

Overview

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

BMBC

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

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Berneslai Homes

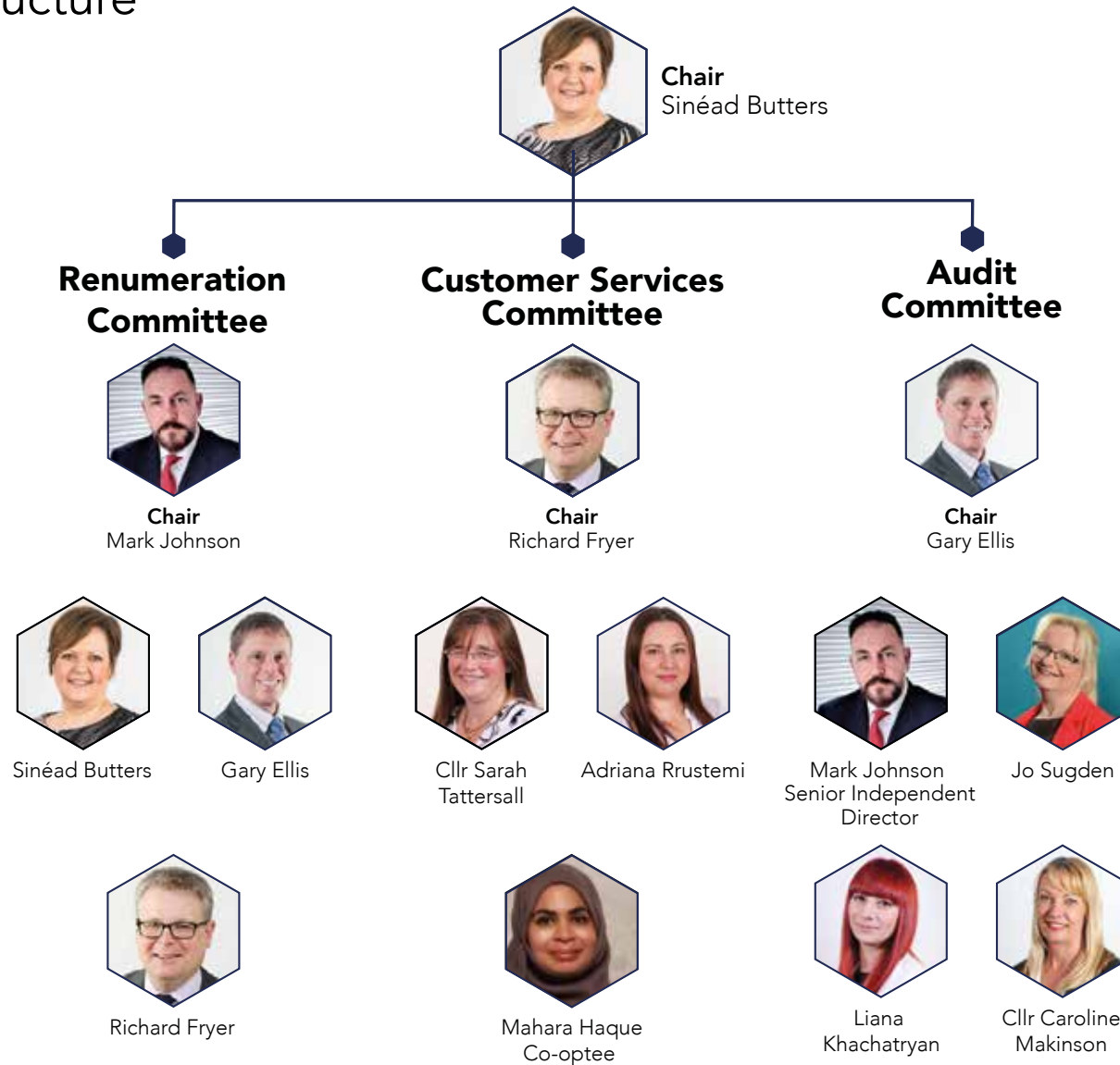
As an Arm's length management organisation we are delegated to carry out the day to day running of the council housing service.

