and Wellbeing Board contributes to multiple priorities outlined within the Council Plan 2021 – 2024, with a particular focus on the Healthy Barnsley theme.

**Recommendations**

That Cabinet:

1. Receive and approve the Health and Wellbeing Board terms of reference.
2. Submit the Health and Wellbeing Board terms of reference to Full Council for ratification.

**1. INTRODUCTION**

1.1 Barnsley’s Health and Wellbeing Board (HWB) was formally established in April 2013. Its statutory responsibilities are set out under the Health and Social Care Act 2012 and the associated statutory guidance, including (but not limited to): producing a joint strategic needs assessment, a joint local health and wellbeing strategy and a pharmaceutical needs assessment.

- 1.2 The 2022 Health and Care Act changed the health and care partnership landscape, creating Integrated Care Boards (ICBs) and Integrated Care Partnerships to drive improvements in health and care and enable greater collaboration across a larger footprint. In South Yorkshire, this has seen the four Clinical Commissioning Groups (CCGs), including Barnsley CCG, replaced by the new NHS South Yorkshire ICB. Many of the statutory responsibilities that were previously conferred on Barnsley CCG now rest with NHS South Yorkshire ICB.
- 1.3 Locally, the developments in the health and care infrastructure have seen new partnerships formally established, including the 'Barnsley Place Partnership Board' and 'Barnsley Place Delivery Group.' These two groups have similar membership to the HWB and have a broadly similar purpose in terms of improving health and wellbeing outcomes for the people of Barnsley and reducing health inequalities.
- 1.4 The key difference between the place partnership board / delivery group and the HWB, is that the HWB will focus primarily on the wider determinants of health (such as employment, environment, food, culture, housing and communities); and be the responsible board for a range of public health priorities that are influenced by these wider determinants, including (but not limited to): oral health, sexual health, alcohol consumption, tobacco control, road safety, physical activity and stronger communities. Whereas the Barnsley Place Partnership is focussed more on access to healthcare; health and care systems and pathways, and commissioning arrangements.
- 1.5 In November 2022, the Department of Health and Social Care, published guidance for health and wellbeing boards which clarifies the board's role within the new health and care arena. It states that HWBs will continue to play an important statutory role in instilling mechanisms for joint working across health and care organisations and setting strategic direction to improve the health and wellbeing of people locally. HWBs remain a formal statutory committee of the local authority, and will continue to provide a forum where political, professional and community leaders come together to improve the health and wellbeing of their local population and reduce health inequalities.
- 1.6 As a result of the developments under the Health and Care Act 2022, and the potential for overlap between the Place Partnership and the HWB, it is timely and necessary to refresh the terms of reference for the HWB. The new terms of reference update the board's role and function to avoid duplication and ensure effective use of stretched resources across the health and care system. A summary of the changes from the previous version is outlined below, and the full version of the updated terms of reference is included at appendix 1. The following changes have been made:
  - Reference to Barnsley CCG has been removed throughout, replaced with NHS South Yorkshire ICB.
  - Refreshed the functions and duties of board based on the changes contained within the Health and Care Act 2022 and the guidance issued by the Department of Health and Social Care.
  - Added reference and links to the Barnsley 2030 Board and Place

Partnership Board, emphasising the importance of working collaboratively.

- Reduced the frequency of meetings from bi-monthly, to quarterly. There will be two public HWB meetings per year, and two private development sessions.
- Updated the chair of the meeting to the Cabinet Spokesperson for Public Health and Communities.
- Refreshed the membership list, job titles and associated organisations.
- Emphasised that only board members physically attending meetings contribute to quoracy (as per Council governance rules).
- Added reference to the sub-groups of the board, each of which will bring a minimum of one report per year to the health and wellbeing board.

## **2. PROPOSAL**

- 2.1 Cabinet are asked to receive and endorse the new terms of reference and submit the updated terms of reference to Full Council for ratification.

## **3. IMPLICATIONS OF THE DECISION**

### **3.1 Financial and Risk**

Consultations have taken place with representatives of the Service Director of Finance (S151 Officer). There are no direct financial implications associated with this report.

### **3.2 Legal**

The refreshed terms of reference ensure the Council is continuing to meet its statutory requirements under the Health and Social Care Act 2012, the Health and Care Act 2022 and associated guidance.

### **3.3 Equality**

An equality impact assessment (EIA) preliminary screening has been completed (appendix 2), which has determined that no full EIA is required, as the terms of reference for the HWB do not have a direct impact on the people of Barnsley. Individual projects and workstreams will undergo equality and diversity considerations via completion of an EIA to assess the access and communication requirements of service users and residents.

The HWB is committed to tackling health and social inequalities within the borough, and this is a key part of the Board's vision for a healthy Barnsley.

### **3.4 Sustainability**

No sustainability decision-making wheel has been completed, as the terms of reference for the Health and Wellbeing Board do not have a direct impact upon the people of Barnsley. All relevant projects and workstreams will be

subject to a sustainability assessment, where appropriate.

#### **4. CONSULTATION**

- 4.1 The new terms of reference have been developed in collaboration with all partners on the HWB, including Healthwatch Barnsley who represent Barnsley patients and service users.

#### **5. REASONS FOR RECOMMENDATIONS**

- 5.1 As outlined above, given the changes in the health and care landscape, it is timely to review and refresh the HWB's terms of reference, to ensure the board is an effective use of resources and contributes to improving outcomes for Barnsley residents.

#### **6. GLOSSARY**

CCG – Clinical Commissioning Group

EIA – Equality Impact Assessment

HWB – Health and Wellbeing Board

ICB – Integrated Care Board

#### **7. LIST OF APPENDICES**

- Appendix 1: Health and Wellbeing Board (Draft) Terms of Reference  
Appendix 2: Equality Impact Assessment Pre-screening

#### **8. REPORT SIGN OFF**

<b>Financial consultation &amp; sign off</b>	Senior Financial Services officer consulted and date <b>Vanessa Hunter 30.11.22</b>
<b>Legal consultation &amp; sign off</b>	Legal Services officer consulted and date <b>Jason Field 6/12/22</b>

**Report Author: Ben Brannan**  
**Post: Senior Public Health Officer**  
**Date: 6 December 2022**

# BARNSELY HEALTH AND WELLBEING BOARD

## TERMS OF REFERENCE

FEBRUARY 2023

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### 1. Purpose and Background

- 1.1 Barnsley's Health and Wellbeing Board (the Board) is established under the Health and Social Care Act 2012 as a statutory committee of Barnsley Metropolitan Borough Council (the Council) and has been in place since April 2013.
- 1.2 Whilst the Board is formally a committee of Barnsley Council, it operates as a multi-agency board of equal partners and includes both Elected Members and senior officer representation from a range of partner organisations.
- 1.3 The Health and Wellbeing Board is a key contributor to the Barnsley 2030 vision – with a focus primarily on delivering the ambitions within the 'Healthy Barnsley' theme.
- 1.4 Collectively, the Health and Wellbeing Board will develop and maintain a vision for a healthier Barnsley, which is free from inequalities taking action across the life course, from pre-birth to end of life.

### 2. Function of the Health and Wellbeing Board

- 2.1 The Board is statutorily required to carry out the following functions:
  - a) To undertake and publish a Joint-Strategic Needs Assessment (JSNA);<sup>1</sup>
  - b) To undertake a Pharmaceutical Needs Assessment (PNA);<sup>2</sup>
  - c) To develop and publish a Joint Local Health and Wellbeing Strategy (JLHWS) for Barnsley, and ensure this strategy is complimentary of, and aligns with, the South Yorkshire Integrated Care Partnership strategy<sup>3</sup>
  - d) To provide an opinion on whether the Council is discharging its duty to have regard to the JSNA, and the JLHWS, in the exercise of its functions;<sup>4</sup>
  - e) To review the extent to which NHS South Yorkshire ICB (the ICB) has contributed to the delivery of the JLHWS;<sup>5</sup> to provide an opinion to the ICB on whether their draft five-year plan takes proper account of the JLHWS;<sup>6</sup> and, to provide an opinion to NHS England on whether the five-year plan published by the ICB takes proper account of the JLHWS;<sup>7</sup>
  - f) Be consulted by NHS South Yorkshire ICB on the production of their annual report;
  - g) Receive NHS South Yorkshire ICB's Joint Capital Resource Plan

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<sup>1</sup> Section 116 Local Government and Public Involvement in Health Act 2007 (the LGPIHA 2007)

<sup>2</sup> Section 128A National Health Service Act 2006 (the NHA 2006).

<sup>3</sup> Under Section 116A LGPIHA 2007

<sup>4</sup> Under Section 116B LGPIHA 2007

<sup>5</sup> Under Section 14Z15(3) and Section 14Z16 NHA 2006

<sup>6</sup> Section 14Z13(5) NHA 2006

<sup>7</sup> Section 14Z14 NHA 2006

- h) To support joint commissioning and encourage integrated working and pooled budget arrangements<sup>8</sup> in relation to arrangements for providing health, health-related or social care services;
  - i) To discharge all functions relating to the Better Care Fund that are required or permitted by law to be exercised by the Board;
  - j) To receive and approve any other plans or strategies that are required either as a matter of law or policy to be approved by the Board.
  - k) To carry out any new functions as requested by the Secretary of State and as advised in issued guidance.
- 2.2 In addition to these statutory responsibilities, the Board will also oversee how all organisations across the Borough function together in order to deliver the Joint Health and Wellbeing Strategy.
- 2.3 The Board will agree, own and oversee the strategic vision for health and wellbeing in Barnsley and it will hold all partners and organisations to account for delivering against this vision, by taking an interest in all associated strategies and plans and when appropriate requesting details on how specific policies or strategies help to achieve the aims of the Joint Local Health and Wellbeing Strategy.
- 2.4 The Health and Wellbeing Board will work collaboratively to improve health and wellbeing outcomes with key forums both in Barnsley and across South Yorkshire, including but not limited to:
- Barnsley 2030 Board
  - Barnsley Place Partnership Board
  - Barnsley ICB Place Committee
  - Barnsley Place Partnership Delivery Group
  - Inclusive Economy Board
  - NHS South Yorkshire Integrated Care Board
  - South Yorkshire Integrated Care Partnership.
- 2.5 The Health and Wellbeing Board will be active participants in the development of the South Yorkshire Integrated Care Partnership Strategy, which will tackle challenges that are best dealt with at system level.

### **3. Membership**

- 3.1 The Barnsley Health and Wellbeing Board brings together political, professional and community leaders from across the health and care system in Barnsley, with a view to improving health and wellbeing and reducing health inequalities in the borough. The membership consists of a mixture of mandatory members, who are required under statute to be members of the Health and Wellbeing Board, and some additional members who have been invited to join the Board. The membership is as follows:
- Council Cabinet Spokesperson, Public Health and Communities
  - Council Cabinet Spokesperson – Place Health and Adult Social Care
  - Council Cabinet Spokesperson – Children’s Services
  - Barnsley Council Executive Director – Public Health and Communities

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<sup>8</sup> In accordance with Section 195 Health and Social Care Act 2012. This includes encouraging arrangements under Section 75 NHA 2006.

- Barnsley Council, Executive Director – Place Health and Adult Social Care
- Barnsley Council, Executive Director – Children’s Services
- Barnsley Council, Service Director – Regeneration and Culture
- NHS South Yorkshire, Executive Place Director (Barnsley)
- NHS South Yorkshire, Director of Strategic Commissioning and Partnerships (Barnsley)
- Berneslai Homes, Chief Executive
- Barnsley Hospital NHS Foundation Trust, Chief Delivery Officer and Deputy Chief Executive
- South & West Yorkshire Partnership NHS Foundation Trust, Deputy Chief Executive and Executive Director of Strategy and Change
- Chair of Healthwatch Barnsley
- Independent Chair of the Barnsley Mental Health, Learning Disabilities and Autism Partnership
- South Yorkshire Police, Chief Superintendent (Barnsley District)
- Barnsley CVS, Chief Executive
- Barnsley and Rotherham Chamber of Commerce, Chief Executive
- Other representatives from the wider health and wellbeing community across Barnsley may be invited to attend the Board from time to time to contribute to discussion specific issues; including officers from partnership organisations to present reports to the Board.

3.2 A senior representative from NHS England will be invited to input into the Joint Strategic Needs Assessment (JSNA) and the Joint Local Health and Wellbeing Strategy (JLHWS) when requested by the Board.

3.3 In addition, the Health and Wellbeing Board will be supported by Barnsley Council’s Governance department and by Barnsley Council’s core Public Health team.

#### **4. Role and Responsibilities of Health and Wellbeing Board Members**

4.1 All members of the Board, as a statutory committee of the Council, must observe the Council’s code of conduct for members and co-opted members.

4.2 Board members are expected to attend all board meetings whenever possible and fully and constructively contribute to discussions, reading and digesting any documents and information provided prior to meetings.

4.3 Where Board members cannot attend, they should endeavour to send a deputy to represent their organisation at Board meetings. This is to ensure unfettered engagement of all partner organisations in achieving the Board’s vision.

4.4 The membership of the Board is constructed to provide a broad range of perspectives on the development of strategy and tackling health inequalities in Barnsley. With this in mind, members are asked to bring the insight, knowledge, perspective and strategic capacity they have as a consequence of their everyday role, and not simply act as a representative of their organisation, but with the interests of the whole borough and its residents at heart.

4.5 Member of the Board are expected to fully and effectively communicate outcomes and key decisions of the Board to their own organisations, acting as ambassadors for the work of the

Board, and participating where appropriate in communications/marketing and stakeholder engagement activity to support the objectives of the Board.

- 4.6 Contributing to the ongoing development of the Board, including ensuring that appropriate items are brought to the Board's attention and added to the Board's forward plan, where relevant.
- 4.7 To act as system leaders and inspire others, including within their own organisations, networks of associates, other partnership groups, and service users to contribute to the delivery of the vision/ strategy for a healthier future for Barnsley.
- 4.8 Contribute to the development and delivery of the Joint Health and Wellbeing Strategy; holding the system to account, highlighting and celebrating our achievements and challenging performance against the strategy where necessary.
- 4.9 Seek and consider diverse opinions as a process for driving innovation, maximising assets and making best use of available resources.
- 4.10 Act in a respectful, inclusive and open manner with all colleagues to encourage constructive debate and challenge.

## **5. Governance and Accountability**

**5.1 Chair:** The Board will be chaired by the Cabinet Spokesperson for Public Health and Communities. The Health and Wellbeing Board will seek to formally appoint a co-chair and the terms of reference will be updated to reflect this.

**5.2 Attendance and deputies:** In order to maintain consistency, it is assumed that Board members will attend all Board meetings. Where a Board member cannot attend a meeting, they should endeavour to send a deputy in their place, as mentioned above.

### **5.3 Quorum:**

The quorum or minimum attendance for meetings will be one quarter of its membership and should include at least one Council Cabinet Spokesperson and one representative from NHS South Yorkshire ICB.

Where meetings utilise hybrid technology, only members that are physically present at the meetings will count towards the quoracy.

### **5.4 Decision making and voting:**

The Board will operate on a consensus basis. Where consensus cannot be achieved the matter will be put to a vote. Decisions will be made by simple majority: the Chair for the will have the casting vote. All votes shall be taken by a show of hands unless decided otherwise by the Chair. Only those physically present at the meeting, and listed within the membership (under para 3.1) will be entitled to vote.

### **5.5 Relationship to other multi-agency partnerships:**

The Board will work collaboratively with other strategic partnerships and working groups within the system to harness collective action for a healthier future for Barnsley. This includes working closely with the Barnsley Place Partnership and the Place Partnership Delivery Group.

### **5.6 Accountability and Scrutiny:**

For the purpose of the Health and Social Care Act and Borough wide governance arrangements, the Barnsley Health and Wellbeing Board will be regarded both as a committee of Barnsley MBC and as a strategic partnership. As a Council committee, the



Board will be formally accountable to the Council. Its work may be subject to scrutiny by any of the Council's relevant overview and scrutiny committees.

### **5.7 Engagement:**

The Board is committed to ensuring that the voice of all Barnsley residents, including that of children and young people, is heard and represented on issues affecting health and wellbeing in Barnsley.

## **6. Sub-Groups and Accountability**

6.1 The following groups will report into the Barnsley Health and Wellbeing Board:

- Active in Barnsley Partnership
- Alcohol Alliance
- Health Protection Board
- Heart Health Alliance
- Stronger Communities Partnership
- Tobacco Control Alliance

6.2 Each of these partnerships will be expected to bring a minimum of one report per year to a Health and Wellbeing Board, to update the Board on progress made at their partnership.

## **7. Meeting Arrangements**

7.1 The Health and Wellbeing Board will meet in public every six months, interspersed with private strategy and Board development sessions. There will be no fewer than two public meetings per financial year.

7.2 Agendas and papers will be circulated to all members and be available on the Council's website 5 clear days in advance of any public meeting.

7.3 The Board's meetings are open to the public and both the Council's Standing Orders and the highest ethical standards of public service will apply to its proceedings.

## **8. Probity and Transparency**

8.1 A member of the public may ask a question at a meeting of the Health and Wellbeing Board that, in the opinion of the Council's Executive Director, Core Services, is relevant to the business of the Board and has been notified to the Council Governance Unit in writing or by email no less than 10 clear days in advance of the meeting in question.

8.2 Questions relating to items on the agenda for a specific meeting of the Board may be submitted by 7.00 pm on the day after the agenda's publication. Questions shall be no longer than 100 words.

8.3 If required, support will be made available by the Council Governance Unit for members of the public who have literacy difficulties to formulate their question for the consideration by the Health and Wellbeing Board.

8.4 All questions shall be answered by the relevant Board member, who may reserve the right to indicate that the answer is given within a specific paper on the Board's agenda or reply in writing after the meeting.

8.5 The Executive Director, Core Services reserves the right to reject questions that are libellous or vexatious, or simply repeat questions answered at previous meetings.

8.6 Each member of the Barnsley Health and Wellbeing Board is subject to the Ethical Standards requirements of Chapter 7 of the Localism Act 2011. Members will ensure the registration of any personal, professional or pecuniary interests with the Monitoring Officer and declare at meetings any relevant interests in any matter being considered by the Board. Members are required to complete a declaration of interests form which will be published on the Council's website.

## **9. Review**

9.1 The Board will review these Terms of Reference annually.

DRAFT

# Equality Impact Assessment

## Health and Wellbeing Board Terms of Reference

### Stage 1 Details of the proposal

<b>Name of service</b>	Public Health, Health Improvement Team
<b>Directorate</b>	Public Health and Communities
<b>Name of officer responsible for EIA</b>	Ben Brannan, Senior Public Health Officer
<b>Name of senior sponsor</b>	Diane Lee, Head of Public Health
<b>Description / purpose of proposal</b>	Refresh of Health and Wellbeing Board terms of reference.
<b>Date EIA started</b>	24/11/2022
<b>Assessment Review date</b>	N/A

### Stage 2 - About the proposal

<b>What is being proposed?</b>	Refreshing the Health and Wellbeing Board's terms of reference.
<b>Why is the proposal required?</b>	Due to changes in the health and care partnership landscape, brought about by the Health and Care Act 2022. Need to ensure HWB remains an effective forum for improving health and wellbeing and reducing health inequalities.
<b>What will this proposal mean for customers?</b>	The new terms of reference will ensure that the Health and Wellbeing Board remains a forum for improving health and wellbeing in Barnsley. There will be no direct impact on Barnsley residents by updating the

terms of reference.

### Stage 3 - Preliminary screening process

Use the **Preliminary screening questions** (found in the guidance) to decide whether a full EIA is required

- Yes - EIA required (go to next section)  
 No – EIA not required (provide rationale below including name of E&I Officer consulted with)

Consulted with Zahid Qureshie and agreed that no full EIA is required, as the terms of reference for the Health and Wellbeing Board do not have a direct impact on the people of Barnsley. Individual projects and workstreams will undergo EDI considerations via completion of an EIA to assess the access and communication requirements of service users.

### Stage 4 - Scoping exercise - What do we know?

#### Data: Generic demographics

What generic data do you know?

#### Data: Service data / feedback

What equalities knowledge do you already know about the service/location/policy/contract?

#### Data: Previous / similar EIA's

Has there already been an EIA on all or part of this before, or something related? If so, what were the main issues and actions it identified?

#### Data: Formal consultation

What information has been gathered from formal consultation?

--

**Stage 5 - Potential impact on different groups**

Considering the evidence above, state the likely impact the proposal will have on people with different protected characteristics  
 (state if negative impact is substantial and highlight with **red text**)  
 Negative (and potentially positive) impacts identified will need to form part of your action plan.

Protected characteristic	Negative ' - '	Positive ' + '	No impact	Don't know	Details
Sex					
Age					
Disabled <i>Learning disability, Physical disability, Sensory Impairment, Deaf People ,invisible illness, Mental Health etc</i>					
Race					
Religion & Belief					
Sexual orientation					
Gender Reassignment					
Marriage / civil partnership		N/A			
Pregnancy / maternity					

Other groups you may want to consider					
	Negative	Positive	No impact	Don't know	Details
Ex services					

Lower socio-economic					
Other ...					

**Stage 6 - BMBC Minimum access standards**

If the proposal relates to the delivery of a new service, please refer to the Customer minimum access standards self-assessment (found at )  
 If not, move to Stage 7.

Not yet live

Please use the action plan to be taken to ensure the new service complies with the minimum access standards. Reasonable adjustments for disabled people.

- The proposal will meet the minimum access standards.
- The proposal will not meet the minimum access standards. –provide rationale below.

**Stage 7 – Action plan**

**To improve your knowledge about the equality impact . . .**

Actions could include: community engagement with affected groups, analysis of performance data, service equality monitoring, stakeholder focus group etc.

Action we will take:	Lead Officer	Completion date

**To improve or mitigate the equality impact . . .**

Actions could include: altering the policy to protect affected group, limiting scope of proposed change, reviewing actual impact in future, phasing-in changes over period of time, monitor service provider performance indicators, etc.

Action we will take:	Lead Officer	Completion date

**To meet the minimum access standards . . .(if relevant)**

Actions could include: running focus group with disability forum, amend tender specification, amend business plan to request extra 'accessibility' funding, produce separate MAS action plan, etc.

Action we will take	Completion date
<b>Not yet live</b>	

**Stage 8 – Assessment findings**

Please summarise how different protected groups are likely to be affected

<b>Summary of equality impact</b>	
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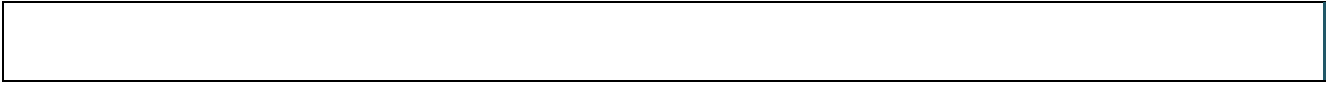
<b>Summary of next steps</b>	
------------------------------	--

<b>Signature (officer responsible for EIA) Date</b>	B J Brannan
---	-------------

**\*\* EIA now complete \*\***

**Stage 9 – Assessment Review**

**(This is the post implementation review of the EIA based on date in Stage 1 if applicable)**  
**What information did you obtain and what does that tell us about equality of outcomes for different groups?**





**BARNSELY METROPOLITAN BOROUGH COUNCIL**

**REPORT OF: EXECUTIVE DIRECTOR OF CORE SERVICES / S151 OFFICER**

**TITLE: CALCULATION OF COUNCIL TAX BASE 2023/2024**

<b>REPORT TO:</b>	<b>CABINET</b>
<b>Date of Meeting</b>	<b>11 January 2023</b>
<b>Cabinet Member Portfolio</b>	<b>Core Services</b>
<b>Key Decision</b>	<b>Yes</b>
<b>Public or Private</b>	<b>Public</b>

**Purpose of report**

This report sets out the criteria to be considered in setting the 2023/24 Council Tax Base.

**Council Plan priority**

Growing Barnsley

**Recommendations**

That Cabinet:-

1. Approve the calculation of the Council's Tax Base for the year 2023/24.
2. Confirms that the Council Tax Base for the year 2023/24 shall be 66,446.80. This figure has been calculated in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012.

3. Calculated in accordance with the above regulations the Council Tax Base for the year 2023/24 in respect of each Parish being listed in the table below:

Parish Area	Band D equivalent chargeable properties	95% of Band D equivalent chargeable properties
Penistone	4,471.10	4,247.545
Billingley	96.20	91.390
Great Houghton	654.40	621.680
Little Houghton	176.70	167.865
Shafton	929.70	883.215
High Hoyland	68.90	65.455
Hunshelf	167.70	159.315
Langsett	106.40	101.080
Cawthorne	605.90	575.605
Dunford	256.80	243.960
Gunthwaite and Ingbirchworth	308.60	293.170
Thurgoland	799.10	759.145
Tankersley	740.10	703.095
Wortley	311.00	295.450
Oxspring	473.30	449.635
Silkstone	1,218.10	1,157.195
Stainborough	160.50	152.475
Barnsley and other Non-Parish areas	58,399.50	55,479.525
<b>Total</b>	<b>69,944.00</b>	<b>66,446.800</b>

## 1. INTRODUCTION

- 1.1 The Local Government Finance Act 1992 requires the Authority to calculate its Council Tax Base, before 31 January each year, in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012.
- 1.2 The Valuation List dated 1 April 1993 shows domestic properties within the Borough subject to Council Tax and places each of them into a valuation band between A to H dependent upon a valuation as at an antecedent date of 1 April 1991.
- 1.3 The Council Tax Base is expressed in terms of band D equivalent properties and represents the estimated full year number of chargeable dwellings in the area after allowing for disabled persons relief, discounts and other statutory adjustments.

## 2. PROPOSAL

- 2.1 It is proposed that the Council Tax Base for the year 2023/24 shall be **66,446.80**

2.2 The relevant calculations for each Parish or district are calculated by applying the following formula: -

$$\frac{(H + J) \times E}{G}$$

where:

H is the estimated number of chargeable dwellings in the area and band after taking into account the effect of exemptions and discounts.

J is the amount of any adjustments in respect of changes in the number of chargeable dwellings or discounts calculated by the authority for 2023/24 (see notes at 5.3 below).

F is the number appropriate to each band as set out in Section 5(1) of the Act.

G is the number appropriate to band D as set out in Section 5(1) of the Act. In all cases for 2023/24 this is 9.

2.3 In determining the figure used at point J of the calculations the following aspects have been taken into account: -

- i) a full survey of all properties within authority's tax base was carried out at the commencement of council tax in 1993 to identify those properties entitled to discounts and/or exemptions. Each year further checks are made to ensure that the Council Tax database remains accurate.
- ii) Each claimant's eligibility for discounts/exemptions is thoroughly investigated prior to being awarded, and an ongoing programme to review current recipients is undertaken.
- iii) An assessment of housing growth needs of the borough in accordance with the Local Plan.
- iv) Local knowledge has been used to identify which Parish will see an increase/decrease in the number of properties. This information is then used to obtain the revised number of band D equivalent properties in each area.

#### ***Long Term Empty Properties (More Than 2 Years)***

2.4 Local authorities can currently charge owners a premium of 100% (or a 200% council tax charge) on unfurnished properties left empty for 2 year or more. The Council adopted this policy from 1<sup>st</sup> April 2019. There are currently 204 empty properties being charged this premium (a decrease of 44 since last year).

2.5 Furthermore, local authorities can also charge a premium of 200% (or a 300% council tax charge) for any property left empty and substantially unfurnished for a period of five year or more. There are currently 58 empty properties that have

been empty more than five years and will be charged this premium (an increase of 9 since last year).

- 2.6 Since 1 April 2021 the council can also charge a premium of 300% (or a 400% Council Tax charge) for any properties left empty and substantially unfurnished for a period of ten years or more. There are currently 41 properties being charged this premium (an increase of 4 since last year).

### ***Second Homes / Short Term Empty Properties (less than 2 years)***

- 2.7 Local authorities have further discretion to charge Council Tax on second homes and empty properties.
- 2.8 Barnsley Council currently allows a discretionary one-month discount of 100% council tax to landlords with properties that are vacant. The discount is to allow a reasonable period for a landlord to get new tenants into a vacant property.
- 2.9 The overall number of empty properties has reduced in the last 12 months. The Council's empty homes team will continue the focus on supporting landlords with empty properties and to bring long term empty properties back into use.

### ***Local Council Tax Support***

- 2.10 The Council currently operates a local council tax support scheme that provides financial support to eligible claimants. Under the Council Tax Support provisions, the scheme for pensioners is determined by central government whereas the scheme for working age applications is determined locally by the Council.
- 2.11 The Council introduced a new scheme for all eligible working age claimants during 2020. This new scheme provides more targeted support to those in most need and is provided based on a simple "income grid" model where different bands of entitlement are based on individual household circumstances and income.
- 2.12 This scheme is provided as a discount against the council tax due, the total estimated amount to be paid translates into a reduction in the tax base. The council tax base calculated at 5.1 above is net of the reduction made for the estimated cost of the support to be provided.
- 2.13 During the Covid 19 Pandemic the number of households claiming Local Council Tax Support increased significantly. It was anticipated that this would start to reduce as people returned to work during 2021/22, this has not been the case and levels have remained consistent throughout the financial year.

## Cost of Living Crisis

- 2.14 It is anticipated that the cost of living crisis will impact council tax income collection rates as households struggle to meet rising costs. The Council will continue to monitor the situation but slower than anticipated collections could impact the council tax base in 2023/24. The tax base calculated at 5.1 reflects this.

### Example of Calculation – Penistone Town Council

- 2.15 By way of example using the formula in paragraph 5.2 above, the table below shows the calculated tax base for the Penistone Town Council area.

#### PENISTONE

										Area 9
BAND	A-	A	B	C	D	E	F	G	H	TOTAL
H =	1.05	1,175.60	873.45	949.17	803.54	520.84	272.71	150.40	3.00	4,749.76
J =					73.00					73.00
F =	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G =	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+J) x F/G	0.60	783.70	679.40	843.70	876.50	636.60	393.90	250.70	6.00	4,471.10

COUNCIL TAX CALCULATED IN ACCORDANCE  
WITH PARAGRAPHS 5.2 & 5.3 OF THE REPORT

4471.10

x 95%=

**4,247.545**

### Council Tax base for 2023/24

- 2.16 Appendix A shows the relevant amount for each area. The total of the relevant amounts for 2023/24 for each of the valuation bands is summarised as follows:-

<u>Property Value</u>	<u>Band</u>	<u>Ratio</u>	<u>Band D equivalent chargeable properties</u>
Up to £40,000 with disabled reduction	A-	5/9	99.40
Up to £40,000	A	6/9	28,521.20
£40,001 to £52,000	B	7/9	12,107.60
£52,001 to £68,000	C	8/9	11,030.30
£68,001 to £88,000	D	9/9	10,275.20
£88,001 to £120,000	E	11/9	4,574.90
£120,001 to £160,000	F	13/9	2,182.90
£160,001 to £320,000	G	15/9	1,092.00
More than £320,000	H	18/9	60.50
			69,944.00

- 2.17 The regulations require the authority to adjust the total relevant amount by a proportion which reflects the following: -
- i) Total amounts expected to be paid to the authority under the Local Government Finance Act 1992 less the total of any Council Tax Reductions for the year.
  - ii) Total of amounts in respect of Council Tax Reductions pursuant to directions under Section 98(5) and 98(4) of the 1998 Act.
- 2.18 It is estimated that the appropriate proportion in this respect is 95% and that the Estimated Council Tax Base for the 2023/24 financial year is therefore: -

$$\underline{69,944.00 \times 95\% = 66,446.80}$$

- 2.19 The council tax collection rate applied is considered prudent and considers the anticipated ongoing impact of the cost of living crisis and the impact that the LCTS scheme has on overall collection rates. Any surplus or deficit as compared to the target collection rate, falls into the Council's Collection Fund and ultimately impacts positively or negatively on Council's General Fund Budget.

#### **4. IMPLICATIONS OF THE DECISION**

##### **3.1 Financial and Risk**

The estimated Tax Base of 66,446.80 is used to determine the total Council Tax yield available to support the 2023/24 budget.

The Council Tax Base is a key variable in determining the resources estimated to be available to fund council services. Consequently, the risk of variations to the Council Tax Base including the ongoing impact of the cost of living crisis, have been factored into the 2023/24 Service & Financial Planning process as far as is possible. In addition, the Council Tax Base will be subject to robust monitoring throughout the 2023/24 financial year to identify at an early stage any differences likely to make a material difference to the Council's spending plans.

##### **3.2 Legal**

None

##### **3.3 Equality**

Not applicable – This is a statutory requirement.

### **3.4 Sustainability**

There are no implications of sustainability for the Borough in this cabinet report

### **3.5 Employee**

None

### **3.6 Communications**

Major Preceptors (South Yorkshire Fire and Rescue, South Yorkshire Police and Crime Commissioner and individual Parish Councils) are required to be notified of this decision.

## **4. CONSULTATION**

Not applicable

## **5. ALTERNATIVE OPTIONS CONSIDERED**

Not applicable

## **6. REASONS FOR RECOMMENDATIONS**

Statutory requirement

## **7. GLOSSARY**

None

## **8. LIST OF APPENDICES**

Appendix A – Summary of Relevant Tax Bases by Parish  
Appendix B – Estimated Increase in Chargeable Dwelling  
Appendix C – Summary of Relevant Amounts

## **9. BACKGROUND PAPERS**

The Local Government Finance Act 1992  
The Local Authorities (Calculation of Council Tax Base) Regulations 1992  
The Local Authorities (Calculation of Council Tax Base) SI 3012 (2003)

If you would like to inspect background papers for this report, please email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk) so that appropriate arrangements can be made

## **10. REPORT SIGN OFF**

<b>Financial consultation &amp; sign off</b>	Senior Financial Services officer consulted and date  <i>This box must be signed to confirm that there are no financial implications. Alternatively, a signed Appendix A outlining the financial implications is required.</i>
<b>Legal consultation &amp; sign off</b>	Legal Services officer consulted and date  <b><i>Jason Field 3/01/23</i></b>

**Report Author:** Neil Copley  
**Post:** Service Director Finance and Section 151 Officer  
**Date:** 14 December 2022



Appendix A Summary of Relevant Bases by Parish

**Appendix A**

**09 PENISTONE**

Area 9

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	1.05	1175.60	873.45	949.17	803.54	520.84	272.71	150.40	3.00	4749.76
J	=					73.00					73.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.60	783.70	679.40	843.70	876.50	636.60	393.90	250.70	6.00	4471.10

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT      4471.10 x 95% =

**4247.55**

**17 BILLINGLEY**

Area 17

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	1.00	5.02	5.77	8.50	13.39	20.25	19.39	0.00	73.32
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	0.70	3.90	5.10	8.50	16.40	29.30	32.30	0.00	96.20

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT      96.20 x 95% =

**91.39**

Appendix A Summary of Relevant Bases by Parish

**19 GREAT HOUGHTON**

Area 19

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	3.00	486.78	152.69	127.95	73.37	8.53	7.00	0.50	0.00	859.82
J	=					1.00					1.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		1.70	324.50	118.80	113.70	74.40	10.40	10.10	0.80	0.00	654.40

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

654.40 x 95% =

**621.68**

**20 LITTLE HOUGHTON**

Area 20

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.79	169.02	22.99	11.50	20.87	8.40	1.00	1.75	0.00	236.32
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.40	112.70	17.90	10.20	20.90	10.30	1.40	2.90	0.00	176.70

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

176.70 x 957% =

**167.87**

Appendix A Summary of Relevant Bases by Parish

**21 SHAFTON**

Area 21

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	1.04	497.72	279.50	194.53	173.10	22.75	2.50	1.50	0.00	1172.64
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.60	331.80	217.40	172.90	173.10	27.80	3.60	2.50	0.00	929.70

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

929.70 x 95% =

**883.22**

**25 HIGH HOYLAND**

Area 25

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	0.00	3.00	12.06	6.50	8.50	6.50	17.75	0.00	54.31
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	0.00	2.30	10.70	6.50	10.40	9.40	29.60	0.00	68.90

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 9 & 10 OF THE REPORT

68.90 x 95% =

**65.46**

Appendix A Summary of Relevant Bases by Parish

**26 HUNSHELF**

Area 26

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	2.04	13.82	14.50	24.53	36.25	38.94	10.00	0.00	140.08
J	=					1.00					1.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	1.40	10.70	12.90	25.50	44.30	56.20	16.70	0.00	167.70

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      167.70 x 95% =

**159.32**

**27 LANGSETT**

Area 27

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	4.25	6.74	17.06	10.50	26.00	18.00	7.75	1.00	91.30
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	2.80	5.20	15.20	10.50	31.80	26.00	12.90	2.00	106.40

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      106.40 x 95% =

**101.08**

Appendix A Summary of Relevant Bases by Parish

**22 CAWTHORNE**

Area 22

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	6.40	48.56	74.36	70.41	120.91	67.44	91.25	12.50	491.83
J	=					5.00					5.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	0.00	4.30	37.80	66.10	75.40	147.80	97.40	152.10	25.00	605.90

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

605.90 x 95% =

**575.61**

**23 DUNFORD**

Area 23

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	54.85	42.12	45.74	24.36	39.00	30.00	17.00	1.00	254.07
J	=					1.00					1.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	0.00	36.60	32.80	40.70	25.40	47.70	43.30	28.30	2.00	256.80

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

256.80 x 95% =

**243.96**

Appendix A Summary of Relevant Bases by Parish

**24 GUNTHWAITE & INGBIRCHWORTH**

Area 24

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	9.97	22.23	65.51	49.36	77.77	34.75	15.50	0.00	275.09
J	=					6.00					6.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	6.60	17.30	58.20	55.40	95.10	50.20	25.80	0.00	308.60

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      308.60 x 95% =

**293.17**

**31 THURGOLAND**

Area 31

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	151.64	120.66	86.17	103.87	174.31	95.92	40.25	0.00	772.82
J	=					5.00					5.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	101.10	93.80	76.60	108.90	213.00	138.60	67.10	0.00	799.10

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      799.10 x 95% =

**759.15**

Appendix A Summary of Relevant Bases by Parish

**32 TANKERSLEY**

Area 32

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	1.00	246.70	58.65	79.13	70.88	172.10	101.75	7.75	0.00	737.96
J	=					18.00					18.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.60	164.50	45.60	70.30	88.90	210.30	147.00	12.90	0.00	740.10

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      740.10 x 95% =

**703.10**

**33 WORTLEY**

Area 33

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	12.44	35.82	32.30	58.86	48.93	46.97	35.75	0.00	271.07
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	8.30	27.90	28.70	58.90	59.80	67.80	59.60	0.00	311.00

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      311.00 x 95% =

**295.45**

Appendix A Summary of Relevant Bases by Parish

**28 OXSPRING**

Area 28

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	2.45	54.39	99.65	87.71	57.49	75.50	50.49	33.24	0.00	460.92
J	=					2.00					2.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		1.40	36.30	77.50	78.00	59.50	92.30	72.90	55.40	0.00	473.30

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

473.30 x 95% =

**449.64**

**29 SILKSTONE**

Area 29

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	1.00	148.58	197.05	185.43	237.05	198.53	167.06	43.98	2.00	1180.68
J	=					2.00					2.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.60	99.10	153.30	164.80	239.10	242.60	241.30	73.30	4.00	1218.10

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

1218.10 x 95% =

**1157.20**



Appendix A Summary of Relevant Bases by Parish

**30 STAINBOROUGH**

Area 30

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	0.00	8.50	32.11	15.25	22.19	32.25	25.50	9.50	1.00	146.30
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		0.00	5.70	25.00	13.60	22.20	39.40	36.80	15.80	2.00	160.50

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

160.50 x 95% =

**152.48**

**18 BRIERLEY**

Area 18

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	5.06	1617.53	273.09	349.95	137.08	44.01	14.50	5.25	2.00	2448.47
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		2.80	1078.40	212.40	311.10	137.10	53.80	20.90	8.80	4.00	1829.30

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

1829.30 x 95% =

**1737.84**

Appendix A Summary of Relevant Bases by Parish

**34 CUDWORTH**

Area 34

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	3.13	1796.82	723.24	476.08	272.68	38.33	14.19	0.50	1.50	3326.47
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		1.70	1197.90	562.50	423.20	272.70	46.80	20.50	0.80	3.00	2529.10

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      2529.10 x 95% =

**2402.65**

**01 DARFIELD**

Area 1

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	9.73	1276.79	781.81	479.32	186.63	51.51	31.00	8.20	0.00	2824.99
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		5.40	851.20	608.10	426.10	186.60	63.00	44.80	13.70	0.00	2198.90

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      2198.90 x 95% =

**2088.96**

Appendix A Summary of Relevant Bases by Parish

**02 DARTON**

Area 2

<b>BAND</b>		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	8.37	2739.20	1858.76	1636.75	1640.47	644.99	135.92	35.00	2.00	8701.46
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	4.70	1826.10	1445.70	1454.90	1640.50	788.30	196.30	58.30	4.00	7418.80

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      7418.80 x 95% =

**7047.86**

**06 ROYSTON**

Area 6

<b>BAND</b>		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	8.49	1784.78	658.59	616.64	526.75	96.15	29.25	3.75	0.00	3724.40
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	4.70	1189.90	512.20	548.10	526.80	117.50	42.30	6.30	0.00	2947.80

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT                      2947.80 x 95% =

**2800.41**

Appendix A Summary of Relevant Bases by Parish

**07 WOMBWELL**

Area 7

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	11.11	3660.61	1322.31	1094.48	555.97	160.54	55.33	10.00	0.00	6870.35
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	6.20	2440.40	1028.50	972.90	556.00	196.20	79.90	16.70	0.00	5296.80

COUNCIL TAX CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT      5296.80 x 95% =

**5031.96**

**08 WORSBROUGH**

Area 8

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	7.24	2447.34	698.99	655.02	597.68	151.57	70.85	34.25	1.00	4663.94
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	4.00	1631.60	543.70	582.20	597.70	185.30	102.30	57.10	2.00	3705.90

COUNCIL TAX BASE CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT      3705.90 x 95% =

**3520.61**

Appendix A Summary of Relevant Bases by Parish

**03 DEARNE**

Area 3

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	37.95	5519.74	1076.95	896.21	482.38	69.83	6.75	2.00	1.00	8092.81
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	21.10	3679.80	837.60	796.60	482.40	85.30	9.80	3.30	2.00	5917.90

COUNCIL TAX BASE CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT      5917.90 x 95% =

**5622.01**

**04 DODWORTH**

Area 4

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	4.81	949.67	282.02	359.19	377.63	161.27	18.25	6.50	0.75	2160.09
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J)	x F/G	2.70	633.10	219.30	319.30	377.60	197.10	26.40	10.80	1.50	1787.80

COUNCIL TAX BASE CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT      1787.80 x 95% =

**1698.41**

Appendix A Summary of Relevant Bases by Parish

**05 HOYLAND**

Area 5

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	18.81	3296.66	822.69	570.21	374.67	202.05	47.75	5.00	0.00	5337.84
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		10.50	2197.80	639.90	506.90	374.70	247.00	69.00	8.30	0.00	4054.10

COUNCIL TAX BASE CALCULATED IN ACCORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

4054.10 x 95% =

**3851.40**

**BARNESLEY**

Areas 10-16

BAND		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	53.65	14662.57	5054.25	3271.15	1766.61	538.89	100.76	41.55	1.50	25490.93
J	=					0.00					0.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		29.80	9775.00	3931.10	2907.70	1766.60	658.60	145.50	69.30	3.00	19286.60

COUNCIL TAX BASE CALCULATED IN ACORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT

19286.60 x 95% =

**18322.27**

Appendix A Summary of Relevant Bases by Parish

**BARNESLEY & OTHER NON-PARISH AREAS**

Other Areas

<b>BAND</b>		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	168.35	39751.71	13552.70	10405.00	6918.55	2159.14	524.55	152.00	9.75	73641.75
J	=					1427.00					1427.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		93.50	26501.10	10541.00	9248.90	8345.60	2638.90	757.70	253.30	19.50	58399.50

COUNCIL TAX BASE CALCULATED IN ACORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT 58399.50 x 95% =

**55479.53**

Page 47

**TOTAL TAX BASE**

All Areas

<b>BAND</b>		A-	A	B	C	D	E	F	G	H	TOTAL
H	=	178.90	42781.80	15566.93	12409.14	8734.23	3743.10	1511.23	655.21	30.25	85610.79
J	=					1541.00					1541.00
F	=	5.00	6.00	7.00	8.00	9.00	11.00	13.00	15.00	18.00	
G	=	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	
(H+ J) x F/G		99.40	28521.20	12107.60	11030.30	10275.20	4574.90	2182.90	1092.00	60.50	69944.00

COUNCIL TAX BASE CALCULATED IN ACORDANCE WITH

PARAGRAPHS 4.5 & 4.6 OF THE REPORT 69944.000 x 95% =

**66446.80**

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**Appendix B****ESTIMATED INCREASE IN CHARGEABLE DWELLINGS BY AREA - 2023/24****TOTAL EST INCREASE = 1541**

A			%	D	J
5678	Penistone	9	5.0	876.5	73
90	Billingley	17	0.1	8.5	0
1159	Great Houghton	19	1.0	74.4	1
326	Little Houghton	20	0.3	20.9	0
1519	Shafton	21	1.3	173.1	0
62	High Hoyland	25	0.1	6.5	0
156	Hunshelf	26	0.1	25.5	1
101	Langsett	27	0.1	10.5	0
574	Cawthorne	22	0.5	75.4	5
292	Dunford	23	0.3	25.4	1
312	Gunthwaite & Ingbirchworth	24	0.3	55.4	6
911	Thurgoland	31	0.8	108.9	5
896	Tankersley	32	0.8	88.9	18
316	Wortley	33	0.3	58.9	0
518	Oxspring	28	0.5	59.5	2
1378	Silkstone	29	1.2	239.1	2
172	Stainborough	30	0.2	22.2	0
99782	Barnsley & Other Non-Parish Areas	Other Areas	87.3	7768.8	1427
<b>114242</b>	<b>Totals</b>		<b>100.0</b>	<b>9698.4</b>	<b>1541</b>

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**Appendix C**

**SUMMARY OF RELEVANT AMOUNTS**

	A-	A	B	C	D	E	F	G	H	TOTAL	95%
PENISTONE	0.60	783.70	679.40	843.70	876.50	636.60	393.90	250.70	6.00	4,471.10	4,247.545
BILLINGLEY	0.00	0.70	3.90	5.10	8.50	16.40	29.30	32.30	0.00	96.20	91.390
GREAT HOUGHTON	1.70	324.50	118.80	113.70	74.40	10.40	10.10	0.80	0.00	654.40	621.680
LITTLE HOUGHTON	0.40	112.70	17.90	10.20	20.90	10.30	1.40	2.90	0.00	176.70	167.865
SHAFTON	0.60	331.80	217.40	172.90	173.10	27.80	3.60	2.50	0.00	929.70	883.215
HIGH HOYLAND	0.00	0.00	2.30	10.70	6.50	10.40	9.40	29.60	0.00	68.90	65.455
HUNSHELF	0.00	1.40	10.70	12.90	25.50	44.30	56.20	16.70	0.00	167.70	159.315
LANGSETT	0.00	2.80	5.20	15.20	10.50	31.80	26.00	12.90	2.00	106.40	101.080
CAWTHORNE	0.00	4.30	37.80	66.10	75.40	147.80	97.40	152.10	25.00	605.90	575.605
DUNFORD	0.00	36.60	32.80	40.70	25.40	47.70	43.30	28.30	2.00	256.80	243.960
GUNTHWAITH& INGBIRCHWORTH	0.00	6.60	17.30	58.20	55.40	95.10	50.20	25.80	0.00	308.60	293.170
THURGOLAND	0.00	101.10	93.80	76.60	108.90	213.00	138.60	67.10	0.00	799.10	759.145
TANKERSLEY	0.60	164.50	45.60	70.30	88.90	210.30	147.00	12.90	0.00	740.10	703.095
WORTLEY	0.00	8.30	27.90	28.70	58.90	59.80	67.80	59.60	0.00	311.00	295.450
OXSPRING	1.40	36.30	77.50	78.00	59.50	92.30	72.90	55.40	0.00	473.30	449.635
SILKSTONE	0.60	99.10	153.30	164.80	239.10	242.60	241.30	73.30	4.00	1,218.10	1,157.195
STAINBOROUGH	0.00	5.70	25.00	13.60	22.20	39.40	36.80	15.80	2.00	160.50	152.475
<b>SUB TOTAL</b>	<b>5.90</b>	<b>2,020.10</b>	<b>1,566.60</b>	<b>1,781.40</b>	<b>1,929.60</b>	<b>1,936.00</b>	<b>1,425.20</b>	<b>838.70</b>	<b>41.00</b>	<b>11,544.50</b>	<b>10,967.275</b>
ALL OTHER AREAS	93.50	26,501.10	10,541.00	9,248.90	8,345.60	2,638.90	757.70	253.30	19.50	58,399.50	55,479.525
<b>TOTAL</b>	<b>99.40</b>	<b>28,521.20</b>	<b>12,107.60</b>	<b>11,030.30</b>	<b>10,275.20</b>	<b>4,574.90</b>	<b>2,182.90</b>	<b>1,092.00</b>	<b>60.50</b>	<b>69,944.00</b>	<b>66,446.800</b>

CTB1 total	68,403.00
Appendix B adjusted figure	<u>1,541.00</u>
Revised Tax Base	<u><u>69,944.00</u></u>

95% Collection Rate 66,446.80

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**BARNSLEY METROPOLITAN BOROUGH COUNCIL**

**REPORT OF: EXECUTIVE DIRECTOR OF CORE SERVICES / S151 OFFICER**

**TITLE: 2023/24 Business Rates – Calculation of the Authority’s Local Share**

<b>REPORT TO:</b>	<b>CABINET</b>
<b>Date of Meeting</b>	<b>11 January 2023</b>
<b>Cabinet Member Portfolio</b>	<b>Core Services</b>
<b>Key Decision</b>	<b>Yes</b>
<b>Public or Private</b>	<b>Public</b>

**Purpose of report**

This report sets out the 2023/24 estimated Business Rate Local Share for the Council that is built into the 2023/24 budget and outlines the process for calculating the National Non-Domestic Rates Return (NNDR1) to be submitted to the Ministry for Levelling Up, Housing and Communities (MLUHC) by 31st January 2023.

**Council Plan priority**

Growing Barnsley

**Recommendations**

That Cabinet:-

- 1. Note the process for estimating the retained Business Rate Local Share for 2023/24 and agree that the ‘local share’ for Barnsley will be £28.414M (excluding S31 Grants) in line with the Council’s Medium-Term Financial Strategy (MTFS) and;**
- 2. That the final submission is approved by the Service Director Finance - S151 Officer in consultation with the Cabinet Spokesperson for Core Services.**

## 1. INTRODUCTION

1.1 Under the current Business Rates Retention Scheme (BRRS) councils are able to retain 49% of all business rates collected locally (known as the Local Share), and this amount forms part of the funding of the Council's agreed budget.

## 2. PROPOSAL

### ***Local Business Rates Retention***

2.1 Under the Business Rates Retention Scheme (BRRS) councils are required to estimate the total business rates to be collected in their area.

2.2 After taking account of reliefs, appeals and other variables, councils are required to pay 50% of this net amount over to Central Government and 1% to local Fire Authorities. The remaining amount (49%) is then available to contribute to the Council's budget planning process.

2.3 The key steps involved in the process of estimating the local share of business rates to be retained by the Council are attached at Appendix 1, with a summary below highlighting several issues that need to be considered when calculating the Business Rate base for 2023/24.

