

We've recently commissioned TPAS, tenant engagement specialists, to carry out an independent review of our engagement model, The Tenant Voice.

Their mission? To explore whether our model truly empowers tenants and Leaseholders, leading to meaningful involvement and tenant influence. We've already shared the findings with our heavily involved tenants, but wanted a wider view, so we invited tenants to share their thoughts on TPAS's findings and the bold new ideas they proposed.

CUSTOMER PANEL

THEME: STRENGTHENING THE TENANT VOICE

On Tuesday 21 October, we had 16 tenants attend the session.

The session kicked off with an insightful presentation from the Head of Customer Services and the Customer Engagement Team, who shared the vision behind the changes and the reasons driving them.

Then came the real magic—tenants broke into three workshop groups, each diving into the same three key questions. This was their moment to speak up, share ideas, and shape the future of tenant engagement.

WHY ARE WE MAKING THE CHANGES?



To ensure that we have a structure that maximises the tenant voice and routes for tenants to influence service delivery. We rely heavily on a small group of amazing, dedicated volunteers, and recognise that we need to encourage a wider range of voices by the provision of new exciting opportunities.

The new proposed structure will see the creation of 40 tenant influences that cover all areas of service. It also aligns to the findings from a recent governance review, resulting in an increase in tenant seats at the Customer Services Committee.

We think there's something for everyone!



HERE'S WHAT WILL STAY THE SAME

There are a few things that will stay the same within the current structure, such as:

- Tenant Voice Panel (we're increasing the seats to 12)
- Scrutiny Panel
- Check it Challengers
- Building Fire Safety Residents Panel
- TARAs (Tenants and Residents Association)
- Customer Panel
- Any task and finish group

We're proposing to have 3 new Tenant Influence Panels:

Neighbourhood Voices

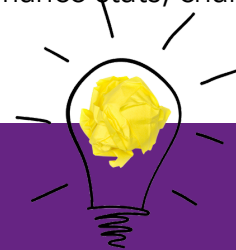
- 5 - 8 Tenant Influence representatives
- Meet 4 times a year
- Will include insight from Community Groups (including TARAs), Community Champions, local engagement such as Your Community Your Say meetings, complaints, ASB Survey results, environmental improvements and performance statistics

Customer Service Voices

- 5 - 8 Tenant Influence representatives
- Meet 4 times a year
- Will include insight from Check it Challengers, complaints, surveys and performance reports, the contact centre, communication channels and will consider insight from policy consultations.

Homes Voice

- 5 - 8 Tenant Influence representatives
- Meet 4 times a year
- Will include insight from Building Safety tenant influence panel, Fire Safety Residents panel (high rise community group), Community Champions, Repair performance stats, changes to policy etc, Satisfaction surveys, Demand/analysis and complaints.



WORKSHOPS

We split into three workshop groups where tenants were asked to give their views on the new proposed model. Here is what they thought:



Do you feel right splitting the model into 3 themes?



Overall, the response to splitting the model into the three themes was positive.

The flow of information will improve to Board and Customer Services, as they'll be a greater 3 dedicated themes with lots of information being fed into governance, leading to greater accountability, with more tenants influencing the process.

It will allow new tenants to get their voices heard, increasing their knowledge and confidence to take part in meetings.



Some concerns were raised about the frequency of meetings and the flow of information, this will be alleviated by keeping in contact between meetings.

The scheduling of the meetings need to be timed well, to make sure the information the panels are receiving is up to date and if concerns are raised between meetings this needs to be logged.

There was also a concern raised that by not allowing tenants to sit on multiple panels that knowledge and experience could be lost and it was mentioned that there should be an Officer to oversee individual panels so that there is accountability.

There was particular interest in the Neighbourhoods Voices panel with comments about the need to get more people interested in their communities and that this panel could look at reviving the Your Community Your Say meetings, even looking at making bespoke meetings for each community as what works in one area, may not work in another.

One of the groups said that all the panels were as important as each other; they are all equal cogs in the wheel.



What info would you expect to see coming into each of the new panels to support the themes?

- Up to date Performance reports
- Survey results
- Action/Future Plans
- Trend Analysis
- Complaints data - to include insight from the contact centre/customer services
- Information to be able to understand the monitoring, actions and escalations
- Relevant Officers and Partners should always be in attendance at meetings

Comments were made to make sure that information such as performance reports were received by panel members prior to meetings and not on the day to give tenants the opportunity to prepare for the meeting. The importance of making sure the panels are tenant led and that making a difference to all tenants is the main focus.



We are proposing to have 5 - 8 reps on the new tenant influence panel for Neighbourhoods, Homes and Customer Services and having open recruitment to any tenant/leaseholder that has an interest in the panel. What are your thoughts on this approach?

Overall, the tenants at the Customer Panel agreed that this was a good figure with one group also saying that Officers need to take ownership of panels and the sharing of information between panels.

Honesty and openness is important with tenants who are interested in becoming involved, be welcoming and mindful of inclusivity, being aware not everyone can make meetings during the



Should the TVP be totally independent of other engagement groups?

The Tenant Voice Panel (TVP) will continue within the new model, but we are looking at opening this up and recruiting more representatives. We wanted tenants views as to whether the tenant voice panel should be made up of Neighbourhoods, Homes and Customer Service influence panel members or remain independent.

All groups stated that there should be at least one member of each panel on the TVP, this makes sure there is a direct line between panels and the TVP. It also leaves room for the rest of the TVP to made up of independent panel members.



We have been working with TPAS and the Communications Team to develop an exciting media and recruitment campaign to advertise all the new opportunities we have up for grabs and to launch our new model. Comms have drafted a detailed plan and have developed the new branding, "Talk is Change".

We asked the Workshop Groups what they thought of the new branding, the majority of feedback was positive with comments about it being catchy, or liking the word 'change' as this implies 'new'. We have listened to the majority voice and decided to use "Talk is Change" as the new engagement branding.

We also asked for their input on how we go about recruiting new involved tenants, it was suggested that we mix traditional styles of engagement such as posters, leaflets and informal face to face interactions alongside more modern methods such as social media to make sure we can reach as many tenants as possible. One group said that we needed to make sure we highlighted the benefits of being involved.

NEXT STEPS

We will look at all feedback from this Customer Panel and make changes to the proposed model where necessary.

We will then start work on the recruitment campaign to run through the rest of this year.

The model will go the Customer Service Committee at their next meeting in November, there will be changes made to the Resident Insight and Engagement Strategy, and it will go Board and Cabinet to endorse. Recruited representatives of the panels will influence the Terms of Reference for each panel and we are hoping to have the new model up and running early 2026.

Thank you to everyone who came along to the Customer Panel on the Strategic Plan.

Your views are really important to us and we appreciate both tenants and residents volunteering their time to help us improve our services

Thank you

GET INVOLVED



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