Community Engagement Consultation Report

Throughout June 2024 we carried out in-person and online consultation to help shape our new Engagement Framework and gain a better understanding of tenant's views around the Tenant Satisfaction Measures survey questions.

In total 167 tenants gave us their feedback through the survey, with a further 14 tenants attending an in-person focus group that looked more in-depth at the strategy priority areas.

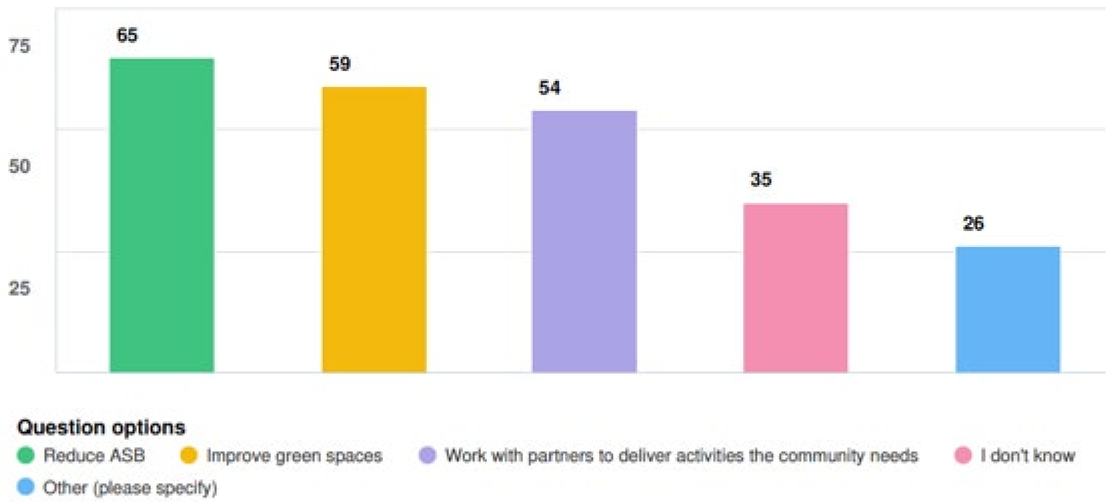
The survey findings confirm that the current approach to engagement activities reflects the needs of our tenants. Along with this, we know our current approach has allowed us to successfully engage with a broad range of tenants, with those taking part being representative of our diverse tenant base.

Those who attended the focus group approved the proposed priority areas for both the new Community Engagement and Community Investment Strategies, which had been informed by past tenant feedback through the Tenant Satisfaction Measures Survey and Big Conversation, as well as current regulatory requirements.

Survey responses

Question: How could we make a positive contribution to your community?

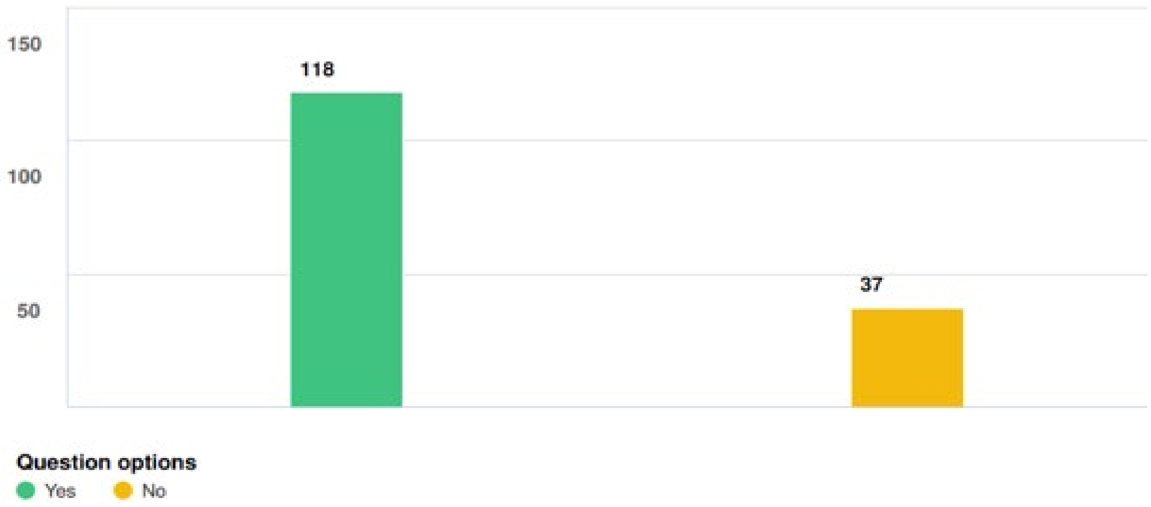
Response:



Respondents stated that reducing anti-social behaviour, improving green spaces and working in partnership to deliver activities was a priority for them, and would increase satisfaction in this area. Findings confirm that the proposed priority areas for the Community Investment Strategy are in-line with tenants needs and can be supported when presented to Board.

