



























Quarterly Performance
Report
Quarter 1-2025/2026










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2025/26 - 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










Company KPIs	
 Annual Indicator	 Staff Attendance
 Staff Satisfaction	 Minority Ethnic
 Equality Act	 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 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCH MARK (Median)	
100%	100%					100%	100%	BS01: Gas Gas safety checks
100%	100%					100%	100%	BS02: Fire Fire safety checks
100%	100%					100%	100%	BS03: Asbestos Asbestos safety checks
100%	100%					100%	100%	BS04: Water Water safety checks
100%	100%					100%	100%	BS05: Lift Lift safety checks
67.1	15.5					In line with peer group median	42.8	CH01 1: Stage One Complaints Stage one complaints relative to the size of the landlord
15.9	3.9					In line with peer group median	7.1	CH01 2: Stage Two Complaints Stage two complaints relative to the size of the landlord
93.0%	96.9%					100%	78.1%	CH02 1: Stage One Response Time Stage one complaints response time
97.9%	100%					100%	75.5%	CH02 2: Stage Two Response Time Stage two complaints response time

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 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCH MARK (Median)	
35.1	8.7					In line with peer group median	54.9	NM01 1: ASB Cases Anti-social behaviour cases
0.7	0.2					In line with peer group median	1.2	NM01 2: ASB Cases Hate Incidents Anti-social behaviour cases that involve hate incidents
0.2%	1.3%					0%	5.47%	RP01: DHS Compliance Homes that do not meet the Decent Homes Standard
85.7%	88.4%					86%	82.6%	RP02 1: Non-Emergency Repairs Repairs completed within target timescale
89.1%	92.2%					92%	90.3%	RP02 2: Emergency Repairs Repairs completed within target timescale
75.2%						75.9%	65.9%	TP01: Tenant Satisfaction Overall satisfaction
74.4%						75.4%	70.2%	TP02: Tenant Satisfaction with Repairs Tenant Satisfaction with repairs
67.5%						69.0%	66.5%	TP03: Time Taken Recent Repair Satisfaction with time taken to complete most recent repair
70.7%						70.9%	67.4%	TP04: Well Maintained Home Satisfaction that the home is well maintained

TSM KPIs

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

YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	BENCH MARK (Median)	
71.5%						73.5%	73.0%	TP05: Home is Safe Satisfaction that the home is safe
62.3%						65.0%	56.5%	TP06: Listening to Tenants Landlord listens to tenants views and acts upon them
62.5%						66.5%	67.0%	TP07: Keeping Tenants Informed Landlord keeps tenants informed about things that matter to them
77.9%						80.9%	74.8%	TP08: Treating Tenants Fairly Landlord treats tenants fairly and with respect
44.5%						45.0%	31.2%	TP09: Satisfaction Handling Complaints Satisfaction with the landlords approach to handling complaints
61.7%						63.9%	62.5%	TP10: Satisfaction with Communal Areas Satisfaction that the landlord keeps communal areas clean and well maintained
55.0%						59.8%	59.9%	TP11: Positive Contribution Satisfaction that the landlord makes a positive contribution to neighbourhoods
47.6%						55.0%	54.5%	TP12: Satisfaction Handling ASB 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 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	
1.86%	1.78%					1.5%	Void Rent Loss (BH1) Income lost due to void properties
100.5%	99.7%					98%	Rent collection (BH2) Rent collected as a proportion of rents owed on Housing Revenue Account dwellings.
3.6%	3.3%					3.5%	Apprentices (BH3) Proportion of apprentices in workforce
68%	68%					60%	Local Spend (BH4) Spend funds locally supporting the Barnsley economy.
43.1%	43.9%					50%	EPC Ratings (BH5) Percentage of Properties with an EPC C or above.
Achieved	Annual					1%	Management Fee (BH6) 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



