























Quarterly Performance  
Report  
Quarter 3-2024/2025




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# 2024/25 – Q3 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 Complaints	 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	 Annual indicator 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 (Median)	
<b>BS01: Gas</b> Gas safety checks	100%	100%	99.99%	99.99%			100%	99.96%	
<b>BS02: Fire</b> Fire safety checks	100%	100%	100%	100%			100%	100%	
<b>BS03: Asbestos</b> Asbestos safety checks	100%	100%	100%	99.81%			100%	100%	
<b>BS04: Water</b> Water safety checks	100%	100%	100%	100%			100%	100%	
<b>BS05: Lift</b> Lift safety checks	100%	100%	100%	100%			100%	100%	
<b>CH01 1: Stage One Complaints</b> Stage one complaints relative to the size of the landlord	39.6	17.4	36.1	55.4			In line with peer group median	39.4	
<b>CH01 2: Stage Two Complaints</b> Stage two complaints relative to the size of the landlord	7.6	3.3	7.7	12.0			In line with peer group median	4.8	
<b>CH02 1: Stage One Response Time</b> Stage one complaints response time	74.0%	96.2%	96.3%	96.1%			100%	73.6%	
<b>CH02 2: Stage Two Response Time</b> Stage two complaints response time	96.3%	96.7%	96.8%	97.8%			100%	72.7%	

# TSM KPIs

TSM	
 ASB Cases	 ASB Cases Hate Incidents
 DHS Compliance	 Non-Emergency Repairs
 Emergency Repairs	 Tenant Satisfaction
 Tenant Satisfaction with Repairs	 Time Taken Recent Repair
 Well Maintained Home	





YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
46.4	12.1	21.9	27.1			In line with peer group median	55.5	<b>NM01 1: ASB Cases</b> Anti-social behaviour cases
0.5	0.2	0.5	0.6			In line with peer group median	1.44	<b>NM01 2: ASB Cases Hate Incidents</b> Anti-social behaviour cases that involve hate incidents
0.09%	1.3%	0.4%	0.7%			0%	3.1%	<b>RP01: DHS Compliance</b> Homes that do not meet the Decent Homes Standard
94.1%						96%	80.8%	<b>RP02 1: Non-Emergency Repairs</b> Repairs completed within target timescale
94.3%						99%	94.8%	<b>RP02 2: Emergency Repairs</b> Repairs completed within target timescale
76.8%	73.0%		77.4%		75.2%	77%	66.5%	<b>TP01: Tenant Satisfaction</b> Overall satisfaction
75.1%	73.1%		75.7%		74.4%	76%	70.5%	<b>TP02: Tenant Satisfaction with Repairs</b> Tenant Satisfaction with repairs
75.5%	66.5%		68.5%		67.5%	76%	66.2%	<b>TP03: Time Taken Recent Repair</b> Satisfaction with time taken to complete most recent repair
73.8%	69.8%		71.5%		70.7%	74%	67.5%	<b>TP04: Well Maintained Home</b> Satisfaction that the home is well maintained

