Minutes of Berneslai Homes Public Board held 26th March 2026
3.00 p.m.
(Virtual Meeting)

Present:

Ken Taylor (KT)	-	Chair
Richard Fryer (RF)	-	Board Member
David Leech (DL)	-	Board Member
Gez Morrall (GM)	-	Board Member
Kevin Osborne (KO)	-	Board Member
George Paterson (GP)	-	Board Member
Rebecca Mather (RM)	-	Board Member
Jo Sugden (JS)	-	Board Member

In attendance

Amanda Garrard (AGa)	-	CEO
Dave Fullen (DF)	-	Executive Director, Customer & Estate Services
Rachel Taylor (RT)	-	Executive Director, Resources and Company Secretary
Russell Thompson (RTh)	-	Interim Executive Director, Property Services
Paul Clifford (PC)	-	Service Director BMBC
Alison Dalton (AD)	-	Head of Strategic Housing BMBC

Observing

Steve Feast (SF)	-	BH CEO (from1/4/2026)

	ACTION
Item 1 – Apologies Apologies were received from Adam Hutchinson Board member.	
Item 2 – Declarations of Interest None were declared.	

<u>Item 3 – PRIP Q3 Performance</u> RTh presented the report summarising the key points. Board noted the stable performance and improvement since Q2. Performance at Q3 is 73% for Property Services and 80% for Wates. Operational delivery is strong, including on time job completions, void turnaround times and 100% gas safety compliance. Adaptations are also ahead of target. An overview of the key challenges was provided. Customer satisfaction remains an area for improvement. Voicescape is being introduced to provide better insight into BH tenants' perceptions, and PRIP actions are being aligned with the Housing Ombudsman's *Repairing Trust* report. A consultant is reviewing the end-to-end customer experience, including key hygiene factors. Challenges remain around keeping appointments, and work is ongoing to address these. Collaborative work with Council colleagues will be progressed through the Core Group to ensure consistent measurement. Sub-contracting levels were also noted: Property Services Repairs Team are within target, while Wates are not; further analysis is underway to understand the drivers and agree actions. KO asked about tenant satisfaction and whether any cohorts were more satisfied than others. RTh advised that tenants aged 50+ report higher satisfaction. Voicescape data will provide further segmentation, and the team is progressing this work. A wider discussion is also underway via PRIP to align internal PRIP KPIs and TSMs, with the aim of establishing a single, consistent KPI set (rather than multiple measures). RTh also noted KO's encouraging feedback on calling ahead of appointments. Wates has made good progress in reporting near misses, while Property Services is continuing to embed this practice. The Health and Safety Manager is attending toolbox talks to encourage reporting and build confidence that raising near misses is the right approach. This work has started well and is being rolled out. PC welcomed this approach. Social value remains a key focus. Wates is progressing well while Property Services is slightly behind target. Engagement with local partners continues (e.g., Barnsley College and Skillmill). A dedicated officer role is also being considered to support longer-term planning and sustain social value activity. PC referred to the robust framework currently in place at BMBC and advised that BH may wish to utilise this. GP said he was pleased with the report and its level of detail, and suggested Customer Services Committee be involved in establishing a single set of TSMs. RF agreed that this aligns with the Committee's remit and will progress the work, liaising with RTh on timing. GP also raised concerns about the high level of sub-contracting, noting the potential cost implications. RTh confirmed this has been discussed with the Council and that contractual advice was sought, as it was commonly assumed either organisation could subcontract at will; this is not the case. This will be discussed at the Core Group with both partners.	 RF/RTh

Resolved: • **Board considered Q3 2025/26 PRIP Performance Report update summary report.** • **Where PRIP performance targets have not been achieved, Board were satisfied with the explanations provided and that adequate controls and actions are in place** • **Board agreed where more detailed consideration is required by Customer Services Committee on any customer focused KPIs.**	
<u>Item 4 – HRA 2026/27 Budget and Capital Investment Proposals 2026 – 31</u> RT presented the report for the Boards information, noting that it is in the public domain and has already been approved by the Council. The report sets out the HRA budget and the key repairs and maintenance elements of the HRA business plan. GP stated that the report was well prepared and suitably detailed, which he found helpful. He noted the reference to the PRIP contract and the independent review, and looks forward to receiving further updates on this in future reports. **Resolved:** **Board noted the HRA 2026/27 Budget & Capital Investment Proposals**.	