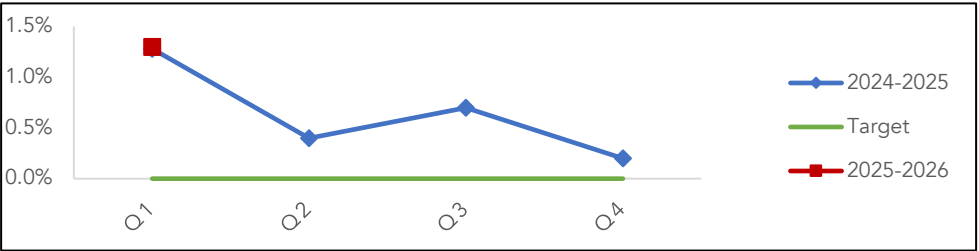
Contact Centre

YEAR END 24/25	Q1	Q2	Q3	Q4	YEAR END 25/26	TARGET 25/26	
N/A	65.7%					65%	Staff Satisfaction (KPI 1) Employee satisfaction with Berneslai Homes as an employer
6.11%	4.57%					3.56% or less	Staff Attendance (KPI 2) % of working days lost due to sickness
13.2%	13.7%					13.2%	Diversity (KPI 3) Percentage of staff defining under the Equality Act definition of disability.
2.8%	2.9%					4.1%	Diversity (KPI 4) Percentage of minority ethnic staff in total workforce.
3.6%	3.7%					3.5%	Current Tenant Arrears (KPI 5) Percentage of Current Tenant Arrears.
58.1%	49.8%					80%	Contact Centre (KPI 6) We will answer priority calls in less than 3 minutes (Contact Centre).

Exception Report Summary

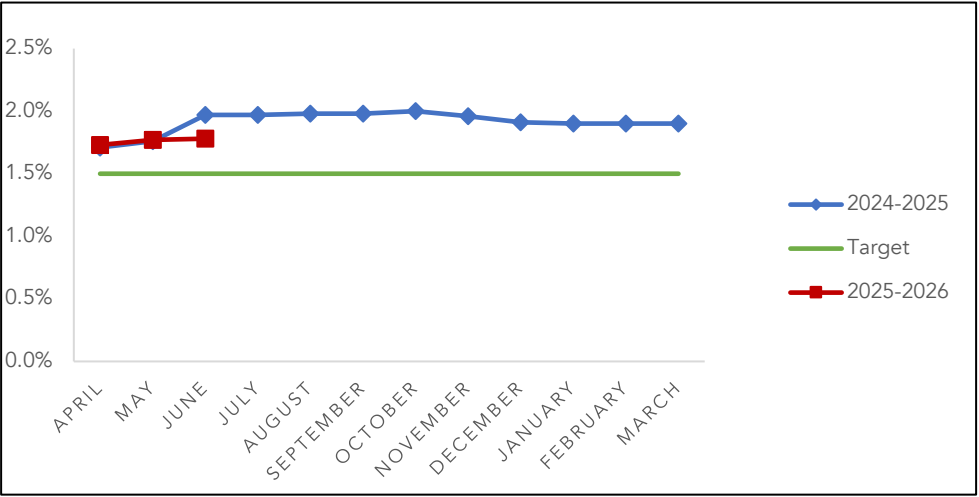
Title:	The proportion of homes non-decent (RP01)
Theme:	Barnsley Home Standard
PI Type:	TSM Pulse
YE Target:	0%

Date	2025-2026	RAG	DOT	Target	RAG Threshold	2024-2025
Q1	1.3%	Red	⬇️	0.0%	N/A	1.3%
Q2				0.0%		0.4%
Q3				0.0%		0.7%
Q4				0.0%		0.2%



