



























Quarterly Performance
Report
Quarter 1-2024/2025














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2024/25 - Q1 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 Complaint	 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	 Management Fee

Company KPIs	
 Staff Satisfaction	 Staff Attendance
 Equality Act	 Minority Ethnic
 Current Tenant Arrears	 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	
100%	100%					100%		BS01: Gas Gas safety checks
100%	100%					100%		BS02: Fire Fire safety checks
100%	100%					100%		BS03: Asbestos Asbestos safety checks
100%	100%					100%		BS04: Water Water safety checks
100%	100%					100%		BS05: Lift Lift safety checks
39.6	16.3					In line with peer group median	39.4 peer group median	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
7.6	3.0					In line with peer group median	4.95 peer group median	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
74.0%	96.2%					100%	75.9%	CH02 1: Stage One Response Time Stage one complaints response time
96.3%	96.7%					100%	80.7%	CH02 2: Stage Two Response Time Stage two complaints response time

TSM KPIs

TSM		YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK	
		46.4	11.9					In line with peer group median	54.8 peer group median	NM01 1: ASB Cases Anti-social behaviour cases
ASB Cases	ASB Cases Hate Incidents	0.5	0.22					In line with peer group median	1.3 peer group median	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
		0.09%	1.3%					0%	2.17%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
DHS Compliance	Non-Emergency Repairs	94.1%	92.9%					96%	83.5%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
	Annual Indicator 	94.3%	96.6%					99%	94.7%	RP02 2: Emergency Repairs Repairs completed within target timescale
Emergency Repairs	Tenant Satisfaction	76.8%	Annual					77%	76.8%	TP01: Tenant Satisfaction Overall satisfaction
Annual Indicator 	Annual Indicator 	75.1%	Annual					76%	74.1%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
Tenant Satisfaction with Repairs	Time Taken Recent Repair	75.5%	Annual					76%	70.5%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
Annual Indicator 		73.8%	Annual					74%	73.1%	TP04: Well Maintained Home Satisfaction that the home is well maintained
Well Maintained Home										

TSM KPIs

TSM	
Annual Indicator  Satisfaction Home is Safe	Annual Indicator  Listening to Tenants
Annual Indicator  Keeping Tenants Informed	Annual Indicator  Treating Tenants Fairly
Annual Indicator  Handling Complaint	Annual Indicator  Satisfaction with Communal Areas
Annual Indicator  Positive Contribution	Annual Indicator  Satisfaction with Handling ASB

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK	
74.9%	Annual					77%	77.0%	TP05: Home is Safe Satisfaction that the home is safe
59.6%	Annual					61%	64.0%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
64.4%	Annual					68%	68.8%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
76.9%	Annual					81%	78.6%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
43.1%	Annual					43%	36.5%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
65.9%	Annual					66%	66.5%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained
59.6%	Annual					64%	63.5%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
48.4%	Annual					55%	55.7%	TP12: Satisfaction Handling ASB 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%

1.05%

Void Rent Loss (BH1)

Income lost due to void properties

96.3%

99.2%

97%

Rent collection (BH2)

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

3.6%

3.3%

4%

Apprentices (BH3)

Proportion of apprentices in workforce

66%

65.0%

60%

Local Spend (BH4)

Spend funds locally supporting the Barnsley economy.

39.3%

41.9%

45%

EPC Ratings (BH5)

Percentage of Properties with an EPC C or above.