### ***2023 Business Rate Revaluation***

2.4 A revaluation of business properties is undertaken at national level by the Valuation Office Agency. The next business rates revaluation takes effect from 1<sup>st</sup> April 2023 and will take place every three years thereafter. At local authority level, overall charges to businesses will increase or decrease dependent upon how the Valuation Office determines the rateable value of their property in comparison against the average for England.

2.5 The effects of the revaluation will be revenue neutral meaning no Local Authority will be worse off in terms of funding retained. This will be undertaken via an adjustment to each authority's Top Up or Tariff following revaluation.

2.6 The outcome of the revaluation is not yet known. The Service Director Finance (S151 Officer) will adjust the Council's Medium-Term Financial Strategy to reflect any changes as the position becomes clear following the Local Government Finance Settlement.

2.7 However it should also be noted that there may be fluctuations in rateable value (RV) of council owned premises due to the 2023 Revaluation. The estimated cost associated with this will be built into the Medium-Term Financial Strategy.

### ***Small Business Rates Relief***

2.8 From 1 April 2017, the Government announced changes to the entitlement threshold for qualifying small businesses. The table below highlights the current thresholds:

	<b>Current Threshold (Gross RV)</b>
100% Relief Awarded	Up to £12,000
Tapered Relief Awarded	From £12,001 to £14,999
Bills calculated on Small Business Rate Multiplier	From £15,000 to £51,000

- 2.9 Following these changes, the amount of Small Business Rate Relief (SBRR) awarded has increased significantly and it is expected that this trend will continue. This results in a reduction in the amount of rates retained by the Council (the Local Share).
- 2.10 Government have confirmed that S31 Grant will continue to be awarded to compensate Local Authorities for the changes made to the SBRR threshold in 2017. An estimate has been made for the S31 grants to be received and has been built into the MTFS accordingly.

### ***Deductions for Estimated Charitable Reliefs***

- 2.11 Charities are awarded 80% mandatory relief. This continues to be a significant issue for the Authority as schools that become academies will automatically receive relief on their business rate bill, thus reducing the resources available to fund other front line Council services.

### ***Empty Properties and Business Closures***

- 2.12 Under the current Business Rates scheme, business properties that become vacant are eligible for empty property relief. The amount of relief awarded is dependent on the type of property that becomes vacant. For industrial use properties a maximum of 6 months relief.
- 2.13 Whilst the total amount of relief to be awarded during 2023/24 is difficult to predict, particularly in the context of the current economic challenges that businesses face, the total rates to be collected has been adjusted to reflect known circumstances.

### ***Enterprise Zones***

- 2.14 All rates collectable from businesses within Enterprise zones are required to be paid over to the Local Enterprise Partnership (LEP) rather than being retained by the Local Authority.
- 2.15 There are currently 2 approved Enterprise Zones within the Barnsley area at Shortwood and Ashroyd Way. The estimate rates to be collected in 2023/24 from these sites total £0.8M. This amount will be required to be paid to the South Yorkshire Mayoral Combined Authority. The impact of this has been built into the 2023/24 income forecast.

### ***Autumn Statement***

- 2.16 The Covid 19 pandemic, BREXIT and the current economic crisis have had a significant impact on businesses, particularly those in the retail, leisure and hospitality sectors. Whilst some financial support has been and continues to be provided by Government during 2023/24 (see below), the ongoing impact on the business community remains difficult to predict and could result in adverse changes to the tax base.
- 2.17 As part of the Chancellors 2022 Autumn Statement, the following measures to support businesses were announced.
- The business rates multipliers will continue to be frozen at the 2021 rates.
  - Businesses in the retail, hospitality and leisure sectors will receive 75% relief on their business rates.
  - Additional relief will be provided to the smallest businesses that lose or see reductions in Small Business Rates Relief and Rural Rate Relief because of the April 2023 Revaluation
  - A new Transitional Relief scheme will provide relief to cap bill increases for the businesses that see the largest increase due to the April 2023 Revaluation.
- 2.18 It is expected that Local Authorities w

## **Business Rate Arrears**

- 2.19 Despite the Government additional support to business, it is anticipated that the current economic challenges will continue to adversely impact collection rates. This will be carefully monitored during 2023/2024 and will be reported to Cabinet accordingly.

## **Submission of the National Non-Domestic Rates Return (NNDR1)**

- 2.20 Councils are required to collect the information highlighted at Appendix 1 and submit it to Government via the NNDR1 return by no later than 31 January.
- 2.21 The NNDR1 form for 2023/24 is yet to be received but will be reviewed by officers as necessary. As such it is possible that adjustments may be necessary to the position reported in this report, particularly the split between retained rates (Local Share) and the amount of estimated S31 grant, reflecting the changes announced in the 2022 Autumn Statement. As the deadline for submitting the NNDR1 form is 31 January 2023, it is recommended that approval of the final submission be delegated to the Service Director Finance (S151 Officer).
- 2.22 The position on business rates will continue to be carefully monitored throughout the financial year and reported to Members as part of normal budgetary procedures.

## **3. IMPLICATIONS OF THE DECISION**

### **3.1 Financial and Risk**

- 3.2 The Council currently retains 49% of the business rates it collects known as the local share. An estimate of the local share to be retained in 2023/24 has been made and totals £28.414M. This amount has been built into 2023/24 Budgetary Procedures. In addition, the Council is required to notify Central Government and South Yorkshire Fire and Rescue Authority (SYFRA) of their share of business rates income (50% and 1% respectively).
- 3.3 The business rate baseline remains extremely volatile, with several key factors that can influence its position. It remains particularly vulnerable, and a rigorous monitoring process has been put in place with any material variations against the budget being reported to Cabinet as part of the normal quarterly financial monitoring process.
- 3.4 Any variations identified from this exercise will affect the Council's Collection Fund Reserves, which will in turn impact on the Council's MTFS. These variations will also impact the amounts paid over to Central Government and the SYFRA.

### **3.2 Legal**

None.

### **3.3 Equality**

Not applicable – This a statutory requirement.

### **3.4 Sustainability**

There are no implications of sustainability for the Borough in this cabinet report.

### **3.5 Employee**

No existing employees are adversely affected by this report.



**3.6 Communications**

None directly arising from this report.

**4. CONSULTATION**

Not applicable.

**5. ALTERNATIVE OPTIONS CONSIDERED**

Not applicable.

**6. REASONS FOR RECOMMENDATIONS**

Statutory Requirement.

**7. GLOSSARY**

None

**8. LIST OF APPENDICES**

Appendix 1: Process for calculating the National Non-Domestic Rates Return

**9. BACKGROUND PAPERS**

Not applicable.

**10. REPORT SIGN OFF**

<b>Financial consultation &amp; sign off</b>	Senior Financial Services officer consulted and date  <i>This box must be signed to confirm that there are no financial implications. Alternatively, a signed Appendix A outlining the financial implications is required.</i>
<b>Legal consultation &amp; sign off</b>	Legal Services officer consulted and date  <b>Jason Field 3/1/23</b>

**Report Author: Neil Copley**  
**Post: Service Director Finance and Section 151 Officer**  
**Date: 2 December 2022**

**PROCESS FOR CALCULATING THE 2023/24 NNDR 1 FORM****Step 1 – Calculation of Gross Debit**

The gross debit is calculated by taking the gross rateable value of properties on the ratings list within the Barnsley area and applying a business rate multiplier as set by Government.

Normally the business rate multiplier is increased by inflation (CPI) year on year. However, as part of the Government's Autumn Statement in November the Chancellor announced that there would be a freeze on the business rate multiplier for 2023/24 with local authorities being compensated via S31 grant for any losses.

The rateable value to be used is that based on the revised 2023 revaluation as at 1 April 2023.

**Step 2 – Deductions for Estimated Reliefs Awarded**

Certain types of organisations (certain small businesses, charities, empty properties) are entitled to business rate relief. These include charitable trusts and other similar organisations including academies.

Any estimated reliefs to be awarded in the forthcoming year are deducted from the gross debit and thus affect the amount to be retained by the Council.

**Step 3 - Losses in collection**

As part of the estimate of business rates revenue to be collected locally, councils are required to make an estimate of any losses in collection it anticipates in any given year.

Collection rates have been impacted by the recent challenges that businesses have and continue to face well into 2023/24 and beyond. As a result, a prudent estimate based on the current forecast collection rate together with past years actual losses/write offs, has been made. This has been built into the overall calculation of business rates to be collected.

**Step 4 – Enterprise Zones**

Under the new scheme councils are required to pay 100% of the business rates collected on properties that sit within enterprise zones over to the Local Enterprise Partnership.

The business rates to be collected on these properties will be deducted from the estimated business rates for 2023/24 to be paid to the South Yorkshire Mayoral Combined Authority.

**Step 5 - Renewable Energy Schemes**

From 1 April 2013 the Council were able to retain 100% of the business rates levied on companies engaged on any new Renewable Energy business where the energy produced is above a certain threshold.

### Step 6 - Business Growth/Decline

As part of the scheme councils are also required to make an estimate of any growth or decline in business rates within their area. Council's will retain 49% of the business rates revenue estimated from any growth anticipated.

### Step 7 - Appeals

Appeals occur when a business believes that the business rates they have been charged have been calculated unfairly. All appeals are processed by the Valuations Office. Appeals usually take place over a period in line with the Valuations Office property revaluation timetable. The next revaluation is planned for 2023.

### Step 8 Transitional Protection Payments

Government undertakes a ratings revaluation of business premises every 3 years. The last revaluation was undertaken on the 1<sup>st</sup> April 2017, with the next revaluation to take place from 1<sup>st</sup> April 2023 .

Where a properties ratings value significantly changes as a result of re-valuation the business in question is awarded Transitional Rate Relief to protect them from significant changes.

Any transitional rate relief that is awarded is therefore deducted from the total amount of business rates levied.

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## BARNSELY METROPOLITAN BOROUGH COUNCIL

**REPORT OF: Executive Director of Growth and Sustainability**

**TITLE: Berneslai Homes Strategic Plan & Annual Business Plan 2023/24**

<b>REPORT TO:</b>	<b>CABINET</b>
<b>Date of Meeting</b>	<b>11 January 2023</b>
<b>Cabinet Member Portfolio</b>	<b>Regeneration and Culture</b>
<b>Key Decision</b>	<b>Yes</b>
<b>Public or Private</b>	<b>Public</b>

### **Purpose of report**

This report seeks approval of the refresh of the Berneslai Homes Strategic Plan 2021-2031 (Appendix 1) and the Annual Business Plan 2023/24 (Appendix 2).

The report also provides a summary for Members of Berneslai Homes performance in delivering against the Service Agreement and Key Performance Indicator suite during the last financial year; providing a copy of the Annual Performance Outturn Report for 2021/22 and the 2022 STAR Survey Report.

### **Council Plan priority**

Healthy, Growing, Sustainable and Learning Barnsley

### **Recommendations**

That:

1. Cabinet approves the refreshed Berneslai Homes 2021-31 Strategic Plan and Annual Business Plan for 2023/24.
2. The Service Director for Regeneration and Culture, in consultation with the Cabinet Spokesperson for Growth and Sustainability, be authorised to approve any minor final amendments or additions to the Strategic Plan/Annual Business Plan (including the final suite of KPI's which will need to align to the Regulator's Tenant Satisfaction Measures) and associated appendices as may be identified.
3. Cabinet notes the performance of Berneslai Homes in relation to the delivery of actions against the current annual business plan 2022/23, the outturn report for 2021/22 and the 2022 STAR Survey and highlights any additional areas of focus which they may wish to see included in the annual business plan action plan.

## **1. INTRODUCTION**

- 1.1 In October 2020, Cabinet approved the renewal of the Services Agreement with Berneslai Homes for a period of 10 years (5+5 years). It is a requirement of the Services Agreement between the Council and Berneslai Homes that Berneslai Homes produce a Strategic Plan spanning the agreed contract period and that this plan is refreshed annually.
- 1.2 The current Strategic Plan for the period 2021 to 2031 was approved by the Council in February 2022 alongside the addition of an Annual Business Plan (2022/23). The Annual Business Plan is an additional annual report required by the Council, under the Services Agreement, which details the key actions and areas of focus for the coming year and associated budgets/costs, KPI's, a breakdown of what the management fee will be spent on and updated staffing/governance arrangements.
- 1.3 The progress against the Strategic Plan is monitored by BMBC as part of the new governance arrangements and year 1 progress will be reported formally to the Council at the end of quarter 4 22/23. The Strategic Plan and Annual Business Plan are submitted for Cabinet approval alongside the HRA Budget report for the coming year. This is to ensure that the strategic planning process has a greater focus on delivering continuous improvement and greater value for money for the Council.
- 1.4 The Strategic Plan was subject to a full overhaul at its last review where the ambitions and success measures for Berneslai Homes over the next 10 years were identified. The Strategic Plan also saw the launch of Berneslai Homes' new values - Customer First, Can Do and Curious.

### **Strategic Plan 2021-2031**

- 1.5 The current Strategic Plan has been subject to a light touch review. Minor changes have been made to the introduction (page 3), and some minor wording changes. One of the success measures has also been amended to reflect discussions around evidencing success. The success measure '20% reduction in working age tenants in receipt of benefits' has been updated to a measure of '20% increase in number of tenants not currently in work obtaining employment'.
- 1.6 To avoid duplication the KPI's and the action plan have been removed as appendices in the Strategic Plan as this now all sits within the Annual Business Action Plan. A copy of the refreshed Strategic Plan is located at Appendix 1.

### **Annual Business Plan 2023/24**

- 1.7 The Annual Business Action Plan details the key actions and areas of focus for Berneslai Homes for the coming year with associated budgets/costs, KPI's as set by the Council (and in line with the Regulator's requirements), a breakdown of what the management fee will be spent on and updated staffing/governance arrangements. A copy of the 2023/24 DRAFT Annual

Business Action Plan is located at Appendix 2.

1.8 Berneslai Homes have developed the 2023/24 Annual Business Plan working closely with the Berneslai Homes Board, staff, and Customers; with the draft plan being agreed at Board on 8th December. The final plan will be agreed by the Council via this approval process.

1.9 The Annual Business Plan, and Berneslai Homes key priorities within it, are aligned to the Barnsley 2030 priorities under the objectives of Healthy, Learning, Growing and Sustainable Barnsley. The 23/24 actions reflect the priorities identified to ensure that Berneslai Homes can continue to deliver against their ambitions of:

- Hearing Customers,
- Keeping Customers Safe,
- Technology and Innovation,
- Zero Carbon,
- Improving Opportunities for Employment and Training, and,
- Growth of Homes and Services.

1.10 Key actions for the coming year (in brief) include:

Healthy Barnsley	<ul style="list-style-type: none"> <li>• Working with tenants who have been disproportionately affected by the cost-of-living crisis – promoting MMIYP and the BH Hardship Fund</li> <li>• Delivering the new IT systems for Repairs including Dynamic Resource Scheduling – which will improve how tenants can report and track repairs and the efficiency of how our contractors attend and complete jobs</li> <li>• Implementing a new Housing Management and Service Model and Customer Portal</li> <li>• Keeping Tenants Safe and ensuring that the Council complies with all Building and Fire Safety Legislation. Members will note the recent investments in additional smoke and CO alarms in line with updated legislation and the works to install sprinkler systems and other fire safety measures in our high rise and other buildings.</li> <li>• Enforcing a proactive approach to Damp and Mould which includes the development of a new Policy approach, media campaigns, proactive investigation and repairs delivery and specialist training for staff to identify and report issues.</li> </ul>
Growing Barnsley	<ul style="list-style-type: none"> <li>• Implementing the new Lettings Policy to make the best use of stock to address housing need across the borough and providing housing options support to those residents that we are unable to accommodate in council homes. This</li> </ul>

	<p>action is carried over from the 2022/23 plan given the processes for consulting on such key council strategies.</p> <ul style="list-style-type: none"> <li>Working with the Council to develop a strategy/vision for the future council housing in the borough and its contribution to wider affordable housing provision and growth aspirations.</li> </ul>
Learning Barnsley	<ul style="list-style-type: none"> <li>Delivering ESF funded 'Achieve' targets and maximising opportunities to increase apprenticeships and graduate opportunities via external funding</li> </ul>
Sustainable Barnsley	<ul style="list-style-type: none"> <li>Developing a funded plan for all council stock to achieve EPC C or above by 2030 and upskilling staff to deliver retrofit and PAS35 accredited works 'in-house'; increasing capacity of retrofit contractors across the borough and ensuring that the Council can fully maximise government funding initiatives which enable accelerated retrofit work.</li> </ul>

1.11 A review of the current Annual Business Action Plan has been carried out by BH Executive Management Team. Any actions that won't have been completed by 31/3/2023 have been carried over to the new Business Action Plan for 2023/24. The actions include: -

- The NEC project phase 1 will be complete on target by April 23, but phase 2 has been added to the new Business Action Plan.
- The adoption of Dynamic Resource Scheduling (DRS) following the successful implementation of NEC Housing and Repair Module. There was a delay in the overall Repairs project during 2022/23, but DRS will be implemented by April 23.
- The implementation of C365 Compliance software which was delayed due to the development of the NEC project as these are linked.
- The ESF project has been carried over as this project runs until 2024.

1.12 For the Council, the key priorities for Berneslai Homes over the coming year will be providing assurance that we are meeting all regulatory requirements under the Regulator of Social Housing's new regime. The Regulator of Social Housing has an increased focus on council homes and the compliance with the consumer standards, decent homes and building safety. The new OFSTED type inspections have been announced by the Regulator who will work with the Housing Ombudsman to inspect Council's against the framework. The Council, as landlord, is ultimately responsible for all compliance, regulation and tenant satisfaction and given the relationship with Berneslai Homes as managing agent, the Council needs assurances that the framework is robustly adhered to. There has been a lot of focus by both the Council and Berneslai Homes during 2022/23 to ensure that we are prepared for our new requirements for ensuring building safety, being able to respond to the Tenant Satisfaction Measure performance indicators, ensuring that our governance processes are robust and that we put our tenants at the heart of



our service provision.

One key area will of course be ensuring that a proactive approach is taking to dealing with issues of damp and mould and the timescales for remedy. Berneslai Homes has developed a robust action plan which sets out the approach which will be taken in addressing the repairs and maintenance of these types of issues across our stock. The Council will monitor delivery against the action plan; seeking assurance that our tenants are heard, and that instances of damp and mould are dealt with in a proactive, timely and appropriate manner.

A new KPI suite is under development which will ensure that:

- The Council, as Landlord, can meet its requirements to report against performance, and submit returns, in line with the Regulator's requirements.
- The suite of Service Agreement KPI's that the Council sets for Berneslai Homes remain focussed on continuous improvement and exceeding benchmarks whilst focussing on things that make the biggest impact on our tenants and service delivery as a stock holding council.

- 1.13 Secondly, the Council has instructed Berneslai Homes to look at how they deliver the repairs and maintenance programme; moving focus from a responsive repair programme to one which is better planned and makes best use of limited resources given the pressure for investment on the Housing Revenue Account. These pressures are explained further in the HRA budget report which is presented alongside this report.

## **PERFORMANCE**

- 1.14 As referenced above, Berneslai Homes will provide the Council with an outturn report relating to the 2023/23 Business Action Plan at quarter 4 and this will be presented to Cabinet for information in summer 2023. Appendix 3 provides members with a copy of the performance report for the outturn year 2021/22 and the recently published STAR survey report 2022, which is an independent survey which asks tenants how they feel about the services that they receive from Berneslai Homes and how they feel about their homes and their neighbourhoods. The survey tracks performance over previous years and benchmarks against other providers. This year, the survey questions were amended to best reflect (at that point in time as the emerging Tenant Satisfaction Measures were finalised) the areas that the Council will be asked to report on by the regulator from April 2023. Headlines from financial year end 2021/22 include:
- Good performance on rental collection, time taken to complete repairs, and satisfaction in the landlord providing a safe and secure home.
  - Whilst void turnaround timescales did not meet target, performance had significantly improved on 2020/21 outturns.
  - There were several indicators which very narrowly missed targets and upon which particular emphasis has been made to improve performance during 2022/23: particularly compliance and decency.

- 1.15 The STAR survey results 2022 show an overall positive picture in which Berneslai Homes benchmarks well against other similar providers. Headlines include:
- Continued high performance against benchmarks in overall tenant satisfaction, safety, and security in the home and in satisfaction with the last repair completed.
  - 83% of tenants felt that Berneslai Homes was easy to deal with and 82% are satisfied with their neighbourhood as a place to live – both are well above benchmarks.
  - Areas with less ‘standout’ scores were in rent being value for money and the positive contribution that Berneslai Homes makes to the neighbourhood.

It should be noted that whilst there has been some overall reduction in positive scores, this trend is replicated across the housing sector and the report identifies where there is no statistically significant change.

- 1.16 The Annual Business Plan includes the DRAFT suite of KPI’s for 2023/24. This now comprises the Tenant Satisfaction Measure Requirements (TSM’s) for the Regulator and the DRAFT Barnsley 2030 KPI’s linked to the Strategic Plan and Services Agreement.

## **2. PROPOSAL**

- 2.1 It is proposed that Cabinet approves the refreshed Berneslai Homes 2021-31 Strategic Plan and Annual Business Plan for 2023/24; reviewing the plan and performance to ensure that strategic priorities contribute to the Council’s 2030 priorities and are focussed on continuous improvement of service and meeting the Council’s regulatory requirements.

## **3. IMPLICATIONS OF THE DECISION**

### **3.1 Financial and Risk**

#### Financial Implications

Consultations have taken place with representatives of the Service Director – Finance (S151 Officer).

The associated financial implications for the implementation of Berneslai Homes’ Strategic Plan will be presented through both Berneslai Homes’ accounts and the Council’s Housing Revenue Account respectively.

From an HRA perspective, these implications are duly considered as part of the HRA budget setting process, through both the revenue and capital budgets. These papers are scheduled to be presented to Members in January 2023.

There are several risks in the ambitions of/delivering against the Strategic Plan and Business Plan. These are:

- Financial There are significant pressures on the HRA. The issue of zero carbon and retrofitting of homes will have a significant financial impact on the HRA. External funding will need to be maximised to achieve these targets.
- Regulation and Compliance Assurance needs to be provided to tenants, the Berneslai Homes Board, and the Council to ensure that all necessary consumer and regulatory standards are met. Whilst there is a robust governance framework in place, it is essential that the assurance framework is fully embedded and regularly reviewed with timely and robust data and asset information provided to the Council, as required.
- Operations the operational focus and resources have been increased to assist in the delivery of the priorities in the plan and there is significant work on-going to ensure that repairs and maintenance is rebalanced across responsive to planned works; however, there are still some unknowns re: the new Decent Homes standard which could have a significant impact on finances and the 30-year business plan.
- Reputational Berneslai Homes has a key role to play in improving lives across the borough and delivering excellent services. The Strategic Plan sets some ambitious targets, particularly around sustainability and climate change and as an anchor institution, will be expected to be at the forefront of action.

### **3.2 Legal**

As referenced, the Regulator of Social Housing has an increased focus on council homes and the compliance with the consumer standards, decent homes and building safety. The Council, as landlord, is ultimately responsible for all compliance, regulation and tenant satisfaction and given the relationship with Berneslai Homes as managing agent, the Council needs assurances that the framework is robustly adhered to. Failure to comply could result in reputational or financial losses and litigation.

### **3.3 Equality**

A full EIA will be completed following the finalisation of the Action Plan 2023/24; ensuring that actions and activities align with the BH Equality, Diversity and Inclusion strategy and Customer Involvement Agreement within the Strategic Plan.

### **3.4 Sustainability**

Zero carbon is one of the objectives of the Strategic Plan and includes the actions that Berneslai Homes will take to assist in achieving the zero carbon targets as a company in line with their Sustainability Strategy. The management and maintenance of the Council's 18,000 stock will need significant focus, investment, and strategic asset management if it is to increase the energy efficiency of homes to an average of SAP rating C or above by 2030. A key focus for the Business Plan for 2023/24 is to ensure that there is robust data to inform the retrofit plan and to ensure that the

Council and Berneslai Homes are best placed to access funding opportunities for insulation and renewable technologies, as they arise.

The Strategic Plan and Action Plan are aligned to Barnsley 2030 with a key emphasis on providing quality, affordable homes, neighbourhoods and supporting people to achieve their potential.



The Sustainability Wheel shows a strong positive impact on homes, communities and creating quality neighbourhoods in line with the priorities of the Strategy and thus scores green on all areas (the strategy is to improve across all B2030 ambitions), but clearly the strategy needs to be delivered to achieve the outcomes. The Sustainability Wheel shows a positive impact from the development/retrofit of quality of housing, energy use, renewable energy production and reduction of fuel poverty. These can be linked the investment in existing stock via the installation of insulation and renewable technologies – such as air source heat pumps and solar panels and batteries. Retrofit installation and building new homes does increase construction waste and pollution in the short-term; however, these should be offset by the reduction in the use of energy once completed and the reduction in emissions via renewable energy sources.

Working with tenants to encourage recycling and to look after greenspaces should both reduce waste and improve biodiversity; particularly if our estate green spaces are used to promote opportunities for rewilding, the development of tiny forests and district eating schemes. There are also opportunities to make better use of estate car parks and garage sites to provide EV infrastructure and charging points.

Finally, social housing providers have a real opportunity to develop retrofit programmes at significant scale to encourage local supply chains and training and development opportunities for green industry.

### **3.5 Employee**

There are no direct employee implications, at this time.

### **3.6 Communications**

There are no direct communications implications arising from this report. There will be a robust communications plan implemented following renewal of the publication of the Strategic Plan. This will include both internal and external media releases.

## **4. CONSULTATION**

Robust consultations have taken place between BMBC and Berneslai Homes' Senior Management Team and staff, the Berneslai Homes Board and the Tenants' Panel in respect of the Strategic Plan.

## **5. ALTERNATIVE OPTIONS CONSIDERED**

There are no alternative options. Under the Services Agreement, Berneslai Homes must provide a Strategic Plan and Annual Business Plan which sets out their strategic priorities for the coming year alongside other organisational, structural, and financial information.

## **6. REASONS FOR RECOMMENDATIONS**

It is proposed that Cabinet approves the Berneslai Homes Strategic Plan and Annual Business Plan 2023/24; noting the plan's alignment to Barnsley 2030 and the commitment from Berneslai Homes to work alongside colleagues in the Council to continue to strengthen clienting arrangements and to embed the robust assurance framework to meet our legislative requirements under the Regulator of Social Housing.

## **7. LIST OF APPENDICES**

Appendix 1: Draft BH Strategic Plan

Appendix 2: Draft BH Annual Business Plan 2023/24

Appendix 3: Performance Report 2021/22 and STAR Survey Report 2022

## **8. BACKGROUND PAPERS**

If you would like to inspect background papers for this report, please email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk) so that appropriate arrangements can be made

**9. REPORT SIGN OFF**

<b>Financial consultation &amp; sign off</b>	Senior Financial Services officer consulted and date  <i>Phil Danforth 8/12/22</i>
<b>Legal consultation &amp; sign off</b>	Legal Services officer consulted and date  <i>Jason Field 7/12/22</i>

**Report Author: Sarah Cartwright**

**Post: Head of Service Housing, Sustainability and Climate Change**

**Date: 29/11/22**



# Strategic Plan 2021-31

Roots in the past, eyes on the future.

# Contents

Welcome to our Strategic Plan 2021-31	03
About us	04
The external environment	05
Barnsley - the place of possibilities	06
Our values	07
Getting the basics right	08
Our ambition for the next 10 years	09
How we will measure success	15
Appendices	16



# Welcome to our Strategic Plan 2021-31

Page 73

Berneslai Homes, like others in our Sector, has seen continued challenge in delivering services to thousands of customers during a global pandemic. Despite these challenges, we have continued to deliver high quality housing and responsive maintenance services, supporting tenants into work, and transitioned the business through pandemic to endemic.

We move into year two of a 10-year contract with Barnsley Metropolitan Borough Council, providing housing management and maintenance services across the council housing stock. The council is a crucial partner for Berneslai and by building on this successful relationship we can drive improvements in the delivery of housing services. This partnership will ensure that we keep customers at the heart of everything we do.

The right home environment is critical to our tenants physical and mental health and wellbeing. Good quality, energy efficient and safe housing helps people stay healthy and provides the base to help achieve a decent quality of life. Berneslai Homes work with Public Health and other health partners to ensure our tenants can access information and support to stay fit and well all year round and to provide additional help to keep warm and well during colder weather.

The cost-of-living crisis is putting a great strain on tenants and staff and we are working in partnership with the council and a number of Barnsley services to providing support around housing, utility bills, food, budgeting, services to help with mental health, and improving skills.

We plan to implement significant improvements to strengthen assurance around building and fire safety. This is a key area for us as we improve compliance in this area to ensure we can meet the requirements of the Building Safety Act and keep our tenants safe. As we move into this new regulatory era, we are strengthening our partnership with tenants, supporting our Tenants and Resident Associations in their communities, involving tenants openly in our governance and assurance arrangements, co-designing services, and supporting tenants as they test and inspect our service.

In developing our Strategic Plan, we consulted extensively with customers, colleagues, and our shareholder Barnsley MBC. We are pleased that our ambitions are supported by key stakeholders and will help us provide thriving, vibrant and diverse communities for our residents. It is only with the commitment of our colleagues and partners and by working together that we can achieve our ambitions.



**Amanda Garrard**  
Chief Executive

**Sinéad Butters**  
Chair

# About us

**Berneslai Homes is an arms-length management organisation (ALMO), 100% owned by the Council, delegated to provide services to council housing across the borough.**

Page 74

Berneslai Homes is a company limited by guarantee and is overseen by a Board of Directors who attend Board and Committee meetings regularly throughout the year.

The implementation of policies and the day-to-day running of the organisation is delegated to the Chief Executive and the Executive Management Team. Our overall performance is reported to the Council on a quarterly basis.

We employ 537 staff including 28 apprentices.

We spend and invest wisely to achieve value for money.

Our tenants are at the heart of all we do.



## Robust governance

We have strong and robust governance, audited on a yearly basis. We work to the highest possible standards when making and implementing decisions, always giving priority to the safety and security of our customers and colleagues.



## Co-regulatory tenant involvement

Underpinning the Board and Committee structure is our co-regulatory tenant involvement and engagement model, including our Tenant Voice and Scrutiny panels and our local TARAs. Ensuring our customers are fully involved in developing, shaping and scrutinising our services.



## Equality, diversity and inclusion

We respect equality, diversity and inclusion, we recognise and value differences amongst our customers and our colleagues. We act fairly in our dealings with all groups and individuals. We are a Housing Diversity Network accredited organisation.



## Vibrant and cohesive communities

We have a flexible front-line service offer tailored to individual needs. We work together with tenants, partner organisations, the third sector and communities to make every contact count and be more than just a landlord.

# The external environment

Our Strategic Plan focuses on how we can build for the future, supporting our local communities, listening to our customers, and keeping our eye on the external environment.

Page 75

The COVID-19 pandemic has changed the way people live their lives, with some elderly and vulnerable people becoming more isolated and an increased reliance on technology to access services.



The new **The Social Housing Regulation Bill** rightly highlights our responsibility to listen to the voice of tenants, setting out measures to ensure that landlords are providing excellent quality services and effective mechanisms for listening and influence.



The **Building Safety Act** is an important part of our future, and is designed to ensure that housing providers help people feel safe in their homes. A key area for us is making sure that we are serving our customers and are compliant with all the elements of the act.



**Zero carbon** and our journey to be carbon neutral by 2040 feature strongly in our strategy. We will continue working to reduce our environmental impact. We are now agile working and travelling less. Our focus moving forward will be on reducing our carbon footprint with our fleet of vans and introducing new technology to reduce carbon emissions and energy bills for our residents.

Barnsley  
20  
30



  
Ministry of Housing,  
Communities &  
Local Government

# Barnsley - the place of possibilities

We embrace our role as an anchor organisation in Barnsley. We will work closely with the council to ensure we align our services and Strategic Plan to meet the challenges and opportunities of their new Corporate Plan and the Barnsley 2030 vision:

Page 76

## Healthy Barnsley

Keeping ourselves and our families well is the key to living productive and happy lives.

## Learning Barnsley

Developing skills, talent and creativity within people of all ages will open up exciting prospects.

## Growing Barnsley

Open for business, with our great location, excellent links to road network, digital connectivity and attractive local offer.

## Sustainable Barnsley

We all have our part to play in protecting our borough for future generations.

# Barnsley

# 2030

# Our values

Everyone who works for Berneslai Homes will embrace these values and make them relevant to their role.

## Customer first

you'll be at the heart of all we do.

## Can do attitude

we'll make change happen, fix problems and adapt to achieve.

## Curious

we'll look beyond face value to get things right.

Our vision is clear:

**Creating great homes and communities with the people of Barnsley.**

Our mission supports our vision:

**Great place, great people, great company.**

Creating and developing vibrant neighbourhoods where diverse communities thrive and develop; attracting and retaining talented people, serviced by a diverse organisation.

# Getting the basics right

We acknowledge the need get the foundations of the business right: to be high performing, delivering excellent customer service with governance arrangements providing assurance that we are a successful and well-managed company.

Page 78

**Excellent customer services** – We listen to our customers and their views are at the heart of our decision making. We continue to learn, grow and change so we adapt to any given situation.

**Successful and well-managed company** – We invest and spend wisely in our homes and communities whilst also supporting the local economy and investing in our town.

**Partnership working** – We are proud to work closely with Barnsley 2030 Board, our local communities and different businesses and organisations across all sectors to achieve their vision of Barnsley being a place of possibilities.

**Sustainable communities** - We embrace diversity and inclusion, provide work opportunities, support carers, and contribute to the zero-carbon agenda.

To ensure we continue to deliver, we have set out our ambitions over the next 10 years.



# Our ambition for the next 10 years will be...



## Hearing customers

We are a listening organisation: valuing and encouraging feedback from customers, working together to continuously improve services.

### We will ✓

Co-design our services with tenants.

Ensure all our service reviews and strategies have strong tenant input.

Have an accredited complaints process (Housemark) used to improve services.

Ensure customer feedback is used to continuously improve services.

Offer a broad range of engagement and feedback opportunities that ensures we hear from 50% of tenants annually.

Have a Customer Services Committee that has strong, direct links to engaged tenants and access to customer feedback and insight to ensure the tenant's voice is heard.

Use digital tools to obtain instant feedback about the services we offer.



## How will we measure our success?



High levels of customer satisfaction - over **90%**.



High levels of engagement and feedback - at least **50%** of tenants annually.



Low levels of complaints.



## Keeping Tenants Safe

Keeping tenants safe is our priority.

### Building Safety

*We will* ✓

Complete all major compliance type works for example, sprinkler installs, fire compartmentation.

Increase tenant's confidence with the security and safety of their home.

Reduce fire incidents in and around the home, due to awareness raising, removal of risk areas and improved systems/designs.

Fit carbon monoxide and smoke detectors in all our homes.

Fit all homes with smart monitoring devices to allow for proactive maintenance.

Provide electronic access to compliance certificates for all our tenants.

### Neighbourhood Safety

*We will* ✓

Work with partners to address tensions that anti social behaviour, crime and nuisance can cause so that tenants can live in their homes without stress and fear.

Work with partners to tackle poor estate designs to make neighbourhoods safer.



## How will we measure our success?



**100%** compliance across gas, fire safety, asbestos, legionella, electrical and lifts.



**100%** sprinkler installations by 2023 to all high-risk buildings.



**100%** of properties have carbon monoxide detectors fitted.



**100%** in date Building Safety Cases and Building Assurance Certificate.



**90%** of tenants are satisfied with their neighbourhood as a place to live.



**90%** of tenants are satisfied with our actions to keep communal areas clean and safe.





## Improving opportunities for employment and training

We will ✓

Increase the number of apprenticeships to represent 10% of our workforce by 2030.

Maximise social value through our procurements ensuring our suppliers and contractors provide opportunities for the residents of our town.

Deliver to the Council's relaunched Employer Promise.

Work with the Council to ensure that our tenants increase their confidence in accessing online services, skills and finding work.

Secure further funding to continue and expand our 'Achieve' Programme supporting tenants into jobs and higher paid employment.



### How will we measure our success?



Year on year increase in apprentice placements within BH and our supply chain.



**10%** of BH workforce being apprentices by 2030.



**100%** of our apprentices secure a permanent position.



**20%** increase in number of tenants not currently in work obtaining employment.



All tenants using the internet by 2030.



**200** tenants supported each year to get ready for work.



## Technology and innovation

Developing the best use of technology for the business, our tenants, and communities.

### We will ✓

Work with the Council to ensure every neighbourhood has affordable digital connections.

Develop and implement IoT (Internet of Things) and other technology to improve the quality of our homes and deliver efficiencies.

Increase the use of automated processes (robotics) to allow staff to focus on our customers.

Increase our use of technology building on the NEC housing system to enable easy access for customers and promote digital by choice.

Have digital noticeboards in our Independent Living Schemes and high-rise flats.

Explore and exploit the latest developments in technology to be at the forefront of the housing sector.



## How will we measure our success?



**90%** of customer contacts will be online by 2030.



**50%** of our tenants' homes will benefit from IoT (Internet of Things) technology by 2030.



**80%** of processes that don't add value will be automated.



**5%** reduction in the cost of day-to-day housing repairs through improved scheduling of work by 2023.



All tenants have access to affordable internet connections.



## Growth of homes and services

Establishing a growth strategy that develops new homes, services, and products, benefiting the neighbourhoods in which we work. Without growth we cannot sustain services for our customers and undertake broader work.

### New Homes

*We will* ✓

Have a stable stock at 18,264 due to Council build and acquisitions programme.

Develop further homes and services needed in the borough for example, provision for older people.

### New Services

*We will* ✓

Reduce our sub-contractor usage and reduce the number of visits to customer's homes when major repairs are completed.

Seek to secure contracts to manage other non-HRA buildings in the borough.

Offer a trusted adaptations and repairs service to private owners.

Work with providers to review the possible rationalisation of social housing landlords in Barnsley and any opportunities this may bring.



## How will we measure our success?



**100** new build and acquisitions per year.



Less than **2%** sub contractor labour.



Turnover increased by **20%** for Construction Services.



## Zero carbon

Meeting the targets locally and nationally by changing the way we work and investing in homes.

**We will** ✓

Replace all Construction Services fleet to electric vehicles (EV) by 2030.

Increase staff expertise to deliver zero carbon measures throughout the borough.

Work closely with the council to maximise the success of the decarbonisation and future zero carbon initiatives.

Align with Barnsley 2019-2033 Active Travel Strategy and the targets within this.

Introduce an incentive scheme for staff to convert home heating to green alternatives and support to convert to electric vehicles.

Procure green energy for our operations.

Fit solar panels to our properties.

Have a modern and effective energy performance certificate process in place.

Introduce new heating systems with green alternatives for our customers.



### How will we measure our success?



Use of own vehicles to travel to work and mileage claims reduced by **50%**.



Fleet **100%** electric.



**100%** success rate in obtaining Social Housing Decarbonisation Funding up to 2030.



**100%** EPC 'C' for all properties.



HRA business plan **100%** funded with additional income for zero carbon work.



**25%** tenant heating replaced with green alternatives – air/ground sourced or hydrogen.

# How we will measure success

- Quarterly reviews at management team and Board - considering key performance indicators and success measures.
- Our Strategic Plan will be reviewed on an annual basis by our Board and the Council.
- Performance reported to Barnsley Council and to our customers through our website, Annual Report and our Tenant Voice Panel.

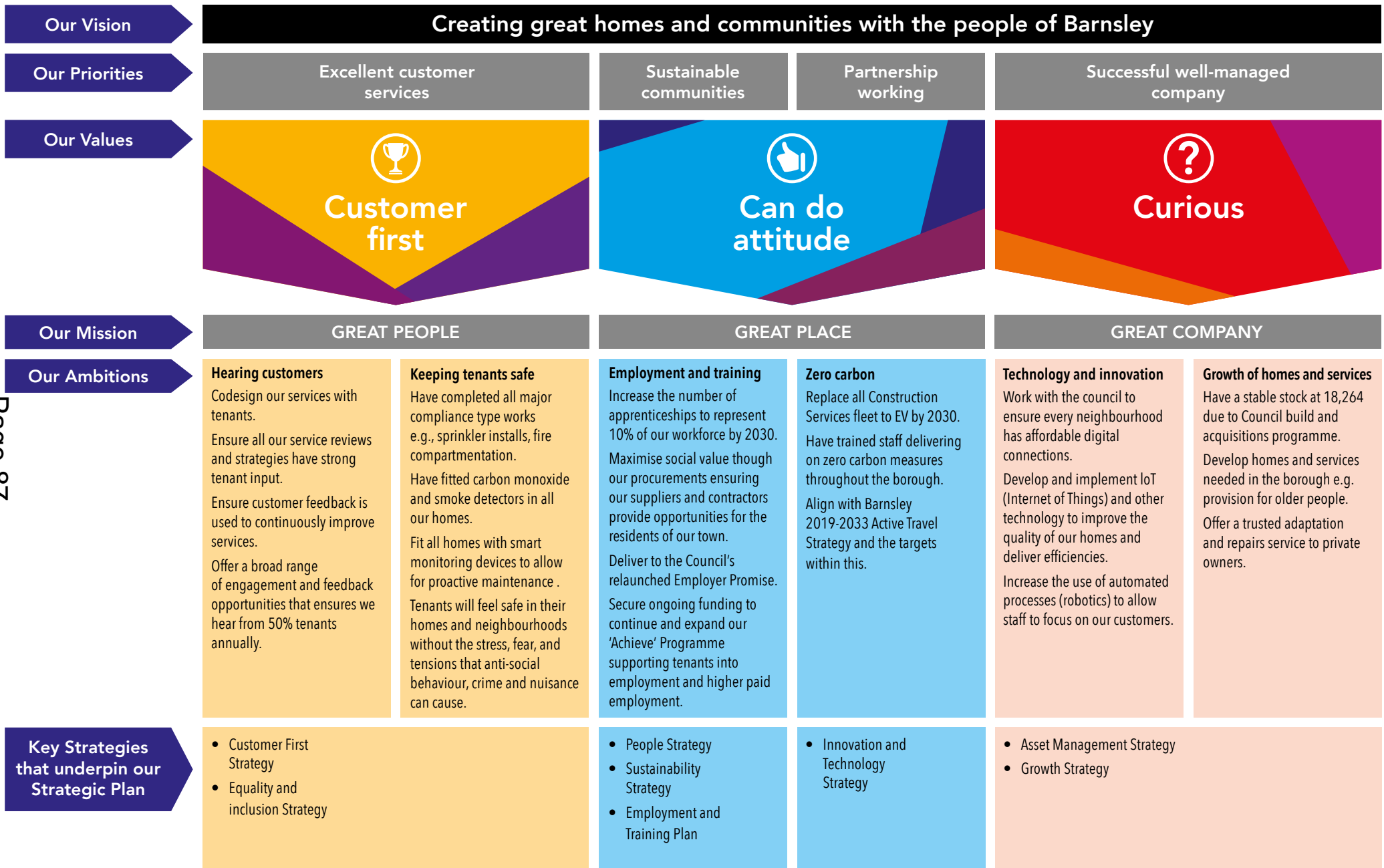
**Berneslai Homes is committed to the delivery of our 10 year ambitions.**

As a hearing organisation, we welcome feedback on our plan. Please share any comments or questions with us about our Strategic Plan by emailing [board@berneslaihomes.co.uk](mailto:board@berneslaihomes.co.uk).

APPENDIX 1: How we meet the Barnsley 2030 objectives

**Barnsley 2030**  
**Barnsley - The place of possibilities**

Healthy Barnsley	Learning Barnsley	Growing Barnsley	Sustainable Barnsley
<p>Tackling digital exclusion to reduce isolation and loneliness.</p> <p>Make sure that our tenants feel confident with the security and safety of their home.</p> <p>Have completed all major compliance type works e.g., sprinkler installs, fire compartmentation.</p> <p>Tenants will feel safe in their homes and Neighbourhoods without the stress, fear, and tensions that anti-social behaviour, crime and nuisance can cause.</p> <p>We will work with partners to tackle poor estate designs and layout to make estates and neighbourhoods safer.</p>	<p>Increase the number of Apprenticeships to represent 10% of our workforce by 2030.</p> <p>Maximise social value through our procurements ensuring our suppliers and contractors provide opportunities for the residents of our town.</p> <p>Deliver to the Council's relaunched Employer Promise.</p> <p>Work with the Council to ensure that our tenants increase their confidence in accessing online services and can develop the essential digital skills needed to find work.</p> <p>Secure ongoing funding to continue and expand our 'Achieve' Programme supporting tenants into employment and higher paid employment.</p> <p>Graduate trainee Apprenticeships.</p> <p>Management development and a coaching culture.</p> <p>Learning organisation increasing our networks.</p> <p>Training IT skills for our tenants.</p> <p>Expansion of our Community Refurbishment Scheme.</p>	<p>Have a stable stock at 18300 due to council build and acquisitions programme.</p> <p>Develop homes and services needed in the borough e.g. provision for older people.</p> <p><b>New Services</b></p> <p>Reduce our sub-contractor usage.</p> <p>Seek to secure contracts to manage other non-HRA buildings in the borough.</p> <p>Offer an Adaptations plus service – providing adaptations and trusted provider of repairs services to private owners.</p> <p>Manage social housing for all providers in the area.</p>	<p>Replace all Construction Services fleet to EV by 2030.</p> <p>Have trained staff delivering on zero carbon measures throughout the borough.</p> <p>Work closely with the council to maximise the success of the decarbonisation and future zero carbon initiatives.</p> <p>Align with Barnsley 2019-2033 Active Travel Strategy and the targets within this.</p> <p>Introduce an Incentive scheme for staff to convert home heating to green alternatives and support to convert to electrical vehicles</p> <p>Procure green energy for our operations.</p> <p>Have a modern and effective energy performance certificate process in place.</p> <p>Install solar panels on our properties.</p> <p>Introduced new green alternative heating systems for our customers.</p>





[www.barneslaihomes.co.uk](http://www.barneslaihomes.co.uk)

Barneslai Homes Limited is a company controlled by Barnsley Metropolitan Borough Council. A company limited by guarantee, registered in England and Wales, number 4548803. Registered office: 10th floor, Gateway Plaza, Off Sackville Street, BARNESLEY, South Yorkshire S70 2RD.

November 2021



**Overview**

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

**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**

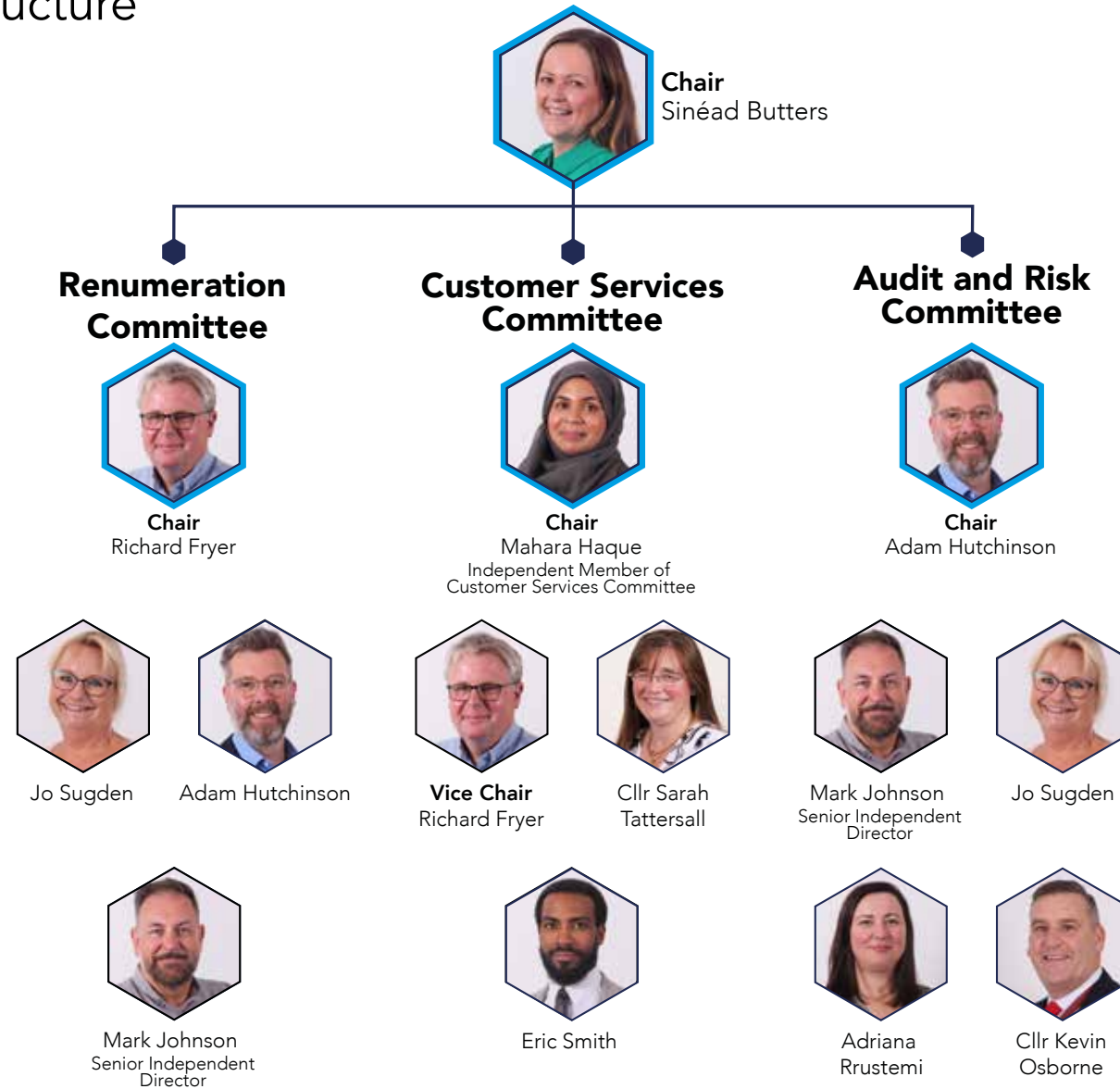
As an Arm’s length management organisation we are delegated to carry out the day to day running of the council housing service.

- 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

Page 90



# Executive Management Team and Senior Management Team



**Chief Executive**  
Amanda Garrard



**Interim Executive Director  
Corporate Services**  
Kulvinder Sihota



**Executive Director of  
Customer & Estate Services**  
Dave Fullen



**Executive Director of  
Property Services**  
Arturo Gulla



**Managing Director  
Construction Services**  
Lee Winterbottom



**Head of Finance  
and Performance**  
TBC



**Head of  
Governance  
and Strategy**  
Sam Roebuck



**Head of Customer  
Services**  
Sarah Barnes



**Head of Estate  
Services**  
Kat Allott-Stevens



**Head of Repairs,  
Maintenance and  
Building**  
Dan Crossley



**Head of Asset  
Management**  
John Dowle



**Head of HR and  
Organisational  
Development**  
Amanda Bennett



**Head of  
Performance and  
Improvement**  
Chris Brownley

## Berneslai Homes Key priorities and focus 2023/2024

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources
<b>Corporate Priorities</b>					
<b>Healthy Barnsley</b>	Ensure we have resources to deliver our strategic plan and provide value for money.		<ul style="list-style-type: none"> <li>Implement restructure across organisation.</li> <li>Review of Admin teams, PMO's and IT.</li> <li>Review success of restructure.</li> </ul>	April 23  July 23  March 24	Executive Management Team.
<b>Healthy Barnsley</b>	Cost of living – minimising hardship for staff and tenants.	<b>Hearing Tenants</b>	<ul style="list-style-type: none"> <li>Deliver BH Hardship Fund and evaluate impact.</li> </ul>	December 23	Executive Management Team.
<b>Growing Barnsley</b>	Maximising Income.	<b>Growth</b>	<ul style="list-style-type: none"> <li>Working in partnership with BMBC looking at Service Charges.</li> <li>De-pooling of rents.</li> <li>Maximising income for Construction Services.</li> </ul>	Throughout 23/24	Executive Management Team.

