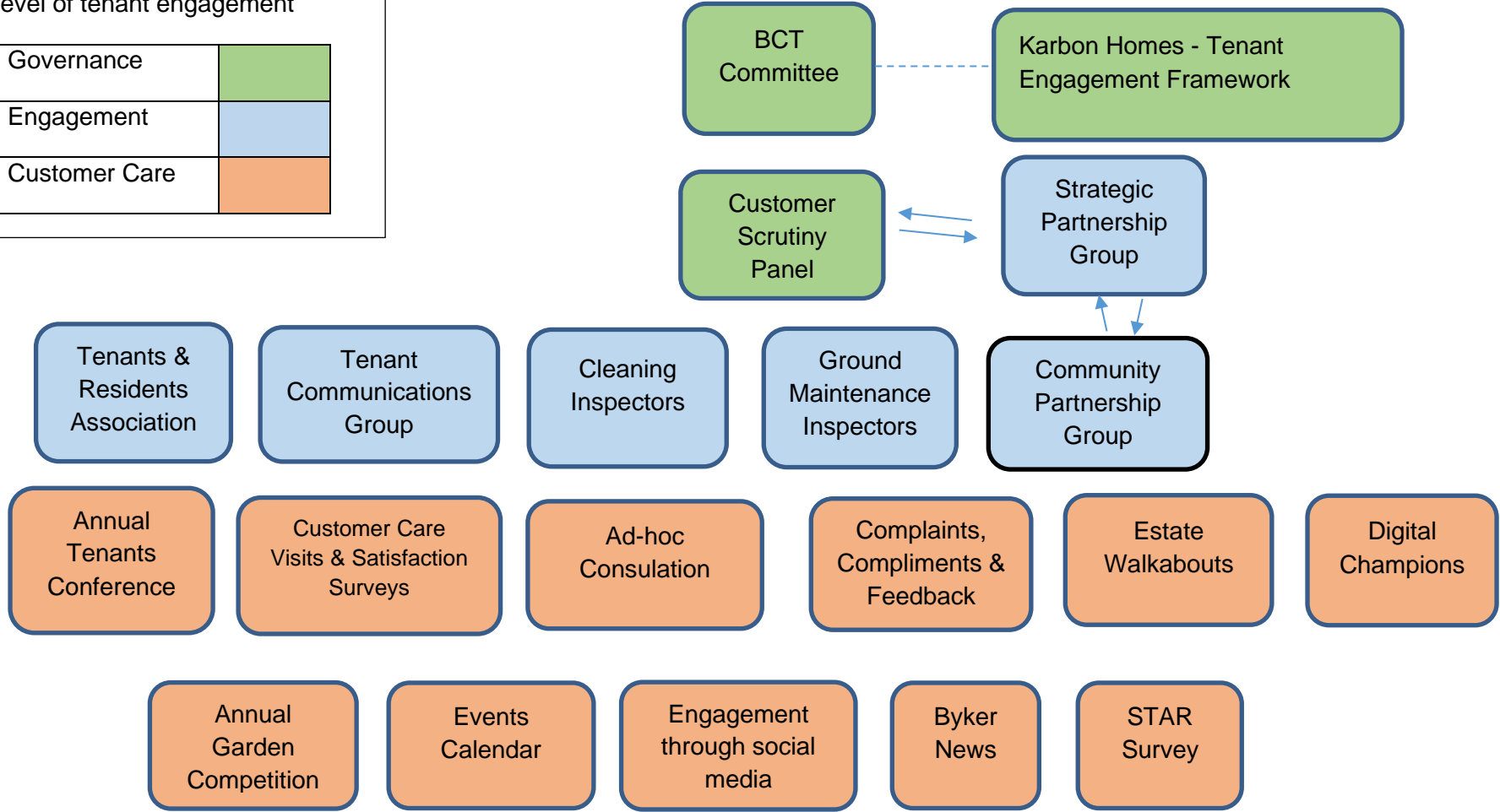


Byker Community Trust (BCT) Tenant Engagement Framework

Each colour code indicates the level of tenant engagement

Governance	
Engagement	
Customer Care	



The diagram below shows BCT's, three tier Tenant Engagement Framework.