Achieved

Annual

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



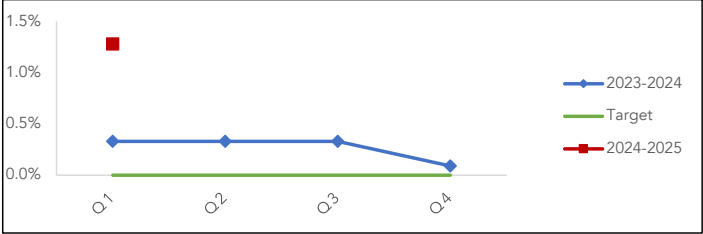
Contact Centre

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	
48%	51%					50%	Staff Satisfaction (KPI 1) Employee satisfaction rate. My organisation is a great place to work.
12.4	13.1					9 days	Staff Attendance (KPI 2) Average number of days absent per full time equivalent employee.
4.7%	4.7%					8%	Diversity (KPI 3) Percentage of staff defining under the Equality Act definition of disability.
3.1%	2.9%					3.4%	Diversity (KPI 4) Percentage of minority ethnic staff in total workforce.
3.7%	3.6%					3.5%	Current Tenant Arrears (KPI 5) Percentage of Current Tenant Arrears.
73.5%	40.0%					80%	Contact Centre (KPI 6) We will answer priority calls in less than 3 minutes (Contact Centre).

Exception Report Summary

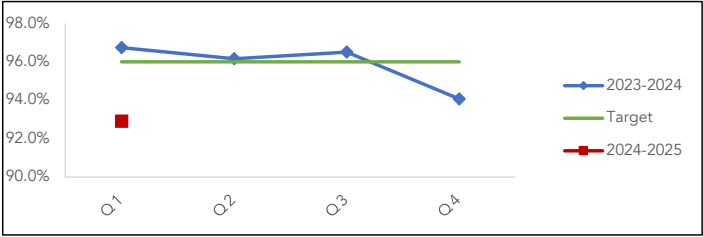
Title:	The proportion of homes non-decent (RP01)
Theme:	Barnsley Home Standard
PI Type:	TSM Pulse
YE Target:	0%

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



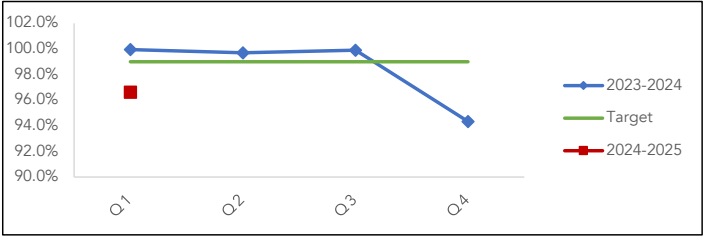
Title:	Proportion of non-emergency repairs completed in target timescale (RP02 1)
Theme:	Repairs and Maintenance
PI Type:	TSM Pulse
YE Target:	96.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	92.9%	Red	↓	96.0%	1% point	96.7%
Q2				96.0%		96.2%
Q3				96.0%		96.5%
Q4				96.0%		94.1%



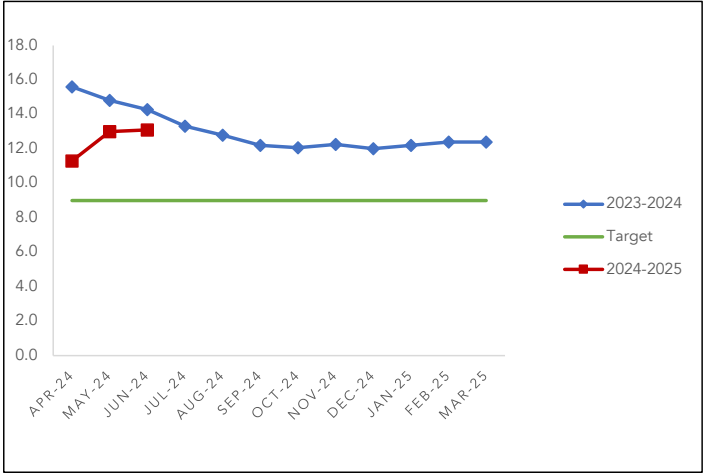
Title:	Proportion of emergency repairs completed in target timescale (RP02 2)
Theme:	Repairs and Maintenance
PI Type:	TSM Pulse
YE Target:	99.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	96.6%	Red	↑	99.0%	1% point	100.0%
Q2				99.0%		99.7%
Q3				99.0%		99.9%
Q4				99.0%		94.3%



