

Quarterly Performance
Report
Quarter 1 - 2022/2023



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Executive Summary

Overall performance this quarter is positive with just two of the 28 Key Performance Indicators measured reported as behind target; rent collection levels and the percentage of staff defining under the Equality Act definition of disability. Key performance highlights for this quarter include a reduction in the average time taken to relet a property, a high percentage of priority calls made to the contact centre answered in target time and a high percentage of 24 hour priority repairs completed on time.

The key exceptions for quarter 1 are discussed in a little more detail below.

Council Pulse

Rent Collection and Current Rent Arrears (page 8)

Information on page 5 of the report shows that rent collection levels has decreased by 1.94 percentage points since March 2022, meaning performance for this quarter is below target at 94.43%. This is the first time collection levels have dropped to this level, although the collection rate in the first quarter of the year does tend to be slightly lower than for other periods.

The percentage of current rent arrears for quarter 1 increased by 0.28 percentage points and is showing as amber and the team are monitoring this closely. Various contributing factors have impacted on both these measures including the cost-of-living crisis, welfare reforms and internal challenges. An action plan has been developed to address the drop in performance although the impact of actions made in this area typically take a number of weeks to be seen in the data.

National benchmarking data shows a consistent, steady increase in rent arrears, demonstrating the cost-of-living crisis and associated pressure on household finances is not unique to Barnsley. Many tenants are on fixed incomes and the Autumn and Winter months will be a worrying time as fuel, food and other bills continue to rise. As an organisation, we have a number of initiatives in place to help support tenants who are struggling with the cost-of-living; including drop-in money advice sessions, access to specialist financial support and personalised packages of help for tenants experiencing real difficulties.

Average Relet Days (page 6)

The average time taken to relet a property has reduced from 31.02 days to 27.85 days this quarter against a target of 25 days. There has been an organisational wide focus on reducing the relet time as performance against the target 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.

Maintaining Building Safety, Compliance with health and safety obligations. (page 6)

This quarter we reported 99.01% compliance with health and safety obligations against a target of 100%. The largest proportion of non-compliance relates to electrical safety inspections. Despite multiple visits, phone calls and letters there are 257 properties where

we have been unable to gain access to complete a periodic Electrical Installation Condition Report (EICR). Plans are in place to address this.

We also have 66 hoists/steplifts that require inspection in order to comply with health and safety obligations. This is an ongoing issue with the contractor and has been escalated with them as a matter of urgency.

SAP Ratings and EPC Ratings (page 6)

These two measures are new for 2022/23 and link to our carbon neutral ambition which is a key theme in our Strategic Plan. By monitoring SAP and EPC ratings we can see the impact of efforts to reduce our carbon footprint, provide warmer and more energy efficient homes which are cheaper for our tenants to run.

Company Pulse

Contact Centre (page 13)

After discussions with tenants, 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. Having such a stretching target could potentially lead to a poor experience when trying to deal with customer's issues so a new target of answering calls within less than 3 minutes has been agreed by all parties. Just over 85% of calls were answered within less than 3 minutes (against a target of 80%) this quarter. We continue to monitor this closely and work with the provider to ensure continual improvement in call handling.

Keeping properties in good repair (page 11)

The percentage of responsive repairs completed 'right first time' has increased from 72.45% in quarter 4 to 78.21% this quarter. 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%.

