

Quarterly Performance
Report
Quarter 2 - 2022/2023



Contents

	Page
Executive Summary	3
Council Pulse	6
Company Pulse	11
Exceptions	
• Average time to relet a property (days) / Term to Comm (cumulative)	16
• Tenant Satisfaction (Annual)	17
• The percentage of tenants who feel that their views are listened to and acted upon (STAR survey question) (BH3)	18
• Rent collected as a proportion of rents owed on Housing Revenue Account Dwellings	19
• To spend at least 75% of funds locally supporting the Barnsley economy (with locally based businesses, traders and suppliers) (BH12)	20
• Average number of sick days per employee	21
• We will answer 80% of priority calls in less than 3 minutes (180 seconds)	22
Regulatory Compliance	23

Executive Summary

Against a challenging and fast-moving economic backdrop, in comparison to quarter 1 overall performance for quarter 2 has deteriorated with eight of the 28 Key Performance Indicators measured now reported as behind target. The following measures were rated as red for quarter 2:

Council pulse

- Average time taken to re-let local authority housing
- Tenant satisfaction
- The percentage of tenants who feel that their views are listened to and acted upon
- Rent collected as a percentage of total debit HRA dwellings
- To spend at least 75% of funds locally supporting the Barnsley economy

Company pulse

- Average number of sick days per employee
- Percentage of staff defining under the Equality Act definition of disability
- We will answer 80% of priority calls in less than three minutes

Key positive performance highlights for this quarter include achieving the annual target for the percentage of tenants satisfied their home is safe and secure, achieving the annual target for the percentage of tenants satisfied with landlord repairs and exceeding the annual target for those likely to recommend Berneslai Homes.

The key exceptions for quarter 2 are discussed in a little more detail below.

Council Pulse

Average Relet Days (page 7)

The average time taken to relet a property has increased from 27.85 days to 31.16 days this quarter against a target of 25 days. Empty properties not only negatively impact on the organisation financially but can also negatively impact on the surrounding neighbourhood. Despite relet performance being behind target, void rent loss remains low and is currently 0.82% at the end of quarter 2 against a target of 1.05%.

There has been an organisational wide focus on reducing the relet time with consideration given to ways to incentivise and improve the letting of some harder to let properties.

Tenant Satisfaction (page 8) and the percentage of tenants who feel that their views are listened to and acted upon (page 8)

Both KPIs are measured annually via our STAR survey. Overall tenant satisfaction was 84.2% against a target of 89% and 68.1% of tenants felt their views were listened to and acted upon against a target of 78%.

Housemark benchmarking data shows a dip in monthly overall satisfaction scores across the sector, with results lower than anticipated. Berneslai Homes performance for both these measures remains well above the benchmark average of 75% for overall satisfaction and 59% for views listened to.

We have now received a detailed STAR survey feedback report which will form the basis of an action plan to address any areas of underperformance linked to tenant perceptions.

Rent Collection and Current Rent Arrears (pages 9 and 14)

Whilst still behind target, rent collection levels have increased from 94.43% in quarter 1 to 95.83% against a target of 97% demonstrating the impact of work undertaken by the Income Team to improve performance against this measure. The percentage of rent arrears has increased by 0.44 percentage points (£320k) since the start of the financial year. This is not unique to Barnsley, national benchmarking data shows a consistent, steady increase in rent arrears with arrears now at the highest point since data collection for this measure began in April 2021. Our current rent arrears of 3.46% is broadly comparable with the sector average of 3.30%.

As the cost-of-living crisis intensifies and as we move towards colder winter months, we are aware this presents difficulties for many. We have several initiatives in place to support tenants including advice and tenancy support. From October, we are opening a number of warm and welcoming spaces across the borough where people can go stay warm and well this winter.

To spend at least 75% of funds locally supporting the Barnsley economy (page 9)

This quarter 69.29% of funds were spent locally against a target of 72%. An increase in project fees and utility costs have contributed to a decrease in the proportion of local spend.

Maintaining Building Safety, Compliance with health and safety obligations (page 7)

We reported 99.21% compliance with health and safety obligations against a target of 100% this quarter. The largest proportion of non-compliance relates to required inspection of 60 domestic hoists/step lifts, we are working to resolve this and expect to be compliant by the end of quarter 3.

Company Pulse

Keeping properties in good repair (page 12)

There has been a marginal improvement in the percentage of responsive repairs completed 'right first time' this quarter from 78.21% in quarter one to 78.5%. Performance is still slightly below target and rated as amber in the report, but this demonstrates a positive incremental improvement as we continue to push toward achieving the target of 81%.

Average number of days sick per employee (page 13)

The average number of days sick per employee has increased this quarter to 10.6 days against a target of 9 days. Performance is marginally higher than at the same point last year. In September, 79% of sickness was long term, and the main cause of overall sickness was mental ill health. Creating positive mental health is high on our agenda, wellbeing support for staff is available including our counselling service and Wellbeing Champions.

Complaints (Page 13)

70.68% of complaints were resolved in the agreed time in Q2 against a target of 75%. Performance has decreased by 14.61 percentage points since quarter 1. In comparison to the same period last year we have received almost double the number of complaints and a high proportion of complaints have escalated to stage 2 of the complaints process. The majority of complaints are repairs related.

Percentage of staff defining under the Equality Act definition of disability (page 13)

Performance this quarter stands at 5.51% against a target of 8% which is a marginal improvement on quarter 1. Specific actions to improve representation are identified in our Equality of Opportunity report. The National Housing Federation (2021 data) report shows an overall underrepresentation of disabled employees across the sector.

We will answer 80% of priority calls in less than three minutes (Contact Centre) (page 14)

After a strong start to the year, performance against this measure for quarter 2 is now behind target (50.11% against a target of 80%). The contact centre has had a number of vacancies over the past few months and is dealing with organisational restructures/changes to some posts. Most frontline posts have been appointed to and staff are currently in training. This is impacting on performance across the board.

Housemark analysis shows the single biggest driver for overall satisfaction is making it easy for residents to deal with their landlord therefore this measure can be seen as a key driver of overall customer satisfaction alongside other key drivers such as high quality, timely repairs.

