

Quarterly Performance Report Quarter 3-2025/2026



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2025/26 - 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
Current Tenant Arrears	

TSM KPIs

TSM		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 Gas Safety Checks	 Fire Safety Checks	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	99.9%	BS01: Gas Gas safety checks
		100.0%	100.0%	100.0%	99.5%	-	-	100.0%	100.0%	BS02: Fire Fire safety checks
 Asbestos Safety Checks	 Water Safety Checks	100.0%	100.0%	98.3%	100.0%	-	-	100.0%	100.0%	BS03: Asbestos Asbestos safety checks
		100.0%	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	BS04: Water Water safety checks
 Lift Safety Checks	 Stage One Complaints	100.0%	100.0%	100.0%	100.0%	-	-	100.0%	100.0%	BS05: Lift Lift safety checks
		67.1	15.6	29.7	43.1	-	-	In line with peer group median	21.8 Q2	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
 Stage Two Complaints	 Stage One Response Time	15.9	3.9	7.4	10.2	-	-	In line with peer group median	4.5 Q2	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
		93.0%	96.9%	97.0%	96.5%	-	-	100.0%	80.5%	CH02 1: Stage One Response Time Stage one complaints response time
 Stage Two Response Time		97.9%	100.0%	100.0%	100.0%	-	-	100.0%	86.7%	CH02 2: Stage Two Response Time Stage two complaints response time

TSM KPIs

TSM		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 ASB Cases	 ASB Cases Hate Incidents	35.0	9.2	18.7	24.1	-	-	In line with peer group median	35.0 Q2	NM01 1: ASB Cases Anti-social behaviour cases
		0.7	0.2	0.4	0.4	-	-	In line with peer group median	0.9 Q2	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
 DHS Compliance	 Non-Emergency Repairs	0.2%	1.3%	1.4%	0.9%	-	-	0.0%	3.5%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
		85.7%	85.7%	91.0%	90.0%	-	-	86.0%	80.5%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
 Emergency Repairs	 Tenant Satisfaction	89.1%	91.4%	95.6%	95.2%	-	-	92.0%	97.1%	RP02 2: Emergency Repairs Repairs completed within target timescale
		75.2%	75.9%	-	-	-	-	75.9%	72.7%	TP01: Tenant Satisfaction Overall satisfaction
 Tenant Satisfaction with Repairs	 Time Taken Recent Repair	74.4%	74.1%	-	-	-	-	75.4%	75.6%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
		67.5%	71.2%	-	-	-	-	69.0%	73.1%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
 Well Maintained Home		70.7%	71.3%	-	-	-	-	70.9%	73.5%	TP04: Well Maintained Home Satisfaction that the home is well maintained

TSM KPIs

TSM		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 Satisfaction Home is Safe	 Listening to Tenants	71.5%	72.3%	-	-	-	-	73.5%	79.1%	TP05: Home is Safe Satisfaction that the home is safe
		62.3%	66.9%	-	-	-	-	65.0%	62.2%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
 Keeping Tenants Informed	 Treating Tenants Fairly	62.5%	64.7%	-	-	-	-	66.5%	71.0%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
		77.9%	79.3%	-	-	-	-	80.9%	78.2%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
 Handling Complaints	 Satisfaction with Communal Areas	44.5%	43.2%	-	-	-	-	45.0%	32.9%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
		61.7%	64.1%	-	-	-	-	63.9%	64.1%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained
 Positive Contribution	 Satisfaction with Handling ASB	55.0%	56.5%	-	-	-	-	59.8%	60.5%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
		47.6%	49.4%	-	-	-	-	55.0%	54.2%	TP12: Satisfaction Handling ASB Satisfaction with the landlords approach to handling anti-social behaviour

Council KPIs

Council KPIs		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
 Void Rent Loss	 Rent Collection	£1,570,692 (1.86%)	£352,658 (1.78%)	£757,325 (1.83%)	£1,120,260 (1.78%)	-	-	1.5%	1.28%	Void Rent Loss (BH1) Income lost due to void properties
		100.5%	99.7%	100.2%	99.7%	-	-	98.0%	100.2%	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
 Proportion of Apprentices	 Barnsley Pound	3.6%	3.3%	3.7%	3.3%	-	-	3.5%	N/A	Apprentices (BH3) Proportion of apprentices in workforce
		68.0%	68.0%	67.0%	64.0%	-	-	60.0%	N/A	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.
 EPC C or Above	Annual indicator  Management Fee	43.1%	43.9%	44.2%	44.4%	-	-	50.0%	66.6%	EPC Ratings (BH5) Percentage of Properties with an EPC C or above.
		Achieved	Annual				-	1.0%	N/A	Management Fee (BH6) Management Fee Efficiency target as part of annual Value For Money report.

Company KPIs

Company KPIs		YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCHMARK (Median)	
Annual Indicator										
										
Staff Satisfaction	Staff Attendance									
										
Equality Act	Minority Ethnic									
										
Current Tenant Arrears	Contact Centre									
		New	65.7%				65.7%	65.0%	N/A	Staff Satisfaction (KPI 1) Employee satisfaction with Berneslai Homes as an employer
		6.1%	4.57%	3.87%	4.30%	-	-	3.6%	N/A	Staff Attendance (KPI 2) Percentage of working days lost due to sickness
		13.2%	13.7%	13.7%	13.8%	-	-	13.2%	N/A	Diversity (KPI 3) Percentage of staff defining under the Equality Act definition of disability.
		2.8%	2.9%	3.1%	3.1%	-	-	4.1%	N/A	Diversity (KPI 4) Percentage of minority ethnic staff in total workforce.
		3.6%	3.71%	3.54%	3.52%	-	-	3.5%	3.26%	Current Tenant Arrears (KPI 5) Percentage of Current Tenant Arrears.
		58.1%	49.8%	75.3%	89.9%	-	-	80.0%	N/A	Contact Centre (KPI 6) We will answer priority calls in less than 3 minutes (Contact Centre).