



Roots in the  
past, eyes on  
the future.

Quarterly Performance  
Report  
Quarter 4 2021/22

Creating great homes and communities for the people of Barnsley

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## 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%<br>(Unweighted 89%) | 89%<br>+/- 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%<br>(Unweighted 86%) | 86%<br>+/- 3%†   | 83%       |   |           |           |
| BH3  | Number of formal complaints (cumulative) (Stage 1 and 2)   | 155                     | 118*<br>+/- 20%  | 32        | 80  | 124       | 170       |
| BH4  | The percentage of tenants satisfied with the repairs and maintenance service   | 80%<br>(Unweighted 83%) | 89%<br>+/- 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<br>2020/2021 | Target<br>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<br>(calendar days when empty to Let)<br>Target 23 days | BH9<br>(Ex. bedsits and 1 beds - calendar days when empty to Let) | % of debit lost via voids process<br>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<br>(full duty cases) | Band 2<br>(prevention cases) | Band 3<br>(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 Ful Duty” and “Band 1 Relief Duty” for future reports

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

|                      | Band 1<br>(Full duty cases) | Band 2<br>(Prevention cases) | Band 3<br>(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 Ful 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<br>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<br>PRIP KPI 1 | 98.15%            | 99.10%<br>(2020/21 target) * | 97.91%    | 98.58%    | 98.94%    | 99.37%    |
| Tenant Satisfaction<br>Responsive Repair (%)<br>PRIP KPI 9                          | 88.45%            | 94.25%<br>(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<br>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<br>PRIP KPI 1 | 99.47%                | 99.22%    | 99.37%    |
| Tenant Satisfaction<br>Responsive Repair (%)<br>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)<br>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.<br>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.<br/>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<br/> <b>17</b> Intermediate/12 completed (Chrome book and training)<br/> <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><br/> 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><br>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**

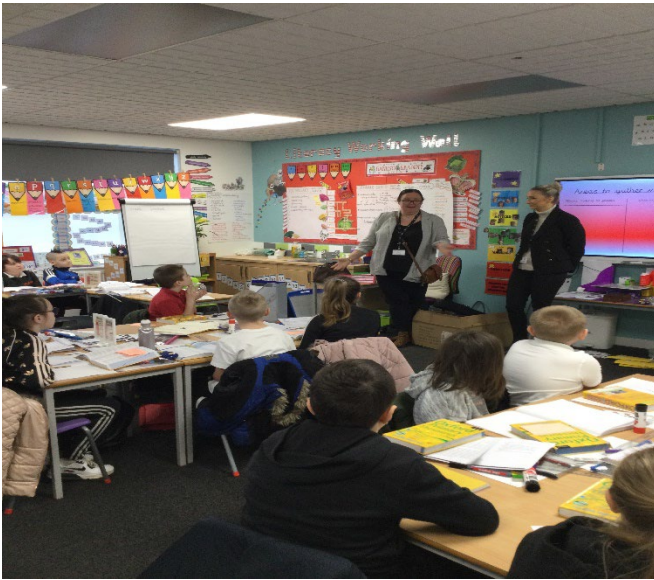
|           | Target | Q1   | Q2    | Q3    | Q4    |
|-----------|--------|------|-------|-------|-------|
| 2021/2022 | 9      | 9.24 | 10.48 | 11.04 | 11.1  |
| 2020/2021 | 9      | 7    | 6.16  | 6.72  | 7.53  |
| 2019/2020 | 9      | 8.32 | 10.78 | 11.2  | 10.98 |

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.