

# Arawak Walton Housing Association

## Postal Survey 3 - How Should We Engage with Our Communities - June 2022

**Summary:** Of the 86 surveys sent out 74 were returned, which is an 86.5% return rate. The results here are based on the responses received. However, there are cases where some questions were skipped and or went unanswered.

**1.0 Introduction:** Arawak Walton is committed to ensuring that residents are able to give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. The purpose of this survey 'How Should We engage with Our Communities?' is to look at the role of the Association and understand how best we can support our tenants.

**1.1. We said, "Thinking of when Arawak Walton donates money to support local community groups, which areas is most important to you?"** We received a 100% response to this question, in that no one missed or skipped this enquiry, highlighting just how significant the Community is to some tenants. The table above shows 'Financial Support - Such as Food Banks' - such as 'Food Banks' rated first as most important; coming a close second 'Youth Work, Clubs and Projects' followed by 'Environmental Groups such as gardening groups, litter control etc.' 'Employment & Education such as Job Clubs' and 'Other' only drew a small number of votes but nonetheless are still significant.

Q1. Thinking of when Arawak Walton donates money to support local community groups, which area is most important to you?	Rated	Response Count
Financial Support - Such as Food Banks	1	25
Youth Work, Clubs & Projects	2	22
Environmental Groups such as gardening groups, litter control etc.	3	19
Employment & Education such as Job Clubs	4	7
Other	5	1

The table above shows 'Financial Support - Such as Food Banks' rated first as most important; coming a close second 'Youth Work, Clubs and Projects' followed by 'Environmental Groups such as gardening groups, litter control etc.' 'Employment & Education such as Job Clubs' and 'Other' only drew a small number of votes but nonetheless are still significant.

**The tenant who selected 'Other' quoted** "Something for the O.A.P. in the Ardwick area to meet and talk and have a cup of tea."

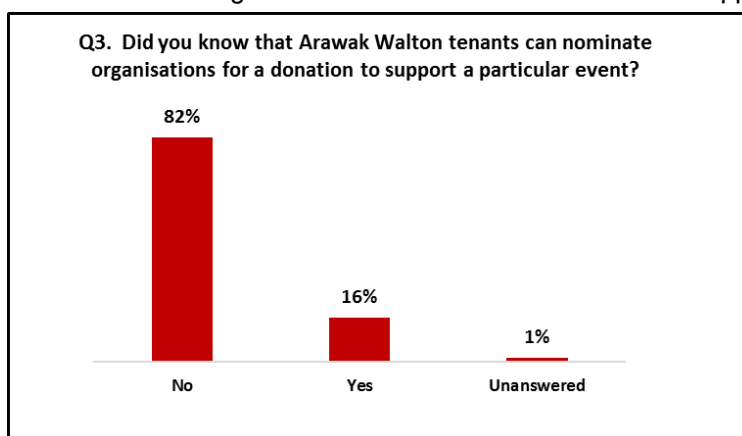
**1.2. In Question 2, we asked you 'Which of the following statements do you most agree with?'**

The statement that was ranked first was that 'Arawak Walton should support organisations that have a positive impact on the community in general' taking the lead with 41 responses.

Q2. Which of the following statements do you most agree with?	Rated	Response Count
Arawak Walton should support organisations that have a positive impact on the community in general	1	41
Arawak Walton should only donate to organisations that directly support its tenants	2	14
Arawak Walton should support organisations that have the most impact relating to housing issues	3	13
Unanswered	4	4
I am not interested in the organisations Arawak Walton chooses to support	5	2

'Arawak Walton should only donate to organisations that directly support its tenants' with 14 responses came in second place and coming a close third is 'Arawak Walton should support organisations that have the most impact relating to housing issues.' The statement 'I am not interested in the organisation's Arawak Walton chooses to support' came in fifth with 2 votes because the count for tenants who skipped or left the question unanswered was 4.