# TSM KPIs

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

YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	BENCH MARK (Median)	
74.9%	70.7%	72.3%	72.3%	71.5%	71.5%	77%	73.5%	<b>TP05: Home is Safe</b> Satisfaction that the home is safe
59.6%	60.5%	64.1%	64.1%	62.3%	62.3%	61%	56.1%	<b>TP06: Listening to Tenants</b> Landlord listens to tenants views and acts upon them
64.4%	60.5%	64.4%	64.4%	62.5%	62.5%	68%	66.5%	<b>TP07: Keeping Tenants Informed</b> Landlord keeps tenants informed about things that matter to them
76.9%	76.4%	79.5%	79.5%	77.9%	77.9%	81%	76.3%	<b>TP08: Treating Tenants Fairly</b> Landlord treats tenants fairly and with respect
43.1%	46.2%	42.8%	42.8%	44.5%	44.5%	43%	29.4%	<b>TP09: Satisfaction Handling Complaints</b> Satisfaction with the landlords approach to handling complaints
65.9%	51.8%	70.2%	70.2%	61.7%	61.7%	66%	63.9%	<b>TP10: Satisfaction with Communal Areas</b> Satisfaction that the landlord keeps communal areas clean and well maintained
59.6%	52.8%	57.1%	57.1%	55.0%	55.0%	64%	59.8%	<b>TP11: Positive Contribution</b> Satisfaction that the landlord makes a positive contribution to neighbourhoods
48.4%	45.8%	49.4%	49.4%	47.6%	47.6%	55%	55.0%	<b>TP12: Satisfaction Handling ASB</b> 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%	1.98%	1.91%			1.05%	<b>Void Rent Loss (BH1)</b> Income lost due to void properties
96.3%	99.2%	100.3%	99.6%			97%	<b>Rent collection (BH2)</b> Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
3.6%	3.3%	3.3%	3.2%			4%	<b>Apprentices (BH3)</b> Proportion of apprentices in workforce
66%	65%	67%	66%			60%	<b>Local Spend (BH4)</b> Spend funds locally supporting the Barnsley economy.
39.3%	41.9%	41.7%	42.4%			45%	<b>EPC Ratings (BH5)</b> Percentage of Properties with an EPC C or above.
Achieved	Annual					1%	<b>Management Fee (BH6)</b> 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

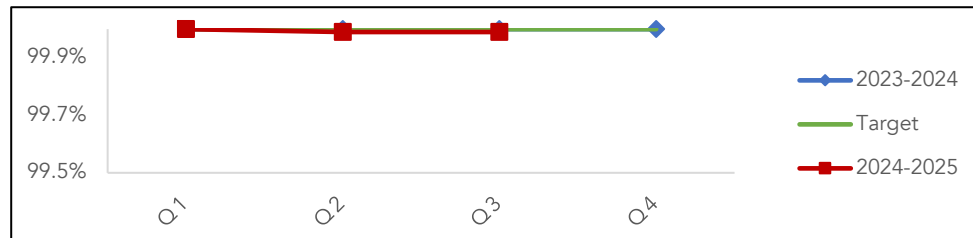
YEAR END 23/24	Q1	Q2	Q3	Q4	YEAR END 24/25	TARGET 24/25	
48%	51%					50%	<b>Staff Satisfaction (KPI 1)</b> Employee satisfaction rate. My organisation is a great place to work.
12.4	13.1	14.2	14.6			9 days	<b>Staff Attendance (KPI 2)</b> Average number of days absent per full time equivalent employee.
4.7%	4.7%	13.1%	13.1%			8%	<b>Diversity (KPI 3)</b> Percentage of staff defining under the Equality Act definition of disability.
3.1%	2.9%	2.6%	2.5%			3.4%	<b>Diversity (KPI 4)</b> Percentage of minority ethnic staff in total workforce.
3.7%	3.6%	3.6%	3.9%			3.5%	<b>Current Tenant Arrears (KPI 5)</b> Percentage of Current Tenant Arrears.
73.5%	40.1%	45.3%	90.8%			80%	<b>Contact Centre (KPI 6)</b> We will answer priority calls in less than 3 minutes (Contact Centre).



Exception Report Summary

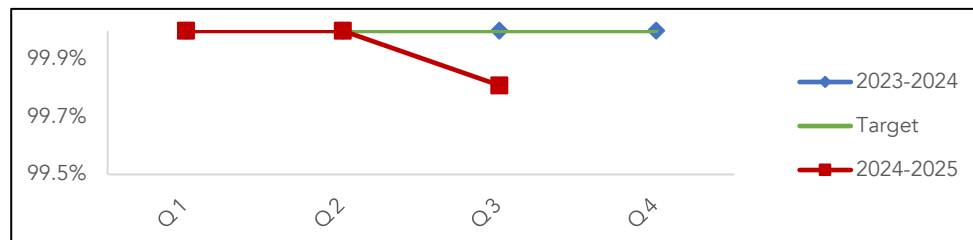
Title: Percentage of properties with a current Gas Compliance Certificate (TSM BS01)  
 Theme: Regulatory Compliance  
 PI Type: TSM Pulse  
 YE Target: 100%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	100.00%	Green	→	100.0%	0	100.0%
Q2	99.99%	Red	↓	100.0%		100.0%
Q3	99.99%	Red	→	100.0%		100.0%
Q4				100.0%		100.0%