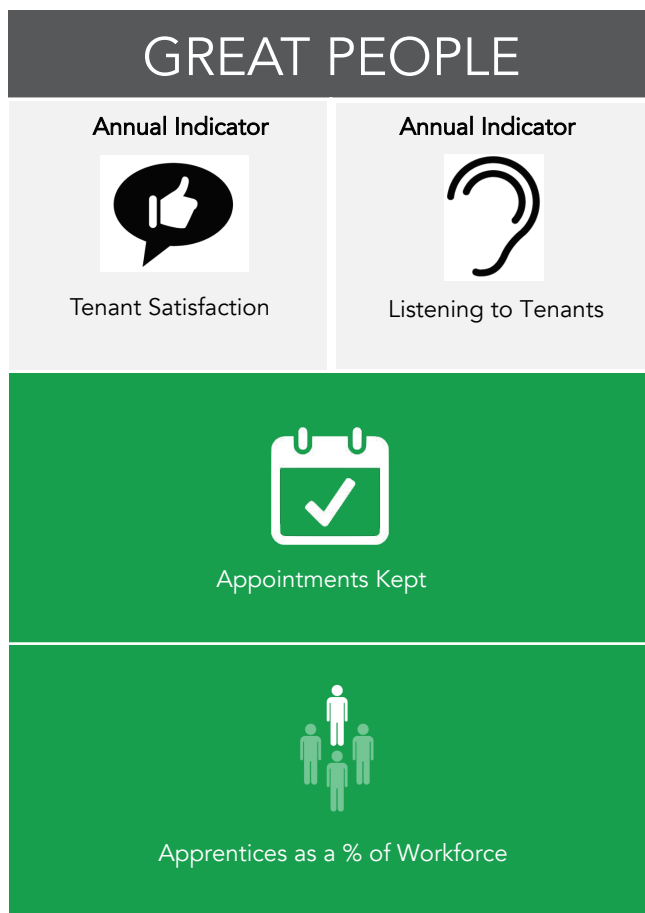
Percentage of staff defining under the Equality Act definition of disability (page 12)

Performance this quarter stands at 5.19% against a target of 8%. Whilst the number of disabled employees is comparable to previous quarters the overall number of employees has increased which shows a slightly lower representation of disabled employees. 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.



