



























Quarterly Performance  
Report  
Year End-2024/2025










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# 2024/25 - Summary

TSM					
 Gas Safety Checks	 Fire Safety Checks	 ASB Cases	 ASB Cases Hate Incidents	 Satisfaction Home is Safe	 Listening to Tenants
 Asbestos Safety Checks	 Water Safety Checks	 DHS Compliance	 Non-Emergency Repairs	 Keeping Tenants Informed	 Treating Tenants Fairly
 Lift Safety Checks	 Stage One Complaints	 Emergency Repairs	 Tenant Satisfaction	 Handling Complaints	 Satisfaction with Communal Areas
 Stage Two Complaints	 Stage One Response Time	 Tenant Satisfaction with Repairs	 Time Taken Recent Repair	 Positive Contribution	 Satisfaction with Handling ASB
 Stage Two Response Time		 Well Maintained Home			

Council KPIs	
 Void Rent Loss	 Rent Collection
 Proportion of Apprentices	 Barnsley Pound
 EPC C or Above	 Annual indicator





Company KPIs	
 Annual Indicator	 Staff Attendance
 Staff Satisfaction	 Minority Ethnic
 Equality Act	 Contact Centre

# TSM KPIs

TSM	
 Gas Safety Checks	 Fire Safety Checks
 Asbestos Safety Checks	 Water Safety Checks
 Lift Safety Checks	 Stage One Complaints
 Stage Two Complaints	 Stage One Response Time
 Stage Two Response Time	



YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
100%	100%	99.99%	99.99%	100%	100%	100%	99.95%	<b>BS01: Gas</b> Gas safety checks
100%	100%	100%	100%	100%	100%	100%	100%	<b>BS02: Fire</b> Fire safety checks
100%	100%	100%	99.81%	100%	100%	100%	100%	<b>BS03: Asbestos</b> Asbestos safety checks
100%	100%	100%	100%	100%	100%	100%	100%	<b>BS04: Water</b> Water safety checks
100%	100%	100%	100%	100%	100%	100%	100%	<b>BS05: Lift</b> Lift safety checks
39.6	15.7	32.2	49.0	67.1	67.1	In line with peer group median	39.1	<b>CH01 1: Stage One Complaints</b> Stage one complaints relative to the size of the landlord
7.6	2.9	7.3	11.5	15.9	15.9	In line with peer group median	4.7	<b>CH01 2: Stage Two Complaints</b> Stage two complaints relative to the size of the landlord
74.0%	96.2%	96.3%	96.1%	93.0%	93.0%	100%	73.1%	<b>CH02 1: Stage One Response Time</b> Stage one complaints response time
96.3%	96.7%	95.8%	97.8%	97.9%	97.9%	100%	72.2%	<b>CH02 2: Stage Two Response Time</b> Stage two complaints response time

# TSM KPIs

TSM	
 ASB Cases	 ASB Cases Hate Incidents
 DHS Compliance	 Non-Emergency Repairs
 Emergency Repairs	 Tenant Satisfaction
 Tenant Satisfaction with Repairs	 Time Taken Recent Repair
 Well Maintained Home	

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
46.4	12.0	20.3	26.6	35.1	35.1	In line with peer group median	54.8	<b>NM01 1: ASB Cases</b> Anti-social behaviour cases
0.5	0.2	0.4	0.5	0.7	0.7	In line with peer group median	1.22	<b>NM01 2: ASB Cases Hate Incidents</b> Anti-social behaviour cases that involve hate incidents
0.09%	1.3%	0.4%	0.7%	0.2%	0.2%	0%	3.2%	<b>RP01: DHS Compliance</b> Homes that do not meet the Decent Homes Standard
94.1%	85.7%	85.9%	85.1%	85.7%	85.7%	96%	80.8%	<b>RP02 1: Non-Emergency Repairs</b> Repairs completed within target timescale
94.3%	86.9%	86.2%	87.9%	89.1%	89.1%	99%	94.8%	<b>RP02 2: Emergency Repairs</b> Repairs completed within target timescale
76.8%	73.0%	77.4%	75.2%	77%	66.5%	<b>TP01: Tenant Satisfaction</b> Overall satisfaction		
75.1%	73.1%	75.7%	74.4%	76%	69.5%	<b>TP02: Tenant Satisfaction with Repairs</b> Tenant Satisfaction with repairs		
75.5%	66.5%	68.5%	67.5%	76%	66.0%	<b>TP03: Time Taken Recent Repair</b> Satisfaction with time taken to complete most recent repair		
73.8%	69.8%	71.5%	70.7%	74%	67.0%	<b>TP04: Well Maintained Home</b> Satisfaction that the home is well maintained		

# TSM KPIs

TSM	
 <p>Satisfaction Home is Safe</p>	 <p>Listening to Tenants</p>
 <p>Keeping Tenants Informed</p>	 <p>Treating Tenants Fairly</p>
 <p>Handling Complaints</p>	 <p>Satisfaction with Communal Areas</p>
 <p>Positive Contribution</p>	 <p>Satisfaction with Handling ASB</p>

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
74.9%	70.7%		72.3%		71.5%	77%	73.5%	<b>TP05: Home is Safe</b> Satisfaction that the home is safe
59.6%	60.5%		64.1%		62.3%	61%	56.1%	<b>TP06: Listening to Tenants</b> Landlord listens to tenants views and acts upon them
64.4%	60.5%		64.4%		62.5%	68%	67.3%	<b>TP07: Keeping Tenants Informed</b> Landlord keeps tenants informed about things that matter to them
76.9%	76.4%		79.5%		77.9%	81%	76.3%	<b>TP08: Treating Tenants Fairly</b> Landlord treats tenants fairly and with respect
43.1%	46.2%		42.8%		44.5%	43%	29.4%	<b>TP09: Satisfaction Handling Complaints</b> Satisfaction with the landlords approach to handling complaints
65.9%	51.8%		70.2%		61.7%	66%	63.9%	<b>TP10: Satisfaction with Communal Areas</b> Satisfaction that the landlord keeps communal areas clean and well maintained
59.6%	52.8%		57.1%		55.0%	64%	61.0%	<b>TP11: Positive Contribution</b> Satisfaction that the landlord makes a positive contribution to neighbourhoods
48.4%	45.8%		49.4%		47.6%	55%	55.2%	<b>TP12: Satisfaction Handling ASB</b> Satisfaction with the landlords approach to handling anti-social behaviour

# Council KPIs

## Council KPIs



Void Rent Loss



Rent Collection



Proportion of  
Apprentices



Barnsley Pound



EPC C or Above



Annual indicator

Management Fee

YEAR  
END  
23/24

Q1

Q2

Q3

Q4

YEAR  
END  
24/25

TARGET  
24/25

1.56%

1.97%

1.98%

1.91%

1.86%

1.86%

1.05%

### Void Rent Loss (BH1)

Income lost due to void properties

96.3%

99.2%

100.3%

99.6%

100.5%

100.5%

97%

### Rent collection (BH2)

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

3.6%

3.3%

3.3%

3.2%

3.6%

3.6%

4%

### Apprentices (BH3)

Proportion of apprentices in workforce

66%

65%

67%

66%

68%

68%

60%

### Local Spend (BH4)

Spend funds locally supporting the Barnsley economy.