**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>	Customers voices are heard in our Governance arrangements.	<b>Hearing Tenants</b>	<ul style="list-style-type: none"> <li>Develop overall approach for Board to hear the tenants voice – using best practice.</li> </ul>	October 23	Executive Director Corporate Services.  Customer Services Committee Champion.
			<ul style="list-style-type: none"> <li>Ensure Board have ownership of the trends from complaints and learn from customer journey mapping.</li> </ul>	April 23	
			<ul style="list-style-type: none"> <li>Board use opportunities to meet and discuss services with tenants.</li> </ul>	October 23	
			<ul style="list-style-type: none"> <li>Board set the culture and develop culture changes for all staff.</li> </ul>	October 23	
<b>Healthy Barnsley</b>	Modernisation of Services.	<b>Technology and Innovation</b>	<ul style="list-style-type: none"> <li>Deliver Repairs IT project including Dynamic Resource scheduling.</li> </ul>	Phase 1 April 23 Phase 2 July/ August 23	Executive Director of Corporate Services and One Consulting.
<b>Healthy Barnsley</b>	Respond to new consumer regulatory standards and framework.	<b>Hearing Tenants</b>	<ul style="list-style-type: none"> <li>To be determined following issuing of new standards by the Regulator of Social Housing.</li> <li>Ensure we can report on the new standards to BMBC to enable them to fulfil their landlord responsibilities.</li> </ul>	Phase 1 April 23 Phase 2 April 23  April 23	Executive Director Customer and Estate Services.

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>	Embrace and embed the new professionalism standards for all Social Housing providers.	<b>Employment and Training/ Hearing Tenants</b>	<ul style="list-style-type: none"> <li>Assess standards once published (core competencies v new standards).</li> <li>Update employee specifications and PDR form in line with standards.</li> <li>Identify and implement any training requirements including develop a management development programme.</li> <li>Undertake pilot Professional Passport in Housing Management.</li> </ul>	<p>December 23 (pending publication of professionalism standards)</p> <p>June 23</p>	Executive Director of Corporate Services.
<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>	<ul style="list-style-type: none"> <li>Develop our graduate and Apprentices opportunities.</li> <li>Creative approach to opportunities and use vacancies to reassess options.</li> <li>Obtain funding to support employment and training.</li> </ul>	<p>March 24</p> <p>Throughout 23/24</p> <p>December 23</p>	Executive Director of Corporate Services.

**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>	Improve Customer Satisfaction.	<b>Hearing Tenants</b>	<ul style="list-style-type: none"> <li>Learn from new call handling in-time feedback.</li> </ul>	Sept '23	Executive Director Customer and Estate Services.
			<ul style="list-style-type: none"> <li>Implement new Housing Management Service Model and improvement plan with focus on professionalisation agenda.</li> </ul>	April '23	
<b>Healthy Barnsley</b>	Increase and broaden customer engagement and feedback	<b>Hearing Tenants</b>	<ul style="list-style-type: none"> <li>Develop Customer Portal.</li> </ul>	23/24	Executive Director Customer and Estate Services.
			<ul style="list-style-type: none"> <li>Establish tenant Estate Champions as 'eyes and ears' in community.</li> </ul>	June '23	
			<ul style="list-style-type: none"> <li>Establish targeted local engagement plans.</li> </ul>	Dec '23	
<b>Growing Barnsley</b>	Implement and embed new lettings Policy.	<b>Growth</b>	<ul style="list-style-type: none"> <li>Implement New Lettings Policy.</li> </ul>	April '23	Executive Director Customer and Estate Services.
			<ul style="list-style-type: none"> <li>Establish 1st Annual Lettings Plan.</li> </ul>	April '23	
			<ul style="list-style-type: none"> <li>Undertake VFM review of BH approach to use of hotels as Temporary Accommodation.</li> </ul>	May '23	
			<ul style="list-style-type: none"> <li>Front-door market-place approach to new Lettings Policy.</li> </ul>	August '23	

**APPENDIX A: Berneslai Homes Annual Business Action Plan**

Barnsley 2030 objective	Priority	BH Ambition	Key Milestones	Date	BH Lead and additional resources
<b>Learning Barnsley</b>	200 tenants per annum supported to get ready for work.	<b>Employment &amp; Training</b>	<ul style="list-style-type: none"> <li>Delivery of ESF funded 'Achieve' targets and generating additional profit.</li> </ul>	April to Dec '23	Executive Director Customer and Estate Services.
<b>Healthy Barnsley</b>	Meeting Building safety requirement and keeping safety as our number one priority.	<b>Keeping Tenants Safe</b>	<ul style="list-style-type: none"> <li>C365 software to be in place.</li> <li>Comply with the Building Safety Act on the production and compilation of Safety cases.</li> <li>Comply with new Fire Safety Act and ensure actions from this are implemented during 23/24 to endure compliance.</li> </ul>	April 23  Throughout 23/24  March 24	Executive Director Property Services.
<b>Growing Barnsley</b>	Meeting future requirements of social housing in Barnsley and exploring opportunities externally.	<b>Growth</b>	<ul style="list-style-type: none"> <li>Work with the council on the future of council housing - new build and acquisition during 2023/24.</li> </ul>	During 23/24	Executive Director Property Services.
<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>	<ul style="list-style-type: none"> <li>Review of current data held.</li> <li>Action Plan to collect data, to ensure accurate and up to date.</li> <li>Collecting appropriate data to increase the accuracy of data held.</li> <li>Arrangements in place to ensure this continues to be accurate and up to date.</li> </ul>	April 23  May 23  Throughout 2023	Executive Management Team Lead



APPENDIX A: Berneslai Homes Annual Business Action Plan

Barnsley 2030 objective	Priority	BH Ambition	Key Milestones	Date	BH Lead and additional resources
<b>Sustainable Barnsley</b>	Installation of renewable technology, carbon reduction initiatives across the stock and business.	<b>Zero carbon</b>	<ul style="list-style-type: none"> <li>• Deliver 1000 solar PV working with BMBC and Energise Barnsley.</li> <li>• Use SHDF for fabric first improvements.</li> <li>• Develop plan for EPC C by 2030.</li> <li>• Reskill sessions for existing staff for retrofit opportunities.</li> </ul>	<p>January 2024</p> <p>March 2024</p> <p>March 2024</p> <p>March 2024</p>	Executive Director Property Services.
<b>Sustainable Barnsley</b>	Supporting Barnsley and the wider economy and supporting the move to zero carbon.	<b>Zero carbon</b>	<ul style="list-style-type: none"> <li>• Develop Fleet vehicle EV Plan.</li> <li>• Construction Services successfully accredited to PAS 2030.</li> </ul>	<p>April 2023</p> <p>July 2023</p>	Managing Director Construction Services.
<b>Healthy Barnsley</b>	Modernisation of Construction Services.	<b>Technology and Innovation</b>	<ul style="list-style-type: none"> <li>• Embedding of Dynamic Resource Scheduling system to improve efficiencies within Construction Services.</li> <li>• New Business Plan for Construction Services to ensure continuous improvement and the development of proposals from this.</li> </ul>	<p>September 2023</p> <p>Plan by April 23 – development throughout 2023/24</p>	<p>Managing Director Construction Services.</p> <p>Managing Director Construction Services and External specialist input into plan.</p>

**APPENDIX A: Berneslai Homes Annual Business Action Plan**

Barnsley 2030 objective	Priority	BH Ambition	Key Milestones	Date	BH Lead and additional resources
<b>Growing Barnsley</b>	Growth of Construction Services.	<b>Growth</b>	<ul style="list-style-type: none"> <li>Construction Services to provide maintenance of PV systems on behalf of Energise Barnsley.</li> </ul>	March 24	Managing Director Construction Services.
<b>Healthy Barnsley</b>	Supporting Barnsley voluntary organisations.	<b>Hearing customers</b>	<ul style="list-style-type: none"> <li>Achieving the Social Value targets in PRIP to spend locally and provide training and employment opportunities.</li> </ul>	Throughout 23/24	Managing Director Construction Services.
<b>Healthy Barnsley</b>	Enforcing a proactive approach to damp and mould.	<b>Keeping Tenants Safe</b>	<ul style="list-style-type: none"> <li>Policy Review – Write &amp; Implement a new Policy.</li> <li>Systems (NEC) – Implementation.</li> <li>Comms – New Website Launch / review letters &amp; leaflets / Social Media Campaign.</li> <li>Approach – Move from reactive to proactive.</li> <li>Delivery – Utilise external specialists.</li> <li>Training – Tenants / Front Line Staff / Specialist MSI.</li> </ul>	April 2023  April 2023  March 2023  March 2023  April 2023  April 2023	Executive Director Property Services.

## 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 2023
Asset Management Strategy 2021 - 2026	2026
Communication Strategy 2022 - 2025	2025
EDI Strategy 2021 - 2025	2025
Innovation and Technology Strategy 2022 - 2024	2023
People Strategy 2021 - 2024	2021 to 2024
Sustainability Strategy 2022 - 2027	September 2023

## Finance and our budgets 2023/2024

<b><u>Income</u></b>			
Management Fee		<b>-15,517</b>	
<b><u>Expenditure</u></b>			
Caravan Site		94	
Heating Services Unit		2,123	
Customer Service & Engagement Team		599	
Tenant First		1,009	
Chief Executive		183	
Board		63	
Central Housing Management Services		1,205	
Finance, Performance & Information Team		1,437	
Lettings		872	
Housing Management Teams		2,024	
Income		937	
Asset Management		704	
Repairs, Maintenance & Building Safety		1,513	
Community Refurbishment Scheme		506	
Community Buildings Team		1,078	
Human Resources			791
Head Office			587
Chevin Seasons			-23
Governance & Strategy			367
Dev 1 - Lettings Policy Implementation			-
Dev 2 - Income Services Modernisation			35
<b>Total Expenditure</b>			<b>16,140</b>
<b>Interest on Cashflow</b>			<b>-19</b>
<b>Surplus (-) /Deficit (Funding From Reserves)</b>			<b>604</b>
Grounds Maintenance:			£1,429,818
Barnsley Connects:			£829,518
Community Safety and Neighbourhoods:			£620,742
Repairs:			£19,951,000
Capital Core Programme:			£19,108,000
Other Capital Investment (regulatory compliance):			£4,150,000
Housing Growth:			£8,900,000
			£4,300,000 expended to date.

## How will we measure success?

We will have restructured our organisation to ensure we can deliver the ambitions in our Strategic Plan and ensure we achieve value for money.

- We will have restructured our Assets team and will deliver insight and data into the condition of our housing stock working closely with the council to ensure we are able to deliver the much needed zero carbon agenda.
- Increase in customer satisfaction from the new repairs system and DRS, improving the customer journey when reporting repairs.
- We will be meeting consumer and regulatory standards and publishing our results against these.
- Improved statutory compliance through a new compliance software system.
- Continue to implement schemes in the borough on social housing decarbonisation.
- Revised lettings policy implemented with a go live of September 2023.
- Continued commitment to efficiencies and value for money demonstrated through the annual value for money report.
- Increased target of 5% Apprenticeships met.

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 published 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.

*Continued on next page.*

**APPENDIX A: Berneslai Homes Annual Business Action Plan**

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	Anti-social behaviour cases relative to the size of the landlord (non hate related).
	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 (all tenants surveyed).

Theme	Measure	Description
Barnsley 2030		



Roots in the  
past, eyes on  
the future.

Quarterly Performance  
Report  
Quarter 4 2021/22

# CONTENTS

Executive Summary	3
<u>Key Exceptions</u>	4
<u>Quarterly Spotlight Reports</u>	5
<u>Key Performance Indicator Data Set</u>	8
<u>Core Performance</u>	
• Rents	9
• Voids	10
• Lettings	11
• Repairs and Maintenance	15
• Barnsley Homes Standards	17
• Regulatory Compliance	18
• Early Help, Prevention and Intervention	22
• Customer Involvement	24
• Community Buildings Team	28
• Digital First	29
• Complaints and Compliments	32
• HR & Equality and Diversity	34



## Executive Summary

This year has been a period of change at Berneslai Homes. The new 10-year Strategic Plan has the very telling strap line of “Roots in the past, eyes on the future” and it is this document which will help guide the organisation over the coming months and years. Things have really started to change and it is great to see tenants and customers at the heart of the developments. Although delivering significant change programmes can be challenging, it is vital that we redesign and modernise services. Reshaping will enable us to deliver the services which tenants require in an efficient way that offers value for money. Changes to the external landscape also means all social housing providers will have to develop new ways of working. The new Charter for Social Housing Residents, Building Safety Act and journey towards zero carbon all require some change to the way we work.

Since it is the end of the reporting period, we have slightly changed our approach to the Key Performance Indicator table on page 7. The table now shows where Key Performance targets have been achieved or missed. 7 out of 13 indicators are showing red but each has a story behind it and it's a story worth sharing.

### **Void Property Management (BH9, Average time to re-let local authority housing)**

Although the turnaround time indicator shows red, there is a positive side. The rent lost due to properties being empty has been low all year. At the end of the year, there are only 125 properties empty, including 66 standard voids, the remaining properties were awaiting major works or were being held for decants on a major works project. We have had great success in reletting hard to let properties that were empty for 10 weeks or more. These include bedsits and properties where an Occupational Therapist visit is needed to ensure the properties are suitable for customer's needs. Removing this small number of more complex relets would have meant we met our target at the end of the fourth quarter. The use of show flats in more difficult to let properties significantly reduced the number of long term voids but affected the relet days target.

### **Decent Homes Standard (BH5, The proportion of local authority dwellings which are non-decent at the start of the financial year)**

Historically, we have had a target where 4% of the stock could be non-decent. In accordance with the expectations of the Regulator of Social Housing, this was changed and we now work towards all stock meeting the Barnsley Standard. At the end of the year only 0.29% of properties didn't meet the standard and work is on-going or planned for these homes. It wasn't an easy year to undertake improvement work due to tenants' concerns of Covid, Government restrictions plus material shortages and price increases.

### **Complaints (BH3, Number of formal complaints - stage 1 and 2)**

Complaints is another area where there is a positive story behind the indicator. Throughout the year, we have run promotional campaigns highlighting the complaints process and telling people that 'It's Okay to Complain'. This is not just an area focused on by Berneslai Homes, but there have also been national campaigns run by the Department for Levelling Up, Housing and Communities. The increase in complaints is a trend across the sector, including with the Housing Ombudsman, and we continue to promote our complaints process so that we hear our customers and learn from the valuable feedback they offer.

### **Customer Satisfaction (BH1, Percentage of all tenants satisfied with the overall service provided & BH4, percentage of tenants satisfied with the repairs and maintenance service)**

2 perception based customer satisfaction figures are showing red. Customer satisfaction is an important area for Berneslai Homes and an area where we want to truly understand the feedback more. We know that global material supply issues and the knock-on delays for getting repairs completed has contributed to dissatisfaction with the repairs and maintenance service. It has been a challenging year for many and this has undoubtedly

impacted on levels of satisfaction across our communities. We have agreed to keep the 89% target for tenant satisfaction in the coming year and have developed, alongside Barnsley Council, a set of 15 KPIs. These KPIs will be used by the council to monitor our services and will give customers a good understanding of how well we are delivering for them. Performance will continue to be reported quarterly in the coming year, but a new accessible format has been developed with customers and we are sure this will help tenants and stakeholders hold us to account as we move into another year of change.

**Priority 1 Repairs (BH 6, 24 hour repairs completed on time)**

This is an ambitious target, which was set slightly higher than the combined 2020/21 result. During 2021/22, of 25,259 24-hour jobs raised, 25,012 jobs were completed within the deadline, with 247 falling outside the deadline. This represents a shortfall of 121 jobs in order to meet the 99.5% target. Both partners have found this target challenging this year, with key issues being maintaining staffing levels due to Covid, as well as materials and supply issues. We continue to work with our partners to source alternative suppliers that are in keeping with expected levels of quality and value for money.

**Compliance (BH13, Health and Safety Compliance with Legal Requirements)**

This area of work remains a high priority, at year end gas compliance was 100%. This metric is a combination of several property compliance requirements, including electrical safety, gas servicing and asbestos surveys. A 99.08% compliance result at year end represents a huge effort from the Compliance teams under very trying circumstances, with a key challenge in 2021/22 being to gain access to tenant properties during the Covid pandemic. However, as at year end 100% fire safety and gas safety had been achieved. Further work is required to achieve 100% electrical safety, which now consists of a small group of people that has failed to respond to multiple phone calls, letters and home visits. To resolve this issue, we are in the process of attempting to gain a warrant of entry from the Magistrates Court.

# Key Exceptions

## Void Turnaround Time

Performance on the time taken to relet void properties has been over the 23 day target all year. A large contributing factor to this is the success there has been with letting some harder to let bedsits and 1 bedroom flats. This has always been our approach and we will continue to let properties without delay where ever possible even though it does impact on this important KPI.

As mentioned in the last report, The HouseMark Quarterly Forecast Report shows that with only 0.38% of dwellings vacant but available to let we are substantially outperforming our peers where the sector average is 0.55%. As a result, the rent loss to the Housing Revenue Account (HRA) resulting from voids was only 0.73% at the end of Quarter 4 which is well below the HRA business plan assumption of 1.05%.

We continue to focus on further improvements to reduce void turnaround from the 31 days at the end of the financial year and it is a key area as we move into the new financial year. In addition, an internal audit review of void management processes is well underway to identify further potential areas for improvement.

## Call Centre

Performance has been well below the agreed target of 80% of calls answered in 20 seconds all year. At the end of the financial year, the average wait time was 3 minute 46 seconds. We have worked closely with the Call Centre Management Team all year and new initiatives include:

- Revised Service Standards – The council have implemented their newly agreed service standards for telephony. Berneslai Homes is still in the process of formally adopting the revised standards and a meeting has been scheduled between the council and the Tenant Voice Panel in June 2022.
- Move to a single number - We have moved to one number for front line telephony enquiries. This move was supported by Tenants Voice and has seen no negative impact.
- Priority access number - We have deployed a priority access number for inbound emergency services and operatives calls, out of hours or in emergency situations. This will ensure that operatives and emergency services have their calls answered quickly ensuring improved responsiveness to the completing of emergency and out of hours repairs.
- Revised call priority - We have also implemented a small change to call priority for customers which ensures we can deal with gas leaks, structural emergencies and major water leaks quickly without the need to queue.
- E-Services - The year has seen a steady increase in repairs reported via the App which will continue to offer online repair ordering until the revised service is operational.

We will be exploring other areas with the aim of improving performance including the use of technology and improved information to customers to save the need to contact.

# QUARTERLY SPOTLIGHT REPORTS

## IIP 2022 Assessment

Our IIP 24 months assessment took place this quarter. Starting with a staff survey in February and followed by an onsite focus group day in March.

Reflecting on the vast changes since the last assessment in 2021:

- New 10 year Strategic Plan – aligned to BMBC and our 6 priorities
- Changed and embedded our Values – Customer First, Can do and Curious
- New People Strategy
- New EDI Strategy
- Agile Culture including rebrand. The Hub - creative, collaborative and casual zones
- Restructures within some divisions
- Kickstart placements with 70% getting jobs
- Invested in IT: Repairs project; Success Factors
- Developing Leaders: Coaching culture

Whilst survey results showed a dip in satisfaction; recognition of the period of pandemic gloom and intensive change has been factored into the assessment and balanced with the qualitative focus groups which helped understand and added insight into how the survey results should be interpreted. Our clear direction of travel in the following areas, will give focus on ensure our reaccreditation is maintained in our 2023 full year assessment.

- ✓ Continuing our culture change towards our original vision for agile working
- ✓ Delivering the IT systems changes
- ✓ Completing the structural review of Property Service
- ✓ Efficiencies and value for money reviews across the whole organisation
- ✓ Developing effective recruitment and retention strategies – focusing on your total benefits package
- ✓ Succession and professionalisation training



## Cheers to 70 Years!

In 2022, Her Majesty The Queen will become the first British Monarch to celebrate a Platinum Jubilee after 70 years of service, and we want to involve as many of our tenants and communities as we can, by coming together and celebrating this amazing historic event.

We're planning lots of exciting events and activities, and we really do have something for everyone.

We're asking customers to share their stories and photos if they have ever been lucky enough to meet the Queen and to share their precious memories about what they were up to 70 years ago, including how they celebrated the past jubilees. Our TARAs are getting involved and planning their own local community celebrations, from hosting tea parties to giving out beautiful Union Jack coloured flowers to residents, as a thank you for all their help during the pandemic.

We've got lots of children's activities including a photo competition and a design your own Stamp and Crown, so they can be the King or Queen for a day.

For all the budding gardeners out there, we've added a special Jubilee category in our Garden Competition and are asking customers to send in photos of their celebrations, so we can collate them in a special commemorative memory book.

Her Royal Highness has been out and about meeting customers in our Independent Living Schemes, and we've got a fantastic baking competition for the residents, who have been asked to give us their recipes for a Jubilee cake, with the winning entries being baked at Barnsley College.



## Key Performance Indicator Data Set 2021/22 – Contract Management

Ref.	Description	2020/2021	Target 2021/2022	Q1	Q2	Q3	Q4
BH1	The percentage of all tenants satisfied with the overall service provided	88% (Unweighted 89%)	89% +/- 3%†	85%			
BH2	Thinking about the building you live in how satisfied are you that your landlord provides a home that is safe and secure	84% (Unweighted 86%)	86% +/- 3%†	83%			
BH3	Number of formal complaints (cumulative) (Stage 1 and 2)	155	118* +/- 20%	32	80	124	170
BH4	The percentage of tenants satisfied with the repairs and maintenance service	80% (Unweighted 83%)	89% +/- 3%†	79%			
BH5	The proportion of local authority dwellings which are non-decent dwellings at the start of the financial year	1.09%	0%	0.17%	Measured at the start and end of the year		0.29%
BH6	Priority 1 Repairs – 24 hours percentage completed on time	99.46%	99.50%	98.87%	98.73	98.95%	99.02%
BH7	Average time for non-urgent repairs PRIP KPI 11 (days)	8.43 days	9 days	8.75 days	8.79 days	9.04 days	8.83 days
BH8	% of responsive repairs for which the LA made and kept an appointment PRIP KPI 1	98.15%	99.10%	97.91%	98.58%	98.94%	99.37%
BH9	Average time to re-let local authority housing (calendar days)	40.28	23	29.98	30.65	30.41	31.02
BH10	Rent collected by the local authority as a proportion of rents owed on HRA dwellings	97.18%	96%	96.05%	96.37%	96.40%	96.37%
BH11	We will employ as a minimum 3% of our workforce as apprentices	5.3%	3%	5.77%	5.52%	6.83%	7.66%
BH12	We will spend at least 50% of our funds locally supporting the Barnsley economy (cumulative)	78.76%	70%	65.87%	65.12%	70.46%	71.36%
BH13	Health and Safety Compliance with Legal Requirements	NEW	100%	98.05%	98.23%	98.65%	99.08%

### Definitions

Green	Met or exceeded target.
Amber	We narrowly missed the target.
Red	Performance was below target.

\*This is based on 2018/19 out-turn and will be changed for 2022/23 to reflect the top quartile Housemark measure.  
 † STAR measures to tenants and are contractual Council KPIs. They are not based on transactional surveys.

## Rents

**(Table 1) Trend in current rent arrears**

	Year end 2020/2021	Target 2021/2022	Q1	Q2	Q3	Q4
Rent Collected	97.18%	96%	96.05%	96.37%	96.40%	96.37%
Rent arrears as % of debit	2.60%	3%	2.81%	2.93%	3.31%	3.29%
Number of tenancies with arrears	7,158	-	6,922	7,018	6,588	7,320
Total net arrears £	1,865,193	-	2,041,126	2,113,932	2,387,000	2,388,975

We finished 2021/22 with a positive collection rate of 96.37%, which is slightly better than our target. We finished with an arrears rate of 3.29%, which is just over target. To put this in context, 2021/22 has been an extremely challenging year from an external as well as internal point of view.

Externally, the Covid 19 climate and financial difficulties presented as a result of the end of furlough and Universal Credit (UC) uplift and restrictions in the legal and court services, has impacted on our ability to maximise collection and reduce the arrears further.

Internally, we have had a 12-month period of immense changes and challenges, following the external review by ARUM. We have seen 8 experienced colleagues leave the service and/or business and 10 new colleagues join the service, including a new Income Manager. In light of this, we have kept the collection rate stable since Quarter 2 and arrears rate stable since Quarter 3. By the end of March 2022 we resumed a full complement of staff and are hopeful now of the next phase of change and improvements for the service for 2022/23.

**(Table 2) Universal Credit Accounts**

	2019/2020	2020/2021	Q1	Q2	Q3	Q4
Total No. of accounts on UC that include assistance for housing costs	3,360	4,850	4,997	5,039	4,979	5,359
No. of accounts on UC in arrears	2,170	2,810	3,003	3,109	3,045	3,246
Value of arrears (£)	966,688	1,395,147	1,478,891	1,579,286	1,664,767	1,702,983
Average debt (£)	445.46	496.49	492.47	507.97	546.72	524.64
No. of accounts on UC in credit/balanced	1,257	2,040	1,994	1,930	1,934	2,113
No. of accounts paid by an APA	997	1,101	1,166	1,317	1,357	1,420
No. with deductions for rent arrears	402	343	322	563	328	385

In 2021/22 we saw a steady increase in the UC collection rate every quarter and finished Quarter 4 with a UC collection rate of 94.48%, which is really positive. However, the UC arrears rate finished at 2.35% which is £1,703,983 in monetary terms; albeit the average arrears amount per case has reduced to £524.64 from the last quarter.

The number of UC claimants appears to have increased quite significantly to 5,359 since the last quarter. The vast majority of the difference is due to a large housekeeping exercise that has recently been undertaken in updating the correct indicators for each record. It's positive to see the number of APAs has increased, which gives us increased confidence of future payments being made directly to us.

**(Table 3) Arrears Actions**

Arrears Management	2019/2020	2020/2021	Q1	Q2	Q3	Q4	2021/2022 Cum
Number of accounts subject to a valid notice of seeking possession.	1,315	614	5	98	206	326	<b>326</b>
Possession orders obtained	149	0	0	0	6	12	<b>12</b>
Eviction warrants set	147	0	0	34	43	67	<b>67</b>
Evictions carried out	44	0	0	5	5	15	<b>15</b>

Since the suspension of legal activity was lifted in June 2021, we carried out an extensive amount of legal activity for the second half of the year. It is positive to see that we are continuing to maintain the approach that we will carry out evictions as an absolute last resort; which is reflected in 15 out of 67 warrants being issued. The previous delays of 8 weeks to receiving court hearing dates from the point of application has now ended and we are receiving court hearing dates within 4 weeks. However, we are still restricted with some continued covid regulations, where warrants are being postponed upon notification that a member of the tenant's household has tested positive for Covid 19. We are regularly keeping abreast of changes to legal protocols and responding to these effectively.

## Voids

**(Table 4) Void Turnaround Times/Rent Loss**

Voids	BH9 (calendar days when empty to Let) Target 23 days	BH9 (Ex. bedsits and 1 beds - calendar days when empty to Let)	% of debit lost via voids process Target 1.05%	£'s Lost via void process
	Global	Global	Global	Global
2020/2021	40.28	35.62	0.94%	£660k
Q1	29.98	26.7	0.73%	£130k
Q2	30.65	26.12	0.73%	£261k
Q3	30.41	25.99	0.74%	£383k
Q4	31.02	26.45	0.73%	£518k

We have let a total of 252 voids and performance on void rent loss has reduced as a percentage compared to the last quarter and has been a relatively low void rent loss figure throughout the year. We continue to try and improve void performance and cross company working continues to take place to bring further improvements.

## Re-letting Longer Term Voids/Empty Homes:

Whilst void performance overall is above target cumulatively, during Quarter 4 performance overall was 33.04 days compared to last quarters figure of 29.34 days. Whilst



this has increased this includes our success in reletting 20 properties that were empty for 10 weeks or more that included bedsits, 1 bed bungalows, flats and properties where Occupational Therapist were involved to assess the properties suitability in line with the customer's needs. These properties totalled 3,236 days void and therefore averaged 161.8 days per property, which if removed from the overall Void performance in Quarter 4 would result in the overall performance for the remainder of the routine void performance being 21.94 resulting in an improved performance for routine voids compared to last quarters figure of 22.78 days.

Over the whole year we have been successful in letting a total of 89 properties that were empty for 10 weeks or more that included bedsits, 1 bed bungalows, flats and properties where O/T's were involved to assess the properties suitability in line with the customer's needs. These properties totalled 11,306 days void and therefore averaged 127.03 days per property, which if removed from the overall Void performance in 2021/22 would result in the overall performance for the remainder of the routine void performance being 22.51 days and resulted in 91.86% of our void stock being let within our target of 23 days.

### Number of voids

We are pleased to note that the current number of routine voids of 66 out of a total of 120 is less than the numbers when comparing with the same period over the last three years. Included in the total void numbers we have a number of properties that required Major Works that are being scheduled alongside a Decant/Major Works Project that we are currently working on.

### Lettings

**(Table 5) Total number of applications on the housing register (as at 1<sup>st</sup> day of subsequent Quarter)**

Month	General applications (non BMBC tenants)	Transfer applications (existing BMBC tenants)	Total on housing register
2020/2021	5,873	1,609	7,482
Q1	6,359	1,680	8,039
Q2	6,298	1,537	7,835
Q3	7,182	1,673	8,855
Q4	6,708	1,620	8,328

There has been a reduction in numbers on the register as a result of the annual review process in quarter 4, but over the year there is an overall increase in numbers on the list. This will be addressed as part of the lettings policy review as this level of demand cannot be sustained.

**(Table 6) Total number of applications on waiting list with Band 1,2 or 3 priority (as at 1st day of subsequent Quarter)**

Month	Band 1	Band 2	Band 3
2020/2021	304	933	958
Q1	285	908	931
Q2	338	961	776
Q3	297	988	823
Q4	346	994	855

Around 4% of the register has band 1 priority which is similar to last year and a similar proportion in band 2 (12%), and a slightly lower proportion in band 3 (10%). This demonstrates that around 75% of the housing register is in band 4 or 5 – again supporting the need to review the lettings policy and service to manage demand.

**(Table 7) Analysis of lettings made by priority band**

Quarter ending	Band1	%	Band2	%	Band3	%	Band4	%	Band5	Total
<b>Year end 2020/2021</b>	<b>451</b>	<b>38.2</b>	<b>383</b>	<b>32.4</b>	<b>139</b>	<b>11.8%</b>	<b>206</b>	<b>17.4</b>	<b>2</b>	<b>1,181</b>
Q1	151	44.7	113	33.4	28	8.3	44	13.0	2	338
Q2	117	50.2	55	23.6	18	7.7	39	16.7	4	233
Q3	155	52.9	85	29.0	21	7.1	31	10.6	1	293
Q4	107	41.6	95	37.0	10	3.9	40	15.6	5	257
<b>Totals</b>	<b>528</b>	<b>47.3</b>	<b>346</b>	<b>30.1</b>	<b>77</b>	<b>6.9</b>	<b>154</b>	<b>13.8</b>	<b>12</b>	<b>1,121</b>
<b>STANDARD APPLICATIONS</b>	357	67.6	266	76.9	62	80.5	134	87.0	12	831
<b>TRANSFER APPLICATIONS</b>	171	32.4	80	23.1	15	18.5	20	13.0	0	286

As can be seen in table 7, 84.3% of allocations are made to applicants in band 1-3, which makes up around 25% of the housing register.

**(Table 8) Number of households awarded priority for homelessness reasons by the Housing Options, Advice and Homelessness Prevention Service:**

	Band 1 (full duty cases)	Band 2 (prevention cases)	Band 3 (relief cases)	Total
<b>Total 2020/21</b>	<b>82</b>	<b>154</b>	<b>113</b>	<b>349</b>
Q1	21	18	19	58
Q2	21	42	22	85
Q3	33	50	25	108
Q4	46	31	8	85
<b>Total 2021/22</b>	<b>121</b>	<b>141</b>	<b>74</b>	<b>336</b>

Note, as of January 2022 Homeless relief cases were awarded Band 1 priority, these will be reclassified as “Band 1 Full Duty” and “Band 1 Relief Duty” for future reports

**(Table 9) Number of households rehoused with priority for homelessness reasons:**

	Band 1 (Full duty cases)	Band 2 (Prevention cases)	Band 3 (Relief cases)	Total
<b>Total 2020/21</b>	<b>48</b>	<b>41</b>	<b>22</b>	<b>111</b>
Q1	20	14	3	37
Q2	8	6	6	20
Q3	14	12	5	31
Q4	11	12	1	24
<b>Total 2021/22</b>	<b>53</b>	<b>44</b>	<b>15</b>	<b>112</b>

Note, as of January 2022 Homeless relief cases were awarded Band 1 priority, these will be reclassified as “Band 1 Full Duty” and “Band 1 Relief Duty” for future reports

(Table 10a) Summary of Registered Provider Nominations – Quarter 3 - 2021/2022

Registered Provider		No. of properties available to let	Available of nominations requested	Nominations as % of cum Lettings	No. allocated to BMBC	Allocations as % of cum lettings	Comments
Places for People	New Build	-	-	-	-	-	No Data
	Lets	-	-	-	-	-	
Together Housing	New Build	-	-	-	-	-	No Data
	Lettings	-	-	-	-	-	
Equity/Great Places	New build	0	0	0	0	0	-
	Lets	6	6	100%	5	90%	
Anchor/Hanover	New Build	-	-	-	-	-	No Data
	Lettings	-	-	-	-	-	
Guinness Partnership	New Build	0	0	0%	0	0%	-
	Lettings	7	7	100%	6	90%	
South Yorkshire	New Build	0	0	0	0	0	-
	Lettings	5	4	90%	4	90%	
Yorkshire	New Build	-	-	-	-	-	No Data
	Lettings	-	-	-	-	-	
Leeds & Yorks	New Build	-	-	-	-	-	No Data
	Lettings	-	-	-	-	-	
Sanctuary	New Build	-	-	-	-	-	No Data
	Lettings	-	-	-	-	-	
Wakefield & District Housing	New Build	0	0	0	0	0	-
	Lettings	0	0	0	0	0	
Acis Group	New Build	-	-	-	-	-	-
	Lettings	-	-	-	-	-	
	Total N/Build	0	0	N/A	0	N/A	-
	Total Lettings	18	17	94%	15	83%	
	<b>Grand Total</b>	<b>18</b>	<b>17</b>	<b>94%</b>	<b>15</b>	<b>83%</b>	

**(Table 10b) Summary of Registered Provider Nominations – Cumulative Quarters 1 2, 3, - 2021/2022**

Registered Provider		No. of properties available to let	Available of nominations requested	Nominations as % of cum Lettings	No. allocated to BMBC	Allocations as % of cum lettings	Comments
Places for People	New Build	0	0	0%	0	0%	-
	Lets	0	0	0%	0	0%	
Together Housing	New Build	0	0	0	0	0	-
	Lettings	19	11	58%	11	58%	
Equity/Great Places	New build	0	0	0	0	0	-
	Lets	15	13	87%	12	80%	
Anchor/Hanover	New Build	0	0	0	0	0	-
	Lettings	0	0	0	0	0	
Guinness Partnership	New Build	0	0	0%	0	0%	-
	Lettings	21	19	90%	18	86%	
South Yorkshire	New Build	0	0	0	0	0	-
	Lettings	16	10	63%	10	63%	
Yorkshire	New Build	2	2	100%	2	100%	-
	Lettings	15	14	93%	14	93%	
Leeds & Yorks	New Build	3	3	100%	3	100%	-
	Lettings	9	9	100%	9	100%	
Sanctuary	New Build	0	0	0	0	0	-
	Lettings	4	3	75%	3	75%	
Wakefield & District Housing	New Build	0	0	0	0	0	-
	Lettings	0	0	0	0	0	
Acis Group	New Build	0	0	0	0	0	-
	Lettings	0	0	0%	0	0%	-
	Total N/Build	5	5	100%	5	100%	-
	Total Lettings	99	79	80%	77	78%	-
	<b>Grand Total</b>	<b>86</b>	<b>67</b>	<b>87%</b>	<b>67</b>	<b>87%</b>	

## Repairs and Maintenance

The Property Repairs and Improvement Partnership (PRIP) 2020 contract commenced on 1<sup>st</sup> April 2020 with Wates Living Space joining the contract on 1<sup>st</sup> July 2020. The contract is split using a geographical boundary and 2021/22 is year 2 of the arrangement.

**(Table 11) Headline Targets**

Description	2020/2021 Outturn	Target 2021/2022	Actual			
			Q1	Q2	Q3	Q4
Average time for non-urgent repairs PRIP KPI 11 (days)	8.43 days	9 days	8.75 days	8.79 days	9.04 days	8.83 days
% of responsive repairs for which the LA made and kept an appointment PRIP KPI 1	98.15%	99.10% (2020/21 target) *	97.91%	98.58%	98.94%	99.37%
Tenant Satisfaction Responsive Repair (%) PRIP KPI 9	88.45%	94.25% (2020/21 target) *	89.64%	90.51%	88.57%	88.31%

\*APSE 10<sup>th</sup> percentile target estimated time of availability November 2022 for outturn 2021/22.

Quarter 4 data is further broken down as follows:

Description	Construction Services	Wates	Combined
Average time for non-urgent repairs PRIP KPI 11 (days)	8.57 days	9.38 days	8.83 days
% of responsive repairs for which the LA made and kept an appointment PRIP KPI 1	99.47%	99.22%	99.37%
Tenant Satisfaction Responsive Repair (%) PRIP KPI 9	89.18%	86.50%	88.31%

The result for KPI 11 (average time for non-urgent repairs) has returned to being within target, having drifted slightly out of target in Quarter 3. KPI 1 (Responsive Repairs where the appointment was made and kept) has been on a positive trajectory throughout 2021/22, and this continued into Quarter 4, with target being achieved for the first time this year.

It is noted that Tenant Satisfaction on Responsive Repairs (KPI 9) continues to be a challenge and is impacted by budgetary pressures as well as nationwide materials shortages. We continue to work in collaboration with Customer Services and the Contact Centre to keep tenants informed of the situation.

**(Table 12) Major Adaptations Performance (Cumulative)**

Calendar days	2020/2021 Outturn	Target 2021/2022	Q1	Q2	Q3	Q4
* Referral to panel	114.56 days	28 days	57.63 days	50.22 days	50.66 days	54.38 days
Panel approval to Completion	30.79 days	30 days	23.94 days	27.91 days	28.93 days	30.18 days
Referral to Completion	145.35 days	58 days	81.56 days	78.14 days	79.59 days	84.56 days

*\* Berneslai Homes make a financial contribution to fast track specialist assessment for equipment and adaptations, however our partners (SWYFT) are struggling to meet the 28-day target.*

Our approach to providing major and minor adaptations ensures we support our younger, older and vulnerable tenants and their families to live independently in their homes.

The number of families benefitting from Major Adaptations at the end of the 4th quarter of 2021/22 is 605 (909 jobs).

Assessments for people with low risk needs were paused from March 2020 at the point of lockdown. However, throughout the pandemic the Occupational Therapy (OT) staff have continued to provide a full assessment service for people who were deemed to be at risk. This has proved difficult with some people refusing the assessments due to Covid-19 and refusing the adaptation when agreed as they are shielding or self-isolating.

Recruitment for an in-house OT to replace the previous, who resigned in Quarter 3, is ongoing with interviews taking place in April. Use of an OT in this way along with a new fast-tracking process had proven to be very successful, so we anticipate a positive impact on performance once we have successfully recruited.

Major Adaptations works include wet room shower conversions, ramps, stair lifts, ceiling track hoists, level access thresholds and door widening. Two significant adaptations (extensions) have been approved during 2021/22 to be delivered in 2022/23.

**(Table 13) Minor Adaptations Performance (Cumulative)**

Calendar days	2020/2021 Outturn	Target 2021/2022	Q1	Q2	Q3	Q4
Minor Adaptations (Order to Completion) PRIP KPI 13	7.23 days	8 days	7.10 days	7.92 days	7.35 days	7.58 days

The number of Minor Adaptations orders completed as at Quarter 4 2021/22 is 1,002. The delivery target has been consistently met across the year.

Minor Adaptations works include grab rails, handrails, lever taps and step alterations. Works are 'fast tracked' i.e. ordered without the need for Occupational Therapy assessment and have a target completion time of 8 days.

## Barnsley Homes Standard

Barneslai Homes fulfilled its Decent Homes target by achieving full decency of its housing stock in December 2010.

The decency standard is a time/condition based elemental standard. When several elements in a property require replacement because of their age and because of their condition, the property is classified as non-decent and requires improvement. The Barnsley Homes Standard improves such properties in planned improvement programmes based on a whole house approach. Expenditure and the number of properties improved within any one financial year matches affordability within the Business Plan and is smoothed over a period to provide a stable programme of works.

Due to the impact of COVID-19 in 2020/21 it was necessary to push back two of the nine Barnsley Homes Standard schemes (Cudworth and Hoyland Jump) which were to be completed in 2021/22 financial year (in agreement with BMBC Finance). All nine schemes programmed for 2020/21 have now been successfully completed with five of these requiring works in the 2021/22 financial year. As of quarter four, three of the eight BHS schemes programmed for 2021/22 are completed and the remaining 5 schemes which has commenced are all scheduled to be completed within quarter one of the new financial year.

At the end of the fourth quarter, 0.29% of the housing stock was deemed non-decent against the target of 0% (non-decency measured at the start and end of the financial year).

**(Table 14) Barnsley Homes Standard Programme 2020/2021**

	Number of Dwellings	Target start date	Actual start date	Target completion date	Actual completion date	On Site	Contractor	Approved Budget	Satisfaction level
Kendray	361	20/07/2020	20/07/2020	22/03/2021	30/04/2021	Comp	CS	£2,815,800	94.64%
Grimethorpe **	126	20/07/2020	20/07/2020	24/12/2020	19/02/2021	Comp	CS	£982,000	92.86%
Penistone	126	20/07/2020	20/07/2020	24/12/2020	31/01/2021	Comp	CS	£982,000	97.78%
Monk Bretton	178	21/09/2020	04/10/2020	29/03/2021	30/04/2021	Comp	CS	£1,388,400	92.11%
Cudworth	85	11/01/2021	05/04/2021	06/08/2021	13/08/2021	Comp	CS	£663,000	95.83%
Royston	73	18/01/2021	11/01/2021	23/04/2021	30/04/2021	Comp	CS	£569,400	93.75%
Hoyland	270	20/07/2020	20/07/2020	09/01/2021	23/07/2021	Comp	Wates	£2,106,000	97.92%
Bolton on Dearne	142	28/09/2020	30/11/2020	24/03/2021	15/07/2021	Comp	Wates	£1,107,600	100%
Hoyland (Jump Farm)	64	07/12/2020	22/02/2021	05/02/2021	31/07/2021	Comp	Wates	£499,000	75.00%

\*\*Grimethorpe scheme also includes EWI works to several properties at Brierley previously excluded from BHS works

## Barnsley Homes Standard Programme 2021/2022

	Number of Dwellings	Target start date	Actual start date	Target completion date	Actual completion date	On Site	Contractor	Approved Budget	Satisfaction level
Royston	355	12/05/2021	12/05/2021	17/12/2021	11/02/2022	Comp	CS	£2,613,000	95.41%
Town	239	17/05/2021	17/05/2021	01/04/2022	01/04/2022	Comp	CS	£1,864,200	98.89%
Worsbrough Dale	187	09/08/2021	13/09/2021	29/04/2022	-	Yes	CS	£1,458,600	100%
Kingstone	131	10/01/2022	10/01/2022	13/05/2022	-	Yes	CS	£1,021,800	100%
Honeywell	31	10/01/2022	17/01/2022	20/05/2022	-	Yes	CS	£413,400	100%
Hoyland	125	01/06/2021	01/06/2021	10/01/2022	10/01/2022	Comp	Wates	£975,000	100%
Thurnscoe	237	15/10/2021	15/10/2021	21/06/2022	-	Yes	Wates	£1,848,600	100%
Platts Common	96	15/11/2021	15/11/2021	27/04/2022	-	Yes	Wates	£784,800	100%

## Regulatory Compliance

### (Table 15) Gas Servicing

Gas Servicing	2020/2021 Outturn	Target 2021/2022	Q1	Q2	Q3	Q4
Number of properties on contract	16,369	-	16,337	16,308	16,269	16,229
% Gas services in-date at end of quarter.		100%	99.99%	99.98%	99.99%	100.00%
% gas services carried out compared to asset base. (PRIP KPI 8)	99.98%	100% (2020/21 target) *	99.99%	99.98%	99.99%	99.99%
No. of properties that had fallen out of compliance within the quarter.	4	-	1	3	1	1

\* APSE 10<sup>th</sup> percentile target estimated time of availability November 2022 for outturn 2021/22

This KPI metric is a cumulative measure, looking at the number of properties that had fallen out of gas compliance when compared to the entire asset base. This had happened to one property during Quarter 4, but was swiftly recovered, and as at Quarter end (31<sup>st</sup> March 2022) there was 100% compliance.



**(Table 16) Water Hygiene Management (Non-Domestic & Domestic)**

Legionella Management	2020/2021 Outturn	Target 2021/2022	Q1	Q2	Q3	Q4
Number of <b>non-domestic</b> premises requiring water hygiene risk assessment	65	-	100			
% premises with a water hygiene assessment in place	100%	100%	94%	95%	95%	95%
Number of <b>domestic</b> premises requiring water hygiene risk assessment	17,212	-	17,115			
% premises with a water hygiene assessment in place	84.66%	100%	94%	95%	97%	98%

The existing 3-year plan to achieve 100% compliance by April 2021 was extended to April 2022 as a result of Covid disruptions.

The direction of travel has been positive across the year, but we have ultimately come up slightly short of achieving the 100% target. In total, 4 Legionella Risk Assessments were outstanding, which has reduced to 3 since the end of March. A new Water Hygiene and Lifts Compliance Officer will be joining in May 2022, who will be tasked with achieving and maintaining 100% compliance.

**(Table 17) Water Hygiene Remedial Work**

Compliance Activity	Q1		Q2		Q3		Q4	
	Ordered	Completed	Ordered	Completed	Ordered	Completed	Ordered	Completed
Legionella	14	14	16	16	21	21	21	21

**(Table 18) Asbestos Management in Dwellings (Non-Domestic & Domestic)**

Asbestos	2020/2021 Outturn	Q1	Q2	Q3	Q4
Number of <b>domestic</b> dwellings that require an asbestos survey	18,072	18,040	17,976	17,954	17,879
% of <b>domestic</b> dwellings with an asbestos survey	98.6%	98.7%	98.8%	98.9%	99.1%
Number of <b>non-domestic</b> dwellings that require an asbestos survey	578	578	573	568	561
% of <b>non-domestic</b> dwellings with an asbestos survey	100.0%	100.0%	100.0%	99.8%	100.0%

It is worth noting that only non-domestic properties are required by law to have an asbestos survey, and in that respect we achieved 100% at the end of Quarter 4. Domestic properties that do not have an asbestos survey are having surveys carried out alongside any other scheduled works being carried out on the property, to minimise disruption to the tenant.

**(Table 19) Asbestos Remedial Works**

Compliance Activity	Q1		Q2		Q3		Q4	
	Ordered	Completed	Ordered	Completed	Ordered	Completed	Ordered	Completed
Asbestos	18	10	37	16	36	21	14	18

There are 9 remedial asbestos works outstanding. 1 is due to tenant refusal (sealing of loft) whilst the other 8 are overdue. (all are with CS) An urgent update has been requested.

**(Table 20) Statutory Fire Risk Assessments (FRA)**

Fire Risk Management	2019/2020 Outturn	Target 2021/2022	Q1	Q2	Q3	Q4
Number of premises requiring fire risk assessment	221	252	256			
% premises with a fire risk assessment in place	98%	100.0%	92.9%	98.0%	98.4%	100.0%

At the end of Quarter 4, there are no outstanding FRAs, resulting in 100% compliance.

**(Table 21) Fire Remedial Actions**

Fire Risk Remedial Actions	Non-Domestic Properties		Other		% Compliant
	In Date Compliant	Expired Non-Compliant	In Date Compliant	Expired Non-Compliant	
Immediate Action Required	0	0	0	0	100.00%
<b>High (2 month)</b>	21	9	0	0	70.00%
Medium (6 months)	30	0	0	0	100.00%
Low (12 months)	20	9	0	0	68.97%
In plan works	45	186	0	0	19.48%
<b>All Fire Actions</b>	<b>116</b>	<b>204</b>	<b>0</b>	<b>0</b>	<b>36.25%</b>

Of the 9 High Fire Risk Remedial actions at the end of March 2022, most were awaiting evidence of completion; this number has since reduced to 2 actions, with one still awaiting evidence, and the other an access issue due to the tenant being in prison.

In January 2022, an internal review of Fire Remedial Actions identified a large number of 'in plan' works were hitting their 12-month target date due to delays in obtaining necessary funding. 'In Plan' works relate to larger items that have to be funded and planned in nature such as the installation of external bin stores. This resulted in 244 works orders (48 high priority, 82 medium priority, and 114 low priority) being flagged as overdue. A major focus on this area had reduced this total to 186 works by the end of Quarter 4.

A significant number of these 'in plan' works will be delivered through Capital Investment Programmes for which funding has been secured for April 2022. Furthermore, recruitment is underway for a Building Safety Project Manager, with interviews anticipated to take place in April. They will take ownership of resolving this backlog as a priority.

**(Table 22) Electrical Testing - Electrical Installation Condition Report (EICR), Domestic and Non-Domestic**

**10-year compliance programme**

<b>ELECTRICITY [Domestic]</b>	<b>EICR's Required in Homes</b>	<b>Homes: With an In-Date EICR (&lt; 10 years)</b>	<b>Homes: Without an In-Date EICR (&lt; 10 years)</b>	<b>% in 10 Year Date [Target 100%]</b>
Homes Requiring an EICR Inspection	18,170	17,876	294	98.38%
<b>ELECTRICITY [Communal + Other]</b>	<b>EICR's Req'd Communal + Other</b>	<b>Communals + Other: WITH an In-Date EICR</b>	<b>Communals + Other: WITHOUT an In-Date EICR</b>	<b>% In Date [Target 100%]</b>
Communals and Other Requiring an EICR	215	209	6	98.57%

At the end of March, there were 294 properties (1.6%) with domestic electrical tests that were older than 10 years and as such were out of target, an improvement of 148 from Quarter 3.

The remaining properties, despite having received numerous calls, letters, visits and appointment bookings via a dedicated resource, have not provided us with access. To resolve this issue, we are in the process of attempting to gain a warrant of entry from the Magistrates Court in order to carry out the essential testing works.

