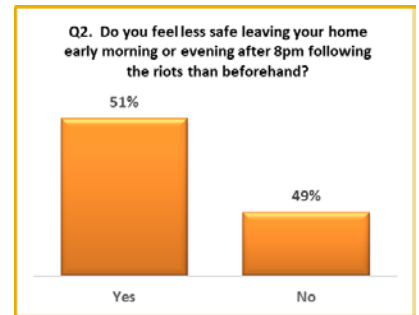


# Arawak Walton Housing Association Postal Survey 3 - September 2024 - Riots

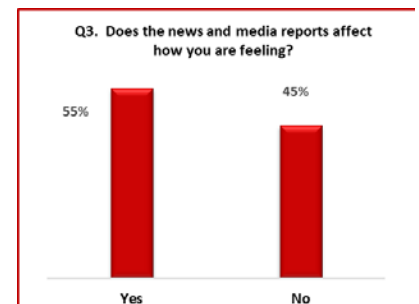
**Summary:** Of the 76 questionnaires sent out 47 were returned, which is a 61.84% return rate. The results here are based on the 47 responses received, taking into consideration that there are cases where respondents selected more answers to an enquiry than requested, and for this reason those responses could not be included in the data since it becomes difficult to accurately quantify. In addition, some questions were skipped and/or went unanswered.

**1.0 Introduction:** Arawak Walton is committed to ensuring that residents can give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. As mentioned in our letter that following the far-right violence in early August 2024 the Housing Sector responded with risk assessments aiming to build stronger communities and ensure tenants and staff were safe. Arawak Walton wanting to know how these riots affected their tenants drafted this survey that was carried out by means of a questionnaire, consisting of enquiries about Arawak Walton and the 'Riots' that was also available to complete online.

**For Question 2, we asked "Do you feel less safe leaving your home early morning or evening after 8pm following the riots than beforehand?"** The results revealed (51%) of the responses stating 'Yes' to feeling less secure leaving their home early morning or evening after 8pm following the riots with 'No' coming in at (49%). All respondents reacted to this question.



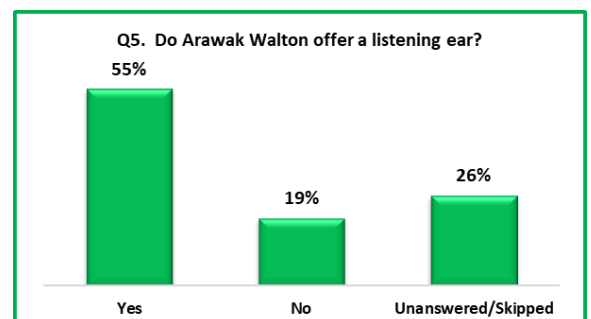
**In Question 3 we asked, "Does the news and media reports affect how you are feeling?"** Everyone answered this question with (55%) stating 'Yes' and (45%) 'No'.



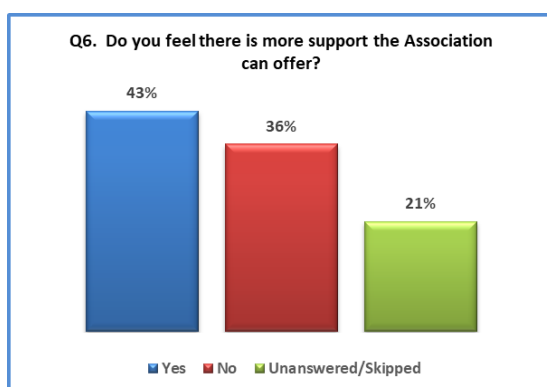
**For Question 4 we asked, "If you need support, where do you access this service?"** This question was left open for Tenants comments, some which are displayed in the table below.

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• I have no idea where to go.</li> <li>• Lack of support.</li> <li>• I usually get it from family and friends. Sometimes from work colleagues.</li> <li>• Friends, colleagues.</li> <li>• Arawak Office.</li> <li>• Not sure internet maybe.</li> <li>• If I needed support I would phone the police, and any support service I could get hold of.</li> </ul> | <ul style="list-style-type: none"> <li>• Look for information for me.</li> <li>• Police.</li> <li>• Housing Officer - Manager; Family and Friends; Church Members.</li> <li>• I speak to the Scheme Manager at the Scheme.</li> <li>• I would speak to Jackie first!</li> <li>• Women's Group.</li> <li>• My first point of call would be my Housing Officer.</li> </ul> |
|--|--|

**In Question 5 we asked, "Do Arawak Walton offer a listening ear?"** It is important for us to see the majority (55%) declaring 'Yes' to the statement that Arawak Walton offer a listening ear," unfortunately (26%) skipped or failed to answer the question with the remaining (19%) responding 'No'.