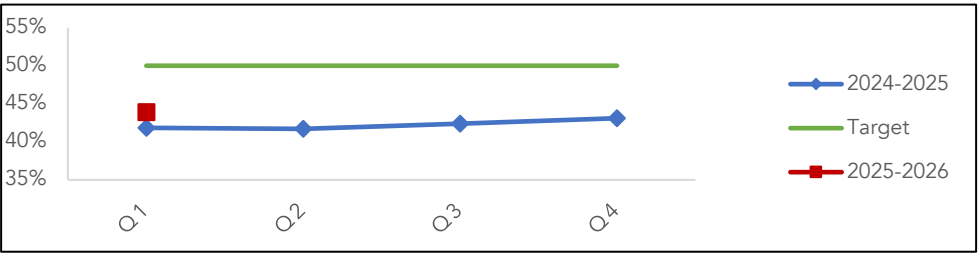
Title:	Void rent loss (BH1)
Theme:	Voids
PI Type:	Council Pulse
YE target:	1.50%

Date	2025-2026	RAG	DOT	Target	RAG Threshold	2024-2025
April	1.73%	Red	⬇️	1.50%	0.1% point	1.71%
May	1.77%	Red	⬆️	1.50%		1.76%
June	1.78%	Red	➡️	1.50%		1.97%
July				1.50%		1.97%
August				1.50%		1.98%
September				1.50%		1.98%
October				1.50%		2.00%
November				1.50%		1.96%
December				1.50%		1.91%
January				1.50%		1.90%
February				1.50%		1.90%
March				1.50%		1.90%



Title:	Percentage of Properties with an EPC C or above (BH5)
Theme:	BHS
PI Type:	Council Pulse
YE Target:	50.0%

Date	2025-2026	RAG	DOT	Target	RAG Threshold	2024-2025
Q1	43.9%	Red	⬆️	50.0%	5 % points	41.9%
Q2				50.0%		41.7%
Q3				50.0%		42.4%
Q4				50.0%		43.1%



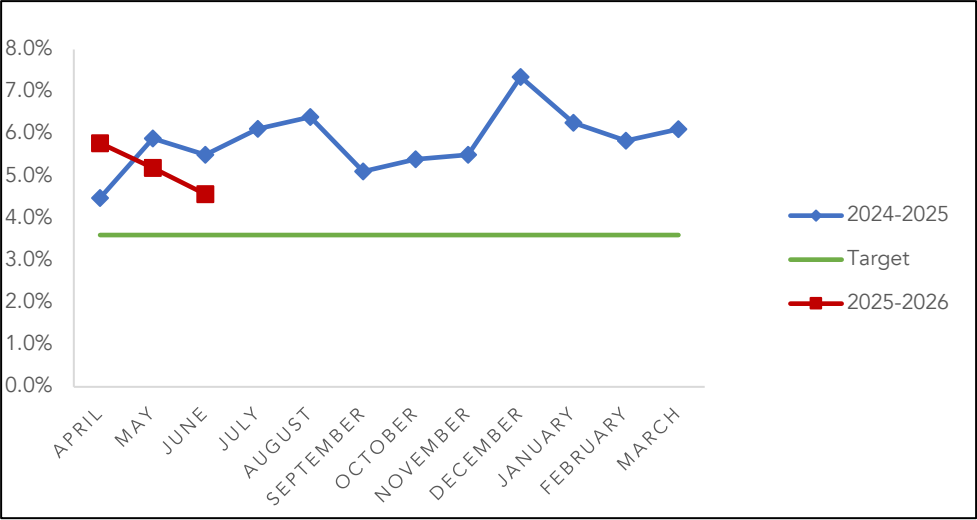
Title:Percentage of working time lost due to sickness (KPI 2)

Theme:People & Equality and Diversity

PI Type:Company Pulse

YE Target:3.56%

Date	2025-2026	RAG	DOT	Target	RAG Threshold	2024-2025
April	5.78%	Red	⬆️	3.60%	0.39% points	4.48%
May	5.19%	Red	⬆️	3.60%		5.89%
June	4.57%	Red	⬆️	3.60%		5.50%
July				3.60%		6.12%
August				3.60%		6.40%
September				3.60%		5.11%
October				3.60%		5.40%
November				3.60%		5.50%
December				3.60%		7.35%
January				3.60%		6.26%
February				3.60%		5.84%
March				3.60%		6.11%