**5-year compliance programme**

<b>ELECTRICITY [Domestic]</b>	<b>EICR's Required in Homes</b>	<b>Homes: With an In-Date EICR (&lt; 10 years)</b>	<b>Homes: Without an In-Date EICR (&lt; 10 years)</b>	<b>% in 5 Year Date [Target 100%]</b>
Homes Requiring an EICR Inspection	18,170	14,403	3,767	79.27%
<b>ELECTRICITY [Communal + Other]</b>	<b>EICR's Req'd Communal + Other</b>	<b>Communals + Other: WITH an In-Date EICR</b>	<b>Communals + Other: WITHOUT an In-Date EICR</b>	<b>% In Date [Target 100%]</b>
Communals and Other Requiring an EICR	577	577	0	100.00%

Work on bringing these properties into compliance will commence with our electrical partner HUG, starting in May 2022. Orders have been raised with the partners for non-compliant non-Domestic assets.

**(Table 23) Compliance remedial works**

	<b>Q1</b>		<b>Q2</b>		<b>Q3</b>		<b>Q4</b>	
<b>Compliance Activity</b>	<b>Ordered</b>	<b>Completed</b>	<b>Ordered</b>	<b>Completed</b>	<b>Ordered</b>	<b>Completed</b>	<b>Ordered</b>	<b>Completed</b>
Electrical	524	356	572	391	582	405	609	453

Our partnership with HUG has allowed for minor C1 and C2 remedial works to be carried out as part of the inspection process. All remedial works must be completed in order to receive a compliance certificate, and this approach means that more compliance certificates can be issued on first visit, improving efficiency and reducing costs. More significant works are passed to CS and Wates, and we are working closely with our partners to make this handover as clear and complete as possible.

## Early Help, Prevention and Intervention

(Table 24) Tenancy Support

	2020/2021	Q1	Q2	Q3	Q4	Cumulative
Low Level early support cases carried out	2,333	336	301	490	366	<b>1,493</b>
Low Level ASB cases carried out	1,848	552	431	294	327	<b>1,604</b>
Financial support – Referrals accepted	1,836	328	319	312	468	<b>1,427</b>
· Benefit Gain £	1,066,217	207,418	108,179	123,166	250,296	<b>689,059</b>
· Add funding / grants £	39,949	9,102	14,422	14,690	64,954	<b>103,168</b>
Money Advice Worker – Referrals accepted	170	38	47	45	51	<b>181</b>
· Benefit Gain £	14,912	0	642	15,151	3,750	<b>19,543</b>
· Amount of Debt £	568,663	116,357	95,734	155,480	140,999	<b>508,570</b>
Mental Health Support – Referrals received	114	30	26	33	54	<b>143</b>
· Successful outcomes	69%	75%	95%	80%	100%	<b>88%</b>
Intensive Tenancy Support – Referrals received	164	37	44	27	43	<b>151</b>
· Successful outcomes	70%	71%	78%	88%	85%	<b>81%</b>
Housing Coach – Referrals received	New	44	35	33	63	<b>175</b>
· Successful outcomes	New	67%	94%	93%	98%	<b>88%</b>
· Tenancy sustained at 6 months	New	-	-	100%	100%	<b>100%</b>
· Tenancy sustained at 12 months	New	-	-	-	100%	<b>100%</b>

Whilst the number of support cases reduced this year, this was due to a significantly higher number being completed in 2020/21 due to Covid and additional support and reassurance to our residents and is comparable to the figure reported in 2019/20.

Although the number of ASB cases has reduced this year the Team are dealing with more complex and serious ASB cases that have significant impact to residents and communities. Although these are more resource intensive we work collaboratively with our partners to ensure that these are tackled effectively.

Financial support referrals – a higher intake of referrals was seen in the previous year due to Covid, and tenants/referrers knowing that there were more grants available what could be accessed. Tenants First are also working closely with Income Team to ensure that tenants get the right support at the right time, allowing the Tenant Support Team to work on more complex cases. Benefit gains have decreased for Tenant Support Team, but will have increased in Income Team. The Tenant Support Team are providing a more holistic package of support now including income/expenditure, money management and budgeting.

**(Table 25) Internal Referrals made through Vulnerability Protocol**

Vulnerability Protocol – Internal Referrals	2020/2021	Q1	Q2	Q3	Q4	Cumulative
Detail of source of referral	New	-	-	-	-	-
<b>Total</b>	<b>New</b>	<b>23</b>	<b>22</b>	<b>18</b>	<b>22</b>	<b>85</b>
Rents	New	9	6	2	7	24
Lettings	New	1	4	1	2	8
Tenants First	New	3	2	3	0	8
Community Engagement Team					1	1
Asset Man – Gas Servicing	New	7	N/A	N/A	2	9
Partners	New	3	10	11	10	34
Other (Police)	New	0	0	1	0	1

**(Table 26) European Social Fund Programme (ESF)**

	2020/2021	Target 2021/2022	Q1	Q2	Q3	Q4	Cumulative
Referrals into the Programme	104	-	122	72	-	-	<b>194</b>
Participants Eligible	63	126	65	47	46	57	<b>215</b>
Accessed Education or Training	0	7	8	8	9	18	<b>43</b>
Gained Employment	0	25	4	5	11	8	<b>28</b>
Accessed Childcare	0	46	0	0	0	-	<b>0</b>

**(Table 27) Estate Environment**

	2020/2021	Q1	Q2	Q3	Q4	Cumulative
No of estate inspections (% of advertised inspections completed)	31 (100%)	45 (100%)	42 (100%)	16 (100%)	24 (100%)	<b>127 (100%)</b>

**Housing Management Teams**

Work has been ongoing this quarter on reviewing the Garden Competition and ensuring this is updated linking into the Barnsley 2030 vision and creating more sustainable areas and environments in Barnsley. This also contributes to the zero carbon agenda and creates more wildlife and biodiversity areas across the borough.

**(Table 28) Safer Neighbourhood Service (SNS)**

	2020/2021	Q1	Q2	Q3	Q4	Cumulative
No. of Referrals to SNS	NEW	N/A	N/A	23	12	<b>35</b>

Through partnership working with the Safer Neighbourhood Service (SNS), we have been successful this quarter in obtaining the following enforcement powers to address issues within local communities in some cases. This has resulted in:

- 8 Notice of Seeking Possessions (NOSP's).
- Notice To Quit served.
- 1 Eviction on management grounds.
- 1 Community Protection Notice (CPN) warning letter and 2 CPN's.

### **Housing Management Teams and Regeneration**

In 2011 we established a group to review the management of shops within the HRA. Since this time a significant amount of progress has been made on how these are managed and to consider their long term sustainability. At the time the group was created the total stock of shop units was 47 of which 8 were vacant at the time and 2 were scheduled for demolition to facilitate housing redevelopment (New Lodge). The work carried out by the group has significantly improved the management and pro-active monitoring of the retained shops and to consider strategies as to their long term sustainability.

The current position as at the end of March 2022 is that there are 34 units of which 3 are currently void and are going through the void and marketing process. Through the work carried out by the group this has resulted in the removal of a number of shop units with family homes being created that realises rental income for premises that were previously proving unlettable.

## **Customer Involvement**

### **Tenant Voice Panel Activity**


Below details the activities of the Tenant Voice Panel in quarter 4;


Task	Outcome
Livery rebrand	Members gave their thoughts on the Livery rebrand – results passed onto Construction services.
Meet the Income Manager	Members had an informal meeting with the Income Manager, giving feedback and assurance on the changes made. TVP gave comments on the rent increase letters, which were taken on board and changes made.
Tenant Satisfaction Measures Consultation (TSM)	Involved customer session around the TSM. Generally supportive. Agree that BH are collecting most of the data, a few tweaks needed– comments collated and fed into the wider consultation.
Customer Satisfaction around repairs	Members shared their thoughts on how satisfaction could be improved. Suggestions included; <ul style="list-style-type: none"><li>• Improved communication on waiting times</li><li>• Improved communication for planned and programmed repairs</li></ul>

Recruitment session	Prospective members found out more about the TVP and Scrutiny, pre application.
Quarter 3 performance	Members met to discuss the Quarter 3 report. Questions sent to Officers for a response.
Interfinder session	Members met with Officers to test the new repairs system and were really impressed with the functionality.
Home seeker feedback report	Members gave views on the Home seeker feedback report, which will feed into the refresh/review of the document
Garden Competition	Members gave their views into the redesign of the Garden competition, including suggestions for new categories.
Service Standards	Meeting to discuss BMBC Service Standards. Views sent back to BMBC, further meeting arrange with BMBC in May/June.

## **Community Engagement Activity**

Below follows details of the Community Engagement activity in quarter 4:

<b>Activity</b>	<b>Outcome</b>
<b>Empty Property Spot Checks</b>	Completed by Community Engagement Team. Reports completed and sent to relevant managers for feedback and action.
<b>Fire Safety Project in high rise flats</b>	<p>In preparation for the lifting of restrictions, we have been developing plans to establish a Resident Fire Safety panel from the high-rise flats. In addition to this a Resident Engagement Fire Safety Strategy will be pulled together, in conjunction with the newly formed panel.</p> <p>First meeting held in February, which was very well attended. 5 customers registered to attend and on the day 11 attended.</p> <p>The second meeting had 16 attendees.</p> <p>A 3<sup>rd</sup> meeting is booked in for April</p> <p>In addition to the public facing sessions, we've held Officer only sessions discussing ongoing issues.</p> 
<b>Scrutiny Panel</b>	<p>Panel continue their deep dive into the customer journey around Damp and Mould.</p> <p>A questionnaire was designed and sent out to 203 customers, with a 12% response rate. The aim of the survey was to allow tenants to have their say about their experience from reporting damp or mould to their home. This will give us the opportunity to listen and learn from customers views and feedback.</p> <p>Findings to be included in the final report. Report due for completion in May 2022</p>
<b>Digital project</b>	<p>The Digital Inclusion project had to go on hold to fall in line with the Governments 'Plan B' restrictions through Dec 21 / Jan 22.</p> <p>In Feb we were back out delivering to the intermediate clients, phase 1.</p> <p>We are now in the process of sourcing a Broadband supplier for phase 2 delivery.</p>

	<p><b>29</b> registered learners  <b>17</b> Intermediate/12 completed (Chrome book and training)  <b>12</b> Basic/not started (Chrome book, training and 12 month Broadband connection)</p>
<b>TUT Day</b>	<p>In February we held our first face to face Talk up Tara day in nearly 3 years! Taras shared their experiences through Covid and we did some future planning, including modernising the Tara model. Great day had by all!</p> 

### TARA Activity

Below follows details of the TARA activity on quarter 4;

Task	Outcome
<p><b>Wombwell</b>  Winter warmer packs, well-being packs and food parcels</p> <p>Face to face meetings and look to the future.</p> <p>Easter competition online.</p> <p>Act of kindness event</p> <p>Social Media</p>	<p>The group handed out over 150 packs for isolated and vulnerable people in their local community.</p> <p>The group are now holding their monthly meetings. They have begun by having planning sessions for their summer trips, Jubilee events, and social media competitions</p> <p>The groups Easter competition is advertised on their Social media page and in local shops. The group use these competitions to raise their own profile and awareness of the group and the work they do.</p> <p>The group have placed around the area several Easter Eggs, as an act of kindness, for people to find and then ask people to share, when they find one, on the groups social media page.</p> <p>Their social media presence is increasing rapidly, and the number of followers is increasing.</p>
<p><b>Grimethorpe</b></p> <p>The group is meeting face to face again now.</p> <p>Environmental clean up and litter picks.</p>	<p>The group has resumed their monthly meetings face to face. The group post the minutes of their meetings on their social media site.</p> <p>They once again had a brilliant turnout as the residents came together to join in with their environmental projects, and have done several litter picks around the area.</p>



The group are pro-active on their social media site with many members.	The social media site is very active which encourages the wellbeing of local community and raise community spirits. Increased computer skills of committee members.
Jubilee events	The group are looking at jubilee events for the area, and have organised a Dance Company in the Acorn centre. They are also looking at other events
<b>Carlton</b> Have started their meetings face to face again.	After holding several meetings on Teams the group is now holding them face to face again.
Jubilee planning and events	The group will be working with Carlton Primary school, the children are crafting bunting. This will be judged at the Community Jubilee coffee morning and then put up in the Parish community Hall. There will also be a jubilee event including crafting and food and children can show off their bunting. Carlton social media will have a colour and decorate the crown competition.
New Members	Two new members have been recruited to the TARA group.
Partnership working	The group are instrument in both support and funding for the new community café that is being held in Carlton Parish Hall. Partnership working bringing the community together, This is building capacity of the group and promoting the good work the group do, gaining more support and more following.
St Johns Church	The group are helping Father Peter organise and take part in the Carlton Festival Weekend, which will include a Flower festival and school and choir concerts.

**(Table 29) Customer Involvement**

	2020/2021	Q1	Q2	Q3	Q4	Cumulative
Your Community Your Say (Steering Group) meetings held	13	14	21	10	13	<b>58</b>
No of Local Offers being met (6 monthly)	18/25	-		24/31		-

# Community Buildings Team

## Void Initiatives – Independent Living Schemes

### **Refer a Friend Scheme**

In February we launched our Refer a Friend Scheme in our Independent Living Schemes where we had a number of long term voids. The Scheme invites current residents to refer a friend, and if they meet the lettings criteria, and move into one of the vacant properties they will both receive a 'love to shop' voucher. So far, as a result of this scheme we have had one successful letting for a property in Hudson Haven that had been vacant for 44 days.

### **Show Flat**

We have recently furnished a vacant flat at King Street Independent Living Scheme. King Street is situated within walking distance of the Town Centre and there were 3 long term void properties within the building. This particular flat has been void for 366 days. The purpose of the flat is for the Housing Management Team to show prospective tenants how a flat can look once it is furnished and to give some inspiration as to the type/style of furniture that can fit into the rooms. Initial responses have been positive and that the flat looks clean, fresh, homely and inviting.



# Digital First

(Table 30) Access to Services

	2020/2021	Target 2021/2022	Q1	Q2	Q3	Q4	Cumulative
<b>BMBC Telephony Services</b>							
Number Repair Phone calls (made)	99,810	±5%	29,270	28,536	30,884	32,566	<b>121,256</b>
Number Rent Phone calls (made)	14,041	±5%	3,798	3,240	2,971	4,179	<b>14,188</b>
Number Homeseeker Phone calls (made)	18,475	±5%	5,267	5,351	3,475	5,608	<b>19,701</b>
Number General Enquiry Phone calls (made)	35,623	±5%	5,704*	3,763*	6,495	6,247	<b>22,209</b>
Total Calls (made)	167,895	±5%	44,039	40,890	43,825	48,600	<b>177,354</b>
Total calls (handled)	140,326	±5%	36,359	34,066	37,273	41,717	<b>149,415</b>
% answered 20 seconds	55.79%	80%	38.42%	36.21%	46.43%	37.86%	<b>41.38%</b>
% answered	89.65%	95%	82.56%	83.31%	85.23%	85.83%	<b>84.25%</b>
Average wait for call answering (seconds)	117	<20	229	234	211	221	<b>226</b>
<b>Berneslai Homes E-Services</b>							
Website Visits	254,687	275,000	59,169	72,024	50,358	30,552	<b>212,103</b>
Website forms (incl social media)	19,536	20,000	5,738	5,164	3,821	6,843	<b>21,566</b>
Berneslai Homes App Visits	22,061	25,000	14,990	18,130	15,556	19,147	<b>48,676</b>
Berneslai Homes App reports	8,359	10,000	2,478	2,229	2,221	2,606	<b>9,534</b>

\*Reports for the general enquiry line in June to Aug had errors and are reporting lower than normal numbers. This is now resolved.  
It should also be noted that reports have been reformatted so the whole year's telephony figures have been amended quarter 4 report.

**(Table 31) Self-Serve and automated service uptake**

	2020/2021	Target 2021/2022	Q1	Q2	Q3	Q4	Cumulative
<b>Percentage of contacts online via Berneslai Homes self-serve</b>							
Applying for homes (bids)	93.3%	95%	94.98%	91.21%	94.89%	94.8%	<b>94.86%</b>
Requesting a repair	8.08%	8%	10.26%	11.24%	10.25%	11.56%	<b>10.96%</b>

## Telephony

### Performance

As is usual (due to the winter months) quarter 4 saw the highest volume of repair related calls made throughout the year but due to the mild winter the increase wasn't as stark. There was a higher than average increase in rent related calls which is most likely due to increased arrears collection activity.

Performance was still well below the agreed target of 80% of calls answered in 20 seconds and wait times were an average of 3 minutes and 41 seconds bringing the average wait for the year to 3 minute 46 seconds.

### **Service Standard review**

However, during this quarter the council implemented their newly agreed service standards for telephony which are:

Revised Service Offer Priority Lines	Revised Service Offer Non Priority Lines	Current Service Offer
80% of calls answered in 3 minutes (All repair calls)	75% of calls answered in 5 minutes	80% of calls answered in 20 seconds
90% of customers satisfied with the advisors (All other calls)	90% of customers satisfied with the advisors	Not measured

Berneslai Homes is still in the process of formally adopting the revised standards and a meeting has been scheduled between the council and our Tenant Voice Panel in June 2022. The council have advised that these revised standards are more aligned to other sectors, are achievable standards and are standards that they aspire to improve upon year on year. They will also have a positive impact on staff morale as staff will see that they are achieving targets. The revised standards are above the general standard within the housing sector however a recent benchmarking exercised by Housemark highlights that the 20 second target is no longer common across the service being replaced with 60 seconds. Our year end wait times of 246 seconds is comparable to other landlords in our peer group.

Additionally, from week beginning 14<sup>th</sup> February 2022 all the contact centre reports have been reformatted to:

- separate Out of Hours repairs calls (after 8pm and before 8am Monday to Friday); and
- report on priority and non-priority calls answered in target.

For the purpose of the 2021/22 financial year we have still calculated the proportion of calls answered in 20 seconds and this includes the out of hours calls.

The annual performance based on the revised standards is shown below:

- 62.81% of repairs related calls were answered in 3 minutes
- 75.34% of income, general and Homeseeker calls were answered in 5 minutes

Finer analysis highlights that for the full year the proportion of chase up calls relating to repairs represents 23.67% of all repair related calls.

### **One number**

In this quarter we have moved to one number for front line telephony enquiries which is 787878. This move was supported by tenants voice and has seen no negative impact.

### **Priority access number**

We have deployed a priority access number for inbound emergency services and operatives calls, out of hours or in emergency situations. This will ensure that operatives and emergency services have their calls answered quickly ensuring improved responsiveness to the completing of emergency and out of hours repairs.

### **Call priority**

We have also implemented a small change to call priority for customers using the IVR option which ensures we can deal with gas leaks, structural emergencies and major water leaks quickly without the need to queue.

### **E-Services**

The year has seen a steady increase in repairs reported via the App which will continue to offer online repair ordering until the revised service is operational.

E-form volumes, as to be expected has been consistent with last year, but there are some anomalies in the website hits with quarter 2 seeing a disproportionately high amount of visits and quarter 4 much lower. This is being investigated using the analytics software. It is important to note that the highest volume of traffic on the website is in relation to joining the register and applying for vacancies.

## Complaints and Compliments

(Table 32) Complaints and Compliments

	2020/2021	Q1	Q2	Q3	Q4	Cumulative
<b>Informal Complaints Received</b>	640	176	210	134	250	<b>770</b>
% of informal upheld	58.12%	69.32%	58.57%	46.27%	51.2%	<b>61.94%</b>
<b>Stage 1 complaints received</b>	138	33	35	35	37	<b>140</b>
% of stage 1 complaints upheld	68.8%	63.6%	82.8%	77.14%	60%	<b>71.74%</b>
% of stage 1 complaints responded to within target	68.1%	60.6%	62.8%	80%	88.5%	<b>73.57%</b>
<b>Stage 2 complaints received</b>	17	3	9	9	9	<b>30</b>
% of stage 2 complaints upheld	82.4%	66.7%	44.4%	66.7%	11.11%	<b>43.33%</b>
% of stage 2 complaints responded to within target	82%	33.3%	88.9%	88.9%	66.66%	<b>76.67%</b>
<b>New Formal Ombudsman complaints received.</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Closed cases – local resolution	2	0	0	0	0	<b>0</b>
Severe maladministration	New	0	0	0	0	<b>0</b>
Maladministration	1	0	0	0	0	<b>0</b>
Service failures	2	0	0	0	0	<b>0</b>
Partial maladministration	New	0	0	0	0	<b>0</b>
No maladministration	2	0	0	0	0	<b>0</b>
Reasonable redress	New	0	0	0	0	<b>0</b>
Satisfied with actions, reasonable redress	3	0	0	0	0	<b>0</b>
Outstanding	0	0	0	0	0	<b>0</b>
<b>New Ombudsman enquiries received</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>
Resolved informal	1	0	0	0	0	<b>0</b>
Formal Berneslai Homes complaint registered	2	1	0	0	2	<b>3</b>
<b>Compliments received</b>	1,218	260	320	383	459	<b>1422</b>

### Complaints

The number of informal complaints have increased by 20.3% during 2021/22 compared to 2020/21. This is expected due to the promotional campaigns throughout the year of the complaints process and 'It's Okay to Complain', not just by Berneslai Homes but also national campaigns run by the Department for Levelling Up, Housing and Communities. The increase in complaints is a trend across the sector including the Housing Ombudsman.

We have seen a consistent number of formal complaints being made in this quarter and as expected the year end outturn for Stage 1 complaints is similar to last year, with a slight increase of 1.4%. The proportion escalating to Stage 2 and being upheld is high.

The number of Stage 2 complaints overall during 2021/22 is much higher than 2020/21, with an increase of 76%. 25 of the 30 stage 2 complaints were repair related and the upheld rate was 48%. This demonstrates the need to focus on resolution and customer satisfaction at Stage 1.

Performance overall for responding to complaints within target is good, with 73.57% of Stage 1 complaints within target and 76.67% of Stage 2 in target.

In terms of comparison against the sector we compare well. The table below shows the monthly Pulse comparison of stage 1 and stage 2 complaints received per 1000 stock.

Month	Berneslai Homes complaints per 1000 stock	Upper quartile
Oct	0.83	1.13
Nov	0.99	1.24
Dec	0.66	0.71
Jan	0.72	0.83
Feb	0.83	1.01

### **Ombudsman**

During 2021/22 we have received very little correspondence from the Housing Ombudsman, with just 3 enquiries in total. They have not investigated any complaints or issued us with any determinations. This performance is positive and demonstrates that we are resolving complaints effectively at Stage 2.

The Housing Ombudsman latest insight report covering quarter 3 shows a 53% increase in the volume of enquiries and complaints received across England compared to the same quarter in 2020, which is the opposite trend for Berneslai Homes' Ombudsman enquiries.

### **Compliments**

It is fantastic to see that the number of compliments we received during 2021/22 is high and exceeded 2020/21 performance by 16.74%. This is a trend and have consistently increased the number of compliments received year on year for a number of years.

## HR & Equality and Diversity

### Human Resources

**(Table 33) % of staff defining under the Equality Act definition of disability**

	Target	Q1	Q2	Q3	Q4
2021/2022	8%	5.73%	5.88%	5.5%	5.41%
2020/2021	8%	6.14%	5.96%	5.67%	5.48%

**(Table 34) % of BME staff in total workforce**

	Target	Q1	Q2	Q3	Q4
2021/2022	1.5%	2.77%	2.57%	2.57%	2.16%
2020/2021	1.5%	1.48%	2.18%	2.15%	2.26%

**(Table 35) Number of working days lost per FTE (year-end forecast) whole company**

	Target	Q1	Q2	Q3	Q4
2021/2022	9	9.24	10.48	11.04	11.1
2020/2021	9	7	6.16	6.72	7.53
2019/2020	9	8.32	10.78	11.2	10.98

As can be seen in the table above, the Q4 sickness absence figure exceeds the target of 9 days and is also a considerable increase from 2020/21. Although such a sharp rise may initially seem concerning, low sickness absence levels in the previous year are attributable to the circumstances surrounding the Covid-19 pandemic, which saw employees often in government-imposed lockdowns alongside periods of furlough for certain sections of the workforce, therefore reducing staff sickness.

In comparison, the previous 12 months have seen a return to normality for our employees in terms of less remote working and personal lives resuming outside of work, which may explain the increased figure for 2021/22. Additionally, the removal of many mandatory Covid restrictions and inclusion of Coronavirus-related absence in sickness figures during this period have also contributed to a rise in absence levels. We are now seeing absence data return to pre-pandemic levels and we continue to work with managers to monitor and pro-actively manage sickness absence.



## School Engagement

It's great that schools are opening up invites to their career events again. This quarter, for the first time, we visited Laithes Primary School to carry out interactive activities in the classroom around introducing children to the world of work at Berneslai Homes.



In March, we also attended a careers cafe at Horizon Community College where there were lots of discussions with students about their future careers and what we have on offer through apprenticeship opportunities. Student placements are also starting back up, allowing students to gain experience in various roles with us.

## Kickstart

The Kickstart scheme at Berneslai Homes is a great success. We've now met our target of welcoming 30 placements to us. Although it's been challenging at times to get all 30 placements filled, we can see the scheme has provided invaluable work experience and training to the young people involved. It's excellent to see that 7 of our placements have gained employment with us following the scheme, and a further 3 have secured employment elsewhere. We look forward to seeing what our remaining 17 placements achieve.

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# STAR Customer Satisfaction Survey 2022



**berneslai**  
homes

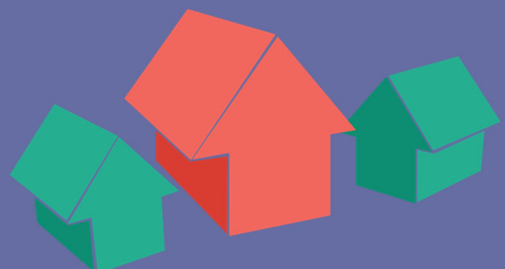
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# Contents

	Page
1. Introduction	1
2. Executive summary	2
3. Services overall	6
4. The home	11
5. Communal areas	16
6. Value for money	19
7. Repairs and maintenance	22
8. Contact and communication	28
9. Information and involvement	34
10. Online services	37
11. Neighbourhood	41
12. Further comments	49
13. Respondent profile	55
 <b>Appendices</b>	
A. Methodology and data analysis	61
B. Example questionnaire	64
C. Data summary	67



# 1. Introduction

## Background

This report details the results of Berneslai Homes' 2022 STAR tenant satisfaction survey, delivered by ARP Research. This is an annual survey conducted by Berneslai Homes using the Housemark STAR survey methodology. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This year's questionnaire also references The Regulator of Social Housing's tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years (indicated throughout the report by the government coat of arms).

Where applicable the current survey results have also been compared against the 2021 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's STAR database of local authorities and ALMOs, supplemented where necessary by ARP Research's own database.

## About the survey

The survey was carried out between July and August 2022. It was conducted via self completion questionnaires provided on paper and online to a randomly selected sample of 3,500 tenants, which included an oversample of 50% amongst tenants living in properties with communal areas which is sub-group of particular interest this year due to a regulatory focus on communal maintenance and upkeep.

The first part of the survey involved email invitations and reminders to every selected household with a valid email address (1,621), with a paper questionnaire sent in the post to the remaining 1,879. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,381). Finally, a full reminder was sent by post to every household that had not already taken part via any method (2,828). A free prize draw was also used to encourage response.

In total there were 1,321 responses to the survey which represented a response rate of 38% (error margin +/- 2.6%). Online responses comprised 37% of the total (488), including 247 direct responses to email (15% response) and 185 to text message (8% response). The returns exceeded the stipulated STAR target error margin of +/- 3% with a 5% increase in response rate compared to 2021.

All data has been weighted by age, length of tenure and whether the property has communal areas. After weighting the data is representative across all other major demographic categories.

## Understanding the results

The survey results were weighted by age. Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance. For further information on the methodology and statistics please see Appendix A.



## 2. Executive summary

Bench mark	2021 result	change over time	2022 result		Question source
75%	85%	↓	84%	satisfaction overall	HouseMark STAR
31	26	↑	35	net promoter score	HouseMark STAR
73%	79%	↓	77%	quality of home	HouseMark STAR
80%	83%	↔	83%	safety and security of home	HouseMark STAR
63%	N.A.		66%	communal areas clean and maintained	
84%	85%	↓	81%	rent value for money	HouseMark STAR
66%	79%	↓	73%	service charge value for money	HouseMark STAR
70%	79%	↑	80%	repairs and maintenance overall	HouseMark STAR
85%	82%	↑	86%	last completed repair	HouseMark STAR
78%	N.A.		85%	treated fairly and with respect	
69%	84%	↓	83%	easy to deal with	HouseMark STAR
59%	70%	↓	68%	listens to views and acts on them	HouseMark STAR
69%	N.A.		71%	keeps tenants informed	
62%	63%	↑	64%	approach to handling complaints	
75%	81%	↑	82%	neighbourhood as a place to live	HouseMark STAR
62%	N.A.		64%	makes a positive contribution to area	
59%	61%	↓	60%	dealing with ASB	

statistically significant improvement  
 no statistically significant change  
 statistically significant decline

### Overall satisfaction

1. Overall tenant satisfaction with Berneslai Homes remains high with 84% satisfied compared to the 85% achieved in 2021 (section 3).
2. Furthermore, the overall satisfaction rating remains well above the benchmark average of other comparable landlords.
3. In addition to the positive headline score, the Net Promoter Score (NPS) has improved significantly from 26 to 35, with more than half of respondents being 'promoters' that are highly likely to recommend Berneslai Homes to others.
4. Whilst there has been a notable 4% increase in satisfaction with the last completed repair (section 7), the opposite was true for the rating for rent (section 6).
5. The most influential demographic category in most tenant surveys is age group, with similar patterns across all of the results. Broadly speaking, overall satisfaction increases with age from 78% for under 35s to 90% for retirement age tenants.
6. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the seven strongest factors most closely associated with overall tenant satisfaction are:
  - Quality of the home (83% satisfied, section 4)
  - Safety and security of the home (77% satisfied, section 4)
  - Repairs and maintenance overall (80% satisfied, section 7)
  - Listening to and acting on tenants' views (68%, section 9)
  - Dealing with enquiries generally (78% satisfied, section 8)
  - Being treated fairly and with respect (85% satisfied, section 8)
  - Online services provided (74% satisfied, section 10)

### The property

7. Tenant perceptions of the properties they live in have remained relatively stable since 2021, with 77% satisfied with the quality of their home, and 83% satisfied that it is safe and secure (section 4).
8. Satisfaction with both quality and security remain above the benchmark medians. This is particularly obvious for the quality rating, which is 4% above average.
9. The quality of the home is now the primary key driver of overall satisfaction, followed by safety and security (see section 3).
10. The ratings for both heating and energy efficiency of the home have fallen significantly which is clearly a direct result of the recent big rises in fuel bills.
11. Satisfaction with Berneslai Homes' approach to transfer and exchanges continues to fall (now 49%) and is even lower for those on the housing register (30%).

## 2. Executive summary

### Communal areas

12. Two thirds of respondents in properties with communal areas are satisfied with the cleanliness and maintenance of such areas. This is a relatively new question so benchmark data is limited, but Berneslai Homes score is on par with other similar landlords (section 5).
13. In terms of improvements to the upkeep of external communal areas, the most common suggestions are tidying up litter and rubbish, picking up grass cuttings and generally mowing more frequently.
14. For internal communal areas, around one in ten feel that the standard of cleaning can be improved, with a number also mentioning safety and security issues.

### Repairs and maintenance

15. Satisfaction with the repairs and maintenance remains a key driver of overall satisfaction in 2022, only behind the quality and safety of the home in terms of influence (section 3).
16. Repairs satisfaction overall remains stable with 80% satisfied (was 79%). In addition Berneslai's score remains well above the benchmark, being ten points higher (section 7).
17. Respondents have a higher opinion of their last repair (86%) which is a significant improvement from 2021 (was 82%).
18. 'Doing the job expected' and completing it 'right first time' are the strongest key drivers of satisfaction with the last completed repair.
19. There have been some significant improvements with the individual aspects of the last repair (chart 7.6), particularly around timeliness.
20. Being kept informed throughout the process remains the lowest rated aspect of the last repair (77% satisfied), however this has improved significantly compared to a year ago (was 73%).

### Contact and communication

21. Whilst not a key driver, satisfaction with how easy Berneslai Home is to deal with, known as a customer effort score, remains high and is well above average for other similar landlords (83%, section 8).
22. How well Berneslai Homes generally deals with enquiries was one of only two key drivers of overall satisfaction a year ago and while this remains important to the current sample, it has now slipped to fifth in the list behind property and maintenance issues (section 3).
23. This score has now stabilised at 78% having fallen last year, and it is very positive to note that all of the detailed questions about tenant's experiences when they last made contact have gone up since 2021, including four that have improved significantly.
24. Another related question asks tenants if they are treated fairly and with respect. This is a new question and despite limited ARP benchmark data it appears that Berneslai Homes is also performing well on this question relative to other landlords (85% agree, 78% benchmark). This is also a key driver of satisfaction.



### Information and involvement

25. Listening to views and acting upon them is now a key driver of overall satisfaction, having previously not appeared on the list in 2021. Although this rating demonstrates no statistically significant change since 2021, the 68% satisfaction score is still nine points above the benchmark for comparable landlords (section 8)
26. Keeping tenants informed of things that matter to them is another new TSM regulatory question, in response to which 71% of respondents are satisfied and 12% dissatisfied . Compared against early ARP benchmarks data, on this measure Berneslai Homes' score appears to be consistent with other landlords.

### Value for money

27. The rent value for money score has fallen by a statistically significant 4% since 2021, but this pattern is consistent with other tenant surveys conducted by ARP Research in the last few months. (81%, section 6).
28. Three quarters of those respondents that pay a service charge are satisfied with it in terms of value for money. Whilst this has fallen slightly compared to a year ago, satisfaction remains well above average.
29. A fifth of tenants were finding it difficult to manage financially, rising to a quarter for working age tenants. Unsurprisingly those having some financial difficulties are significantly less satisfied than average with ratings in this section and throughout the report.

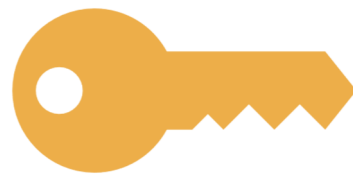
### Neighbourhoods

30. Satisfaction with the neighbourhood as a place to live remains broadly unchanged at 83% and this is well above the benchmark (section 11).
31. 64% of respondents are satisfied that their landlord makes a positive contribution to their neighbourhood, compared to 14% that are dissatisfied. This is a new regulatory question, but the limited available benchmarking limited places Berneslai's score just above other landlords.
32. The appearance of the neighbourhood and standard of estate services have also improved, significantly so for the latter, with both continuing to compare favourably to the benchmarks.
33. As in 2020 the biggest neighbourhood problems are rubbish or litter, car parking, dog fouling/dog mess, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood.
34. Although most of these issues are rated broadly the same as they were a year ago, it is notable that drug use or dealing, drunk or rowdy behaviour, noise from traffic and vandalism/graffiti are considered significantly less of a problem than before.
35. There has been very little change across the sample as a whole in perceptions of how Berneslai Homes deals with reports of ASB, with three out of five satisfied (60%) which is just above the benchmark average for other similar landlords (section 11).



### 3. Services overall

**84%**  
satisfied  
overall



top 'key  
drivers'

1. quality of home
2. safety and security
3. repairs overall
4. listens and acts on views
5. dealing with enquiries
6. treated fairly & with respect



Overall satisfaction has stabilised and remains well above the HouseMark benchmark median



The Net Promoter Score (NPS) has significantly improved from 26 to 35



The theme of the key driver in 2022 is bricks and mortar issues, compared to the focus on customer service in 2021



35-49 year olds remain the least satisfied age group, but satisfaction has fallen amongst the under 35s

## 3. Services overall

Overall satisfaction with the service provided by Berneslai Homes is effectively **unchanged** compared to 2021 (84% v 85%), having arrested the significant drop in this score observed last year. This is in contrast to other similar landlords in the Housemark benchmark database, amongst whom average satisfaction is only 75%.

This was reflecting in most of the other survey questions that also demonstrate only minor fluctuations that are 'statistically insignificant'. This means that the statistical test used to compare scores gave a negative result, so we must assume that any differences are merely down to chance because we can't be confident that they are real (especially when groups are small).

Nevertheless, there are still a handful of significant changes, notably including a solid **4% improvement** in satisfaction with the last completed repair (section 7), but also a **4% decrease** in the main value for money rating, most likely linked to the cost-of-living crisis (section 5).

The questionnaire also includes the "**Net Promoter Score**" (**NPS**) as an additional measure of customer loyalty and satisfaction. Respondents were asked how likely they were to recommend Berneslai Homes to family or friends, and this is used to identify 'promoters' and 'detractors' to calculate an overall Net Promoter Score that is widely used across the private and public sectors.

It is very gratifying to see that on this metric, there has been a **significant improvement** from a score of 26 in 2021 to 35 this year, including over half of respondents who are 'promoters' that are highly likely to recommend Berneslai Homes to others. This represents a full recovery in this score, having fallen between 2020 and 2021. Whilst it is isn't entirely clear why this score has moved upwards more readily than the overall satisfaction score, it does still suggest a positive direction of travel.

### Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating, but it does highlight the combination of factors that are the best predictors of overall satisfaction for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.3).

The main theme of the 2021 results, including the key drivers, was the customer services scores. These have thankfully stabilised, to the extent that whereas enquiry handling was the chief predictor of overalls satisfaction before, it falls to fifth place this year.

In its place is satisfaction with the **quality of the home**, that is now the clear number one key driver. This is followed by safety and security, then repair and maintenance. Taken together the top three would suggest that in 2022 attention has turned to bricks and mortar issues now that post pandemic issues are now receding.

The next three key drivers are nevertheless all linked to **customer experience**, so this is still an influential component of tenant satisfaction. In addition to the aforementioned enquiry handling, how well Berneslai homes listens to its tenants has also been a key driver in previous surveys. This year, however, they are joined by a new question from the regulator's TSM question list on the topic of fairness and respect, which is likely to be an important measure going forward (also see section 9).

### 3. Services overall

#### 3.1 Overall satisfaction

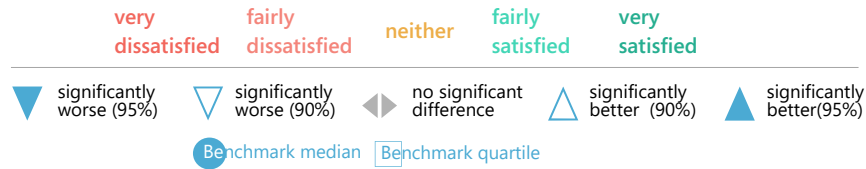
% Base 1312 | Excludes non respondents



Overall service provided by the Berneslai Homes

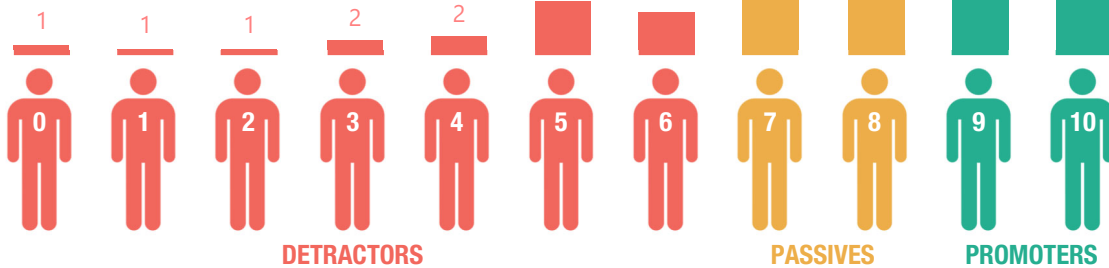


satisfied 2022: **84** | satisfied 2021: 85 | error margin: +/- 2.0 | bench mark: **75** 1<sup>st</sup>



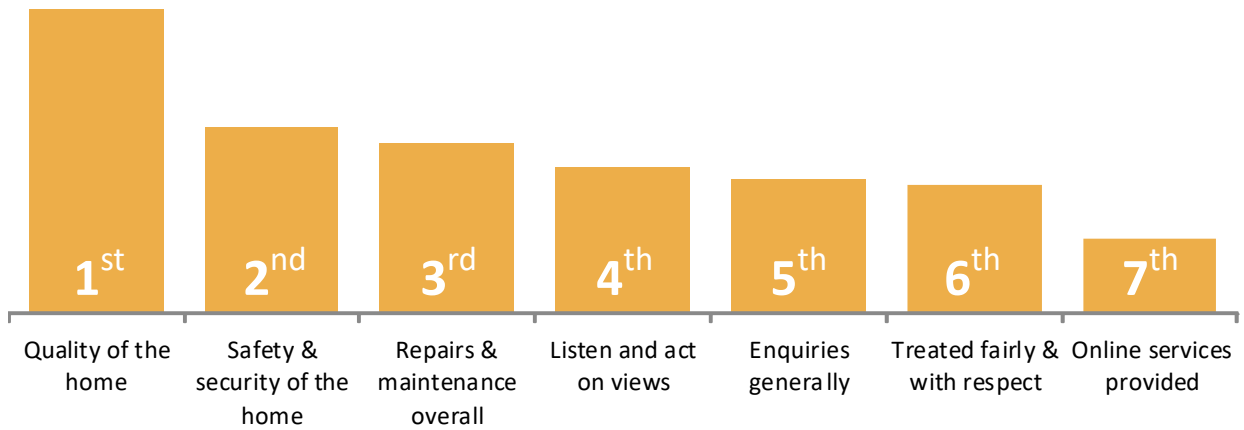
#### 3.2 Likely to recommend Berneslai Homes - Net Promoter Score (NPS)

% Base 1219 | Excludes non respondents.

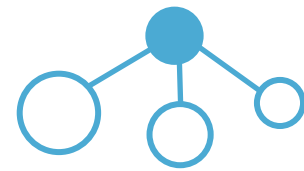
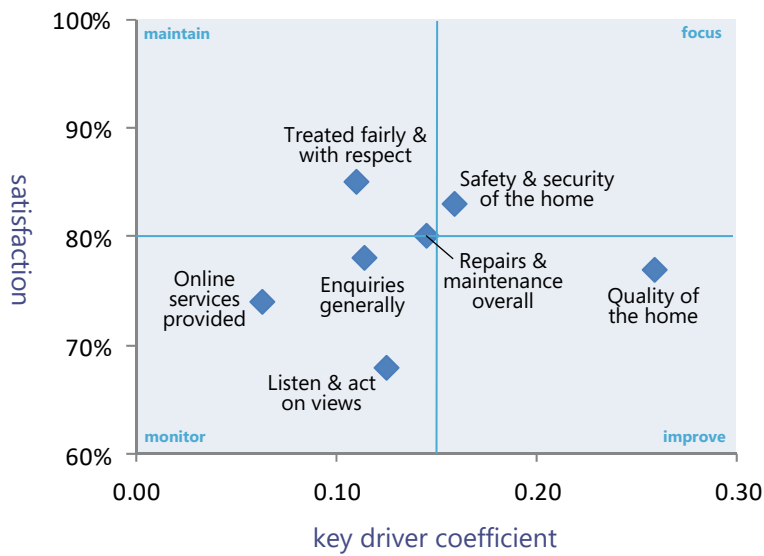


### 3. Services overall

#### 3.3 Key drivers - overall satisfaction



#### 3.4 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

## 3. Services overall



### Change over time

- Having fallen in 2021, overall satisfaction remains **stable** this year (84%, was 85%).
- **Net Promoter Score** has **improved** from 26 to 35, which is a statistically significant change.
- The customer service experience is no longer the dominant factor it was in 2021, having been overtaken by property, repairs and maintenance issues as the strongest key drivers.



### By people

- The most influential demographic category in most tenant surveys is **age group**, with similar patterns across all of the results. As in previous years, overall satisfaction broadly increases with age from 78% for under 35s to 90% for retirement age tenants. However, those aged 35 – 49 are typically the least satisfied age group. For full details see table 13.10.
- The Net Promoter Score follows a similar pattern, being only 21 for 35-39 year olds compared to 44 for 65+ year olds.
- The Net Promoter score is also very high for **new tenants** who have moved in over the last year (48) or between 1 and 2 years ago (41).
- The overall score for **under 35s** fell by 6%, but this group's other scores dropped further, particularly satisfaction with the repair service (down 8%, section 7) and value for money for rent (down 9%, section 6).
- Overall satisfaction is also significantly lower for people that had to make **follow up** contact (68%), **reported ASB** (71%), had a **missed repair appointment** (55%) or had **financial difficulties** (71%).

- Being a small group there are no statistically significant differences in the scores for tenants that are **racially and ethnically diverse**. Even visually, their scores broadly match those of the rest of the sample, with the exception of overall satisfaction (92%) NPS (41) and quality of home (87%) that are pleasingly high. For full details see table 13.12.



### By place

- There is no significant difference by any of the five main areas, although satisfaction is highest in **North & Penistone** (87%, was 91%), and lowest in Dearne area (77%).
- **Dearne** residents were also typically less satisfied with other core ratings including the quality and safety of the home and energy efficiency and heating (section 4).
- Overall satisfaction has fallen by 5% for the Dearne area (77%, was 82%), and is down 4% in the **North and Penistone** area (87%, was 91%).
- At estate level sample sizes are much smaller, but overall satisfaction is significantly lower than average on the **Cloughfield estate** (51%).
- As in the previous year, the NPS is lowest in the **South** area (26, was 16). The biggest improvement by area is in Central (39, was 22).
- The **North and Penistone** area is unusual in that the NPS has fallen slightly (38, was 42) but it still remains high.



## 4. The home

77%



safe & secure

83%



quality



The quality and security of the home are again unchanged and rated above benchmarks



They are now the top two key drivers of overall satisfaction



Due to the cost-of-living crisis, satisfaction with heating and general energy efficiency has fallen significantly



Satisfaction with the transfer and exchange process also continues to fall

## 4. The home

Satisfaction with the home in terms of quality and safety/security have been relatively stable measures for Berneslai Homes, even throughout the pandemic years where other similar landlords have seen scores decline.

This includes an unchanged 83% who are happy with the safety and security of their home, and 77% with the quality of their home, which compared to 2021 is within the margin of error. Indeed, Berneslai Homes' position relative to the **benchmarks** for comparable landlords remains as positive as before, both being rated a few points **above average**.

This therefore suggest that whilst the quality of the home is now the **strongest predictor** of overall satisfaction, with safety and security behind in second place, this is more a case of tenant's priorities readjusting this year rather than being indicative of any specific problems identified by those two questions (section 3).

One issue that is apparent, however, is clearly the effect of the big rises in fuel bills this year. The ratings for both **heating and energy efficiency** of the home have **fallen** significantly. This is obviously a national issue though, with neither of these questions being key driver of satisfaction with Berneslai Homes itself.

Social housing availability is also a national issue, with Berneslai Homes approach to transfer and exchanges receiving a **significantly lower** ratings for the second year in a row.



### Change over time

- Both quality and safety of the home are the two main **key drivers** of overall satisfaction having previously not been on the list. No significant change in satisfaction for either.
- However, there are significant **falls** in satisfaction with both the heating and energy efficiency of the home (chart 4.3).
- Perception of how transfers and exchanges are dealt with has fallen once again this year, by a similar margin as it had between 2020 and 2021 (now 49% satisfied). This includes only 30% of those on the register, with dissatisfaction amongst this group increased from 31% to 44%.



### By people

- Slight **fall** in satisfaction amongst the under 35s with the quality of the home (66%, was 71%), but this group are more satisfied than a year ago with its safety and security (81%, was 78%).
- The quality of the home is rated significantly lower than average if on the transfer/exchange register or if the current home is too small (67% and 61% respectively).
- Respondents who have reported **ASB** are significantly less satisfied with both the quality and safety/security of their homes (71% and 66%).



### By place

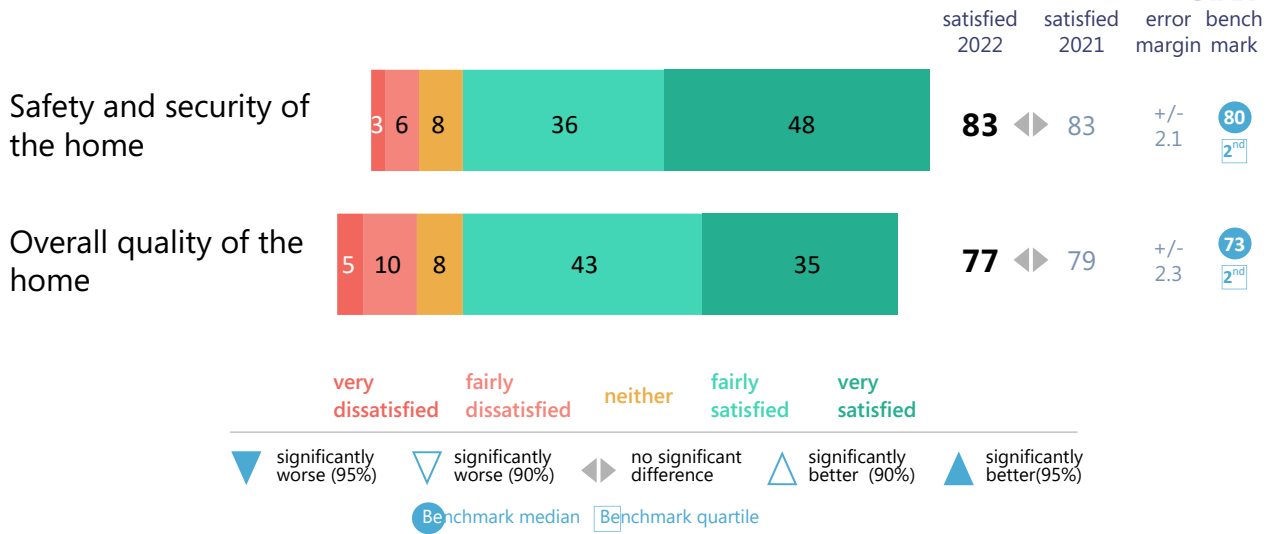
- Both property scores are lower than average in the Dearne **area** (see table 4.6 for scores by area).
- Dearne respondents were significantly less satisfied than average with both the energy efficiency (67%) and heating of their homes (72%).
- A quarter of Dearne residents say their home is too small for them (26%), double the proportion of any other areas.
- The safety and security of the of home is also rated significantly lower in the **South**, but above average in North East.
- Heating and energy efficiency is rated significantly higher than average in bungalows (86% and 78%), but significantly lower in **houses** (73% and 68%).
- Both are rated significantly lower if having **financial difficulties** (63% 'heating', 50% 'energy efficiency').