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				9.0		13.3
Aug-24				9.0		12.8
Sep-24				9.0		12.2
Oct-24				9.0		12.1
Nov-24				9.0		12.3
Dec-24				9.0		12.0
Jan-25				9.0		12.2
Feb-25				9.0		12.4
Mar-25				9.0		12.4



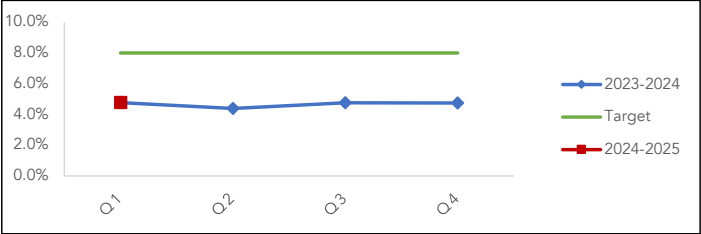
Title: Percentage of Staff defining under the Equality Act definition of disability (KPI 3)

Theme: HR & Equality and Diversity

PI Type: Company Pulse

YE Target: 8.0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	4.8%	Red	⬆️	8.0%	0.5% points	4.8%
Q2				8.0%		4.4%
Q3				8.0%		4.8%
Q4				8.0%		4.7%



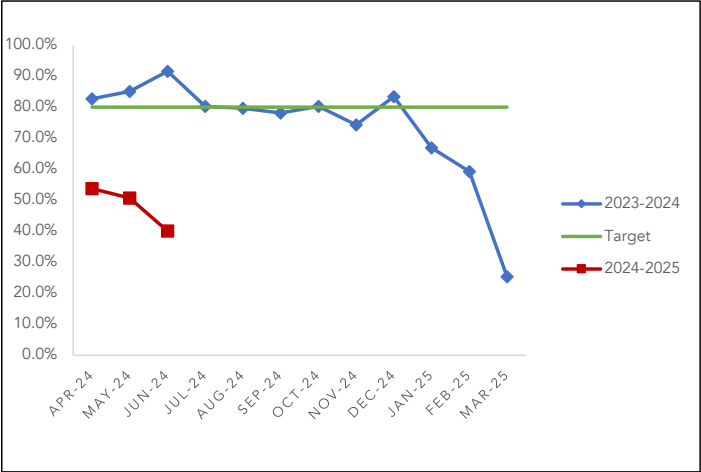
Title: We will answer priority calls in less than 3 minutes (KPI 6)

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				80.00%		80.3%
Aug-24				80.00%		79.6%
Sep-24				80.00%		78.1%
Oct-24				80.00%		80.3%
Nov-24				80.00%		74.3%
Dec-24				80.00%		83.4%
Jan-25				80.00%		66.9%
Feb-25				80.00%		59.2%
Mar-25				80.00%		25.4%



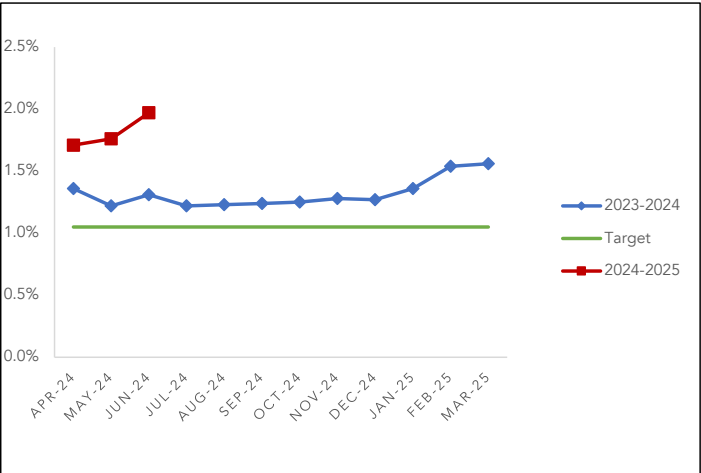
Title: Void rent loss (BH1)


