

Customer Engagement Monthly Round Up



December 2024

Welcome to the Customer Engagement December Round Up, our last of 2024! This month we'll be sharing how we've captured the tenant voice. We'll also provide a summary of how the tenant voice has shaped services.

What we've done



This month we supported 3 Winter Warmer Events at:

- Worsbrough
- Birdwell
- Jump

We held a stall at the events offering Berneslai Homes advice and support. Any issues that were raised to us were passed onto the relevant teams to contact tenants to discuss. We also offer the opportunity to complete our survey to enter our prize draw and be in with a chance of winning a £10 Love To Shop voucher.



During December we delivered 2 out of a 4 session programme to support Young Carers leaving care, in partnership with BMBC. The Young Carers programme are on the housing register and could potentially become Berneslai Homes tenants, the sessions include what this would involve and give advice to support that is available. The final two sessions will be held next month.



On Wednesday 4 December we visited the Community Pantry that has been set up in our Honeywell Community Centre. We made great links with the BMBC area engagement teams new manager and elected members and we plan to develop some partnership working in the new year to raise awareness of the initiative.



This month we carried out another 4 Empty Property Spot Checks this month with the help of 2 SEAP Assessors who help assist and complete the inspections, maintaining transparency and having a direct input into service development moving forward. This month we went to areas:

- Mapplewell
- Kexborough
- Darfield
- Hoyland





On Monday 16 December we enjoyed a festive afternoon with involved tenants at Dearne Valley Farm for a Christmas carvery. It was nice to all get together in a more social setting. Thank you again to all tenants that got involved in helping us to shape Berneslai Homes services this year, we look forward to 2025 and getting more tenants involved!



This month we did our first Damp and Mould Training session with tenants. Tenants were invited into Gateway Plaza for an informal, interactive session around damp and mould. The session is a fantastic opportunity to learn more about how to keep your home free from damp, mould and condensation during the winter months. Those who came along were given a brief presentation and then completed an accredited course through the Open College Network in association with Efficiency North. It was a brilliant session and we have more coming up, there are more details at the bottom of the page. Watch out for a feedback video from the attendees.



On Thursday 19 December some of the involved tenants met with the Assets and Sustainability Manager to discuss where Berneslai Homes are with the Zero Carbon Agenda. It was a very informative meeting and it was promised to keep involved tenants up to date with any changes going forward.

The YMCA are using the Pollyfox Community Centre to continue working and supporting young people throughout the winter months. They are currently developing their own 'Focus on Barnsley' film, so we have donated them a Chromebook to assist with their project and our Engagement Officer will also be interviewed as part of the film, so watch this space!

This month we supported the BMBC domestic violence exhibition at the Glassworks in town. The event showcased some of our staff's contributions from the exhibition in the summer.

We went along to support Decembers Building Fire Safety Panel residents meeting. The group continue to maintain a positive working relationship and are empowered to provide input and ideas to benefit the tenants and leaseholders in the highrise buildings.





On Thursday 17th December the Building Fire Safety Panel held their first residents coffee morning. Members of the panel suggested this would help tackle social isolation, it was also suggested by a tenant at the engagement tour we held at the high rises in October. It was also a good way to encourage tenants and leaseholders to come out and find out about the groups achievements, plans for the year ahead and to have face to face conversations with relevant officers whose roles cover the 3 buildings in different ways.

In last months round up we discussed how, as part of ASB Week, we launched a poster competition with two local schools. This month we presented prizes to the winning designs. The overall winning poster will now be professionally made and used as part of our corporate ASB communications in the future! Well done to everyone who took part in the competition, there were some brilliant entries!

Smithies Lane Caravan Site



If you are a regular reader of our engagement round ups you may have read various updates we have given about engagement at the Smithies Lane Caravan Site. This is an ongoing project for engagement at the site following consultation carried out earlier in the year. There has been a lot happening there this month!

Family fun sessions started on the site this month. We are delivering the sessions in partnership with BMBC education, early start and prevention team. This is a pilot and we currently doing morning sessions but have plans to provide sessions in the afternoon and after school to determine what is the best time for these sessions to be provided to maximise attendance.

We had a meeting with the new BMBC North Area Team leader on site to look at the community centre and what it offers for the development of future partnership projects in the new year.

Dental care was one of the main health issues raised in the 2024 consultation. This month we shared information with all plots on site regarding the funding and dental health care/support that Oaksmere dental practice are offering the travelling communities.

We have continued to attend meetings and work in partnership with BMBC public health team to design and develop a health need assessment for the site to provide direction for future provision regarding health support for the tenants on site.



Coming Soon



We are holding more damp and mould training sessions, these are open to all Berneslai Homes tenants. If you are interested in attending on any of the dates below, please email us on the address at the bottom of the page:

- Monday 13 January
- Monday 27 January
- Monday 10 February
- Monday 24 February



We will be supporting another Winter Well Fayre event in January. We will be at:

- Hoyland Lift Building - Tuesday 14 January - 10 - 12pm

If this is your area, why not come along, chat to us and fill in our survey for your chance to win £10 high street vouchers!



Our first bi-monthly TVP meeting of the year will be held at Gateway Plaza on Wednesday 15th January 2025.



Check it Challengers are going to be busy again in 2025, their work plan calendar is starting to fill up nicely!

Thank you again to all our involved tenants and anyone who has taken the time to speak to us and given their views.

We would like to take this opportunity to wish all tenants a very Merry Christmas and Happy New Year! We can't wait to come back in 2025 and look for new ways to capture the tenants voice!

*Merry Christmas
&
Happy New Year*

