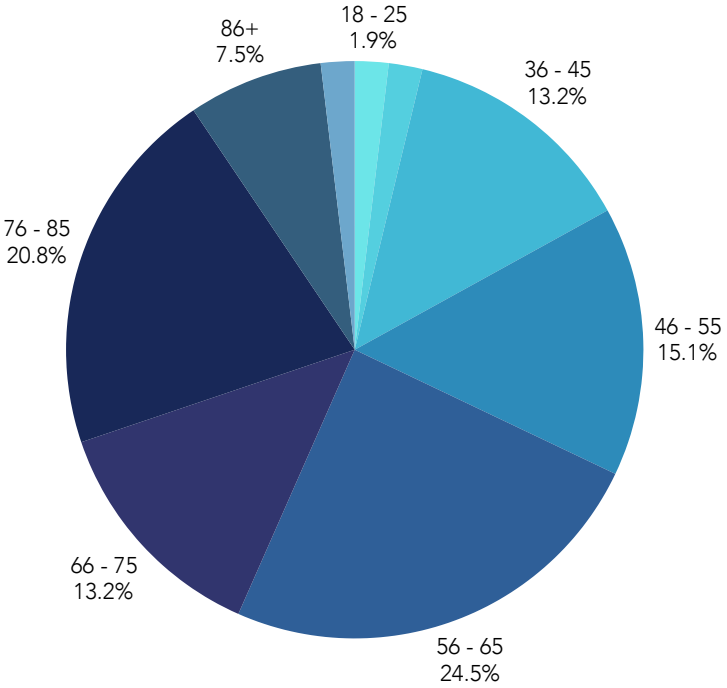
INVOLVED RESIDENT PROFILE

THIS IS THE PROFILE OF 53 ACTIVELY INVOLVED RESIDENTS INCLUDING ALL TENANT INFLUENCE PANEL MEMBERS, CHECK IT CHALLENGERS AND REGULAR CUSTOMER PANEL ATTENDEES

AGE PROFILE



- 94% of involvement comes from tenants.
- 4% are Owner Occupiers
- 2% are leaseholders.

GENDER



60%



40%

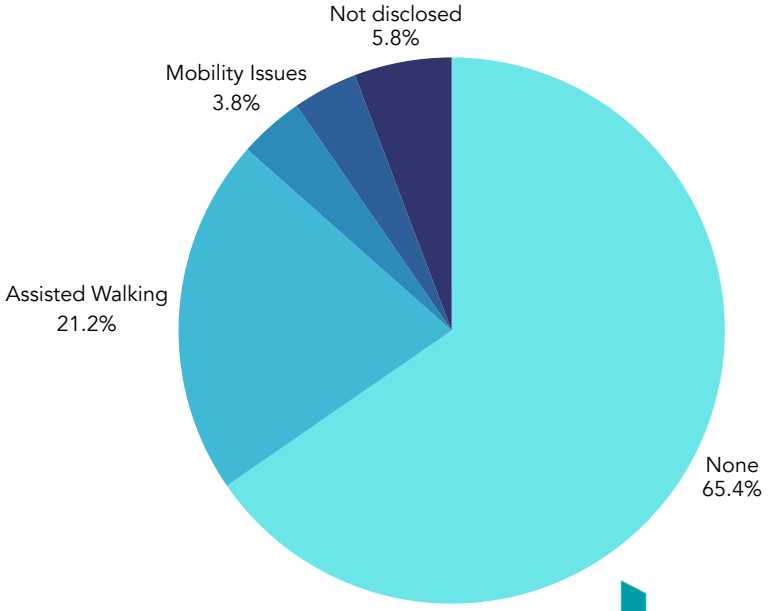
ETHNICITY

87%

- 87% White/British
- 4% not disclosed
- 3% are White/Irish
- 2% Black African
- 2% Asian Other
- 2% White European

- 75% of involved tenants have no sensory disability.
- 11% have a hearing impairment.
- 4% have a visual impairment.
- 9% did not disclose.