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				1.1%		1.2%
Aug-24				1.1%		1.2%
Sep-24				1.1%		1.2%
Oct-24				1.1%		1.3%
Nov-24				1.1%		1.3%
Dec-24				1.1%		1.3%
Jan-25				1.1%		1.4%
Feb-25				1.1%		1.5%
Mar-25				1.1%		1.6%



DATE REPORT RAN 30/06/2024		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			
		17,957		754		34		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% Compliant
BS02: Fire safety checks		1,024	0							Spreadsheet		100.00%	100% Compliant
BS03: Asbestos safety checks		880	0							Spreadsheet		100.00%	100% Compliant
BS04: Water safety checks		882	0							Spreadsheet		100.00%	100% Compliant
BS05: Lift safety checks		408	0							Spreadsheet		100.00%	100% Compliant
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme				212	0	0	0			Spreadsheet		100.00%	100% Compliant
Assets NOT on Programme				542		34							
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required				0	0	0	0			Spreadsheet/C365			All FRA actions are now monitored within C365
High (2 month)				0	0	0	0			Spreadsheet/C365			
Medium (6 months)				5	0	0	0			Spreadsheet/C365			
Low (12 months)				5	0	0	0			Spreadsheet/C365			
In plan works - High				16	0	0	0			Spreadsheet/C365			
In plan works - Medium				61	0	0	0			Spreadsheet/C365			
In plan works - Low				39	0	0	0			Spreadsheet/C365			
All Fire Actions				126	0	0	0						
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning				118	1					Spreadsheet		99.16%	The 5 expired flat entrance doors are currently following the no access procedure. Fire Safety Officer is working with BPS to ensure the 1 outstanding fire alarm and 3 outstanding emergency lighting annual maintenance/test is completed A.S.A.P. The fire extinguishers at the Collins Close Community Centre/HMO Office are within the four weeks tolerance from the 12 month period acceptable under BS5306-Part 3:2017 - Code of practice for the commissioning and maintenance of portable fire extinguishers.
Emergency Lighting				114	3					Spreadsheet		97.44%	
Fire Extinguishers				306	0					Spreadsheet		100.00%	
Smoke Vents				3	0					Spreadsheet		100.00%	
Fire Blankets				48	0					Spreadsheet		100.00%	
Communal Fire Door Inspections				575	0					PIMMS		100.00%	
Flat Entrance Fire Door inspections				955	5					PIMMS		99.48%	
All Fire Actions				2119	9							99.58%	
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within reporting year		12								Spreadsheet		incidents	
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme		17,707	250									98.61%	
Assets NOT on Programme													
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month			447							Spreadsheet		2.49%	CS: 382 raised, 3 cancelled, 308 in progress, 71 complete. Wates: 54 raised, 0 cancelled, 12 in progress, 42 complete. Allerton: 11 raised, 11 complete.
Open 7-day jobs at month end			320							Spreadsheet		1.78%	
HHSRS (CAT1/2) damp / mould risks identified in month			0							Spreadsheet		0.00%	
DAMP AND MOULD - COMPLAINTS													
Open stage 1 complaints			3							Customer Services		0.02%	For quarter 1 we have received and closed the following damp and mould: Escalated Service requests – 28 Stage 1 – 41 Stage 2 – 7 (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			3							Customer Services		0.02%	
Total number of complaints open within the quarter			48							Customer Services			
			54							Customer Services		0.30%	
DAMP AND MOULD - DISREPAIR CLAIMS													
Total live claims relating to damp and mould (cum in yr)			39							Spreadsheet		0.22%	From 1st April to the end June 46 disrepair cases have been raised, 39 related to damp and mould
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years													
Assets on Programme with an in date EICR <10 years		17,946	43					44	0	Workbooks		99.76%	4/5 properties are now waiting to be heard at court for injunction proceedings in line with the access procedure.
Assets on Programme		17,989						44					
Assets on Programme with an in date EICR <5 yrs		17,606	383	218	1			44	0	Workbooks		97.91%	The number of properties with a date >5 years has risen in part because the Wates QS has been on leave.
Assets on Programme		17,989		217				44					
C-1		0	0	0	0			0	0	Spreadsheet			Some historical C2 and FI are to have new EICR as CS have been unable to access these properties within the last 12 months to carry out the remedial work
C-2		5	143	1	0			0	0	Spreadsheet			