# 4. The home

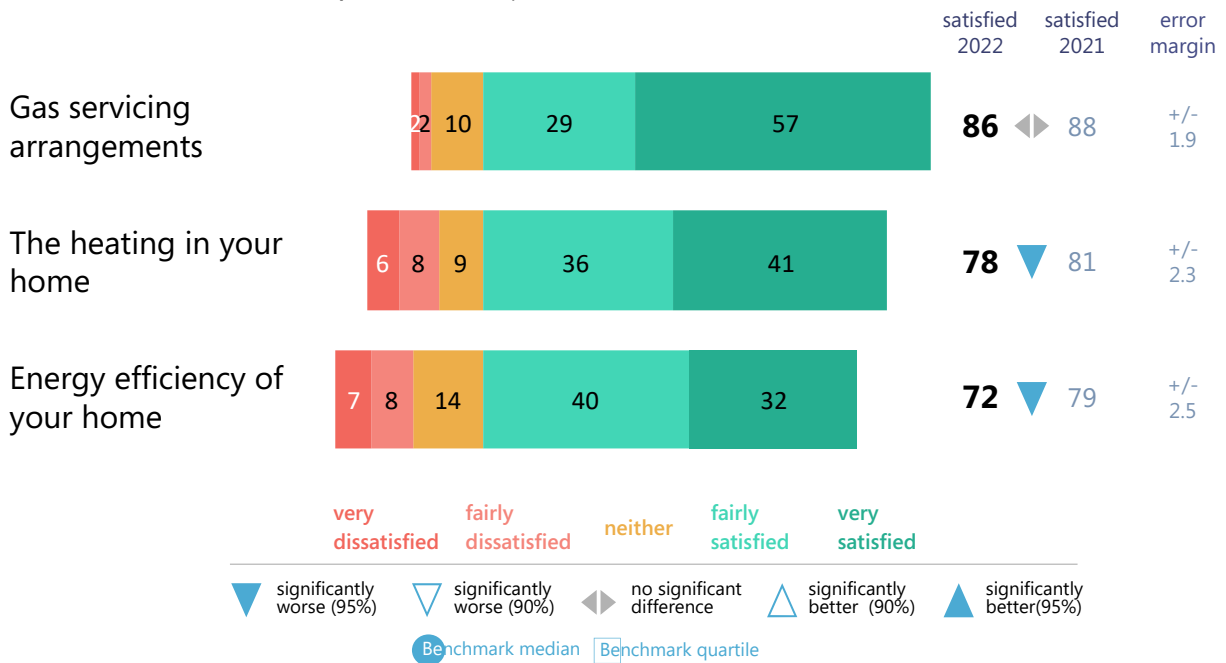
## 4.1 Satisfaction with the home

% Bases (descending) 1246, 1311 | Excludes non respondents



## 4.2 Satisfaction with the heating and energy efficiency

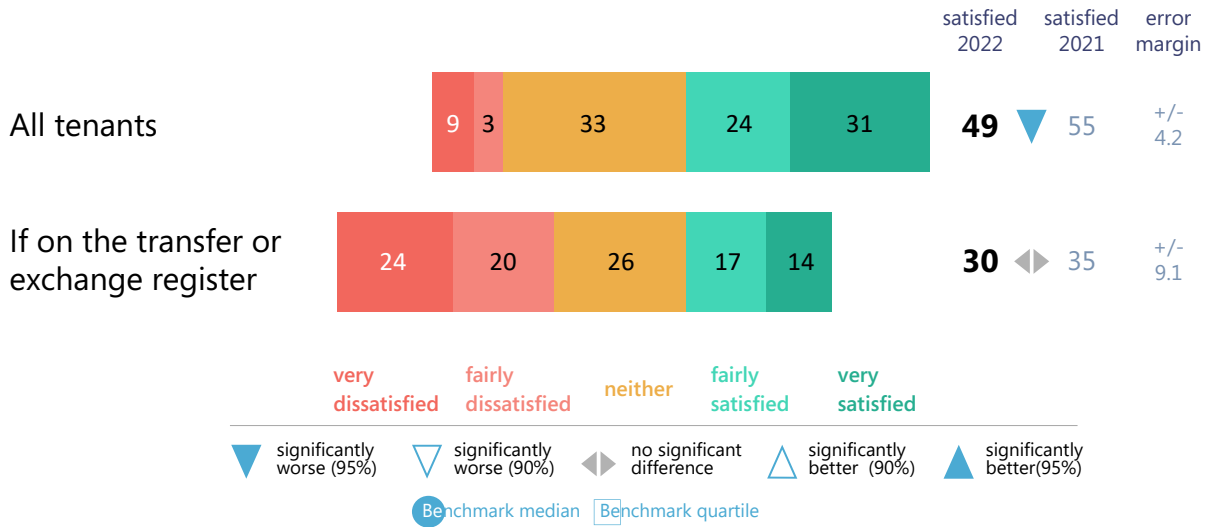
% Bases (descending) 1257, 1305, 1305 | Excludes non respondents



## 4. The home

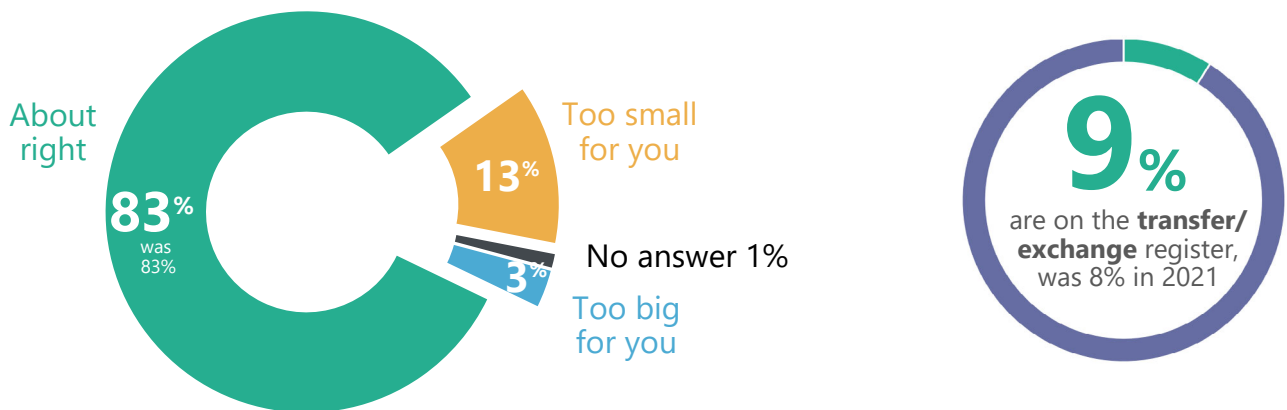
### 4.3 Transfers and exchanges

% Bases 555, 98 | Excludes non respondents



### 4.4 Size of the home

% Base 1321



## 4. The home

### 4.5 The home by area

		% positive				
	Sample size	Quality of the home	Safety and security of home	Energy efficiency	Heating	Gas servicing arrangements
<b>Overall</b>	1321	77	83	72	78	86
North East	282	78	88	74	77	85
South	304	74	80	71	79	87
Dearne	97	70	74	67	72	86
Central	316	79	83	74	80	84
North & Penistone	323	81	85	69	76	87

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 5. Communal areas



**66%**  
clean, safe &  
well maintained



- 
- B** Satisfaction at least on par with currently available benchmark data for this new question
  - £** Satisfaction is higher amongst tenants who pay a communal service charge (75%)
  - 🔄** The most commonly suggested improvements are to reduce litter and improve grass cutting
-

## 5. Communal areas

A new question in this year's survey due to its inclusion in the new **regulatory** suite of questions asks about the cleanliness and maintenance of communal areas. In order to collect the best possible evidence and insight on this issue, the survey methodology included an oversample of tenants that live in homes with some form of communal area (see appendix A.) In the rest of the survey data this group is weighted down proportionally to represent the population as a whole (around a fifth of tenancies), but in this section that weighting is removed.

Although there are currently only a few landlords in the ARP Research database that have asked this new question, from the limited evidence available it would seem that Berneslai Homes score of 66% is at least **on par** with other landlords.

However, amongst those tenants living in a property with communal areas, there is still around a fifth that are actively **dissatisfied** with how Berneslai Homes looks after them. There is therefore scope to improve on this aspect of the service, especially because of the renewed regulatory focus on communal areas.

Respondents were therefore asked to give their own *suggestions* for how the upkeep of communal areas can be improved. The results are categorised in chart 5.2, which shows that the most common suggestions are about external communal areas, primarily tidying up **litter and rubbish**, picking up **grass cuttings** and generally mowing more frequently.

Regarding internal communal areas, around one in ten commenters feel that the standard of **cleaning** can be improved, with a number also mentioning **safety** and security issues.

Some illustrative examples of these quotes include:

“Address litter problem - it always collects in my garden. More public bins”

“Regularly maintain garden areas e.g. cutting grass, weeds etc.”

“Mowing the grass more often”

“I am sorry to say the grass cutting is very messy. This could easily be blown back onto gardens. there are several elderly residents and people that struggle to clean it”

“The grass would be better if it was picked up and taken away. It trails in the house and looks unsightly”

“Cleaner doesn't come every week and should”

“Maintain high levels of cleanliness in communal areas (not just mop and go)”

“Install CCTV in the communal areas of the building”

“Have a key code to enter building”

### By people

- Older respondents are significantly more satisfied than average (76% for 65 or over), youngest significantly less so (58%, under 35s), particularly those **aged 25-34** (56%, only 15% very satisfied).
- Satisfaction with communal areas is also significantly higher than average amongst respondents who **pay** a service charge for them compared to those who do not (75% v 60%).
- Respondents with a **limiting disability** are less satisfied than average (56%).
- New tenants tended to be slightly more satisfied than average (69%).

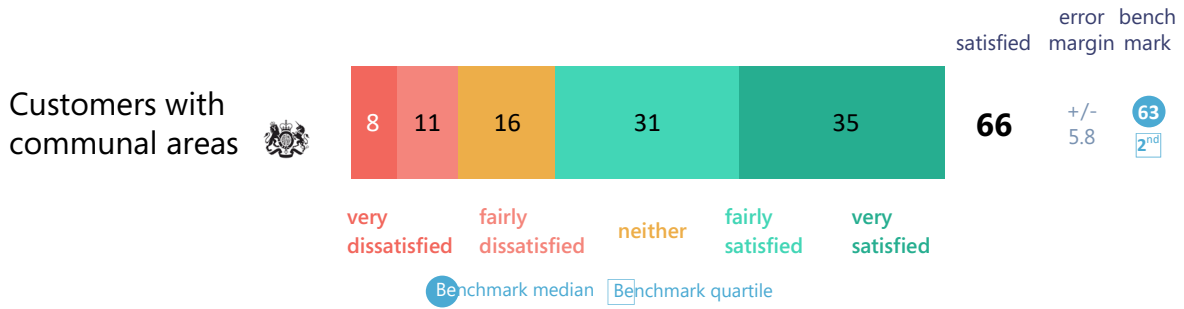
### By place

- No statistically significant difference by property type, or any of the five main areas.

# 5. Communal areas

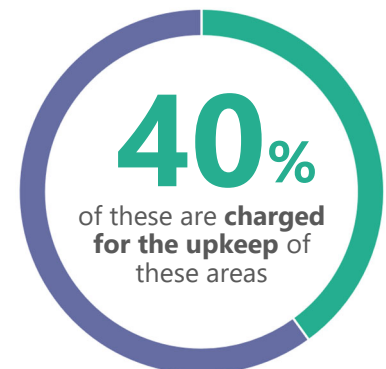
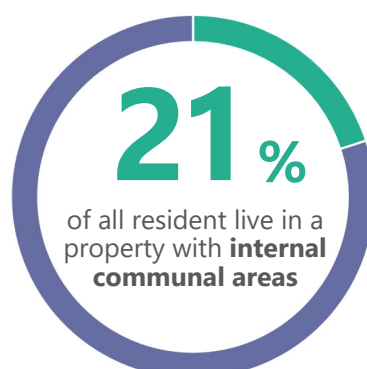
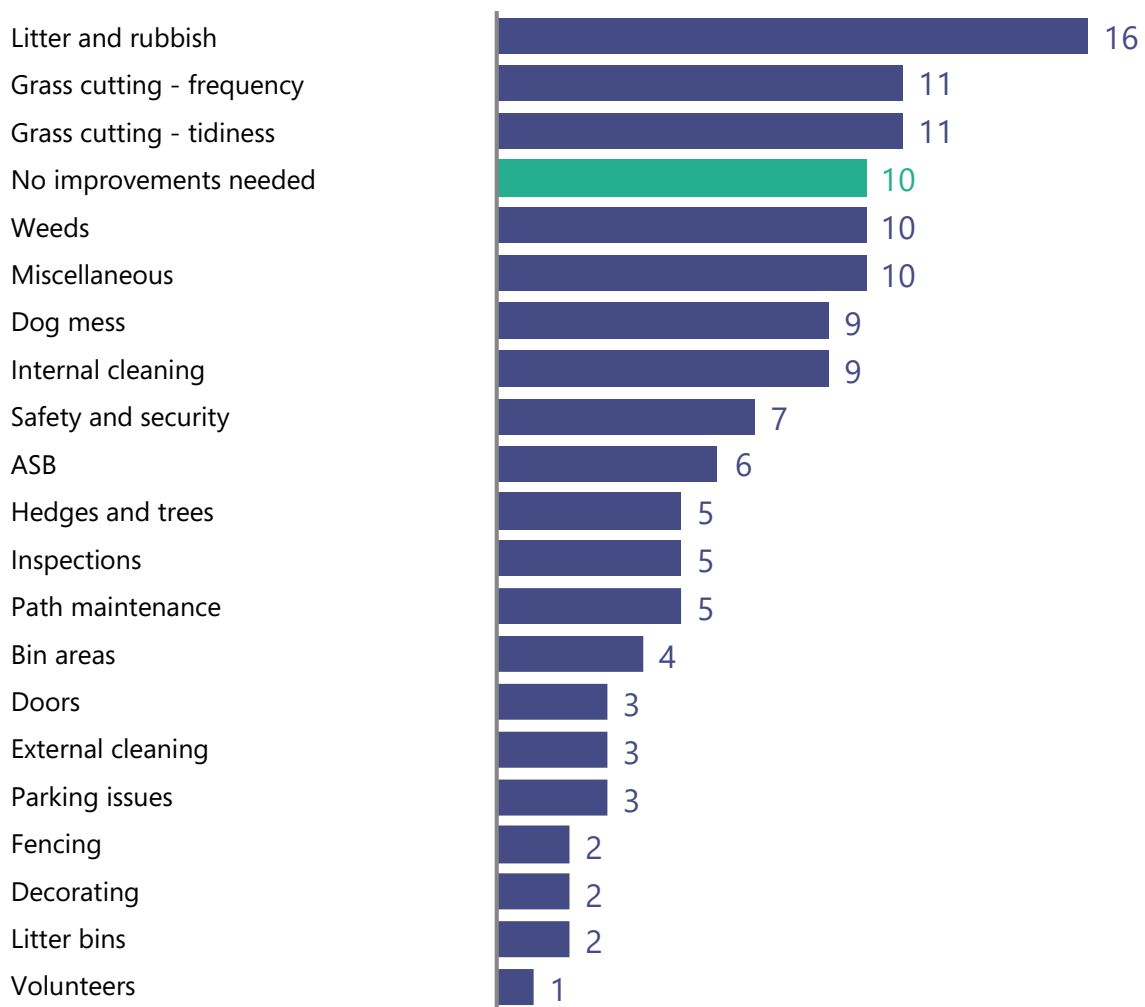
## 5.1 Communal areas are clean, safe and well maintained

% Bases (descending) 513 | Living in a property with communal areas. This is an oversampled group, weighted in other results



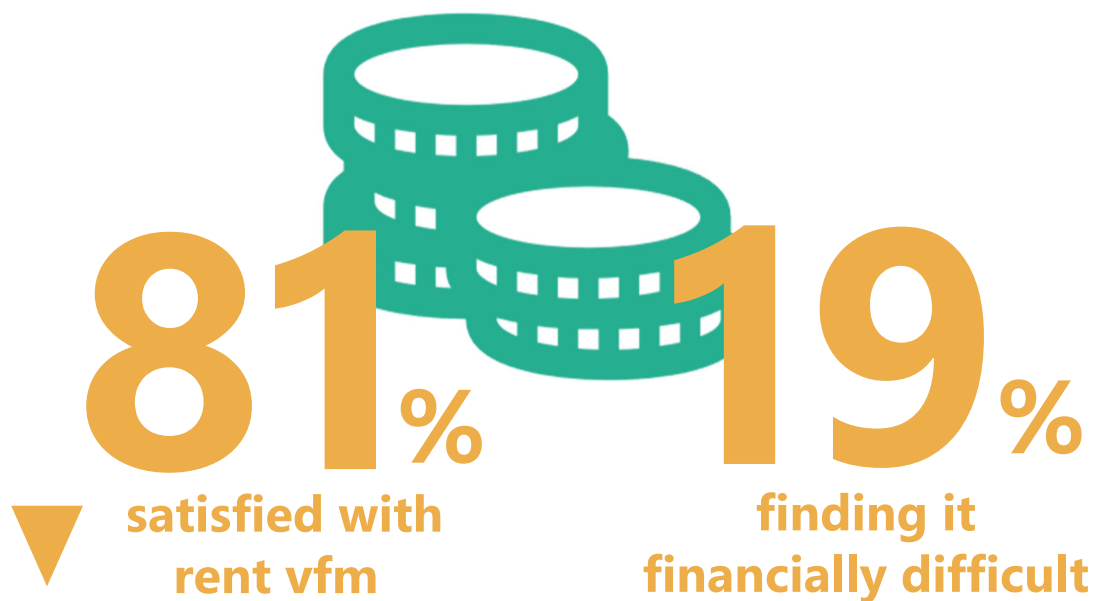
## 5.2 Improvements needed to communal areas

% Base 193 | Proportion with communal areas that commented. Includes multiple responses. Coded from verbatim comments.





## 6. Value for money



Perceived value for money has fallen by a statistically significant 4% since 2021



However, recent housing surveys have shown a similar trend due to the cos-of-living crisis



A quarter of working age tenants were already finding it financially difficult in summer 2022

## 6. Value for money

The rent value for money score was relatively high at the time of the last survey in 2021, but in the context of the current **cost of living crisis** it is probably to be expected that this would fall significantly since then. Indeed, this is consistent with the pattern observed in other surveys completed by ARP Research in the last few months.

Although Berneslai Homes' rating is now currently below the Housemark median, note that benchmarks are a lagging measure so won't yet reflect the real-world changes in the national economy.

Indeed, survey results can offer a snapshot in time, so it is likely that the fact a fifth of tenants were finding it **difficult to manage financially** over the summer might already be out of date considering the increasing challenges over autumn and winter 2022. Unsurprisingly those having some financial difficulties were significantly less satisfied than average with ratings in this section and throughout the report.

Only around one in ten respondents pay a service charge, which is relatively small sample so whilst this rating has also worsened, the difference isn't statistically significant. In this case, however, it is still well above the benchmark average.

### 2022 Change over time

- Satisfaction with rent value for money has **fallen** by a statistically significant 4% since the 2021 survey.
- The rating for rent is the only core measure where satisfaction has fallen significantly.
- Satisfaction with the service charge has also fallen .

### By people

- The rating for rent has fallen by even more for the **under 35s**, by 9% to 77%, a significant change.
- Unsurprisingly, value for money is rated significantly lower by tenants in **financial difficulty**, 66% rent, 57% service charge.
- Rent is also rated significantly lower than average by respondents whose homes are too big (61%) or too small (76%).
- Amongst **working age** tenants 26% are finding it financially difficult, compared to only 8% of retirement age.

- Financial difficulties are also more evident amongst tenants with a **limiting disability** (26%) compared to only 16% for the rest of the sample.
- Racially and ethnically diverse tenants are experiencing financial difficulties in the same proportion as everyone else.

### By place

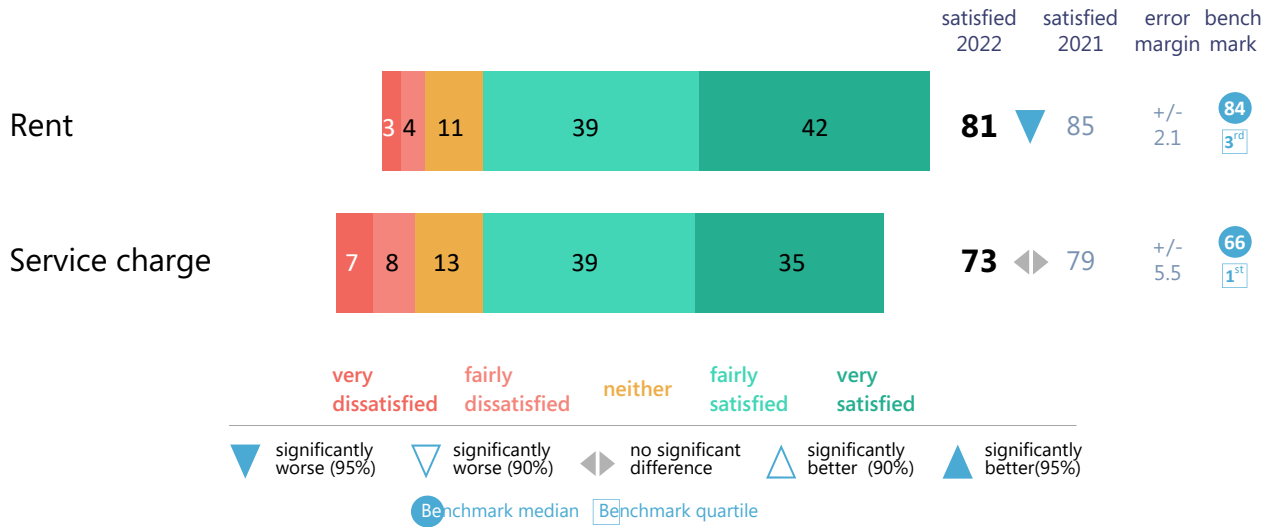
- By patch, value for money for the rent is rated highest in the **North East** area (86%), but lowest in the **South** (79%).
- It is also rated significantly lower than average on the **Cloughfields** estate (only 10 out of 21 people).
- Rent value for money for rent rated highest by tenants in bungalows (85%), then flats (82%), and the lowest score in houses (80%).
- More tenants than average in the **Dearne** area are finding it financially difficult (26%).



# 6. Value for money

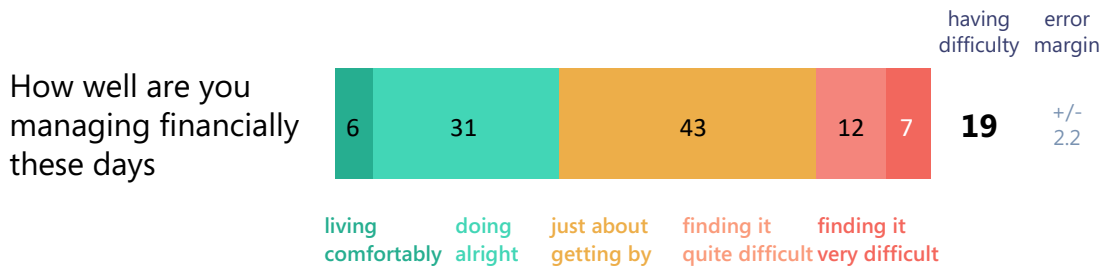
## 6.1 Value for money

% Bases (descending) 1271, 104 | Excludes non respondents



## 6.2 Managing financially

% Base 1265 | Excludes non respondents





## 7. Repairs and maintenance

80%



service overall

86%



last repair 12 month period



Repairs and maintenance continues to be a key driver of overall satisfaction



Overall satisfaction is unchanged, but tenants' opinions on their last repair have significantly improved, especially timeliness



Overall repairs satisfaction is once again in the top quartile in HouseMark benchmarking



Doing the job expected remains the best predictor of repair satisfaction

## 7. Repairs and maintenance

Tenants' perceptions of the repairs and maintenance as a whole were the second strongest **predictor of overall satisfaction** in 2021 and continue to be influential this year appearing in third place on the equivalent list (chart 3.3).

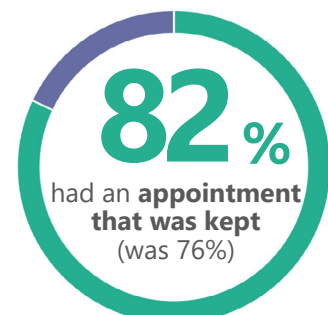
Although obviously therefore important, this score has remained stable since 2020 and in the post pandemic era compares very favourably against other landlords, with the score of 80% being 10 points higher than average pushing Berneslai Homes into the **top quartile**.

This has been helped by a significant increase in the proportion of tenants that are satisfied with the service they received on their **last completed repair**, which has improved from 82% to 86%, climbing into the second quartile compared to the Housemark benchmark.

This has clearly been helped by **statistically significant improvements** in how other aspects of the last repair are rated, including being able to make an appointment, the time taken before work started, and being kept informed throughout the process. The latter showed the biggest improvement, up by 5% to 77% satisfied. Indeed, all of the ratings in chart 7.5 are now in the first or second quartile relative to ARP benchmarks, whereas in 2021 some were rated slightly below average.

As in previous years the most influential element of the last repair is the workers **doing the job expected** (75% satisfied), which remains the strongest key driver of satisfaction with the last repair. What has changed this year is that getting the job 'right first time' (82% satisfied) now returns to second place, having been supplanted in 2021 by 'being told when workers would call'.

It should be noted that an additional question was asked in the survey in preparation for the new regulatory framework for tenant surveys, so is not analysed in as much detail here due to lack of tracking or benchmark data. This question is very similar to the main STAR question but is limited to the overall experiences over the last 12 months. This question generated a slightly higher 83% satisfaction score.



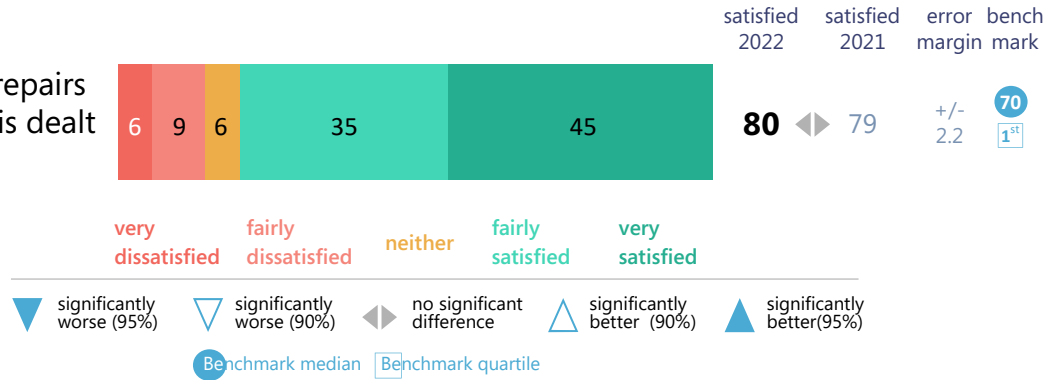
# 7. Repairs and maintenance

## 7.1 Overall repairs satisfaction

% Base 1300 | Excludes non respondents



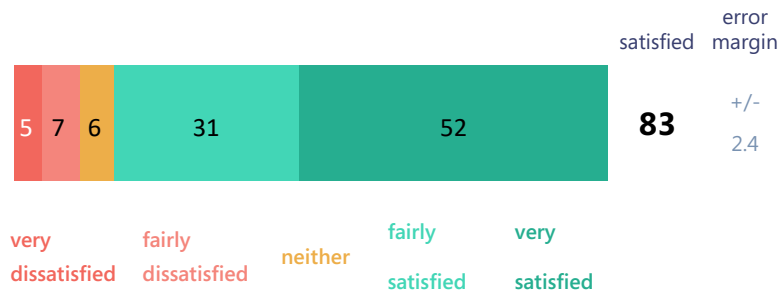
Generally, how repairs & maintenance is dealt with



## 7.2 Repairs service in last 12 months

% Base 938 | Excludes non respondents

Repairs service received over the last 12 months



### 2022 Change over time

- Satisfaction with the **last completed repair** is up significantly from 82% to 86% and is now rated higher than average.
- A greater proportion had an **appointment** that was kept (82%, was 76%), with this having a notable impact on scores in this and other sections of the survey findings.
- **Doing the job expected** remains the primary key driver of satisfaction with the last completed repair.
- Some **significant improvements** with the individual aspects of the last repair (chart 7.6), particularly around timeliness.

### By people

- Older respondents are significantly more satisfied than average (90%, up from 85%), however satisfaction had fallen amongst the **under 35s** (64%, was 72%), with this group also significantly less satisfied than average.

- There is once again a significant difference by contractor – with satisfaction higher for repairs completed by the **in-house team** (82%), compared to 76% for **Wates**, with the latter significantly lower than average. This pattern continues in table 7.7.
- Satisfaction is significantly higher if a repair **appointment** was kept (86%), compared to 37% if it isn't.

### By place

- There are some statistically significant differences by area in terms of overall satisfaction, or satisfaction with the last completed repair (see table 7.7).
- As in 2021, **North and Penistone** respondents are significantly more satisfied than average, whereas satisfaction is often significantly lower in **Dearne**.
- There are no significant differences by property characteristics when controlling for by tenant age.

# 7. Repairs and maintenance

## 7.2 Last repair

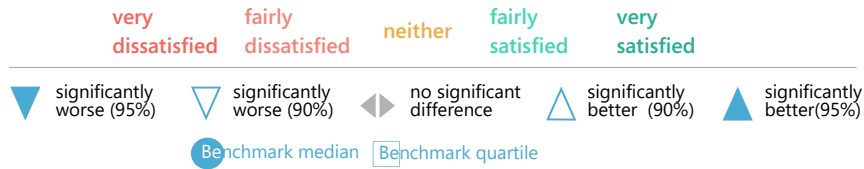
% Base 942 | Repair in last 12months. Excludes non respondents



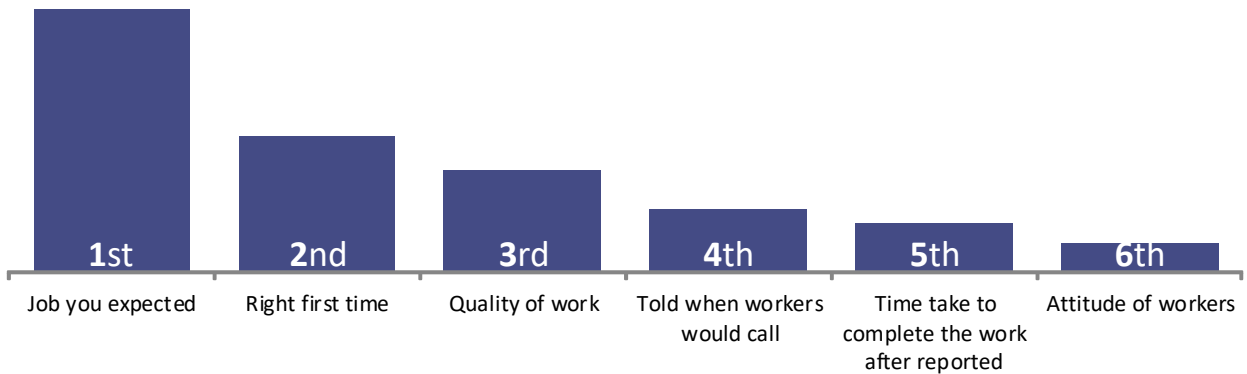
Repairs service received on *this occasion*



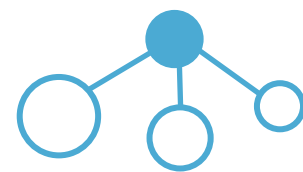
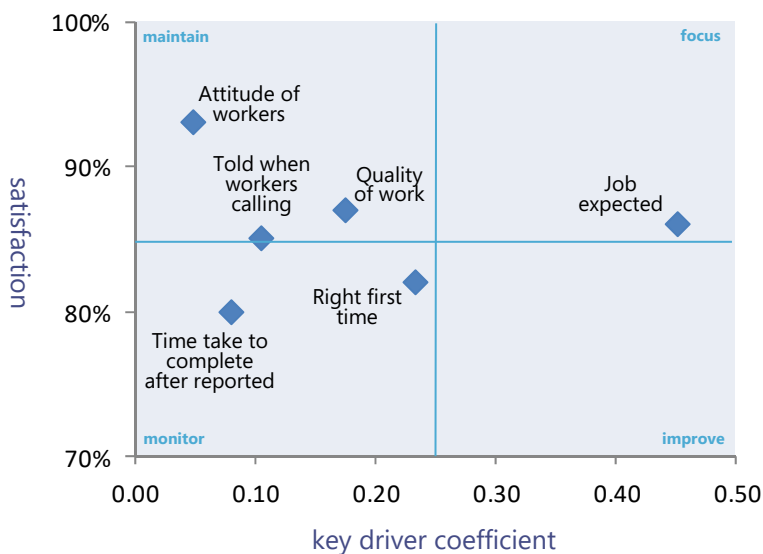
satisfied 2022: **86** ▲ satisfied 2021: 82 error margin: +/- 2.2 bench mark: 85



## 7.3 Key drivers - satisfaction with last repair



## 7.4 Key drivers v satisfaction

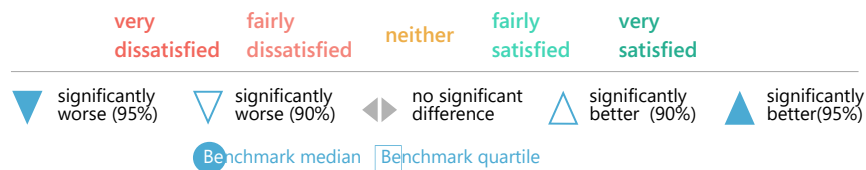
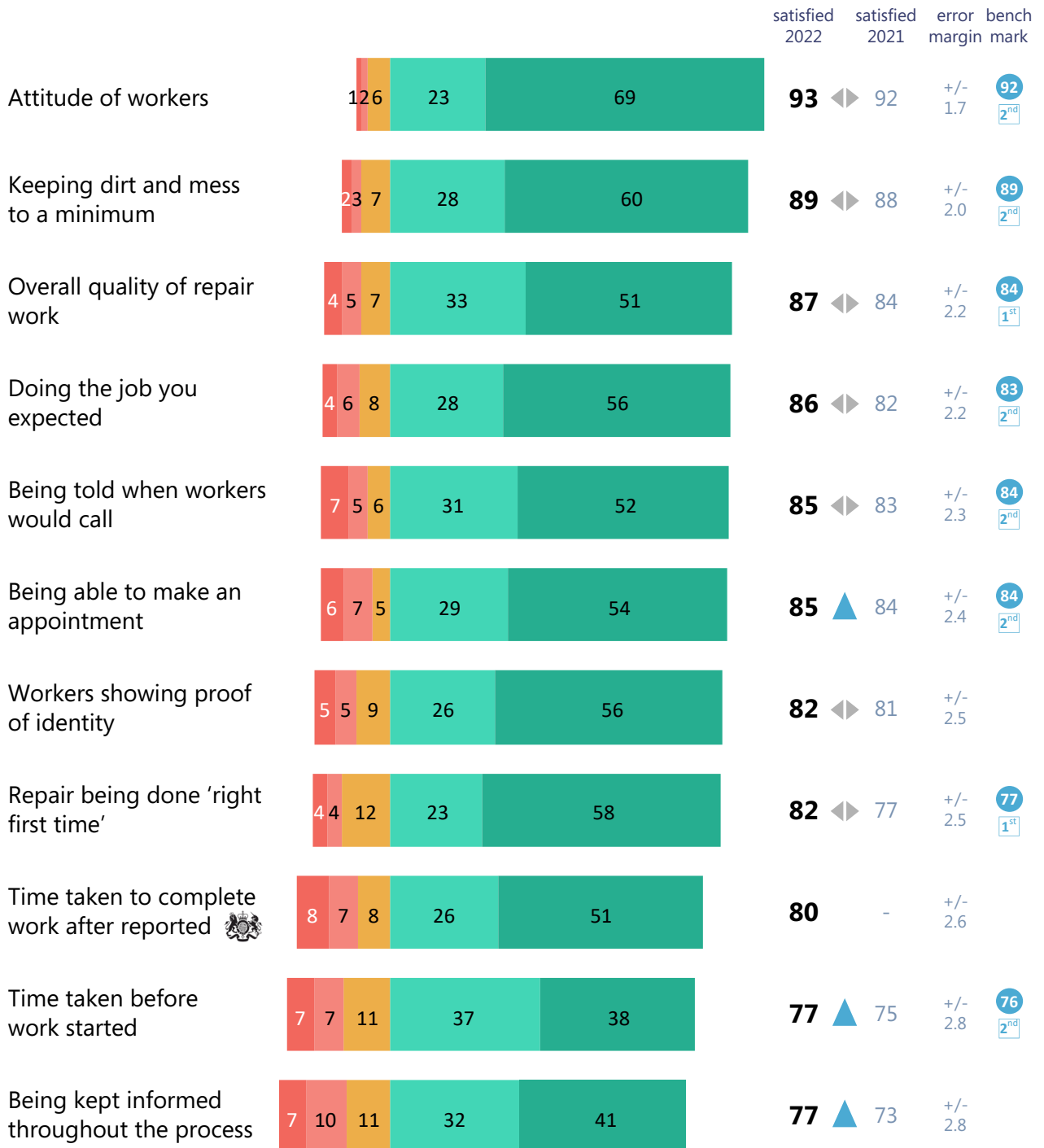


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

# 7. Repairs and maintenance

## 7.5 Last completed repair

% Bases (descending) 876,873,863,868,871,876,869,873,870,857,860 | Repair in last 12 months. Excludes non respondents.



## 7. Repairs and maintenance

### 7.7 Last completed repair by contractor and area

		% positive													
	Base	Generally how repairs and maintenance is dealt with	Repairs service received over the last 12 months	Being told when workers would call	Being able to make an appointment	Being kept informed throughout the process	Time taken before work started	Time taken to complete the work after reported	The attitude of workers	The overall quality of work	Workers showing proof of identity	Keeping dirt and mess to a minimum	The repair being done 'right first time'	Workers doing the job you expected	The repairs service received on this occasion
<b>Overall</b>	1321	80	83	85	85	77	77	80	93	87	82	89	82	86	86
<b>In House</b>	879	82	85	86	86	78	78	83	94	88	85	90	83	88	87
<b>Wates</b>	442	76	79	83	82	73	76	75	90	84	77	88	79	82	85
North East	282	81	82	85	86	80	79	83	92	85	85	87	83	86	85
South	304	77	81	85	83	74	76	76	92	84	78	90	79	82	85
Dearne	97	72	73	82	78	68	76	72	87	87	76	81	84	85	87
Central	316	78	84	81	83	75	73	80	92	89	84	88	80	87	86
North & Penistone	323	85	88	91	88	80	81	85	95	89	85	95	86	92	89

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 8. Contact and communication



83%



easy to deal  
with



Having been a key theme of the 2021 survey results, overall customer service scores have stabilised this year



Indeed, ratings for all elements of tenants most recent query have improved, half of which are significant improvements



The 'customer effort' score for how easy Berneslai Homes is to deal with is in the top quartile compared to peers



Most tenants feel they are treated fairly and with respect (85%), which is a new regulatory question



## 8. Contact and communication

In 2021, how well Berneslai Homes generally deals with enquiries was one of only two key drivers of overall satisfaction. Whilst this remains important to the current sample, it has now slipped to fifth in the list behind property and maintenance issues (chart 3.3).

This was a major theme of the results last year due to a distinct drop in the main customer service satisfaction measures at that time, so the fact that it is no longer as influential as it was should be seen as a positive change. However, although this score has now stabilised, at 78% it remains below the 83% achieved in 2020 and the 87% pre-pandemic level.

This is an older legacy question, accompanied in the last few surveys by the newer STAR core question asking if tenants find Berneslai Homes easy to deal with, which is also known as a '**customer effort**' score. This has followed the same trajectory, having fallen in 2021 but now steady at 83%. However, perhaps most importantly, this rating is still extremely good compared to Berneslai Homes' peers as it is 14% higher than the benchmark average. Unsurprisingly, this places Berneslai Homes firmly in the **top quartile**.

Another related question asks tenants if they are treated **fairly and with respect**. This is one of the new TSM regulatory measures that all landlords will have to report in future years. The initial limited ARP benchmark data suggests that the Berneslai Homes is also performing well on this question relative to other landlords (85% agree, 78% benchmark). This is also a key driver of satisfaction.

A set of detailed questions was also asked of all tenants that had made contact with Berneslai Homes over the last months (chart 8.4). It is very positive to note that all of these ratings have gone up since 2021, including four that have **improved significantly**. This supports the theory that the standard of customer service is longer a pressing issue to the same extent it was last year.

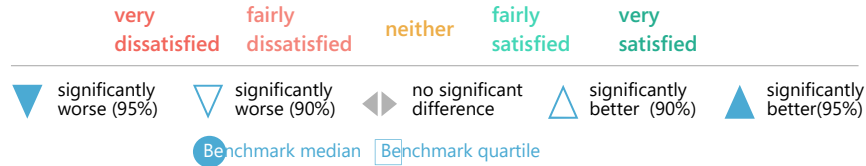
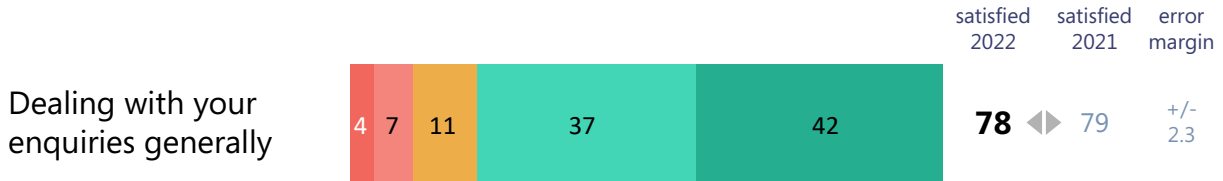
Indeed, the strongest key driver of satisfaction with the outcome of the last query in 2021 was being **kept informed through the process**, which was also the poorest rated individual element of the experience. This year, however, satisfaction with being kept informed has increased by 7%, and has no fallen back to a distant second on the key driver list (chart 8.5).

Finally, satisfaction with how **complaints** are dealt with has barely changed (64%, was 63%) remaining on par with the benchmark median. This too has arrested a downward slide in this rating since 2019.

## 8. Contact and communication

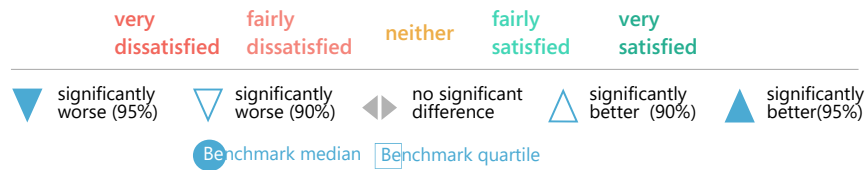
### 8.1 Enquiries overall

% Base 1241 | Excludes non respondents



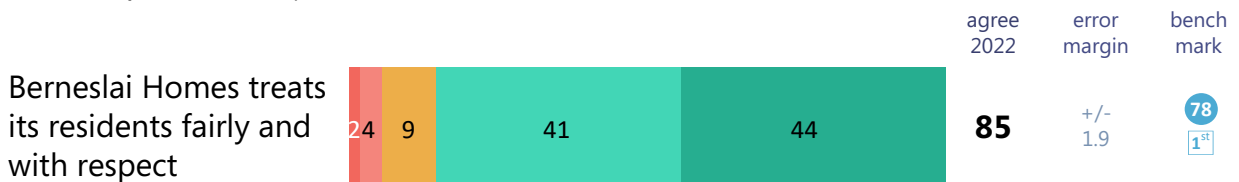
### 8.2 Customer effort

% Base 1296 | Excludes non respondents



### 8.3 Treats residents fairly and with respect

% Base 1296 | Excludes non respondents



## 8. Contact and communication



### Change over time

- No significant change in satisfaction with both the handling of enquires, and how easy Berneslai Homes is to deal with.
- Individual ratings for different element of the most recent query have all **improved**, significantly so for the bottom half of the list, including the final outcome of the query (now 81%) and a 7% improvement how well they were kept informed regarding the last contact (chart 8.4).
- There has been a slight increase in the proportion of respondents finding it necessary to make **follow up contact** from 23% to 26%.



### By people

- Satisfaction with how enquires are handled has fallen for the **under 35s** (71%, was 76%), as has the customer effort score (80%, was 86%). This group joining those aged 35 – 49 in being significantly less satisfied on both counts.
- Respondents aged 35 – 49 are significantly less likely to agree that they are treated fairly and with respect than any other age group (79%), compared to 91% of those aged 65 or over.
- The majority of questions in this section are rated lower than average by tenants that had reported **ASB** (66% customer effort) or who had to make **follow up** contact (66% customer effort).



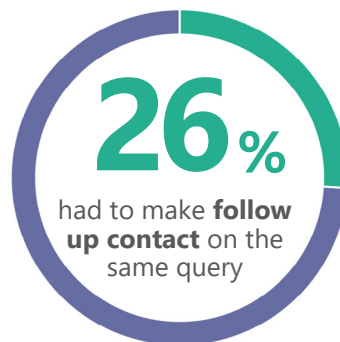
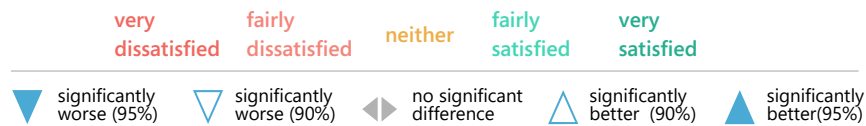
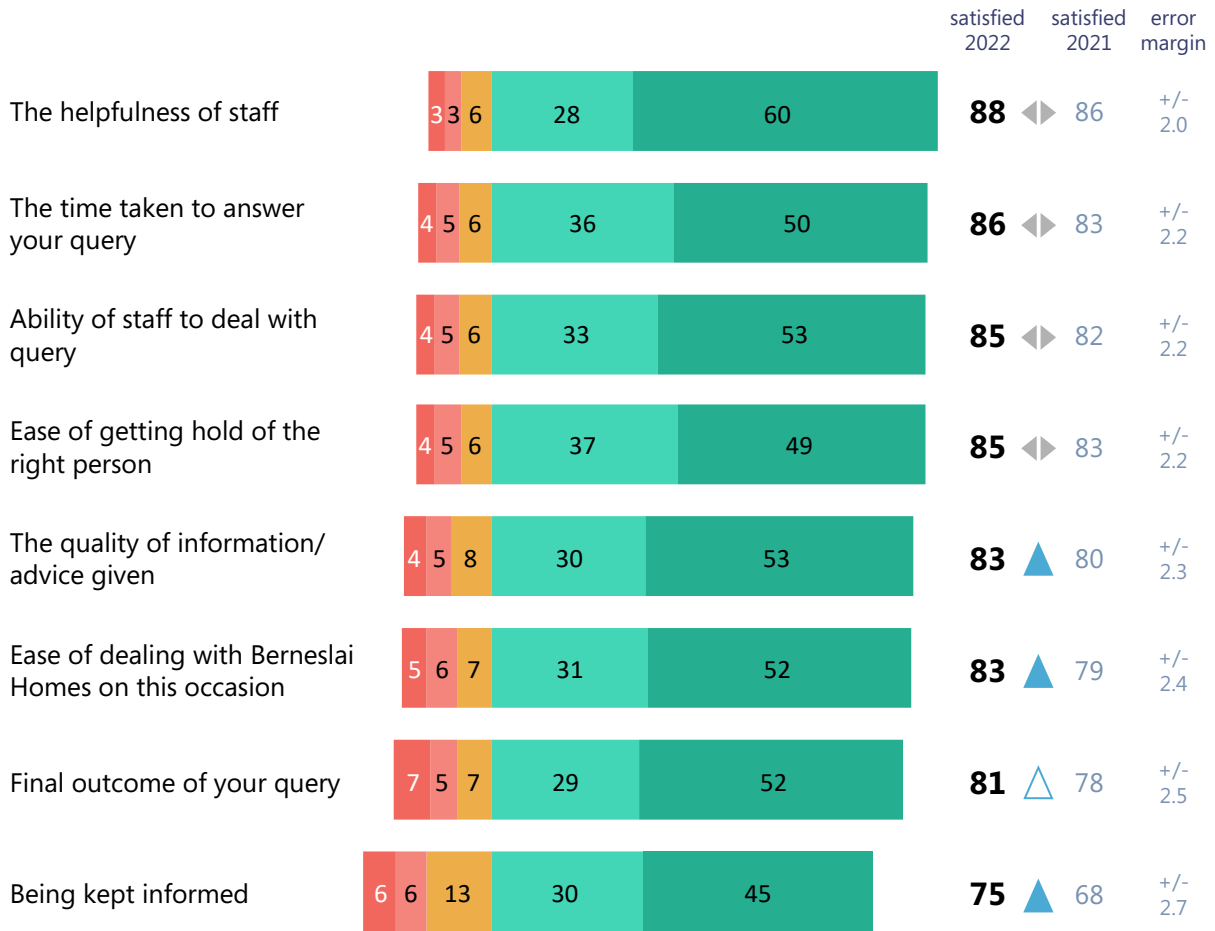
### By place

- There were no significant variations by area or property type in any of these scores once controlled for by age.

# 8. Contact and communication

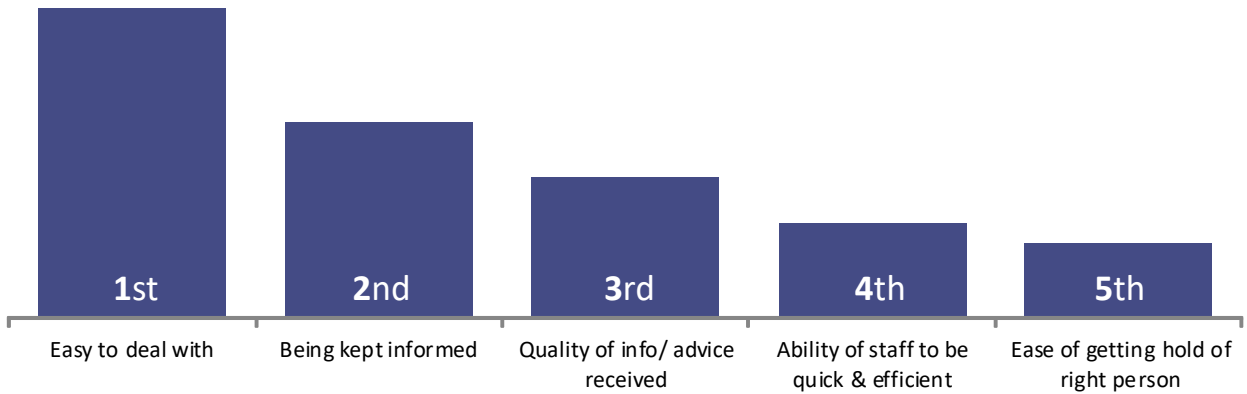
## 8.4 Last contact

% Bases (descending) 1029, 1028, 1027, 1028, 1026, 1027, 1021, 1021 | Excludes non respondents.