39.3%

41.9%

41.7%

42.4%

43.1%

43.1%

45%

### EPC Ratings (BH5)

Percentage of Properties with an EPC C or above.

Achieved

Achieved

1%

### Management Fee (BH6)

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

# Company KPIs

Company KPIs

Annual Indicator



Staff Satisfaction



Staff Attendance



Equality Act



Minority Ethnic



Current Tenant Arrears



Contact Centre

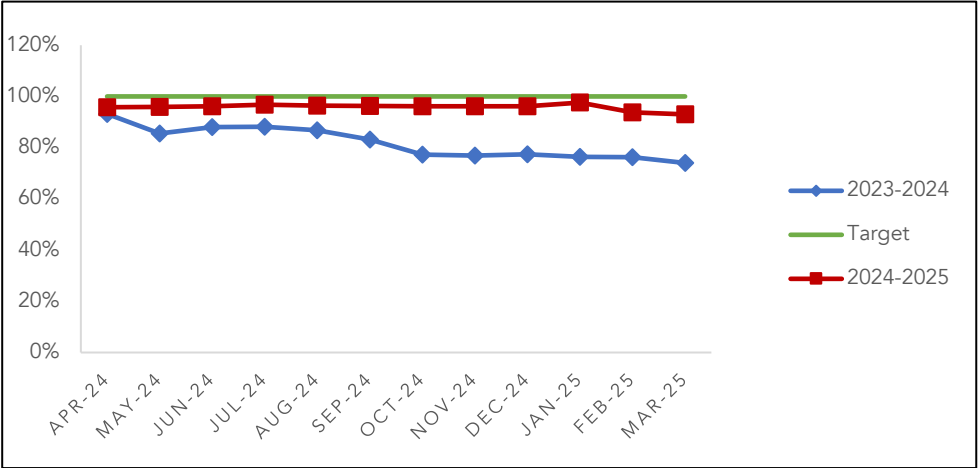
YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	
48%	51%					50%	<b>Staff Satisfaction (KPI 1)</b> Employee satisfaction rate. My organisation is a great place to work.
12.4	13.1	14.2	14.6	14.8	14.8	9 days	<b>Staff Attendance (KPI 2)</b> Average number of days absent per full time equivalent employee.
4.7%	4.7%	13.1%	13.1%	13.2%	13.2%	8%	<b>Diversity (KPI 3)</b> Percentage of staff defining under the Equality Act definition of disability.
3.1%	2.9%	2.6%	2.5%	2.8%	2.8%	3.4%	<b>Diversity (KPI 4)</b> Percentage of minority ethnic staff in total workforce.
3.7%	3.6%	3.6%	3.9%	3.6%	3.6%	3.5%	<b>Current Tenant Arrears (KPI 5)</b> Percentage of Current Tenant Arrears.
73.5%	40.1%	45.3%	90.8%	67.0%	58.1%	80%	<b>Contact Centre (KPI 6)</b> We will answer priority calls in less than 3 minutes (Contact Centre).



Exception Report Summary

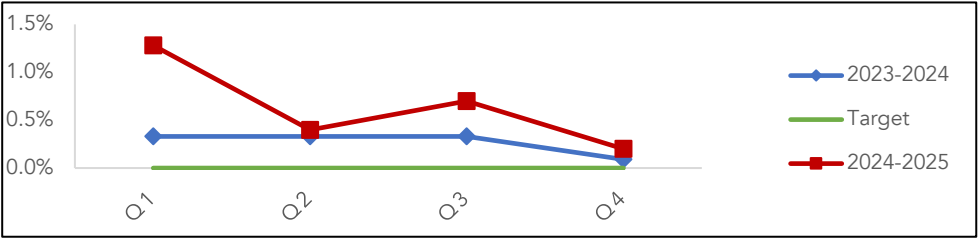
Title: Complaints responded to within Complaint Handling Code timescales (Stage 1) (CH02 1)  
Theme: Customer Services and Involvement  
PI Type: TSM Pulse  
YE Target: 100.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Apr-24	95.8%	Amber	⬆️	100.0%	5% points	93.2%
May-24	95.9%	Amber	⬆️	100.0%		85.6%
Jun-24	96.2%	Amber	⬆️	100.0%		88.1%
Jul-24	96.8%	Amber	⬆️	100.0%		88.1%
Aug-24	96.4%	Amber	⬆️	100.0%		86.7%
Sep-24	96.3%	Amber	⬆️	100.0%		83.2%
Oct-24	96.1%	Amber	⬆️	100.0%		77.3%
Nov-24	96.1%	Amber	⬆️	100.0%		76.9%
Dec-24	96.1%	Amber	⬆️	100.0%		77.4%
Jan-25	97.6%	Amber	⬆️	100.0%		76.4%
Feb-25	93.8%	Red	⬆️	100.0%		76.3%
Mar-25	93.0%	Red	⬆️	100.0%		74.0%
Year End	93.0%	Red				



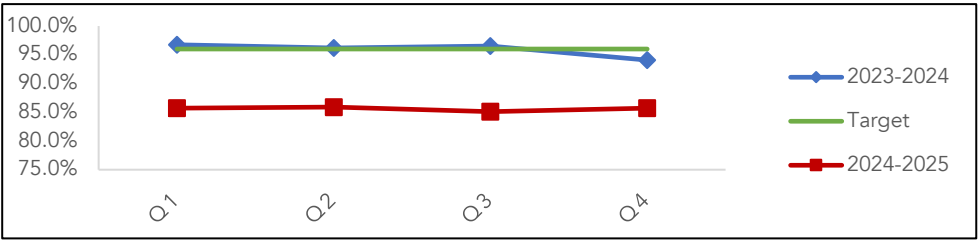
Title: The proportion of homes non-decent (RP01)  
Theme: Barnsley Home Standard  
PI Type: TSM Pulse  
YE Target: 0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	1.3%	Red	⬆️	0.0%	N/A	0.3%
Q2	0.4%	Red	⬆️	0.0%		
Q3	0.7%	Red	⬆️	0.0%		
Q4	0.2%	Red	⬆️	0.0%		0.1%