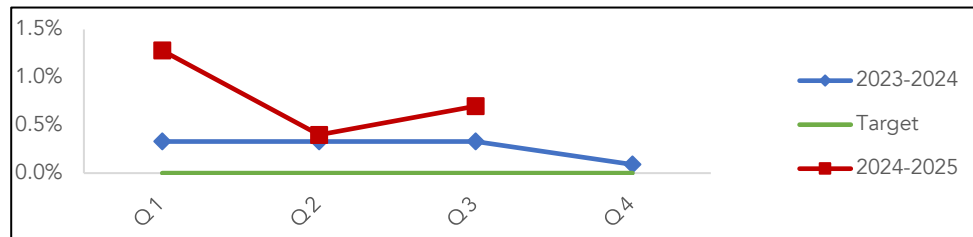
Title: Percentage of homes that have had all the necessary asbestos management surveys or re-inspections (TSM BS03)  
 Theme: Regulatory Compliance  
 PI Type: TSM Pulse  
 YE Target: 100%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	100.00%	Green	→	100.0%	0	100.0%
Q2	100.00%	Green	→	100.0%		100.0%
Q3	99.81%	Red	↓	100.0%		100.0%
Q4				100.0%		100.0%



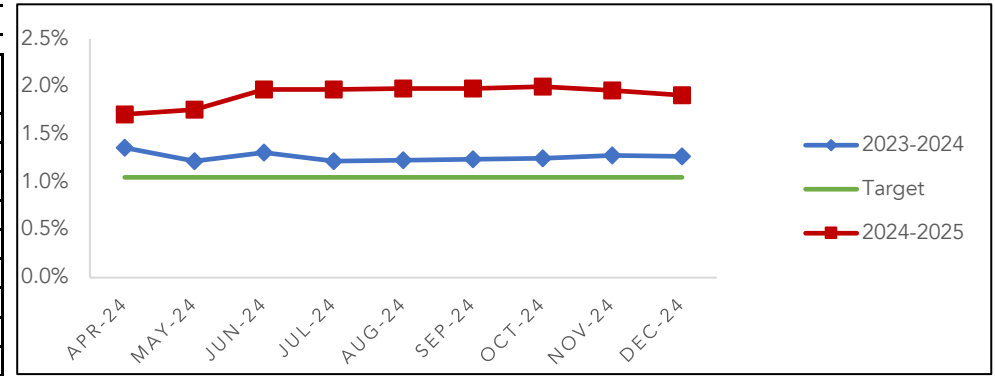
Title: The proportion of homes non-decent (RP01)  
 Theme: Barnsley Home Standard  
 PI Type: TSM Pulse  
 YE Target: 0%

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	1.3%	Red	↓	0.0%	N/A	0.3%
Q2	0.4%	Red	↓	0.0%		0.0%
Q3	0.7%	Red	↑	0.0%		0.0%
Q4				0.0%		0.1%



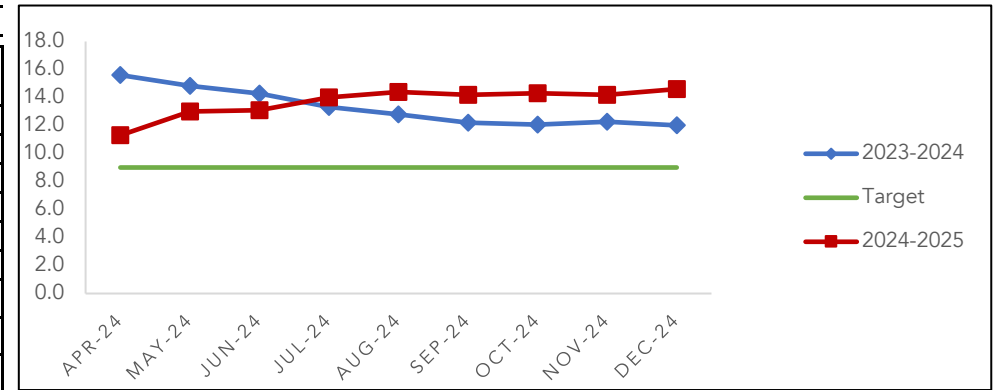
Title: **Void rent loss (BH1)**  
 Theme: **Voids**  
 PI Type: **Council Pulse**  
 YE target: **1.1%**

