

Berneslai Homes Customer Services Committee 18 February 2025 – Meeting Summary:

Contact Centre Update - Presentation

Committee received a presentation from the Customer Contact Centre, which provided an update outlining the key areas of focus. The ongoing work to improving IT systems to ensure a seamless information flow for customer call and queries was highlighted together with identifying solutions to address issues and enhance the overall experience for both customers and staff.

Committee noted and were pleased with the good working taking place, were supportive of the consideration of a move from multi skilled to dedicated staff and for the service standards to be reviewed in consultation with tenants.

Quarterly Performance Report Quarter 3 2024/25

The Quarter 3 (October – December 2024) performance information was presented, including key areas of strengths, areas for improvement and actions being taken in specific areas to improve performance. Key areas of focus for improvement included void rent loss and employee sickness.

The Committee reviewed the Quarter 3 performance report recognising the areas of strength and the actions being taken in key areas to improve performance.

Property Repairs and Improvement Partnership (PRIP) Performance Report Quarter 3 2024/25

The Quarter 3 PRIP performance information for the contractor delivery of the repairs service was presented and discussed. The report shows the performance of the contract partners on 14 key performance indicators (KPIs) for the third quarter. It was highlighted that performance was strong with good progressive improvements from the previous quarter. It was acknowledged that performance had not been achieved against some of these targets, however, it was recognised that targets are very challenging and as part of the PRIP contract review currently being undertaken there may be an opportunity for some of the measures to be set at a more realistic level. Actions being taken to address and improve the KPI targets that have not been met were presented from both contractor partners. KPI targets were achieved in relation to voids turnaround time, major adaptations and the Barnsley Pound. Tenant Voice Panel Committee members were disappointed to note the better performance of one contractor partner in terms of satisfaction levels. Committee were informed of the work that is currently ongoing to alleviate some system operational issues to alleviate the problems being experienced that will assist in improving performance levels.

The Committee noted the report and the actions being taken to improve performance on KPIs where targets have not been met.

Quarterly Complaint Report (Quarter 3) 2024/25

The Committee received a report which summarised the complaint handling and learning for Quarter 3 (October – December) and Quarter 1- 3 combined. Complaints at Stage 2 are reducing, although quite high, however collaborative working with service areas to ensure commitments made at Stage 1 are followed through, which are mainly in relation to commitments not being fulfilled and the length of time taken for repairs to be carried out however by managing expectations at the earliest opportunity and not overpromising will help alleviate complaints. Committee were informed that as Awaab's Law will be implemented in October 2025 the importance of Berneslai Homes having all necessary processes in place to avoid implications related to timescales and response times impacting on repairs and as such further increasing complaint numbers was noted.

The Committee were assured of the continued positive progress in improving the complaint handling service, responding to complaints within timescale and the strengthened governance oversight of complaint handling and learning.

Hearing Tenants - Involvement and Influence Update

The Committee received a report which provided an update as at the end of Quarter 3 on how tenants and residents have made their voices heard and influenced policy and service delivery at Berneslai Homes and how Berneslai Homes has worked with tenants and residents to support sustainable communities. The low satisfaction levels regarding damp and mould issues was noted however assurance was given that good progress is being made to ensure processes are in place to address these issues appropriately, aiming to increase satisfaction in this area. Additionally, further training on damp and mould will be offered to tenants, which is expected to further improve satisfaction levels. Detailed results of the damp and mould survey will be shared with the Committee at a future date. It was noted that older properties within the Berneslai Homes housing stock are undergoing improvements, but further funding is required to achieve the zero-carbon agenda.

The Committee noted the positive actions to strengthen and respond to the tenant voice, and the positive progress with the development of the Insight and Engagement Strategy, the progress against the Action Plan leading to more effective and representative engagement with the wider community and that the Tenant Satisfaction Measure survey and action plan will be presented to a future meeting of Berneslai Homes Board.