Question: Are you satisfied that CGA listens to your views?

Response:



76% of responses were satisfied that CGA listen to their views. This is slightly higher to the TSM response of 67%, however that question also included satisfaction with acting upon views.

Feedback from those dis-satisfied included comments around poor customer service and communication, inconsistency in service delivery, outstanding repairs, anti-social behaviour issues and the need for online services such as repairs reporting, making a complaint and contacting teams.

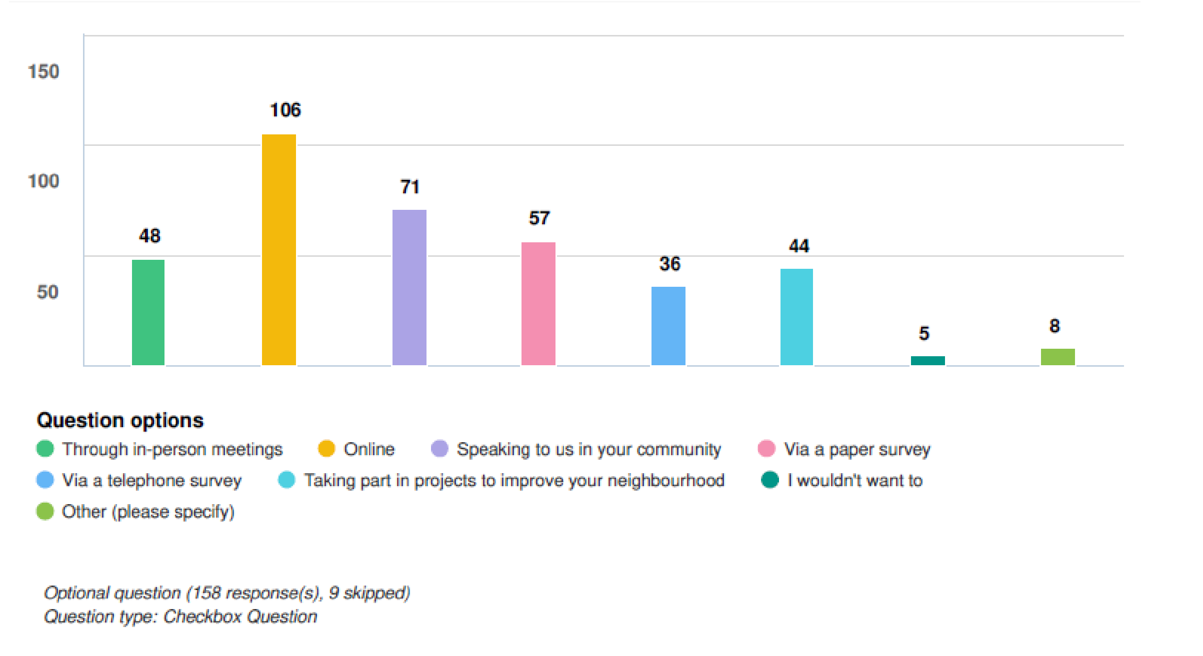
These issues are all ones CGA are aware of and working to address.

We asked tenants at the focus group, how we could increase satisfaction in this area. Responses supported the comments above, with better communication and sharing of information coming up with each group. Suggestions made to improve this included more personalised responses utilising tenants preferred communication methods, clearer responses, an online portal where tenants can track their enquiry and open and honest conversations.

Discussions found that areas out of CGA's control, such as criminal matters can sometimes cause dis-satisfaction in this area, as tenants don't feel listened to when action isn't taken / issues left unresolved. In this case the group felt by being clear and honest in what CGA can deal with will help to manage expectations.

Question: How would you like to have your say in the way we deliver our services?

Response:



Responses indicate that most tenants completing the survey wanted online opportunities to take part. This is reflected of the survey method chosen by respondents, as most surveys were completed online via our Tenant Hub.