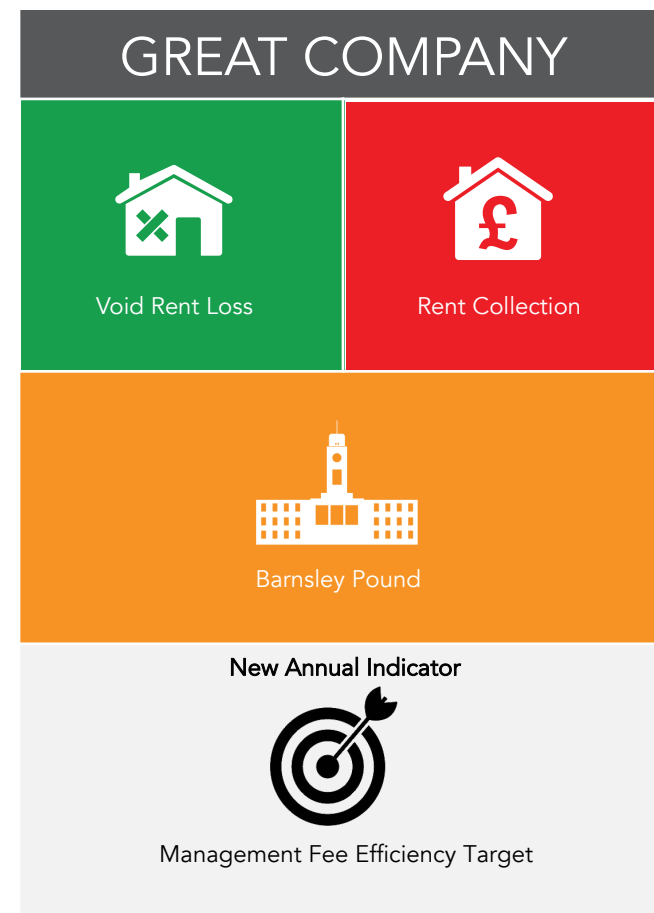
HEADLINES

Average re-let days is improving












HEADLINES

Apprentices ahead of target but a 1.01 percentage point decrease on last quarter

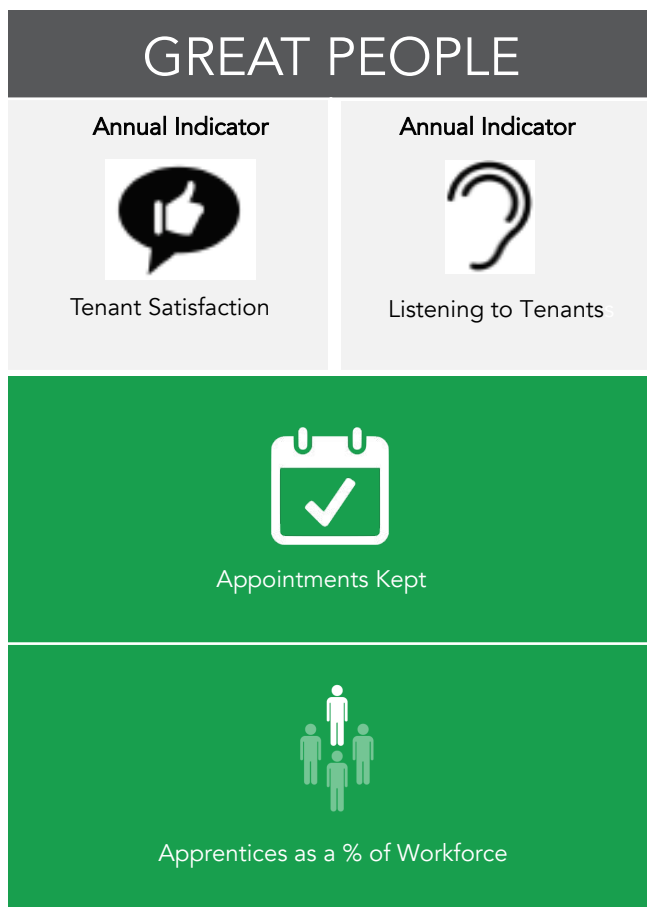


HEADLINES

Percentage of rent collected has reduced by 1.94 percentage points and is now rated as red

| GREAT PLACE | | | YEAR END 2021/22 | CURRENT QUARTER | TARGET 2022/23 | |
|---|---|--|---------------------|--------------------|-------------------|---|
| Annual Indicator | Annual Indicator | Bi-Annual Indicator | | | | |
|  Safe and Secure Home |  Tenant Satisfaction with Repairs |  DHS Compliance | 83% | Annual | 86% | Safe and Secure Tenant satisfaction with neighbourhood as a place to live (STAR survey question). |
| | | | 79% | Annual | 82% | Keeping properties in good repair Tenant satisfaction with landlord's repairs and maintenance service (STAR survey question). |
|  Priority 1 Repairs |  Non-Emergency Repairs |  Average re-let days | 99.71% | 99.71% | 100% | Keeping properties in good repair Compliance with Decent Homes Standard. |
| | | | 99.02% | 99.73% | 99.5% | Priority Repairs Priority 1 Repairs - 24 hours percentage completed on time. |
| | | | 8.83 | 9.11 | 9.0 | Non-Emergency Reactive Repairs Average length of time taken to complete non-emergency reactive repairs. |
|  H&S Compliance | New Indicator  Average SAP Ratings | New Indicator  EPC C or Above | 31.02 | 27.85 | 25.00 | Average re-let days Average time to re-let local authority housing (calendar days). |
| | | | 99.08% | 99.01% | 100% | Maintaining Building Safety Compliance with health and safety obligations. |
| | | | New | 65.98 | New | SAP Ratings Average SAP ratings across stock. |
| | | | New | 29% | New | EPC Ratings 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 2021/22 | CURRENT QUARTER | TARGET 2022/23 |
|---------------------|--------------------|-------------------|
| 85% | Annual | 89% |
| 70% | Annual | 78% |
| 99.37% | 99.18% | 99% |
| 7.66% | 6.65% | 3% |

