

Assurance Area	Issue	Identified Action	Responsibility	Target Completion Date	Commentary/Direction
Consumer Standards – HOME	The current Compliance Dashboard is produced manually by BH monthly. There is no option for Client to see the data behind the RAG tracker and the system is open to manual error/input.	To implement C365 which will allow for automatic upload of data and allow real-time access to Client. Reducing risk of manual error/input and providing greater assurance of the robustness/reliability of data for both organisations.	Berneslai Homes – Head of Repairs and Maintenance	TBC	Delayed
Consumer Standards - HOME	The key risks for the Council, as with all ALMO arrangements across the country, is ensuring that Berneslai Homes provide timely performance management and monitoring data around customer satisfaction, repairs, complaints, compliance and building safety <b>and hold robust asset management data on our stock</b> to inform decency works, investment and disinvestment programmes. We know that our asset management data has significant gaps and that disjointed IT systems present real risks to the robustness and reliability of data.	<p>Implementation of the Repairs First IT system and NEC Asset Management Strategy.</p> <p>Completion of 100% stock condition and EPC surveys to improve the quality of data held on our stock.</p> <p>Development of an asset data strategy.</p>	<p>Berneslai Homes Executive Director of Corporate Services</p> <p>Berneslai Homes –Exec Director of Property Service</p> <p>Berneslai Homes –Exec Director of Property Service</p>	<p>April 2024</p> <p>March 2024</p> <p>April 2024</p>	<p>Delayed</p> <p>On Track</p> <p>In Progress</p>

		<p>Completion of outstanding backlog repairs.</p> <p>Delivery of recommendations as identified in the Internal Audit Review of Asset Management of Housing Stock.</p>	<p>Berneslai Homes –Exec Director of Property Service</p> <p>Berneslai Homes –Exec Director of Property Service Barnsley Council – Head of Housing</p>	<p>October 2024</p> <p>December 2023</p>	<p>In Progress</p> <p>In Progress</p>
Consumer Standards - HOME	<p>The Current Compliance Dashboard is not able to provide an update on outstanding FRA Actions nor building/fire safety capital works. There are a number of outstanding actions linked to planned or capital programmes (to be agreed as part of the Building Safety Cabinet Report) which the Council does not have oversight on. E.G The Building Safety Budget was released in 2022, but no works were completed during 2022/23 due to delays with seeking a cabinet decision, procurement issues and cost uncertainty.</p>	<p>Develop a Building Safety Tracker to be provided to Service Agreement Core Group monthly alongside the Compliance Dashboard as well as quarterly at the Building Safety Board.</p>	<p>Berneslai Homes – Head of Repairs and Maintenance</p>	<p>31<sup>st</sup> July 2023</p>	<p>On Track</p>

Consumer Standard – HOME and Building Safety requirements	There must be a process in place by which the Principal Accountable Person (and delegated accountable person within BMBC) can receive assurance around full compliance with all Building and Fire Safety Requirements and that this is appropriately escalated to audit and scrutiny/ the PAP, as required.	Develop a template quarterly report on all aspects of building and fire safety matters, with particular emphasis on the high-risk buildings. This report will be presented to the Building Safety Board and Principal Accountable Person.	Berneslai Homes –Exec Director of Property Service & Head of Repairs and Maintenance	31 <sup>st</sup> July 2023	On Track
Consumer Standards – HOME	The quarterly performance report produced for the PRIP contract needs improving to provide sufficient assurance to the Core Group	Develop a new Quarterly Performance Dashboard which is fit for purpose for the contract value and provides assurance on performance and data quality.	Berneslai Homes Executive Director of Property Services – working with contractor partners	End Q2 2023/24	Delayed
Consumer Standards - HOME	The current PRIP contractual arrangement run to 2031. There is a requirement within the contract for a mid-point review at year 5. Given issues following the overspend in 2021/22, the rigidity of contract terms around completion timescales for job categories and requirements to generate efficiencies in the contract and contract delivery (linked to DRS and a move to	Commission an independent review of the PRIP contract – with a focus on generating efficiencies and ensuring that the contract is flexible enough in adapting to planned repairs delivery and the	BMBC SD Regeneration and Culture and BMBC HOS Housing working with BMBC Finance and Procurement colleagues and BH contract managers - (ED Property Services).	2024	Pre-Start

	rebalance responsive vs planned repairs), the council must use the review process to undertake a thorough review of performance and VFM.	integration of retrofit and wider compliance/building safety and enhanced decency programme works.			
Consumer Standards – Tenant Engagement	Despite the TPAS report highlighting that Berneslai Homes has a robust tenant engagement structure in place, the Tenant Voice Panel have raised issues re: governance flow, lines of communication and the co-regulation model. They have also identified that they would like better engagement with their landlord as part of Strategic ALMO group meetings.	Deliver against the Tenant Voice Action Plan to strengthen the tenant voice panel – responding to recommendations in both the TPAS report and intelligence from the away day. The Council has a role in developing and defining the strategic ALMO engagement meetings to ensure that the panel feel that they have meaningful dialogue and interaction directly with their landlord.	Berneslai Homes Executive Director of Customer and Estate Services  BMBC HOS Housing in relation to the development of the Strategic ALMO arrangement.	January 2024	Pre Start
Consumer Standards - Tenancies	Ensure the effective implementation of the Lettings Standard from 1 <sup>st</sup> December 2023.	Develop a robust Communication Strategy for existing applicants on the register to ensure that there is	Berneslai Homes Executive Director of Customer and Estate Services	31 <sup>st</sup> October 2023	In Progress

