



Community Impact
2025 - 2026

'Listening to our customers helps us build stronger communities'

At Rykneld Homes, our mission is clear: putting our customers at the heart of everything we do. Community involvement is central to that ambition.

Strong services and sustainable communities are built by listening, responding and working alongside the people and communities we serve.

Meaningful involvement helps us understand what matters most to the people who live in our homes and communities. It gives customers a voice on the issues that affect them, from service standards and communication to wider neighbourhood priorities, and it helps ensure that Rykneld Homes remains accountable, responsive and focused on delivering what matters most. Just as importantly, it allows us to see the positive impact that can be achieved when local knowledge, lived experience and organisational commitment come together.

Community involvement also goes beyond formal engagement. It is about supporting pride in place, reducing isolation, building resilience and working with others to create communities where people feel informed, included and connected.

Across this report, there are examples of customers influencing policy, scrutiny improving services, partnerships adding value and local activity bringing people together in ways that deliver real and lasting benefit.

There is more to do, and there always will be. But the work highlighted here shows the strength of Rykneld Homes' commitment to community, to customer voice, continuous improvement and making North East Derbyshire a Great Place to Live.

Niall Clark
Managing Director



Building and supporting sustainable communities

Creating Great Places to Live

The wider social impact of our projects, and those we support, helps us work towards communities that are engaged, valued and places where people enjoy spending time.

By setting up new groups, running inclusive events and strengthening established community initiatives, we create safe, welcoming spaces where people can connect, contribute and thrive.

We also work directly with customers to increase their skills, confidence and understanding so they feel able to take part in shaping services.

Through opportunities such as panels, forums and customer boards, residents can influence our decision making from day-to-day operational delivery right up to board level.

This ensures that when our customers have something to say, they feel heard and can see their feedback reflected in how we work, ultimately leading to better services and stronger, more resilient communities.

Meet the Community Involvement Team



Our Community Involvement Team are integral to delivering activities helping us towards our objective of creating Great Places to Live.

Jude, Jay and Jessica spend their time working with residents and other members of our communities to support the delivery of groups, events and programmes.

Collaborating with partners and Rykneld colleagues, the team work to ensure the customer voice is heard across the organisation.

Engagement

Enabling our residents to influence our decision-making

Rykneld Homes involves customers at every level so they can shape services, challenge performance and help set future priorities. In 2025–26, our Customer Board, the Your Scrutiny Panel and other groups worked together to provide strong assurance, independent challenge and practical insight that have led to real service and policy improvements.

Customer Board

The Customer Board provides a strong customer voice at the heart of our decision-making. This customer-led group meets regularly to review performance, question how services are delivered and influence future plans, looking in detail at areas such as repairs, complaints, tenant satisfaction and energy efficiency.

By focusing on what performance means for real customers rather than just headline figures, members help ensure services are judged through a customer lens.

Complaints and feedback have been a particular focus over the past year, with the Board supporting improvements in how complaints and compliments are analysed and reported so we have a more balanced picture of the customer experience.

Members have also backed changes to strengthen communication during and after repairs, reinforcing findings from tenant scrutiny and related survey work.

The Board has helped shape key policies and publications, including the Customer Care Policy, Shared Ownership Policy, Community Involvement Strategy and Customer Annual Report, providing feedback on clarity, accessibility and presentation so that these documents reflect customer priorities.

The Board has also advised on future topics such as recycling, housing growth, digital services and Local Government Reorganisation.



Your Scrutiny Panel

The Your Scrutiny Panel has delivered two full scrutiny reviews and a follow-up check, using surveys, interviews and research to provide independent challenge and insight. The panel completed an in-depth review of standard repairs communication, examining how we keep customers informed throughout the repairs journey and identifying inconsistency in appointment reminders, arrival times and follow-up.

This work led to practical recommendations to improve appointment confirmations, updates during works, complaint tracking, staff guidance and post-repair feedback, drawing directly on findings from the Repair Appointment Communication survey.

The panel also reviewed the Out of Hours Contact Centre service, using customer survey feedback to highlight variable communication quality and gaps in customer updates.

As a result, Your Scrutiny Panel recommended improvements to training, call monitoring, partnership working and contract management, strengthening oversight of this critical 24/7 service.

In addition, a mid-year review of the website project confirmed good progress on usability and accessibility and identified further enhancements to accessibility, search, feedback mechanisms and customer engagement, underlining the panel's ongoing role in monitoring delivery as well as making recommendations.