Q2 Overview - Council Pls

GREAT PLACE

Annual Indicator



Safe and Secure Home

Annual Indicator



Tenant Satisfaction with Repairs

Bi-Annual Indicator



DHS Compliance



Priority 1 Repairs



Non-Emergency Repairs



Average re-let days



H&S Compliance



Average SAP Ratings



EPC C or Above

HEADLINES

Average re-let performance has deteriorated.

GREAT PEOPLE

Annual Indicator



Tenant Satisfaction

Annual Indicator



Listening to Tenants



Appointments Kept



Apprentices as a % of Workforce

HEADLINES

The percentage of all tenants satisfied with the overall service provided is 4.8 percentage points behind target.

GREAT COMPANY



Void Rent Loss



Rent Collection



Barnsley Pound

New Annual indicator



Management Fee Efficiency Target

HEADLINES

Whilst the percentage of rent collected is behind target there has been a 1.4 percentage point increase on Q1.

YEAR END 21/22*	Q1	Q2	Q3	Q4	TARGET 22/23	Bench mark
-----------------------	----	----	----	----	-----------------	---------------

GREAT PLACE

83%

83.4%

86%
(±3)

80%

Safe and Secure (BH2)

The percentage of tenants that are satisfied their home is safe and secure (STAR survey question).

79%

79.5%

82%
(±3)

Keeping properties in good repair (BH4)

Tenant satisfaction with landlord's repairs and maintenance service (STAR survey question).

99.71%

99.71%

Measured at the
start and end of
the year

100%

98.8%

Keeping properties in good repair (BH6)

Compliance with Decent Homes Standard.

99.02%

99.76%

99.34%

99.5%

Priority Repairs (BH5)

Priority 1 Repairs - 24 hours percentage completed on time.

8.83

9.11

10.00

9.0

Non-Emergency Reactive Repairs (BH7)

Average length of time taken to complete non-emergency reactive repairs.

31.02

27.85

31.16

25.00

Average re-let days (BH9a)

Average time to re-let local authority housing (calendar days).

99.08%

99.01%

99.21%

100%

Maintaining Building Safety (BH13)

Compliance with health and safety obligations.

New

65.98

66.19

67

SAP Ratings (BH14a)

Average SAP ratings across stock.

New

29%

30.31%

35%

EPC Ratings (BH14b)

Percentage of Properties with an EPC C or above.

*Year end performance was assessed based on whether a target was achieved (denoted by green formatting) or missed (denoted by red formatting)

YEAR END 21/22*	Q1	Q2	Q3	Q4	TARGET 22/23	Bench mark
-----------------------	----	----	----	----	-----------------	---------------

GREAT PEOPLE

Annual Indicator



Tenant Satisfaction

Annual Indicator



Listening to Tenants



Appointments Kept



Apprentices as a % of Workforce

85%

84.2%

89%
(±3)

75%

Tenant Satisfaction (BH1)

The percentage of all tenants satisfied with the overall service provided (STAR survey question).

70%

68.1%

78%
(±3)

59%

Listening to Tenants (BH3)

Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).

99.37%

99.18%

98.98%

99.1%

97.05%

Appointments Kept (BH8)

Percentage of appointments kept.

7.66%

6.65%

5.47%

3%

Apprentices (BH11)

We will employ as a minimum 3% of our workforce as apprentices.

YEAR END 21/22*	Q1	Q2	Q3	Q4	TARGET 22/23
-----------------------	----	----	----	----	-----------------

GREAT COMPANY

0.73%

0.83%

0.82%

1.05%

Void Rent Loss (BH9b)

Income lost due to void properties



Void Rent Loss



Rent Collection

96.37%

94.43%

95.83%

97%

Rent collection (BH10)

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

71.36%

70.15%

69.29%

72%

Local Spend (BH12)

Spend at least 75% of funds locally supporting the Barnsley economy.



Barnsley Pound

New

Measured annually in Q4

New

Management Fee (BH15)

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

New Annual indicator



Management Fee Efficiency Target

GREAT PLACE



Average Re-Let Days

Average time to re-let local authority housing (calendar days).

GREAT PEOPLE



Tenant Satisfaction

The percentage of all tenants satisfied with the overall service provided (STAR survey question).



Listening to Tenants

Percentage of tenants who feel that their views are listened to and acted upon (STAR survey question).

GREAT COMPANY



Rent Collection

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



Barnsley Pound

Spend at least 75% of funds locally supporting the Barnsley economy.

GREAT PLACE

New Annual indicator



Tenant Satisfaction with H&S



Right First Time

HEADLINES

The proportion of responsive repairs being completed right first time is increasing.

GREAT PEOPLE

Annual Indicator



Complaints



Tenant Satisfaction with Complaints Handling

New indicator



Staff Satisfaction



Staff Attendance



Equality Act



BME

HEADLINES

The percentage of BME employees has increased and is now ahead of target.

GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears



Contact Centre

HEADLINES

There has been a significant reduction in the percentage of priority calls answered in the target time of 3 minutes.

YEAR END 21/22	Q1	Q2	Q3	Q4	TARGET 22/23
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GREAT PLACE

New Annual indicator



Tenant Satisfaction home is safe



Right First Time

New

84.4%

New

72.45%

78.21%

78.5%

81%

Maintaining Building Safety

Tenant satisfaction home is well maintained and safe to live in

Keeping properties in good repair

Right first time.

YEAR END 21/22	Q1	Q2	Q3	Q4	TARGE T 22/23	Bench mark
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GREAT PEOPLE

87.9%

85.29
%

70.68
%

75%

Complaints

Percentage of complaints resolved in agreed time (local offer).

63%

63.70%

70%

62%

Complaints

Tenant satisfaction with complaints handling (STAR).

New

68%

Measured in Q1
and Q4

New

Staff Satisfaction

Employee satisfaction rate. My organisation is a great place to work.

11.10

10.00

10.60

9.0

Staff Attendance

Average number of days absent per full time equivalent employee.

5.41%

5.19%

5.51%

8%

Diversity

Percentage of staff defining under the Equality Act definition of disability.