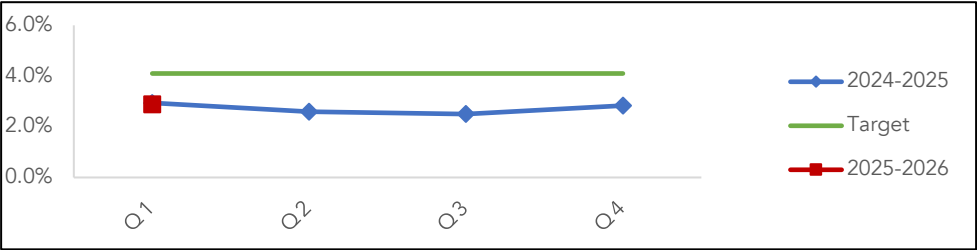
Title:Percentage of minority ethnic staff in total workforce (KPI 4)

Theme:People & Equality and Diversity

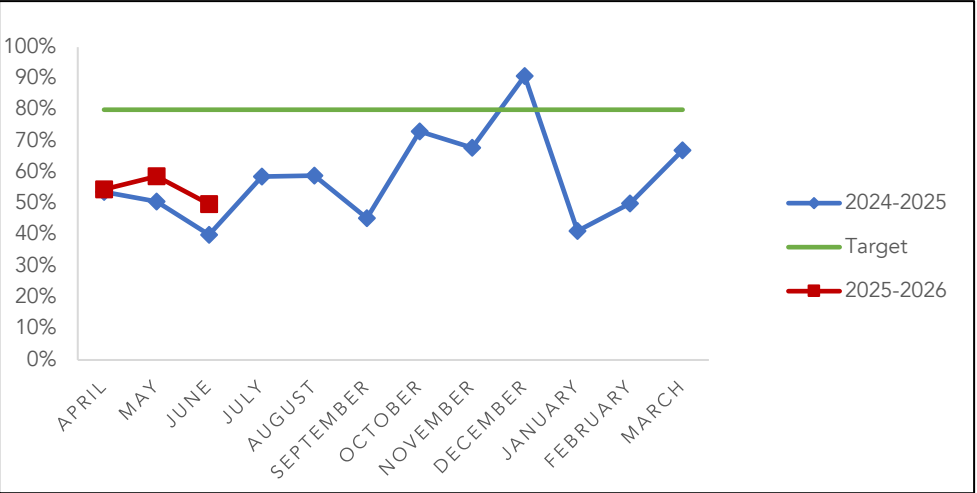
PI Type:Company Pulse


YE Target:3.4% or above

Date	2025-2026	RAG	DOT	Target	RAG Threshold	2024-2025
Q1	2.9%	Red	⬆️	4.1%	0.6% points	2.9%
Q2				4.1%		2.6%
Q3				4.1%		2.5%
Q4				4.1%		2.8%



Date	2025-2026	RAG	DOT	Target	RAG Threshold	2024-2025
April	54.5%	Red	⬇️	80.0%	5% Points	53.7%
May	58.7%	Red	⬆️⬆️	80.0%		50.7%
June	49.8%	Red	⬇️	80.0%		40.1%
July				80.0%		58.6%
August				80.0%		58.9%
September				80.0%		45.3%
October				80.0%		73.1%
November				80.0%		67.8%
December				80.0%		90.8%
January				80.0%		41.2%
February				80.0%		50.0%
March				80.0%		67.0%
Year End						



