

ENGAGING WITH OUR CUSTOMERS

The Engagement Team have been busy attending a range of community events as well as introducing evening meetings around the Borough.

Evening Meetings around the Borough

In June 2022 the team trialled an evening meeting out in the community, utilising one of the Independent Living Schemes, Gutersloh Court in Stapleford. The team invited tenants, leaseholders and Councillors in the local area to come together. To begin with, there was an incentive of a £10 'Love to Shop' voucher to all who attended and filled out the feedback survey at the end of the meeting.

The purpose of the evening meeting was to share important information for Housing and also gathering voices and feedback from tenants and leaseholders about the service.

30 people attended the first meeting. The team were able to engage, hear from and share information to tenants and leaseholders they hadn't met before.

Table of number of tenants and leaseholder that we engaged with until the end of the financial year:

	Date	Location	Attendance Numbers
2022	June	Gutersloh Court, Stapleford	30
	August	Glebe House, Eastwood	28
	November	Rockwell Court, Stapleford	29
	November	Southfields Court, Chilwell	24
	December	Hopkins Court, Eastwood	23
2023	February	Templar Lodge, Beeston	35
	February	Westbourne Court, Stapleford	31



We surveyed six schemes within the trial year about the interest of the evening meetings, and the results were as follows:

- 1. Would you attend again?**
 113 Yes 2 Maybe 9 No
- 2. How often would you want these meetings?**
 81 Quarterly 23 6 months
 7 Once a year 5 Monthly
 1 Other 1 Don't know
- 3. Was the timing of the meeting right?**
 112 Yes 11 No
- 4. Was the venue suitable?**
 120 Yes 3 No



The meetings were a success and with the positive feedback received, we decided to continue with the evening meetings.

These meetings will run once a month in different parts of the Borough. Currently the team are using the Independent Living Schemes' communal lounges for the meetings, but in the future they want to look at linking with local community hubs to encourage more people to attend.