**1.3 In Question 3 we said, 'Did you know that Arawak Walton tenants can nominate organisations for a donation to support a particular event?'** The majority response was 'No' taking 82% of the vote count, followed by 16% choosing 'Yes'; the remaining 1% skipped or left the question unanswered.

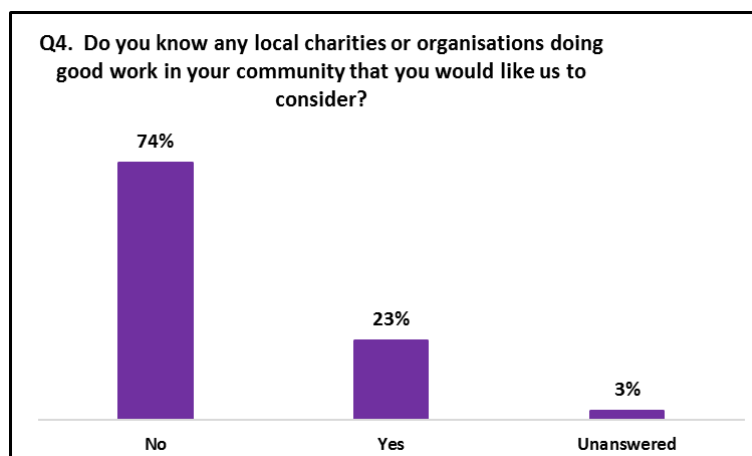


**1.4 We asked you, "Do you know any local charities or organisations doing good work in your community that you would like us to consider?"** The response for 'No' amassed a total 74% of the tenant replies; 23% said 'Yes' and 3% skipped or left the question unanswered.

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If the answer was 'Yes', we asked for details of local charities or organisations you would like us to consider. It would be correct to say that the most frequently occurring response were for Food Banks; thereafter, SPIN 'Supporting People in Need' helping the homeless and vulnerable', Cancer Research UK; MIND and Hideout Youth Zone to name but a few.

**1.5. For Question 5, we asked you "Do you or have you ever volunteered for a community group or local charity?"** The popular response 'Yes' received 72% of the votes counted, the tenants selecting 'No' is 24% and 4% skipped or left the question unanswered.



**Tenant quote:** I have done 10k Marathons for Cancer Charities, I am also doing a 10k run on the 26<sup>th</sup> of June 22 for Motor Neurone Charity, which a friend of mine died of 2 years ago.

**1.6 We then asked, "Do you ever attend Moss Side Carnival? An/or do you have any comments or feedback to make about the event?"** Over half the votes 65% responded 'No'; 31% said 'Yes' and the remaining 4% skipped or left the question unanswered.

Below is a small selection of tenants' comments/feedback we received in regard to the Carnival:

• The event is good! Brings community together	• Excellent, have for 40 years, brilliant event, keep it in Alex Park
• Not now I'm too old but 40 years ago I did	• Great atmosphere
• I enjoy the carnival each summer. I have a great day	• I used to go to the Carnival but don't feel safe these days
• Used to love it when I was younger, but I find it a bit loud now! People seem to enjoy it still as a Community Event.	• I am personally not interested in the annual carnival

2.0	SUMMARY
2.1	The answers to Q1 provide reassurance that we are currently focusing our donations in the right areas according to tenants perceived priorities, The majority of our donations fit in to the tenants top 3 priorities. The answers to Q2 also supports our current approach of direct tenant linked donations and indirect donations
2.2	Q3 indicates that we need to do more work to advertise to tenants that they can refer organisations for donations

### ACTIONS

- Advertise in Newsletter and on Website regarding the community donation pot and how tenants can refer organisations for grants. This will be planned for the Spring Newsletter as the budget remaining for the rest of the year is very tight.
- Review the list of suggested organisations gathered from this survey and consider engaging/donating
- Develop short leaflet to advertise donation pot to take along to community events
- Send the information harvested regarding Moss Side Carnival to interested stakeholders to assist with next years organisation.

Thank you for taking the time to complete Postal Survey 2 – 'How Should We Engage with Our Communities.'