

Quarterly Performance Report Year End-2022/2023



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GREAT PLACE

<p>Annual Indicator</p>  <p>Safe and Secure Home</p>	<p>Annual Indicator</p>  <p>Tenant Satisfaction with Repairs</p>	<p>Bi-Annual Indicator</p>  <p>DHS Compliance</p>
 <p>Priority 1 Repairs</p>	 <p>Non-Emergency Repairs</p>	 <p>Average re-let days</p>
 <p>H&S Compliance</p>	 <p>Average SAP Ratings</p>	 <p>EPC C or Above</p>

HEADLINES

We complied with 99.57% of our health and safety legal obligations.





GREAT PEOPLE

<p>Annual Indicator</p>  <p>Tenant Satisfaction</p>	<p>Annual Indicator</p>  <p>Listening to Tenants</p>
 <p>Appointments Kept</p>	
 <p>Proportion of Apprentices</p>	

HEADLINES

99.66% of appointments were kept which exceeds target of 99.1%.

GREAT COMPANY

 <p>Void Rent Loss</p>	 <p>Rent Collection</p>
 <p>Barnsley Pound</p>	
<p>New Annual indicator</p>  <p>Management Fee Efficiency Target</p>	

HEADLINES

96.06% of rent was collected against a target of 97%. Void rent loss remains stable and below target.

GREAT PLACE			YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23	Bench mark	
Safe and Secure Home			83%	83.4%				83.4%	86% (±3)	80%	Safe and Secure (BH2) The percentage of tenants that are satisfied their home is safe and secure (STAR survey question).
Tenant Satisfaction with Repairs			79%	79.5%				79.5%	82% (±3)		Keeping properties in good repair (BH4) Tenant satisfaction with landlord's repairs and maintenance service (STAR survey question).
DHS Compliance			99.71%	99.71%	Measured at the start and end of the year		99.67%	99.67%	100%	100%	Keeping properties in good repair (BH6) Compliance with Decent Homes Standard.
Priority 1 Repairs			99.02%	99.76%	99.34%	99.55%	99.89%	99.51%	99.5%	Priority Repairs (BH5) Priority 1 Repairs - 24 hours percentage completed on time.	
Non-Emergency Repairs			8.83	9.11	10.00	9.29	10.48	9.71	9.0	Non-Emergency Reactive Repairs (BH7) Average length of time taken to complete non-emergency reactive repairs.	
Average re-let days			31.02	27.85	31.16	29.82	30.19	30.19	25.00	Average re-let days (BH9a) Average time to re-let local authority housing (calendar days).	
H&S Compliance			99.08%	99.26%	99.40%	99.48%	99.57%	99.57%	100%	Maintaining Building Safety (BH13) Compliance with health and safety obligations.	
Average SAP Ratings			New	65.98	66.19	66.22	66.26	66.26	67	SAP Ratings (BH14a) Average SAP ratings across stock.	
EPC C or Above			New	29%	30.31%	31.33%	34.76%	34.76%	35%	EPC Ratings (BH14b) Percentage of Properties with an EPC C or above.	

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

GREAT PEOPLE		YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23	Bench mark	
Annual Indicator  Tenant Satisfaction	Annual Indicator  Listening to Tenants	85%	84.2%				84.2%	89% (±3)	79%	Tenant Satisfaction (BH1) The percentage of all tenants satisfied with the overall service provided (STAR survey question).
		70%	68.1%				68.1%	78% (±3)	65%	Listening to Tenants (BH3) Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).
 Appointments Kept		99.37%	99.18%	98.98%	99.74%	99.66%	99.35%	99.1%	96.5%	Appointments Kept (BH8) Percentage of appointments kept.
 Proportion of Apprentices		7.66%	6.65%	5.47%	4.38%	4.27%	4.27%	3%		Apprentices (BH11) Proportion of apprentices in workforce

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

YEAR END 21/22*	Q1	Q2	Q3	Q4	YEAR END 22/23*	TARGET 22/23
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GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound

New Annual indicator



Management Fee Efficiency Target

0.73%	0.83%	0.82%	0.82%	0.76%	0.76%	1.05%
96.37%	94.43%	95.83%	96.11%	96.06%	96.06%	97%
71.36%	70.15%	69.29%	66.79%	66.21%	66.21%	72%
New	Achieved				Achieved	1%

Void Rent Loss (BH9b)

Income lost due to void properties

Rent collection (BH10)

Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.

