



Welcome to the July edition of the Customer Engagement Newsletter. This month we'll be sharing updates on our Scrutiny Panel project and Young Care Leavers course as well as our trial ways of carrying out some Ground Maintenance Spot Checks across the borough and more.

ANNUAL REPORT

It's that time of year again where the Berneslai Homes Comms Team are starting to put together the Annual Report, looking at how different service areas have performed in the last year. This year we approached the Check it Challengers, whose main role is to review documents, to see if any would like to be involved in this year's Editorial Group. We had seven members come forward who were really interested in being a part of helping put together the Annual Report. This month they had two really productive meetings and even managed to get a draft version to put together, which then went out to the rest of Check it Challengers to review and give their feedback. The results are now with the Comms Team who are finalising the Report ready for its launch in September.

CUSTOMER ENGAGEMENT

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GROUNDS MAINTENANCE SPOT CHECKS

We decided to trial a new way of doing Grounds Maintenance Spot Checks with our SEAP (Service Excellence Assessment Programme) members this month to see if we could get more done across the borough. We joined some estate walkabouts in Kendray and Wombwell this month. The estate walkabouts were well attended (Wombwell walkabout pictured left) with local councillors, the Police, Neighbourhood Officers, Customer Engagement Officers and five Involved Tenants getting involved. On both Estate Walkabouts we had a good walk around the area, picking up on any issues such as overgrown trees, areas that needed litter picks or weeding, overgrown gardens and talking to tenants and residents who were around. Involved tenants were given a report to fill out with any areas of concern for them and these were passed to the relevant Neighbourhood Teams to follow up on.

We will be reviewing how the Grounds Maintenance Spot Checks went and if this is something we will continue to do going forward.



This years Annual Report Editorial Group

YOUNG CARE LEAVERS

If you are a regular reader of our newsletters you will know that at the beginning of the year the Engagement Team helped to design a Tenancy Ready Course for young people leaving care in partnership with the BMBC Youth Participation Service and their Advocacy and Participation Officers. This was set as a four week course where young people who were about to leave care attended different sessions looking at things like support available, budgeting and bills and practical skills that would be beneficial when living on your own.

This time the decision was made to change the way this was done, whilst keeping the goal the same. Instead of the young people coming in over a four week period we did the course over two days. The course was really well attended with 12 young people attending the course for the first time and even some who completed the course last time came in to talk to them about how they found the course and how they have been getting on since.



Young Care Leavers Course in action

They had presentations, practical demonstrations and discussions with Officers from the Lettings Team, Housing Coaches and Property Services.

The sessions were really well received and they took away some knowledge and skills to help make sure their future tenancies are a success.

We can't wait for the next lot of sessions!

SCRUTINY PANEL

The Scrutiny Panel held one meeting this month where they were given an update on survey results for their project on the tenant dissatisfaction around communal areas. All Independent Living Scheme surveys were completed and the data analysed, looking at key themes arising from each question.





Here is a quick snapshot of what we have completed so far:

- All Independent Living Schemes surveyed - 361 properties
- All tenants with access to stand alone laundries surveyed - 150 properties
- All tenants living in flats where communal area cleaning is Berneslai Homes responsibility surveyed - 324 properties
- Properties that have access to Community Centres has started being surveyed, by the end of July we had surveyed 120 properties out of 540 - we aim to have all properties surveyed by the middle of August.
- Total number of properties surveyed at the end of July = 955
- We have received 401 survey responses which is a 42% response rate.

COMING SOON

- Tuesday 5 August - Saville Court Action Day
- Tuesday 26 August - Summer Fun Event - Belbrooke Avenue Park, Darfield, 2pm - 4pm
- Thursday 28 August - Loxley Gardens, Wombwell, Summer Event, 10am - 12pm

GET INVOLVED

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