Tenant Engagement Framework

The table below shows the Tenant Engagement Opportunities which are presently available to Byker Community Trust tenants and residents. This three tier structure acknowledges and encourages tenants to get involved in a way which best suits them

Each colour indicates the level of tenant engagement

Governance	
Engagement	
Customer Care	

Tenant Engagement Opportunity	What type of issues Tenants and residents will be involved in
Tenant Committee Member	The BCT Committee oversee the delivery of the Community Pledge agreed between Karbon, BCT and our tenants, and monitor the level and quality of service, both housing and community, provided to the residents of the Estate. Tenants on the Committee will provide support and guidance on wider regeneration initiatives within Karbon. .
Customer Scrutiny Panel Member	The Customer Scrutiny Panel scrutinise BCT's services and provide reports for the BCT Committee to consider in relation to their findings.
Tenants and Residents Association	The Byker Village Tenant and Resident Association (TARA) consider issues effecting the Estate and community in which they live.
Cleaning Inspectors	The Cleaning Inspectors provide feedback in relation to the cleaning standards within the Byker Wall communal blocks, a service currently provided by NCC.
Grounds Maintenance Inspectors	The Grounds Maintenance Inspectors provide feedback in relation to the work that has been completed in their area by the Grounds Maintenance Team as well as other Estate environment issues.
Strategic Partnership Group	Brings together the key statutory organisations working in Byker to oversee the development and implementation of the Thriving Byker Strategy (TBS) Stage Two – ensuring the strategic themes being addressed through the strategies implementation align with their strategic priorities for the Byker Estate.
Community Partnership Group	This group includes representatives from the Byker Children and Young Peoples Partnership and other community and voluntary sector partners working on the Byker Estate who work collaboratively to deliver activities, projects and events to tenants and residents of the Byker Estate, across all themes of the TBS Stage Two.
Byker Children and Young People's Partnership	This group, made up of community and voluntary partners, provide opportunities to understand what young people's views are in relation to the community they live in. This group is supported through the partnership arrangements to engage with and co-ordinate activities for young people.
Annual Tenants Conference	The Annual Tenant Conference is open to all tenants to attend. It is an opportunity for tenants to find out about Karbon and the BCT team and plans to develop and improve services in the future. The conference also provides the opportunity for tenants to meet and speak to members of staff providing services across the Byker Estate.

Customer Care and Satisfaction Surveys	All tenants will receive an annual Customer Care Visit to obtain feedback on the services that Karbon and BCT provide. This also allows BCT to complete a property inspection. Satisfaction Surveys are also used to enable them to provide feedback in relation to the service which they have just received. We use this feedback to bring about service improvements..
Ad-hoc Consultation Events	BCT hold ad-hoc consultation events to outline future projects or changes to services in order to seek tenant's feedback in relation to these proposals. This may include consulting on issues such as waste management, estate environmentals and other topical projects.
Complaints, Compliments and Comments	BCT welcome feedback from tenants about the services they receive. BCT want to get things right first time however if we don't we welcome feedback to provide us with the opportunity to remedy the problem. BCT use the learning from that experience to improve services further for the future.
Estate Walkabouts	The Neighbourhood Housing Officers carry out four Estate Walkabouts each year. The Estate Walkabouts are promoted widely and we encourage tenants to join and tell us about any particular issues that are affecting their area.
Digital Champions	There are several Tenant Digital Support Volunteers who provide I.T. training to encourage people to improve their confidence and skills and help them get online. This also allows BCT to obtain feedback relating to service provision.
Annual Garden Competition	BCT support the delivery of an annual Garden Competition, with Newcastle City Council, to encourage tenants to look after the environment they live in. This also allows BCT to obtain feedback relating to environmental issues on the Byker Estate.
Calendar of Events	BCT publish a rolling calendar of events that allow BCT to engage with tenants through various activities that are delivered either by BCT or through various partnerships.
Social Media	BCT use social media in order to engage with tenants and residents. This allows BCT instant access to tenants in terms of the provision of information and receiving feedback.
Byker News	Byker News is an award winning publication that is produced on a quarterly basis by BCT. The publication allows BCT to consult and receive feedback upon issues included in the publication.
Survey of Tenants and Residents. (STAR)	BCT undertake a STAR to obtain feedback in relation to services and understand the needs of the tenants. STAR allows BCT to review performance and benchmark against similar housing organisations.