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



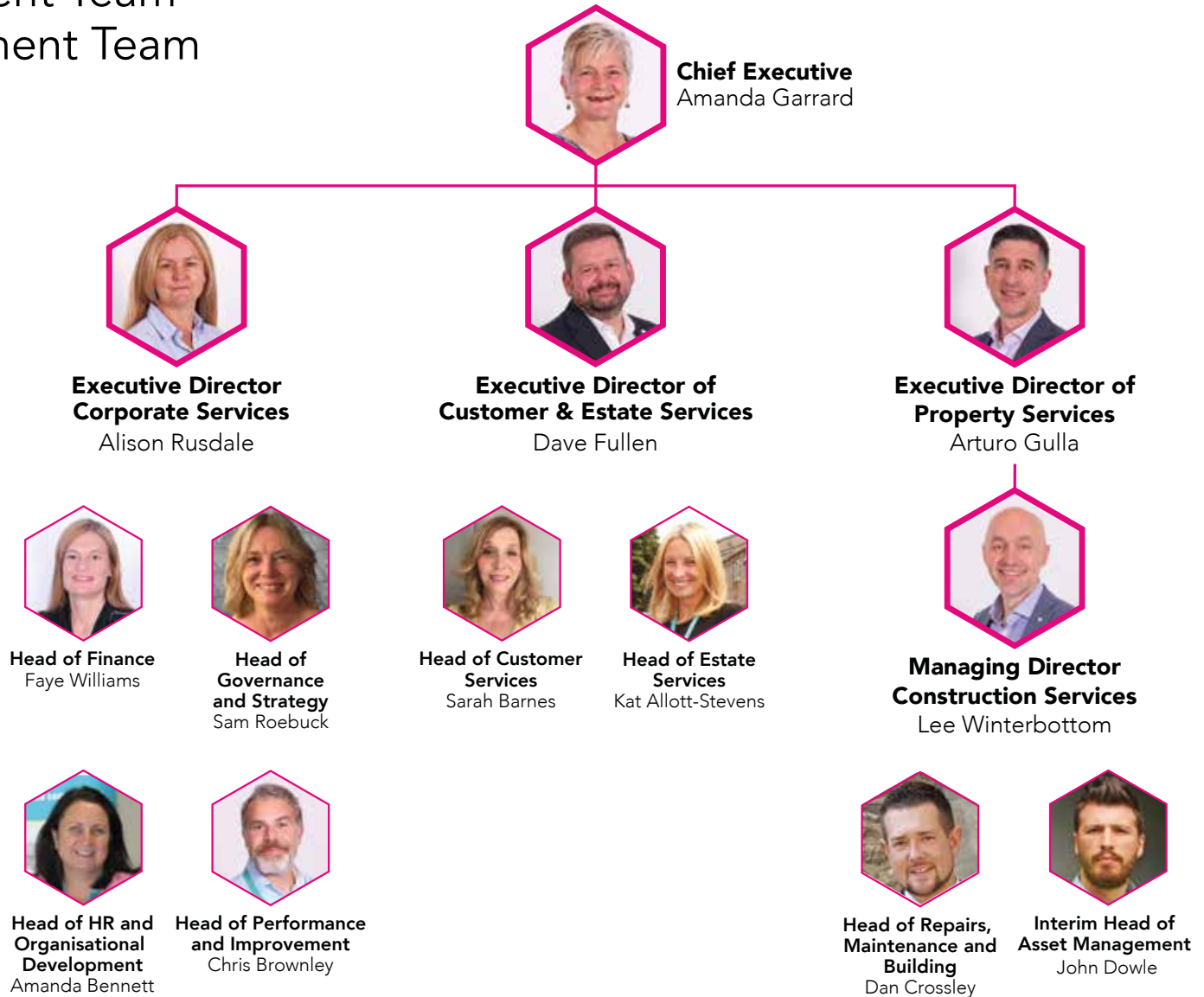
Board and Committee Structure

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Executive Management Team and Senior Management Team

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Berneslai Homes Key priorities and focus 2022/2023

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Resources
Healthy Barnsley	Working with the council to embed the new governance/compliance arrangements between the council and Berneslai Homes.	Hearing customers	<ul style="list-style-type: none"> Key protocols agreed. New structure aligned to customer charter. 	Qtr1 22/23	Within existing resources for BH.
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"> Work with the council to develop a plan to consult, seek approval and develop an implementation plan. 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 	2022/23 £0.66M including £48k temporary staffing costs and £18k customer consultation and communications. Ongoing. To be contained in existing resources.
Healthy Barnsley	Modernisation of Services.	Technology and Innovation Keeping Tenants Safe	<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 	2022/23 £0.155M deployment of NEC account analytics, and project management. Ongoing. £0.035M NEC licencing costs.

APPENDIX C: Berneslai Homes Annual Business Action Plan

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestone Actions	Date	Resources
Growing Barnsley	Support BMBC in the delivery of its Homelessness Prevention Strategy which may include core and cluster, additional Temporary Accommodation, Housing First etc.	Growth of Homes and Services	<ul style="list-style-type: none"> Awaiting clarification from BMBC of strategic asks to develop action plan and milestones. 	<ul style="list-style-type: none"> November 2021 	TBC.
Sustainable Barnsley	Responding to the Social Housing White Paper.	Hearing customers	<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 2023/24 Q3 2023/24 	To be contained in existing resources.
Corporate Services – Alison Rusdale					
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 	Government Grant £190,000 & CS Social Value Bond 2021/22 & 2022/23 £200,000.
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"> July 22 	£2M HRA Capital Budget £100,000 per annum HRA Budget for servicing & maintenance.

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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 	BH reserves £25,000 & existing staffing resources.
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"> Commence April 22 Complete March 23 	Existing resources.
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 	21/22 Committed £35,000.
Healthy Barnsley	Sprinkler Installation to High-risk Buildings.	Keeping tenants safe	<ul style="list-style-type: none"> Procure contractors. Contract award. Commence on site. Complete works. 	<ul style="list-style-type: none"> Oct 21 Nov 21 Feb 22 Mar 23 	£1.75m allocation from existing resources.