Joint Involved Tenants Conference

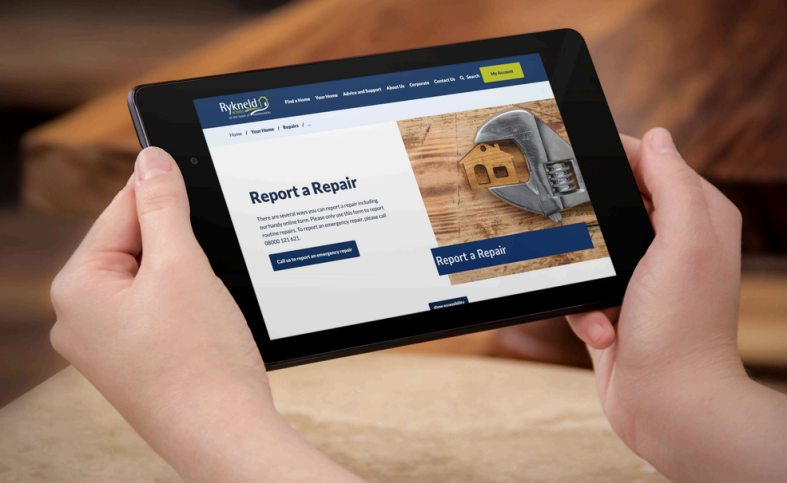
Rykneld Homes, working in partnership with North East Derbyshire District Council, Chesterfield Borough Council and Bolsover District Council, brought together their involved tenants at the SMH Stadium in Chesterfield, to hear from keynote speakers, including the Tenant Participation Advisory Service (TPAS) and Derbyshire Law Centre.

The day-long event also included three interactive tenant workshops focused on repairs, damp and condensation and What Makes a Home.



Hearing first hand what customers think, want and need means we can provide the homes our communities deserve.

Niall Clark, MD



DIGITAL INVOLVEMENT GROUP

The Digital Involvement Group is made up of tenants who help shape our service delivery via surveys.

Over the last year, they have supported on projects including:

- Community Involvement Priorities
- Feedback on Repair Appointment Communication
- Rykneld Homes' Allocations Policy
- Out of Hours Service Satisfaction Survey

MICKLEY TENANTS & RESIDENTS ASSOCIATION

Rykneld Homes supported the re-establishment of the Mickley Tenants and Residents Association (TARA) by providing funding, advice and guidance, helping residents share a strong, independent voice on local issues.

The group shares quarterly feedback with Rykneld's Senior Management Team, ensuring estate concerns directly influence service delivery and improvements.

Rykneld's Community Involvement Team promotes the group, encourages resident participation and offers support to set up similar TARAs on other estates, strengthening tenant influence across the District.





DAMP AND MOULD TRAINING

Rykneld Homes has introduced practical damp and mould training for tenants, delivered in partnership with EN:able, to tackle condensation and humidity before problems escalate.

The workshops explain the causes of condensation, share simple actions to reduce moisture and are open to involved tenants and resident representatives, including Customer Board members.

This proactive, non-blaming approach complements Rykneld's increased investment in inspections and repairs, strengthening compliance with Awaab's Law and improving home conditions across its stock.

MARX COURT CRAFTS AND COMMUNITY GROUPS

Twice-monthly sessions at Marx Court's communal room in Clay Cross offer residents information, activities and peer-led social time that boost wellbeing and connection and reduce social isolation.

The Community Involvement Team leads one session and supports another organised by the group, covering topics like gardening, cooking, crafts, games and the new food waste initiative.

Examples of activities include pot painting, a Christmas dinner and a lunch with Chesterfield Asian Association.



Neighbourhood Improvement Budget 2025-26

Supporting projects within our communities

In 2025–26, the Neighbourhood Improvement Budget (NIB) supported approved community-led projects across the district, committing £9,786.89.

Funding focused on projects that met the agreed criteria and demonstrated clear community benefit.

Supported activity included:

- Community events and family activities
- Mental health and wellbeing support
- Older people's social groups
- Environmental improvements
- Community safety initiatives.

Key benefits delivered

- ✓ Reduced loneliness, particularly among older and vulnerable residents
- ✓ Improved wellbeing through creative and social engagement
- ✓ Increased participation in physical and social activity
- ✓ Greater inclusion for people of all ages and abilities
- ✓ Stronger community bonds
- ✓ Increased volunteering and civic pride
- ✓ Cleaner shared spaces
- ✓ Increased sense of safety and community ownership.



£9,786
of grants awarded



3,000+
residents supported



£500

Rykneld Homes
funding
awarded

70

People aged
over 55
supported

SENIOR SPIREITES

Rykneld Homes supported the Senior Spireites 55+ programme through a £500 Neighbourhood Improvement Budget grant, which helped fund refreshments and encouraged regular attendance at longer sessions.

This small investment leveraged a £6,100 project delivered by Chesterfield FC Community Trust, benefiting 70 older residents through social activities, chair-based exercise and digital inclusion support.

The partnership reduced social isolation, improved mobility and confidence and strengthened connections between older residents and their community.

