

Overview

Berneslai Homes is a local housing company that was established in December 2002 with Construction Services joining from 2005. 100% owned by Barnsley Council, it is delegated to provide services to council housing across the borough.

Barnsley Council (BMBC)

Barnsley Council operate a client function between BMBC and Berneslai Homes. They also ensure that Berneslai Homes strategic priorities are aligned with those of the council. The council monitor the performance of the organisation through an agreed Assurance Framework and a set of review meetings. BMBC continue to provide some of the landlord services such as 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, including grounds maintenance, call centre services, IT services, financial services, fleet, and high-level antisocial behaviour cases.

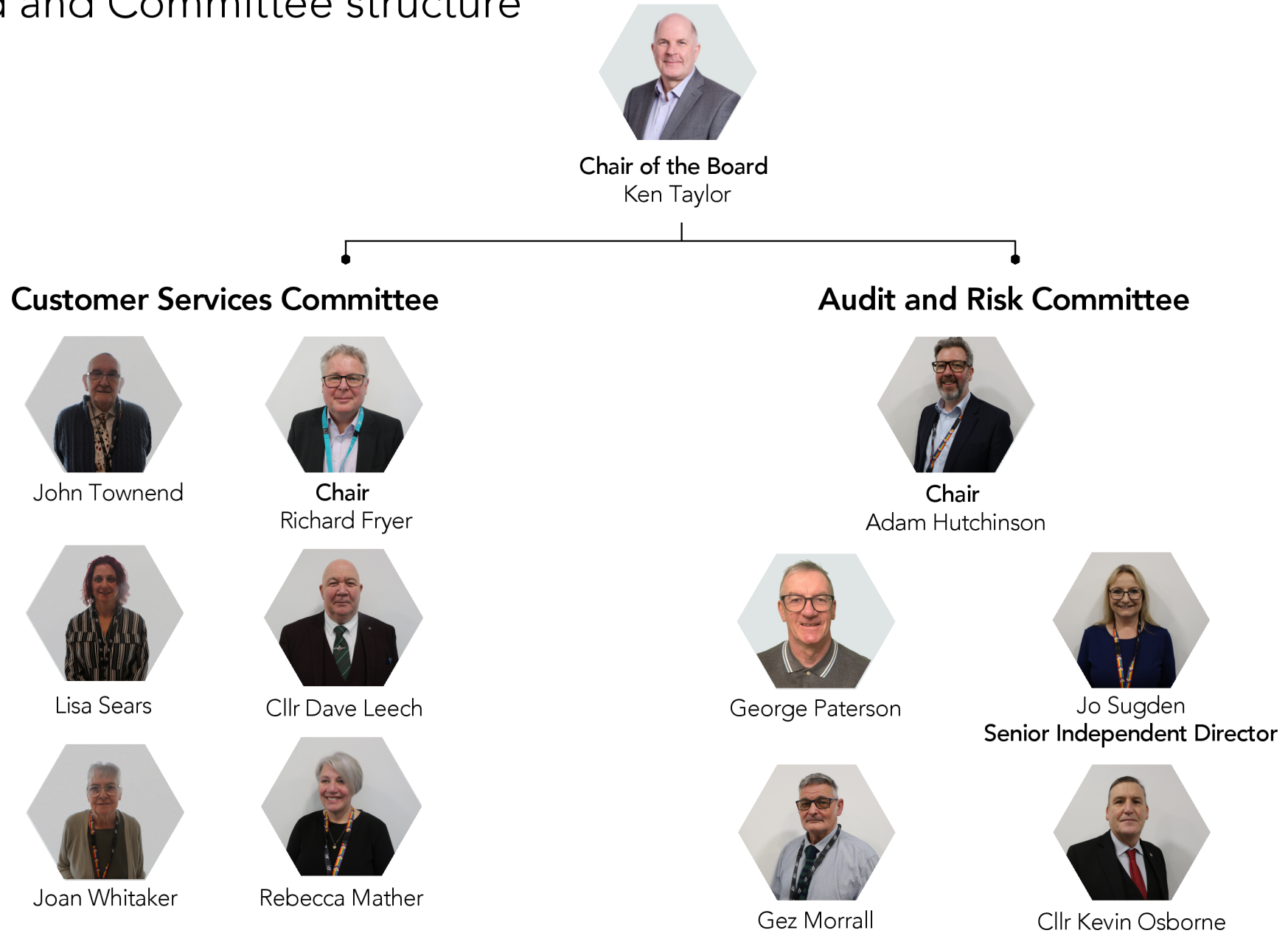
Berneslai Homes

We're delegated to carry out the day-to-day running of the council housing service:

