

August 2019 – Community Funding

Why the survey is taking place and the purpose

As a social landlord, we want to encourage community initiatives as well as build and manage homes. We involve customers in decisions about the areas where they live and we work with other agencies where we can as they can bring in resources and different expertise.

Examples of agencies we work with are: Police, Advice Centres, Furniture Recycling Centres, a range of Council departments, Community Payback, Children's Centres, Foodbanks, local youth groups, environmental groups, support and self help groups.

We have contracts with some of these agencies to provide services that support our core work. And we also get requests from local organisations and charities asking us to contribute to their activities.

By completing this survey you will help us create guidelines for the kind of activities and organisations we could support and help us make decisions about funding requests when they come in.

How many users took part in the survey

Total of surveys completed – 158

myGreenSquare – 102 Phone – 22 Post – 24 - Unknown – 10

What you said

We asked customers what type of organisation they thought GreenSquare could consider requests from. The responses were as follows:

| Organisation | No of responses |
|------------------------|------------------------|
| Local charities | 120 / 75.95% |
| National charities | 24 / 15.19% |
| Community Associations | 84 / 53.16% |
| None of these | 13 / 8.23% |
| Other | 6 / 3.80% |

Almost 50% of people surveyed thought this activity should benefit GreenSquare and just over 50% said No, as long as there was a community benefit.

In the recent Community Involvement survey, you told us the kind of activities that were important to you to be included are those that support neighbourhoods, older people,

young people, families and wellbeing. We asked customers if we should we use these priorities as our funding criteria. We had the following responses:

| Answer choice | Responses |
|----------------------|------------------|
| Yes | 127 / 83.55% |
| No | 8 / 5.26% |
| Unsure / Do not know | 17 / 11.18% |

Customers said they would prefer GreenSquare to support:

| Answer choice | Responses |
|---------------------------|------------------|
| One of events | 1 / 0.66% |
| Ongoing activities | 62 / 41.06% |
| Either, it doesn't matter | 88 / 58.28% |

The majority of customers said there should be no limit on the amount GreenSquare should contribute to the costs of the activity.

We asked customers how much they thought was the maximum donation we should consider giving, and almost 40% agreed with £500 and £1000 with the remaining 20% saying £250.

72% felt customers should be involved in reviewing the funding requests and just over 50% said they would like to be contacted if GreenSquare formed a community funding group.

What we did

Outcomes/Changes made as a result of the survey

Your responses have let us know what type of community activities and organisations you would agree to GreenSquare supporting. We will use your feedback as guidelines when we receive requests for support. You favoured support of local charities or groups over national campaigns. Just over half of you would support an activity that had wider community benefit as well as benefitting GreenSquare customers. The maximum donation could be up to £1000 but many of you thought £500 was enough.

There was good support (72%) for customers being involved in reviewing funding requests. We plan to set up a small Community Fund in April 2020 and will invite customers to help us decide how funding is allocated.