DATE REPORT RAN 30/06/2025		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			
		17,909		766		35		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	
TENANT SATISFACTION MEASURES													
BS01: Gas safety checks	16,858	0							Spreadsheet		100.00%	100% Compliant	
BS02: Fire safety checks	1,025	0							Spreadsheet		100.00%	100% Compliant	
BS03: Asbestos safety checks	879	0							Spreadsheet		100.00%	100% Compliant	
BS04: Water safety checks	883	0							Spreadsheet		100.00%	100% Compliant	
BS05: Lift safety checks	408	0							Spreadsheet		100.00%	100% Compliant	
FIRE SAFETY - Fire Risk Assessment (FRA) PROGRAMME													
Assets on Programme			212	0	0				Spreadsheet		100.00%	100% Compliant	
Assets NOT on Programme			502		34								
FIRE SAFETY - REMEDIAL ACTIONS													
Immediate Action Required			0	0	0	0			Spreadsheet/C365			100% Compliant	
High (2 month)			0	0	0	0			Spreadsheet/C365				
Medium (6 months)			0	0	0	0			Spreadsheet/C365				
Low (12 months)			0	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				
All Fire Actions			0	0	0	0							
FIRE SAFETY - EQUIPMENT SERVICING & MAINTENANCE													
Fire Detection & Warning			120	0					Spreadsheet		100.00%	There are four premises where the emergency lighting maintenance is outstanding we are working with BPS to get these completed as soon as possible. There are 12 flat entrance fire door inspections outstanding due to access issues, we are going through the process of delivering a second letter and working with scheme managers to get access. There is one where a leaseholder has been taken into a care home, we are working with Leaseholder Services to obtain contact details for any next of kin.	
Emergency Lighting			111	4					Spreadsheet		96.52%		
Fire Extinguishers			306	0					Spreadsheet		100.00%		
Smoke Vents			4	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			953	12					PIMMS		98.76%		
All Fire Actions			2117	16							99.25%		
FIRE SAFETY - FIRES REPORTED (CUMULATIVE)													
Total number of fires reported within reporting year	13								Spreadsheet		incidents		
FIRE SAFETY - PROPERTIES WITH SMOKE / CO ALARMS FITTED													
Assets on Programme	17,873	53									99.70%		
Assets NOT on Programme	0												
DAMP AND MOULD - REPAIR REQUESTS													
7-day jobs raised during month		120							NEC		0.67%	PSRT: 83 raised, 2 cancelled, 30 completed, 51 open. Wates: 37 raised, 26 completed, 11 open. 0 HHSRS hazards identified.	
Open 7-day jobs at month end		62							NEC		0.35%		
HHSRS (CAT1/2) damp / mould risks identified in month		0							Spreadsheet		0.00%		
									spreadsheet				
									Spreadsheet				
DAMP AND MOULD - COMPLAINTS													
Open stage 1 complaints		5							Customer Services		0.03%	June 2025	
Open stage 2 complaints		4							Customer Services		0.02%	Service requests that we closed in June relating to DM – 2 Stage 1 closed in June – 9 Stage 2 closed in June – 2	