CHESTERFIELD LITTER PICKERS

Rykneld Homes supported Chesterfield Litter Pickers through a £479.97 Neighbourhood Improvement Budget grant to buy three specialist litter-picking trolleys, removing a key barrier for the mainly older volunteers.

This small, strategic investment underpins a resident-led programme that removes around three tonnes of litter each month, improves neighbourhood appearance and supports health and wellbeing through regular, social physical activity.

The group publicly acknowledges Rykneld's backing and works with the Community Involvement Team, strengthening ongoing partnership working.



£479

Rykneld Homes
funding
awarded

3 tonnes

of litter
removed
per month



Creating communities through collaboration

Holmewood and Heath Partnership Group

The Holmewood and Heath Partnership Group brings together Rykneld Homes, Chesterfield FC Community Trust, residents, health services and a range of local organisations to strengthen collaboration, tackle anti-social behaviour and create new opportunities for local people.

Established to identify local needs and develop new projects, the group focuses on adding value through joint working and ensuring local voices shape what happens in the area.

Key outcomes so far include: free weekly football sessions for 8–18 year olds on the newly refurbished Multi Use Games Area (MUGA) behind the library and a youth club for young people in Year 6 and above, both providing positive, safe activities for local children and teenagers.

Two pop-up play sessions for children aged 0-7 year, led by First Arts, have helped pave the way for a regular baby and toddler group, responding directly to community feedback.

Partners also collaborate on regular family activities at Holmewood Library, consultation with children and young people at Dynamite Youth Club and a programme of improvements at Heath Memorial Garden funded through the Travis Perkins Legacy Fund.

These have included: planter replacement, bulb and tree planting, creative activities and community events that encourage people to take pride in their neighbourhood.

The Partnership Group is building skills, pride in place and stronger relationships between local people and services, creating a more connected and resilient community.



RENISHAW HALF TERM ACTIVITIES

A half term activity programme at Renishaw and Spinkhill Community Centre included a fully booked junk yard sculpture workshop.

100 local residents attended and turned waste plastic and fabric into imaginative artworks, from pet fish tanks to fairy gardens.

Free lunches were provided and partner agencies also attended to offer support and signpost.

We also gathered community feedback to ensure local people shape this evolving project from the outset, supported by volunteers and partners across Eckington Parish.



KILLAMARSH LITTLE LIBRARY

Rykneld's Community Involvement Team turned a customer's idea for a Free Little Library on Westhorpe Road, Killamarsh into a partnership project that brings neighbours together and promotes reading.

The team partnered with Men in Sheds to build the library and arranged for Rykneld's maintenance team to install it.

The library now provides a shared, doorstep resource that helps reduce isolation and creates community.

Mickley and Stonebroom HAF

The Mickley and Stonebroom Holiday Activities and Food (HAF) programme is a partnership-led offer that supports children and families in one of the area's most deprived communities across Easter, summer and Christmas.

It brings together local volunteers, the local school, parish council, police, fire service, StreetGames, NEDDC and other providers to deliver safe, enriching activities alongside healthy meals to tackle holiday hunger and promote better nutrition.

The programme also supports parents and carers through signposting and engagement, building stronger community connections, resilience and overall wellbeing.

Supported activity included:

- Community litter picks promoting environmental pride
- Healthy eating and nutrition exploration sessions
- Signposting to local advice and support services
- Physical activities including climbing wall and water zorbs
- Sports and creative sessions such as football coaching and circus skills.

Key benefits delivered:

- ✓ Increased access to holiday activities in deprived communities
- ✓ Improved access to advice and support for parents and carers
- ✓ Provision of healthy meals to reduce holiday hunger
- ✓ Enhanced mental health and wellbeing support for families
- ✓ Strengthened community cohesion and local partnerships.



£32,130
of funding secured

Partnership working

Supporting our communities and providing social value

Rykneld Homes works in partnership with a range of organisations to deliver impactful community projects.

The list of organisations we work with is extensive, some of our key partners include:

- Schools
- Parish Councils
- Charities
- Public health
- North East Derbyshire District Council (NEDDC)
- Community health services
- Community groups
- Derbyshire Police
- Chesterfield FC Community Trust
- Feeding Derbyshire
- Tesco
- Derbyshire Voluntary Action
- Arts Council England
- Derbyshire County Council.

Collaborating with these organisations means that we can deliver schemes, events and support programmes that benefit the communities our customers live in.

We also work closely with some of our contractors and suppliers to help them deliver social value through donations and community funds allocated to Rykneld Homes projects.

Partners include:

- Travis Perkins Managed Services
- Efficiency East Midlands (EEM)
- Sustainable Building Services (SBS).