Tenant Satisfaction

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

Listening to Tenants

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

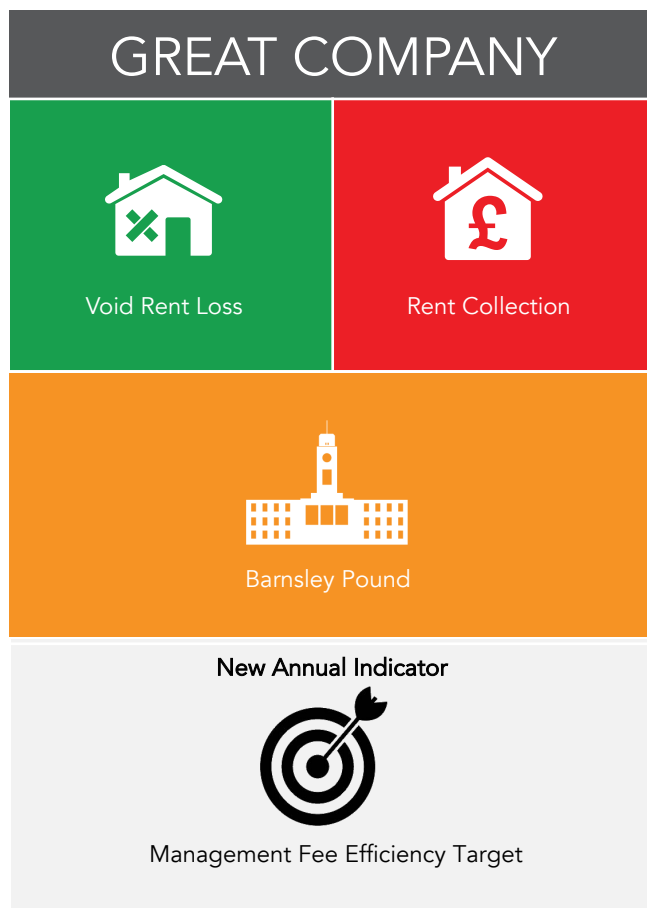
Appointments Kept

Percentage of appointments kept.

Apprentices

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

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



| YEAR END 2021/22 | CURRENT QUARTER | TARGET 2022/23 |
|---------------------|--------------------|-------------------|
|---------------------|--------------------|-------------------|

| | | |
|-------|-------|-------|
| 0.73% | 0.83% | 1.05% |
|-------|-------|-------|

| | | |
|--------|--------|-----|
| 96.37% | 94.43% | 97% |
|--------|--------|-----|

| | | |
|--------|--------|-----|
| 71.36% | 70.15% | 72% |
|--------|--------|-----|

| | | |
|-----|-----|-----|
| New | New | New |
|-----|-----|-----|

Void Rent Loss

Number of days to re-let – measured from termination to re-let.

Rent collection

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

Local Spend

To spend at least 75% of funds locally supporting the Barnsley economy (with locally based businesses, traders and suppliers).

Management Fee

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

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

GREAT PLACE

No Exceptions

GREAT PEOPLE

No Exceptions

GREAT COMPANY

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

GREAT PLACE

New Annual Indicator



Tenant Satisfaction with H&S



Right First Time

HEADLINES

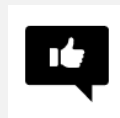
Responsive repairs being completed right first time is improving

GREAT PEOPLE



Complaints

Annual Indicator



Tenant Satisfaction with Complaints Handling



Staff Satisfaction



Staff Attendance



Diversity - Equality Act



Diversity - BME

HEADLINES

Staff attendance is improving and is now rated as amber

GREAT COMPANY

Annual Indicator



Net Promoter



Current Tenant Arrears



Contact Centre

HEADLINES

Current rent arrears has increased by 0.28 percentage points

GREAT PLACE

New Annual Indicator



Tenant Satisfaction with H&S



Right First Time

| YEAR END 2021/22 | CURRENT QUARTER | TARGET 2022/23 |
|---------------------|--------------------|-------------------|
|---------------------|--------------------|-------------------|

New

New

New

72.45%

78.21%

81%

Maintaining Building Safety

Tenant satisfaction with the health and safety of their home.

Keeping properties in good repair

Right first time.

| GREAT PEOPLE | | YEAR END 2021/22 | CURRENT QUARTER | TARGET 2022/23 |
|---|---|---------------------|--------------------|-------------------|
|  Complaints | Annual Indicator | 87.9% | 85.29% | 75% |
| |  Tenant Satisfaction with Complaints Handling | 63% | Annual | 70% |
|  Staff Satisfaction |  Staff Attendance | New | 68% | New |
|  Equality Act |  BME | 11.10 | 10.00 | 9.0 |
| | | 5.41% | 5.19% | 8% |
|  Equality Act |  BME | 2.16% | 1.97% | 2% |
| | | | | |

Complaints

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

Complaints

Tenant satisfaction with complaints handling (STAR).