Total		9							Customer Services		0.05%	Currently we still have the following open formal complaints that's relate to D&M Stage 1 – 5 Stage 2 – 4
DISREPAIR CLAIMS												
Total live claims (cum in yr)		17							Spreadsheet		0.09%	
Total live claims relating to damp and mould (cum in yr)		13							Spreadsheet		0.07%	
ELECTRICAL SAFETY - Electrical Installation Condition Report (EICR) PROGRAMME < 10 years and < 5 years												
Assets on Programme with an in date EICR <10 years	17,892	9					44	0	Workbooks		99.95%	2 x Non Domestic are within tenants property. Access is an issue at ppresent. ECT to attend and speak to individuals tenants. Heather Court Communal areas are booked for week commencing 7/7/25. Domestic properties are at various stages of the process. Some are void and some tenants are requesting weekend appointments due to work commitments.
Assets on Programme	17,901						44					
Assets on Programme with an in date EICR <5 yrs	17,748	153	220	3			44	0	Workbooks		99.14%	
Assets on Programme	17,901		223				44					
C-1												
C-1	0	0	0	0			0	0	Spreadsheet			
C-2	1	52	1	0			0	0	Spreadsheet			
GAS SERVICING												
Assets on Programme	16,059	0	4	0	51	0			Spreadsheet		100.00%	100% Compliant
Assets NOT on Programme	1,850		762		0							
COMMERCIAL GAS REMEDIALS												
All commercial gas remedials					0	0					100.00%	100% Compliant
DOMESTIC PROPERTIES (Without Gas)												
Assets on Programme	650	0							Partners		100.00%	100% Compliant
Voids Capped												
No. of Voids. Capped in Month within 24 hrs of Becoming Void	88	0							Partners		100.00%	100% Compliant
No of Tenanted Homes Capped [monitoring metric only] long term capped off												
No of Tenanted Homes Capped [monitoring metric only]	159								Partners			
Solid Fuel												
Homes on the Programme	98	0							Spreadsheet		100.00%	100% Compliant
Asbestos												
Assets on Programme			531	0	25	0	1	0	PIMSS/Spreadsheet		100.00%	All surveys complete and uploaded to C365 using new mobile worker app. Issues with surveys not being uploaded to correct property have now been sorted
Assets NOT on Programme			279		9		43					
WATER HYGIENE: Legionella risk assessments												
Assets on Programme	16682	80	62	0	28	5	0	0	PIMSS, Spreadsheet		99.50%	Domestic LRAs - List is being continuously updated. Risk Assessments to be completed with heating service where possible Commercial LRAs - all compliant Other Housing Shops - Compliance officer working with BMBC to encourage tenants to carry out LRAs - Leaflets being designed to send out.
Assets NOT on Programme	1227		704		7		44					
WATER HYGIENE: Inspection checks												
Flushing			172	0					Teams / spreadsheet		100.00%	All compliant
Temperatures			58	0					Teams / spreadsheet		100.00%	
Annual monitoring			58	0					Teams / spreadsheet		100.00%	
			288	0							100.00%	
WATER HYGIENE												
High (1 month)	0	0	0	0								
Medium (3 months)	0	0	0	0								
Low (6 months)	0	0	0	0					SAP/Spreadsheet			
All Actions	0	0	0	0								
SERVICE & MAINTENANCE CHECKS												
Passenger Lifts(14) / Platform lifts (6)	20	0							Engineers sheets		100.00%	all compliant
Passenger Lifts Insurance Inspections (20 lifts - 6 monthly inspections)	20	0							HSB Portal/C365		100.00%	all compliant
Stairlifts	472	6							Engineers sheets		98.74%	6 uncompliant - 4 VOID, 1 to be removed, 1 to be replaced
Stairlifts	1	0							Engineers sheets		100.00%	all compliant
Throughfloor lifts (TFL)	32	4							Engineers sheets		88.89%	4 uncompliant - 3 VOID, 1 access issues now booked in
Hoists	100	7							Engineers sheets		93.46%	7 uncompliant - 4 VOID, 2 now complete, 1 service complete but Prism have put incorrect equipment on service sheet so unable to prove compliance (Prism to resolve)
All	645	17									97.43%	
ENERGY EFFICIENCY												
SCS	15,685	2217							Spreadsheet		87.62%	No advance: as at end Q4. Awaiting appointment of new contractor/to commence Aug 25
EPC	15,724	2180							PIMSS		87.82%	Marginal advancement: small programme underway whilst we await the appointment of a new contractor/full programme to commence Aug 25