		sufficient support provided during the transition to the new policy. Develop an IT implementation and interdependencies plan.	The Policy Review Board will have oversight of the implementation process.		
Economic Standards – Rent	Although the rent setting process is actioned annually as part of the HRA budget setting process with Cabinet and in line with the Rent Formula and/or other requirements/restrictions imposed by central government, the Council doesn't have an overarching rent policy which pull together all aspects of rent and service charge arrangements.	Commission HQN to undertake a review of rents and service charges to develop an overarching Rent Policy and Income Strategy.  Internal Audit will undertake a review of rent and rent processes during 2023/24.	BMBC Strategic Finance Manager supported by BH Income Team, BMBC HOS Housing and finance colleagues across BH/BMBC.	31 <sup>st</sup> August 2023	In Progress
Consumer Standards – Complaints and Housing Ombudsman	The current recording mechanisms for Ombudsman Enquiries is duplicated across the Council and Berneslai Homes which causes confusion and the potential to miss deadlines. There is also no escalation process to the council or robust tracking of learning outcomes.	Agree and implement new Ombudsman complaints handling (and escalation) process between the council and Berneslai Homes.	Berneslai Homes Executive Director of Customer and Estate Services working with BMBC HOS Housing and CFIT complaints manager	31 <sup>st</sup> August 2023	In Progress
Building and Fire Safety	There is a requirement for the Council and Berneslai Homes to develop a robust governance	Complete Gap Analysis work with Pennington's and	Berneslai Homes Executive Director of	30 <sup>th</sup> September deadline for	On Track

	<p>framework for Building and Fire Safety, which includes several key actions for which the Principal Accountable Person is ultimately responsible for completing. This includes: registering our high rise buildings, preparing safety cases and ensuring full compliance with all regulatory requirements.</p> <p>Pennington's Choices have been appointed to work with Berneslai Homes to assess readiness and compliance in meeting all requirements – including assistance with the preparation of all required documentation for registration and obtaining building safety certificates.</p>	<p>develop a building safety action plan to enable the full collation of all required data ensuring compliancy with all regulatory requirements and set deadlines.</p>	<p>Property Services and Building Safety Manager</p> <p>Building Safety Review Board will track progress and escalate issues/concerns to the Audit and Scrutiny Panel and Principal Accountable Person.</p>	<p>registering buildings. April 2024 Building Assessment Certificate Process begins.</p>	
Annual Report and Accounts	<p>Currently, under the arrangements in the service agreement, the SD Regeneration and Culture receives the Annual Report and Accounts as the lead client and shareholder representative of the Board.</p>	<p>Review this process in light of significant change within the wider governance framework.</p>	<p>Service Director Regeneration and Culture and Service Director Legal and Governance</p>	NEW	Pre Start
Governance and Reporting	<p>Despite alignment to the Council's Governance Framework and financial authorisation thresholds, there is not a clear Governance Route which tracks reporting across BH to the BMBC frameworks and Cabinet/Full Council.</p>	<p>Develop a governance protocol for the escalation of reports via BH to BMBC.</p>	<p>Service Agreement Core Group as part of a TFG, to be presented to the Delivery Assurance Meeting. Lead HOS Housing</p>	July 2023	Pre Start
Governance and Reporting	<p>The Council and Berneslai Homes are seeking to commission a piece of work which ensures that we have</p>	<p>Commission Campbell Tickell which includes the</p>	<p>BMBC SD Regeneration and Culture and BMBC HOS Housing working</p>	Summer 2023	Pre Start

	<p>the right Governance, roles and remits in place should any emergency/serious incidents require escalation.</p>	<p>development of a strengthened major incident protocol which is reflective of the Services Agreement. Also, to give external assurance that the clienting framework and assurance framework are fit for purpose and reflect learning from the past two years.</p>	<p>with BMBC Finance and Procurement colleagues.</p>		
<p>Financial Monitoring of Delegated Budgets</p>	<p>Further to the overspend situation on PRIP in the 21 – 22 FY 21/22 an action plan was produced by the Client Augmentation Team which provided a robust framework of checks and challenges to ensure that the situation would not re-occur. This included a robust process around budget setting and alignment of the development of the HRA budget with the production of the update of the Strategic Plan and development of the Annual Business plan and commitments from BH to generate annual efficiencies in line with the Council’s efficiency planning processes.</p>	<p>Implement HRA Budget Tracker to include in-year efficiencies as identified via the budget setting process – to include a report on efficiencies in the annual review of the Business Plan 2023/24.</p>	<p>Berneslai Homes Executive Director of Corporate Services working with BMBC Finance (BMBC BI team responsible for development of tracker design)</p>	<p>July 2023</p>	<p>In Progress</p>