2.16%

1.97%

2.57%

2%

Diversity

Percentage of BME staff in total workforce.

Annual Indicator



Complaints



Tenant Satisfaction with
Complaints Handling

New indicator



Staff Satisfaction



Staff Attendance



Equality Act



BME

YEAR END 21/22	Q1	Q2	Q3	Q4	TARGE T 22/23	Bench mark
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GREAT COMPANY

Annual Indicator



Net Promoter

26

34.6

>30

31

Net Promoter

Likely to recommend Berneslai Homes.

3.29%

3.57%

3.46%

3%

Current Rent Arrears

Percentage of Current Tenant Arrears.

New

85.27
%

50.11
%

80%

Contact Centre

We will answer 80% of priority calls in less than 3 minutes (Contact Centre).



Current Tenant Arrears



Contact Centre

GREAT PLACE

No Exceptions

GREAT PEOPLE



Staff Attendance

Average number of days absent per full time equivalent employee.



Diversity - Equality Act

Percentage of staff defining under the Equality Act definition of disability.

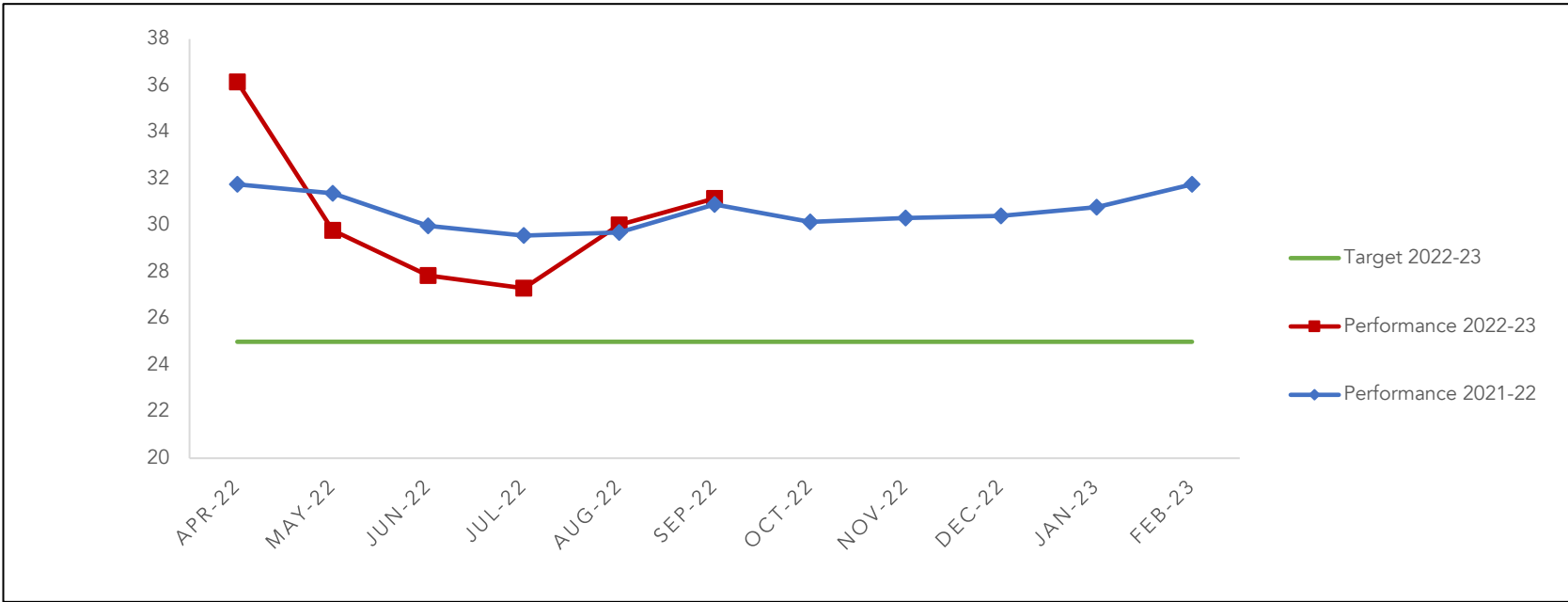
GREAT COMPANY



Contact Centre

We will answer 80% or priority calls in less than 3 minutes (Contact Centre).