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	2.0%	Red	→	1.1%		1.2%
Aug-24	2.0%	Red	→	1.1%		1.2%
Sep-24	2.0%	Red	→	1.1%		1.2%
Oct-24	2.0%	Red	→	1.1%		1.3%
Nov-24	2.0%	Red	→	1.1%		1.3%
Dec-24	1.9%	Red	↑	1.1%		1.3%



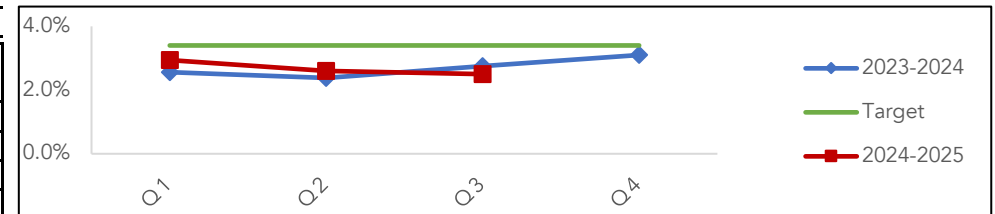
Title: **Projected average number of sick days per employee/year (KPI 2)**  
 Theme: **HR & Equality and Diversity**  
 PI Type: **Company Pulse**  
 YE Target: **9 days or less**


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	14.0	Red	↓	9.0		13.3
Aug-24	14.4	Red	↓	9.0		12.8
Sep-24	14.2	Red	↑	9.0		12.2
Oct-24	14.3	Red	↓	9.0		12.1
Nov-24	14.2	Red	↑	9.0		12.3
Dec-24	14.6	Red	↓	9.0		12.0



Title: **Percentage of minority ethnic staff in total workforce (KPI 4)**  
 Theme: **HR & Equality and Diversity**  
 PI Type: **Company Pulse**  
 YE Target: **3.4% or above**

Date	2024-2025	RAG	DOT	Target	RAG Threshold	2023-2024
Q1	2.9%	Amber	↓	3.4%	0.7% points	2.56%
Q2	2.6%	Red	↓	3.4%		2.38%
Q3	2.5%	Red	↓	3.4%		2.75%
Q4				3.4%		3.10%