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Healthy Barnsley	Implement C365 Compliance Software.	Keeping tenants safe	<ul style="list-style-type: none"> • Business Case Approved. • Procure framework. • Data migration. • Implementation with NEC. 	<ul style="list-style-type: none"> • Nov 21 • Jan 22 • Apr 22 • Jul 22 	£30,000 & £10,000 set up cost. Then £30,000 per annum.
Sustainable Barnsley	20% stock condition surveys.	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 	£152,000 from Apr 22 funded through revenue.
Construction Services – Lee Winterbottom					
Growing Barnsley	Adoption of Dynamic scheduling in to use.	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"> • July 2022 • Sept 2022 • Sept 2022 • Sept 2022 	

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- Our priorities feed into several Barnsley 2030 ambitions, but we have aligned each of our priorities to the primary Barnsley 2030 ambition.

Strategies

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

We will also be developing and reviewing Berneslai Homes strategies that underpin our new Strategic Plan.

Strategy	Key Dates
Technology and Innovation Strategy	New strategy to EMT and Board 19th May 2022.
Employment and Training Plan	New plan to BH Board 19th May 2022.
Berneslai Homes Growth Strategy	New strategy to BH Board 21st July 2022.
Sustainability Strategy	New strategy to BH Board 21st July 2022.
Strategic Plan	Annual review to BMBC and Board December 2022.

Finance and our budgets 2022/2023

<u>Income</u>			
Management Fee		-13,984	
<u>Expenditure</u>			
Caravan Site		72	
Heating Services Unit		1,002	
Customer Service & Engagement Team		543	
Tenant First		1,053	
Chief Executive		184	
Board		60	
Central Housing Management Services		1,215	
Performance & Information Team		979	
Lettings		786	
Housing Management Teams		1,901	
Rents & Administration		920	
Investment and Regeneration		655	
Asset Management		1,280	
Finance		313	
Community Refurbishment Scheme		519	
Independent Living/Community Buildings Team			912
Human Resources			747
Head Office			590
Chevin Seasons			-23
Private Landlord Service			0
Governance & Strategy			317
Dev 1 - Lettings Policy Implementation			66
Dev 2 - Income Services Modernisation			155
Total Expenditure			14,246
Interest on Cashflow			-9
Surplus (-) /Deficit (Funding From Reserves)			254
Grounds Maintenance:		£1.430M	
Connects:		£0.830M	
Repairs:		£19.527M	
Core Programme:		£18.630M	
Other (Compliance and Zero Carbon Works):		£3.357M	
Housing Growth: £		8.9M	
*£3.3M invested to date.			

How will we measure success?

The Business Action Plan will deliver several initiatives that will all contribute to the achievement of the Strategic Plan and the Barnsley 2030 vision.

- We will have restructured our Assets team and will deliver insight and data into the condition of our housing stock working closely with the council to ensure we are able to deliver the much needed zero carbon agenda.
- We will have customers supported online with free broadband and kit where required.
- Increase in customer satisfaction from the new repairs system and DRS, improving the customer journey when reporting repairs.
- 30 kickstarts completed.
- We will be meeting consumer and regulatory standards.
- Improved statutory compliance through a new compliance software system.
- Implemented schemes in the borough on social housing decarbonisation.
- Revised lettings policy implemented with a go live of April 2023.
- Continued commitment to efficiencies and value for money demonstrated through the annual value for money report.
- Increased target of 4% Apprenticeships met.

Key performance Indicators

Ref.	Description	Target 2022/23
BH1	The percentage of all tenants satisfied with the overall service provided.	89%
BH2	Thinking about the building you live in how satisfied are you that your landlord provides a home that is safe and secure.	86%
BH3	The percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).	78%
BH4	The percentage of tenants satisfied with the repairs and maintenance service.	82%
BH5	Priority 1 Repairs– 24 hours percentage completed on time.	99.50%
BH6	The proportion of local authority dwellings which are decent dwellings at the start of the financial year.	100%
BH7	Average length of time taken to complete non-emergency reactive repairs (new PRIP KPI 11).	9 working days
BH8	Percentage of appointments kept (new PRIP KPI 1).	99.10%
BH9	Average time to re-let local authority housing (calendar days). % of HRA debt lost due to voids	25 days 1.05%
BH10	Rent collected by the local authority as a proportion of rents owed on HRA dwellings.	97%
BH11	We will employ as a minimum 3% of our workforce as apprentices.	3%
BH12	To spend at least 75% of funds locally supporting the Barnsley economy (with locally based businesses, traders and suppliers).	72%
BH13	Health and safety compliance.	100%
BH14	Average SAP ratings across stock. Percentage of Properties with an EPC C or above.	TBD from baseline
BH15	Mgt Fee Efficiency target as part of annual VFM report.	1% annual reduction