

## March 2024

Welcome to the Customer Engagement monthly roundup. 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.

## Tenant Voice update

The Tenant Voice Panel have taken the decision to meet on a quarterly basis. The sessions they have scheduled in are:

What?	When?	Why?
Year end Performance and Regulatory Compliance update	May 2024	An opportunity to provide a check and challenge to make sure Berneslai Homes are on track and addressing any issues around performance. To seek assurance Berneslai Homes are regulatory ready.
Involvement update from service leads, priorities going forward	August 2024	For the Tenant Voice Panel to influence priority setting going forward.
Session with the Board including Tenant Board members	December 2024	Information exchange session to help develop a shared vision for engagement and service planning.
Year end update from involved tenant reps and forward planning	March 2025	Review and reflect on what has been achieved by tenants over the last 12 months and future planning.

## What we've done

➤ Our engagement tours continued, with Cloughfields on Thursday 28 March. Four engaged tenants came, along with Chair of the Board Ken Taylor and Neighbourhood officers. We took the opportunity to carry out an estate walkabout and picked up lots of issues in the area. From problems with the bin stores, areas of grass and shrubbery that needed attention, issues with dog fouling and litter, and noted some untidy gardens. All of which have been followed up. Six tenants came out to speak to us, raising concerns about the lack of youth provision and nuisance off road bikes, all of which will be fed into the local area action plan.

➤ Marking a meaningful difference to tenants starts at community level and that's why we're working with the Neighbourhood teams to develop local action plans. By using the lived experience we're collecting on our tours, and the intel we already have, the plans will focus on issues that are important to tenants, making our communities great places to live.

➤ Recruiting Community Champions is a key focus, and this will be included in all Neighbourhood Action Plans.

➤ The way we complete our tenant led spot checks will be changing. Together with involved tenants we've come up with a new way of working, increasing the scope and frequency.



➤ We had a visit to the Smithies Lane Travellers site and will be working with residents to help improve the facility. The initial visit was positive and we're going back on the Wednesday 17 April to hold a consultation event on how we can improve the site.



Woodhall Flats 50 Year Anniversary



At our Customer Panel in March we heard from 22 people, who gave us their thoughts on our Repairs Policy and how we need to adapt to make sure we're compliant with Awaabs Law.



On Monday 4 March Woodhall Flats celebrated their 50 Year Anniversary. The room was packed out and a good time was had by all!



We're thrilled to be part of helping to support the development of an allotment for people with autism. The allotment is within the Togo Allotments in Thurnscoe.



Our remaining TARA groups are still going strong, having held three meetings this month, all tackling local issues.



Involved tenants attended four meetings in Gateway in March, looking at:

- Complaints Policy
- Consultation on Allocations and Anti Social Behaviour (ASB)
- Estate Management Policy
- Consultation on Professionalism, Competency and Conduct

All comments will be fed into policy development.



On Monday 25 March we welcomed tenants and staff from Yorkshire and Humberside to give us their thoughts on a series of tenant training videos, that we're hoping to launch at the end of the year.



The Scrutiny Panel held two meetings to finalise the action plan for equipment and adaptations and looking at future scrutiny projects.



We've been working with tenants to draft a Customer Engagement and Insight Strategy and action plans.

## Partnership Working



Great Houghton held a Sloppy Slipper event where we heard from 18 voices. They shared their concerns about ASB in the area, grounds maintenance issues and dog fouling, all of which have been passed on for further action. Tenants attended the local TARA Meeting, that had not been on before, as a result of talking to us at the event.



Four residents joined us at a community clean up in Bank End, Worsbrough. Around 20+ bags of rubbish was collected! We're also looking at the development of a community garden here.



On Thursday 28 March a Building Fire Safety Awareness and Crime Reduction event was held at our three high rise buildings. This gave Berneslai Homes an opportunity to share our plans to improve fire safety at the high rise buildings.



We went along to a Healthy Homes event at Barnsley Market on Friday 8 March. Information was shared with tenants about energy efficiency in their homes.



Fire Safety Awareness and Crime Reduction

## Coming Soon



Doing things differently helps us hear more voices, so we're launching Document Doctors and Website Watchers. It's a great way for tenants to share their thoughts about our comms and website in the comfort of their own homes, at a time that suits them.



It's that time of year again when we start to think about our Annual Report. This year we're asking a wider group of tenants to get involved. We're taking the same approach with the new tenancy sign up pack we're developing and we've already got seven tenants raring to go!



On Thursday 25 April we're going back to Cloughfields to meet with a group of parents. We know younger tenants are less satisfied, so we're meeting with them to see what we can do to improve satisfaction.



Community Engagement Tours booked in this month:

- Rose Tree Community Centre - Thursday 18 April from 10am - 12pm



Meetings with our involved tenants

- Annual Report meeting - Tuesday 30 April

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](mailto:communityengagement@berneslaihomes.co.uk)