DATE REPORT RAN 31/12/2024		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					
		17,984		755		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	
<b>TENANT SATISFACTION MEASURES</b>													
BS01: Gas safety checks	16,083	1							Spreadsheet		99.99%	1 Domestic property overdue, this is in the legal process,	
BS02: Fire safety checks	1,045	0							Spreadsheet		100.00%	100% Compliant	
BS03: Asbestos safety checks	1,042	2							Spreadsheet		99.81%	See information regarding non access below	
BS04: Water safety checks	907	0							Spreadsheet		100.00%	100% Compliant	
BS05: Lift safety checks	438	0							Spreadsheet		100.00%	100% Compliant	
<b>FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME</b>													
Assets on Programme			212	0	0	0			Spreadsheet		100.00%	100% Compliant	
Assets NOT on Programme			502		34								
<b>FIRE SAFETY - REMEDIAL ACTIONS</b>													
Immediate Action Required			0	0	0	0			Spreadsheet/C365			All Fire Actions are being monitored and closed within the correct timescales	
High (2 month)			0	0	0	0			Spreadsheet/C365				
Medium (6 months)			5	0	0	0			Spreadsheet/C365				
Low (12 months)			7	0	0	0			Spreadsheet/C365				
In plan works - High			0	0	0	0			Spreadsheet/C365				
In plan works - Medium			0	0	0	0			Spreadsheet/C365				
In plan works - Low			0	0	0	0			Spreadsheet/C365				
<b>All Fire Actions</b>			<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>							
<b>FIRE SAFETY - EQUIPMENT SERVICING &amp; MAINTENANCE</b>													
Fire Detection & Warning			118	1					Spreadsheet		99.16%	The fire alarm maintenance for 1 building and the emergency lighting maintenance for four buildings is outstanding. We are working with BPS to get these completed as a priority. The emergency lighting completion ratio differs to that shown on the C365 system. This is due to some of the certificates being a different template to the one set up on the system. C365 are currently creating a second template to accommodate this. The one flat entrance door relates to an Independent Living Scheme. We are currently following the no access procedure and working with the Scheme Manager to gain access. The tenant has been moved into a care home	
Emergency Lighting			110	4					Spreadsheet		96.49%		
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			966	1					PIMMS		99.90%		
<b>All Fire Actions</b>			<b>2126</b>	<b>6</b>							<b>99.72%</b>		
<b>FIRE SAFETY - FIRES REPORTED (CUMULATIVE)</b>													
Total number of fires reported within reporting year	35								Spreadsheet			incidents	
<b>FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED</b>													
Assets on Programme	17,917	77									99.57%		
Assets NOT on Programme	0												
<b>DAMP AND MOULD - REPAIR REQUESTS</b>													
7-day jobs raised during month		295							Spreadsheet		1.64%	CS: 217 raised, 8 cancelled. 117 completed, 92 open Wates: 78 raised, 1 cancelled, 44 completed, 33 open 0 HHSRS risks identified	
Open 7-day jobs at month end		125							Spreadsheet		0.70%		
HHSRS (CAT1/2) damp / mould risks identified in month		0							Spreadsheet		0.00%		
<b>DAMP AND MOULD - COMPLAINTS</b>													
Open stage 1 complaints		4							Customer Services		0.02%	Service requests that we closed in Oct relating to DM - 4 Stage 1 closed in Sept - 8 Stage 2 closed in Sept - 4	
Open stage 2 complaints		4							Customer Services		0.02%	Currently we still have the following open formal complaints that's relate to D&M Stage 1 - 4 Stage 2 - 4	
Total number of complaints open within the quarter		8							Customer Services		0.04%	So far this financial year closed the following damp and mould: Service requests - 96 Stage 1 - 63	
		8							Customer Services		0.04%	Stage 2 - 26 (of the complaint span's across a number of issues, we have logged it against the main reason for the complaint)	
<b>DAMP AND MOULD - DISREPAIR CLAIMS</b>													
Total live claims relating to damp and mould (cum in yr)		109							Spreadsheet		0.61%		