Staff Satisfaction

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

Staff Attendance

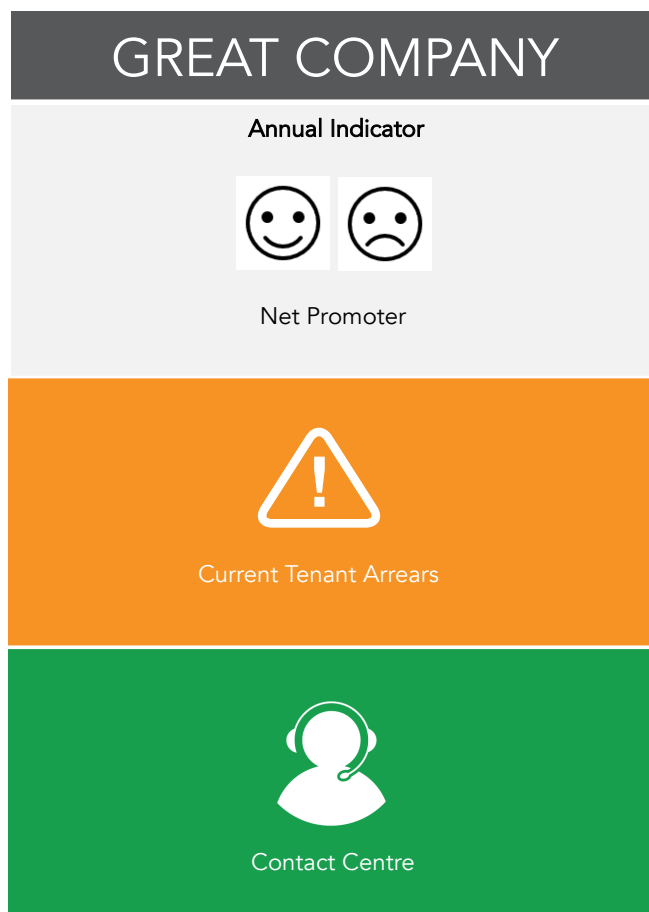
Average number of days absent per full time equivalent employee.

Diversity

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

Diversity

Percentage of BME staff in total workforce.



| YEAR END 2021/22 | CURRENT QUARTER | TARGET 2022/23 |
|---------------------|--------------------|-------------------|
| 26 | Annual | >30 |
| 3.29% | 3.57% | 3% |
| New | 85.27% | 80% |

Net Promoter

Likely to recommend Berneslai Homes.

Current Rent Arrears

Percentage of Current Tenant Arrears.

