



CUSTOMER ENGAGEMENT

E - NEWSLETTER

MAY 2025

SCRUTINY PANEL

The Scrutiny Panel are making some excellent headway into their chosen topic, satisfaction with communal areas. This has been chosen as the last TSM survey highlighted a dip in satisfaction with communal areas and collectively we want to understand why.

We held one meeting in May where the Panel met with the Insight Officer to discuss any questions they had about surveys in general and we also made a start on developing a Communal Areas definition for Berneslai Homes to use going forward.

We finished visiting all Independent Living Schemes this month to carry out the surveys, doing as many face to face as possible and having that conversation with people. We posted surveys with a prepaid envelope for them to return if no one was home. Postal responses have so far been great and we have had a almost a 40% response rate from all Independent Living Schemes.

Next month we will be looking at carrying out even more surveys and starting to look at the results in more detail!

Welcome to the May 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 what our Scrutiny Panel have been up to.

COMMUNITY SHOP

The Community Shop has three locations in Barnsley:

- Athersley
- Hoyland
- Goldthorpe

We went along to the shop in Hoyland where we met with two facilitators who showed us around the shop and talked to us about the kind of services they provide. It was a really positive meeting and we have lots of ideas for how we can work together for Berneslai Homes tenants in the future. Each month they hold Community Partnership Days at each of the stores, we will be going along to the shop in Athersley on Friday 27 June to talk to tenants and residents there.

If you want more information on the Community Shop and the amazing work they do click [here](#).

Community
Store

Community
Hub

Community
Kitchen

Community Shops across the borough offer lots of services to support people in Barnsley.

GREAT HOUGHTON TARA

It's great to see that Great Houghton TARA are really making a difference in their local community. Here's just a snapshot of what they do.

Coffee mornings are held at their base on John Street in Great Houghton on the

second and forth Wednesday of each month, offering refreshments and games of bingo and have weekly bingo nights at the Welfare Hall on a Friday night which are always well attended. We went along to

their monthly meeting where we discussed having themed coffee mornings for different organisations to attend offering support and advice on lots of different subjects. They are also starting to plan a Family Fun Day in the summer, to be held at the TARA base itself in the gardens, there will be more information on this next month. The TARAs are also having their annual summer trip, taking two coaches to Skegness in August.

This is a small group of volunteers who do brilliant things for their community, check out their [Facebook page](#) for more info on what they are up to. If you are interested in setting up at TARA or Community Group then get in touch with us by any of the means at the bottom of this page.



TEA, TOAST AND TALK





The BMBC Dearne Area Team hosted a 'Tea, Toast and Talk to us' at Willowcroft Independent Living Scheme this month. There was plenty of tea and toast on offer as well giving away six household items for free! The event was really well attended and we got the opportunity to speak to lots of residents about what it's like living there and any other issues they wanted to discuss. There are plans to hold more events like this, so keep an eye out for more info if you live in an Independent Living Scheme in the area!

COMING SOON

The beginning of June marks National Volunteer Week and BMBC are launching their Love Where You Live initiative. There is lots planned and Berneslai Homes are getting involved, planning litter picks on estate walkabouts, helping to spruce up community gardens and lots more to come throughout the year. To find out more about the Love Where You Live initiative, what's going on in your area and how you can involved click [here](#).

We are also holding our quarterly Customer Panel on Thursday 5 June, this Panels theme is the Strategic Plan. Tenants will be reviewing the Strategic Plan's themes, if they are still relevant and if we have the priorities right.

GET INVOLVED

-  01226 787878
-  communityengagement@berneslaihomes.co.uk
-  www.berneslaihomes.co.uk/getinvolved
-  Gateway Plaza, Barnsley, S70 2RD