GAS SERVICING												
Assets on Programme	16,054	0	4	0	51	0			Spreadsheet		100.00%	
Assets NOT on Programme	1,903											
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	635	0							Partners		100.00%	
Voids Capped												
No. of Voids Capped in Month within 24 hrs of Becoming Void	66	0							Partners		100.00%	
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	183								Partners			
Solid Fuel												
Homes on the Programme	102	1							Spreadsheet		99.03%	1 Property overdue, booked in with tenant to be completed
Asbestos												
Assets on Programme			534	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	100% Compliant
Assets NOT on Programme			219		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16806	46	62	0	20	14	0	0	PIMSS, Spreadsheet		99.65%	The remaining domestic 46 LRAs are proving to be more challenging to arrange. Compliance Officer now exploring other options to access these properties, as most have been visited several times by Wates / CS. Commercial LRAs - all compliant Other (Shops): Compliance Officer continues to work with BMBC to encourage tenants to carry out LRAs or to agree for CS to complete them. BMBC are now re-contacting all housing shop tenants with more Legionella information so they understand why these assessments are required.
Assets NOT on Programme	1151		692		14		0					
WATER HYGIENE: Inspection checks												
Flushing			164	2					Teams / spreadsheet		98.80%	Flushing - New Lodge Community Centre missed due to access issues. This is now resolved.
Temperatures			58	0					Teams / spreadsheet		100.00%	
Annual monitoring			58	0					Teams / spreadsheet		100.00%	
			280	2							99.29%	
WATER HYGIENE												
High (1 month)	0	0	0	0								no remedials
Medium (3 months)	0	0	0	0								
Low (6 months)	0	0	0	0					SAP/Spreadsheet			
All Actions	0	0	0	0								
SERVICE & MAINTENANCE CHECKS												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	All passenger lifts compliant
Stairlifts	438	2							Engineers sheets		99.55%	2 uncompliant - 1 requires removal. 1 tenant is in hospital
Steplifts	0	1							Engineers sheets		0.00%	1 Steplift requires parts which have now been ordered.
Throughfloor lifts (TFL)	29	1							Engineers sheets		96.67%	1 uncompliant due to rat infestation at property
Hoists	101	2							Engineers sheets		98.06%	2 uncompliant - 1 no access. 1 to be removed.
All	588	6									98.99%	
ENERGY EFFICIENCY												
SCS	14,901	3056							Spreadsheet		82.98%	Surveying resumed 20 May 2024 - only marginal increase, which due to low numbers, not yet included in this figure.
EPC	14,471	3486							PIMSS		80.59%	Surveying resumed 20 May 2024 - only marginal increase, which due to low numbers, not yet included in this figure.

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update
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
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.
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	Initial meeting held between BMBC and BH. Discovery work around content relationship Management system is initial area being considered.
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.
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-24 Dec-24 Apr-24	Head of Estate Services, Neighbourhood Manager, ASB Team Leader	Restructure complete. Housing Professional Passport programme underway. Service Transformation continuing ASB
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

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update
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
Learning Barnsley	Strategic Workforce Planning (incorporating Professionalism Agenda, Succession / Workforce Planning)	Employment and Training	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
Growing Barnsley	Implementing the Lettings Policy and reviewing its impact	Hearing Customers	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 - Ppolicy 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
Sustainable Barnsley	To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)	Zero Carbon	*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