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
<b>ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME &lt; 10 years and &lt; 5 years</b>												
Assets on Programme with an in date EICR <10 years	17,965	19					42	2	Workbooks		99.88%	1x no access reported for the OOD traveller site properties. CS will follow the procedure as per all domestic properties. Traveller site and Queens House have now been set up on NEC to raise the EICR automatically 60 days before the 5th anniversary of the previous inspection
Assets on Programme	17,984						44					
Assets on Programme with an in date EICR <5 yrs	17,804	180	220	0			42	2	Workbooks		99.00%	
Assets on Programme	17,984		220				44					access procedure
C-1	0	0	0	0			0	0	Spreadsheet			The non-compliant C2 are being processed for new EICR to be carried out. This is because of the time that has elapsed since the last EICR and the inability to re-access these properties to carry out the required remedial work
C-2	0	81	0	0			0	0	Spreadsheet			
<b>GAS SERVICING</b>												
Assets on Programme	16,092	1	4	0	51	0			Spreadsheet		99.99%	1 Domestic property overdue, following legal process for access
Assets NOT on Programme	1,892		751		0							
<b>COMMERCIAL GAS REMEDIALS</b>												
All commercial gas remedials					0	0					100.00%	
<b>DOMESTIC PROPERTIES (Without Gas)</b>												
Assets on Programme	635	0							Partners		100.00%	
<b>Voids Capped</b>												
No. of Voids Capped in Month within 24 hrs of Becoming Void	41	0							Partners		100.00%	
<b>No of Tenanted Homes Capped [monitoring metric only] long term capped off</b>												
No of Tenanted Homes Capped [monitoring metric only]	159								Partners			
<b>Solid Fuel</b>												
Homes on the Programme	101	0							Spreadsheet		100.00%	
<b>Asbestos</b>												
Assets on Programme			531	2	25	0	1	0	PIMSS/Spreadsheet		99.64%	A couple non domestic reinspection's overdue. This is down to access issues, not relayed by Pennington Choices, due to the Christmas period. All reinspection's are booked in and will be completed ASAP
Assets NOT on Programme			279		9		43					
<b>WATER HYGIENE: Legionella risk assessments</b>												
Assets on Programme	16714	55	62	0	22	11	0	0	ISS, Spreadsheet, C365		99.61%	Other (Housing Shops): Compliance Officer continues to work with BMBC to encourage tenants to carry out LRAs or to agree with Berneslai Homes to complete them Commercial LRAs all compliant Domestic LRAs - current spreadsheet currently being updated to check information all correct and jobs to be raised to capture these properties
Assets NOT on Programme	1,215		693		12		44					
<b>WATER HYGIENE: Inspection checks</b>												
Flushing			129	37					Teams / spreadsheet		77.71%	Flushing - 37 not carried out due to buildings closed and annual leave over Christmas - these will be recovered in January
Temperatures			57	1					Teams / spreadsheet /C365		98.28%	
Annual monitoring			58	0					Teams / spreadsheet /C365		100.00%	All annual monitoring compliant
											No data	
<b>WATER HYGIENE</b>												
High (1 month)	0	0	0	0								
Medium (3 months)	0	0	0	0								
Low (6 months)	0	0	0	0					SAP/NEC			
All Actions	0	0	0	0								
<b>SERVICE &amp; MAINTENANCE CHECKS</b>												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	all lifts compliant
Stairlifts	457	15							Engineers sheets		96.82%	15 not compliant - 5 are VOID. 1 requires removal. 2 to be replaced. 4 have now been booked in. 3 have now been serviced in January
Steplifts	1	0							Engineers sheets		100.00%	all lifts compliant
Throughfloor lifts (TFL)	30	3							Engineers sheets		90.91%	3 uncompliant - 1 has had rat infestation but requires electrical check. 1 has now been booked in. 1 in warranty and compliance officer has chased Terrys lifts to carry this out
Hoists	95	1							Engineers sheets		98.96%	1 uncompliant which is a VOID property awaiting a major works order to be released and its currently unsafe to carry out the service (24 Woodland Drive, 570 6QW). Lettings want to advertise this property with the hoist
All											No data	
<b>ENERGY EFFICIENCY</b>												
SCS	15,576	2408							Spreadsheet		86.61%	A secondary contractor has been appointed to support on advancing the programme. A further communication plan has been put in place with the support of BH Comms Team and respective contractors
EPC	14,929	3055							C365		83.01%	As above. There has been a slight reduction in EPC compliance as a result of some EPCs now falling outside of the 10-year compliance timeline. Both contractors are working hard to advance the number of EPCs held

