

HELLO ATHERSLEY...  
GRAB A BASKET AND LET'S GET SHOPPING!

## CUSTOMER ENGAGEMENT

# E - NEWSLETTER

JUNE 2025

## COMMUNITY PARTNERSHIPS DAY

On Friday 27 June we went along to the Athersley Community Shop for their Community Partnerships Day. Gary, the shop facilitator showed us their community garden space where they grow their own produce to use in their Melting Pot classes. Members then use the produce to design and make their own three course menu and meals as well as putting different events on in the summer. The event was really attended and we spoke to a number of tenants that had individual enquiries about lettings, the application process, moving home and getting involved. There are private rooms available for confidential chats and an amazing buffet lunch is provided from 12pm for anyone who comes along!

Community Partnership Days are held on a monthly basis at each Community Shop across the borough anyone can come along and talk to different partners like BMBC, NHS and Berneslai Homes. If you want to find out more about the Community Shop closest to you follow their individual Facebook pages by searching for Community Shop followed by either Athersley, Goldthorpe or Hoyland.

## ESTATE CLEAN UP DAY

Tying in with Love Where You Live, we joined in with the BMBC South Area Team organised estate clean up days. On Monday 30 June we went along to the Belbrooke and Rose Avenue Estate clean up day in Darfield. It was an amazing event with lots of tenants coming out to help tidy up their estates. The end result was phenomenal, with 11 bags of rubbish collected, two skips filled up lots of weeding and tidying throughout the area. It was a very hot day and the lovely people on the estate were bringing us cold refreshments to keep us going, now that's community spirit! We spoke to around six tenants about different issues they were having. All enquiries were passed onto the relevant teams to follow up on as soon as we were back at the office.



*Belbrooke and Rose Avenue, Darfield, Estate Clean up day*

Welcome to the June edition of the Customer Engagement Newsletter. This month we'll be sharing what we've been up to while out and about, how we've been working to develop strong links with partnership organisations and meetings we've held with involved tenants this month.

## SCRUTINY PANEL

The Scrutiny Panel made some real progress this month in their Communal Areas Project. They had two meetings, where they met with Berneslai Homes Insight Officer to discuss surveys and how they use the feedback in more detail, they also came up with their own Communal Areas definition that they will put forward as a recommendation as part of their final report.

All Independent Living Scheme surveys were finished and results are being analysed to be presented to the Scrutiny Panel at a meeting in July. All properties with access to a stand alone laundry were surveyed this month as well and postal responses are still coming through.

Here is a snapshot of what we have done so far:

- 660 properties surveyed
- 291 survey responses (44% response rate)

We think it's a great response so far, and we still have a lot more to do!



*A tenant taking the time to talk to us and completed the Communal Areas survey.*

## CUSTOMER PANEL

Customer Panel was held in Gateway Plaza on Thursday 5 June, where we reviewed the Strategic Plan. 15 tenants came along to give us their views. They shared their thoughts in small workshops looking at:

- Have we got the basics right, ensuring the themes in the plan are still relevant for tenants, what is stopping us from delivering them and do we need to do things differently within the resources we have.
- What should we be focusing on in the coming years – looking at our priorities, are they still the right ones and are they reflective of BMBCs priorities
- How can we create savings and capacity – looking at how we can work more effectively and efficiently.

We had some great feedback from the workshops which will all be collated and used in our review of the Strategic Plan.

## SURVEYS MEETING

We asked involved tenants to come into Gateway Plaza on Tuesday 24 June to meet with the Insight Officer, ASB Team Leader and the Customer Services Manager to discuss the survey results from the Complaints and ASB Surveys that took place from April 2024 - March 2025 and the service improvements identified as a result of the feedback. The meeting had some really good discussions and tenants agreed with the service improvements put forward but did ask that we look at the way we report the data back, by using figures instead of just percentages to make it more clear to those reading it.

### GET INVOLVED



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