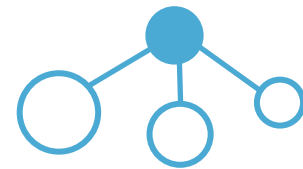
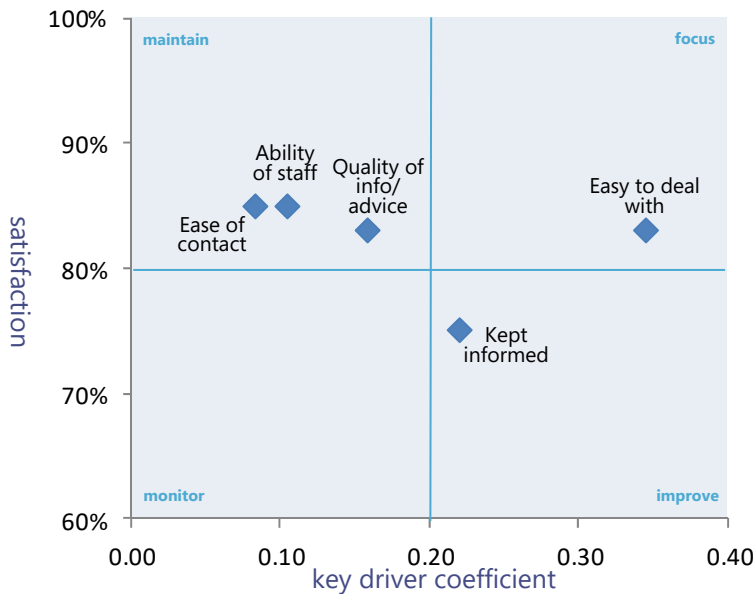


## 8. Contact and communication

### 8.5 Key drivers - final outcome of query



### 8.6 Key drivers v satisfaction

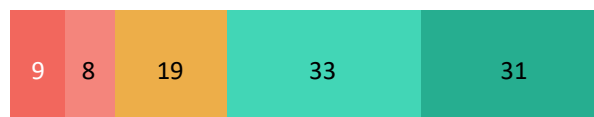


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

### 8.7 Complaints

% Base 1041 | Excludes non respondents

How complaints are dealt with



satisfied 2022 | satisfied 2021 | error margin | bench mark

64 ◀ 63 +/- 2.9  62 

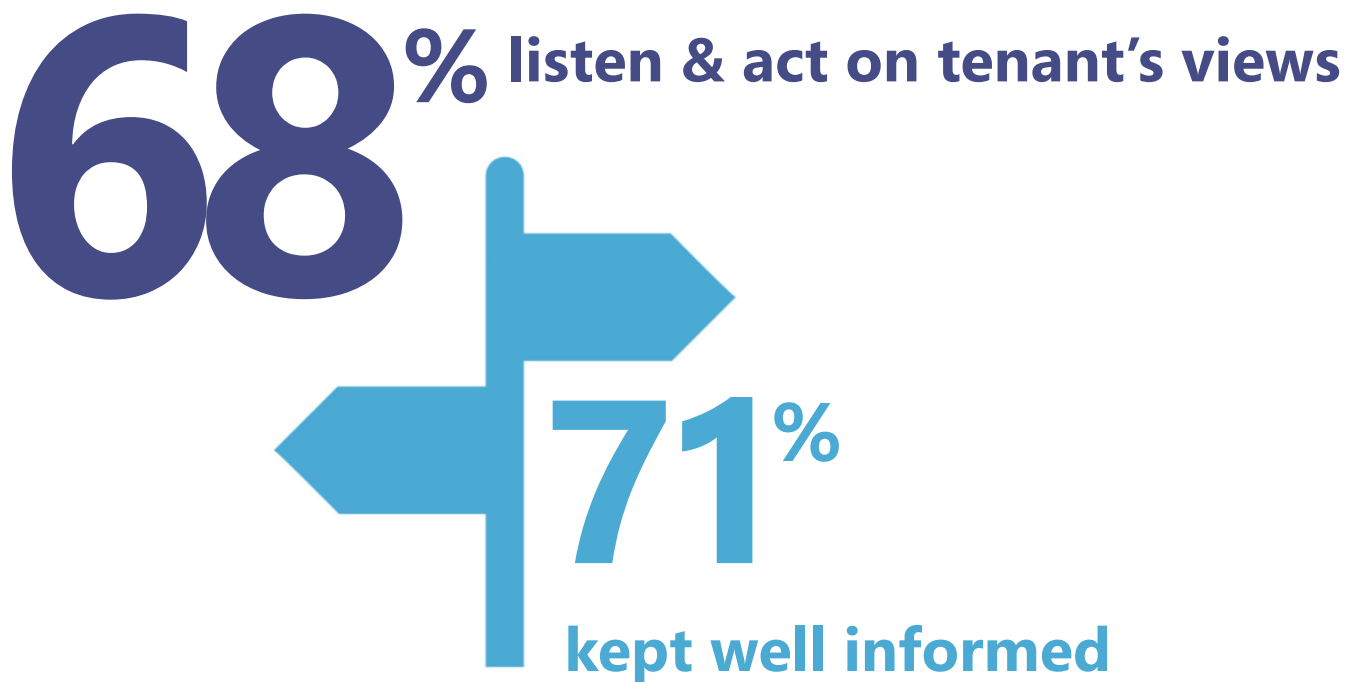
very dissatisfied | fairly dissatisfied | neither | fairly satisfied | very satisfied

▼ significantly worse (95%) | ▽ significantly worse (90%) | ◀ no significant difference | ▲ significantly better (90%) | ▲ significantly better (95%)

 Benchmark median |  Benchmark quartile



## 9. Information and involvement



Listening and taking account of tenants' views has returned to the list of key drivers of satisfaction



This score is still much higher than the Housemark average



Keeping tenants well informed about things that matter to them is a new regulatory measure

## 9. Information and involvement

**Listening to views and acting upon them** is now a key driver of overall satisfaction, having previously not appeared on the list in 2021 (section 3). It is one of three customer experience and involvement questions in the key driver list, re-enforcing how important this issue is for the organisation to improve its overall tenant satisfaction, although bricks and mortar issues now dominate the top three.

Although this rating demonstrates no statistically significant change since 2021, the 68% satisfaction score is still nine points above the benchmark for comparable landlords. At the opposite end of the scale, one in seven respondents are actively dissatisfied (14%, was 15%).

Being **kept informed** is the highest rated aspect of tenant involvement in chart 9.1, with 71% satisfied and 12% dissatisfied. This question is one of those included in the new TSM housing regulator survey starting next year, but Berneslai Homes appear to be performing at the level expected in this regard.

Two thirds of respondents are satisfied with the **opportunities to make views known**, which is down slightly compared to a year ago but continues to compare favourably to other similar landlords.



### Change over time

- There are no statistically significant changes over time for the sample as a whole.



### By people

- Satisfaction with listening is down amongst the **under 35s** (61%, was 70%) with those aged 35 – 49 also being significantly less satisfied than average (62%, was 65%).
- Ratings for both listening to tenants and information are also lower if the tenant has **reported ASB** (47%/48%) or had to make **follow up** contact (51%/54%).
- Satisfaction with each aspect in chart 9.1 is significantly lower than average for respondents who had a **missed repair appointment** or had experienced **financial difficulties**.
- Those on the **transfer/exchange register** are also significantly less satisfied than average that they were listened to and had their views acted upon.



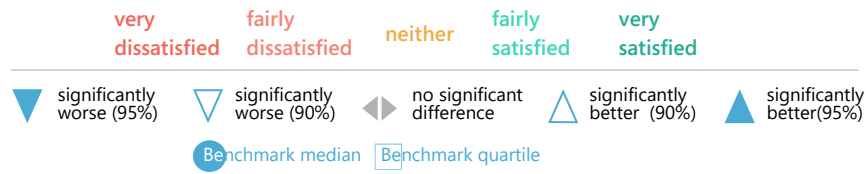
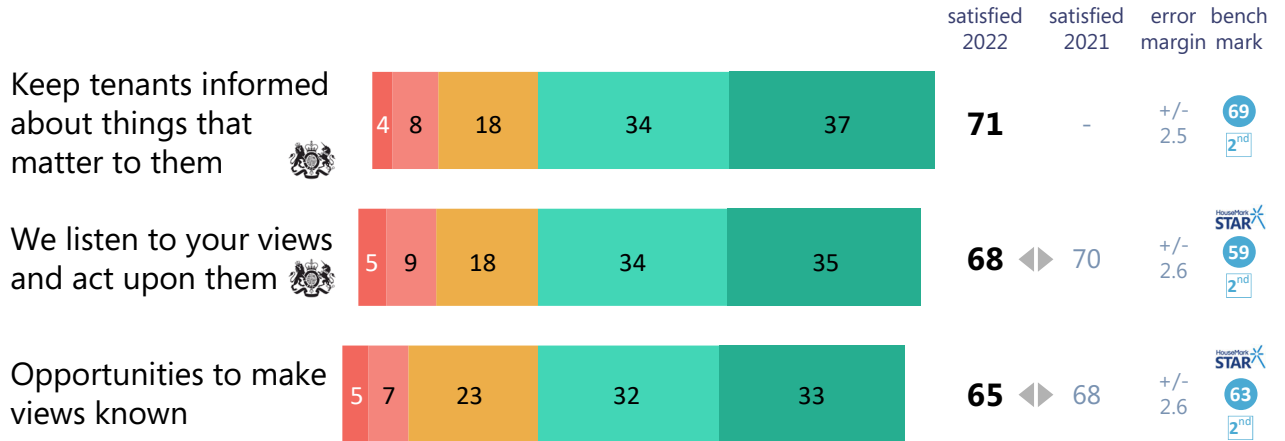
### By place

- There are no notable distinctions in these results by property or geographical area that were not linked to age.

# 9. Information and involvement

## 9.1 Involvement

% Bases (descending) 1291, 1274, 1276 | Excludes non respondents







## 10. Online services



The proportion of internet users in the survey sample has increased slightly to 73%



Amongst internet users, 80% are satisfied with Berneslai Homes' online services



The proportion of survey respondent using Berneslai Homes' online services has plateaued at 70%

## 10. Online services

Three quarters of respondents are satisfied with the online services provided by Berneslai Homes, which is identical to that reported a year ago. This is obviously higher if respondents have actually used Berneslai's online services (80%), compared to 54% who have not.

Access to the internet continues to increase slowly, now including around three quarters of survey respondents. However, this obviously decreases with age, with just under half of retirement age tenants being internet users.

Seven out of ten internet users have used Berneslai Homes' online services, which is down slightly compared to a year ago (was 74%).

### Change over time

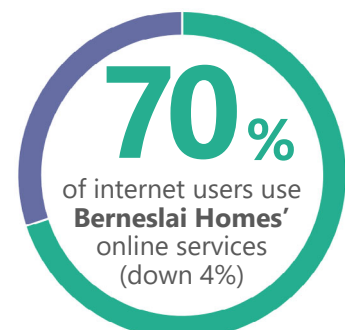
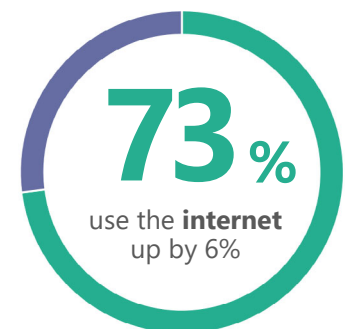
- No statistically change in satisfaction with provision of online service, however dissatisfaction was down 4%.
- Slight increase in the proportion of internet users from 67% to 73%.
- Slight fall in internet users accessing Berneslai Homes' online services from 74% to 70%.
- Smartphone continues to be the preferred method of accessing the internet, whilst access via PC/laptop or tablet has fallen slightly.
- Slight increase in use of the Berneslai Homes website to access information, but online reporting of repairs is down via both the app and website.

### By people

- Internet use decreases by age from 94% amongst under 35s, to 46% of those aged 65 or over.
- Only 22% of the over 65s have used Berneslai's online services, increasing with age to 76% of the under 35s.

### By place

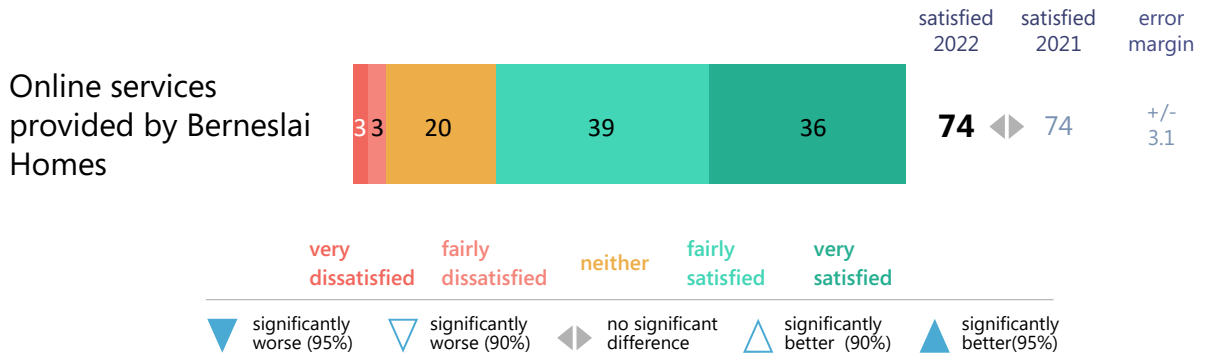
- There are no significant variations by area or property type in any of these scores.



# 10. Online services

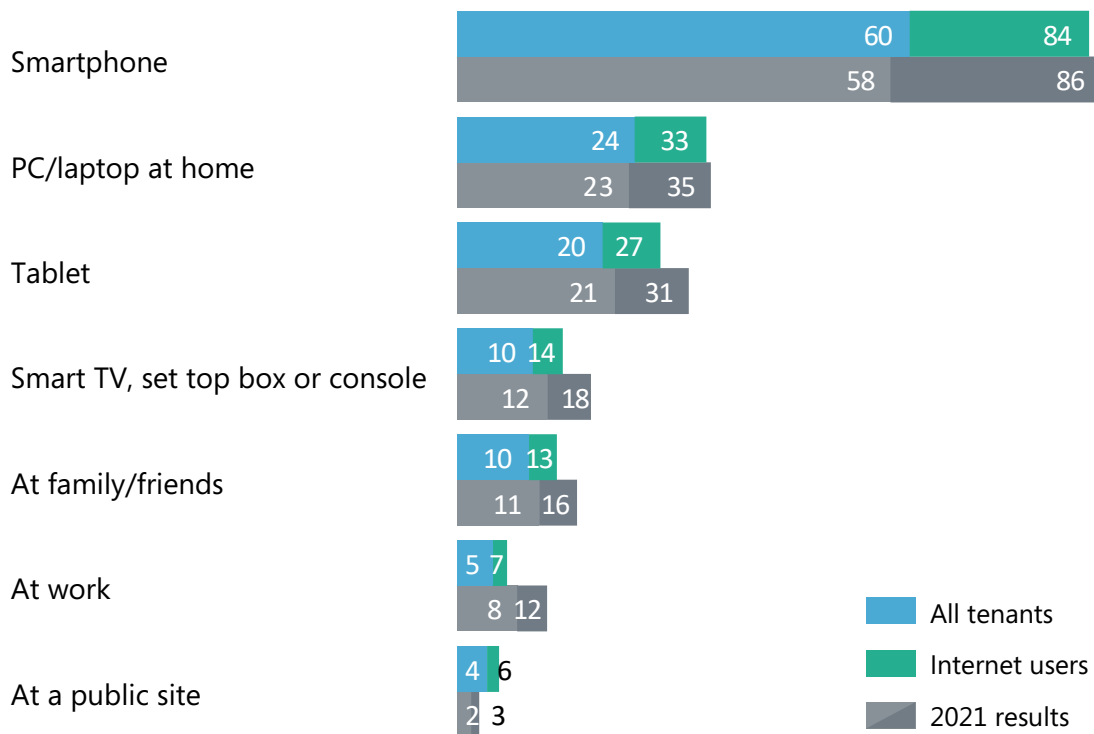
## 10.1 Satisfaction with online services provided by Berneslai Homes

% Base 815 | Excludes non respondents



## 10.2 Method of accessing the internet

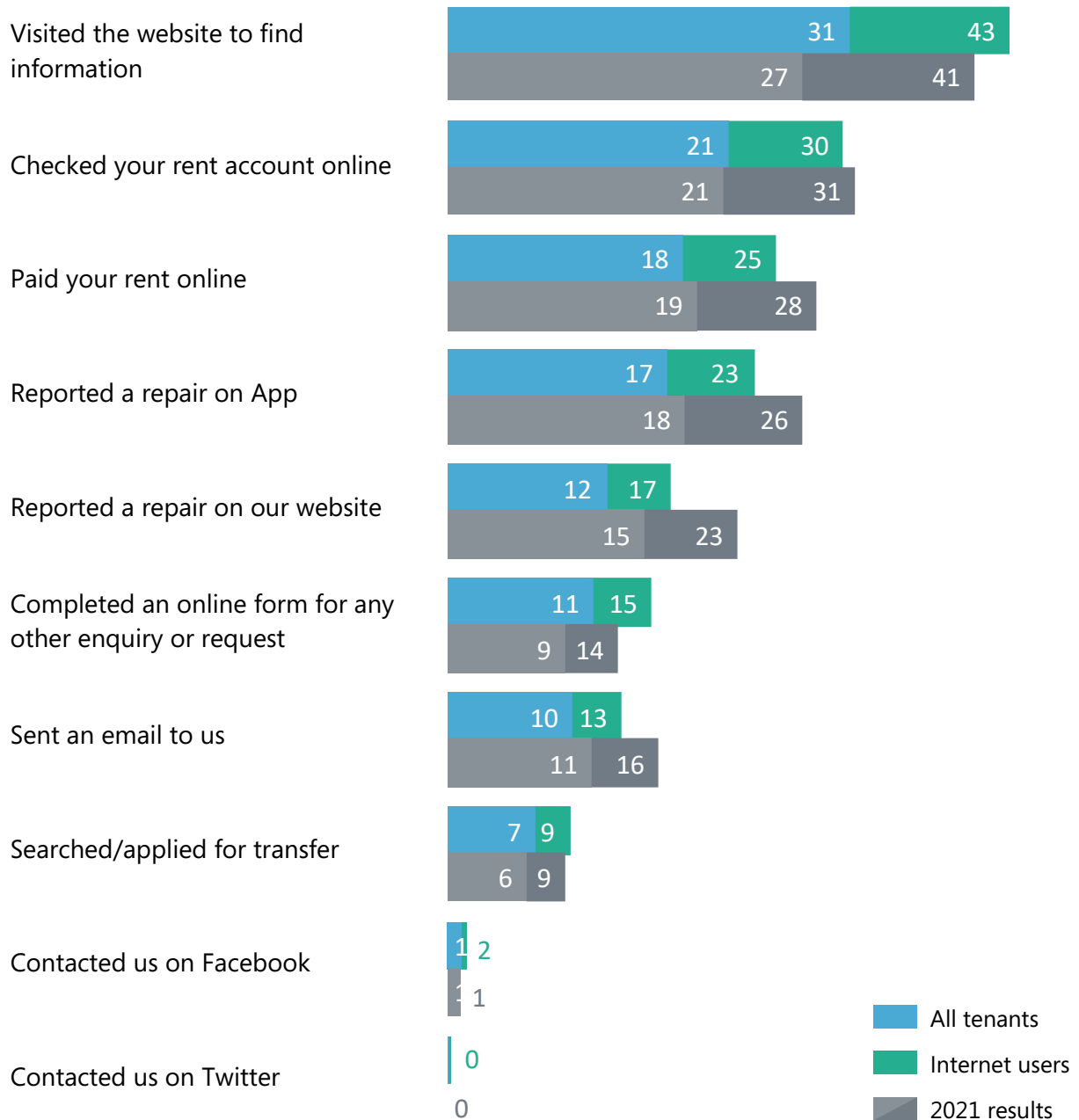
% Bases 1321, 945 | More than one answer allowed.



## 10. Online services

### 10.3 Used any Berneslai Homes online services in last year?

% Bases 1321, 945 | More than one answer allowed





# 11. Neighbourhood services

82%

good place  
to live



greatest  
problems

1. rubbish or litter
2. car parking
3. dog fouling/mess

**B** All questions in this section compare favourably to benchmarks



Satisfaction with the grounds maintenance service has increased significantly from 64% to 69%



Drugs, rowdiness, traffic noise and vandalism /graffiti are all rated as significantly smaller problems compared to 2021.



Dearne residents report the greatest number of neighbourhood issues, whilst North & Penistone the least.

## 11. Neighbourhood

Tenant satisfaction with their neighbourhood as a place to live remains broadly unchanged at 82% and is one of the better performing core measures being **well above the average** of 75% for comparable landlords. The same can be said for satisfaction with the overall appearance of the area (77% satisfied), which is also rated higher than average.

A new addition to the survey this year is another question from the TSM regulatory framework asks respondents to specifically rate whether they think their landlord makes a **positive contribution to their neighbourhood**, something 64% of respondents are satisfied with, compared to 14% that are dissatisfied. As this is a relatively new question, available benchmark data is based on only a limited number of other surveys, but the Berneslai Homes' score appears to be broadly in line with what other landlords have achieved so far.

One score that has changed is the satisfied rating for the standard of grounds maintenance, which has moved into the top quartile of ARP benchmarks due to having improved from 64% to 69%.

As in 2021 the biggest neighbourhood **problems** are rubbish or litter, car parking, dog fouling/dog mess, drug use or dealing and noisy neighbours, with most of these also being key drivers of satisfaction with the neighbourhood. One notable change this year is rubbish or litter (61% problem) is now further down the key driver list, moving from 3<sup>rd</sup> to the 6<sup>th</sup> most influential. In contrast, damage to property is now 2<sup>nd</sup>, when previously it was only 8<sup>th</sup>.

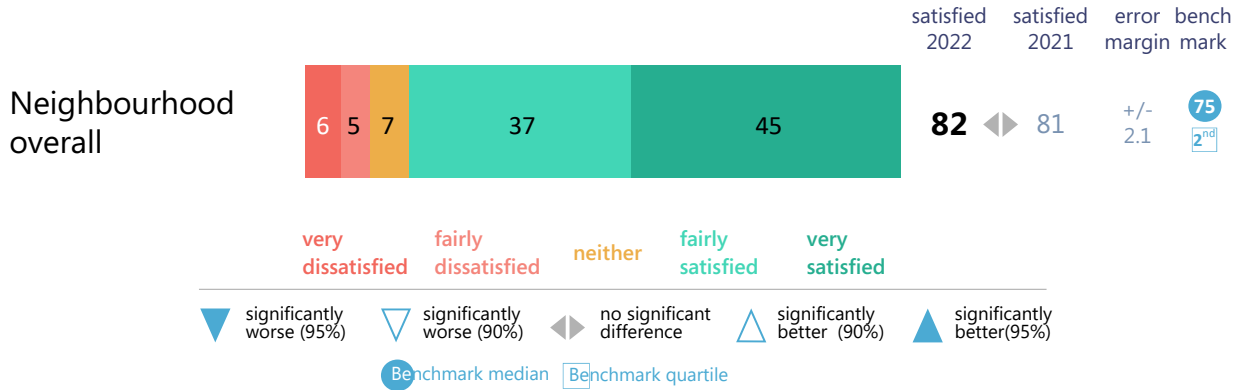
Although most of these issues are rated broadly the same as they were a year ago, it is notable that drug use or dealing, drunk or rowdy behaviour, noise from traffic and vandalism/graffiti are considered significantly **less of a problem** than before.

Specifically on the issue of **anti-social behaviour**, the perception of how this is handled by Berneslai Homes is largely unchanged, and although only representing 60% of the sample, this is almost exactly on par with the average in ARP's benchmark database. This will take on added importance as it is another TSM question that will be reported to the Regulator of Social Housing from the next financial year onwards.

# 11. Neighbourhood

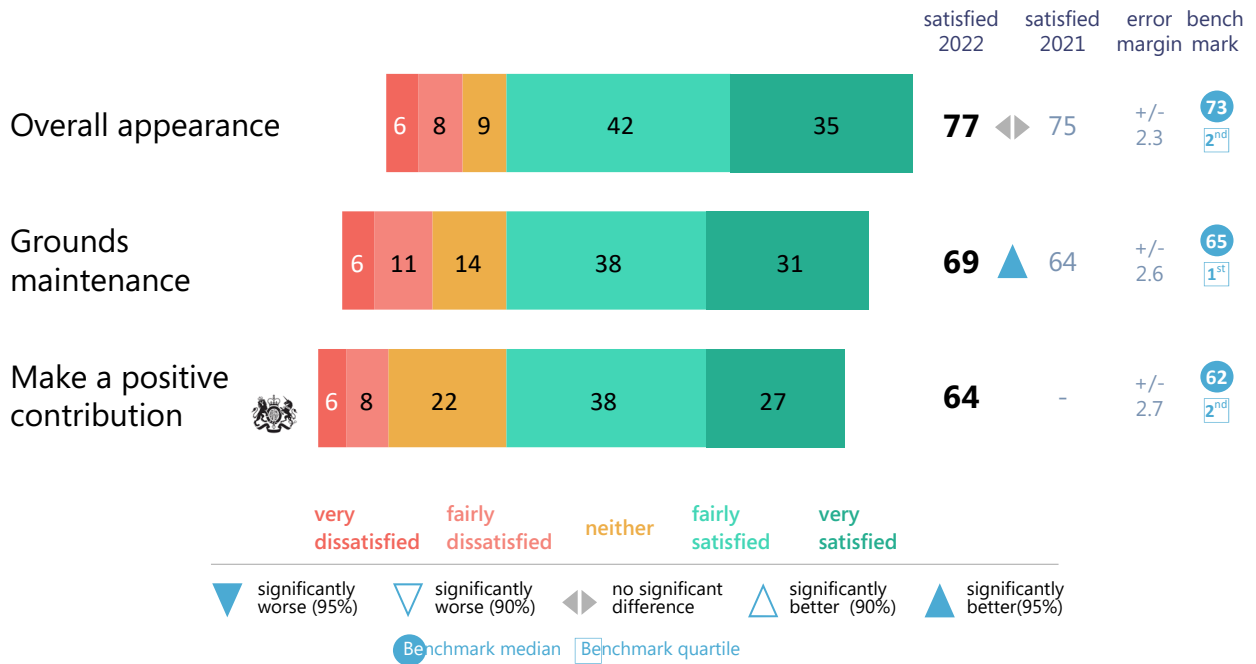
## 11.1 Neighbourhood as a place to live

% Base 1269 | Excludes non respondents



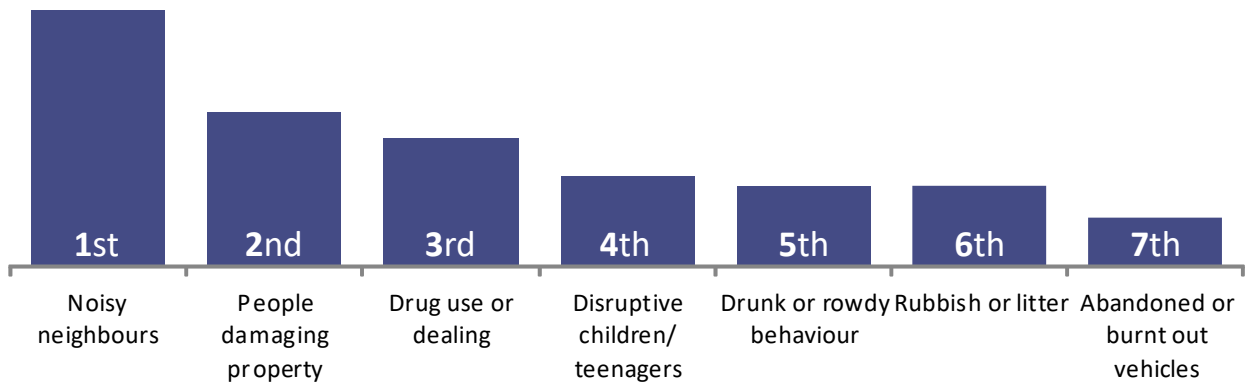
## 11.2 Neighbourhood services

% Bases (descending) 1262, 1257, 1253 | Excludes non respondents

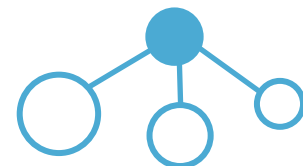
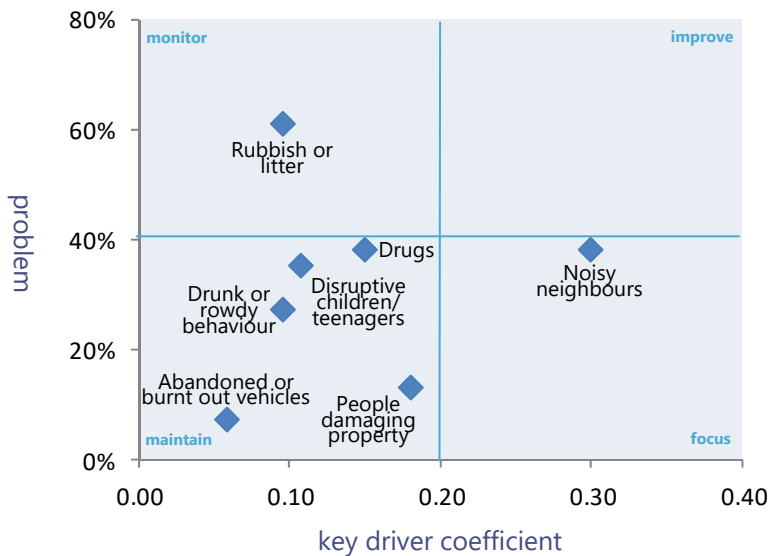


# 11. Neighbourhood

## 11.3 Key drivers - problems in the neighbourhood



## 11.4 Key drivers v problems



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.





## Change over time

- No significant change in satisfaction with the neighbourhood as a place to live or its appearance, but a significant five-point improvement with **estate services**.
- **Noisy neighbours** remains the primary key driver of satisfaction with the neighbourhood overall, however damage to property is up from 8<sup>th</sup> to 2<sup>nd</sup>. Drugs has moved from 2<sup>nd</sup> to 3<sup>rd</sup>.
- **Rubbish/litter** moves from 3<sup>rd</sup> to 6<sup>th</sup> in the list of key drivers and remains the most problematic issue.
- Drugs, drunk or rowdy behaviour, noise from traffic, vandalism and graffiti are all seen to be significantly **less of a problem** than they were in 2021 (chart 11.5).
- No change in how the sample as a whole view how **ASB** is dealt with, although satisfaction has fallen slightly for those with actual experience.



## By people

- Significantly lower than average scores if **reported ASB**, for example only 45% of this group are happy with their neighbourhood as a place to live.
- Pattern by age is very similar to 2021, with the **under 50s** significantly less satisfied than average with their neighbourhood as a place to live, slight improvement amongst 35-49 year olds from 68% to 73%, but this group also remain significantly less satisfied than average.
- **New tenants** are significantly more satisfied than average that the Berneslai Homes makes a positive contribution to their neighbourhood (70%). In contrast, those who have been a tenant for 6 – 10 years are significantly less satisfied (56%).

- Respondents in **flats** are more likely to have reported an incident of ASB (17%), but this is lower than it was a year ago (was 22%).
- Noisy neighbours and drunk or rowdy behaviour is a significant concern for those **aged 35-49** (50% and 38%).



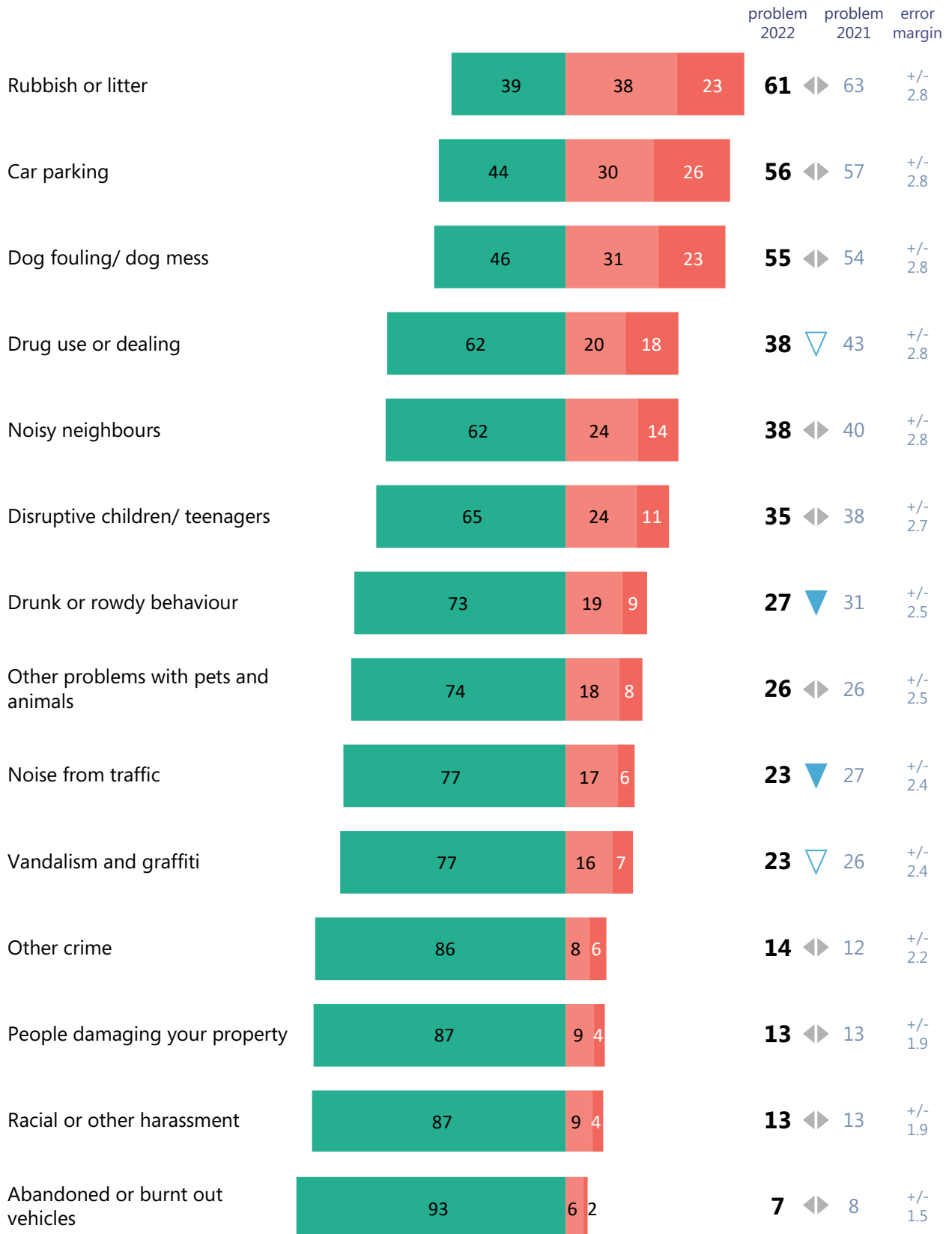
## By place

- Some variations by patch in neighbourhood satisfaction as a place to live, with satisfaction in the **North & Penistone** area improving (86%, was 84%) and satisfaction here remains significantly higher than average.
- **Dearne** tenants are less satisfied than they were in 2021 (69%, was 78%) and they remain significantly less satisfied than average. Dearne respondents are also significantly less satisfied than average that the Council makes a positive contribution to their neighbourhood (55%).
- Notable increases in neighbourhood satisfaction in the **North East** (84%, was 78%) and **South** areas (87%, was 84%).
- Respondents in bungalows are significantly more satisfied with their neighbourhood (89%), whereas those in flats are significantly less so (72%).
- Detailed results by area can be found in tables 11.7 and 11.8. The majority of neighbourhood issues were significantly more of a problem in the **Dearne** area, but significantly less of a concern in **North and Penistone**.

# 11. Neighbourhood

## 11.5 Neighbourhood problems

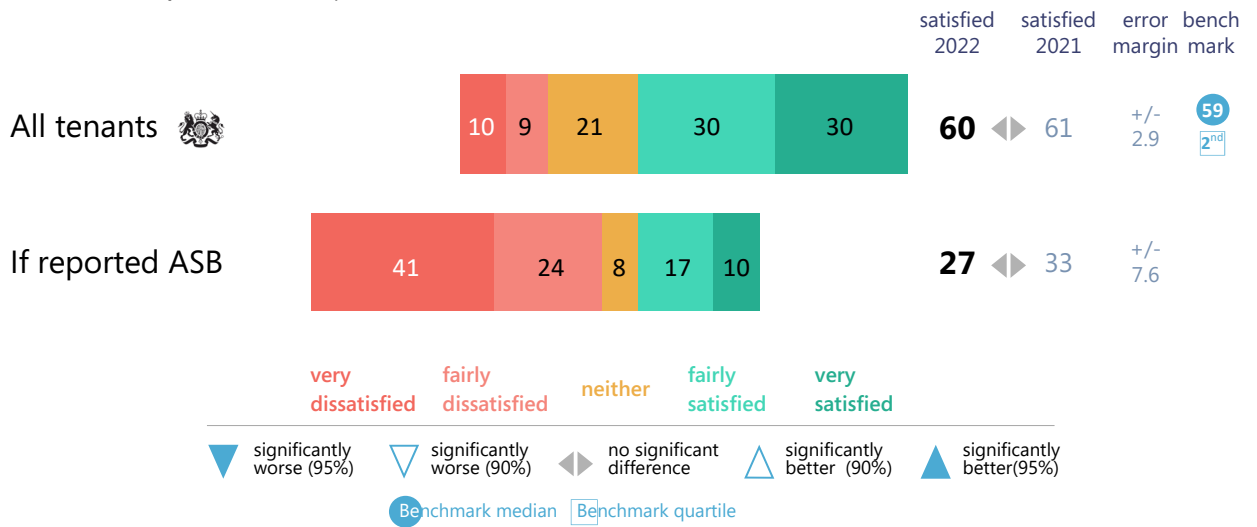
% Bases (descending) 1203,1194,1207,1195,1177,1183,1184,1174,1175,1177,929,1180,1169,1171 | Excludes non respondents.



# 11. Neighbourhood

## 11.6 How ASB is dealt with

% Base 1051, 132 | Excludes non respondents



# 11. Neighbourhood

## 11.7 Neighbourhood problems by area

	Base	% problem													
		Car parking	Rubbish or litter	Noisy neighbours	Dog fouling/dog mess	Other problems with pets and animals	Disruptive children/teenagers	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles	Noise from traffic	Other crime
<b>Overall</b>	<b>1321</b>	<b>56</b>	<b>61</b>	<b>38</b>	<b>55</b>	<b>26</b>	<b>35</b>	<b>13</b>	<b>27</b>	<b>23</b>	<b>13</b>	<b>38</b>	<b>7</b>	<b>23</b>	<b>14</b>
North East	282	60	60	38	51	29	37	12	29	22	15	42	5	25	17
South	304	60	61	41	66	27	36	13	25	21	11	37	7	20	11
Dearne	97	62	76	50	59	31	50	23	39	41	32	59	21	31	22
Central	316	50	64	40	50	26	40	11	29	25	11	36	10	25	12
North & Penistone	323	53	53	31	51	22	23	11	22	16	10	33	3	21	13

## 11.8 Neighbourhood ratings by area

	Base	% positive			
		Neighbourhood as a place to live	Overall appearance	Grounds maintenance service	Positive contribution to neighbourhood
<b>Overall</b>	<b>1321</b>	<b>82</b>	<b>77</b>	<b>69</b>	<b>64</b>
North East	282	84	80	70	67
South	304	87	80	69	67
Dearne	97	69	64	63	55
Central	316	78	73	68	60
North & Penistone	323	86	79	71	62

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels



## 12. Further comments

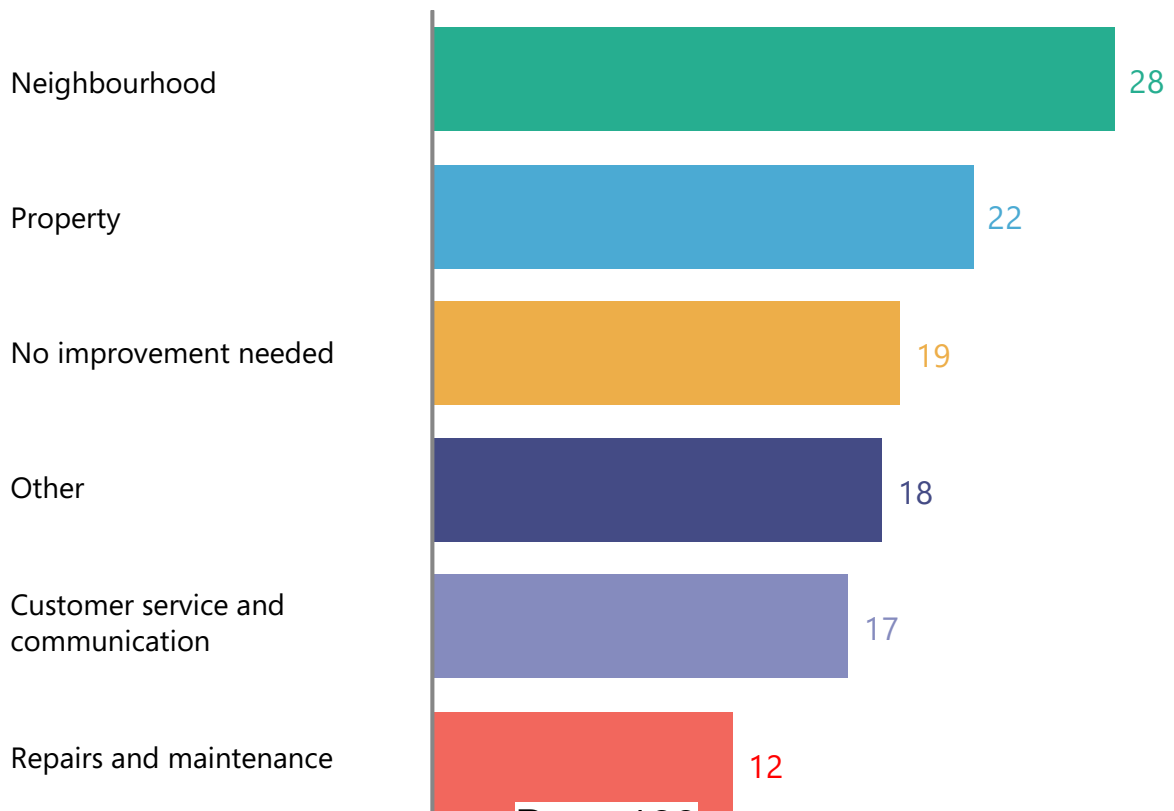
**44%** made additional comments



**don't think anything needs improving**

### 12.1 What could be done better - summary

% Base 574 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



## 12. Further comments

The final question that residents were asked at the end of the survey was simply how Berneslai Homes **could improve its services in the future**. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 12.1 presents this analysis in terms of just a handful of broad categories, from which it is apparent that neighbourhood improvement leads the way, overtaking by property improvements which was the biggest category in the 2021 findings.

More than a quarter of comments relate to **neighbourhood issues** (28%, up from 22%), and within this, as can be seen in chart 12.2, dealing with **anti-social behaviour** is the most commonly raised priority across the sample (10.7%, up from 7.1%). How Berneslai deals with anti-social behaviour is also covered in section 11 but suffice to say that ASB remains a key topic for a considerable number of tenants. When looked at it more detail, many of these complaints relate to **drugs** with some also linked to the issue of allocations policy (also see chart 12.4).

“They could get rid of the drug dealers that are on our small estate.”

“Anti-social behaviour is so bad, I have lived here for many years and never seen it as bad. Police presence would help.”

“Report back and update people when anti-social problems have been reported by phone calls or letter so we know more as to what is happening.”

“Street used to be full of over 50s now moving in ex substance abusers, people dealing in drugs, its like they don't care about original residents just house anybody as soon as a property becomes empty.”

“Try not to put everyone with problems all together in blocks of flats as this only escalates the anti-social behaviour and problems that tenants are going through.”

“Whoever works in letting the flats out, shouldn't it be that tenants are vetted for drug taking/dealing? This past year this is the problem where I live, there at least six tenants that take drugs where I live.”

Respondents also have a lot to say about **parking** issues, as well as the **tidiness** of the area, however there are far fewer comments this year than last about the standards of **gardening and grounds maintenance**, presumably due to improvements in the grounds maintenance services (chart 11.2).

“Sort out the disabled and resident only parking as people around here are very ignorant and disrespectful.”

“On our street consider putting drives on people's properties as our street is a dead end and people come trying peoples cars and people block the street.”

“Sort out the hospital workers parking in our close. they think they have a right to park on our dropped kerbs.”

“Better crack down on litter and fines for those that leave litter, this could be solved with cameras.”

“I think more needs to be done with fly tipping on the estate i.e., maybe cameras in known spots to try and deter people from doing so.”

“Control the amount of litter and fly tipping. To help reduce fly tipping place a skip on estate once a month for people who don't have cars or cannot afford to pay due to been on benefits and struggling with basic living costs.”

## 12. Further comments

In terms of property issues, both the quality of the home and its safety and security are the top two key drivers of overall satisfaction (section 3) and as can be seen in chart 12.3 the need to **improve and maintain properties** is the most commonly raised priority across the sample, as it was in 2021 (4.4%). This is followed by a tight cluster of comments about doors (3.4%), replacement kitchens and adaptations (both 3.3%). Some good examples of comments about these issues include:

“Bring the homes to an up to date state, most people have pride in their homes and when they see only old cupboards, out of date sink units etc its disheartening. Modernise property.”

“They should modernise their properties because of wear and tear, my bathroom is as old as me (48 years old)”

“By replacing some items that have been in for years i.e. sinks, fascias are dreadful”

“Do better repairs to homes that haven't been updated for years I've lived in home over 10 years and not had anything upgraded apart from electric wires and even then it was just a fuse box”

“Do adaptations that are desperately needed for a physical disability. The adaptations were first applied for in 2021 and we are still waiting”

A similar proportion of comments relate to the **heating and energy efficiency** of properties (3.1%) which is notably lower than it was a year ago (was 4.3%). The issue of damp, mould or condensation is also less of concern for tenants than it was in 2021 (1.1%, was 3.3%).

Customer service is one area where Berneslai's scores have improved significantly in the last year, but it is still notable that listening to and acting on tenants' views, treating them fairly and with respect, and general enquiry handling are still key drivers of overall satisfaction (section 3). In this broad category, **wellbeing/disability support** and **regular contact** with tenants are the most commonly suggested improvements to customer services across the sample as a whole, and far more common than in 2021, presumably related to cost of living issues:

“Provide financial relief to residents (as I understand that it's hard financially as we get bugged and bugged and bugged about payments we are having to choose between just so we can eat) and make sure the elderly are receiving the support they need too. Provide more leeway for struggling families , mental health is a big thing and without the correct support and all the problems we have within our finances it makes it worse for people, council tax, rent etc is very very expensive and due to inflation we are struggling much worse than we were before.”

“Maybe be a bit more understanding about people's mental health issues and how mental health problems affect people.”

“Take into consideration those struggling daily with mental health problems.”

“Do more to support veterans - read armed forces covenant.”

“Being able to have face to face contact, to talk about problems with members of staff.”

“For housing officers to keep in touch with residents more and regular check ups for those with disabilities.”

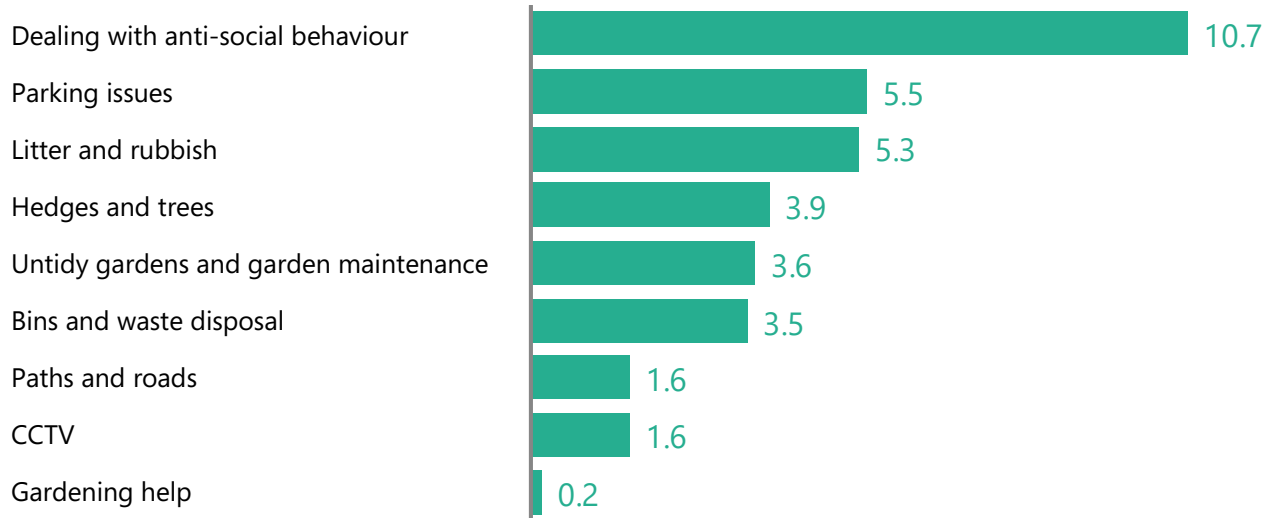
“Engage with tenants more.”

“Give us a housing manager that listens to our problems, not someone who brushes issues under the carpet. Someone who keeps residents informed of what is happening in our area and asks us how things are going. I have to ring or email more than once to get my problem heard and in my area we haven't had a decent housing manager for over 10 years.”

## 12. Further comments

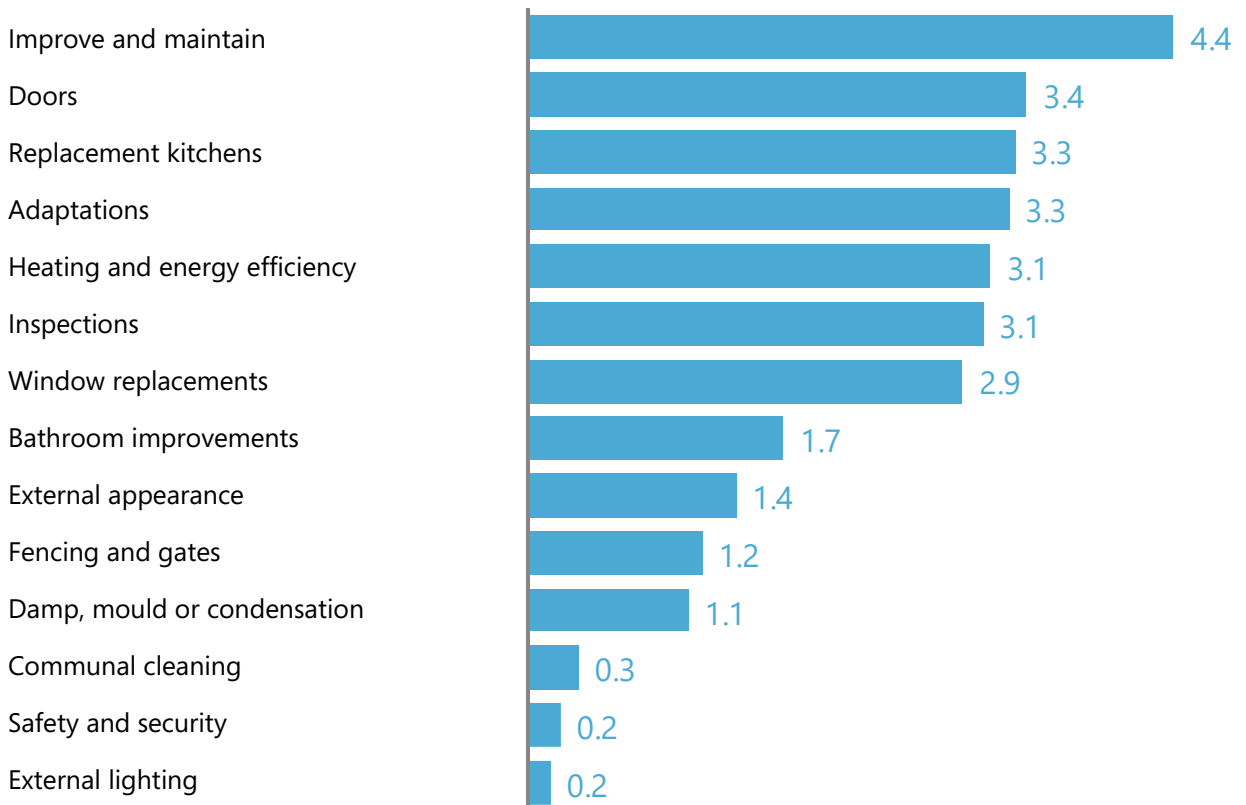
### 12.2 Neighbourhood improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



### 12.3 Property improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.





## 12. Further comments

Around one in eight respondents raised improvements with the **repairs and maintenance** service (12%), which is notably lower than it was a year ago when more than a fifth were on this theme. The comments are heavily focused on the **speed of repairs** and/or outstanding repairs works. However, it is important to note that there are still suggestions for improving the quality of the work, as well as a desire for better information and communication:

“I am still waiting for jobs to be completed, no one checks to see if work has been completed.”

