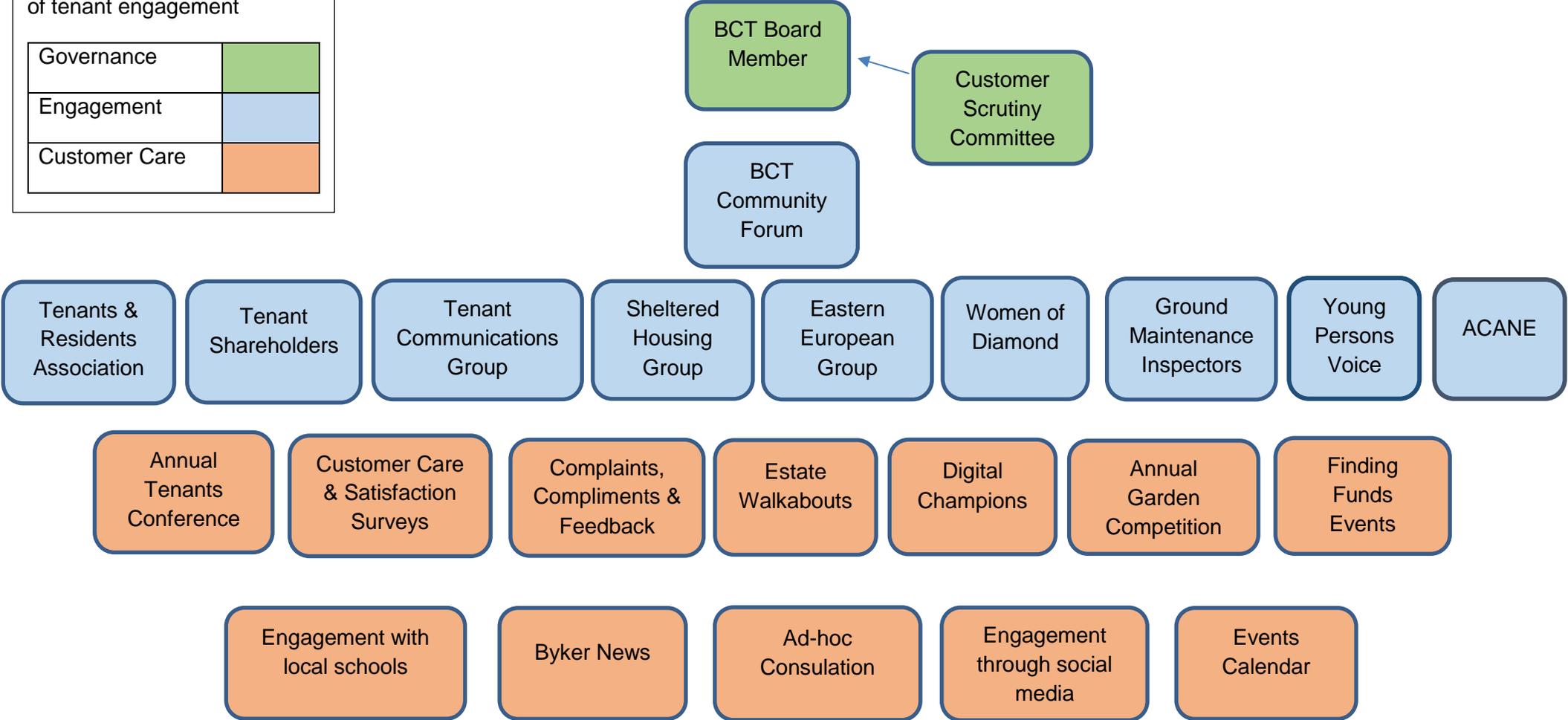


Tenant Engagement Framework

Each colour indicates the type of tenant engagement

Governance	
Engagement	
Customer Care	



The diagram shows Byker Community Trust’s, three tier Tenant Engagement Framework.

Tenant Engagement Framework

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

Each colour indicates the type of tenant engagement

Governance	
Engagement	
Customer Care	

Tenant Engagement Opportunity	What type of issues Tenants and residents will be involved in
BCT Board Member	The BCT Board regulate BCT, approving policies and service changes. They set long term objectives for BCT to determine the strategic aims and outcomes required to achieve the Business Plan.
Tenant Scrutiny Panel	The Tenant Scrutiny Panel scrutinise and co-regulate BCT's services and provide reports for the Board to consider in relation to their findings.
BCT Community Forum (Currently in development)	The Community Forum will become BCT's main consultation group. All residents will be able to join this group and representation will be encouraged from all groups across the community.
Tenants and Residents Association	Tenant and Resident Associations consider issues effecting the area in which they live. There are presently two Tenant and Resident Associations; Gordon Road TARA and Byker Village TARA.
Tenant Shareholder	Tenant Shareholders can attend and vote on issues raised at the BCT Annual General Meeting and Special General Meeting. They can also vote in BCT Board Member Elections.
Tenant Communications Group	The Tenant Communications Group look at how we communicate with tenants and review our publications, such as our Byker News newsletter and Annual Report to Tenants.
Sheltered Housing Group	The Sheltered Housing Group help us to understand and explore the issues which effect tenants living in our older person's accommodation.
Eastern European Group	An Eastern European Group is developing to give a voice to this section of our community so that we can understand the issues which they face, and adjust our services accordingly.
Women of Diamond	The Women of Diamond are a group made up primarily from ladies from the African community. The group is however open to all women. They are a self-support group who communicate regularly with BCT and also raise money from good causes.

Grounds Maintenance Inspectors	The Grounds Maintenance Inspectors provide real time feedback in relation to the work that has been completed in their area by the Grounds Maintenance Team.
Young Person's Voice	This group will provide opportunities to understand what young people's views are in relation to the community they live in. This group will be supported through some of our existing partnership arrangement that engage young people.
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.
Annual Tenants Conference	The Annual Tenant Conference is open to all tenants to attend. It is an opportunity for tenants to find out about BCT and plans to develop and improve these 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 a Customer Care Visit to obtain feedback upon the services that 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	We will 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.
Complaints, Compliments and Comments	We welcome feedback from tenants about the services they receive. We want to get things right first time however if don't we welcome feedback to provide us with the opportunity to remedy the problem. We will 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	We will support the delivery of a Garden Competition 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.
Finding Funds Events	These are sessions delivered in partnership with the NCVS aimed at community groups, charities and residents looking to attract funding for projects that involve and/or support the community living in Byker. The events provide BCT with an opportunity to obtain feedback around community needs and aspirations.
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.
Engagement with local schools	By engaging with local schools, BCT have an opportunity to engage with all school age children on the estate. This may be through one off initiatives or ongoing projects.