

Berneslai Homes Chief Executive Helen Jaggar retires



Caption: Berneslai Homes Chair Paul Hayes (left) and previous Berneslai Homes Chair Melvyn Lunn (right) present Helen Jaggar, Chief Executive with her gifts and thank her for her service at her retirement presentation.

Last week after over 12 years of service Berneslai Homes Chief Executive Helen Jaggar has retired.

Helen's career in local government has spanned 39 years working in London and Leeds before coming to Barnsley in 2007. Under Helen's leadership she has ensured that Berneslai Homes has consistently provided high quality services making sure people are safe, comfortable and proud to live in their home, which is affordable to them. In addition to the basic council house services Helen has provided added value services to ensure tenants health and wellbeing are taken care of. These services include: dealing with domestic abuse and mental health issues; helping people pay their rent; working with the Council to provide extra stock by building, acquiring and bringing empty homes back into use; and employing apprentices, to name but a few.

In her time at Berneslai Homes Helen has helped change the stigma of council housing and tackled people's negative stereotypes, by running campaigns including the current '100 years of council housing' and 'Proud to be a Tenant'.

Speaking at her leaving presentation Helen said: "It has been a huge privilege and an honour to be Chief Executive of Berneslai Homes and I am sad to be leaving. We have an amazing team of staff, who always go the extra mile and do the right thing, their values and approach have impressed me every day. It's been great to be part of this journey and to see the difference we make to people's lives and the communities within Barnsley, I've become very attached to the place.

Berneslai Homes are a key part of the Barnsley "family" and I have every confidence that the new Chief Executive Amanda Garrard will continue this legacy and contribute to its excellent work, success and achievements and I wish her all the best in her new role."

Paul Hayes, Chair of the Board said "Helen's approach has always been about providing quality services to our customers and she's done that with integrity, strategic vision and direction. Helen lives and breathes our values and set the

direction of travel for our culture from the start and her leadership skills are such that she always gets the best out of people. One of the company's proudest moments under Helen's leadership was being recognised as Landlord of the Year in 2016 and Helen's personal moment was being voted Chief Executive of the Year in 2015. I know from experience that this doesn't happen in isolation and these achievements are not gained without strong partnership working and this will undoubtedly be a legacy that Helen leaves."

Leader of Barnsley Council Cllr Sir Steve Houghton CBE said " Helen's leadership of Berneslai Homes put council housing in Barnsley on the map, I know that Helen has transformed our approach to housing services and when I speak to other people around the country they always say Berneslai Homes is a national exemplar of good practice. So my thanks to Helen for all she has done and I wish her well in her retirement and the Council look forward to working with her successor Amanda."

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Editors notes:

Berneslai Homes is the Council's housing company responsible for managing 18,500 homes on their behalf and we're all about delivering for Barnsley. We have a track record for excellent performance at value for money cost and in 2015 the Council extended the service agreement for a further five years from April 2016 to March 2021 with the ability for rolling five year extensions. In 2017 we achieved Investors In People Gold Standard, for the second time and were named as number one in the UK's Top 50 social landlords list by 24 housing. We work closely with many partner agencies within the Sheffield city region.

Berneslai Homes employs just under 500 employees and is run by a board comprising of a Chair, three tenant members; three councillors; and three independents.