

Community Engagement Activities

Year-End Highlights 2021/2022



Delivered the first CGA Development Academy - resulting in 4 new members joining our Gateway Central committee

Carried out 28 survey and consultation activities which sought 1,796 views against a target of 500



Delivered 17 Community Development projects against a target of 4 - including the re-development of our Moor Nook Allotment site

"Thank you for believing in me, even when I didnt. Thank you for helping me to get this far!"



Gateway Central met 11 times, allowing them to have oversight and assurance of key business areas and service changes

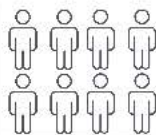


Over 400 individuals receive our newsletter with a 78% open-rate

Supported 131 individuals with Employment and Skills support



66% of customers supported with employment and skills were helped into employment, training to gain a qualification, apprenticeship or placement of 4 weeks plus



11

Consultations informed a change against a target of 10



40 Make It Click sessions delivered, supporting 62 individuals to improve their digital literacy

Number of individuals who attended training which provided them the skills to 'Get Involved' more effectively

52



3,300 interactions on our Gateway2Engagement Portal with an average of 800 visits per month

Tenant-only Facebook Group



454 posts



2036 comments



2956 reactions

100%

of involved tenants were satisfied with our involvement opportunities

£9,561

Invested to support partners to deliver projects to our customers and communities

Norma got in touch with our digital skills team after realising she needed help to operate a tablet device that had been bought for her by family. Following three appointments to her property she was able to learn how to carry out basic tasks on her tablet and most importantly, shop online at Marks & Spencer!

£26,978.39

Awarded through our Community Fund supporting 35 projects

"The project helped deliver activities targeted at our young people who were feeling disengaged and struggling to find things to do due to the pandemic. Through the sessions they have felt involved in a community-based activity, improved their health and wellbeing and made new friendships"
- Community Fund project at LASCA



293 Active members

TPAS Award Winners



Excellence in Employment, Skills and Training Award



Outstanding Tenant Engagement Award



120 nominations to our Community Hero Awards, recognising the great work of individuals living / working across Preston.