PHYSICAL DISABILITY



- 6% of involved tenants disclosed they have a learning disability
- 30% disclosed they have a mental health condition.

berneslai homes

AREAS OF REPRESENTATION



We have been looking at where our involved tenants live, highlighting any geographical areas of underrepresentation

- **North East and Dearne - 25% of involved tenants come from this area**
- **South - 15% of involved tenants come from this area**
- **Central - 32% of involved tenants come from this area**
- **North & Penistone - 28% of involved tenants come from this area.**

HOW OUR INVOLVED RESIDENT PROFILE COMPARES TO OUR TENANT PROFILE



- The gender profile is similar.
- We still need more under 35 year olds actively engaged as 14.5% of our tenants are under 35 compared to 3.8% of involved tenants.
- 87% of involved tenants are White British, this is similar the overall tenant profile.
- Our involved residents have higher rates of physical disability (28%) compared to our tenants (19%).
- Our involved residents have higher rates of sensory disability (15%) than our tenants (13.5%).
- The rate of learning disabilities is similar our involved tenants (6%) compared to our tenants (4.9%)
- Our involved tenants have similar rates of mental health conditions (30%) compared to our tenants (22.2%).
- The largest percentage of involved tenants come from the Central area (32%)

TENANT INFLUENCE PANELS PROFILE

We have four involved tenant influence panels:

- **Tenant Voice Panel (TVP)**
- **Homes Panel**
- **Neighbourhood Panel**
- **Customer Service Panel**

There are 15 involved tenants across these panels.
Here is a look at their profile.



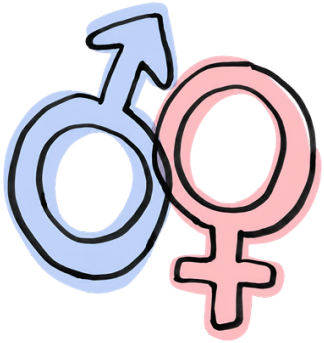
Ethincity

- 87% of Panel members are White British.
- 6.5% of Panel members are White Irish.
- 6.5% of Panel members are Black African.



Areas of representation

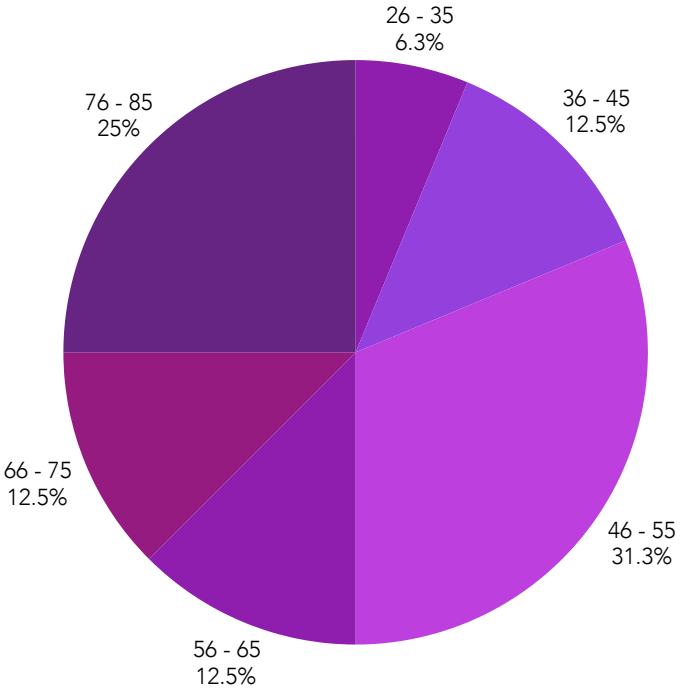
- North East and Dearne - 25% of Panel members come from this area.
- South - 19% of Panel members come from this area.
- Central - 43% of Panel members come from the area.
- North and Penistone - 13% of Panel members come from this area.



Female **50%**

Male **50%**





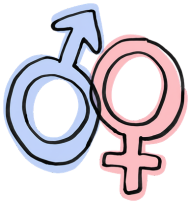
Tenant Voice Panel

The Tenant Voice Panel (TVP) is made up of 10 tenants, all are reps from the three Tenant Influence Panels.
Here is their profile:



Areas of representation

- 4 Panel members are from the Central Area
- 3 Panel members are from the North East and Dearne Area.
- 2 Panel members are from the South Area.
- 1 Panel members is from North and Pensitone Area.



