

Customer Engagement Monthly Round Up



April 2024

Welcome to the Customer Engagement April Round Up. 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



Wednesday 10 April we took the Engagement Tour to Barnsley Market. Four engaged tenants came along with Board member Gez Morrall. We spoke to 25 tenants who raised concerns including ASB, repairs and enquiries about several community centres. We passed these on to the relevant officers.



In last month's round up we mentioned launching Documents Doctors and Website Watchers as a new way for tenants to share their thoughts about our documents and website. We decided to change the name to Check it Challengers to include both documents and the website. We've so far had 10 people say they'd be interested in finding out more, which is a great start!



We held a fantastic consultation event at the travellers site on Wednesday 17 April. Thanks to all the residents that came out to give us their views on how we can improve the facilities. We're looking forward to working together with residents to see what we can achieve.



The second Engagement Tour of the month took place at Rose Tree Community Centre on Thursday 18 April. 11 tenants came out to speak to us. We asked them to prioritise what was important to them as tenants, with ASB being the top priority. Neighbourhood Officers at the event will take this forward.



Great Houghton TARA are busy organising their very popular annual trip to the seaside, which this year will be to Scarborough. The group have been organising this kind of activity for more than 30 years and will take two full coaches. It's a very much looked forward to event by the residents of Great Houghton.



Rose Tree Centre Engagement Tour

➤ We held the Annual Report Meeting at Gateway Plaza on Tuesday 30 April. Seven tenants attended, giving their thoughts on the content, layout and case studies, offering a tenants perspective on the draft version of the Annual Report.

➤ Recruitment for a tenant board member and the new Executive Director of Resources have begun. We had five involved tenants sit on stakeholder panels to meet with candidates and have a chat. This was a great opportunity for involved tenants to be part of the recruitment process.

➤ Our fantastic Building Fire Safety Residents Panel held their meeting to discuss and contribute to our new Building Fire Safety Engagement Strategy on Monday 8 April. They have called a follow up special meeting on Tuesday 30 April to agree amendments and sign off the document.

➤ We've been busy promoting our Engagement Tracker within Berneslai Homes. This helps us to identify the impact of engagement, any gaps we have and demonstrate the difference it makes to tenants.

➤ The involved tenants attended two meetings in Gateway Plaza this month. As well as the Annual Report meeting the Tenant Voice Panel met to look at future development and training needs.

➤ We've reflected on our Engagement Tours and we've refocused the questions to find out more about you, your priorities and the different ways you can give us your views. As well as asking questions about your area.

Partnership Working

➤ Big Voice event for adults and young people post-16 with learning disabilities was held at the Metrodome on Thursday 11 April. We went along with members of the Central Neighbourhood Team, who were on hand to deal with any estate based queries. Our Ambition Team were offering advice about training and support that is available for Berneslai Homes tenants.



Metrodome Big Voice Event

Coming Soon



Committee in the Community is happening on Thursday 16 May 3.30 - 4pm at Saville Court Independent Living Scheme. Topics on the agenda are:

- Our performance over the last 12 months
- Tenant Scrutiny Panel on equipment and adaptations
- Regulatory of Social Housing Regulatory Standards and regulation preparation
- Building Safety Resident Engagement Panel
- Damp and Mould Action Plan quarterly update
- New Complaint Policy and Complaints Performance Report

We'll also be walking round Saville Court looking at the community centre and the external spaces from 2.30 - 3.15pm.

You can book your place by emailing:

communityengagement@berneslaihomes.co.uk or calling us on: 01226 773476



We're going back to Cloughfields on Thursday 9 May to meet with a group of parents. We're looking forward to meeting with them to hear their views on how we can improve satisfaction.



Meetings with our involved tenants:

- TVP Year End Performance - Tuesday 28 May
- Estate Walkabout - Thursday 30 May



The Scrutiny Panel are starting to meet up again in May, this time they'll be revisiting their Damp and Mould Scrutiny project to review what has happened since they gave their recommendations.

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