Local Spend (BH12)

Spend funds locally supporting the Barnsley economy.

Management Fee (BH15)

Management Fee Efficiency target as part of annual Value For Money report.

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

GREAT PLACE



Keeping properties in good repair

Compliance with Decent Homes Standard.



Non-Emergency Reactive Repairs Average length of time taken to complete non-emergency reactive repairs.



Average re-let days Average time to re-let local authority housing (calendar days).



Maintaining Building Safety Compliance with health and safety obligations.



SAP Ratings Average SAP ratings across stock.



EPC Ratings Percentage of Properties with an EPC C or above.

GREAT PEOPLE



Tenant Satisfaction

The percentage of all tenants satisfied with the overall service provided (STAR survey question).



Listening to Tenants

Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).

GREAT COMPANY



Rent collection

Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.



Barnsley Pound

Spend funds locally supporting the Barnsley economy.



Berneslai Homes Annual Business Action Plan – Update report 22/23.

Corporate & Departmental Priorities 2022/23					EMT Corporate
	Priority		Key Milestone Actions	Date	
	Value for Money and Efficiencies		Considering embedding VFM and reviewing how we can be more efficient	Dec 2022	Part of finance/Team Brief discussion with all managers May 2022, further work during year carried out on this. Complete and ongoing.
	Pandemic to Endemic		Developing and considering service delivery and working practices	May 2022	Session held with EMT and SMT in April 2022 and ongoing review. Complete and ongoing.
	Structures for Delivery		Review most effective structures for delivery of priorities	May 2022	Review of structures across the organisation undertaken, including full consultations, ringfenced recruitment etc. New structures effective from 1.4.23. Further specific reviews on Administration and Performance Services commenced and Community Buildings to take place 23/24. Complete and ongoing reviews.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Healthy Barnsley	Working with the council to embed the new governance/ compliance arrangements between the council and Berneslai Homes	Hearing customers	Key protocols agreed New structure aligned to customer charter	Qtr 1 22/23	New structure in place from April 2022 – Complete Session 28/3/23 with involved customers to review model further in light of regulatory direction.
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Customer and Estate Services – Dave Fullen					
Healthy Barnsley	Implement new Lettings Policy	Growth of Homes and Services Technology and Innovation	<ul style="list-style-type: none"> • Consultation on draft policy • Cabinet / Full Council Approval • Agree implementation plan • Go Live • Review impact of changes 	<ul style="list-style-type: none"> • Summer 2022 • Autumn 2022 • Autumn 2022 • April 2023 • Q4 2023/24 	Review Board established and met 3 weekly from Feb 2022. EIA completed integral to review. Procured HQN to give final views on policy in a critical friend role. 12-8-22 – Draft policy with Review Board final amends 12-8-22 Consultation Plan and implementation plan drafter 12-8-22 Agreed BMBC approval routes Policy approved at Cabinet Feb 23. Full council approval received March 23 and finalisation of delivery plan with revised implementation date of December 2023. Restricted comms until after Purdah. Final implementation included in 23/24 Annual Business Action Plan approved by BMBC and Board.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
<p>Healthy Barnsley</p>	<p>Modernisation of Services</p>	<p>Technology and Innovation</p> <p>Keeping Tenants Safe</p>	<ul style="list-style-type: none"> Implementation of Income Services Improvement Plan Go live with NEC Account Analytics Review impact of changes to Income Services (including tenancy sustainment, VFM and collection rates) Review Roles and Functions of Housing Management Teams 	<ul style="list-style-type: none"> Throughout 2022/23 Q2 2022/23 Q4 2022/23 Q2 2022/23 	<p>Income Service Improvement Plan underway. Update to CS committee May 2022 & SMT July 2022 and Jan 23. Complete</p> <p>May 22 Procurement completed. Soft launch May 23 with staff training and will be embedded through 23/24.</p> <p>Milestone delayed given impact of Cost of Living Crisis, and restructure of team. Update report to EMT scheduled for May 23</p> <p>HouseMark commissioned to assist with review – final report received (April 22) Service modernisation action plan developed, signed off by EMT July 2022; update to SMT September 2022. 24/1/23 – on track - HMT modernisation plan in place and new structures ‘Neighbourhoods’ implemented 1/4/23 Complete</p>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Healthy Barnsley	Compliance with regulatory requirements	Hearing Customers	<ul style="list-style-type: none"> Undertake self-assessment against new Consumer standards Develop a new range of tenant satisfaction measures to reflect the new regulatory standard 	<ul style="list-style-type: none"> TBC (dependent on legislative timescale) 	<p>Response sent to regulator on draft TSMs</p> <p>All satisfaction measures in 2022 STAR Self-assessment report to CSC on draft measures</p> <p>July/22 – session with Board on changes to regulation</p> <p>Jul/Aug – sessions with leadership forum and teams on “regulation ready”</p> <p>12-8-22 – TVP completed initial tenant led assessment and produced question set. Meetings to be set up with service leads Sept</p> <p>Nov 22 – report to CSC with Service leads highlighting strengths and action against each TSM</p> <p>TSM framework established Internal Audit review by April 23.</p>
Healthy Barnsley	Compliance with Consumer standards	Hearing Customers	<ul style="list-style-type: none"> Undertake HouseMark Complaints Accreditation assessment 	<ul style="list-style-type: none"> Q4 2022/23 	<p>Contact made with HouseMark 13/4/22. Accreditation commenced Feb 23 for completion May 23</p>
Learning Barnsley	Employment & Training for residents	Employment & Training	<ul style="list-style-type: none"> Deliver ESF Achieve Scheme – 360 people 	<ul style="list-style-type: none"> 2021 - 24 	<p>‘Achieve’ project on track, delivering against key milestones and outcome requirements. 12/4/22</p> <p>CRF project and deliverables agreed; contract signed. Delivery commenced 18/3/22.</p> <p>NB Need to consider longer term funding if this workstream is to be maintained.</p>

