

# 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.



**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

1010 Tenant Hub visits

28 New Tenant Hub registrations

590 Facebook Group members

25,830 Visitors to our website

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



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


**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



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

**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

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