Contact Centre

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

GREAT PLACE

No Exceptions

GREAT PEOPLE



Diversity - Equality Act

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

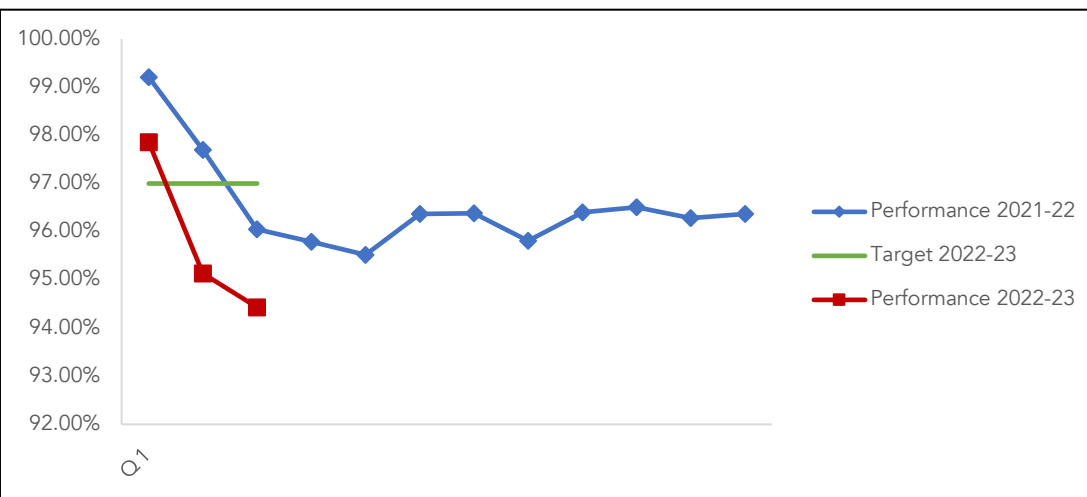
GREAT COMPANY

No Exceptions





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% | 10.00% | 99.21% |
| May-22 | 95.13% | Red | ↓ | 97% | 10.00% | 97.70% |
| Jun-22 | 94.43% | Red | ↓ | 97% | 10.00% | 96.05% |
| Jul-22 | | | | | 10.00% | 95.79% |
| Aug-22 | | | | | 10.00% | 95.52% |
| Sep-22 | | | | | 10.00% | 96.37% |
| Oct-22 | | | | | 10.00% | 96.38% |
| Nov-22 | | | | | 10.00% | 95.81% |
| Dec-22 | | | | | 10.00% | 96.40% |
| Jan-23 | | | | | 10.00% | 96.51% |
| Feb-23 | | | | | 10.00% | 96.28% |
| Mar-23 | | | | | 10.00% | 96.37% |



| Comment on factors affecting performance and management action | |
|--|---|
| Q1 | <p>Factors Affecting Performance: spike in Universal Credit (UC) verification work throughout April and May which resulted in staff resources being pulled from case management work to carry out UC verification work. Also, by March 2022 we had filled all vacancies for Income Officer (IO) posts and returned to a full complement of staff but recognised we had lost a lot of skills from staff who had left. From April we commenced a 3-month team training plan to upskill the team. During May/June/July the Senior IOs have had periods of long-term sickness resulting in staff, particularly the newer members, not having access to immediate senior support. There has also been the external challenges of the end of Household Support Funding, residual impact of welfare reform and more and more customers moving onto UC claims, the impact of Covid19, including continued restrictions with the courts and legal services in terms of pursuing possession orders and evictions. As the income service is a momentum based service, this means you will see the fruits of your labour today in 4/8 weeks time. Therefore the internal and external challenges impacting the service in April/May/June showed in Q1 performance.</p> <p>Some of the key agreed management actions are as follows: Increased target daily caseload to 45, emphasis on more proactive work and earlier support referrals, direct shadowing, coaching and mentoring of Income Officers by Income Manager/Income Team Leaders and Senior IOs on their return, reducing the minimum balance of serving legal notice to £400, subject to completion of checklist of all essential criteria, completion of team training programme including in-house training as well as external training modules, i.e. UC awareness by DWP, legal framework training by HQN and negotiation training. We are still up against external challenges, such as cost of living crisis, legal restrictions and upcoming UC migration, however we are doing everything we can that is within our control internally; whilst the change journey is underway to deliver the key objectives within the Income Service Improvement Plan.</p> |

