

CUSTOMER ENGAGEMENT QUARTERLY NEWSLETTER



Welcome to the Customer Engagement Quarterly Newsletter. We will be taking a look back on what we have been up to over the last few months covering July - September 2025 and the difference the tenant voice has made.

5

Meetings
held

7

Multi-Agency
Events

2

New Involved
Tenants

3

Check it
Challengers
Projects



MEETINGS

We held 6 meetings this quarter with involved tenants:

- 2x Scrutiny Panel Meetings
- 2x Annual Report Meetings
- Repairs Survey Meeting

Meeting Outcomes included:

- All surveys as part of the Scrutiny Panel were completed and the draft final report was done and presented to the Panel for comments and to sign off on all recommendations. There were 16 recommendations altogether which will be passed to the relevant managers.

- We asked the Check it Challengers as part of their role to form an editorial group for this years Annual Report. We had 7 members work together with the Berneslai Homes Comms Team to decide on the content of the Annual Report.

- Involved Tenants were invited in to discuss the results of the year end and quarter 1 Repairs surveys. They met with the Head of Operational Delivery, Senior Responsive Manager and Contracts Manager for Wates. It gave tenants the opportunity to ask questions to the relevant officers about the results and discuss any service improvements that were identified as a result of the feedback.



CHECK IT CHALLENGERS

The Check it Challengers completed 3 projects this quarter:

- Annual Report
- Legionnaires Booklet Review
- Neighbourhood Officers Visit Survey

Project Outcomes included:

- The Check it Challengers reviewed the draft version of the Annual Report that the editorial group had helped put together with the Comms Team. The feedback from the Check it Challengers was overall positive.

- A new information booklet around managing water safety in the home was developed and the Check it Challengers were sent a draft copy to review. Changes were made to remove any jargon to make the information clearer and added information in about medical equipment, water butts and compost.
- The Insight Team have been developing a survey to send to tenants who have recently had a visit from their Neighbourhood Officer. The draft questions were sent to the Check it Challengers to review. The wording was changed on question and another question was split into two separate questions in order to gain further insight.

DAMP AND MOULD TRAINING

Last year we held a series of damp and mould courses in partnership with En:Able Communities and the Open College Network. This year we decided to take the training in house. We developed our own short video for tenants to watch which includes tips and hints to reduce damp, mould and condensation and what to do if you find it in your property. We give away a free damp and mould kit, which includes damp traps, hygrometers and cloths, to any tenant who watches the video.

We took the first training session to the Renaissance Centre in Bolton on Dearne while a multi-agency event was happening. 11 tenants came to watch the video and we received some great feedback. Next, we went along to a Partnerships Days at the Athersley Community Shop, here another nine tenants watched the video. At the end of September we went along to an event at Dodworth Methodist Church where one tenant watched the video. We have reached 20 tenants over three events all in one month.

Everyone who took the survey say that it has increased their knowledge in the damp, mould and condensation and that they would recommend the training to others.



First Damp and Mould training session

“I HOPE MORE PEOPLE COME AND WATCH IT. I DIDN'T KNOW THE BATH TRICK! IT WILL HELP PEOPLE.”

Tenant, Bolton on Dearne

We are busy planning in future events, attending both multi-agency events and organising stand alone events in the coming months.



PARTNERSHIP WORKING

The Engagement Team have continued to work hard this quarter to establish stronger relationships with partners. This quarter we attended 7 multi-agency events:

- Stronger Health and Wealth Event - The Renaissance Centre, Bolton
- Summer Family Fun Event - Loxley Community Gardens, Wombwell
- 2x Partnership Day - Hoyland Community Shop
- Community Partnership Day - Athersley Community Shop
- Salvation Army Drop-in session - Goldthorpe
- Slips, Trips and Falls Event - Dodworth Methodist Church

We spoke to a total of 42 tenants at Partnership events in Quarter 2.



Love Where You Live - Thurnscoe



Community Partnership Day - Hoyland



Dodworth Slips, Trips and Falls Event



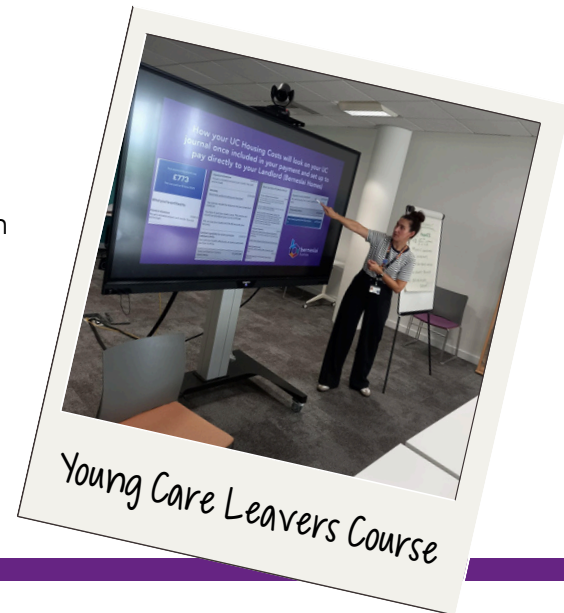
Loxley Community Gardens Fun Day

SMITHIES LANE TRAVELLERS SITE

This quarter on Smithies Lane Travellers Site we held a litter pick as part of ASB week. External partners came along to the site to hold a series of drop in sessions, BMBC Adult Carers Support Service were there for to hold a session Adult Carers, in partnership with Doncaster NHS we arranged for an Aorta Aneurysm test for all males who met the age criteria and Ad Astra came along to hold two holiday fun sessions where 26 young people attended.

YOUNG CARE LEAVERS

We have given updates before on the Young Care Leavers programme we helped design alongside BMBC Youth Participation Service and their Advocacy and Participation Officers. This time it was decided that instead of running the course over 4 weeks we would hold 2 full day sessions. 14 young care leavers attended the course giving them information and advice to help give them the knowledge and confidence to make their future tenancies a success.



HUMAN LIBRARY

As part of the Annual Report Launch the editorial group came up with the idea of holding a 'human library' where tenants that were involved were the 'books' and staff had the opportunity to come along and 'read' them by asking questions and holding general conversation to find out more about the tenants that live in properties.





We are holding an in person Human Library event at Gateway Plaza on Tuesday 7 October but we have filmed some of the tenants stories as part of the People of Berneslai: Chapter 1 campaign that you can watch [here](#).



FIND OUT MORE...

If you would to know more about the Engagement Team, how to get involved or share with us some feedback on services, we would love to hear from you!

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