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2	Q3	Q4
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	Head of GS - 6 month review of phase 1 and how working for Construction Services is underway. NEC energy module is now in place and SAVA being implemented target for go live Dec 24. Head of O (CS) reviewing data that is being produced from system to utilise as business intelligence to enable us to review resources and workloads.	Head of GS - appointed expert consultant to work through current issues, and provide roadmap for change to ensure using system to full potential. Report due early quarter 4. Work on implementation of Assets in progress.	
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.	Head of GS - reviewing use of data dashboard in NEC to be implemented by March 25 to enhance data quality. Demo's of on line tooling taking place.	Head of GS - Approval to use proof of concept for data tool received - 3 month trial therefore dashboards put on hold.	
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.	Head of GS - discovery work taking place with BMBC around using BMBC Dynamics for CRM.	Head of GS - BMBC allocated a Digital PM to work through the discovery phase with BH over the next 6 months,	
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.	*Still in development, due to be approved by Board and BMBC by Dec-24. 3 surveys developed, 3 more to be added, in addition a full prog of surveys to be developed and rolled out from Apr-25. Other actions on the Strategy being progressed. *Voicescape now set up - complete. *Being deferred due to CRM. Interim solution being looked at by HoS CS and GS.	HOCS - New version created and final tenant session planned 30/1. At Board March and Cabinet soon after HOCS - Update on survey plan and outcomes at CS committee Feb 25. Voicescape to run repair survey from Feb 25. HoCS - Knowing Customer Project to be refreshed and relaunched. Review meeting with HOGS and HOES to agree interim solution from Spring 25.	
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	*Head of Estates - structure requires additional review , to be completed once consultation completed with staff to support move to one base due to take place November 24. HiHPP on track for Dec although will need to arrange mop up session after this date due to staff turnover to ensure everyone has done this. ASB team restructure complete - to be reviewed Summer 2025.		
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	Monthly monitoring remains on Scorecard whilst the C365 Implementation works remain ongoing. This is in the final stages of being audited by BMBC Corp Assurance, then board approval will be sought to go fully live. We continue to closely monitor regulatory changes on the horizon (Awaab's Law & DH2).	Head RM&BS: C365 implementation ongoing, and works so far have proven valuable. PS structure review, along with PRIP contract review/amendment fundamental to delivery of acceptable service 'Discovery' works ongoing within PS, identifying areas of change necessary - which will inform any necessary stakeholder consultation Activity ongoing to reduce st2 complaints of repairs Redefine budget monitoring/management activity for cost control/avoidance Void position ever improving, still much improvement required prior to Apr25 Focus upon disrepair, Damp, Mould with new mgr: progressive improvements already to control cost and reduce exposure/risk	

Barnsley 2030 objective	Priority	Strategic Ambition	Milestones	Date	BH Lead and additional resources	Q1 Update	Q2	Q3	Q4
<b>Healthy Barnsley</b>	All homes will have up to date asset data used to support repairs, maintenance, and investment (Stock Data)	<b>Technology and Innovation</b>	* 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%. Pennington's 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	Head of AM: Sep 2024 completion rate at 85%. Pennington's provided outcome report to BH/BMBC key stakeholders Jul 2024. SCS supporting development of medium term capital investment plan. 15% SCS still to be undertaken (no access). As per Q1 update - 2025/26 risk based approach to be developed by AM Team for 20% per annum SCS		
<b>Learning Barnsley</b>	Strategic Workforce Planning (incorporating Professionalism Agenda, Succession / Workforce Planning)	<b>Employment and Training</b>	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	Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, refreshing data on current qualifications of post holders due to turnover and training plan being developed. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed & full review commenced. Workforce & Succession Planning Framework to be developed in 2025/26	Head of HR,OD&Comms - Roles in scope for proposed competency & conduct standard agreed, refreshing data on current qualifications of post holders due to turnover and training plan being developed. Costed options for gaining qualifications to be presented to EMT in January 2025. Job adverts for roles in scope now include qualification requirements. Interim review of PDRs completed & full review commenced. Workforce & Succession Planning Framework to be developed in 2025/26	
<b>Growing Barnsley</b>	Implementing the Lettings Policy and reviewing its impact	<b>Hearing Customers</b>	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 - Policy 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	*Went live. *Commenced review of wider processes - behind target due to staffing resources *Customer Panel to be held Nov-24 and survey in development. *Commenced mid-year impact report to share with Ctte and elected members. *To commence - contact with alternative providers already made - deferred to new year. Current contract expires Oct-25. *Reviewing service structures to deliver projects - commenced.	HoCS - Updated progress with CsC, Customer Panel and Elected Members. Positive feedback.  Structure amended and specialist roles filled to coordinate nominations, ME and tenancy changes. Tenancy Change Policy to complete end April 25 to align to Tenancy Policy. Commenced review of ME process and most effective delivery. Testing of new NEC set up in progress and on track from April go live subject to no significant issues.	
<b>Sustainable Barnsley</b>	To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)	<b>Zero Carbon</b>	*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	Head of AM: Transformation Board agreed implementation of SAVA intelligent energy module. Anticipated to be live for Dec 2024. NEC Phase 2 Assets Module to follow. Full retrofit plan to be created	Head of AM: SAVA intelligent energy module live. Retrofit plan currently being developed. NEC Phase 2 Assets Module currently being built for implementation.	