

Community Engagement Activities

January - March 2025 Highlights



10 tenants attended our **Tenant Talk group meeting** to discuss how we communicate with tenants. They looked at the letters we write, our website content, new accessibility tools and content for our upcoming newsletter. A further 29 tenants gave us their views online about what they want to see on our Tenant Hub.



16 tenants provided their support for the proposed rent increase for 2025/2026 at a focus group



Community Fund awarded **£16,024** across 7 projects - all aiming to create **safer, cleaner and greener communities**

2 Scrutiny Reviews completed - looking at our allocations process and written communications



11 Gateway2You sessions, engaging with 28 tenants



1150 Total Tenant Hub members 590 Facebook Group members
 1010 Tenant Hub visits 25,830 Visitors to our website
 28 New Tenant Hub registrations 1 Digital newsletter sent with an open rate of **64%**

17 tenants signed up to be Members, making the total number so far this year **85**

312 views gained across 18 consultation surveys and activities



13 community pop-ups, engaging with 128 tenants



271 individuals engaged with us through our activities



3 Spotlight Sessions held - 38 attendees across all sessions, covering:

- Extra Care
- Complaints
- Engagement and Communications

Raising tenants' awareness on how we deliver services, whilst providing them with the opportunity to shape and influence each area

You Said

We Did

Include a letter as an option on how to make a complaint

Updated the information on our website and in our complaints guide

You wanted digital skills training in our Extra Care Schemes

Arranged for a local partner to deliver digital skills training at The Atrium

Better publicise activities at The Atrium

Introduced a newsletter for tenants living within the scheme

Take Spotlight Session information to Gateway2You sessions

Started to hold themed Gateway2You sessions where tenants can come and find out more about specific services

Look to introduce a Knowledge Bot onto the website to help tenants find information easily

Started to develop a knowledge bot for our website

For more 'you said, we did' scan the QR code or visit <https://sholink.to/you-said-we-did>



Making a positive difference in our communities by listening to local tenants



Facilitated a two-week project with the King's Trust in the Larches and Savick area, **helping to decorate** the centre and tidy up the local area through a community litter pick

Supported Farringdon Park Youth Club to deliver an **environmental project to improve their local area**, donating and planting a tree in their play area



Worked with Lancashire County Council to plant trees and **create a micro-wood** in the Ingol area

Following a **Day of Action** on the Grange Estate, tenants raised concern with fly-tipping and anti-social behaviour on communal land. We have now installed two new gates and replaced a broken one to prevent access to these areas. We also **worked with the local school** who created awareness posters that have been put up throughout the community



66% of tenants reported motorcycle nuisance on the Hawthorn Road area. As a result, **new raised barriers have been installed** to prevent motorbikes from being able to cut through, helping to keep the community safe