					Final implementation included in 23/24 Annual Business Action Plan approved by BMBC and Board.
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Growing Barnsley	Support BMBC in the delivery of its Homelessness Prevention Strategy which may include core and cluster, additional Temporary Accommodation	Growth of Homes and Services	<ul style="list-style-type: none"> Increase provision of Temporary Accommodation by 5 units providing flexible model to include accommodation for male victims of DV and LGBTQ+ victims. 	<ul style="list-style-type: none"> April 2022 	<p>Aug -22 Request made by BMBC for 5 additional units. 26 units currently being used as TA and joint working continuing to achieve 30 during 2023.</p> <p>No requests from BMBC re DV or LGBTQ+ Complete</p>
Sustainable Barnsley	Responding to the Social Housing White Paper	Hearing customer	<ul style="list-style-type: none"> Agree action plan based on TPAS assessment of Customer Engagement Develop new proposed Tenant Satisfaction Measures (subject to RSH timelines) Develop and implement Customer Insight Strategy and Plan Review customer experience offer in light of new consumer standards inc. services provided directly by BMBC 	<ul style="list-style-type: none"> Q1 2022/23 Q3 2022/23 	<p>TPAS Report received mid-March 2022. CSC report with action plan May 2022. Internal Audit Review March/April 23 Complete</p> <p>May 22 Consultant appointed to assist with customer insight May 2022</p> <p>Aug 22 Draft report received HQN still awaiting final version</p> <p>Oct 22 – report shared EMT/SMT</p> <p>Commenced action planning Jan 23</p> <p>Assessment of system (in house and external) to extend insight opportunities (SB/DF/CB March 23)</p> <p>Commenced review of customer profile data. Target completion June 23</p>