| | | | | | | | | | | | | | | |
|--|---------------------|---|---------------------|-------------------------|---------------------|-------------------------|---------------------|-------------------------------|-------------|---------------------------|-------------|---|--|--|
| DATE REPORT RAN 30.06.2022 | | 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 | | | | |
| | 18,080 | | 753 | | 34 | | 30 | | | | | | | |
| 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 | TREND | NARRATIVE | |
| FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME | | | | | | | | | | | | | | |
| Assets on Programme | | | 166 | 0 | 34 | 0 | | | PIMSS | | 100.00% |  | 1. Current Position: We are 100% compliant across our FRA programme 2. Corrective Action Required: We have 20 FRA's awaiting to be uploaded onto the database due to sickness absence from our Fire Safety Officer. 2 of which are from June but will be uploaded by 15th July and actions raised. 3. Anticipated Impact of Corrective Action: Due to the delay with the uploads it is anticipated that there will be a number of FRA actions that will expire in the coming months without being actioned. This has been escalated to senior management and we are working hard to action asap. Our Fire Safety Officer (FSO) is now back at work and is working on getting the FRA's Uploaded. | |
| Assets NOT on Programme | | | 587 | | 0 | | | | | | | | 4. Progress with Completion Follow-up Works: A number of FRA's have been uploaded since our FSO has returned to work with 20 FRA's left to be uploaded. This is a timely process but aim to have backlog cleared in July. Due to this backlog we will see a drop in performance across our FRA actions in the coming months - All effort is being put in to minimise the impact from this, and will still remain 100% compliant across the FRA programme (this will only effect the FRA actions) | |
| FIRE SAFETY - REMEDIAL ACTIONS | | | | | | | | | | | | | | |
| Immediate Action Required | | | 0 | 0 | 0 | 0 | | | PIMSS | | |  | Out of date Actions: 2 x High. 1. No access, tenant in prison, awaiting confirmation from Housing Management Officer (HMO) when we are able to gain access. Other action from George Street, Worsbrough which requires an emergency light service. This has been passed on to BPS to add to the schedule and to be carried out as a priority. | |
| High (2 month) | | | 28 | 2 | 0 | 0 | | | PIMSS | | | | 5 x Medium - Mount Vernon Road Flats (4 actions), orders raised for Construction Services (CS) to carry out required works and aim for completion July 22. 1 x Barneslai Close awaiting evidence photographs, will be complete by the end of July. | |
| Medium (6 months) | | | 65 | 5 | 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 - Low | | | 20 | 93 | 0 | 0 | | | PIMSS | | | | | |
| All Fire Actions | | | 184 | 231 | 0 | 0 | | | | | | | In Plan works. Project Manager is now in post and will be prioritising the In-plan works. Budget approved over a three year period in which works will be carried out focussing on high risk actions. | |
| FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE | | | | | | | | | | | | | | |
| Fire Detection & Warning | | | 58 | 0 | | | | | PIMSS | | 100.00% |  | 100% Compliance | |
| Emergency Lighting | | | 108 | 0 | | | | | PIMSS | | 100.00% | | | |
| Fire Extinguishers | | | 62 | 0 | | | | | Spreadsheet | | 100.00% | | | |
| Smoke Vents | | | 3 | 0 | | | | | Spreadsheet | | 100.00% | | | |
| Fire Blankets | | | 53 | 0 | | | | | Spreadsheet | | 100.00% | | | |
| All Fire Actions | | | 284 | 0 | | | | | | | 100.00% | | | |

| | | | | | | | | | | | | | | | | |
|--|--|---|-------------------------|-------------------------|-------------------------|---------------------|-------------------------|-------------------------------|-------------------------|---------------------------|---------------|-------------|--|--|--|--|
| DATE REPORT RAN 30.06.2022 | | 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 | | | | | | |
| | | 18,080 | | 753 | | 34 | | 30 | | | | | | | | |
| 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 | TREND | NARRATIVE | | |
| ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years | | | | | | | | | | | | | | | | |
| Assets on Programme with an in date EICR <10 yrs | | 17859 | 257 | | | | | 29 | 1 | Workbooks | | 98.58% | ↑ | There are still ongoing access issues with these properties; approach is being clarified with Penningtons. | | |
| Assets NOT on Programme | | -36 | | | | | | 0 | | | | | | | | |
| Assets on Programme with an in date EICR <5 yrs | | 14565 | 3551 | 215 | 1 | | | 29 | 1 | Workbooks | | 80.65% | | We have instructed Home Utility Group (HUG) to increase capacity on the catchup scheme in order to complete an additional 2,000 domestic EICRs by end of September 2022. | | |
| Assets NOT on Programme | | -36 | | 537 | | | | 0 | | | | | | | | |
| ELECTRICAL REMEDIAL WORKS | | | | | | | | | | | | | | | | |
| C-1 | | 153 | 17 | | | | | 0 | 0 | Spreadsheet | | | ↑ | Wates have been requested to investigate status of previous work orders raised against C1 and C2 faults. | | |
| C-2 | | 348 | 92 | | | | | 41 | 0 | Spreadsheet | | | ↑ | | | |
| C-3 | | | | | | | | | | | | 100.00% | | | | |
| GAS SERVICING | | | | | | | | | | | | | | | | |
| Assets on Programme | | 16203 | 2 | 4 | 0 | 51 | 0 | | | Spreadsheet | | 99.99% | ↑ | 2 Domestic property overdue, due in court for warrant of entry, warrant to be served ASAP thereafter. 0 Commercial properties overdue | | |
| Assets NOT on Programme | | 1875 | | 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 | | 42 | 0 | | | | | | | Partners | | 100.00% | ↕ | May data unavailable within reporting deadline. | | |
| No of Tenanted Homes Capped [monitoring metric only] long term capped off | | | | | | | | | | | | | | | | |
| No of Tenanted Homes Capped [monitoring metric only] | | 120 | 0 | | | | | | | Partners | | 100.00% | ↕ | | | |
| Solid Fuel | | | | | | | | | | | | | | | | |
| Homes on the Programme | | 128 | 0 | | | | | | | Spreadsheet | | 100.00% | ↕ | | | |
| Asbestos | | | | | | | | | | | | | | | | |
| Assets on Programme | | | | 535 | 0 | 25 | 0 | 1 | 0 | PIMSS, Spreadsheet | | 100.00% | ↑ | 1) Current Position: 100% | | |
| Assets NOT on Programme | | | | 218 | | 9 | | 29 | | | | | | | | |