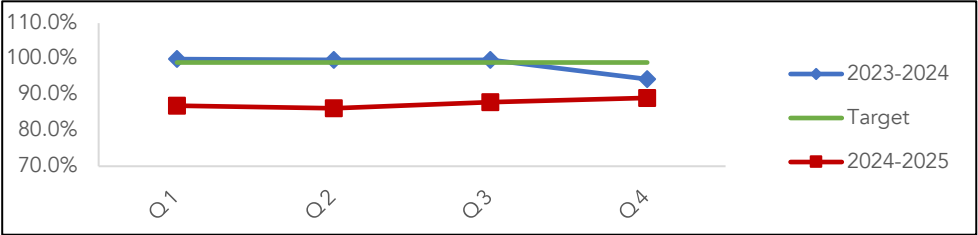
Title: Proportion of non-emergency repairs completed in target (RP02 1)  
Theme: Repairs and Maintenance  
PI Type: TSM Pulse  
YE Target: 96%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	85.7%	Red	⬆️	96.0%	1% point	96.7%
Q2	85.9%	Red	⬆️	96.0%		96.2%
Q3	85.1%	Red	⬆️	96.0%		96.5%
Q4	85.7%	Red	⬆️	96.0%		94.1%



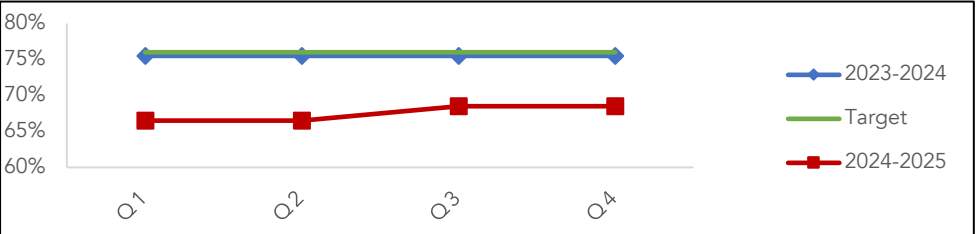
Title:	Proportion of emergency repairs completed in target (RP02 2)
Theme:	Repairs and Maintenance
PI Type:	TSM Pulse
YE Target:	99%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	86.9%	Red	↓	99.0%	1% point	100.0%
Q2	86.2%	Red	↓	99.0%		99.7%
Q3	87.9%	Red	↑	99.0%		99.7%
Q4	89.1%	Red	↑	99.0%		94.3%



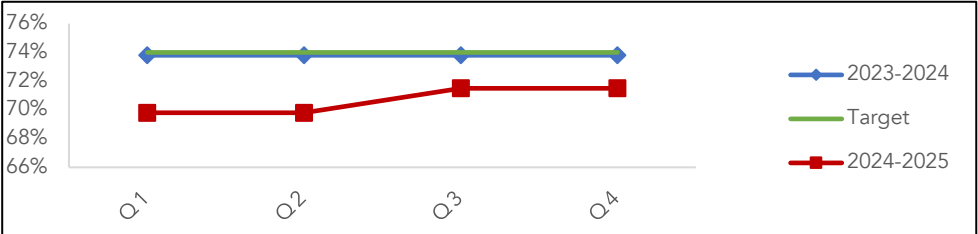
Title:	The percentage of tenants satisfied with time taken to complete the most recent repair (TP03)
Theme:	Repairs and Maintenance
PI Type:	TSM Pulse
YE Target:	76.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	66.5%	Red	↓	76.0%	2% points	75.5%
Q2	66.5%			76.0%		75.5%
Q3	68.5%	Red	↑	76.0%		75.5%
Q4	68.5%			76.0%		75.5%
Year End	67.5%	Red				



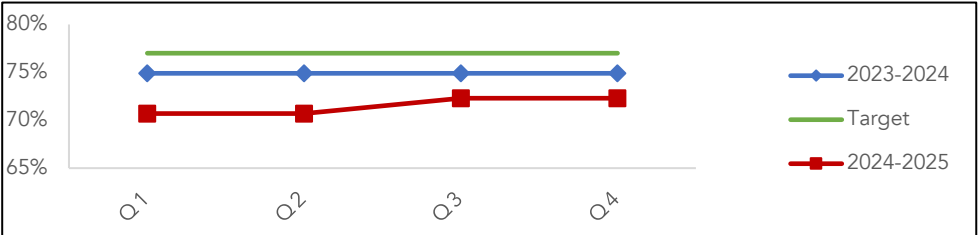
Title:	The percentage of tenants satisfied that the home is well maintained (TP04)
Theme:	Repairs and Maintenance
PI Type:	TSM Pulse
YE Target:	74.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	69.8%	Red	↓	74.0%	2% points	73.8%
Q2	69.8%			74.0%		73.8%
Q3	71.5%	Red	↑	74.0%		73.8%
Q4	71.5%			74.0%		73.8%
Year End	70.7%	Red				



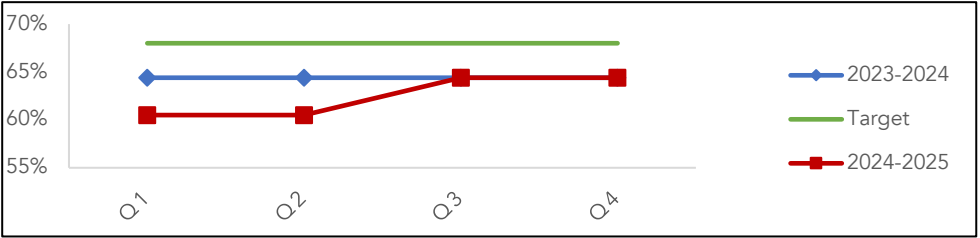
Title:	The percentage of tenants satisfied that the home is safe (TP05)
Theme:	Regulatory Compliance
PI Type:	TSM Pulse
YE Target:	77.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	70.7%	Red	↓	77.0%	2% points	74.9%
Q2	70.7%			77.0%		74.9%
Q3	72.3%	Red	↑	77.0%		74.9%
Q4	72.3%			77.0%		74.9%
Year End	71.5%	Red				