“Getting repairs done that have been reported at least a few times over nearly a year still waiting.”

“Follow up and complete repairs which were assigned over 2 year ago.”

“Respond to jobs quicker, finish off a job that has been started instead of leaving it unfinished and unstable.”

“Having a lot of problems with ongoing repairs being fobbed off saying it's condensation when it clearly isn't. Been waiting well over a year for repairs. Need to pass information between management and workers and keep track of ongoing issues.”

“Respond to repairs sooner. Takes too long to make a visit and too long to actually do the repair. Still waiting a decision on extending driveway and replacing guttering.”

“When I request something that needs doing it usually happens, but the quality of the work is poor. We needed a new bath and tiling to be done and it hasn't been done very well - not happy with it.”

Finally, it is important to remember that around a fifth of respondents say that there is nothing that Berneslai Homes needs to do that it is not already doing (19%). We therefore conclude with a selection of comments that highlight the **positive** perception of the services that many hold:

“I am happy with the home and area I live in and it is good to know that help is only a phone call away”

“At the moment we're very happy with your service, continue with your good work”

“Berneslai Homes are doing well despite tough times - jobs get done.”

“One of the best landlords I've had, very happy and no complaints”

“Doing good at the moment, good to know you look after the old people. Thank you.”

“There is nothing that you can do at this time, Berneslai Homes do a great job and are there when I need them”

## 12. Further comments

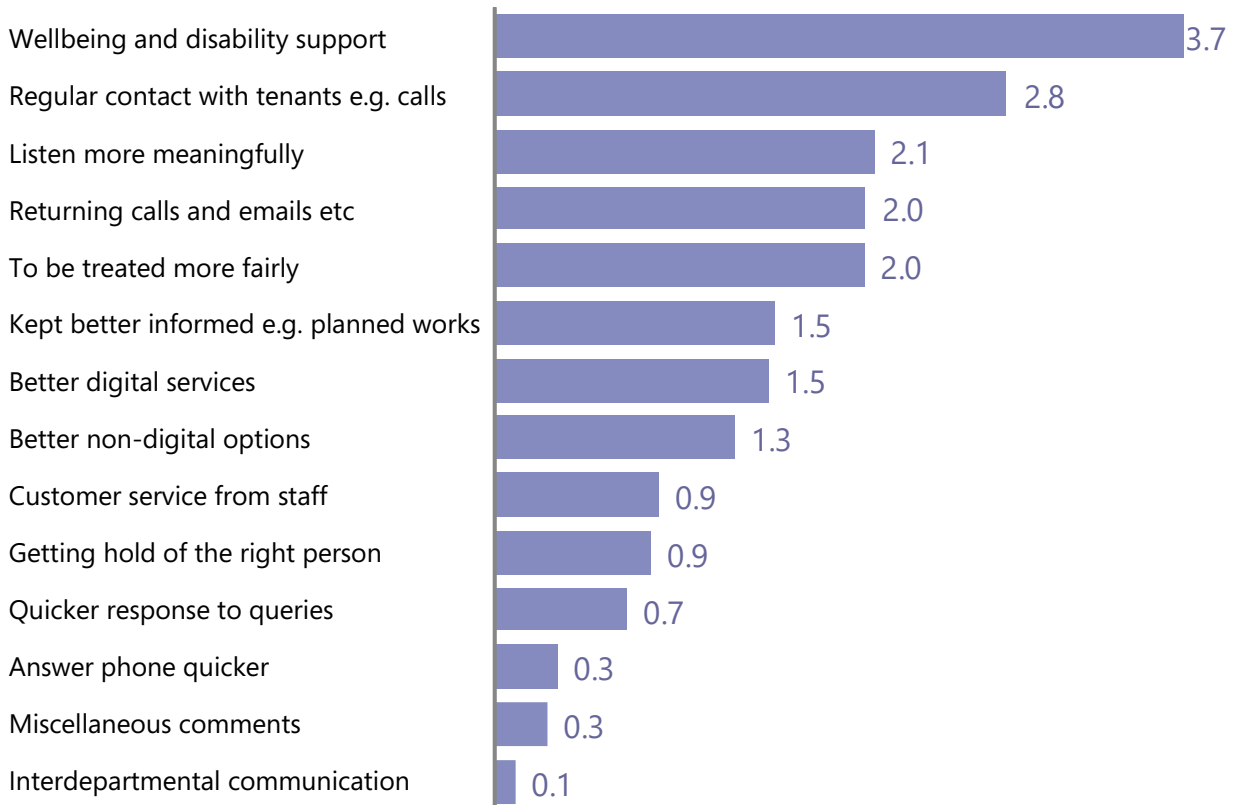
### 12.4 Other improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



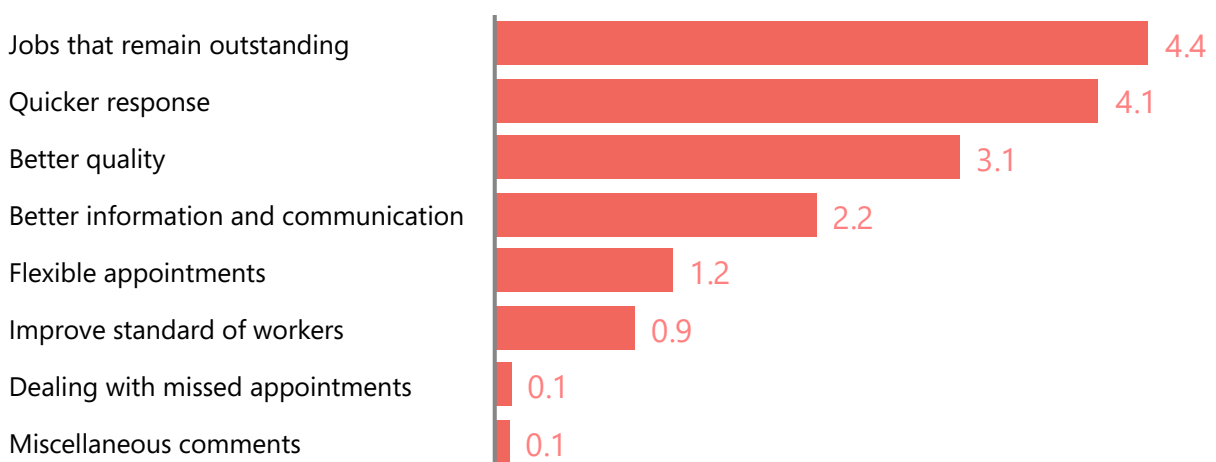
### 12.5 Customer service and communication improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.



### 12.6 Repair and maintenance improvements - detail

% Base 574 | Coded from verbatim responses. Excludes non respondents.





# 13. Respondent profile

In addition to documenting the demographic profile of the sample, tables 13.10 and 13.12 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

## 13.1 Area

% Base 1321

	Total	% 2022	% 2021
North East	282	21.3	19.6
South	304	23.0	20.7
Dearne	97	7.3	9.0
Central	316	23.9	24.1
North & Penistone	323	24.5	26.5

## 13.2 Estate

% Base 1321 | Estates with ten or more respondents

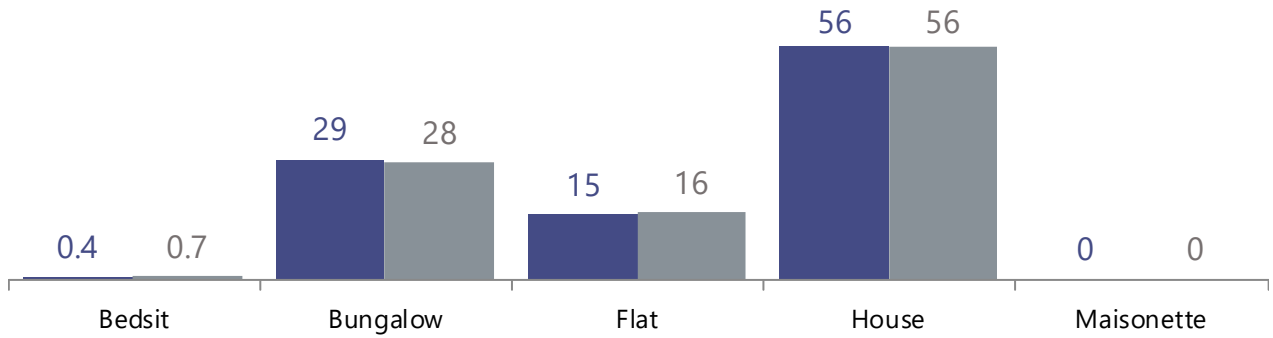
	Total	% 2022	% 2021		Total	% 2022	% 2021
Aldham House	23	1.7	1.9	Kendray	74	5.6	5.4
Athersley North	48	3.6	4.1	Kexborough	14	1.1	1.2
Athersley South	39	3.0	3.3	Kings Road	16	1.2	1.5
Birdwell	15	1.1	0.6	Kingstone	10	0.8	1.2
Bolton On Dearne	26	2.0	3.1	Lundwood	18	1.4	1.5
Brierley General	10	0.8	0.6	Milefield	16	1.2	0.6
Broadway	10	0.8	0.6	Monk Bretton (Monk Bretton Ward)	24	1.8	2.3
Burton Grange	21	1.6	1.5	New Lodge	25	1.9	3.0
Carlton	17	1.3	0.6	North Street	20	1.5	0.7
Cloughfields	23	1.7	1.0	Penistone	26	2.0	1.8
Copeland Road	44	3.3	2.9	Pilley/Tankersley/Wortley	10	0.8	0.6
Crown	13	1.0	0.9	Royston	59	4.5	4.2
Cudworth General	12	0.9	0.9	Staincross	16	1.2	1.5
Darton	20	1.5	1.6	Thurgoland	11	0.8	0.9
Dodworth	17	1.3	1.1	Thurnscoe	49	3.7	2.9
Elsecar	18	1.4	1.7	Town (Central Ward)	32	2.4	1.8
Gilroyd	15	1.1	1.1	Town (Kingstone Ward)	24	1.8	1.9
Goldthorpe (Dearne South Ward)	11	0.8	2.4	Town (Old Town Ward)	11	0.8	0.5
Grimethorpe General	20	1.5	0.6	Upperwood	11	0.8	0.8
Honeywell	31	2.3	2.7	Wilson Street	25	1.9	1.1
Hoyland Common	25	1.9	1.9	Wilthorpe	10	0.8	0.6
Hoyland St Peter's	24	1.8	0.0	Worsborough Bridge	21	1.6	2.7
Jump	22	1.7	0.6	Worsborough Common	32	2.4	1.2
Jump Farm	13	1.0	0.2	Worsborough Dale	48	3.6	3.7

# 13. Respondent profile

## 13.3 Property type

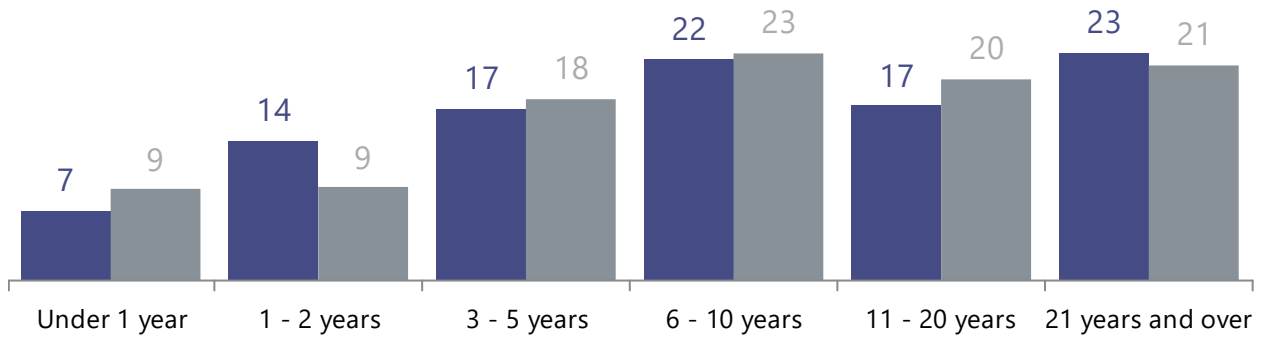
% Base 1321

2022  
2021



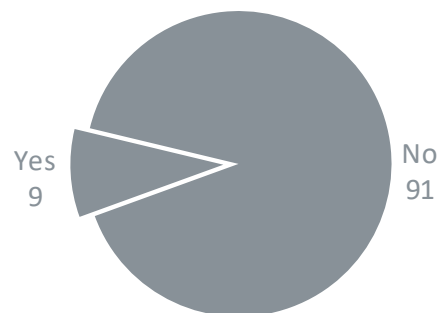
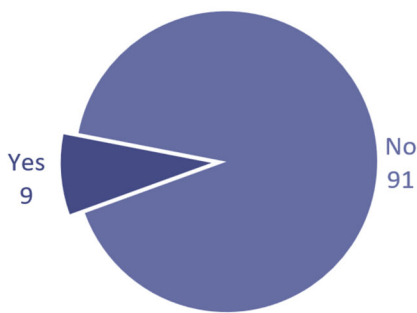
## 13.4 Length of tenancy

% Base 1321



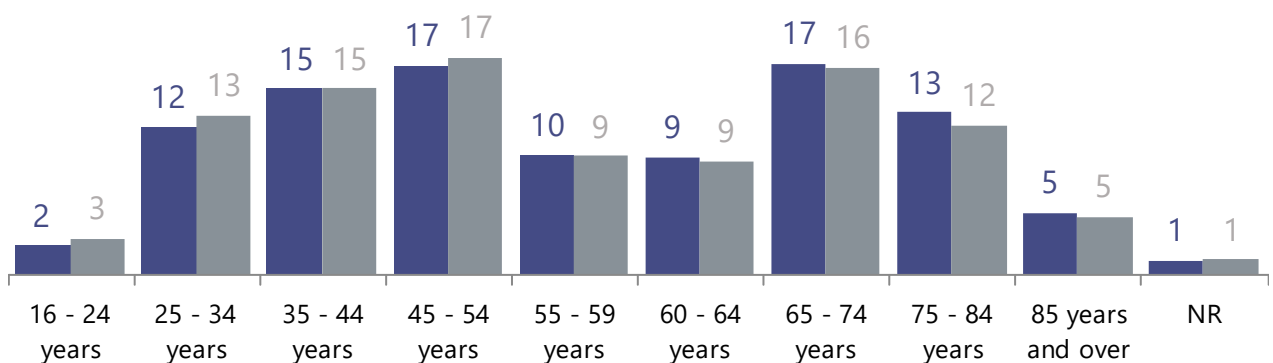
## 13.5 Pay a service charge

% Base 1321



## 13.6 Age

% Base 1321

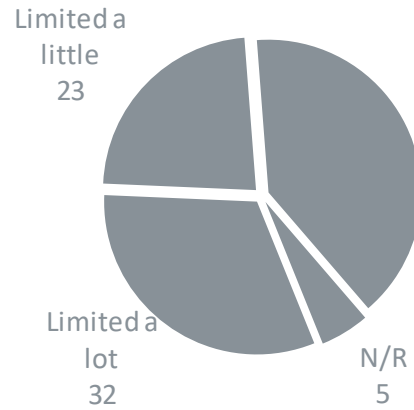
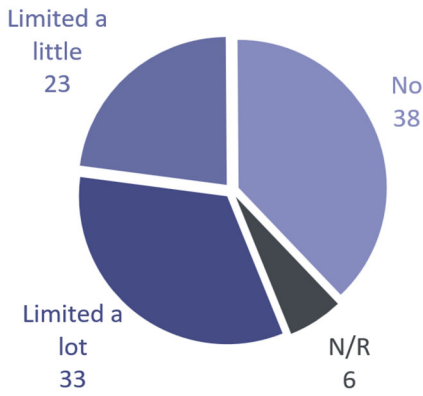


# 13. Respondent profile

## 13.7 Disability

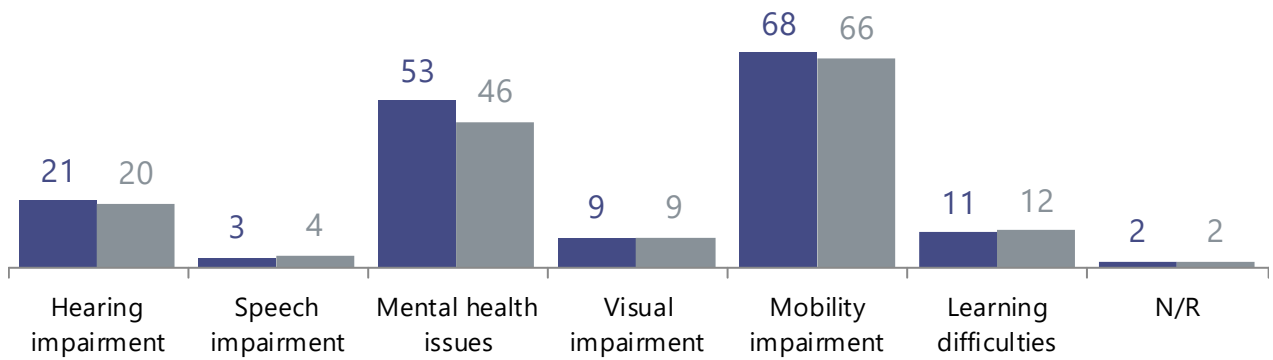
% Base 1321

2022  
2021



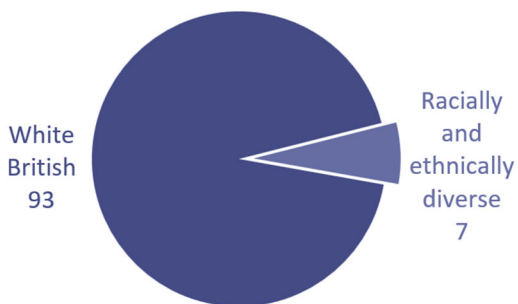
## 13.8 Type of disability

% Base 740



## 13.9 Ethnic background

% Base 1321



# 13. Respondent profile

## 13.10 Core questions by age group

	Overall	% positive			
		16 - 34	35 - 49	50 - 64	65+
<b>Sample size</b>	<b>1321</b>	<b>184</b>	<b>299</b>	<b>366</b>	<b>457</b>
Service overall	84	78	76	86	90
Net Promoter Score (NPS)	36	25	21	38	44
Quality of home	77	66	68	77	90
Safety and security of home	83	81	77	80	91
Communal areas	66	58	63	60	76
Repairs & maintenance service	80	64	72	79	90
Last completed repair	86	77	85	85	92
Neighbourhood as a place to live	82	75	73	83	91
Positive contribution to communities	64	64	53	63	73
Dealing with anti-social behaviour	60	50	57	58	70
Rent value for money	81	77	78	76	90
Service charge value for money	73	65	68	68	77
Treated fairly and with respect	85	82	79	85	91
Is easy to deal with	83	80	76	84	89
Dealing with enquiries generally	78				
Listen to views and act upon them	68	61	62	68	76
Keeps tenants informed	71	66	66	68	77
Approach to handling complaints	64	55	59	60	73

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels

## 13. Respondent profile

### 13.11 Core questions by disability

	Overall	% positive		
		Limited a lot	Limited a little	No disability
<b>Sample size</b>	<b>1321</b>	<b>439</b>	<b>301</b>	<b>502</b>
Service overall	84	78	87	88
Net Promoter Score (NPS)	36	30	37	40
Quality of home	77	73	80	81
Safety and security of home	83	81	86	86
Communal areas	66	56	69	72
Repairs & maintenance service	80	76	84	82
Last completed repair	86	84	88	88
Neighbourhood as a place to live	82	79	83	85
Positive contribution to communities	64	59	60	71
Dealing with anti-social behaviour	60	54	62	64
Rent value for money	81	78	81	86
Service charge value for money	73	69	73	77
Treated fairly and with respect	85	82	87	90
Is easy to deal with	83	79	83	88
Dealing with enquiries generally	78			
Listen to views and act upon them	68	63	69	74
Keeps tenants informed	71	66	67	77
Approach to handling complaints	64	57	64	70

Significantly **worse** than average  
(95% confidence\*)

Significantly **better** than average  
(95% confidence\*)

Significantly **worse** than average  
(90% confidence\*)

Significantly **better** than average  
(90% confidence\*)

\* See appendix A for further information on statistical tests and confidence levels

# 13. Respondent profile

## 13.12 Core questions by ethnic background

	% positive		
	Overall	White British	Racially & ethnically diverse
<b>Sample size</b>	<b>1321</b>	<b>1232</b>	<b>89</b>
Service overall	84	84	92
Net Promoter Score (NPS)	36	34	41
Quality of home	77	77	87
Safety and security of home	83	83	84
Communal areas	66	65	70
Repairs & maintenance service	80	80	76
Last completed repair	86	86	85
Neighbourhood as a place to live	82	83	78
Positive contribution to communities	64	64	63
Dealing with anti-social behaviour	60	60	61
Rent value for money	81	81	82
Treated fairly and with respect	85	85	89
Is easy to deal with	83	83	82
Dealing with enquiries generally	78	78	77
Listen to views and act upon them	68	68	64
Keeps tenants informed	71	71	69
Approach to handling complaints	64	64	57

Significantly <b>worse</b> than average (95% confidence*)	Significantly <b>better</b> than average (95% confidence*)
Significantly <b>worse</b> than average (90% confidence*)	Significantly <b>better</b> than average (90% confidence*)

\* See appendix A for further information on statistical tests and confidence levels





# Appendix A. Methodology & data analysis

## Questionnaire

The questionnaire was based on the Housemark STAR survey methodology, with the most appropriate questions for Berneslai Homes being selected by them from the STAR questionnaire templates. This year's questionnaire also referenced The Regulator of Social Housing's proposed tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years. The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

## Fieldwork

The survey was carried out between July and August 2022. It was conducted via self completion questionnaires provided on paper and online to a randomly selected sample of 3,500 tenants, which included an oversample of 50% amongst tenants living in properties with communal areas which is sub-group of particular interest this year due to a regulatory focus on communal maintenance and upkeep.

The first part of the survey involved email invitations and reminders to every selected household with a valid email address (1,621), with a paper questionnaire sent in the post to the remaining 1,879. This was followed by invitations and reminder by text message to every member of the sample with a mobile number that had not already taken part (2,381). Finally, a full reminder was sent by post to every household that had not already taken part via any method (2,828). A free prize draw was also used to encourage response.

Online survey example pages:

The image displays two screenshots of the online survey interface. The left screenshot is the title page for the 'Customer Satisfaction Survey 2022'. It features the Berneslai Homes logo, a 'Prize Draw!' banner with prizes of 1x £100, 1x £50, and 2x £25, and introductory text explaining the survey's purpose and confidentiality. It includes a code entry field and a 'Continue' button. The right screenshot shows a question about 'Repairs and maintenance' with a 5-point Likert scale and a 'Next' button.

### Response rate

In total there were 1,321 responses to the survey which represented a response rate of 38% (error margin +/- 2.6%). Online responses comprised 37% of the total (488), including 247 direct responses to email (15% response) and 185 to text message (8% response). The returns exceeded the stipulated STAR target error margin of +/- 3% with a 5% increase in response rate compared to 2021.

### Weighting

All data has been weighted by age, length of tenure and whether the property has communal areas. After weighting the data is representative across all other major demographic categories.

### Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

### Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2022 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

### Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as their being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

### Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The quoted *R Square* value shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

### Benchmarking

The core STAR questions are benchmarked against the Housemark STAR database, with the benchmarking group being LAs and ALMOs with over 10,000 units. For the overall satisfaction score this included 27 landlords. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 2 years using the STAR questionnaires. The group selection has been verified against the core Housemark data to ensure that both benchmark groups are closely matched on their scores across those questions. This supplementary group included 12 landlords.



## Appendix B. Example questionnaire

Mr A B Sample  
1 Sample Street  
Sample District  
Sample Town  
AB1 2CD

24 June 2022

Dear {name}

### Your Views Count

ARP Research has been asked by Berneslai Homes to carry out an independent and confidential survey of a sample of Berneslai Homes customers. The idea of this survey is to see what you think about your home and services and how they could be improved in the future.

By completing this survey you will be given the opportunity to be entered into a **prize draw** with the chance of winning **1 x £100, 1 x £50 or 2 x £25** in shopping vouchers.


Please complete the survey by **Tuesday 12 July** and return it in the Freepost envelope provided, no stamp is required. Alternatively you can complete the survey online at [www.arp surveys.co.uk/berneslai](http://www.arp surveys.co.uk/berneslai) or simply scan the barcode in the top right hand corner if you are using a smartphone. When prompted, type in the following code: **999abcd**

If you'd like some help completing the survey or would prefer it in a different format, such as a large print version, please call **ARP Research** on 0800 020 9564. If you have any other questions about your tenancy please contact us on 01226 787 878 .


Please note that ARP Research will share your personal information and feedback with Berneslai Homes unless you indicate in your survey that you do not want your personal information sharing.

Thank you for taking part and good luck in the prize draw.

Yours sincerely,  
*A. J. Garrard*  
Amanda Garrard  
Chief Executive



**berneslai**  
homes



**scan me**  
code: **999abcd**

---

**If you need a large print copy please call 0800 020 9564**



## Customer Satisfaction Survey 2022

**Prize Draw!**  
£100  
£50  
2x £25

**return by 12 July 2022**

This survey is very important to us, and is your chance to tell us what you think about your home and the services that we provide. At the end of the survey, you will be given the opportunity to be entered into a prize draw with up to £100 in shopping vouchers up for grabs. You can also take part online using the link or scanning the code below.

The survey is being carried out on our behalf by ARP Research. Anything that you say on the survey is confidential. Barneslai Homes Customer Service Team will use this data to produce anonymous reports to help us work out if we have delivered a good level of service and if we need to make any changes.

We will only contact you where you have confirmed you are willing for this to happen. If you don't allow us to pass on your details and comments that you have made then we will not be able to follow this up. For details on how your information is used at Barneslai Homes, how we maintain the security of this and your rights to access the information we hold about you, please refer to: [www.barneslaihomes.co.uk/information-and-privacy](http://www.barneslaihomes.co.uk/information-and-privacy)



your code: **999abcd**

[www.arp surveys.co.uk/barneslai](http://www.arp surveys.co.uk/barneslai)

### Services overall

**1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Barneslai Homes?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**2** How satisfied or dissatisfied are you:

**a.** With the overall quality of your home  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**b.** That Barneslai Homes provides a home that is safe and secure  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**3** Thinking about the size of your home, do you think it is:

Too big for you  About right  Too small for you

**4** Are you currently:

**a.** On the transfer or mutual exchange register?  Yes  No

**b.** Living in a building with a shared communal entrance door?  Yes  No

**5** How satisfied or dissatisfied are you with:

**a.** The energy efficiency of your home  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**b.** The heating in your home  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**c.** The gas servicing arrangements  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**6** How satisfied or dissatisfied are you that:

**a.** Your rent provides value for money  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**b.** Your service charges provide value for money  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**7** How satisfied or dissatisfied are you with Barneslai Homes approach to the handling of the following:

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**a.** Antisocial behaviour  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**b.** Complaints  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**c.** Your enquiries generally  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

**d.** Moving or swapping your home (transfers and exchanges)  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied  Not applicable

### Barneslai Homes

**8** How satisfied or dissatisfied are you that Barneslai Homes:

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**a.** Is easy to deal with  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**b.** Listens to your views and acts upon them  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**c.** Gives you the opportunity to make your views known  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**d.** Keep tenants informed about things that matter to them  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**9** How much do you agree or disagree that:

Strongly agree  Tend to agree  Neither  Tend to disagree  Strongly disagree

**a.** Barneslai Homes treats its residents fairly and with respect  Strongly agree  Tend to agree  Neither  Tend to disagree  Strongly disagree

**b.** I know how to make a complaint to Barneslai Homes if I am not happy with the service I receive  Strongly agree  Tend to agree  Neither  Tend to disagree  Strongly disagree

**10** How likely would you be to recommend Barneslai Homes to family and friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

0 1 2 3 4 5 6 7 8 9 10

Not at all likely            Extremely likely

### Repairs and maintenance

**11** How satisfied or dissatisfied are you with the way Barneslai Homes deals with repairs and maintenance?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**12** Have you had any repairs to your home in the last 12 months?

Yes go to Q13 ↓  No go to Q16 →

**13** How satisfied or dissatisfied are you with the repairs service you have received to your home over the last 12 months?

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**14** Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the following:

Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**a.** Being told when workers would call  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**b.** Being able to make an appointment  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**c.** Being kept informed throughout the process  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**d.** Time taken before work started  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**e.** Time taken to complete the work after you reported it  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**f.** The attitude of workers  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**g.** The overall quality of work  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**h.** Workers showing proof of identity  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**i.** Keeping dirt and mess to a minimum  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**j.** The repair being done 'right first time'  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**k.** Workers doing the job you expected  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**l.** The overall repairs service provided on this occasion  Very satisfied  Fairly satisfied  Neither  Fairly dissatisfied  Very dissatisfied

**15** If you had an appointment for this repair, was it kept?

Yes  No  I didn't get an appointment

**16** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
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**a.** That your home is well maintained and safe to live in

**b.** That we keep communal areas clean, safe and well maintained

**17** How could we improve the cleanliness, safety or maintenance of communal areas for you? write in

### Contact and Communication

**18** Have you contacted Berneslai Homes in the last 12 months?  
 Yes **go to Q19 ↓**     No **go to Q21 →**

**19** Thinking about your **last** contact, how satisfied or dissatisfied were you with the following:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
--	----------------	------------------	---------	---------------------	-------------------

**a.** The ease of getting hold of the right person

**b.** The helpfulness of staff

**c.** The time taken to answer your query

**d.** The ability of staff to deal with your query quickly and efficiently

**e.** The quality of the information / advice received

**f.** Being kept informed

**g.** The overall ease of dealing with Berneslai Homes on this occasion

**h.** The final outcome of your query

**20** Did you need to make follow up contact as a result of this?  
 Yes     No

**5**

**21** Do you use the internet (Facebook, apps, email, websites etc.) in any of the following ways? tick all that apply

With a smartphone (e.g. iPhone, Android)     At work

With a tablet (e.g. iPad)     At a public site (e.g. library)

With a home computer or laptop     At family/friends

With a smart TV, set-top box or console     I do not use the internet

**22** In the past year, have you used our online services in any of the following ways? tick all that apply

Visited the website to find information     Completed an online form for any other enquiry or request

Reported a repair on our website     Sent an email to us

Reported a repair using the Berneslai Homes App     Contacted us on Facebook

Checked your rent account online     Contacted us on Twitter

Paid your rent online     No, I haven't contacted you in any of these ways

Searched and/or applied for a transfer online

**23** How satisfied or dissatisfied are you with the online services provided by Berneslai Homes?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion / not applicable
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### Neighbourhood

**24** How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
--	----------------	------------------	---------	---------------------	-------------------

**a.** With your neighbourhood as a place to live

**b.** With the overall appearance of your neighbourhood

**c.** With the grounds maintenance, such as grass cutting, in your local area

**d.** With how much we make a positive contribution to your neighbourhood

**6**

**25** To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
--	---------------	---------------	---------------

**a.** Car parking

**b.** Rubbish or litter

**c.** Noisy neighbours

**d.** Dog fouling / dog mess

**e.** Other problem with pets and animals

**f.** Disruptive children / teenagers

**g.** Racial or other harassment

**h.** Drunk or rowdy behaviour

**i.** Vandalism and graffiti

**j.** People damaging your property

**k.** Drug use or dealing

**l.** Abandoned or burnt out vehicles

**m.** Noise from traffic

**n.** Other crime

**26** Have you reported any anti-social behaviour to Berneslai Homes in the last 12 months?  
 Yes     No

### You and your household

This information may help us improve our services we deliver by helping us understand the different groups of customers need.

**27** Are you or any household member's day to day activities limited due to a physical or mental health condition or illness which has lasted, or is expected to last, at least 12 months? Please include any household member with a long-term illness or disability in your answer

Yes - limited a lot **go to Q28 ↓**     Yes - limited a little **go to Q28 ↓**     No **go to Q29 →**

**28** Please tell us about any health condition(s) or illnesses you or a member of your household have:  
 tick all that apply

<input type="checkbox"/> Hearing impairment	<input type="checkbox"/> Visual impairment
<input type="checkbox"/> Speech impairment	<input type="checkbox"/> Mobility impairment
<input type="checkbox"/> Mental health issues	<input type="checkbox"/> Learning difficulties

**7**

**29** How well would you say you are managing financially these days?

Living comfortably	Doing alright	Just about getting by	Finding it quite difficult	Finding it very difficult
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### Final comments

**30** What could Berneslai Homes do better? write in

**31** Are you happy for your identity and your contact details to be used to be entered into the free prize? It will be Berneslai Homes that will contact you if you are a winner.  
 Yes     No

**32** Your answers are currently confidential. It may be useful for your name and contact details to be attached to your responses and passed to Berneslai Homes. Would that be ok?  
 Yes: I agree for my name and contact details to be linked to my responses **go to Q33 ↓**  
 No: I wish to remain anonymous **finish**

**33** Are you happy for Berneslai Homes to contact you about your feedback, if Berneslai Homes wish to do so?  
 Yes     No

## Thank you!

Please return in the enclosed freepost envelope for your chance to win £100 in shopping vouchers!

Freepost RTZX-RGZT-BSKU, ARP Research, PO Box 5928, SHEFFIELD, S35 5DN



## Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

The results are weighted to be representative by age, length of tenure and whether the property has communal areas

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +ve

### Q1 Overall satisfaction with the service provided

Base: 1321

1:	Very satisfied	589	44.6	44.9	<b>84.2</b>
2:	Fairly satisfied	515	39.0	39.3	
3:	Neither	104	7.9	7.9	
4:	Fairly dissatisfied	62	4.7	4.7	
5:	Very dissatisfied	42	3.2	3.2	
	N/R	8	0.6		

### Q2a The overall quality of your home

Base: 1321

6:	Very satisfied	454	34.4	34.6	<b>77.4</b>
7:	Fairly satisfied	561	42.5	42.8	
8:	Neither	108	8.2	8.2	
9:	Fairly dissatisfied	129	9.8	9.8	
10:	Very dissatisfied	59	4.5	4.5	
	N/R	11	0.8		

### Q2b Berneslai Homes provides a home that is safe and secure

Base: 1321

11:	Very satisfied	593	44.9	47.6	<b>83.4</b>
12:	Fairly satisfied	446	33.8	35.8	
13:	Neither	100	7.6	8.0	
14:	Fairly dissatisfied	74	5.6	5.9	
15:	Very dissatisfied	33	2.5	2.6	
	N/R	74	5.6		

### Q3 Is the size of your home:

Base: 1321

16:	Too big for you	39	3.0		
17:	About right	1099	83.2		
18:	Too small for you	169	12.8		
	N/R	15	1.1		

### Q4a Currently on the transfer/exchange register

Base: 1321

19:	Yes	118	8.9		
20:	No	1179	89.3		
	N/R	24	1.8		

### Q4b Currently living in a building with a shared communal entrance door

Base: 1321

21:	Yes	68	5.1		
22:	No	1210	91.6		
	N/R	44	3.3		

### Q5a The energy efficiency of your home

Base: 1321

23:	Very satisfied	418	31.6	32.0	<b>71.5</b>
24:	Fairly satisfied	515	39.0	39.5	
25:	Neither	178	13.5	13.6	
26:	Fairly dissatisfied	105	7.9	8.0	
27:	Very dissatisfied	89	6.7	6.8	
	N/R	15	1.1		

### Q5b The heating in your home

Base: 1321



## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +'ve
28: Very satisfied	538	40.7	41.2	<b>77.5</b>
29: Fairly satisfied	474	35.9	36.3	
30: Neither	113	8.6	8.7	
31: Fairly dissatisfied	98	7.4	7.5	
32: Very dissatisfied	82	6.2	6.3	
N/R	17	1.3		
<b>Q5c The gas servicing arrangements</b> <span style="float: right;">Base: 1321</span>				
33: Very satisfied	715	54.1	56.9	<b>85.9</b>
34: Fairly satisfied	365	27.6	29.0	
35: Neither	128	9.7	10.2	
36: Fairly dissatisfied	27	2.0	2.1	
37: Very dissatisfied	22	1.7	1.8	
N/R	65	4.9		
<b>Q6a Your rent provides value for money</b> <span style="float: right;">Base: 1321</span>				
38: Very satisfied	537	40.7	42.3	<b>81.5</b>
39: Fairly satisfied	498	37.7	39.2	
40: Neither	139	10.5	10.9	
41: Fairly dissatisfied	55	4.2	4.3	
42: Very dissatisfied	42	3.2	3.3	
43: Not applicable	28	2.1		
N/R	23	1.7		
<b>Q6b Your service charges provide value for money</b> <span style="float: right;">Base: 114</span>				
44: Very satisfied	36	2.7	34.6	<b>73.1</b>
45: Fairly satisfied	40	3.0	38.5	
46: Neither	13	1.0	12.5	
47: Fairly dissatisfied	8	0.6	7.7	
48: Very dissatisfied	7	0.5	6.7	
49: Not applicable	6	0.5		
N/R	1212	91.7	4.4	
<b>Q7a Dealing with ASB</b> <span style="float: right;">Base: 1321</span>				
50: Very satisfied	312	23.6	29.7	<b>60.1</b>
51: Fairly satisfied	320	24.2	30.4	
52: Neither	216	16.4	20.6	
53: Fairly dissatisfied	98	7.4	9.3	
54: Very dissatisfied	105	7.9	10.0	
55: Not applicable	243	18.4		
N/R	27	2.0		
<b>Q7b Dealing with complaints</b> <span style="float: right;">Base: 1321</span>				
56: Very satisfied	325	24.6	31.2	<b>63.7</b>
57: Fairly satisfied	338	25.6	32.5	
58: Neither	196	14.8	18.8	
59: Fairly dissatisfied	87	6.6	8.4	
60: Very dissatisfied	95	7.2	9.1	
61: Not applicable	241	18.2		
N/R	38	2.9		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +'ve

### Q7c Enquiries generally

Base: 1321

62:	Very satisfied	517	39.1	41.7	<b>78.4</b>
63:	Fairly satisfied	455	34.4	36.7	
64:	Neither	136	10.3	11.0	
65:	Fairly dissatisfied	81	6.1	6.5	
66:	Very dissatisfied	52	3.9	4.2	
67:	Not applicable	50	3.8		
	N/R	30	2.3		

### Q7d Transfers and exchanges

Base: 1321

68:	Very satisfied	156	11.8	28.1	<b>49.0</b>
69:	Fairly satisfied	116	8.8	20.9	
70:	Neither	204	15.4	36.8	
71:	Fairly dissatisfied	32	2.4	5.8	
72:	Very dissatisfied	47	3.6	8.5	
73:	Not applicable	701	53.1		
	N/R	64	4.8		

### Q8a Is easy to deal with

Base: 1321

74:	Very satisfied	609	46.1	47.0	<b>83.3</b>
75:	Fairly satisfied	470	35.6	36.3	
76:	Neither	124	9.4	9.6	
77:	Fairly dissatisfied	57	4.3	4.4	
78:	Very dissatisfied	36	2.7	2.8	
	N/R	26	2.0		

### Q8b Listens to your views and acts upon them

Base: 1321

79:	Very satisfied	439	33.2	34.5	<b>68.1</b>
80:	Fairly satisfied	428	32.4	33.6	
81:	Neither	232	17.6	18.2	
82:	Fairly dissatisfied	112	8.5	8.8	
83:	Very dissatisfied	63	4.8	4.9	
	N/R	46	3.5		

### Q8c Gives you the opportunity to make your views known

Base: 1321

84:	Very satisfied	423	32.0	33.2	<b>65.3</b>
85:	Fairly satisfied	410	31.0	32.1	
86:	Neither	292	22.1	22.9	
87:	Fairly dissatisfied	90	6.8	7.1	
88:	Very dissatisfied	61	4.6	4.8	
	N/R	46	3.5		

### Q8d Keep tenants informed about things that matter to them

Base: 1321

89:	Very satisfied	471	35.7	36.5	<b>70.6</b>
90:	Fairly satisfied	440	33.3	34.1	
91:	Neither	229	17.3	17.7	
92:	Fairly dissatisfied	103	7.8	8.0	
93:	Very dissatisfied	48	3.6	3.7	
	N/R	29	2.2		

### Q9a Berneslai Homes treats its residents fairly and with respect

Base: 1321

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +ve
94: Strongly agree	573	43.4	44.2	<b>85.3</b>
95: Tend to agree	533	40.3	41.1	
96: Neither	118	8.9	9.1	
97: Tend to disagree	50	3.8	3.9	
98: Strongly disagree	22	1.7	1.7	
N/R	25	1.9		
<b>Q9b I know how to make a complaint to Berneslai Homes if I am not happy with the service I receive</b>				
Base: 1321				
99: Strongly agree	537	40.7	41.9	<b>77.7</b>
100: Tend to agree	458	34.7	35.8	
101: Neither	171	12.9	13.3	
102: Tend to disagree	67	5.1	5.2	
103: Strongly disagree	48	3.6	3.7	
N/R	40	3.0		
<b>Q10 How likely would you be to recommend Berneslai Homes to family and friends?</b>				
Base: 1321				
				NPS
104: 0 - Not at all likely	16	1.2	1.2	<b>34.6</b>
105: 1	10	0.8	0.8	
106: 2	11	0.8	0.8	
107: 3	25	1.9	1.9	
108: 4	31	2.3	2.4	
109: 5	95	7.2	7.3	
110: 6	74	5.6	5.7	
111: 7	126	9.5	9.7	
112: 8	199	15.1	15.3	
113: 9	170	12.9	13.1	
114: 10 - Extremely likely	543	41.1	41.8	
N/R	22	1.7		
<b>R10 Net Promoter Score (NPS)</b>				
Base: 1321				
				NPS
115: Promoters	712	53.9	54.8	<b>34.6</b>
116: Passives	325	24.6	25.0	
117: Detractors	262	19.8	20.2	
N/R	22	1.7		
<b>Q11 The way Berneslai Homes deals with repairs and maintenance</b>				
Base: 1321				
118: Very satisfied	580	43.9	44.6	<b>79.5</b>
119: Fairly satisfied	454	34.4	34.9	
120: Neither	76	5.8	5.8	
121: Fairly dissatisfied	115	8.7	8.8	
122: Very dissatisfied	75	5.7	5.8	
N/R	21	1.6		
<b>Q12 Had a repair in the last 12 months</b>				
Base: 1321				
123: Yes	949	71.8		
124: No	343	26.0		
N/R	29	2.2		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +ve

### Q13 Satisfaction with the repairs service you have received to your home over the last 12 months?

Base: 949

125: Very satisfied	488	36.9	52.0	<b>83.1</b>
126: Fairly satisfied	292	22.1	31.1	
127: Neither	54	4.1	5.8	
128: Fairly dissatisfied	61	4.6	6.5	
129: Very dissatisfied	43	3.3	4.6	
N/R	383	29.0	1.2	

### Q14a Being told when workers would call

Base: 949

130: Very satisfied	531	40.2	56.4	<b>85.2</b>
131: Fairly satisfied	271	20.5	28.8	
132: Neither	49	3.7	5.2	
133: Fairly dissatisfied	44	3.3	4.7	
134: Very dissatisfied	47	3.6	5.0	
N/R	379	28.7	0.7	

### Q14b Being able to make an appointment

Base: 949

135: Very satisfied	520	39.4	55.8	<b>84.6</b>
136: Fairly satisfied	268	20.3	28.8	
137: Neither	79	6.0	8.5	
138: Fairly dissatisfied	48	3.6	5.2	
139: Very dissatisfied	17	1.3	1.8	
N/R	389	29.4	1.8	

### Q14c Being kept informed throughout the process

Base: 949

140: Very satisfied	415	31.4	44.4	<b>76.5</b>
141: Fairly satisfied	300	22.7	32.1	
142: Neither	115	8.7	12.3	
143: Fairly dissatisfied	57	4.3	6.1	
144: Very dissatisfied	48	3.6	5.1	
N/R	385	29.1	1.4	

### Q14d Time taken before work started

Base: 949

145: Very satisfied	406	30.7	43.6	<b>77.0</b>
146: Fairly satisfied	311	23.5	33.4	
147: Neither	110	8.3	11.8	
148: Fairly dissatisfied	44	3.3	4.7	
149: Very dissatisfied	60	4.5	6.4	
N/R	389	29.4	1.8	

### Q14e Time taken to complete the work after you reported it

Base: 949

150: Very satisfied	451	34.1	48.2	<b>80.4</b>
151: Fairly satisfied	301	22.8	32.2	
152: Neither	59	4.5	6.3	
153: Fairly dissatisfied	55	4.2	5.9	
154: Very dissatisfied	70	5.3	7.5	
N/R	384	29.1	1.3	

### Q14f The attitude of workers

Base: 949

155: Very satisfied	657	49.7	70.1	<b>92.5</b>
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## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +ve
156: Fairly satisfied	210	15.9	22.4	
157: Neither	46	3.5	4.9	
158: Fairly dissatisfied	16	1.2	1.7	
159: Very dissatisfied	8	0.6	0.9	
N/R	383	29.0	1.2	
<b>Q14g The overall quality of work</b> <span style="float: right;">Base: 949</span>				
160: Very satisfied	534	40.4	56.9	<b>86.6</b>
161: Fairly satisfied	279	21.1	29.7	
162: Neither	63	4.8	6.7	
163: Fairly dissatisfied	41	3.1	4.4	
164: Very dissatisfied	21	1.6	2.2	
N/R	383	29.0	1.2	
<b>Q14h Workers showing proof of identity</b> <span style="float: right;">Base: 949</span>				
165: Very satisfied	547	41.4	58.1	<b>82.3</b>
166: Fairly satisfied	228	17.3	24.2	
167: Neither	101	7.6	10.7	
168: Fairly dissatisfied	36	2.7	3.8	
169: Very dissatisfied	30	2.3	3.2	
N/R	379	28.7	0.7	
<b>Q14i Keeping dirt and mess to a minimum</b> <span style="float: right;">Base: 949</span>				
170: Very satisfied	570	43.1	60.8	<b>89.5</b>
171: Fairly satisfied	269	20.4	28.7	
172: Neither	45	3.4	4.8	
173: Fairly dissatisfied	28	2.1	3.0	
174: Very dissatisfied	26	2.0	2.8	
N/R	383	29.0	1.2	
<b>Q14j The repair being done 'right first time'</b> <span style="float: right;">Base: 949</span>				
175: Very satisfied	473	35.8	50.4	<b>81.8</b>
176: Fairly satisfied	295	22.3	31.4	
177: Neither	54	4.1	5.8	
178: Fairly dissatisfied	59	4.5	6.3	
179: Very dissatisfied	58	4.4	6.2	
N/R	382	28.9	1.1	
<b>Q14k Workers doing the job you expected</b> <span style="float: right;">Base: 949</span>				
180: Very satisfied	538	40.7	57.4	<b>86.3</b>
181: Fairly satisfied	271	20.5	28.9	
182: Neither	63	4.8	6.7	
183: Fairly dissatisfied	28	2.1	3.0	
184: Very dissatisfied	37	2.8	3.9	
N/R	384	29.1	1.3	
<b>Q14l The overall repairs service provided on this occasion</b> <span style="float: right;">Base: 949</span>				
185: Very satisfied	542	41.0	57.5	<b>86.3</b>
186: Fairly satisfied	271	20.5	28.8	
187: Neither	51	3.9	5.4	
188: Fairly dissatisfied	45	3.4	4.8	

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +ve
189: Very dissatisfied	33	2.5	3.5	
N/R	379	28.7	0.7	
<b>Q15 Was the repair appointment kept? Base: 949</b>				
190: Yes	773	58.5	81.5	
191: No	48	3.6	5.1	
192: I didn't get an appointment	90	6.8	9.5	
N/R	410	31.0	4.0	
<b>Q16a That your home is well maintained and safe to live in Base: 1321</b>				
193: Very satisfied	637	48.2	49.6	<b>84.4</b>
194: Fairly satisfied	447	33.8	34.8	
195: Neither	89	6.7	6.9	
196: Fairly dissatisfied	83	6.3	6.5	
197: Very dissatisfied	28	2.1	2.2	
N/R	37	2.8		
<b>Q16b That we keep communal areas clean, safe and well maintained Base: 552</b>				
198: Very satisfied	178	13.5	34.6	<b>65.7</b>
199: Fairly satisfied	160	12.1	31.1	
200: Neither	83	6.3	16.3	
201: Fairly dissatisfied	54	4.1	10.5	
202: Very dissatisfied	39	3.0	7.6	
N/R	39	3.0		
<b>Q18 Have you contacted Berneslai Homes in the last 12 months? Base: 1321</b>				
203: Yes	1048	79.3		
204: No	230	17.4		
N/R	44	3.3		
<b>Q19a The ease of getting hold of the right person Base: 1048</b>				
205: Very satisfied	499	37.8	48.5	<b>85.1</b>
206: Fairly satisfied	376	28.5	36.6	
207: Neither	62	4.7	6.0	
208: Fairly dissatisfied	52	3.9	5.1	
209: Very dissatisfied	39	3.0	3.8	
N/R	292	22.1	1.8	
<b>Q19b The helpfulness of staff Base: 1048</b>				
210: Very satisfied	615	46.6	59.8	<b>87.8</b>
211: Fairly satisfied	288	21.8	28.0	
212: Neither	61	4.6	5.9	
213: Fairly dissatisfied	33	2.5	3.2	
214: Very dissatisfied	32	2.4	3.1	
N/R	293	22.2	1.9	
<b>Q19c The time taken to answer your query Base: 1048</b>				
215: Very satisfied	513	38.8	49.9	<b>85.6</b>
216: Fairly satisfied	367	27.8	35.7	
217: Neither	63	4.8	6.1	