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
Healthy Barnsley	Review of Repairs Modules including DRS and Job Manager to ensure the new system is used to its full functionality to deliver efficient, effective, and timely customer service (NEC Repairs First) DRS	Technology and Innovation	Ownership of system by Business Leads within Property Services; Actions to improve use approved and commenced Procedures revised to meet system requirements ; Anticipated benefits realised and savings achieved; Consultant to support BH in the review of our systems and processes;	April 25 April 25 October 25 April 26 Commenced late 2024 to allow for familiarity and self management	Head of Governance and Strategy, Head of Operations, Head of Repairs, maintenance and Building safety	Head of strategy, Governance and IT update - Review ongoing and several improvements to procedures have been made to the responsive repairs. Top 5 initial recommendations due to be concluded by end of July 25. Head of Repairs, Maintenance and Building Safety update: DRS is working well for managing the Repairs and Maintenance Inspectors (RMI) appointments. Following the feed-back from the team, we will be looking to roll out the DRS to the damp, mould and disrepairs RMIs. Continue to support with following up on the actions from the initial recommendations
Healthy Barnsley	Improving Data quality, accuracy and maturity and using this data to tailor services for our tenants.	Hearing Customers	Following demos of data tools in 2024, a trial of tools to enhance data quality across systems Self-financing business case to purchase software Data standards and data champions across the organisation Improved induction for IT systems across the organisation	April 25 May 25 June 25 Throughout 25/26	Head of Governance and Strategy - savings to be identified to enable BH to invest on a data tool. Resources required from across the organisation.	Head of Strategy, Gov and IT update -12 month contract for a data tool in place from April 25. Data standards refreshed. Working with teams to identify data champions
Learning Barnsley	IT Modernisation - Using technology to streamline services and review and automate processes where possible.	Technology and Innovation	Work with BMBC in their digital transformation journey to improve automation for BH. Consideration of CRM through Dynamics, commencing with a discovery piece and project plan for implementation over a 3 year period. Development of modules within NEC Assets and Asbestos	Throughout 25/26 and beyond	Executive Director of Resources & Head of Governance and Strategy (IT budgets) BMBC Digital Project Manager External Consultants to potentially build CRM NEC Consultants Head of Assets	Head of Strategy Gov and IT - initial discovery work complete and Minimum Viable Product identified. Discussions with BMBC due August 25 on any potential next steps. Assets and Asbestos potential go live end of Sept 25

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
Healthy Barnsley	Hearing and responding to a wider tenant voice, customer Engagement and Influence	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 Tenants conference held codesign pilot	01/01/2026 April 25 ongoing through 25/26 Summer 25	Head of Customer Services & Engagement Manager budget for insight platform	Tenant Conference plan cancelled. Strategy approved Board deferred BMBC pending review of TVP/Governance changes. TPAS procedure to support independent review Full range of surveys operational Positive recruitment of wider tenant base - more active involvement Scrutiny project on communal areas progressing well 600+tenants been consulted
Growing Barnsley	Maximising Income	keeping Tenants safe	Reduce void rent loss and maximise rental income. New void action plan and working group to deliver benefits. Processes being remapped to deliver process efficiency	November 24 - March 26	Head of R,M&BS & Head of Estate Services Head of Estate Services	Head of RMBC Update: Voids Task Group has been set up to manage the voids action plan with contractor partners, Wates and PRST. At Quarter 1 end, voids completion run rates are still low, therefore a Voids WIP Recovery plan has presented to Board. Key actions to follow up on include: increase surveying resource, increase contractor capacity and deliver value for money.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
			Voicescape Caseload Manager in place to increase effectiveness of Income Collection & Automation to be turned on w/c18/11/24 to further enhance Income Collection performance			Voicescape Caseload Manager & Collections fully implemented on target and within budget. 25/26 plans to implement Arrangements Manager to further enhance service offer, improve customer experience and maximise income. To be implemented by October 2025 and to align with existing contract.
Healthy Barnsley	Complete all Repairs backlog	keeping Tenants safe	Monthly reporting, backlog up to 31st March 24 will be manual Reduce backlog by c50% (backlog projections produced for board) Increase output by -delivery partners establishing a joint working group Nov 24 to learn from each other regarding efficiency improvement for increased output virement made to balance 24/25 budget and deliver increased planned repairs within period Improve communications to tenants to advise backlog position	April 25 daily and ongoing throughout 25/26	Head of R&M and Building Safety	Head of RMBS Update: At the end May there were 1767 planned repairs raised, and an estimated additional 2070 jobs by the end of the financial year. For this year it is estimated 2500 planned repairs to be delivered within the existing budget. A total of 455 jobs were completed as of the 31st May. There are no WIP concerns and all works orders are completed within the 18 month target as set in the Repairs and Maintenance Policy Based on the current trajectory, there is a forecast HRA Revenue budget shortfall. The HRA (Repairs and Maintenance) Budget Monitoring Group will be closely monitoring the repairs budget and agree mitigating actions.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
Sustainable Barnsley	To achieve EPC 'C' by 2030 and Net Zero by 2045 (Development approach to sustainability)	Zero Carbon	Strategic - Intelligent Energy Modelling (SAVA) system implemented to provide revised baseline position for measures/costs for Council Stock to achieve "EPC C" and Net Carbon Zero 20245	Jan-25	Head of Asset Management	Head of AM update: SAVA platform live and providing relevant measure/cost information for EPC C and Net Carbon Zero
			Strategic - Development of a Retrofit Strategy/Plan in consultation with Council and identify and agree funding to support objective - Strategic - Establish and agree a delivery model/approach.	Apr-26		Head of AM update: agreed to between BH / BMBC key stakeholders to develop position statement
			Strategic - BH/BMBC Asset Management Housing Stock Board vehicle for active asset management of Council stock	Dec-25		Head of AM update: BMBC/BH Asset Management Stock Board operating on a bimonthly basis
			Operational - Energise Barnsley Ltd 1000 PV scheme	Sep-25		Head of AM update: by the end of Q1, 350 solar PV installations completed
			Operational - Warm Homes: Social Housing Fund (was SHDF prev) Wave 3. Continue to work collaboratively BH/BMBC to design and apply for government funding through the scheme.	March 25 to April 25		Head of AM update: Successful for wave 3 funding. between 135-150 properties to be included. 3 year delivery programme to commence Sept 2025
			Operational - Stock Condition and EPC programmes 20% per annum from April 2025 via a risk based approach to support ongoing data collection and understanding of Council Stock	Apr-25		Head of AM update: New contract been awarded. Contract start date 1st August 2025. 20% SCS to be delivered up to FY end
Sustainable Barnsley	Work in partnership with BMBC to embed the changes resulting from the 5 year contract review of the Property Repair and Improvement Programme (PRIP)	Hearing Customers	Evaluate impact of contract amendments and report to Board	Sep-25	Executive Director of Property Services Executive Director of Resources	Feedback sessions taking place with Savills on the outcome of the review. Working groups set up and lead officers identified to progress the recommendations.