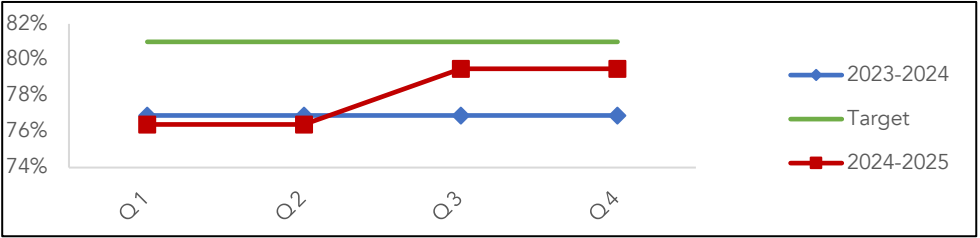
Title: Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)  
Theme: Customer Service and Involvement  
PI Type: TSM Pulse  
YE Target: 68.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	60.5%	Red	↓	68.0%	2% points	64.4%
Q2	60.5%			68.0%		64.4%
Q3	64.4%	Red	↑	68.0%		64.4%
Q4	64.4%			68.0%		64.4%
Year End	62.5%	Red				



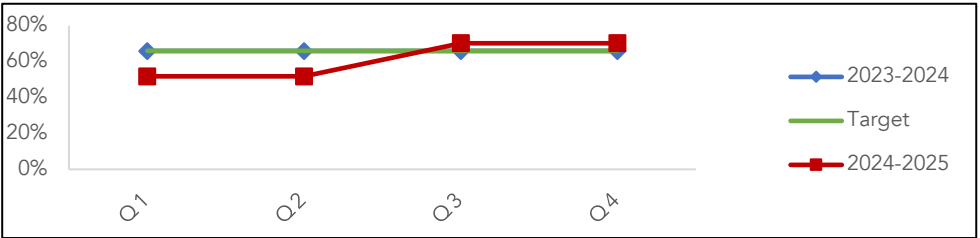
Title: Agreement that the landlord treats tenants fairly and with respect (TP08)  
Theme: Customer Service and Involvement  
PI Type: TSM Pulse  
YE Target: 81.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	76.4%	Red	↓	81.0%	2% points	76.9%
Q2	76.4%			81.0%		76.9%
Q3	79.5%	Amber	↑	81.0%		76.9%
Q4	79.5%			81.0%		76.9%
Year End	77.9%	Red				



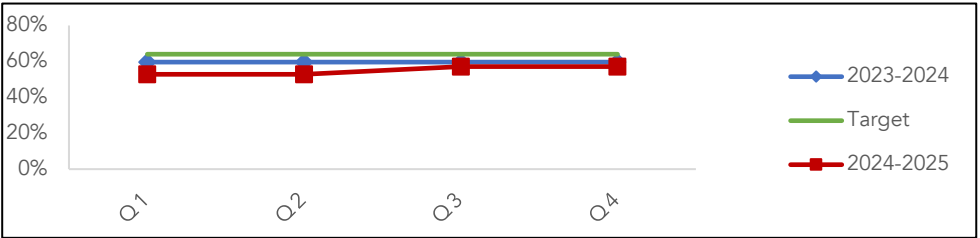
Title: Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)  
Theme: Customer Service and Involvement  
PI Type: TSM Pulse  
YE Target: 66.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	51.8%	Red	↓	66.0%	2% points	65.9%
Q2	51.8%			66.0%		65.9%
Q3	70.2%	Green	↑	66.0%		65.9%
Q4	70.2%			66.0%		65.9%
Year End	61.7%	Red				



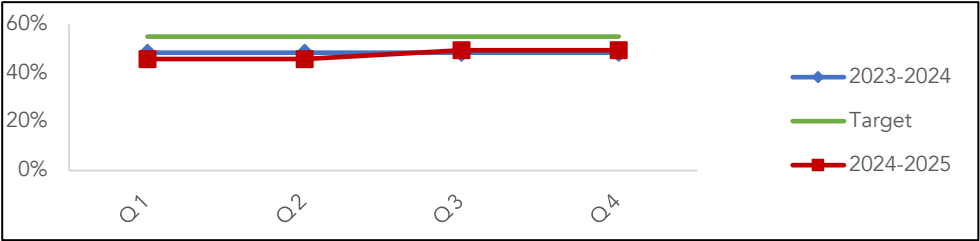
Title: Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)  
Theme: Customer Service and Involvement  
PI Type: TSM Pulse  
YE Target: 64.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	52.8%	Red	↓	64.0%	2% points	59.6%
Q2	52.8%			64.0%		59.6%
Q3	57.1%	Red	↑	64.0%		59.6%
Q4	57.1%			64.0%		59.6%
Year End	55.0%	Red				



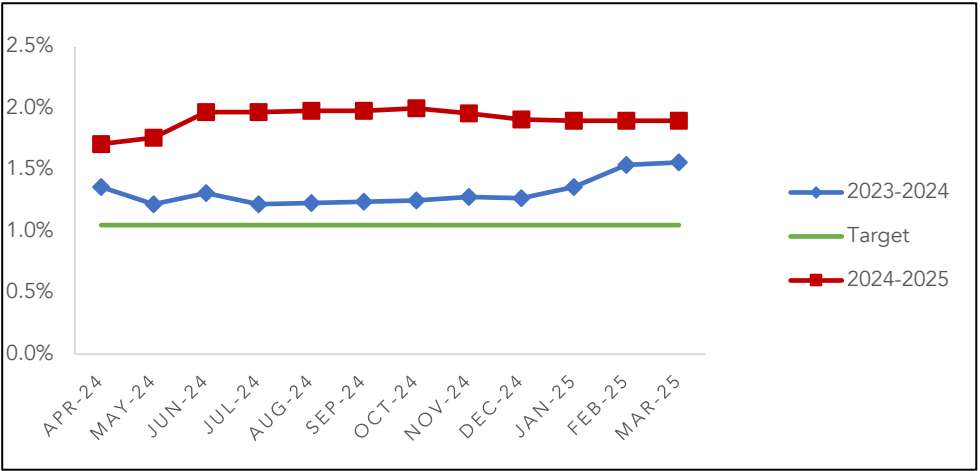
Title:	The percentage of tenants satisfied with the landlords approach to ASB (TP12)
Theme:	Early Help, Prevention and Intervention
PI Type:	TSM Pulse
YE Target:	55.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	45.8%	Red	⬇️	55.0%	2% points	48.4%
Q2	45.8%			55.0%		48.4%
Q3	49.4%	Red	⬆️	55.0%		48.4%
Q4	49.4%			55.0%		48.4%
Year End	47.6%	Red				