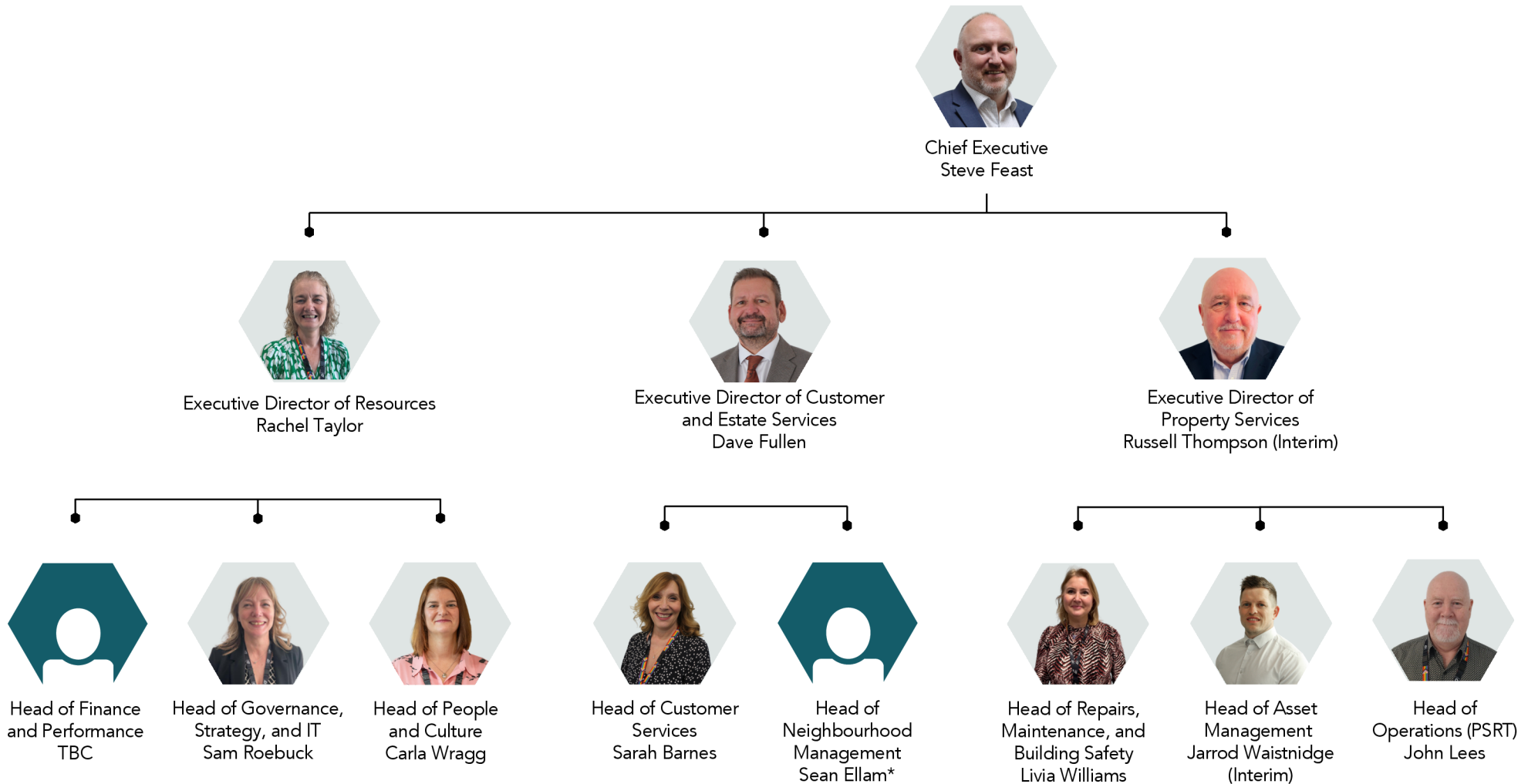
- We manage the waiting list for the council and let vacant homes.
- We collect rent.
- We repair, maintain, and improve homes and estates.
- We support people facing financial difficulty.
- We keep our estates clean and tidy and deal with issues of lower level anti-social behaviour.
- We support people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



Board and Committee structure





Executive Management Team (EMT) and Senior Management Team (SMT)