Gender

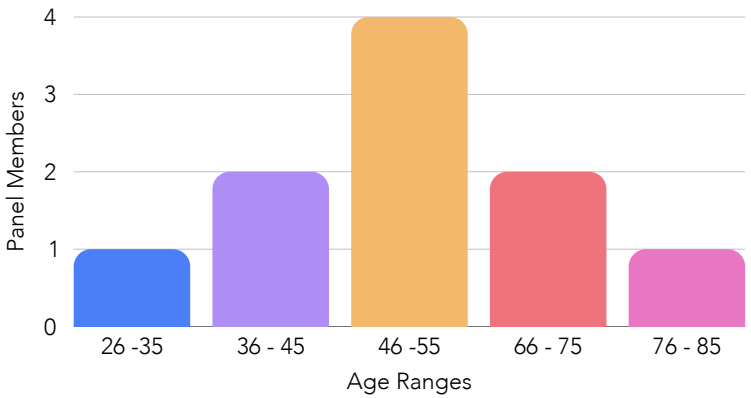
- The Panel has an even split of genders with 5 panel members being Male and 5 being Female.



Ethnicity

- 8 Panel members are White British.
- 1 Panel member is Black African.
- 1 Panel member is White Irish.





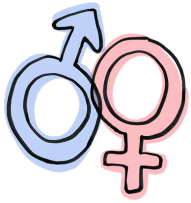
Homes Tenant Influence Panel

The Homes Panel is made up of 7 involved tenants.
Here is their profile:



Areas of representation

- 3 Panel members are from the Central Area.
- 2 Panels members are from the North East and Dearne Area.
- The South, North and Penistone areas have 1 representative each on the Panel.



Gender

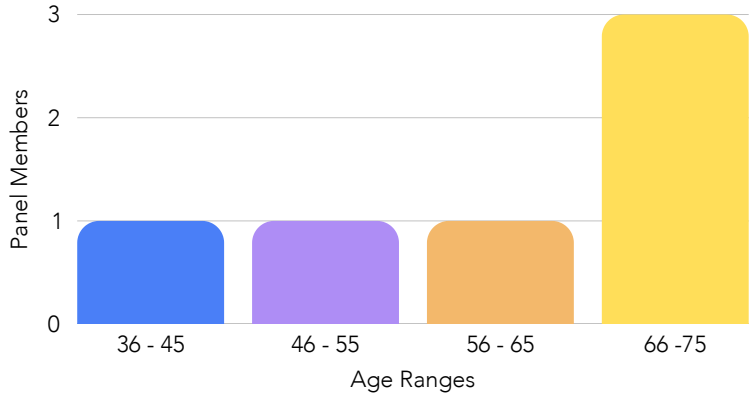
- 3 Panel members are from the Central Area.
- 2 Panel members are from the North East and Dearne Area.
- The South and North and Penistone areas have 1 representative each on the Panel.



Ethnicity

- 5 Panel members are White British.
- 1 Panel member is Black African.
- 1 Panel member is White Irish.





Neighbourhood Tenant Influence Panel

The Neighbourhood Panel is made up of 5 involved tenants. Here is their profile:



Areas of representation

- 2 Panel members are from the Central Area
- North and Penistone, South and North East and Dearne Areas all have one representative on the Panel.



Gender

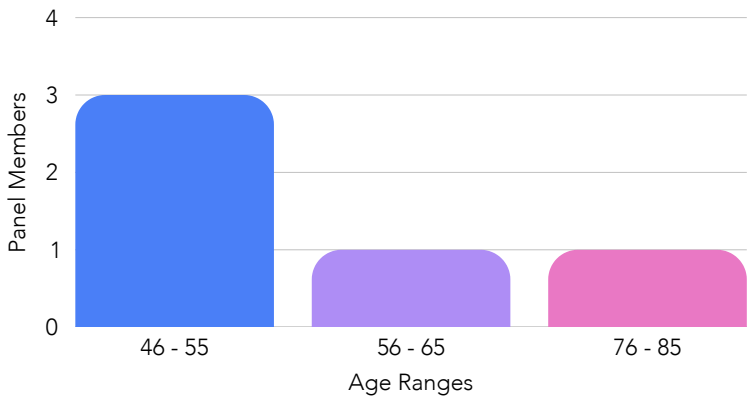
- There are 4 Female members of the Panel and 1 Male.



Ethnicity

- All members of this Panel are White British.





Customer Service Tenant Influence Panel

The Customer Service Panel is made up of 4 involved tenants. Here is their profile:



Areas of representation

- 2 Panel members are from the Central Area.
- North and Penistone and South all have one representative on the Panel.
- There are no representatives from the North Area on the Panel.