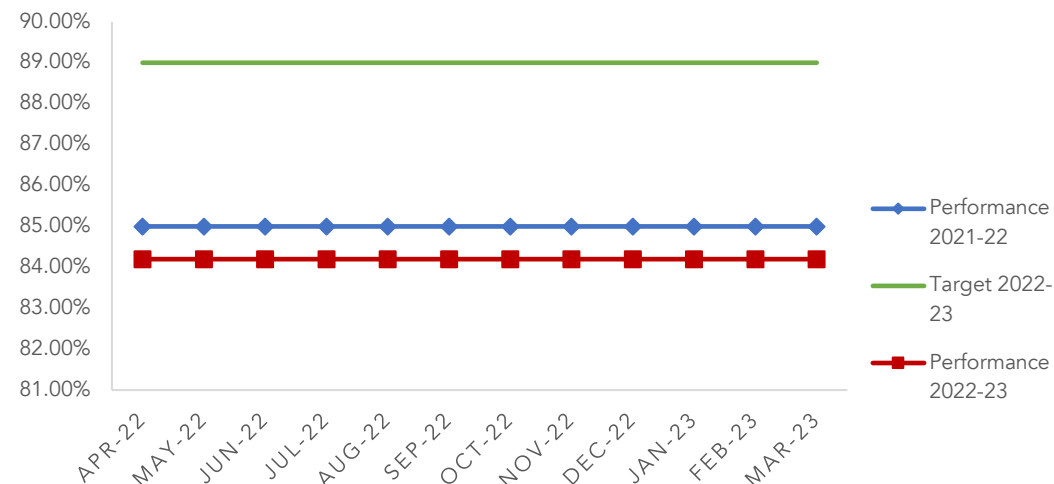
Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Average time to relet a property (days) / Term to Comm (cumulative)					
Theme	Voids	<div></div>				
PI Type	Council Pulse					
Year end target	25 days					
Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	36.16	Red	⬇️	25	5	31.76
May-22	29.79	Amber	⬆️	25	5	31.38
Jun-22	27.85	Amber	⬆️	25	5	29.98
Jul-22	27.30	Amber	⬆️	25	5	29.56
Aug-22	30.02	Red	⬇️	25	5	29.69
Sep-22	31.16	Red	⬇️	25	5	30.90
Oct-22				25	5	30.15
Nov-22				25	5	30.31
Dec-22				25	5	30.41
Jan-23				25	5	30.78
Feb-23				25	5	31.76
Mar-23				25	5	31.02
Comment on factors affecting performance and management action						
Q2	<p>The average cumulative time taken to relet a property stands at 31.16 days which is marginally higher than the same point last year, performance is behind target of 25 days. There has been an organisational wide focus on reducing the relet time as performance had been consistently below target for the whole of the last financial year. A reduction in the time taken to relet properties has a positive impact on the appearance of local areas, residents on the housing register and on void rent loss. Void rent loss continues to be below target and is currently 0.82% (£301k) as at the end of quarter 2. Void rent loss is equally important as void performance overall, as it reflects the full void rent loss picture, whilst void performance is usually positively affected by non-routine void performance. Whilst void performance deteriorated in August and September, we had 39 one bed/bedsits properties that were on or over target. Delays were due to budgetary issues, utility delays and best use of stock. The properties affected by the delay in releasing budgets ranged from delays of between 2 weeks and 2 months. However, monies were released for some that has had an impact in this period for example a 3 bed house held back because of a bath renewal taking 92 days from tenancy termination to racc and one 2 bed bungalow, due to a kitchen, taking 80 days. Hopefully conversations had regarding this will have a positive effect moving forward.</p> <p>Examples of reasons these are felt to be out of the routine void classification for budgetary purposes are decorating, new kitchens (some with rewires but limited to kit area), extensive plastering, new radiators, kitchen door fronts and wet rooms/altro floors.</p> <p>Performance significantly improves cumulatively when you exclude the 1 beds/bedsits.</p> <p>Through our Difficult to Let Group we are constantly looking at ways to incentivise and improve the letting of some harder to let properties. These are included in the 25 properties that took in excess of 10 weeks or over to let and accounted for nearly 3,000 days void loss and equated to an average of 120 days void per property that includes 1 beds and bedsits, alongside 5 properties that were delayed due to awaiting budgetary release. If these were excluded from the figures performance for the remaining voids totalling 202 equates to 23.79 days for the remaining stock.</p> <p>Refreshes to structure and ways of working withing the Lettings Team will give an increased focus on voids, these changes in collaboration with the Housing Management Teams and Asset Team should drive improved performance.</p>					

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Tenant Satisfaction (Annual)	
Theme	Customer Services and Involvement	
PI Type	Council Pulse	
Year end target	89% (±3)	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	84.20%	Red	↓	89%	±3	85.00%
May-22	84.20%			89%	±3	85.00%
Jun-22	84.20%			89%	±3	85.00%
Jul-22	84.20%			89%	±3	85.00%
Aug-22	84.20%			89%	±3	85.00%
Sep-22	84.20%			89%	±3	85.00%
Oct-22	84.20%			89%	±3	85.00%
Nov-22	84.20%			89%	±3	85.00%
Dec-22	84.20%			89%	±3	85.00%
Jan-23	84.20%			89%	±3	85.00%
Feb-23	84.20%			89%	±3	85.00%
Mar-23	84.20%			89%	±3	85.00%

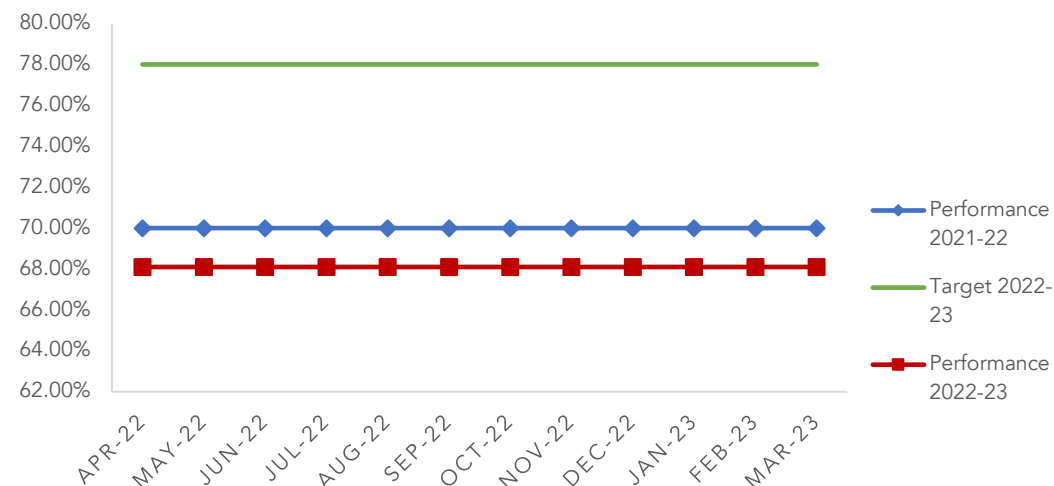


Comment on factors affecting performance and management action	
22/23	<p>This measure is assessed on an annual basis as part of the STAR survey. Whilst Berneslai Homes does not record in month satisfaction scores, Housemark benchmarking data shows a dip in monthly overall satisfaction scores across the sector, with results lower than anticipated. Anecdotally this is often due to the pressures around the responsive repairs service - balancing customer expectations with operational demands around capacity and resource.</p> <p>We are awaiting more detailed feedback from the STAR survey including the key drivers specific to tenants that have influenced our overall score. Once this feedback is received an action plan will be developed.</p> <p>As an organisation we are committed to hearing customers, valuing and encouraging feedback and working together to improve services. Our strategic plan documents our commitment to achieve over 90% customer satisfaction by 2030.</p>

