

Community Engagement Activities 2023/24

April 2023 - March 2024



TENANT VOICE

Gained feedback from **372 tenants** through door knocking activities, listening to their feedback and supporting them to access CGA services.



Engaged with 950 individual tenants, resulting in over 2,000 engagements



Launched our Gateway2You sessions - bringing our services to the heart of our communities. In total we delivered 21 sessions, with a total of 71 attendees, of which 56 were tenants



"Thank you for providing the local drop-ins. It was very handy just being able to go round the corner."

Our tenant committee, Gateway Central met seven times this year, helping us to shape our new Corporate Plan and Service Transformation Strategy, ensuring tenants views have been considered through these key documents

11 consultation activities capturing a total of 1019 tenant views. As a result, we:

- Changed the font size in our tenant newsletter, Gateway News
- Delivered cooking and decorating courses to support those tenants struggling with the cost of living
- Improved the accessibility of our website
- Introduced a queuing system for all incoming calls
- Changed our income collection letters - making them easier to understand



61

New tenants signed up as members



392

Members were actively involved with us



151

new tenants registered on the Tenant Hub.

4,505

Tenant Hub visits

1,140

Registered Tenant Hub members

To find out more about how we have listened to tenants' views and acted on them, visit our website.

SUPPORTING COMMUNITIES

£20K

Invested from our Community Fund, supporting **15** projects that aimed to tackle anti-social behaviour, support tenants to live in their homes and reduce social isolation in older people.



To help address youth nuisance in our communities we worked with the Police and local boxing club to deliver a twelve-week boxing programme for **14** young people. **3** attendees continued their membership with the boxing club after the course ended.



Worked in partnership to deliver Days of Action to help address community issues. As a response to tenant's feedback in the City Centre we removed dis-used benches that were attracting anti-social behaviour, helping tenants to feel safer in their communities.



11/14 PLOTS LET AT OUR MOOR NOOK ALLOTMENT SITE

Held a Dog Fouling Day of Action in the Ashton area. Working with the local school and partner agencies we installed an additional waste bin and raised awareness about the impact on the community. As a result, we saw a **70%** reduction in dog foul.

SUPPORTING INDIVIDUALS



5 tenants took part in a upcycling courses - helping them to make improvements to their home.



44 tenants took part in cooking on a budget activities helping them to eat lower cost nutritious meals.



54 tenants attended our Winter Warmer session - helping them to gain advice and support to keep warm during the colder months



Worked with Green Doctor to provide **22** tenants with individual assessments on how to save money on their energy bills

72

Older tenants accessed free activities through our partnership work with Shape Lancashire, helping to reduce social isolation.



Our School Uniform Store provided



805

Items of clothing to

215

Children in need and

78

CGA families

99%

SATISFACTION WITH OPPORTUNITIES TO GET INVOLVED