Gender

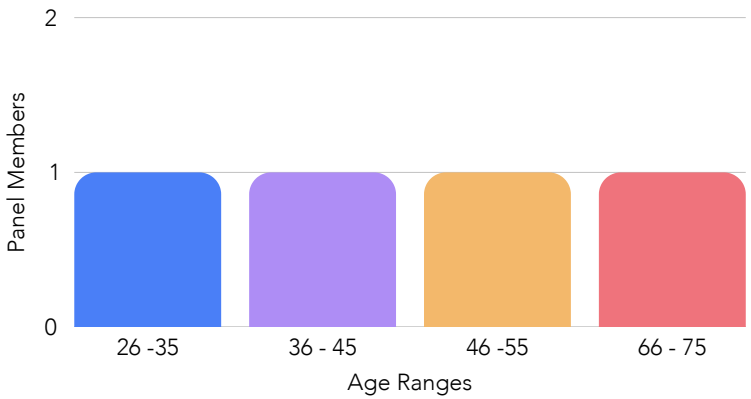
- The Panel has an even spilt of genders with 2 Female and 2 Male members.



Ethnicity

- All members of this Panel are White British.





CHECK IT CHALLENGERS PROFILE

The Check It Challengers are tenants who help shape our services from the comfort of their own home at a time to suit them, through quick and easy surveys. They review policies, letters, website content and customer information to ensure services are designed with tenants in mind. There are 25 tenants who are Check it Challengers.
Here is their profile:



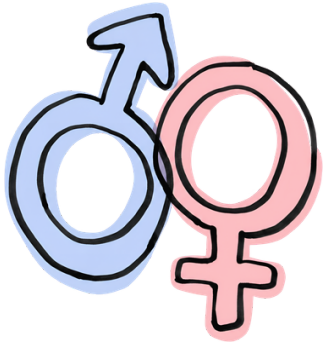
Areas of representation

- 5 Panel members are from the Central Area.
- North East and Dearne and the South have 7 Check in Challengers in each of their areas.
- 6 Panel members are from the North and Penistone Area.



Ethnicity

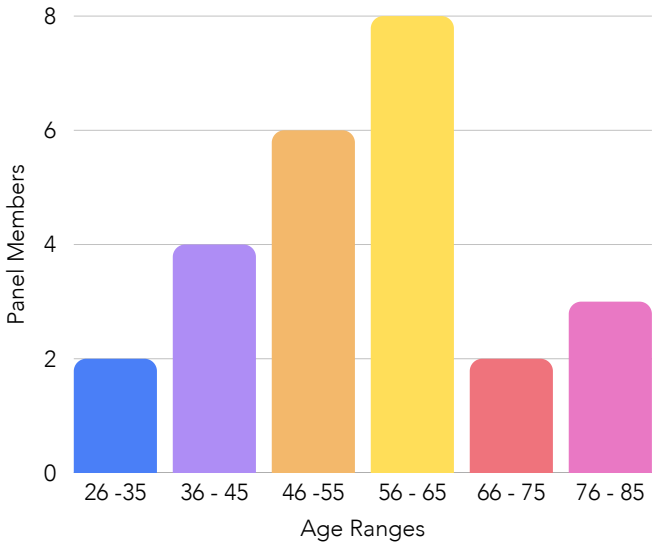
- 23 Check it Challengers are White British.
- There is 1 Check it Challenger who is White European.
- There is 1 Check it Challenger who is Black African.



Female 64%

Male 36%





COMMUNITY CHAMPIONS PROFILE

The Community Champions is a new engagement model. Based on the Check it Challengers model where tenants can give feedback on their communities from the comfort of their own home. They are sent a survey every 2 months to ask their concerns in their areas, results are sent to the relevant Neighbourhood Team for their response which is then fedback to the Community Champions.

There are 17 tenants who are currently signed up to Community Champions.

Here is their profile:



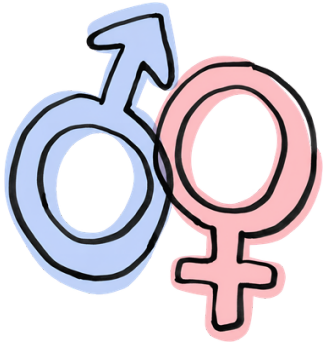
Areas of representation

- 13 Community Champions are from the Central Area, covering King Street, Churchfields and Summer Lane estates.
- The North Area has 2 Community Champions that cover parts of Honeywell.
- The South and North East and Dearne have 1 Community Champion each covering parts of Darfield and Lundwood.



Ethnicity

- 16 Community Champions are White British.
- 1 Community Champion is White Irish.



Female 82%

Male 18%



