

Customer Engagement Monthly Round Up



November 2024

Welcome to the Customer Engagement November 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



Berneslai Homes are using a new software called Voicescape for surveys and this month we helped out recording some of the surveys and testing them to make sure they're ready for customers.



On Tuesday 5 November we supported an NHS/BMBC health event specifically targeting identified age groups with respiratory problems. The event was to educate tenants and residents as to how they could make changes and adopt techniques to help them through the winter months when these medical conditions can be more present.



Wednesday 6 November was Customer Panel. This time the theme was a review of the lettings policy. 22 tenants came along and gave us their views. It was another great event with lots of useful feedback. Thank you to everyone who took part!



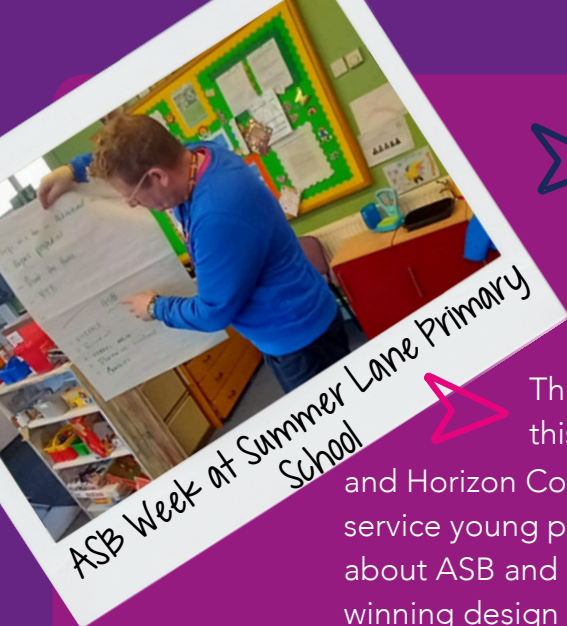
We carried out another four Empty Property Spot Checks this month with the help of 3 SEAP Assessors who help assist and complete the inspections, maintaining transparency and having a direct input into service development moving forward.



This month we were involved in the corporate interview process for the 3 apprentice posts that Berneslai Homes advertised. We helped to facilitate the group sessions planned as part of the application process.



On Tuesday 12 November 10 involved tenants met with the Head of Repairs and Maintenance to discuss the Decant Policy. Tenants were invited to share their views on the current policy and any changes that will be needed in the near future.



The Building Safety Project Board met on Wednesday 13 November and we went along to explain the methods of engagement we have used with the Building Fire Safety Residents Panel and how we plan to work together in the future.



This year ASB week took place on 18 - 24 November. As part of this we worked with students at Summer Lane Primary School and Horizon Community College. The sessions aim was to understand what service young people think Berneslai Homes provide. We had discussions about ASB and its impacts and then launched a poster competition with the winning design to be used as the imagery for a future Berneslai Homes ASB awareness material.



The Summer Lane Residents group held their third meeting at Gateway Plaza on Thursday 21 November. They invited the head of assets and regeneration to discuss issues they have identified on their estate and within the local community with more actions raised and some issues addressed. They have another meeting scheduled for next month.



On Friday 22 November we went along to support a careers event at Darton Academy. This event was to engage with students and explain who Berneslai Homes are, what services we provide and the different types of employment, apprenticeships and careers that are available within the organisation.



The Scrutiny Panel met up on Tuesday 26 November to look at the outcomes of the quarterly report and identify future topics for the panel. It was a very positive meeting with panel members agreeing that looking at the report will help them moving forward to identify topics for the panel and provide a better understanding regarding Berneslai Homes performance. The panel are awaiting evidence before commencing with the next topic.



On Thursday 28 November the Christmas season in Thurnscoe officially got underway. We helped the Dearne Area Team with the Thurnscoe Annual Christmas light switch on. The large crowd was entertained by the local school choir.

Refreshments were available inside the library and there were lots of sellers with fun gifts and treats.



We continue to develop support and the access to services on the Smithies site. This month we have established a working relationship with a dental practice for site tenants to access. We have also attended multi-agency meetings to plan support and provision for the site in the future. Family sessions in the community centre to start running next month!





As mentioned in last months round up the Check it Challengers were busy helping us out with ASB Week. They gave us their views on the ASB Survey, the social media content Berneslai Homes were doing around ASB and a review of ASB on the Berneslai Homes website. After giving us their views we made the following changes:

- The Check it Challengers told us they'd like to see ASB under 'Support for tenants on the website, to make it easier to find. You can now find information on ASB here, under the 'Your home and estate' section, or by searching 'ASB support'
- Added the option for anyone filling out the ASB to survey to tick to indicate they would like their feedback to be anonymous.
- Included a question about any current issues with ASB in your local area to the survey and added signposting at the end of the survey which includes information and support available.
- We provided opportunities for people to give their feedback in person at a stall in Barnsley Markets on various days and at an event on the Summer Lane estate held that week.
- Changed social media posts to include the definition of what is and isn't ASB and make sure we explain that reporting can be anonymous and the different ways to to make a report.

Engagement Tours



On Monday 25 November we visited the Tankersley Welfare Hub in Pilley. We spoke to a couple of tenants who raised some of their concerns with us, we passed these concerns onto the relevant teams to follow up.

The Customer Engagement Team supported BMBCs 'Winter wellbeing' event at Wombwell Library on Thursday 21 November. Our stall offered Berneslai Homes advice and support and a chance to complete our engagement survey with entry into our prize draw. Members of the Neighbourhood Team were also present to address any issues or enquiries raised by tenants who came along.

Coming Soon

We will be supporting more Winter Warmer in December. We'll be at the following events:

- Worsbrough Miners Welfare Hall - Monday 2 December - 11am - 1pm
- Jump Working Mens Club - Wednesday 11 December - 3pm - 6pm
- Birdwell Methodist Church - Thursday 12 December - 3pm - 6pm

If any of these events are in your area, come along and chat to us about anything Berneslai Homes related and complete our survey for chance to a win a £10 High Street voucher!