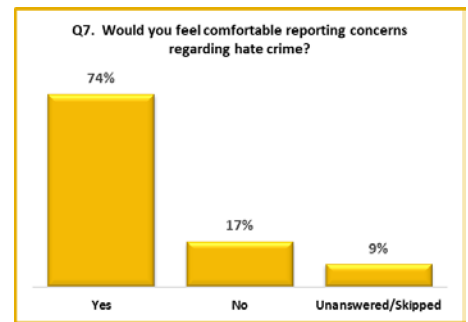


**Question 6 Do you feel there is more support the Association can offer?** A relatively moderate (43%) replied 'Yes,' (36%) 'No' and (21%) failed to answer or skipped the question.

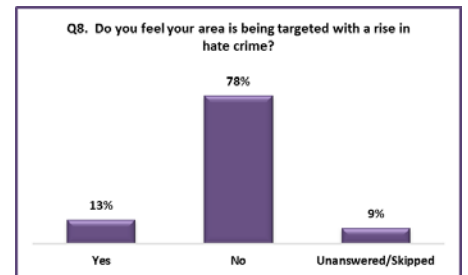


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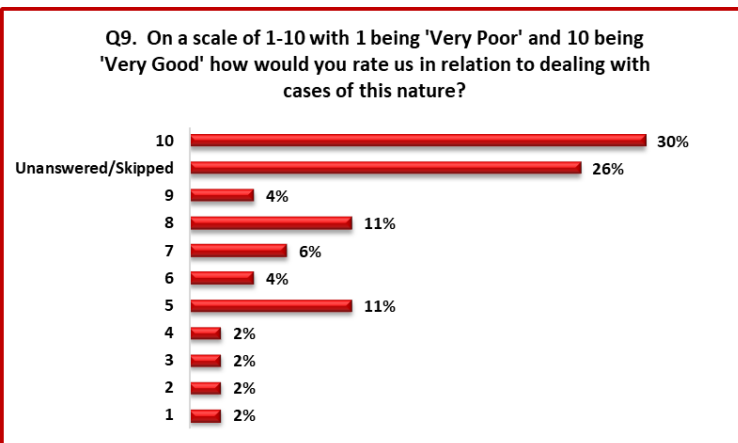
In Question 7 we asked you if you “Would you feel comfortable reporting concerns regarding hate crime?” A decisive (74%) chose ‘Yes’ with (17%) following stating ‘No’ and (9%) skipped or left the question unanswered.



Question 8, “Do you feel your area is being targeted with a rise in hate crime?” The majority (78%) of the votes received responded ‘No’; in addition, mentioning that they were unaware of any such incidents; unfortunately, (13%) stated ‘Yes’; with the remaining (9%) who skipped or failed to answer the question.



For Question 9, we said to you “On a scale of 1-10, with 1 being ‘Very Poor’ and 10 being ‘Very Good’ how would you rate us in relation to dealing with cases of this nature?” As shown in the graph below (30%) scored us full marks, and again, unfortunately (26%) of the respondents skipped or failed to reply to the question. The lower or unanswered findings were as a result of tenants stating they could not accurately rate Arawak Walton having not come across this type of issue before, or as two tenants reported “...feels as if nothing would come of reporting a matter!”



### Tenants Remarks:

- Again, I don't know but I'm sure Arawak would respond thoughtfully and prioritise the needs of tenants.
- Arawak Walton have always, and I think will always be there to deal with cases like these.
- I am yet to see how this type and nature of care is handled by Arawak.
- ... I don't report anything anymore, what's the point.

2.0 SUMMARY	
2.1	The sample size is small with 47 tenants taking part in the survey
2.2	In the main tenants are aware of support services in the area and some feel there is more we can do to support and listen to concerns.
2.3	It's pleasing to note the majority feel comfortable reporting concerns of hate crime.
2.4	The majority of those who answered rate us highly in relation to dealing with cases of this nature.

### ACTIONS

- Introduction of our Life & Progress tenant support service to give tenants advice and support if they need which is available 24 hours every day.
- Monitoring of the Tenant Support service to make sure it provides good value for money to the association as the service is offered free of charge to tenants. Arawak pay for it.