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	The percentage of tenants who feel that their views are listened to and acted upon (STAR survey question) (BH3)	
Theme	Customer Services and Involvement	
PI Type	Council Pulse	
Year end target	78% (±3)	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	68.10%	Red	↓	78%	±3	70.00%
May-22	68.10%			78%	±3	70.00%
Jun-22	68.10%			78%	±3	70.00%
Jul-22	68.10%			78%	±3	70.00%
Aug-22	68.10%			78%	±3	70.00%
Sep-22	68.10%			78%	±3	70.00%
Oct-22	68.10%			78%	±3	70.00%
Nov-22	68.10%			78%	±3	70.00%
Dec-22	68.10%			78%	±3	70.00%
Jan-23	68.10%			78%	±3	70.00%
Feb-23	68.10%			78%	±3	70.00%
Mar-23	68.10%			78%	±3	70.00%

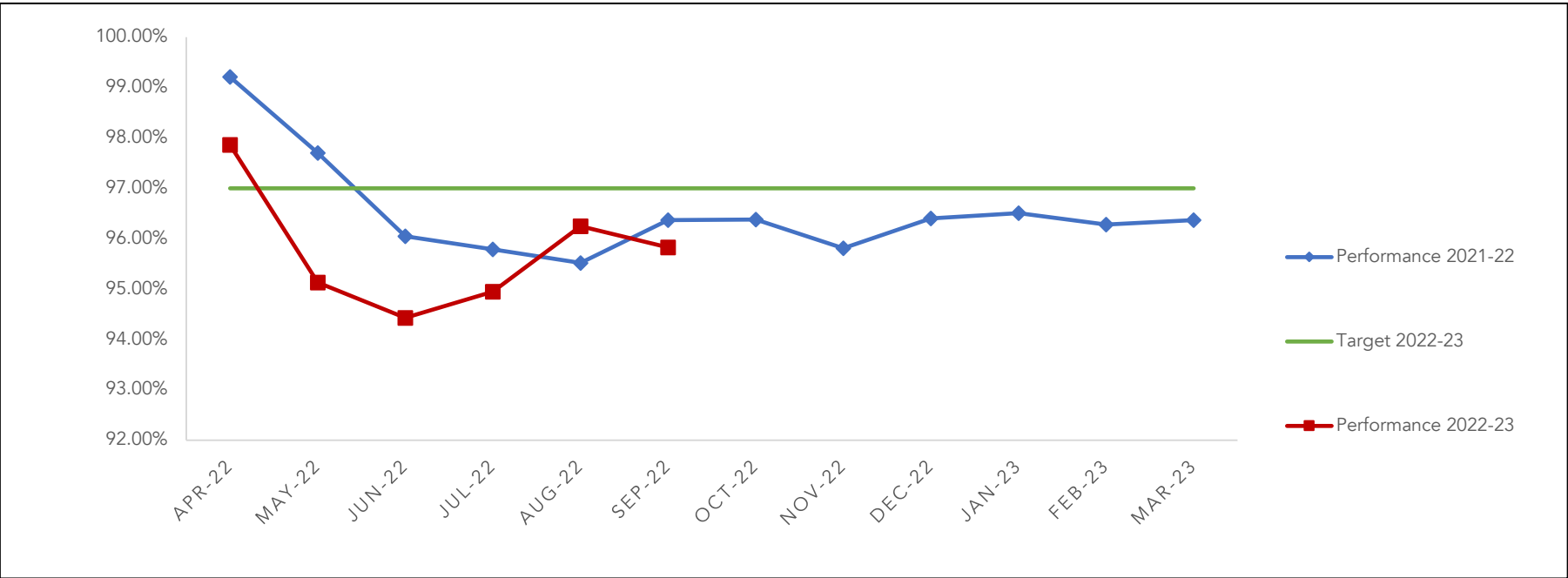


Comment on factors affecting performance and management action	
22/23	<p>This measure is assessed on an annual basis as part of the STAR survey. We are awaiting more detailed feedback from the STAR survey including the key drivers specific to this measure. As an organisation we are committed to hearing customers, valuing and encouraging feedback and working together to improve services.</p> <p>To ensure we are listening and learning from complaints and feedback from our customers we have introduced a Service Improvement Framework. This outlines the process of how we highlight and monitor the progress of service improvements and share how we have acted upon customer feedback to improve services.</p>

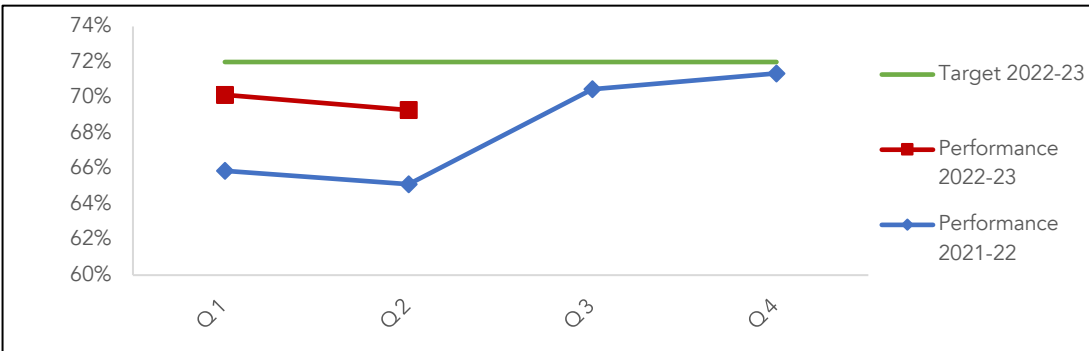
Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title		Rent collected as a proportion of rents owed on Housing Revenue Account Dwellings				
Theme	Income					
PI Type	Council Pulse					
Year end target	97%					
Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	97.86%	Green	⬆️	97%	1	99.21%
May-22	95.13%	Red	⬇️	97%	1	97.70%
Jun-22	94.43%	Red	⬇️	97%	1	96.05%
Jul-22	94.95%	Red	⬆️	97%	1	95.79%
Aug-22	96.25%	Amber	⬆️	97%	1	95.52%
Sep-22	95.83%	Red	⬇️	97%	1	96.37%
Oct-22				97%	1	96.38%
Nov-22				97%	1	95.81%
Dec-22				97%	1	96.40%
Jan-23				97%	1	96.51%
Feb-23				97%	1	96.28%
Mar-23				97%	1	96.37%
Comment on factors affecting performance and management action						
Q2	<p>Performance against this measure continues to be behind target however collection rates this quarter are more stable and more in line with the same period last year.</p> <p>The team are working extremely hard and actioning a target of 45 cases per day which consists of letters, outbound calls, visits, referrals for support and escalation for legal action where all support has been exhausted. We are realising more and more customers who are struggling with the cost of living challenges and regularly providing the relative support and making sure all criteria for support has been exhausted before we progress with the escalation policy. An increase in legal activity has put added pressure on our only resource who manages serious arrears cases. As a result the senior officers are undergoing ongoing training to be able to manage serious arrears cases and carry out court hearings/legal work etc. With the restructure plans underway this has also caused some unrest in the team. We have also recently had 3 Income Officer vacancies, which we have appointed to; 1 officer has already started and 2 are due to commence their roles on 31st October. Sickiness impacted on the team very much in Q1 but we are more stable now in terms of staff presence in the team. We are also progressing with the change journey of implementing the recommendations as per the ARUM review. This has also had an added impact on current resources; for example we have set up 2 small project groups, one is working on the NEC Account Analytics testing and the other will commence the review of all Policies & Procedures shortly. We are regularly exploring opportunities to support our customers who are facing financial hardship and are working closely with our Tenants First Team and making the relevant referrals.</p> <p>Housemark data shows rent arrears are at the highest point since they started collecting data for this measure in April 2021. As we progress with developing our senior officers on effectively managing serious arrears, we will see an improvement in the arrears rate moving forward. The team are fully aware of the target collection and arrears rate and working hard to turn things around by year-end and meet the relative targets.</p>					