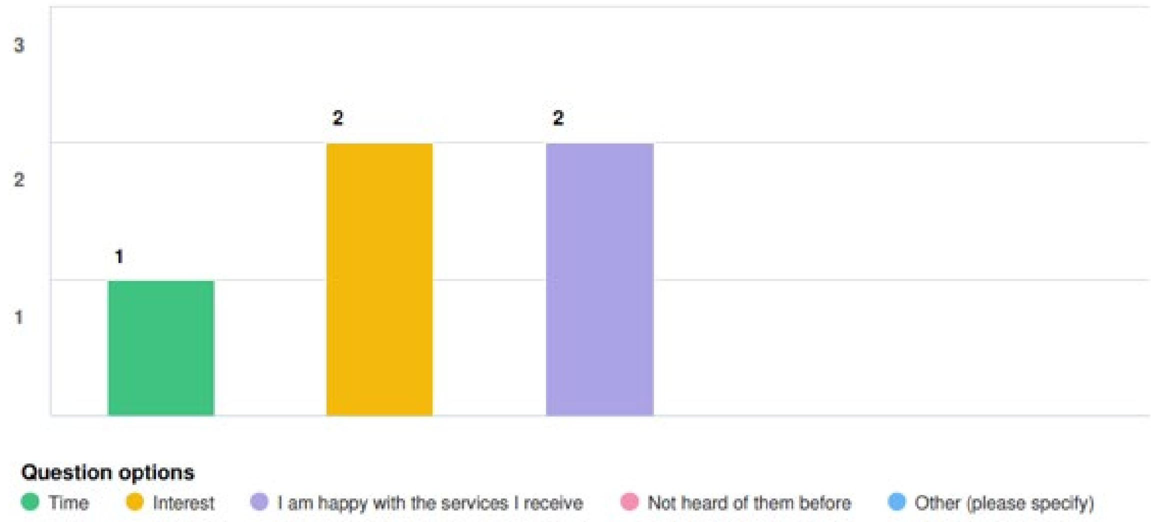
The focus group attendees again choose digital and in-person engagement as their preferred options, with all of them stating that they would like to have a full range of opportunities available. We also asked the group how much time they would like to give to activities, with the majority stating they are happy to give up 1-2 hours a month. This response is to be expected with those in attendance often individuals who take part in higher level engagement activities.

Over the last three years the Engagement Team have had an increased community presence. Carrying out activities such as door knocking and Gateway2You drop ins to ensure our opportunities are accessible and engaging with lots of new tenants taking part. The survey confirms that this is working well not only for CGA but meets tenants needs. 48 respondents selected in-person meetings, confirming that there is still a want for more formal meetings to be offered.

These findings are consistent with the current number of tenants engaging with the team, providing assurance our current offer meets the needs of our diverse tenants. This further supports the new Community Empowerment Strategy approach that aims to ‘amplify the tenant voice’ by offering a range of opportunities for tenants to have their voice heard and listened to.

Question: If you wouldn't want to have your voice heard – why not?

Response:



Only 5 people stated that they would not want to have their voice heard, stating time and satisfaction / interest as reasons for not wanting to take part. We also had 101 participants request more information about our opportunities going forward.

Recommendation:

To create an Engagement Framework that includes opportunities for tenants to provide their views around services through digital, written, telephone, in-person sessions and community-based conversations.

Utilise the findings in this report to provide Gateway Central and Board with the assurance that the proposed aims and objectives in the Community Investment and Community Empowerment Strategies meet the expectations of our tenants. By delivering against the priority areas set, we will be able to increase customer satisfaction in these areas, whilst meeting regulatory requirements.

Tenant Voice

At Community Gateway we aim to hear from as many tenants as possible. We offer a range of different ways for tenants to give us feedback, helping us to make sure the 'tenant voice' is representative of our tenant base.

Below is the diversity information of those who took part in this consultation who gave us their information.

Row Labels	Count of Gender	%
Female	119	68.00%
Male	38	21.71%
Unknown	18	10.29%
Grand Total	**175**	**100.00%**

Age Range	Count of Name	%
15-24	2	1.14%
25-34	16	9.14%
35-44	26	14.86%
45-54	40	22.86%
55-64	38	21.71%
65-74	22	12.57%
75+	13	7.43%
Unknown	18	10.29%
Grand Total	**175**	**100.00%**

Disability	Count of Name	%
NO	49	28.00%
YES	74	42.29%
Unknown	52	29.71%
Grand Total	**175**	**100.00%**

Ethnicity	Count of Name	%
Asian: Other	1	0.57%
Black: African	2	1.14%
Black: Other	1	0.57%
Mixed: Other	3	1.71%
Refused	1	0.57%
White: English/ Scottish/ Welsh/ Northern Irish/ British	131	74.86%
White: Irish	4	2.29%
White: Other	5	2.86%
Asian: Indian	3	1.71%
Unknown	18	10.29%
Asian: Pakistani	2	1.14%
Black: Caribbean	2	1.14%
Mixed: White & Black Caribbean	2	1.14%
Grand Total	**175**	**100.00%**