Title:	Void rent loss (BH1)
Theme:	Voids
PI Type:	Council Pulse
YE target:	1.1%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Apr-24	1.7%	Red	⬇️	1.1%	0.11 % points	1.4%
May-24	1.8%	Red	⬇️	1.1%		1.2%
Jun-24	2.0%	Red	⬇️	1.1%		1.3%
Jul-24	2.0%	Red	➡️	1.1%		1.2%
Aug-24	2.0%	Red	➡️	1.1%		1.2%
Sep-24	2.0%	Red	➡️	1.1%		1.2%
Oct-24	2.0%	Red	➡️	1.1%		1.3%
Nov-24	2.0%	Red	➡️	1.1%		1.3%
Dec-24	1.9%	Red	⬆️	1.1%		1.3%
Jan-25	1.9%	Red	➡️	1.1%		1.4%
Feb-25	1.9%	Red	⬆️	1.1%		1.5%
Mar-25	1.9%	Red	⬆️	1.1%		1.6%



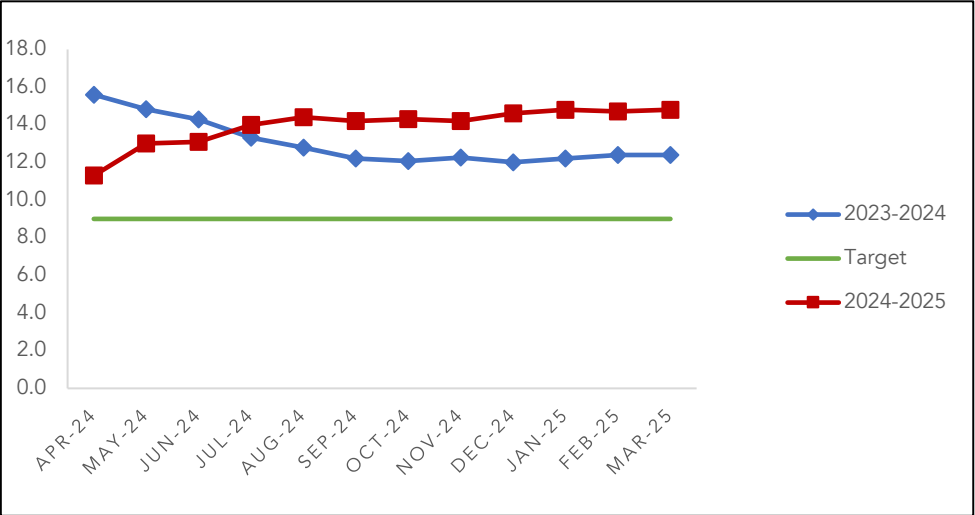
Title:Projected average number of sick days per employee/year (KPI 2)

Theme:HR & Equality and Diversity

PI Type:Company Pulse

YE Target:9 days or less

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Apr-24	11.3	Red	⬇️	9.0	1	15.6
May-24	13.0	Red	⬇️	9.0		14.8
Jun-24	13.1	Red	⬇️	9.0		14.3
Jul-24	14.0	Red	⬇️	9.0		13.3
Aug-24	14.4	Red	⬇️	9.0		12.8
Sep-24	14.2	Red	⬆️	9.0		12.2
Oct-24	14.3	Red	⬇️	9.0		12.1
Nov-24	14.2	Red	⬆️	9.0		12.3
Dec-24	14.6	Red	⬇️	9.0		12.0
Jan-25	14.8	Red	⬇️	9.0		12.2
Feb-25	14.7	Red	⬆️	9.0		12.4
Mar-25	14.8	Red	⬇️	9.0		12.4



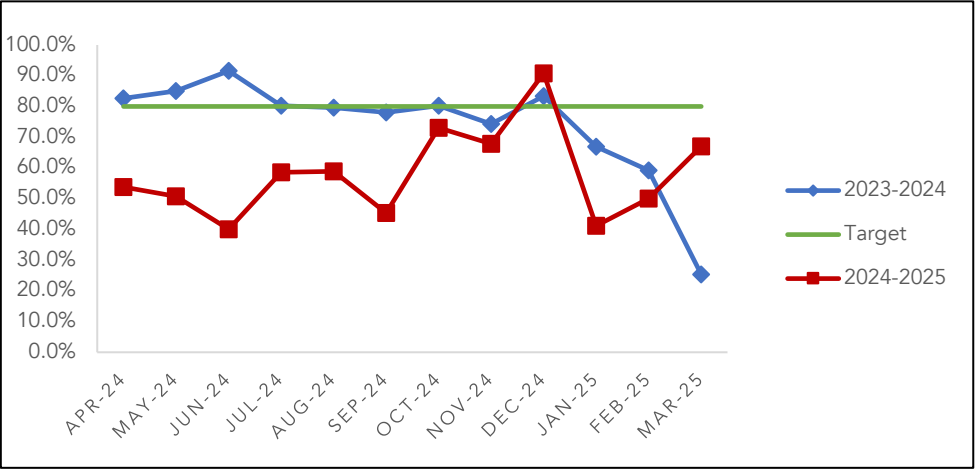
Title:We will answer priority calls in less than 3 minutes (KPI 6)


Theme:Customer Services and Involvement

PI Type:Company Pulse

YE Target:80%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Apr-24	53.7%	Red	⬆️	80.00%	5% Points	82.7%
May-24	50.7%	Red	⬇️	80.00%		85.1%
Jun-24	40.1%	Red	⬇️	80.00%		91.6%
Jul-24	58.6%	Red	⬆️	80.00%		80.3%
Aug-24	58.9%	Red	⬆️	80.00%		79.6%
Sep-24	45.3%	Red	⬇️	80.00%		78.1%
Oct-24	73.1%	Red	⬆️	80.00%		80.3%
Nov-24	67.8%	Red	⬇️	80.00%		74.3%
Dec-24	90.8%	Green	⬆️	80.00%		83.4%
Jan-25	41.2%	Red	⬇️	80.00%		66.9%
Feb-25	50.0%	Red	⬆️	80.00%		59.2%
Mar-25	67.0%	Red	⬆️	80.00%		25.4%
Year End	58.1%	Red				