Month	Performance 2021-22 (%)	Performance 2022-23 (%)	Target 2022-23 (%)
APR-22	99.21	97.86	97.00
MAY-22	97.70	95.13	97.00
JUN-22	96.05	94.43	97.00
JUL-22	95.79	94.95	97.00
AUG-22	96.37	96.25	97.00
SEP-22	96.38	95.83	97.00
OCT-22	96.40	-	97.00
NOV-22	96.51	-	97.00
DEC-22	96.28	-	97.00
JAN-23	96.37	-	97.00
FEB-23	-	-	97.00
MAR-23	-	-	97.00



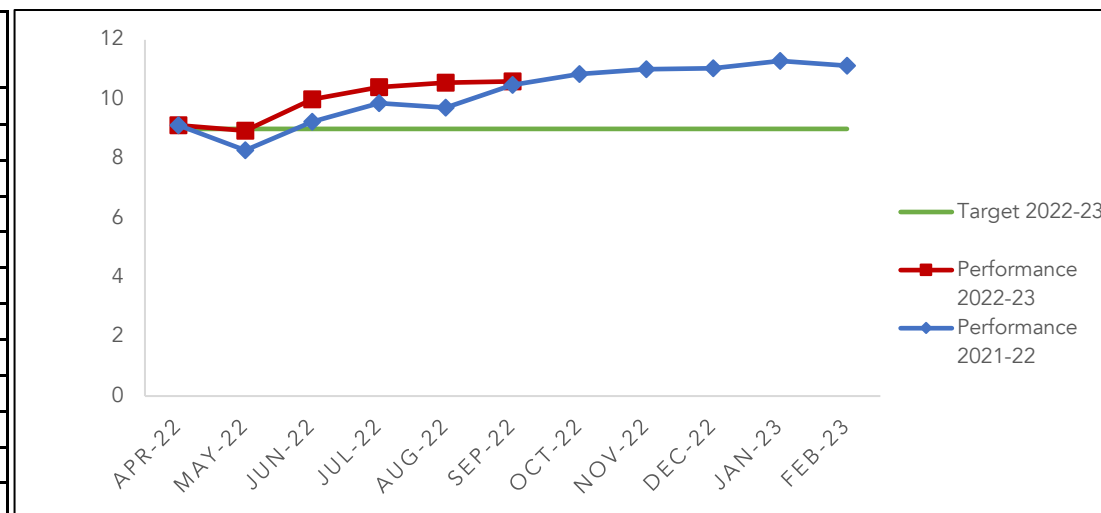
Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	To spend at least 75% of funds locally supporting the Barnsley economy (with locally based businesses, traders and suppliers) (BH12)					
Theme	Finance					
PI Type	Council Pulse					
Year end target	72%					
Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Q1	70.15%	Amber	⬇️	72%	2	65.87%
Q2	69.29%	Red	⬇️	72%	2	65.12%
Q3				72%	2	70.46%
Q4				72%	2	71.36%
Comment on factors affecting performance and management action						
Q2	Performance against this measure has followed a similar trajectory to last year with a dip observed in Q2. Overall local spend is comprised of two components; Berneslai Homes spend and Construction Services spend. Whilst the percentage of Construction Services local spend for quarter 2 remained relatively stable in comparison with quarter 1, there was almost a six percentage point reduction in Berneslai Homes local spend. The largest proportion of this reduction relates to an increase in fees paid in quarter 2 for the Repairs First IT project. Another significant part of the dip in local spend is the value of utility bills that have been costed in Q2.					

Berneslai Homes Performance 2022-23 - Key Exception Tracking Report

Title	Average number of sick days per employee	
Theme	HR & Equality and Diversity	
PI Type	Company Pulse	
Year end target	9 days	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	9.12	Amber	⬆️	9	1	9.12
May-22	8.94	Green	⬆️	9	1	8.28
Jun-22	10.00	Amber	⬆️	9	1	9.24
Jul-22	10.41	Red	⬆️	9	1	9.87
Aug-22	10.56	Red	⬆️	9	1	9.72
Sep-22	10.60	Red	⬆️	9	1	10.48
Oct-22				9	1	10.85
Nov-22				9	1	11.01
Dec-22				9	1	11.04
Jan-23				9	1	11.29
Feb-23				9	1	11.13
Mar-23				9	1	11.10