Barnsley 2030 objective	Priority	Strategic Ambition	Key Milestones	Date	BH Lead and additional resources	Q1 Update
Healthy Barnsley	Actions from Regulator of Social Housing Inspection during 2024	Hearing Customers	Ensure the outcomes of Tenant Engagement and Influence are always captured and shared	Ongoing through 25/26. linked to insight and engagement strategy	Head of Customer Services	Report to Board on tenant voice impact scheduled Oct 25. Refreshed comms plan CSC report quarterly.
			Publicise Language Line services and ensure we proactively offer to translate	May-25	Head of Human Resources and OD	Comms to be produced.
			Review opportunities for tenants to have more direct communication with BMBC as their landlord	May-25	Head of Customer Services	Commenced review with TPAS to increase tenant voice and arrangements from BMBC communication
			Increase our actions to increase diversity in our engaged tenants group	Ongoing through 25/26. linked to insight and engagement strategy	Head of Customer Services	Recruited 30+ tenants through positive engagement. Profile more representative. TPAS consultancy to support this further
			Work with BMBC to include tenants in setting KPIs	Throughout 25/26	Head of Strategy, Governance and IT	H of S, G and IT Complete - tenant sessions held by BH with BMBC and contributed to the target setting. To be completed annually.
			Introduce a clear methodology to prioritise the future 20% rolling stock condition survey programme	Apr-25	Head of Asset Management	Head of AM update: Risk based approach developed to prioritise asset for delivery of 20% SCS.
			Improve communication on the outcome of work on ASB	Throughout 25/26	Head of Estate Services	ASB P&P reviewed along with operational processes to improve and manage expectations, agree communication methods and frequency with reporters etc
			Review the use of tools for ASB and continue joint working with BMBC to improve processes.	Throughout 25/26	Head of Estate Services and BMBC	ASB Action plan in place, co-monitored and delivered with the Councils SNS