DATE REPORT RAN 31/03/2025		Creating GREAT Homes & Communities for the People of Barnsley											
TOTAL ASSET NUMBERS	Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House		BUILDING SAFETY SCORECARD				
	17,935		766		35		44						
COMPLIANCE AREA	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	In Date / Compliant	Expired / Non-Compliant	Data Source	Copy Provided	% Compliant	NARRATIVE - 1) Current Position, 2) Corrective Action Required, 3) Anticipated Impact of Corrective Action, 4) Progress with Completion Follow up Works	
TENANT SATISFACTION MEASURES													
BS01: Gas safety checks	16,883	0							Spreadsheet		100.00%	100% Compliance	
BS02: Fire safety checks	1,024	0							Spreadsheet		100.00%	100% Compliance	
BS03: Asbestos safety checks	880	0							Spreadsheet		100.00%	100% Compliance	
BS04: Water safety checks	882	0							Spreadsheet		100.00%	100% Compliance	
BS05: Lift safety checks	408	0							Spreadsheet		100.00%	100% Compliance	
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme			2012	0	0	0			Spreadsheet		100.00%	100% Compliance	
Assets NOT on Programme			502		34								
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required			0	0	0	0			Spreadsheet/C365			100% Compliance	
High (2 month)			0	0	0	0			Spreadsheet/C365				
Medium (6 months)			0	0	0	0			Spreadsheet/C365				
Low (12 months)			0	0	0	0			Spreadsheet/C365				
In plan works - High			0	0	0	0			Spreadsheet/C365				
In plan works - Medium			0	0	0	0			Spreadsheet/C365				
In plan works - Low			0	0	0	0			Spreadsheet/C365				
All Fire Actions			0	0	0	0							
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning			120	0					Spreadsheet		100.00%	There are three premises where the emergency lighting maintenance is outstanding and one premises where the automatic smoke ventilation maintenance is outstanding . We are working with BPS to get these completed as a priority. At the time of compiling the report the team had just started the annual inspection of the 55 flat entrance fire doors for Buckley House. (55)	
Emergency Lighting			115	0					Spreadsheet		100.00%		
Fire Extinguishers			306	0					Spreadsheet		100.00%		
Smoke Vents			4	1					Spreadsheet		80.00%		
Fire Blankets			48	0					Spreadsheet		100.00%		
Communal Fire Door Inspections			575	0					PIMMS		100.00%		
Flat Entrance Fire Door inspections			930	35					PIMMS		96.37%		
All Fire Actions			2098	36							98.31%		
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within reporting year	47								Spreadsheet		incidents		
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme	17,875	60									99.67%		
Assets NOT on Programme	0												
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month		346							Spreadsheet		1.93%	CS- Raised: 286, Cancelled: 8, Completed: 159, Open: 119. Wates - Raised: 60, Cancelled: 1, Completed: 46, Open: 13. 0 HHSRS issues identified.	
Open 7-day jobs at month end		132							Spreadsheet		0.74%		
HHSRS (CAT1/2) damp / mould risks identified in month		0							Spreadsheet		0.00%		
DAMP AND MOULD - COMPLAINTS													
Open stage 1 complaints		2							Customer Services		0.01%	Service requests that we closed in March relating to DM – 5 Stage 1 closed in Feb – 8 Stage 2 closed in Feb – 4  Currently we still have the following open formal complaints that's relate to D&M Stage 1 – 2 Stage 2 – 5  So far this financial year closed the following damp and mould: Service requests – 111 Stage 1 – 87 Stage 2 – 33 (of the complaint span's across a number of issues, we have logged it against the main reason for the complaint)	
Open stage 2 complaints		5							Customer Services		0.03%		
Total number of complaints open within the quarter		7							Customer Services		0.04%		
DAMP AND MOULD - DISREPAIR CLAIMS													
Total live claims relating to damp and mould (cum in yr)		121							Spreadsheet		0.67%		

ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years												
Assets on Programme with an in date EICR <10 years	17,923	12					44	0	Workbooks		99.93%	Of the 12 still not completed: 5 have had injunction granted but tenants have not allowed access, one is long team void with BMBC, one is with Neighbourhood Team, the remainder are either with legal or at end stage of access process.
Assets on Programme	17,935						44					
Assets on Programme with an in date EICR <5 yrs	17,727	208	223	0			44	0	Workbooks		98.86%	There has been an increase in the number of non-compliant EICR in this criteria. A number of properties due to be carried out by Property Services have been issued to a sub-contractor due to failure to deliver the required numbers.
Assets on Programme	17,935		223				44					
C-1	0	0	0	0			0	0	Spreadsheet			The non-compliant C2 are being processed for new EICR to be carried out. This is because of the time that has elapsed since the last EICR and the inability to reassess these properties
C-2	10	58	0	0			0	0	Spreadsheet			
GAS SERVICING												
Assets on Programme	16,065	0	4	0	51	0			Spreadsheet		100.00%	100% Compliance on Gas Servicing
Assets NOT on Programme	1,870		751		0							
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	100% Compliance
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	635	0							Partners		100.00%	100% Compliance
Voids Capped												
No. of Voids Capped in Month within 24 hrs of Becoming Void	87	0							Partners		100.00%	100% Compliance
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	156								Partners			
Solid Fuel												
Homes on the Programme	98	0							Spreadsheet		100.00%	100% Compliance
Asbestos												
Assets on Programme			531	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	New mobile worker app developed by C365 will be ready to use in April 25. Reinspection to be carried out by Asbestos Officer
Assets NOT on Programme			279		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16722	75	62	0	16	17	0	0	PIMSS, Spreadsheet, C365		99.46%	Other (Housing Shops): Compliance Officer continues to work with BMBC to encourage tenants to carry out LRAs or to agree for Berneslai Homes to complete them. Commercial LRAS - All compliant Domestic LRAs - Compliance Officer is now ordering these with partners to complete with heating service when possible. Current spreadsheet is being continuously updated.
Assets NOT on Programme	1,213		704		19		0					
WATER HYGIENE: Inspection checks												
Flushing			171	1					Teams / spreadsheet		99.42%	Darfield Road CC - no access but recovered the week after
Temperatures			58	0					Teams / spreadsheet /C365		100.00%	all compliant
Annual monitoring			58	0					Teams / spreadsheet /C365		100.00%	all compliant
			287	1							99.65%	
WATER HYGIENE												
High (1 month)	0	0	0	0								
Medium (3 months)	0	0	0	0								
Low (6 months)	1	0	5	0					SAP/NEC			
All Actions	0	0	0	0								
SERVICE & MAINTENANCE CHECKS												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	all lifts compliant
Stairlifts	463	11							Engineers sheets		97.68%	uncompliant lifts - 11 - 4 VOID, 1 Requires Removal, 1 Requires renewing, 4 now rebooked, 1 access issues
Steplifts	1	0							Engineers sheets		100.00%	all lift compliant
Throughfloor lifts (TFL)	33	3							Engineers sheets		91.67%	Uncompliant lifts 3 - 1 VOID, 1awaiting electric check but disconnected, 1 - no access - user has had major operation and is bed-bound compliance officer working with family to gain access
Hoists	100	1							Engineers sheets		99.01%	1 uncompliant property is VOID
All	617	15									97.63%	
ENERGY EFFICIENCY												
SCS	15,685	2217							Spreadsheet		87.62%	Reduction following year end reconciliation.
EPC	15,520	2382							C365		86.69%	Reduction following year end reconciliation.