*From May 2026

Barnsley Homes key priorities and focus 2026-27

Barnsley 2030 objective	Action	Strategic Plan priority	Key milestones	Date	BH lead and additional resources
	To continue the improvement in our work on data with our Data Champions, increase data analysis and further develop our approach to AI	Listening and responding to customers	Identified Data Champions taking action to correct inaccurate data and amend processes to ensure data input is accurate	30/06/26	Head of Strategy, Governance, and IT
			Using data to move to more predictive performance, budget and programmed requirements by increased analysis of the accurate data	31/03/27	
			Using sector best practice and analysis of BH's early experiences with AI further develop the BH Corporate approach to effectively harness the power of AI	31/03/27	
	Work with BMBC on key initiatives including Dynamics CRM work, Data Lake, Knowing our Customers	Listening and responding to customers	Project Plan and implementation phase on agreed areas to be developed from the minimum viable product for CRM	31/03/27	Head of Strategy, Governance, and IT, BMBC IT and possible external consultant support
			Eforms moved to a more effective solution	31/03/27	
			Chatbot created on BH website	31/12/27	
			Data Lake scoping work completed and decision made with BMBC with regards to BH and priorities	30/09/26	

APPENDIX A: Berneslai Homes Annual Business Action Plan

Barnsley 2030 objective	Action	Strategic Plan priority	Key milestones	Date	BH lead and additional resources
<p>Growing Barnsley</p>	<p>Embedding and evaluating the governance and relationships between BH/ BMBC from the Savills' review</p>	<p>Listening and responding to customers</p>	<p>New governance structure in place</p>	<p>01/04/26</p>	<p>CEO and Chair of the Board</p>
		<p>Keeping tenants safe</p>	<p>Regular review of format and attendance of meetings through first 6 months</p>	<p>31/10/26</p>	
		<p>Increasing efficiency and effectiveness</p>	<p>Evaluate success and make any recommendation for further improvements</p>	<p>31/03/27</p>	
		<p>Improving opportunities for employment and training</p>			
<p>Healthy Barnsley</p>	<p>To continue hearing and responding to a wider tenant voice through engagement and insight, implementing the outcomes of the TPAS review and improving communications with tenants.</p>	<p>Listening and responding to customers</p>	<p>Review new engagement structure to ensure reflective of the tenant profile</p>	<p>Ongoing 26/27</p>	<p>Head of Customer Services/ Head of Estate Services/ Voicescape Engage</p>
			<p>Enhance range of transactional surveys</p>		
			<p>Introduce Voicescape Engage</p>		
			<p>Co-produce Neighbourhood Plans with tenants and local councillors (May 2026)</p>		
			<p>Reintroduce Berneslai Beacon (1 edition a year)</p>		
			<p>Increase insight (Knowing our Customers project)</p>		
			<p>Maximise opportunities for Board to hear 'unfiltered voice of tenants' (Quarterly updates to Customer Services Committee)</p>		

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<p>Growing Barnsley</p>	<p>Maximise rental income through rent and service charge collection and reducing void rent loss.</p>	<p>Listening and responding to customers</p>	<p>Assess impact and outcomes of Voicescape including the introduction of Agreements Module (October 2027).</p>	<p>By 31/03/27</p>	<p>Head of Estate Service, Head of Repairs, Maintenance, and Building Safety, BMBC Finance, Legal, possible external consultant support for service charges</p>
			<p>Maintain void levels at no more than 151 throughout the year to minimise void rent loss- Review and reset in year targets</p>		<p>Tenancy Agreement review. Project management resource</p>
			<p>Working with BMBC undertake Service Charge Review including, subject to legal opinion, review of Tenancy Agreement.</p>		<p>Resources for Service Charge and Tenancy Agreement review</p>
			<p>Prepare for Rent Convergence (subject to national and local policy decisions). (31 March 2027)</p>		
<p>Healthy Barnsley Sustainable Barnsley</p>	<p>Phase 2 Awaab’s Law readiness and delivery.</p>	<p>Keeping tenants safe</p>	<p>Q1 – Gap analysis of current hazard coverage, systems, procedures and training</p>	<p>30/10/26</p>	<p>Head of Repairs, Maintenance, and Building Safety</p>
			<p>Q2 – Q3 – Update policies, revise procedures, initiate training for new hazard categories, commence systems integration/automation for triage and tracking. Go Live October</p>		

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<p>Learning Barnsley</p> <p>Growing Barnsley</p>	Development and Implementation of a new Asset Management Strategy jointly with BMBC.	Increasing efficiency and effectiveness	<p>April 2026 – Mobilisation and Diagnostic set up. Project initiation and baseline review.</p> <p>April 2026 –Project initiation and baseline review.</p> <p>May 2026 – Insight and evidence gathering.</p> <p>May 2026 – Stock performance and portfolio analysis.</p> <p>June 2026 – Stakeholder engagement and strategic drivers.</p> <p>June 2026 – Engagement and future priorities mapping.</p> <p>July 2026 – Option appraisal and strategic framework.</p> <p>August 2026 – Drafting & Internal Review.</p> <p>September 2026 – Approval and implementation planning.</p> <p>September 2026 – Board approval and launch.</p>	30/09/26	Head of Assets
<p>Learning Barnsley</p> <p>Growing Barnsley</p>	Develop and implement the review of the organisational structure to reflect priorities and resources.	Increasing efficiency and effectiveness	<p>Property Services Review and Revised Structure by 31/3/27</p> <p>Review of remaining Customer & Estate Services linked to IT improvements and automation by 31/03/27</p>	31/03/27	Executive Director Property Services and Executive Director of Customer and Estate Services