					Session with involved tenants 28/3. Final implementation included in 23/24 Annual Business Action Plan approved by BMBC and Board.
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Corporate Services – Kulvinder Sihota					
Learning Barnsley	Complete the delivery of 30 Kickstart placements	Employment and Training	<ul style="list-style-type: none"> Recruitment completed Placements completed 	<ul style="list-style-type: none"> March 22 March 23 	<ul style="list-style-type: none"> Scheme numbers met – placements fully supported to obtain more permanent employment - Final placements will finish end of March 23 and evaluation report to be submitted to EMT April 23. Complete
Growing Barnsley	Implement the NEC Housing Repairs Modules & Advanced Dynamic Resource Scheduling	Technology and innovation	<ul style="list-style-type: none"> Phase 1 completed 	<ul style="list-style-type: none"> April 23 	<p>April 22 - Programme extension agreed to April 2023.</p> <p>One consulting report received actions being planned re further support for the programme.</p> <p>Re-baselined Project Plan including BH, NEC and Advanced in place.</p> <p>Continuing to work with BMBC IT, NEC, Wates and business representatives on interfaces and design specifications.</p> <p>Project kick-off of C365 compliance management system completed.</p> <p>Current issue with connectivity between NEC system and DRS. Daily calls being held to help resolve.</p> <p>Change management strategy to be implemented and will become a keep focus of activity.</p>

					Configuration of data warehouse and dashboards underway. Carried over to 23/24 plan as extension to go live date agreed.
Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Learning Barnsley	Deliver the Digital Inclusion Pilot	Technology and Innovation	<ul style="list-style-type: none"> 39 Tenants trained & supported with free kit & internet where required 	<ul style="list-style-type: none"> March 23 	Commenced and progressing on to phase 2. 12 learners complete. Issues around 12-month contract delayed progress. Potential issue with the CRF funding. 13/4/22 Aug - Programme adapted with permission from CRM. Complete and celebration event held Sept 23 at Wortley Hall
Learning Barnsley	Equality, Diversity & Inclusion Strategy and commence delivery of Action plan	Employment and Training	<ul style="list-style-type: none"> Ongoing delivery of action plan 	<ul style="list-style-type: none"> Commenced April 22 with annual action plans. 3-year strategy 2022 - 2025 	Substantial progress made on Year 1 actions and continuing. Year 2 actions identified and to commence. Ongoing delivery up to 2025.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Property Services Directorate – Arturo Gulla					
Sustainable Barnsley	Zero carbon Sustainability Strategy	Zero Carbon reduction	<ul style="list-style-type: none"> Procure Savills through consortium framework Data sharing Analysing data and business planning Accuracy of data tested Board workshop Implement robust strategy 	<ul style="list-style-type: none"> Nov 21 Nov 21 Jan 22 Mar 22 June 22 July 22 	<p>Completed - Savills reported back of March. On target to achieve milestone targets.</p> <p>Completed - Session held with BMBC colleagues</p> <p>Completed - Board session May 2022</p> <p>Completed - Sustainability Strategy in development</p> <p>Completed - Sustainability Strategy approved at Dec 22 board</p>
Sustainable Barnsley	Install renewable technology	Zero carbon reduction	<ul style="list-style-type: none"> ASHP/solar battery storage – 75 installed by Age UK 	<ul style="list-style-type: none"> Dec 22 	Completed (May 22) - Construction Services installed all batteries to homes.
Healthy Barnsley	Sprinkler Installation to High-rise Buildings and commence installation at independent living schemes	Keeping tenants safe	<ul style="list-style-type: none"> Procure contractors Contract award Commence on site Complete works Four Independent living schemes 	<ul style="list-style-type: none"> Oct 21 Mar 21 May 22 Mar 23 Mar 23 	Complete – Contract awarded to Harmony Fire on 1 st March 2022. Works Started on site on 23 rd May 2022 & completed by April 2023