Strategic Partnership Group Members:

- BCT
- Byker Primary School
- St Lawrence Primary School
- Newcastle City Council – Communities Team, Community Safety Team and Children & Families Strategy Unit
- Local Ward Councillors
- Northumbria Police
- Tyne & Wear Fire and Rescue Service

Thriving Byker Strategy Stage Two - Themes

Stage Two of the TBS and will be widely influenced by the views of tenants and residents over a number of key themes. These themes will be delivered in partnership with voluntary and community groups and organisations delivering services in Byker.

1. Pride and Ownership in the area

Contracting partners: delivering the Community Pledge and maximising social value to deliver projects and activities for tenants and residents.

2. Health, Wellbeing and Mindfulness

Newcastle United Foundation: NUF is an independent registered charity supported by Newcastle United football club. The foundation work with BCT in the local community to make a difference and help people achieve their goals on the pitch, in the classroom and in life.

Curious Monkey: is an award-winning theatre company based in Northeast England. They work to share stories of marginalised and underrepresented communities, raising awareness of the issues they face.

Food Nation: A Social Enterprise with a vision to inspire people about good food by providing practical and innovative food education activities for the general public, schools and businesses.

3. Income Maximisation

Karbon Homes/BCT team: providing support to maximise income for tenants to ensure they are receiving the correct benefits.

- Referrals to the Money Matters and Foundation for Life teams.

4. A Cleaner and Greener Byker

North East Wilds: North East Wilds runs forest school sessions and forest school inspired projects with a focus on improving well-being through being immersed in nature.

Resident GMI's: who inspect areas of their community, after the grounds maintenance team have completed their work, to check against set standards to ensure their area is clean and tidy and any issues are reported.

Resident Cleaning Inspectors: who undertake regular checks of their blocks against set standards to ensure their block is kept clean and tidy and any issues are reported.

Princes Trust: who deliver twelve week programmes for children to learn new skills and gain experience which includes a two week social action project.

Newcastle City Council: who work closely with BCT on all aspects of community safety and have a statutory duty.

5. A Safe Place to Live

EDGE: This group aims to engage with identified young people and mentor them into a life away from Crime and Harm, engaging young people in education and positive social activities.

Northumbria Police: who work in close partnership with BCT on all aspects of community safety and have a statutory duty.

6. Children and Young People

Kids Kabin: Kids Kabin contributes to the regeneration of areas of economic disadvantage by providing facilities, and fun, creative educational activities, for young people to discover their talents and enhance their skills and sense of self.

Byker Scouts: This group engages with young people, through a series of activities, to support them to gain the skills needed for school, college, university, job interviews etc.

Seven Stories: The National Centre for Children's Books, based in the Ouseburn provides engagement activities for BCT tenants and is the only place in Britain dedicated to celebrating, sharing and protecting rich literary heritage for children.

YMCA: An independent youth charity focusing on support & advice, employability and health & wellbeing.

Barnardos: Barnardo's is a British charity caring for vulnerable children, they work to support young people and families and protect children.

MINE Youth: This local organisation operates church based youth and children's work through clubs, drops in, school work and mentoring.

Foundations Futures: Based in the East End of Newcastle, the specialist teams work predominantly with disadvantaged and at risk young people across the North East.

Northern Stage: A Theatre company delivering shows, workshops and talks.

7. Hard to Reach Groups

ACANE: Working closely with ACANE allows BCT to engage with a well established organisation that operate on the Byker Estate dealing predominantly with the African community.

Veteran's Launchpad: Provides accommodation and other support, with the expertise of specialist providers, to enable veterans to stabilise their lives and make a successful transition from military to civilian life.

Northern Cultural Project: An arts and entertainment organisations delivering regular cultural events and workshops for the community.

Sheltered Accommodation schemes: We have two sheltered housing schemes: Mount Pleasant House located on Headlam Street and Tom Collins House located on Dunn Terrace. Both schemes have dedicated staff who offer support, advice and assistance to current and prospective customers.

Karbon Homes: Referrals to Silver Talk Service which is a free telephone befriending service providing people with the opportunity to connect for regular, social telephone chats.

8. Community Training and Employment

Contracting partners delivering the Community Pledge investment projects, maximising employment and training opportunities for tenants and residents.

9. Digital Connectivity

YHN: Are currently undertaking a digital survey across Newcastle upon Tyne. In areas where digital poverty is identified, they plan to deliver basic digital inclusion sessions for residents.

Karbon Homes: Referrals to Foundation for Life team for digital training and employability coaching.