Strategies

We're working with Barnsley 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've developed and will continue to review Berneslai Homes strategies that underpin our Strategic Plan.

Strategy	Key dates
Strategic Plan 2021-31	December
Asset Management Strategy	2026
Communications Strategy	2026
People Strategy	2028
Sustainability Strategy	2027

Finance and our budgets 2026-27

<u>Income</u>			
	Management fee	(17,504)	
	Other operating income (UKSPF Trailblazer)	(311)	
	Total income	(17,815)	
<u>Expenditure</u>			
	Asset Management	1,115	
	Board	80	
	Caravan Site	75	
	Central Housing Management Services	1,781	
	Chief Executive	211	
	Community Buildings	1,217	
	Community Refurbishment Scheme	413	
	Customer Engagement	190	
	Customer Services	715	
	Damp, Mould, and Disrepair	361	
	Finance	534	
	Head Office	597	
	Gateway - Level 9	132	
	Governance, Strategy, Corporate Admin	544	
	HR - Comms	168	
	HR - General	223	
	HR - Graduate and Office Apprentices	13	
	HR - Training and EDI	141	
	HSU	1,327	
	Income Team	1,017	
	Information Team	1,345	
	Lettings Team	969	
	Neighbourhoods	2,516	
	Performance Team	98	
	Repairs, Maintenance, and Building Safety	1,556	
	Tenants First	1,715	
	Total expenditure	19,053	
	Housing Growth	0	
	Interest on Cashflow	(150)	
Deficit (Funding from reserves)			1,088
	Grounds Maintenance:	2.050	
	Barnsley Connects:	1.190	
	Community Safety and Neighbourhoods:	0.380	
	Repairs:	26.429	
	Capital Core Programme:	28.750	
	Regulatory – Fire Safety:	2.360	
	Zero Carbon Initiatives:	1.100	
	Housing Growth:	0.750	
	Expended to Date:		

How will we measure success?

Theme	Measure	Description	Theme	Measure	Description
Overall satisfaction	TP01	Overall satisfaction with the services provided	Respectful and helpful engagement	TP06	Satisfaction that the landlord listens to tenant views and acts upon them
Maintaining building safety	BS01	% of homes that have had all the necessary gas safety checks		TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
	BS02	% of homes in buildings that have had all the necessary fire risk assessments		TP08	Agreement that the landlord treats tenants fairly and with respect
	BS03	% of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	Effective handling of complaints	CH01 (1)	Complaints relative to the size of the landlord (Stage 1)
	BS04	% of homes that have had all the necessary legionella risk assessments		CH01 (2)	Complaints relative to the size of the landlord (Stage 2)
	BS05	% of homes in buildings where the communal passenger lifts have had all the necessary safety checks		CH02 (1)	Complaints responded to within Complaint Handling Code timescales (Stage 1)
	TP05	Overall satisfaction that the home is safe		CH02 (2)	Complaints responded to within Complaint Handling Code timescales (Stage 2)
Keeping homes in good repair	RP01	Proportion of homes non-decent		TP09	Satisfaction with the landlord's approach to handling complaints (only those making a complaint in last year)
	RP02 (1)	Proportion of non-emergency repairs completed in landlord's target time	Responsible Neighbourhood Management	NM01 (1)	Anti-social behaviour cases relative to the size of the landlord
	RP02 (2)	Proportion of emergency repairs completed in landlords target time		NM01 (2)	Anti-social behaviour cases relative to the size of the landlord (hate related)
	TP02	Satisfaction with overall repairs service		TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
	TP03	Satisfaction with time taken to complete most recent repair		TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP04	Satisfaction that the home is well maintained		TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
Council Pulse (2026-27 to follow)	BH1	Void rent loss %			
	BH2	Rent collected as a proportion of rents owed on HRA dwellings			
	BH3	Proportion of apprentices in workforce			
	BH4	To spend influenceable funds locally, supporting the Barnsley economy			
	BH5	Percentage of properties with an EPC C or above			
	BH6	Management fee efficiency saving			