| | | | | | | | | | | | | | | | | |
|--|---------------------|---|---------------------|-------------------------|---------------------|-------------------------|---------------------|-------------------------------|--------------------|---------------|-------------|---------------------------|---|--|--|--|
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| WATER HYGIENE | | | | | | | | | | | | | | | | |
| Assets on Programme | 16693 | 388 | 59 | 3 | 30 | 4 | 0 | 0 | PIMSS, Spreadsheet | | 97.70% | ↑ | All outstanding Legionella Risk Assessments (LRAs) for Non-Domestic Properties to be completed by end June 2022 - still awaiting 3 LRAs reports from Infinity | | | |
| Assets NOT on Programme | 999 | | 691 | | 0 | | 30 | | | | | | | | | |
| WATER HYGIENE Inspection checks | | | | | | | | | | | | | | | | |
| Weekly checks - 31 buildings | | | 124 | 0 | | | | | TEAMS, Spreadsheet | | 100.00% | ↕ | weekly/monthly checks complete. Annual monitoring reports chased with Infinity. Most annuals completed but no reports sent. | | | |
| Monthly checks - 54 buildings | | | 54 | 0 | | | | | TEAMS, Spreadsheet | | 100.00% | ↕ | | | | |
| Annual checks | | | 50 | 12 | | | | | TEAMS, Spreadsheet | | 80.65% | ↕ | | | | |
| WATER HYGIENE REMEDIAL ACTIONS | | | | | | | | | | | | | | | | |
| High (1 month) | 0 | 0 | 0 | 0 | | | | | | | | | no remedials raised June 2022 | | | |
| Medium (3 months) | 0 | 0 | 0 | 0 | | | | | | | | | | | | |
| Low (6 months) | 0 | 0 | 0 | 0 | | | | | SAP, Spreadsheet | | | | | | | |
| All Actions | 0 | 0 | 0 | 0 | | | 0 | 0 | | | | | | | | |
| SERVICE & MAINTENANCE CHECKS | | | | | | | | | | | | | | | | |
| Passenger Lifts(14)/Platform lifts (6) (Classic) | 20 | 0 | | | | | | | Engineers sheets | | 100.00% | ↕ | All Passenger Lifts(14) serviced. Platform lifts(6) not due in June 2022 | | | |
| Stairlifts (Stannah) | 384 | 30 | | | | | | | Engineers sheets | | 92.75% | ↑ | working with both contractors to get contact numbers and gain access to carry out the services. | | | |
| Hoists / Steplifts (Prism) | 67 | 66 | | | | | | | Engineers sheets | | 50.38% | ↑ | PRISM have had change of service manager now trying to get compliant meeting with procurement 12/07/22 to discuss tender/contract | | | |
| All | 471 | 96 | | | | | | | | | 83.07% | ↑ | | | | |