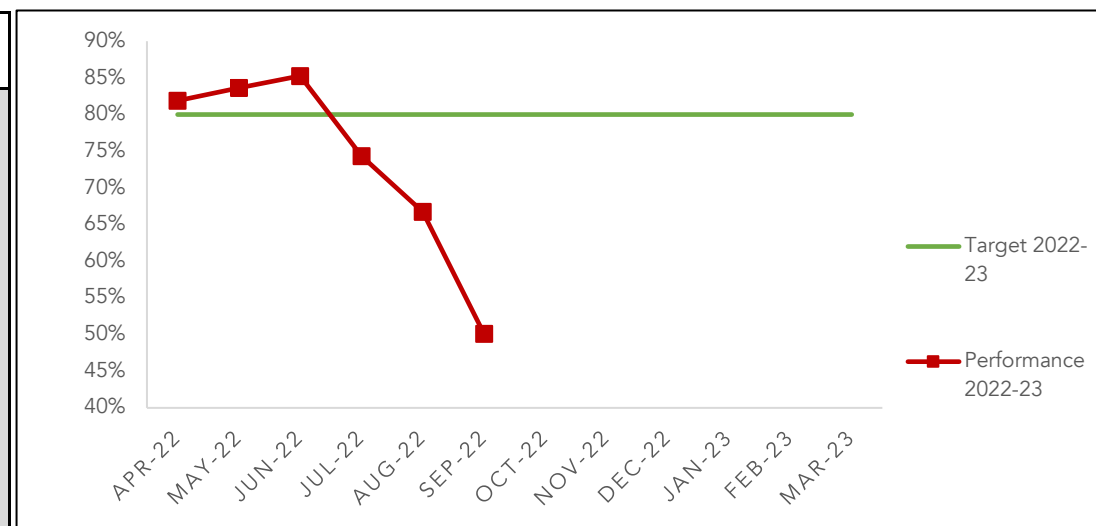


Comment on factors affecting performance and management action	
Q2	<p>The average number of sick days per employee has increased as the year has progressed and now stands at 10.60 days against a target of 9 days. Performance is marginally higher than at the same point last year. When considering sickness at service level Construction Services and Customer and Estates Services have the highest levels of sickness. In September, 79% of sickness was long term, and the main cause of overall sickness was mental ill health (32%). Sickness absence related to mental health has seen an increase this year. In Q1, on average, mental ill health accounted for 20% of all sickness absence; in Q2 this rose to 32.6% (percentage increase of 63%). The majority of cases within recent months are related to personal matters (i.e. family bereavements), however there are some instances of work-related stress. The rise may also be partially attributed to external factors around the cost of living crisis however we are yet to see evidence of this. Although support is in place, we may also see a further increase in Q3 as the effects of changes to service have an impact on individuals across the organisation.</p> <p>HR proactively monitor sickness absence and regularly meet with Directorates/Managers to ensure sickness is effectively managed. In relation to mental ill health as the main cause, we work on a case-by-case basis to ensure the right support is provided to staff. On a wider scale, creating positive mental health is high on the agenda and we regularly remind staff of the wellbeing support available including our counselling service and Wellbeing Champions.</p>


Berneslai Homes Performance 2022-23 - Key Exception Tracking Report


Title	We will answer 80% of priority calls in less than 3 minutes (180 seconds)	
Theme	Customer Services and Involvement	
PI Type	Company Pulse	
Year end target	80%	

Date	Performance 2022-23	RAG	DOT	Target 2022-23	RAG Threshold	Performance 2021-22
Apr-22	81.89%	Green		80%	10	Not available
May-22	83.65%	Green	↑	80%	10	
Jun-22	85.27%	Green	↑	80%	10	
Jul-22	74.35%	Amber	↓	80%	10	
Aug-22	66.75%	Red	↓	80%	10	
Sep-22	50.11%	Red	↓	80%	10	
Oct-22				80%	10	
Nov-22				80%	10	
Dec-22				80%	10	
Jan-23				80%	10	
Feb-23				80%	10	
Mar-23				80%	10	



Comment on factors affecting performance and management action	
Q2	<p>It was agreed that the target for answering phone calls at the call centre would be amended this year in-line with other services and housing providers. In previous years the aspiration was to answer phone calls within 20 seconds, but this was an incredibly challenging target which could potentially lead to a poor experience when trying to deal with customers issues. After a strong start to the year, performance against this measure for Q2 is now behind target. The contact centre have had a number of vacancies over the past few months and are dealing with organisational restructures/changes to some posts. They have appointed to most frontline posts and staff are currently in training. This is impacting on performance across the board.</p> <p>Housemark analysis shows the single biggest driver for overall satisfaction is making it easy for residents to deal with their landlord. Landlords who are top performers in terms of satisfaction exhibit seven characteristics, one of which is 'answer calls quickly and resolve requests on the spot'. Therefore this measure can be seen as a key driver of overall customer satisfaction alongside other key drivers such as high quality, timely repairs. The contact centre are now undertaking transactional satisfaction surveys which will allow us to have a better understanding of satisfaction with the contact centre.</p>