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Healthy Barnsley	Meeting electrical compliance	Keeping tenants safe	<ul style="list-style-type: none"> Implement electrical 5-year testing programme 	<ul style="list-style-type: none"> By Mar 23 	<p>Complete</p> <p>169 properties were non-Compliant to a 10yr Position as of Feb 2023 due to access. Works are ongoing exploring other enforcement options.</p> <p>5-year programme has already been implemented. 2603 properties were non-compliant to 5yr Position as of Feb 2023. There have been resourcing issues with delivery partners that are being addressed.</p>
Healthy Barnsley	Restructure DOPs team	Keeping tenants safe		<ul style="list-style-type: none"> May 22 	Restructure review undertaken on Property Services and all changes implemented from April 2023. Complete
Healthy Barnsley	Implement C365 Compliance Software	Keeping tenants safe	<ul style="list-style-type: none"> Business Case Approved Procure Contract including DPIA & ISCA Contract Start Date Implementation (90 days) Integration with NEC 	<ul style="list-style-type: none"> Nov 21 Mar 22 Apr 22 Jul 22 Apr 23 	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Ongoing in line with NEC Project</p> <p>NEC Project Delayed New implementation date TBC – linked to repairs project implementation date. To be completed during 23/24 attached this action to new Action Plan for 23/24 due to unforeseen delay on implementation.</p>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Healthy Barnsley	Meet Building Safety requirements	Keeping tenants safe	<ul style="list-style-type: none"> Commence safety cases for high rise buildings Complete Documentation Gap Analysis & workshops with Pennington Choices Fire & Building Safety Internal (BMBC) Audit providing assurances against imminent Legislation implementation Completion of Safety Cases Attain Building Certification 	<ul style="list-style-type: none"> March 2023 Mar 23 Apr 22 October 2023 TBC 	<p>Pennington Choices commissioned in March 2023</p> <p>Will be completed by March 2023</p> <p>Complete – Positive Assurance Obtained</p> <p>Will be complete and ready to submit by October 2023</p> <p>Await Building Safety Regulator dates – actions agreed 22/23 are complete. Carried over final actions for completion of safety cases and certificates to take place 23/24.</p>
Sustainable Barnsley	<p>20% stock condition surveys</p> <p>20% EPC surveys</p>	Keeping tenants safe	<ul style="list-style-type: none"> Sign off design template Approve delivery mechanism Int/Ext Begin Surveys Survey validation 	<ul style="list-style-type: none"> Dec 21 Feb 22 Apr 22 Jul 22 Apr 22 Jul 22 	<p>SCS structure design completed, and delivery mechanism agreed. BHS schemes via contract partners and separate programme to achieve 20% per annum through external contractor - Pennington's. Programme commenced May 22</p> <p>Update – Dec 22 agreed to accelerate programme to full 100% position by April 2024</p> <p>EPC delivery mechanism agreed. BHS schemes via contract partners and separate programme to achieve 20% per annum through external contractor – Pennington's. Programme commenced May 22.</p> <p>Update – Dec 22 agreed to accelerate programme to full 100% position by April 2024</p>

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Update
Construction Services					
Growing Barnsley	Adoption of Dynamic scheduling	Technology and Innovation Hearing tenants Zero carbon	<ul style="list-style-type: none"> • Training of Managers and Craft • Review efficiency gains and resourcing levels • Review alternate shift patterns to meet customer expectations\service needs • Reduce business mileage 	<ul style="list-style-type: none"> • (October 2023) • (April 2024) • (June 2024) • (June 2024) 	<p>April 22 - Repairs IT Project delayed with Go-Live now April 2023.</p> <p>(Dates in brackets are new revised dates)</p> <p>Moved to 23/24 Annual Business Action Plan, delay in implementation of phase 1.</p>
Growing Barnsley	Expansion of Adaptations works	Growth	<ul style="list-style-type: none"> • Expand CS adaptation work 	<ul style="list-style-type: none"> • Q1 2022 	<p>Aug 22 -Work extended after initial trial period, SLA in place with BMBC. Complete</p>
Growing Barnsley	PAS 2030 accreditation	Zero carbon	<ul style="list-style-type: none"> • Retrofit work 	<p>Due by March 2023, subject to availability of assessor</p>	<p>Aug 22 -Initial meeting with assessor has taken place. Work ongoing on the documentation.</p> <p>Jan 23 Pilot scheme on BHS Barnsley West carrying out Pas 2030 measures to contribute to our accreditation.</p> <p>Looking to appoint Retrofit Manager as part of gaining accreditation.</p>

Learning Barnsley	Meeting PRIP Social Value targets	Employment & Training	<ul style="list-style-type: none">• Meet outcomes of PRIP contracts on social value	Assessed at each quarter	Aug 22 -On target to meet outcomes. Half year report due in September As per BMBC requirement figures now inputted via social value engine report due year end. Complete in 22/23.
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