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +'ve
218: Fairly dissatisfied	46	3.5	4.5	
219: Very dissatisfied	39	3.0	3.8	
N/R	294	22.3	2.0	
<b>Q19d The ability of staff to deal with your query quickly and efficiently</b>				
Base: 1048				
220: Very satisfied	541	41.0	52.7	<b>85.3</b>
221: Fairly satisfied	335	25.4	32.6	
222: Neither	64	4.8	6.2	
223: Fairly dissatisfied	49	3.7	4.8	
224: Very dissatisfied	38	2.9	3.7	
N/R	294	22.3	2.0	
<b>Q19e The quality of the information / advice received</b>				
Base: 1048				
225: Very satisfied	541	41.0	52.7	<b>82.8</b>
226: Fairly satisfied	309	23.4	30.1	
227: Neither	80	6.1	7.8	
228: Fairly dissatisfied	52	3.9	5.1	
229: Very dissatisfied	44	3.3	4.3	
N/R	295	22.3	2.1	
<b>Q19f Being kept informed</b>				
Base: 1048				
230: Very satisfied	460	34.8	45.1	<b>74.9</b>
231: Fairly satisfied	304	23.0	29.8	
232: Neither	131	9.9	12.8	
233: Fairly dissatisfied	62	4.7	6.1	
234: Very dissatisfied	64	4.8	6.3	
N/R	299	22.6	2.5	
<b>Q19g The overall ease of dealing with Berneslai Homes on this occasion</b>				
Base: 1048				
235: Very satisfied	535	40.5	52.1	<b>82.7</b>
236: Fairly satisfied	314	23.8	30.6	
237: Neither	68	5.1	6.6	
238: Fairly dissatisfied	62	4.7	6.0	
239: Very dissatisfied	48	3.6	4.7	
N/R	295	22.3	2.1	
<b>Q19h The final outcome of your query</b>				
Base: 1048				
240: Very satisfied	529	40.0	51.8	<b>80.9</b>
241: Fairly satisfied	297	22.5	29.1	
242: Neither	70	5.3	6.9	
243: Fairly dissatisfied	52	3.9	5.1	
244: Very dissatisfied	73	5.5	7.1	
N/R	299	22.6	2.5	
<b>Q20 Did you need to make follow up contact as a result of this?</b>				
Base: 1048				
245: Yes	269	20.4	25.7	
246: No	740	56.0	70.6	
N/R	312	23.6	3.7	

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +ve

Q21 Use the internet in any of the following ways		Base: 1321			
247: Smartphone		796	60.3		
248: Tablet		257	19.5		
249: Home PC or laptop		314	23.8		
250: Smart TV, set-top box		132	10.0		
251: At work		63	4.8		
252: At a public site		52	3.9		
253: At family/friends		125	9.5		
254: I do not use the internet		288	21.8		
N/R		88	6.7		
R21 Use the internet		Base: 1321			
255: Yes		965	73.1		
256: No		288	21.8		
N/R		68	5.1		
Q22 Used any online services in last year		Base: 1321			
257: Visited the website for info		403	30.5		
258: Reported a repair on website		160	12.1		
259: Reported a repair on App		220	16.7		
260: Checked rent account online		283	21.4		
261: Paid your rent online		236	17.9		
262: Searched/applied for transfer		88	6.7		
263: Completed an online form		146	11.1		
264: Sent an email to us		125	9.5		
265: Contacted us on Facebook		14	1.1		
266: Contacted us on Twitter		1	0.1		
267: Not made contact these ways		571	43.2		
N/R		84	6.4		
R22 Used any Berneslai online services		Base: 1321			
268: Yes		665	50.3		
269: No		571	43.2		
N/R		84	6.4		
Q23 Satisfaction with the online services provided by Berneslai Homes		Base: 1321			
270: Very satisfied		289	21.9	35.5	<b>74.0</b>
271: Fairly satisfied		314	23.8	38.5	
272: Neither		163	12.3	20.0	
273: Fairly dissatisfied		27	2.0	3.3	
274: Very dissatisfied		22	1.7	2.7	
275: No opinion / not applicable		412	31.2		
N/R		95	7.2		
Q24a With your neighbourhood as a place to live		Base: 1321			
276: Very satisfied		573	43.4	45.2	<b>82.5</b>
277: Fairly satisfied		473	35.8	37.3	
278: Neither		87	6.6	6.9	
279: Fairly dissatisfied		59	4.5	4.6	
280: Very dissatisfied		77	5.8	6.1	



## Appendix C. Data summary

Weighted by age, tenure length & communal areas

	Count	% raw	% valid	% +'ve
N/R	52	3.9		
<b>Q24b With the overall appearance of your neighbourhood</b>	<b>Base: 1321</b>			
281: Very satisfied	438	33.2	34.7	<b>76.9</b>
282: Fairly satisfied	533	40.3	42.2	
283: Neither	108	8.2	8.6	
284: Fairly dissatisfied	105	7.9	8.3	
285: Very dissatisfied	78	5.9	6.2	
N/R	59	4.5		
<b>Q24c With the grounds maintenance in your local area</b>	<b>Base: 1321</b>			
286: Very satisfied	387	29.3	30.8	<b>68.7</b>
287: Fairly satisfied	477	36.1	37.9	
288: Neither	176	13.3	14.0	
289: Fairly dissatisfied	140	10.6	11.1	
290: Very dissatisfied	77	5.8	6.1	
N/R	64	4.8		
<b>Q24d With how much we make a positive contribution to your neighbourhood</b>	<b>Base: 1321</b>			
291: Very satisfied	332	25.1	26.5	<b>64.2</b>
292: Fairly satisfied	472	35.7	37.7	
293: Neither	281	21.3	22.4	
294: Fairly dissatisfied	99	7.5	7.9	
295: Very dissatisfied	69	5.2	5.5	
N/R	68	5.1		
<b>Q25a Car parking</b>	<b>Base: 1321</b>			<b>Problem</b>
296: Major problem	314	23.8	26.3	<b>56.1</b>
297: Minor problem	356	26.9	29.8	
298: Not a problem	524	39.7	43.9	
N/R	127	9.6		
<b>Q25b Rubbish or litter</b>	<b>Base: 1321</b>			<b>Problem</b>
299: Major problem	276	20.9	22.9	<b>60.6</b>
300: Minor problem	454	34.4	37.7	
301: Not a problem	473	35.8	39.3	
N/R	119	9.0		
<b>Q25c Noisy neighbours</b>	<b>Base: 1321</b>			<b>Problem</b>
302: Major problem	163	12.3	13.8	<b>38.2</b>
303: Minor problem	287	21.7	24.4	
304: Not a problem	727	55.0	61.8	
N/R	144	10.9		
<b>Q25d Dog fouling / dog mess</b>	<b>Base: 1321</b>			<b>Problem</b>
305: Major problem	279	21.1	23.1	<b>54.5</b>
306: Minor problem	379	28.7	31.4	
307: Not a problem	549	41.6	45.5	

## Appendix C. Data summary

Weighted by age, tenure length & communal areas				
	Count	% raw	% valid	% +'ve
N/R	114	8.6		
<b>Q25e Other problem with pets and animals</b>				
	Base: 1321			Problem
308: Major problem	93	7.0	7.9	<b>26.0</b>
309: Minor problem	213	16.1	18.1	
310: Not a problem	868	65.7	73.9	
N/R	147	11.1		
<b>Q25f Disruptive children / teenagers</b>				
	Base: 1321			Problem
311: Major problem	129	9.8	10.9	<b>35.0</b>
312: Minor problem	285	21.6	24.1	
313: Not a problem	769	58.2	65.0	
N/R	138	10.4		
<b>Q25g Racial or other harassment</b>				
	Base: 1321			Problem
314: Major problem	44	3.3	3.8	<b>12.8</b>
315: Minor problem	105	7.9	9.0	
316: Not a problem	1020	77.2	87.3	
N/R	152	11.5		
<b>Q25h Drunk or rowdy behaviour</b>				
	Base: 1321			Problem
317: Major problem	101	7.6	8.5	<b>27.4</b>
318: Minor problem	224	17.0	18.9	
319: Not a problem	859	65.0	72.6	
N/R	138	10.4		
<b>Q25i Vandalism and graffiti</b>				
	Base: 1321			Problem
320: Major problem	77	5.8	6.5	<b>22.6</b>
321: Minor problem	189	14.3	16.1	
322: Not a problem	911	69.0	77.4	
N/R	144	10.9		
<b>Q25j People damaging your property</b>				
	Base: 1321			Problem
323: Major problem	47	3.6	4.0	<b>13.4</b>
324: Minor problem	111	8.4	9.4	
325: Not a problem	1022	77.4	86.6	
N/R	142	10.7		
<b>Q25k Drug use or dealing</b>				
	Base: 1321			Problem
326: Major problem	220	16.7	18.4	<b>38.4</b>
327: Minor problem	239	18.1	20.0	
328: Not a problem	736	55.7	61.6	
N/R	127	9.6		
<b>Q25l Abandoned or burnt out vehicles</b>				
	Base: 1321			Problem
329: Major problem	19	1.4	1.6	<b>7.3</b>
330: Minor problem	67	5.1	5.7	
331: Not a problem	1085	82.1	92.7	
N/R	150	11.4		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

Count % raw % valid % +'ve

	Base: 1321		Problem	
<b>Q25m Noise from traffic</b>				
332: Major problem	70	5.3	6.0	<b>23.4</b>
333: Minor problem	205	15.5	17.4	
334: Not a problem	900	68.1	76.6	
N/R	145	11.0		
<b>Q25n Other crime</b>	Base: 1321		Problem	
335: Major problem	55	4.2	5.9	<b>13.8</b>
336: Minor problem	73	5.5	7.9	
337: Not a problem	801	60.6	86.2	
N/R	392	29.7		
<b>Q26 Reported ASB to Berneslai in last 12 months</b>	Base: 1321			
338: Yes	145	11.0		
339: No	1086	82.2		
N/R	90	6.8		
<b>Q27 Disability</b>	Base: 1321			
340: Yes - limited a lot	439	33.2		
341: Yes - limited a little	301	22.8		
342: No	502	38.0		
N/R	79	6.0		
<b>R23 Disability [simple]</b>	Base: 1321			
343: Yes	740	56.0		
344: No	502	38.0		
N/R	79	6.0		
<b>Q28 Type of disability</b>	Base: 740			
345: Hearing impairment	157	11.9	21.2	
346: Speech impairment	22	1.7	3.0	
347: Mental health issues	391	29.6	52.8	
348: Visual impairment	69	5.2	9.3	
349: Mobility impairment	504	38.2	68.1	
350: Learning difficulties	82	6.2	11.1	
N/R	594	45.0	1.8	
<b>Q29 How well would you say you are managing financially these days?</b>	Base: 1321			
351: Living comfortably	81	6.1	6.4	<b>37.6</b>
352: Doing alright	395	29.9	31.2	
353: Just about getting by	549	41.6	43.4	
354: Finding it quite difficult	149	11.3	11.8	
355: Finding it very difficult	91	6.9	7.2	
N/R	55	4.2		
<b>R29 Finding things financially difficult</b>	Base: 1321			
356: Yes	240	18.2		
357: No	1026	77.7		

## Appendix C. Data summary

Weighted by age, tenure length & communal areas

	Count	% raw	% valid	% +ve
N/R	55		4.2	
<b>D101 Area</b>	<b>Base: 1321</b>			
358: East 1 - North East Area Hm Team	282		21.3	
359: East 2 - South Area Hm Team	304		23.0	
360: East 3 - Dearne Area Hm Team	97		7.3	
361: West 1 - Central Area Hm Team	316		23.9	
362: West 2 - North & Penistone Area Hm Team	323		24.5	
N/R	0		0.0	
<b>D102 Estate</b>	<b>Base: 1321</b>			
363: Aldham House	23		1.7	
364: Ardsley	4		0.3	
365: Athersley North	48		3.6	
366: Athersley South	39		3.0	
367: Barugh Green	8		0.6	
368: Bellbrooke	6		0.5	
369: Billingley	0		0.0	
370: Birdwell	15		1.1	
371: Birkwood	8		0.6	
372: Blacker Hill	4		0.3	
373: Bolton On Dearne	26		2.0	
374: Brierley General	10		0.8	
375: Broadway	10		0.8	
376: Burton Grange	21		1.6	
377: Carlecotes	0		0.0	
378: Carlton	17		1.3	
379: Cawthorne	6		0.5	
380: Cloughfields	23		1.7	
381: Copeland Road	44		3.3	
382: Cover Drive/Norville	5		0.4	
383: Crane Moor	0		0.0	
384: Crowedge	3		0.2	
385: Crown	13		1.0	
386: Cubley	4		0.3	
387: Cudworth General	12		0.9	
388: Cundy Cross	7		0.5	
389: Darton	20		1.5	
390: Dodworth	17		1.3	
391: Dunford Bridge	1		0.1	
392: Elsecar	18		1.4	
393: Firth Avenue	2		0.2	
394: Gawber (Darton West Ward)	1		0.1	
395: Gawber (Old Town Ward)	6		0.5	
396: Gawber(Dodworth Ward)	0		0.0	
397: Gilroyd	15		1.1	
398: Goldthorpe	0		0.0	
399: Goldthorpe (Dearne North Ward)	8		0.6	
400: Goldthorpe (Dearne South Ward)	11		0.8	
401: Great Houghton	9		0.7	
402: Green View	3		0.2	
403: Grimethorpe General	20		1.5	
404: Hemmingfield	4		0.3	
405: High Hoyland	0		0.0	
406: Higham	1		0.1	

## Appendix C. Data summary

	Weighted by age, tenure length & communal areas		
	Count	% raw	% valid % +ve
407: Highgate	2		0.2
408: Honeywell	31		2.3
409: Honeywell(Central Ward)	0		0.0
410: Hood Green	3		0.2
411: Hoyland Central (Milton Ward)	9		0.7
412: Hoyland Central (Rockingham Ward)	0		0.0
413: Hoyland Common	25		1.9
414: Hoyland St Peter'S(Milton Ward)	1		0.1
415: Hoyland St Peter'S(Rockingham Ward)	24		1.8
416: Hoylandswaine	1		0.1
417: Ingbirchworth	1		0.1
418: Jump	22		1.7
419: Jump Farm	13		1.0
420: Kendray	74		5.6
421: Kexborough	14		1.1
422: Kings Road	16		1.2
423: Kingstone	10		0.8
424: Little Houghton	6		0.5
425: Lundwood	18		1.4
426: Manor Crescent	6		0.5
427: Manor View And Bleak	2		0.2
428: Mapplewell	4		0.3
429: Marran Avenue	0		0.0
430: Milefield	16		1.2
431: Millhouse	2		0.2
432: Monk Bretton (Cudworth Ward)	2		0.2
433: Monk Bretton (Monk Bretton Ward)	24		1.8
434: Morrison Road	7		0.5
435: New Lodge	25		1.9
436: Newlands	1		0.1
437: Newtown	0		0.0
438: North Street	20		1.5
439: Overdale	4		0.3
440: Oxspring	9		0.7
441: Park And Beech	2		0.2
442: Park-Brierley	6		0.5
443: Park-Grimethorpe	4		0.3
444: Penistone	26		2.0
445: Pilley/Tankersley/Wortley	10		0.8
446: Platts Common	3		0.2
447: Redbrook	3		0.2
448: Regina	0		0.0
449: Rosetree	7		0.5
450: Royston	59		4.5
451: Shafton General	9		0.7
452: Silkstone	4		0.3
453: Silkstone Common	1		0.1
454: Smithies (Monk Bretton Ward)	6		0.5
455: Smithies (Old Town Ward)	0		0.0
456: Smithies (St. Helens Ward)	2		0.2
457: Staincross	16		1.2
458: Thurgoland	11		0.8
459: Thurlstone	6		0.5
460: Thurnscoe	49		3.7
461: Town	0		0.0
462: Town (Central Ward)	32		2.4
463: Town (Kingstone Ward)	24		1.8

## Appendix C. Data summary

	Weighted by age, tenure length & communal areas		
	Count	% raw	% valid % +ve
464: Town (Old Town Ward)	11	0.8	
465: Upperwood	11	0.8	
466: Ward Green	6	0.5	
467: Wilson Street	25	1.9	
468: Wilthorpe	10	0.8	
469: Worsborough Bridge	21	1.6	
470: Worsborough Common	32	2.4	
471: Worsborough Dale	48	3.6	
N/R	0	0.0	
<b>D103 Property Type</b>	<b>Base: 1321</b>		
472: Bedsit	5	0.4	
473: Bungalow	377	28.5	
474: Flat	203	15.4	
475: House	735	55.6	
476: Maisonette	0	0.0	
N/R	0	0.0	
<b>D104 Length of tenancy</b>	<b>Base: 1321</b>		
477: Under 1 year	92	7.0	
478: 1 - 2 years	184	13.9	
479: 3 - 5 years	224	17.0	
480: 6 - 10 years	291	22.0	
481: 11 - 20 years	229	17.3	
482: 21 years and over	298	22.6	
N/R	4	0.3	
<b>D105 Repairs contractor</b>	<b>Base: 1321</b>		
483: In House	879	66.5	
484: Wates	442	33.5	
N/R	0	0.0	
<b>D106 Pay a service charge</b>	<b>Base: 1321</b>		
485: Yes	114	8.6	
486: No	1207	91.4	
N/R	0	0.0	
<b>D107 Main Tenant Age Group</b>	<b>Base: 1321</b>		
487: 16 - 24 years	30	2.3	
488: 25 - 34 years	154	11.7	
489: 35 - 44 years	196	14.8	
490: 45 - 54 years	219	16.6	
491: 55 - 59 years	126	9.5	
492: 60 - 64 years	123	9.3	
493: 65 - 74 years	222	16.8	
494: 75 - 84 years	171	12.9	
495: 85 years and over	65	4.9	
N/R	15	1.1	
<b>D108 Main Tenant Age Group [simple]</b>	<b>Base: 1321</b>		
496: 16-34	184	13.9	

## Appendix C. Data summary

		Weighted by age, tenure length & communal areas			
		Count	% raw	% valid	% +ve
497:	35-49	299	22.6		
498:	50-64	366	27.7		
499:	65+	457	34.6		
	N/R	15	1.1		
<b>D109 Ethnic background</b>		<b>Base: 1321</b>			
500:	White British	1232	93.3		
501:	Racially and ethnically diverse	89	6.7		
	N/R	0	0.0		
<b>D110 Communal areas [full]</b>		<b>Base: 1321</b>			
502:	Communal areas with charge	114	8.6		
503:	Communal areas without charge	152	11.5		
504:	No communal areas	1055	79.9		
	N/R	0	0.0		
<b>D111 Communal areas [simple]</b>		<b>Base: 1321</b>			
505:	Communal area	265	20.1		
506:	No communal areas	1055	79.9		
	N/R	0	0.0		



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## BARNSELEY METROPOLITAN BOROUGH COUNCIL

**REPORT OF:** EXECUTIVE DIRECTOR GROWTH AND SUSTAINABILITY

**TITLE:** RESPONSE TO HOW DAMP, CONDENSATION AND MOULD ISSUES ARE ADDRESSED BY HOUSING SERVICES

<b>REPORT TO:</b>	<b>CABINET</b>
<b>Date of Meeting</b>	<b>11 January 2023</b>
<b>Cabinet Member Portfolio</b>	<b>Regeneration and Culture</b>
<b>Key Decision</b>	<b>No</b>
<b>Public or Private</b>	<b>Public</b>

**Purpose of report:**

Issues of damp and mould in social housing have been heavily publicised over the last 12 months following a series of media campaigns and a spotlight report produced by the Housing Ombudsman in October 2021. In November 2022, further to the publication of the circumstances surrounding the tragic death of Awaab Ishak, the Secretary of State for Levelling Up, Housing and Communities and the Regulator of Social Housing has called upon Local Authorities, under powers of the Housing Act 2004, to provide information relating to damp and mould issues within both the social and private housing sectors and details of plans to address them. Barnsley Council has already responded to the Secretary of State to advise that we have received the request and will be working to provide all required information and assurance relating to private rented stock by 27th January 2023 (Appendix C). The Regulator of Social Housing has also requested information relating to our own stock by 19th December 2022.

This report provides Cabinet with a position statement relating to how repairs linked to damp, condensation and mould issues are being addressed within our council homes. Berneslai Homes, who manage and maintain the housing stock on behalf of the Council, have provided a summary of the current numbers of ‘in-system’ repairs relating to damp, condensation, and mould issues and how these are being addressed.

Berneslai Homes have also produced an Action Plan which includes the work they have done jointly with tenants on damp and mould issues (Appendix B).

The Council provided a full response to the Regulator of Social Housing in advance of the 19<sup>th</sup> December 2022 deadline.

The report also provides a summary of the response sent to the Secretary of State for Levelling Up Housing and Communities (Rt Hon Michael Gove MP) explaining how the Council will respond to requests under Section 3 (3) of the Housing Act 2004 to supply the department with an assessment of damp and mould issues affecting privately rented properties within the borough and actions which will be taken to address this.

### **Council Plan priority**

Healthy, Growing, Sustainable and Learning Barnsley

### **Recommendations:**

That Cabinet: -

1. Note the current position relating to the management of damp, condensation, and mould repairs within council stock and endorses the action plan (approved by the Berneslai Homes Board on 8th December) which seeks to further enhance the customer experience provided to council tenants who may experience issue with damp, condensation, or mould in their properties.
2. Note the current position relating to the management of damp, condensation, and mould complaints within the private rented sector and actions to be taken to ensure that a full response can be provided to Government by 27<sup>th</sup> January 2023.

## **1. INTRODUCTION**

- 1.1 The Housing Ombudsman's Spotlight report into Damp and Mould proved a timely insight into the problems faced by some customers when trying to rectify issues surrounding damp, mould, and condensation in their homes. Media coverage has proved that in some areas across the country, significant problems exist, and tenants are not being listened to. The recent tragic death of Awaab Ishaks in Rochdale has shocked and saddened us all, highlighting the importance of having proper processes in place, ensuring tenants are listened to, and that we work with them to find the best resolution.
- 1.2 This report provides Cabinet with a position statement relating to current damp and mould repair issues within our council stock and details the work that Berneslai Homes is doing to ensure that they are addressed as quickly and effectively as possible, working with, and listening to, our tenants.
- 1.3 Berneslai Homes has been working pro-actively with the Tenants Voice Scrutiny Panel to identify additional improvements to customer service delivery in dealing with damp and mould issues and produced a report and action plan in mid-November 2022. These recommendations have been included in the damp and mould action plan approved at the Berneslai Homes Board on 8<sup>th</sup> December (Appendix B).

## Current Position Within the Council's Stock (As at 30/11/22)

### Properties with Outstanding Repair Requests

- 1.4 As at 30/11/22, there were 562 live requests from customers relating to damp, mould or condensation which are awaiting inspection. It should be noted that this figure has significantly increased over the last few weeks due to heightened emphasis in the media and Berneslai Homes' proactive campaign to encourage tenants to report issues (on 18/11 this figure was 352). The target to inspect jobs of this nature in line with the Property Repairs and Improvement Programme (PRIP) is 28 days. Following inspection, orders are raised on an emergency (24hr), 3, 7 or 25-day order as part of responsive repair works or as a capital planned programme, depending on the remedy required.
- 1.5 However, to re-assure both our tenants and Members, Berneslai Homes has instigated an immediate inspection regime (7 days moving to 24 hours as resourcing allows); bringing in additional resource to undertake the inspections and an external damp and mould specialist (Qest) to assist further with inspections. The new procedure will ensure that any Category 1 hazard jobs are completed within 24 hours.
- 1.6 Contractor Partners have been asked to hold additional toolbox talks with operatives to ensure that they are speaking with tenants regarding the importance of reporting any concerns regarding damp and mould and that they can identify early signs of damp/mould related issues.

### Properties with Gas Capped Off

- 1.7 There are currently 156 properties where customers have had their gas supply capped off at the meter, the majority being the individual tenants' choice. It is anticipated that this number may increase due to the cost-of-living crises. As per the table below, 156 properties equate to 0.86% of the Council's stock.

<b>Domestic Stock</b>	<b>No.</b>	<b>%</b>
Properties Capped Off	156	<b>0.86%</b>
<b>Total Domestic Stock November</b>	<b>18,043</b>	

- 1.8 Given that a lack of sufficient or central heating to a property can be detrimental to both the condition of our properties and the health of our tenants, Housing Management Officers and the Gas Servicing Team already undertake frequent visits to these properties to undertake gas safety checks and to offer advice and other financial/health and well-being support.
- 1.9 In addition, Berneslai Homes has instigated urgent inspections to all 156 properties to ascertain if there are any outstanding damp, mould or condensation concerns which require attention.

- 1.10 Officers from the Council’s Warm Homes Service have linked up with the Housing Management Teams to offer support and financial assistance to any resident wishing to have pre-payment meters removed and gas meters reinstalled.

Complaints

- 1.11 There are currently 16 informal & formal complaints relating to damp, mould, and condensation. Berneslai Homes teams are working with the customers to find resolutions and works orders will be raised, where required. As per the table below, 16 complaints equate to 0.08% of all tenancies.

<b>Complaints (Current)</b>	<b>No.</b>	<b>%</b>
Informal	9	
Formal Stage 1	6	
Formal Stage 2	1	
<b>Total</b>	<b>16</b>	<b>0.08%</b>
<b>Total Domestic Stock November</b>	<b>18,043</b>	

- 1.12 In their review, the Tenant Scrutiny Panel identified that there was a lack of aftercare offered to tenants who had experienced damp and mould issues once the repair had been completed. To improve customer service, and mitigate against future repair issues, Berneslai Homes will inspect all properties which have received works to ensure that the works solution has rectified the problem.

Disrepair

- 1.13 There are currently 55 disrepairs cases, 48 of which relate to damp, mould, and condensation in some way. Irrespective of the legal process, Berneslai Homes always seek to arrange access to the property to engage with tenants and to complete any outstanding works, as required. Unfortunately, there are some instances where tenants take advice from their solicitors and do not allow access. In these cases, injunctions can be used to allow access. As per the table below, 48 claims equate to 0.27% of all tenancies.

<b>Live Disrepair Claims (Current)</b>	<b>No.</b>	<b>%</b>
Total	55	
<i>Relating to Damp, Mould &amp; Condensation</i>	48	<b>0.27%</b>
<b>Total Domestic Stock November</b>	<b>18,043</b>	

- 1.14 To summarise, the immediate response of Berneslai Homes includes:

- Instigating an enhanced inspection regime for any damp and mould requests: accelerating inspections and removal of any mould.
- Briefing all staff at Berneslai Homes on signs of damp and mould and the reporting of issues including the new dedicated email address for staff
- Briefing partner organisations and Council members on what to do if they become aware of damp and mould problems in tenant’s homes.

- Continued joint work to address the cost-of-living crisis with support offered to tenants including the use of a hardship fund, financial support and advice and tenancy support. A range of support measures have been put in place to assist tenants this winter as part of the cost-of-living crisis. Berneslai Homes are also signatories to the “Affordable Warmth Charter”.
- Implementing the Damp and Mould Action Plan (agreed at Berneslai Homes Board on 8th December 2022 – Appendix B).
- Launching the Damp and Mould STAR campaign on 5th December – Spot the signs, Try our Tips, Act fast and Report it. Information will be available via the BH website, social media campaign and information in letters to tenants. As a result, reports of damp and mould will be expected to increase.

1.15 Alongside, the existing procedures in place to address issues of damp and mould, Berneslai Homes, working with the Council, has implemented additional measures to improve the information that we hold on our assets, the delivery of the repairs and maintenance programmes, the information, advice and support that is given to tenants relating to property maintenance and the involvement of tenants in ensuring their health and safety within the home. This includes:

- Collating improved stock condition & energy performance data to make informed decisions through trend analysis (Condition Surveys and EPC's).
- New IT systems to improve the ways customers can report & track repairs which will be launched in the new year.
- Utilising capital investment to install preventative measures including insulation & ventilation (Fabric First Approach) on over 1,200 properties per annum to achieve EPC C by 2030 across our stock. This includes investment in A-rated boiler installations, pointing & roofing repairs.
- Trialling 'Internet of Things' (IOT) humidity monitoring technology (sensors and automated vents).
- Introduction of surveys post damp, mould & condensation works including disrepair.
- Enhanced surveying of neighbouring properties where damp, mould & condensation issues are reported.
- Enhanced training for surveyors.
- Carrying out options appraisals of stock with known issues.
- Introducing joint visits with Housing Management & Maintenance Surveyors on mutual exchanges.
- Compensation Policy review.
- Quarterly meetings to discuss and learn from complaints through journey maps, services improvements and promises log.
- Commissioning of external specialist Qest Mould to assist with faster turnaround and a 2-year guarantee on works.
- #MoreMoneyInYourPocket Media Campaign

- 1.16 To ensure that the Council has effective governance, Berneslai Homes will provide a tracker report on damp and mould repair cases as part of the Compliance Dashboard which is updated monthly. This should include a detailed programme of proactive planned inspections to properties which may be at greater risk of damp and mould issues and KPI's. Berneslai Homes will also launch a Task Force in January 2023 to oversee and monitor the approach and actions in relation to damp and mould. The Task Force will report directly to the Berneslai Homes Executive Management Team and Customer Services Committee (which includes representatives of the Tenants Voice Panel as well as Board Members).

### **Damp and Mould Issues Within the Private Rented Sector**

- 1.17 On 19<sup>th</sup> November 2022, The Secretary of State for Levelling Up, Housing and Communities (Rt Hon Michael Gove MP) wrote to all Local Authorities across the country requesting immediate action under the Housing Act 2004, for Local Authorities to supply the department with an assessment of damp and mould issues affecting privately rented properties in our area, including the prevalence of categories 1 and 2 damp and mould hazards and an assessment of actions which may need to be taken to address these issues. Specifically, the request is to provide data over the last 3 years which shows:

- how many damp and mould hazards have been remediated following Council enforcement intervention, compared to our assessed prevalence of these hazards.
- how many times the Council has taken enforcement action to remedy damp and mould hazards.
- how many civil penalty notices have been issued in relation to non-compliance with enforcement action over damp and mould hazards; and,
- how many prosecutions have been successfully pursued in relation to damp and mould hazards.

### **Current Position**

- 1.18 The Private Sector Housing Plan 2030 sets out the Council's commitment to ensuring that our residents can live in good quality homes that provide safe, warm, and healthy environments and meet acceptable energy efficiency and safety standards. It provides a framework for the council's approach to regulating the sector.
- 1.19 The Private Sector Housing Team includes 20 Officers qualified to conduct property inspections using the Housing Health and Safety Rating System (HHSRS), as part of a much broader role in housing management and regulation. HHSRS is a method used to assess the condition of a property and calculate the likelihood of an occurrence, against a range of probable harms to rate and score the risk to the health, and/or safety of its occupants. The assessment takes into consideration 29 prescribed hazards (of which, damp and mould growth is just 1). Where a category 1 hazard is identified, the authority has a duty to act, whereas discretion can be exercised where a

category 2 hazard exists. Damp, and spores released from mould, is likely to adversely affect mental and physical health and can exacerbate existing conditions including asthma, allergies lung disease, respiratory disease and those with suppressed immune systems. The risk is increased considerably for the very young and old.

1.20 During an inspection, a visual check is made, and findings are confirmed by the use of damp meters to assess the severity of the risk and decide upon the most appropriate remedial action and timescales. The officer will also consider potential causes and contributing factors such as poor ventilation, ill-fitting windows/doors, leaks, blocked or defective guttering, missing roof tiles or pointing, excess clutter or lack of heating. Where the tenant is deemed to be contributing towards the presence of condensation, damp or mould, suitable advice will be given. Where the responsibility lies with the Landlord, action will be taken on the tenant's behalf.

1.21 The below table shows the number of damp and mould complaints received by the PSH Team by month, over a 12-month period. It should be noted that the figures shown reflect only the cases referred into service as damp and mould, or where it is the most prevalent concern. Many further cases are likely to have been recorded as leaking pipework, defective guttering, or excess cold. A further 191 records have been categorised as general disrepair, though on initial checks, do not specifically state they include damp and mould. Of those cases, the current recording system (Civica) does not allow interrogation to narrow down to whether a category 1 or category 2 hazard was identified. To produce this data with any degree of accuracy will require a manual trawl of each action diary (around 270 per year) to reflect the total number of cases, actions, and outcomes.

Month	Private Rented	Unknown Tenure
Oct-21	8	-
Nov-21	9	2
Dec-21	8	2
Jan-22	4	-
Feb-22	7	2
Mar-22	8	3
Apr-22	7	1
May-22	4	1
Jun-22	4	1
Jul-22	3	1
Aug-22	2	-
Sep-22	4	3
Oct-22	4	-
Nov-22 (To 20/11/22)	8	1
<b>Grand Total</b>	<b>80</b>	<b>17</b>

1.22 The vast majority of all housing disrepair cases, including damp and mould are successfully resolved informally by requesting repairs or improvements of

the Landlord or Letting Agent. Where this has not produced improvements within an acceptable timescale, officers have moved to more formal enforcement approaches in line with the Enforcement Concordat and in accordance with the powers and duties contained within the Housing Act 2004. We recognise that our most vulnerable residents are those least likely to reach out and approach the council for support and are more likely to accept substandard living conditions. This highlights the importance of having a proactive housing team, rather than a solely reactive one.

### **Private Sector Stock Condition Data & Proactive Work**

- 1.23 Working with BRE, the Council undertook a Private Sector Stock Condition Survey which was completed in October 2020. The survey showed that around 19% of stock within the private rented sector (just over 4100) has a category 1 Hazard, with 2% of these relating to excess cold. This is slightly better than the national average. However, when we look at those households anticipated to be living in fuel poverty, Barnsley is above average due to a higher prevalence of those on low incomes and the way in which the indicator is calculated. It is currently estimated that around 1/3 of households in Barnsley are in fuel poverty, which equates to around 37,000 households across all tenures. Damp, condensation, and mould issues are most prevalent in homes where heating, insulation and ventilation is inadequate.
- 1.24 Alongside the targeted and responsive work of the Council's Private Rented Sector and Enforcement Teams, the Council has a Warm Homes Service which has been established to provide across tenure advice and assistance relating to warm homes, energy debt, home improvements and retrofit and signposting to income maximisation. The Council has been successful in its bids to the BEIS Local Authority Delivery (LAD) housing retrofit programmes and has, to date, secured over £7M to offer housing retrofit measures to improve the thermal and energy efficiency of homes. This funding is targeted at households in fuel poverty (using BRE and other business intelligence data), taking a fabric first approach to adequately insulating homes and reducing energy usage and carbon emissions. All works must meet PAS2035 standards which ensures that the whole house is considered when installing retrofit measures. This ensures that there are no unintended consequences in under/over-insulation which could cause/contribute to damp, mould, and condensation issues. A communication campaign to promote the grant funding has been running over the last 9 months and has sought to encourage private rented sector landlords and tenants to apply for the grant, where they qualify.
- 1.25 It should be noted, however, that current government funding allocations are not currently sufficient to address/improve thermal and energy efficiency in either the Council's own stock, or that in the private sector. Across South Yorkshire, there are 620,000 homes with an EPC below C (60% of all stock); requiring c.£4bn of retrofit investment to address thermal efficiency and increase SAP ratings. There are also almost 20% of our households living in fuel poverty and we believe that this figure may well double this winter given the current energy and wider cost-of-living crisis.



- 1.26 The South Yorkshire Authorities have already taken advantage of the BEIS retrofit programmes, with over £50M secured via LAD2 across our local Net Zero Hub, £6M via LAD3 (across Barnsley and Sheffield) and c.£6M via SHDF. However, there are delivery issues within these programmes nationally (as well as locally), and local authorities and other providers have been unable to maximise the opportunities of this investment. Regionally, we are working closely to understand how we can overcome barriers to funding maximisation and delivery and there is an urgent need for market development to provide a supplier base in South Yorkshire.
- 1.27 As part of the Council's wider commitment to assisting the residents of our borough through the current cost-of living crisis, the Council has committed £3M via the Affordable Warmth Programme (and Household Support Grant) to assist households in need of first time or replacement boilers and property insulation. This funding, again targeted at those experiencing fuel poverty in the private sector, provides a permanent solution to increasing property standards and seeks to improve the financial circumstances of those disproportionately impacted by the increased costs-of-living.
- 1.28 The Council responded to the Secretary of State's initial request on 30<sup>th</sup> November 2022. A copy of the response and the Action Plan to respond in full by 27<sup>th</sup> January 2023 is attached at Appendix C.

## **2. PROPOSAL**

2.1 It is proposed that Cabinet:

- Note the current position relating to the management of damp, condensation, and mould repairs within the Council's stock and endorses the action plan which seeks to further enhance the customer experience provided to council tenants who may experience issue with damp, condensation, or mould in their properties.
- Note the current position relating to damp and mould issues being addressed by the Private Rented Enforcement Team and the initial response sent to Government which sets out the approach to provide a full response to the request for information by 27<sup>th</sup> January 2022, the limitations in our data and resources which will be required to complete this task and the proactive measures which have been implemented as an immediate response.

## **3. IMPLICATIONS OF THE DECISION**

### **3.1 Financial**

Consultations have taken place with representatives of the Service Director – Finance (S151 Officer).

The associated costs in relation to the delivery of the Damp and Mould Action Plan will be managed and contained within the existing Housing Revenue Account and Capital and Revenue budgets via the PRIP contract.

Berneslai Homes have the flexibility within their delegated powers, to prioritise associated emergency works and reallocate resources from the “business as usual” programmes, with support of the Council.

Both the Council and Berneslai Homes will jointly maintain a track of all damp / mould related expenditure which will allow further analysis, which will be particularly useful should a significant damp / mould programme be required in the future.

### **Risk & Legal**

- 3.2 There are financial and reputational risks for the council in failing to address instances of damp and mould linked to repairs, complaints, and litigation. It is essential that the Council is assured that everything is being done to remedy repairs of this nature efficiently and effectively and to the satisfaction of our tenants. The changes to the remits and powers of the Regulator of Social Housing means that the Council will be subject to additional performance indicators, inspection, and scrutiny regarding the services that it provides to tenants and the condition of stock, going forward.

Under the Housing Act 2004, the Council has been asked to provide information to the department of levelling up, housing and communities in relation to how it is addressing instances of damp, condensation, and mould in both our social housing stock and under our housing enforcement powers within the private rented sector. This report provides a brief position statement to members regarding the information provided in response to the request and the activities and actions being put in place to strengthen processes and response.

### **3.3 Equality**

An Equalities Impact Assessment is not required for this report which provides a position statement relating to the handling of damp, condensation, and mould repair issues across housing stock within the borough. Separate EIA's are already in place relating to the delivery of the Council's repairs and maintenance programme, access to funding and access to enforcement and PRS support.

### **3.4 Sustainability**

A decision-making wheel has not been completed for this report which provides a position statement for members.

### **3.5 Employee**

There are no direct employee implications relating to this report.

### **3.6 Communications**

A communications plan has been developed which will respond to requests

for additional information from the press/media as required. Most importantly, a comms campaign has been launched by Berneslai Homes to encourage tenants to find out more regarding how they can prevent/report repairs relating to damp and mould and the services that they can expect to receive. National stories of this nature are upsetting and distressing, proactive communication to our tenants is key to reassurance.

#### **4. CONSULTATION**

- 4.1 As part of their review, the Tenant's Scrutiny Panel have consulted with tenants who had both reported issues of damp / mould and had received works to remedy the problem. This information has informed a service and customer journey re-design and the actions within the improvement plan.

#### **5. ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 There are no other options to consider currently. The Council has been asked to provide information relating to how it seeks to address issues of damp, condensation, and mould in households across the borough in line with statutory requirements within the Housing Act. Further to the Housing Ombudsman report published last year, Berneslai Homes, working with the Council, had already taken proactive steps to review existing processes and procedures relating to the handling of damp, condensation, and mould issues and have developed an action plan to initiate further service improvement. Officers within the PRS and Housing Enforcement Teams have provided information relating to the handling of enforcement matters within the private rented sector in line with statutory duties.

#### **6. REASONS FOR RECOMMENDATIONS**

- 6.1 As referenced, this report provides a position statement to update members regarding the actions taken by housing service across the Council to address instances of damp, mould and condensation in properties across the borough in line with statutory responsibilities.

#### **7. GLOSSARY**

BEIS – Department for Business, Energy, and Industrial Strategy

LAD – Local Authority Delivery

SHDF – Social Housing Decarbonisation Fund

#### **8. LIST OF APPENDICES**

No Appendix A

Appendix B: Berneslai Homes Action Plan

Appendix C: Interim Response sent to the Secretary of State and Action Plan

#### **9. BACKGROUND PAPERS**

[Details of background papers **MUST** be included]

If you would like to inspect background papers for this report, please email [governance@barnsley.gov.uk](mailto:governance@barnsley.gov.uk) so that appropriate arrangements can be made

**10. REPORT SIGN OFF**

<b>Financial consultation &amp; sign off</b>	Senior Financial Services officer consulted and date  Phil Danforth, 8/12/22
<b>Legal consultation &amp; sign off</b>	  Jason Field 8/12/22

**Report Author: Sarah Cartwright**  
**Post: Head of Service, Housing, Sustainability and Climate Change**  
**Date: 07/12/2022**

**Appendix B - Draft Damp and Mould Action Plan December 2022**

Source/Requirement	Action	Timescale
Damp and Mould Task Group	To establish joint staff and tenant task group that will progress actions and report through to EMT/SMT and Customer Services Committee	January 2023
Tenants Scrutiny Report Recommendations	<p>Action Plan to be reviewed and refreshed</p> <p>Actions Required: <i>(included within the actions but summarised below):</i></p> <ul style="list-style-type: none"> <li>• <i>Training &amp; Education Plan for both staff &amp; tenants</i></li> <li>• <i>Develop the website (videos / best practice)</i></li> <li>• <i>Damp Leaflet review – 100% distribution with hydrometer</i></li> <li>• <i>Social media campaign</i></li> <li>• <i>Set up a Task &amp; Finish Group with TVP representation</i></li> <li>• <i>Explore properties that have had no repair visits in a 12-month period</i></li> <li>• <i>Cultural – empathy of staff</i></li> <li>• <i>Better use of data – trend analysis / GIS mapping for focussed inspections and investment</i></li> <li>• <i>Review communication letters re outstanding works</i></li> <li>• <i>Continue to undertake journey maps and implement service improvements</i></li> <li>• <i>Explore 100% post surveys &amp; identified inspections</i></li> <li>• <i>Visit neighbouring properties where damp is identified</i></li> <li>• <i>Ensure reports of DMC are not closed on the system and are accessed and actioned</i></li> <li>• <i>Utilise external experts</i></li> <li>• <i>Implementation of NEC System</i></li> </ul>	Completed

Source/Requirement	Action	Timescale
Housing Ombudsman Letter 29 <sup>th</sup> Nov 2022	<p>Actions Required:</p> <ul style="list-style-type: none"> <li>• What is our approach to damp and mould? See Policy &amp; Procedure</li> <li>• Update self assessment against 26 recommendations</li> <li>• Develop new policy – zero tolerance of damp and mould and culture &amp; proactive approach</li> <li>• Pre action protocol followed - confirm</li> <li>• Approach to access &amp; putting things right - part of policy and procedure</li> </ul>	<p>November 2022</p> <p>Completed</p>
Regulator of Social Housing Letter	<p>Response required to 4 requests: -</p> <ol style="list-style-type: none"> <li>1. Approach to assessing the extent of damp and mould issues, incl how assess prevalence of Cat 1 &amp; 2 hazards</li> <li>2. Most recent assessment of the extend of damp &amp; mould hazards in homes (incl Cat 1 &amp; 2 hazards)</li> <li>3. Action being taken to remedy any issues and hazards (and meet Decent Homes Standard)</li> <li>4. How ensure individual damp &amp; mould cases are identified and dealt with promptly and effectively when raised by tenants</li> </ol>	<p>Meet with BMBC 6<sup>th</sup> December</p> <p>Response to Regulator by 19<sup>th</sup> December</p>
1. Reactive Reporting and Inspection	<p>Contact Centre - Need to amend scripts and provide training for contact centre staff</p> <p>Proactive Inspection regime – reminder to all staff what to look for and who to report to – Team Brief December 2022</p> <p>Priority focus inspections – most vulnerable incl capped off homes</p>	

Source/Requirement	Action	Timescale
	<p>Review need for specialist damp and mould team of inspectors and operatives/Qest</p> <p>New email address to report damp and mould issues to - launched 5/12/22 in Team Brief</p> <p>Identification of similar properties with potential issues – GIS mapping/data analysis</p> <p>Introduce new timescales for damp and mould potential Cat 1 &amp; 2 hazards removal – 7 day moving to 24 hour &amp; ensure no jobs are closed down in SAP (periodic checks &amp; balances exercise)</p> <p>Policy and Procedure for damp and mould to be re written, zero tolerance proactive approach</p>	<p>Implemented 7 day from 28<sup>th</sup> November 2022</p> <p>January 2023</p>
2. Training	<p>Information for all staff to be provided and specialist training for frontline staff</p> <p>Training and advice to be provided for tenants</p>	
3. Proactive Approach to Damp and Mould	<p>Accelerate the stock condition surveys to better understand stock</p> <p>MOT health check - during annual heating visit (gas/solid fuel of communal heating)</p> <p>EPC C programme – driven by data and maximising external funding (SHDF) – profile works required over next 6 years and investment (£60 mil)</p>	<p>Complete by 31/3/24</p> <p>Introduce in 2023</p> <p>Ongoing SHDF scheme 2022-24</p>

Source/Requirement	Action	Timescale
	<p>Review Barnsley Homes Standard - windows, doors, insulation, pointing and roofs</p> <p>Implement new Disrepair Policy &amp; Procedure</p> <p>Implement new Decant Policy &amp; Procedure</p>	
4. Communication	<p>Reporting of Damp and Mould – introduce e-form to collate and prioritise</p> <p>Website New Tenants Campaign – STAR</p> <p>Tenant Letters – will include STAR information</p> <p>Information for staff in Team Brief w/c 6<sup>th</sup> December &amp; new email address for reporting</p> <p>Briefing notes for BMBC staff, members &amp; Health colleagues</p> <p>Review letters for works in the ‘Rolling Programme’ and share with Tenants Voice Panel</p>	<p>Launches 5<sup>th</sup> December 2022</p> <p>5<sup>th</sup> December 2022</p> <p>w/c 12<sup>th</sup> December 2022</p>
5. Regulation & Governance	<p>Report to Berneslai Homes Board</p> <p>Response to Regulator</p> <p>Provide Updates to BMBC at Operational ALMO meetings</p> <p>Updates as part of Compliance reporting to EMT/Board</p>	<p>8<sup>th</sup> December 2022</p> <p>w/c 13<sup>th</sup> December 2022</p> <p>Dates set by BMBC</p>



Source/Requirement	Action	Timescale
6. Supporting Tenants	<p>Website information to be supplemented by advice in rent letters &amp; any other correspondence</p> <p>Training for tenants to be developed – training plan to be developed with Tenants Voice Panel</p> <p>Ensure tenants are aware of support available - all staff to promote</p> <p>Review Damp &amp; Mould Leaflet with Tenants Voice Panel and consider distribution to all properties along with a temperature/hydrometer</p> <p>Ensure Damp &amp; Mould Leaflet is included in all new tenancy packs</p>	
7. Data & Analysis	<p>Initial reporting template to be introduced to trigger cases – Qest format to be reviewed and used for all staff to complete</p> <p>Tenant data collection – every contact counts &amp; used to collect updated information, use of 10k email addresses</p> <p>Vulnerability data – review of what information we have and how we can enhance this</p> <p>Link into BMBC vulnerability data</p> <p>100% 12-month Post works surveys and follow up inspections (where required) to be introduced – part of damp and mould procedure</p>	

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**Public Health & Communities Directorate  
Communities Business Unit  
Safer Neighbourhood Service  
Service Director: Phil Hollingsworth**

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**Caroline Crowther & Charlotte Spencer**

Department for Levelling Up, Housing  
and Communities  
Fry Building  
2 Marsham Street  
London, SW1P 4DF

My Ref: SOS/Damp and Mould/Initial

Your Ref:

Date: 30th November 2022

Enquiries to: Jane Brannan

Direct Dial: 07802 720912

E-Mail: [JaneBrannan@barnsley.gov.uk](mailto:JaneBrannan@barnsley.gov.uk)

### **Housing Standards in Rented Properties in England**

Dear Caroline and Charlotte,

We were deeply saddened to hear of the death of Awaab Ishak as a result of extensive mould in his home.

Barnsley Council confirms receipt of the Secretary of State's letter dated 19<sup>th</sup> November 2022 and the updated correspondence from 25<sup>th</sup> November 2022.

The Council confirms our intention to provide as much information as possible in line with the requests and that we will make all efforts to provide this information by 27<sup>th</sup> January 2023. The letter dated 25<sup>th</sup> November 2022 asks Local Authorities if there are any issues which may prevent the completion of a full response by 27<sup>th</sup> January 2023. Barnsley Council must flag at this stage that there are limitations within our current case management system, Civica, meaning that it is not straightforward to disaggregate damp and mould cases from other hazards. It is not possible to simply run a report on the system which will pull off those cases for which damp and mould is a primary or secondary identified hazard. As such, to produce the required data with any degree of accuracy, will require the Council's Private Sector Housing Team to manually trawl individual action diaries for properties on our system. This process will be extremely time consuming as it will involve the sifting of over 2000 individual records which span the last 3 years. Initially, the team has undertaken a review of damp and mould complaints which have been received by the service over the last 12 months (this totals 80 private rented complaints) and are reviewing further cases with potentially linked issues such as leaking pipework, defective guttering, and excess cold.

Whilst Barnsley understands the urgency of a response, and very much welcomes the Secretary of State's interest in ensuring and improving housing conditions across the rented tenures, we would ask for consideration to be given to the timescales proposed for the full response given that Local Authorities, and our social and affordable housing providers, are keen to undertake proactive and accelerated campaigns and inspections to ensure that our residents are empowered and encouraged to report damp and mould issues and are aware of the pathways to remedy they should expect. With limited resource of technical housing officers, we will have to balance the resourcing of the data exercise with that of our proactive inspection plans.

In terms of our plan to prioritise addressing the issues of damp and mould in private rented stock, Barnsley will undertake the following steps:



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THEME	ACTIONS	BY WHEN?
<b>DATA</b>	<ol style="list-style-type: none"><li>1) Collate required information relating to the prevalence of cat 1 and cat 2 damp and mould hazards based on casework and enforcement actions.</li><li>2) Provide Case Studies relating to the actions of specific cases and details of successful enforcement activity.</li></ol>	All data to be collated and submitted by 27 <sup>th</sup> January 2023.
<b>PROACTIVE OR PRIORITISED INSPECTIONS</b>	<ol style="list-style-type: none"><li>1) Revisit/recontact tenants living in properties scoring high cat 2 (D and E) and cat 1 to evaluate the suitability of remedial action and responses. Reinspect where appropriate.</li><li>2) Make proactive contact with residents known to be living in properties with EPC rating of F or G</li><li>3) Continue to prioritise cold homes to the end of March 2023 with further emphasis on damp and mould growth.</li></ol>	ASAP – December 2022- mid January 2023
<b>COMMUNICATIONS CAMPAIGN</b>	<ol style="list-style-type: none"><li>1) Review the Council's website and links relating to Housing Standards to ensure that sufficient information is provided relating to addressing issues of damp and mould and reporting pathways.</li><li>2) Undertake a Communications Campaign with our Local Newspaper (the Barnsley Chronicle) and via social media to raise awareness of Damp and Mould in housing and providing details re: how tenants can</li></ol>	ASAP by mid-December 2022  ASAP – within 2 weeks



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	<p>address issues and report concerns.</p> <p>3) Establish/Communicate tenure referral pathways for Community and Health Colleagues.</p>	<p>ASAP – awareness raising at Health and Well-being Board 8<sup>th</sup> December 2022. Referral Pathway to be developed within 2 weeks.</p>
<b>STAFF TRAINING – Every Contact Counts</b>	<p>1) The Council already has a policy on Every Contact Counts; ensuring that once housing officers gain access to a property, they undertake a full review of conditions and assess for any vulnerabilities. Officers will receive additional training to ensure that issues of damp and mould are discussed with tenants and that sufficient advice, assistance, action is undertaken.</p>	<p>ASAP – within 2 weeks</p>
<b>ACTION PLAN</b>	<p>1) We will develop a full Action and Implementation Plan to respond to data findings and service improvement opportunities as identified following data works and inspections.</p>	<p>To be provided alongside the data response by 27<sup>th</sup> January 2022.</p>

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