

April 2019 – Community Involvement

Why the survey is taking place and the purpose

We would like customers to feel that they have a say in what happens in their neighbourhood and community. In this survey we asked for your views about how we can support and encourage community involvement and where you think our focus should be. We also asked for your comments and suggestions on how we involve customers in giving feedback and improving services provided by GreenSquare.

How many users took part in the survey

Total of surveys completed – 119

Online – 54 myGreenSquare – 18 Phone – 40 Post 7

What you said

Almost half of customers surveyed said they are satisfied with the feeling of community spirit in the area they live.

We often part fund activities run by local organisations or work in partnership with others to get things done. We asked all 119 customers to select which activities they think we should focus on and received the following responses (customers could choose as many or as few as they liked):

- Younger people - 50 Customers / 42%
- Older people - 57 Customers / 48%
- Families - 47 Customers / 39.5%
- Training - 27 Customers / 23%
- Neighbourhood events and activities - 62 Customers / 52%
- Areas identified as 'high need' (eg high unemployment, rent arrears etc) - 38 Customers / 32%
- Health and wellbeing - 46 Customers / 39%
- Support for low income households - 50 Customers / 42%
- 'Green' events and activities - 43 Customers / 36%
- Rural areas - 27 Customers / 23%
- Other - 16 Customers / 13%

What we did

Outcomes/Changes made as a result of the survey/Comments from Managers

Thank you for your feedback. You confirmed that neighbourhood work and activities is still a priority for you. As well as supporting youth work you would also like us to focus on older people and health and wellbeing activities too.

We will be creating more opportunities for you to meet GreenSquare staff and tell us what you think. We have tried this year to hold consultation events across the group and at different times so there have been some weekend and evening events.

You asked us not to always go back to the same places and this summer we are visiting villages and holding pop up meet and greet events in different towns and neighbourhoods.

We can see that some of you are not hopeful about increasing community spirit where you live. If you do have any ideas, we are open to your suggestions if there is an event, group or physical improvement that you would like to see in your neighbourhood. Contact CIT@greensquaregroup.com or contact Julie Bielby, Community Involvement Manager on 01249 465465.