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2	Q3	Q4
Healthy Barnsley	Implement phases 1.1 and 1.2 of Repairs First and DRS and ensure we use the new system to its full functionality to deliver efficient, effective, and timely customer service (NEC Repairs First) DRS	Technology and Innovation	Review of phase 1 repairs first implementation Phase 1.1 Repairs and Maintenance 1.2 December 24 Asset Management.	Sept 24 May 24 Sept 24	Managing Director Construction Services, Head of Asset Management, Head of Governance and Strategy	Head of GS - currently reviewing phase 1 and lessons learned. Head of AM: Demonstration from NEC provided for Asset Modules (phase 1.2). Full programme for implementation being developed/agreed by BH transformational board / EMT	Head of GS - 6 month review of phase 1 and how working for Construction Services is underway. NEC energy module is now in place and SAVA being implemented target for go live Dec 24. Head of O (CS) reviewing data that is being produced from system to utilise as business intelligence to enable us to review resources and workloads.	Head of GS - appointed expert consultant to work through current issues, and provide roadmap for change to ensure using system to full potential. Report due early quarter 4. Work on implementation of Assets in progress.	Head of GS - Repair system review initial recommendations for responsive repairs being worked through. Review will continue into 25/26. Assets is currently being tested with a view to implementation during 25/26.
Healthy Barnsley	Improving Data quality, accuracy and maturity and using this data to tailor services for our tenants.	Hearing Customers	Data Strategy and 3 year Action Plan to improve data approved by EMT Soft market testing of tools to enhance data quality across systems and Business case to purchase software Improved induction for IT systems and introducing data standards and data owners across the organisation	June 24 October 24 March 25	Head of Governance and Strategy budget for data accuracy tool required.	H of GS - draft data strategy been to Executive Management Team. Final amendments to be approved. Year one action plan developed and agreed by Executive Management Team. Initial review of data tools taking place.	Head of GS - reviewing use of data dashboard in NEC to be implemented by March 25 to enhance data quality. Demo's of on line tooling taking place.	Head of GS - Approval to use proof of concept for data tool received - 3 month trial therefore dashboards put on hold.	Head of GS -Agreed extension of data Tool for 12 months. Data champions to receive training during April/May 25. Work on improved induction for IT systems has commenced and will continue into 25/26 and 26/27.
Healthy Barnsley	Using technology to streamline services and review and automate processes where possible.	Technology and Innovation	Agree 3 year programme of areas to review with EMT Work with BMBC in their digital transformation journey to improve automation for BH	June 24 March 25	Head of Governance and Strategy IT budgets	3 year vision in place. Initial meeting held between BMBC and BH. Discovery work around content relationship Management system is initial area being considered.	Head of GS - discovery work taking place with BMBC around using BMBC Dynamics for CRM.	Head of GS - BMBC allocated a Digital Project Manager to work through the discovery phase with BH over the next 6 months,	Head of GS - the discovery work continues will roll over to 25/26 - as 6 months discovery phase due to end June 25. BH Internal Action Plan developed to replace 3 year vision.
Healthy Barnsley	Hearing and responding to a wider tenant voice	Hearing Customers	Review successfulness of Insight and Engagement Strategy Fully develop chosen insight IT platform Increase insight following successful launch of Knowing our Customers Project	Dec-24 Jun 24 Dec 24	Head of Customer Services Engagement Manager Head Of Governance & Strategy - budget for insight platform	H of GS - knowing our Customers project paused as links to CRM. Insight strategy agreed Board 11th July 24. Ho CS - Survey platform being developed and question set agreed with service leads. slight delay due to staffing absence.	*Still in development, due to be approved by Board and BMBC by Dec-24. 3 surveys developed, 3 more to be added, in addition a full prog of surveys to be developed and rolled out from Apr-25. Other actions on the Strategy being progressed. *Voicescape now set up - complete. *Being deferred due to CRM. Interim solution being looked at by HoS CS and GS.	HOCS - New version created and final tenant session panned 30/1. At Board March and Cabinet soon after HOCS - Update on survey plan and outcomes at CS committee Feb 25. Voicescape to run repair survey from Feb 25. HoCS - Knowing Customer Project to be refreshed and relaunched. Review meeting with HOGS and HOES to agree interim solution from Spring 25.	H of CS - Strategy Approved by Board and BMBC approval deferred to August 2025 to enable BMBC and BH to review TVP and tenant involvement in strategic groups. Voicescape fully implemented. Amendments to Housing Online to be made and tested end April 25 and promote to tenants once the NEC repairs reporting tool has been tested and is available to tenants (July 25). Full timeline for Knowing Customer Project to be developed by end May 25.
Healthy Barnsley	Bespoke approach to Neighbourhood Management	Hearing Customers	*12 month review of Neighbourhoods and ASB structures *All staff completed Housing Professional Passport by December 2024 *Key Action Plans - Noise / ASB complete	Apr-25 Dec-24 Apr-24	Head of Estate Services, Assistant Head of Neighbourhood, ASB Team Leader	Restructure complete. Housing Professional Passport programme underway. Service Transformation continuing ASB	*Head of Estates - structure requires additional review , to be completed once consultation completed with staff to support move to one base due to take place November 24. HiHPP on track for Dec although will need to arrange mop up session after this date due to staff turnover to ensure everyone has done this. ASB team restructure complete - to be reviewed Summer 2025.		Head of Estate Services - 12 month review of Neighbourhood & ASB delivery models scheduled Summer 2025. Final HPP session arranged for Q1 25/26 due to staff turnover and to ensure everyone receives training
Healthy Barnsley	All homes to be compliant with Building Safety and Compliance regulations/legislation (Building Safety)	Keeping Tenants Safe	*Ongoing Monthly Building Safety Scorecard Reports to transfer to Realtime reporting via C365 *EICR 100% to 5 year Position (utilising warrant of entry for access) *Lifts 100% Compliant (utilising warrant of entry for access) *Building Safety Cases - Quarterly Review with Building Safety Project Board awaiting contact from the Building Safety Regulator *Embed the Damp, Mould & Disrepair Team & Produce a bespoke Strategy *Installation of IOT Monitoring	01/06/2024 revised to August 2024	Head of Repairs Maintenance and Building Safety	Monthly monitoring remains on Scorecard whilst the C365 Implementation works remain ongoing. Revised target agreed for August 2024 with dates booked with BMBC Corporate Assurance Team to audit the system and data to ensure accuracy	Monthly monitoring remains on Scorecard whilst the C365 Implementation works remain ongoing. This is in the final stages of being audited by BMBC Corp Assurance, then board approval will be sought to go fully live. We continue to closely monitor regulatory changes on the horizon (Awaabs Law & DH2).	Head RM&BS: C365 implementation ongoing, and works so far have proven valuable. PS structure review, along with PRIP contract review/amendment fundamental to delivery of acceptable service 'Discovery' works ongoing within PS, identifying areas of change necessary - which will inform any necessary stakeholder consultation Activity ongoing to reduce st2 complaints of repairs Redefine budget monitoring/management activity for cost control/avoidance Void position ever improving, still much improvement required prior to Apr25 Focus upon disrepair, Damp, Mould with new mgr: progressive improvements already to control cost and reduce exposure/risk	Monthly monitoring remains on Scorecard whilst the C365 Implementation works remain ongoing. This is in the final stages of the system being implemented. We are also in the process of creating the building safety scorecard to ensure the data given is live as of the end of the month. The audit by BMBC Corp Assurance will be reviewed once the system is fully in use. We continue to closely monitor regulatory changes on the horizon (Awaabs Law & DH2).
Healthy Barnsley	All homes will have up to date asset data used to support repairs, maintenance, and investment (Stock Data)	Technology and Innovation	* Review stock data completion rates and run a targeted mop up programme to attain full asset data set. * Commissioning of a data validation exercise of stock data. * Rolling programme of stock condition across 20% of the stock per annum, operating on a risk based approach in relation to property selection.	June 24 Aug 24 Mar 25	Head of Asset Management	Head of AM. March 2024 completion rates 83%. Penningtons completed stock validation report for BH. Mop up programme for remaining approx. 15% being undertaken. 2025/26 risk based approach being developed by AM Team for 20% per annum SCS	Head of AM: Sep 2024 completion rate at 85%. Penningtons provided outcome report to BH/BMBC key stakeholders Jul 2024. SCS supporting development of medium term capital investment plan. 15% SCS still to be undertaken (no access). As per Q1 update - 2025/26 risk based approach to be developed by AM Team for 20% per annum SCS		Head of AM: Mar 2025 completion rate at approx 88%. Medium Term capital investment plan completed and annual 2025/26 capital investment plan approved by Council cabinet Mar 2025. Rolling Stock Condition Survey programme of 20% per annum 2025/26 to proceed through a risk based approach. Methodology for asset selection developed and currently being reviewed by relevant stakeholders.



Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2	Q3	Q4
Learning Barnsley	Strategic Workforce Planning (incorporating Professionalism Agenda, Succession / Workforce Planning)	<b>Employment and Training</b>	Review of jobs in scope, current qualifications held and training needs Review employee specs and recruitment process to meet competency and conduct requirements Review PDR process Agree Workforce Planning/Succession Planning Framework	June 24 June 24 March 25	Head of HR&OD	Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, current qualifications of post holders identified, training plan being developed. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed	Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, refreshing data on current qualifications of post holders due to turnover and training plan being developed. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed & full review commenced. Workforce & Succession Planning Framework to be developed in 2025/26	Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, refreshing data on current qualifications of post holders due to turnover and training plan being developed. Costed options for gaining qualifications to be presented to EMT in January 2025. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed & full review commenced. Workforce & Succession Planning Framework to be developed in 2025/26	Head of HR,OD&Comms - No further information on the timescale for implementing the Competence & Conduct Standard following the consultation in 2024. Roles in scope for proposed competence & conduct standard agreed & data refresh on existing qualifications due in Q1 25/26. Costed options for gaining qualifications to be presented to EMT in Q2 2025. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed & full review commenced. Workforce & Succession Planning Framework to be developed in 2025/26.
Growing Barnsley	Implementing the Lettings Policy and reviewing its impact	<b>Hearing Customers</b>	Post Go live review of new policy Review wider service processes Obtain feedback from applicants 6 months after go live Completion of annual review report for Board and BMBC Review mutual exchange service offer and provider Review service structure for efficiencies	April 24 June 24 Aug 24 Jan 25 Sep 24 Jan 25	Head of Customer Services Lettings Manager	H O CS - Policy Live 1/4/24. System still in development. Temp amends to existing set up. Qtr 1 analysis completed. Review of wider processes commenced. Update in Qtr 2	*Went live. *Commenced review of wider processes - behind target due to staffing resources *Customer Panel to be held Nov-24 and survey in development. *Commenced mid-year impact report to share with Ctte and elected members. *To commence - contact with alternative providers already made - deferred to new year. Current contract expires Oct-25. *Reviewing service structures to deliver projects - commenced.	HoCS - Updated progress with CsC, Customer Panel and Elected Members. Positive feedback.  Structure amended and specialist roles filled to coordinate nominations, ME and tenancy changes. Tenancy Change Policy to complete end April 25 to align to Tenancy Policy. Commenced review of ME process and most effective delivery. Testing of new NEC set up in progress and on track from April go live subject to no significant issues.	H of CS Testing on NEC System changes still ongoing. Issues with document uploads. Continuing to progress. Tenancy Change Policy in development but will slip to end May 25. Mutual Exchange review commenced - expect to complete June 25 Annual review for BMBC of policy impact commenced and complete mid May.
Sustainable Barnsley	To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)	<b>Zero Carbon</b>	*Review exercise to be undertaken following completion of EPC 'C' retrofit pilot, delivered via PRIP contractual arrangement. *Develop and agree approach with EMT and BMBC for a EPC 'C' retrofit programme to deliver 2030 objective for all BH stock.	July 24 October 24	Head of Asset Management	Head of AM: Pilot undertaken via PRIP. Retrofit with Barnsley Home Standard works in 2024/25 to be paused - HRA priorities. Commission for SAVA intelligent energy modelling system to be implemented to allow for a full stock retrofit plan to be developed	Head of AM: Transformation Board agreed implementation of SAVA intelligent energy module. Anticipated to be live for Dec 2024. NEC Phase 2 Assets Module to follow. Full retrofit plan to be created	Head of AM: SAVA intelligent energy module live. Retrofit plan currently being developed. NEC Phase 2 Assets Module currently being built for implementation.	Head of AM: SAVA intelligent energy module live. Modelling exercise for properties without an EPC being undertaken. Revised baseline and retrofit plan will be developed following completion of exercise. NEC Phase 2 Assets Module currently being built for testing. Extensive testing required in Q1 and Q2 of new FY to ensure system suitably configured/robust for monitoring / reporting purposes when go live.