DATE REPORT RAN 30.09.2022		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			
		18,043		753		34		45					
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	
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme			221	1	34	0			PIMSS		99.61%	Outstanding FRA for Smithies Lane Caravan Site. Pennington's carried out survey for wrong area of the site, this was sent back to Pennington's and survey is being re-done. Schedule date not yet confirmed by Penningtons, chase up email was sent 03/10/2022.	
Assets NOT on Programme			531		0								
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required			0	0	0	0			PIMSS			All orders have been raised for remedial actions and allocated to the relevant partner. Works are believed to have been completed but FSO is awaiting confirmation from partners before actions can be signed off.	
High (2 month)			1	4	0	0			PIMSS				
Medium (6 months)			7	10	0	0			PIMSS				
Low (12 months)			19	0	0	0			PIMSS				
In plan works - High			12	46	0	0			PIMSS				
In plan works - Medium			40	85	0	0			PIMSS			In-plan works are now being scheduled by our Building Safety Project Delivery Manager and aimed for completion as part of future schemes 2022-23.	
In plan works - Low			20	93	0	0			PIMSS				
All Fire Actions			99	238	0	0							
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning			55	5					PIMSS		91.67%	Outstanding emergency lighting and fire alarm servicing managed by BPS: Orders have been raised for works and awaiting confirmation of completion from BPS.	
Emergency Lighting			102	12					PIMSS		89.47%		
Fire Extinguishers			63	2					Spreadsheet		96.92%	Fire extinguishers and fire blankets have been chased with Churches Fire; we are awaiting certification to confirm completion.	
Smoke Vents			3	0					Spreadsheet		100.00%		
Fire Blankets			51	2					Spreadsheet		96.23%		
All Fire Actions			274	21							92.88%		
FIRE SAFETY - Properties with smoke / CO alarms fitted													
Assets on Programme	16,334	1,709									90.53%	We have progressed an accelerated programme to install smoke/CO alarms in all of our domestic properties where necessary. Partners have visited all properties to attempt access / installation.	
Assets NOT on Programme	0											Where the annual service is due within the next 2 months, alarms will be installed as part of the service to minimise cost and tenant disruption. All other properties are to receive letters asking them to make contact to have alarms installed.	
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years													
Assets on Programme with an in date EICR <10 yrs	17,880	205					30	0	Workbooks		98.87%	Work is ongoing by the partners to access the 205 properties that are currently non-compliant. First letters have been sent and records are being kept of no-accesses with the current aim of sending those tenants not allowing access a 24 hour notice to access letter. It is not known whether taking a legal route to gain access will be pursued.	
Assets on Programme	16						45						
Assets on Programme with an in date EICR <5 yrs	14,770	3,315	214	1			30	0	Workbooks		81.91%	One communal area is non-compliant; a quote has been received for a full rewire and will be ordered shortly. One community centre EICR is due to expire in 52 days, an order will be raised imminently.	
Assets on Programme	16		753				45						
ELECTRICAL REMEDIAL WORKS													
C-1	171	9	0	0			0	0	Spreadsheet			Repairs orders are regularly monitored and partners questioned on progress. Orders will be reraised should access be an issue. A progress meeting for the new EICR programme is scheduled for 5/10/2022, at which the number of C2 issues currently being reported is hoped to be reduced.	
C-2	399	102	0	0			0	0	Spreadsheet				

DATE REPORT RAN 30.09.2022		Creating GREAT Homes & Communities for the People of Barnsley										BUILDING SAFETY SCORECARD		
TOTAL ASSET NUMBERS		Domestic Properties		Non-Domestic Properties		Other		Traveller site / Queens House						
		18,043		753		34		45						
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	
GAS SERVICING														
Assets on Programme		16,207	2	4	0	51	0			Spreadsheet		99.99%	2 domestic properties overdue; we are working with partners and HMOs to arrange for access for servicing to be completed.	
Assets NOT on Programme		1,834		749		-17								
COMMERCIAL GAS REMEDIALS														
All commercial gas remedials						0	0					100.00%		
DOMESTIC PROPERTIES (Without Gas)														
Assets on Programme		635	0							Partners		100.00%		
No. of Voids Capped in Month within 24 hrs of Becoming Void														
No. of Voids Capped in Month within 24 hrs of Becoming Void		15	0							Partners		100.00%		
No of Tenanted Homes Capped [monitoring metric only] long term capped off														
No of Tenanted Homes Capped [monitoring metric only]		148	0							Partners		100.00%		
Solid Fuel														
Homes on the Programme		127	1							Spreadsheet		99.22%	1 property overdue; partners have arranged an appointment with the tenant to complete this service in October.	
Asbestos														
Assets on Programme				750	3	33	0	1	0	PIMSS/Spreadsheet		99.62%	Three properties are outside their compliance date; surveys have been completed but are currently with Quality Control and should be with us in October.	
Assets NOT on Programme				0		1		44						
WATER HYGIENE: Legionella risk assessments														
Assets on Programme		16725	267	62	0	30	4	0	0	PIMSS, Spreadsheet		98.41%	Domestic LRAs: Wates and CS to pick up remaining. Other (Housing Shops, 4 outstanding) we are raising these through BMBC's Asset Management team as they manage these properties. Awaiting price from CS to carry out the LRAs. Infinity is now up-to-date with all commercial LRAs.	
Assets NOT on Programme		1051		691		0		45						
WATER HYGIENE: Inspection checks														
Flushing				142	1					TEAMS/Spreadsheet		99.30%	Smithies Caravan site was not flushed on one-weekly flush due to an access issue. (change of HMO) High Rise Flats are to be added onto the flushing / temperature regime from Oct 2022. All temperature monitoring completed as per schedule. Infinity is now making progress to recover all annual monitoring, but 7 are still outstanding have been chased again. Darfield Road CC, Cudworth, S72 8RL has been removed from all figures due to the building being closed and all water being drained down.	
Temperatures				54	0					TEAMS/Spreadsheet		100.00%		
Annual monitoring				50	7					TEAMS/Spreadsheet		87.72%		
WATER HYGIENE														
High (1 month)		0	0	0	0								No domestic remedials raised. 7 domestic jobs in query with CS to ensure all instructed works have been completed.	
Medium (3 months)		0	7	0	3									
Low (6 months)		0	0	0	0					SAP/Spreadsheet			Commercial: no jobs raised. 3 outstanding jobs; 1 is with BPS (access issues to site) and 2 are with Infinity, having had appointments rearranged.	
All Actions		0	7	0	3									
SERVICE & MAINTENANCE CHECKS														
Passenger Lifts(14)/Platform lifts (6) (Classic)		20	0							Engineers sheets		100.00%	All Passenger Lifts(14) serviced September. All platform lifts (6) are checked quarterly, and so are not due.	
Stairlifts (Stannah)		405	12							Engineers sheets		97.12%	9 of the outstanding stairlifts are being actively chased with Stannah. Of the remaining 3, 1 is a void property without an electrical supply, 1 has moved to a care home, and 1 has requested the stairlift be removed.	
Hoists / Steplifts (Prism)		77	60							Engineers sheets		56.20%	PRISM is aiming to be fully compliant by the end of quarter 3; 9 services have been completed since month end. Vendor contract has been extended by 6 months, but will be re-tendered with a contract start date of April 2023.	
All		502	72									87.46%		