 **£115,000**
of funding secured

TRAVIS PERKINS MANAGED SERVICES LEGACY FUND

Travis Perkins Managed Services operates a Community Legacy Fund, where 1% of Rykneld's total expenditure with Travis Perkins is reinvested into local community projects.

This partnership supports community improvements and has funded projects including:

- NIB grant scheme
- Eckington Cricket Club changing rooms
- Kenning Park Community Forest School and shelter
- St Barnabus Community Centre kitchen
- Community defibrillators
- Holmewood Cricket Pavillion
- Holmewood MUGA



£52,050

donated



£16,816

donated

EFFICIENCY EAST MIDLANDS (EEM)

EEM donations are used to support projects in North East Derbyshire aimed at enhancing local spaces and improving resident wellbeing, such as providing community grants or supporting environmental improvements.

Projects supported have included:

- Heath Peace Garden
- Little Libraries
- Forest School
- Eckington and Renishaw summer projects
- Grassmoor Summer projects
- VE Day Stonebroom
- Damp and Mould training
- Holmewood ASB prevention project
- Community cooking sessions



12

local
residents
trained

£2,161

Travis Perkins
Legacy Fund
donation

DRONFIELD COMMUNITY DEFIBRILLATOR

Using £2,161 from the Travis Perkins Legacy Fund, we arranged the installation of a 24/7 community defibrillator at Moray Place Community Building in Dronfield Woodhouse.

Working with the Tom Henson Charity and Rykneld's in-house Electrical Team, the project kept investment local and combined equipment with practical first aid training for residents, including a mental health support group.

The defibrillator is now on the local network, giving the whole community rapid access in an emergency.

ST BARNABUS COMMUNITY CENTRE KITCHEN

A Travis Perkins Legacy Fund donation paid for the installation of a new kitchen at St Barnabas Community Centre.

The centre is a key community hub and the kitchen now supports a community nursery and a wide range of groups, including: mental health support, tenant and resident meetings, youth club, martial arts and community events.

To mark the opening of the kitchen, a series of free cooking classes were held at the centre to support residents and members of the community to prepare and cook healthy meals on a budget.



Travis Perkins
Legacy Fund
donation

£10,993



500

Young people
involved in
project

£1,000

EEM
Community
Fund donation

DRONFIELD UNDERPASS STREET ART MURAL

Efficiency East Midlands (EEM) community funding paid for the Dronfield Mural Project to help transform the Gosforth Drive underpass with large-scale street art.

Rykneld Homes' support aligned with our priorities to reduce anti-social behaviour, engage young people and create safer, more welcoming neighbourhoods.

Working alongside local partners including the police and councils, we helped enable artist-led workshops with around 500 students, resulting in vibrant murals that celebrate community identity and pride of place.

COMMUNITY COOKING CLASSES

Cookery workshops in Danesmoor and Mickley offered weekly sessions of affordable, healthy cooking, funded by Feeding Derbyshire, Rykneld Homes and St Barnabas.

Participants learned to prepare dishes such as moussaka, risotto and pies, with recipes adapted for all dietary needs.

The programme, aimed to build skills and reduce social isolation, saw attendees receiving a certificate, printed cookbook and casserole dish to support ongoing home cooking.



32

hours of
cooking
classes

30+

residents
attended
sessions

Celebrating success

Recognising the efforts of our team, volunteers and partner organisations

Rykneld Homes' Community Involvement Team proudly nominated three partner projects for the 2025 Voluntary Sector Awards, recognising the vital contribution of volunteers across our communities.

All three were shortlisted, with one winning their category, demonstrating the depth and quality of our local partnerships. Eckington Community Pantry was shortlisted for Team of the Year for its ongoing support to residents facing the pandemic, the cost-of-living crisis and other local challenges, providing low-cost food, toiletries and family activities in partnership with local organisations.

Stonebroom and Mickley Holiday Activities and Food (HAF) project was also shortlisted, engaging over 500 young people each year with physical activities, enriching experiences and healthy food parcels during school holidays.

Volunteer of the Year was awarded to Michaela Gardner from Kenning Park Community Forest School, recognising her leadership in creating inclusive outdoor learning, supporting local families and working with us to deliver opportunities such as the Duke of Edinburgh Award.

Rykneld Homes' Community Involvement Team was also nominated and shortlisted for several awards.

The team was on the shortlist for the EEM Building Communities Awards, Travis Perkins Managed Services Better Together Awards and People in Housing Awards.



A tribute: Eddie Ramage

Eddie Ramage, one of our involved tenants sadly died in January, 2026.

Eddie joined our Tenant Scrutiny Panel in 2022 before going on to become an integral member of our Customer Board.

Niall Clark – Managing Director, said: “We are grateful for Eddie’s tireless contribution to the improvement of Rykneld Homes’ services.

“He will be remembered for his knowledge and dedication.”





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