



Welcome to the April edition of the Customer Engagement Newsletter. This month we'll be sharing what we've been up to while out and about, some information on new involved tenants (like the lovely Sharon pictured above) and the exciting things we have coming up.

SCRUTINY PANEL

In last month's newsletter we told you about the Scrutiny Panel picking their latest project, looking at the dissatisfaction with Communal Areas.

This month the Panel met twice, they looked at the results of two of the pilot surveys that were carried out at Hudson Haven and Churchfields Independent Living Schemes. We had 27 responses to these pilot surveys, which is a great start, and some recommendations from the Panel have already been identified.

Next month they are meeting with Berneslai Homes Insight Officer to get some more information on surveys and how we use them to improve services and looking at developing a corporate Communal Areas definition to be used by Berneslai Homes going forward.

CUSTOMER ENGAGEMENT

E-NEWSLETTER

APRIL 2025

HONEYWELL GOOD FOOD PANTRY

This month we went along to the Good Food Pantry at Honeywell Community Centre to talk to tenants and residents there about their local community and any issues they have.

The Good Food Pantry is a great initiative to provide sustainable and affordable food to local communities, they are open to everyone. If you want to find out more about Good Food Pantry and if there is any in your area, follow this [link](#).



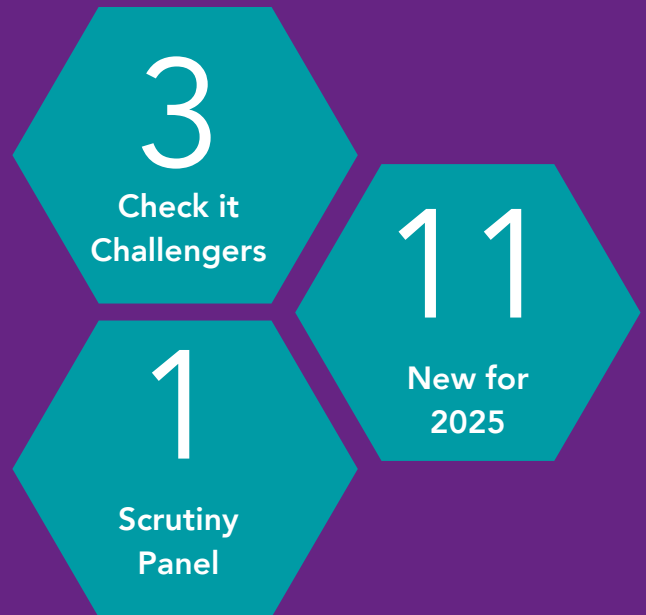
Leon, Berneslai Homes Customer Engagement Officer and Lee, BMBC Community Development Officer at the Good Food Pantry in Honeywell.

COMMUNITY SHOP

As well as the Good Food Pantry there are also Community Shops across the borough. This month we have been working to establish links with the Community Shops around Barnsley to see how we can work together to engage with tenants who use the shops. We will have more updates for you in next month's newsletter.

NEW INVOLVED TENANTS

From the start of 2025 the Engagement Team have been putting more focus on recruiting tenants to be involved with us helping us shape services, in the different ways we have available. In April, we have spoken with and signed up 3 more tenants to the Check it Challengers, one existing Check it Challenger expressed interest in becoming more involved and signed up to the Scrutiny Panel and the Equality Diversity and Inclusion Panel. This takes our total to 11 newly involved tenants for 2025 so far!



SMITHIES LANE

After the success of the Great British Spring Clean we went to Smithies Lane travellers site to do some more litter picking. We went down in the school holidays and even got ourselves some little helpers who helped us collect five bags of rubbish!



Smithies Lane litter pick





COMING SOON

May is already looking like being another busy month for the Engagement Team. We are working with tenants to develop our new Community Champions initiative, another way for you to get involved and work with us to make a difference in your community.

We will also be busy planning our next Customer Panel which is happening in June.

We will continue to work hard with the Scrutiny Panel carrying out more surveys with tenants who have access to Communal Areas and making more connections with different community groups and initiatives across the borough.

GET INVOLVED

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

- Community Champions - if you would like to know more about our new, exciting initiative please contact us by any of the ways above.
- Customer Panel - Thursday 5th June, Gateway Plaza, 2pm - 3:30pm. Contact us now to book your place!