

Customer Engagement Monthly Round Up



June 2024

Welcome to the Customer Engagement June Round Up. This month we'll be sharing how we've captured the tenant voice and provide a summary of how its shaped services.

What we've done



TPAS, England's leading tenant engagement experts, came to Gateway Plaza this month. Four training sessions were held. 47 members of staff attended from Neighbourhood teams, ASB team, Tenants First, Organisational Development, Repairs team and the Community Engagement team. The course focussed on the importance of listening to the customers voice. Six tenants came along to the Introduction To Scrutiny session.



New Tenant Pack Meeting



We invited new tenants as well as involved tenants to Gateway Plaza to give their views on our new Tenant Welcome pack. 12 tenants attended the meeting and were put into smaller focus groups. They answered questions on the new pack in a speed dating style format and had five minutes to give their thoughts on each section. There were some great ideas that we can include in the pack.



Work Inspiration Day



On Friday 14 June pupils from Kirk Balk school came into Gateway Plaza to speak with different teams about the different career opportunities at Berneslai Homes. We spoke to them about what customer engagement is all about and did little tasks with each group to see what they thought about why customer engagement is so important.



The involved tenants attended a meeting to discuss the new Reasonable Adjustments Policy on Monday 17 June. The policy was signed off by the tenants who attended the meeting.



An event as part of the Learning Disability Week was held at Barnsley Library on 17 June. A member of the Customer Engagement team attended along with the Ambition team and held a drop in session for people to come talk to us.



Washing Line Project

The Washing Line project is a Barnsley Council led initiative that aims to showcase often overlooked abuse statistics. Officers from different teams in Berneslai Homes went along to the creative session in the Alhambra to design t-shirts which were then showcased in Barnsley Market for a week long exhibition. We think the exhibition looked great!

We welcomed 22 tenants to the Customer Panel on Monday 24 June, where we looked at how we support tenants with vulnerabilities. We'd like to thank everyone that attended for their input and look forward to the next Customer Panel in November.

We went along to Hudson Haven, Wombwell for an Engagement Tour on Tuesday 25 June. We spoke to eight tenants who came along to discuss issues such as ASB, grounds maintenance and repairs. We passed all concerns onto the relevant teams.

This month our Grimethorpe and Great Houghton TARAs re-signed their constitutions. TARAs do amazing work in their communities and we're thrilled to continue to support their success.

Enterprise Barnsley is an initiative that involves a lot of primary schools from across the borough. Pupils are set a task to design a product and this year the product was a sensory room which could benefit their classmates. This is the fourth year Berneslai Homes have been involved as judges and on Wednesday 19 June we went along to the finals day at the Metrodome. It's a fantastic project to be involved in and we loved celebrating the creativity of young people in Barnsley. Well done to all schools that took part!



Enterprise Event - Metrodome

After last month's Committee in the Community event at Saville Court a clean up day was pledged. On Friday 21 June a team of Berneslai Homes volunteers went along and got stuck into weeding, mowing lawns and giving the place a nice facelift.

On Thursday 20 June the Building Fire Safety Residents panel had their first meeting with their self-designed new agenda. They agreed the content of the group's first newsletter and we hope to share it with you next month.



Volunteer Day - Saville Court

Coming Soon



Another Customer Engagement Tour is happening at Pendon House, Penistone on Tuesday 2 July from 10am - 12.30pm. Keep an eye out for further dates, we could be in your area soon!



As a result of tenant feedback on Summer Lane, we've organised an action day for the estate on Tuesday 16 July from 12.30 - 3.30pm. We've lots going on including a walkabout, empty property and grounds maintenance spot checks. The Ambition team will be on hand to provide advice about getting into work and training. The Neighbourhood officers will be there to talk to tenants about the area. It's a great opportunity for tenants to get their voices heard!



Check it Challengers is being launched with an induction lunch being held in Gateway Plaza on Tuesday 6 August for all those who have put forward their interest. There's still time to apply, if you're interested in giving us your views from the comfort of your own home please drop us on email at the address below.



We're launching Community Champions and looking for volunteers from communities to be our eyes and ears on the ground, reporting the issues directly to us that matter most to you.

That's just a flavour of some of the changes we've brought in this month. We're excited about our new way of working and we'll send you a report on a monthly basis, so make sure our events are in your diaries. We'll provide a summary of all events mentioned above in next months round up.

For more information on how to get involved email: communityengagement@berneslaihomes.co.uk