

HKP Community Learning Consultation Report

December 2020



During July, August and September 2020 HKP recruited a team of six staff members to deliver a council tenant and leaseholder targeted door knock of Hangleton, Knoll and Ingram estates. We needed this to be led by paid staff as there were tight risk assessments due to Covid 19 and significant levels of need within the community.

The aim of the consultation was to find out more about what learning, IT and employment opportunities residents would like to see available and to enable us to develop our new service in response to the needs identified by our residents.

This report details the process, outreach, engagement, analysis and outcomes of the consultation in addition to subsequent community learning courses developed and delivered by HKP in response to the needs identified through the consultation.

Planning/Scoping

The planning process for the consultation included –

- Mapping of estates
- Recruiting and supervising six members of staff
- Developing and delivering best practice door knock training with all staff involved including safeguarding
- Timetabling all staff hours to fit around existing working hours and additional evening and weekend working where possible/required
- Development of a three-month work plan
- Covid safe Risk assessment
- Development of questionnaire
- Setting up an online SmartSurvey to ensure the consultation could be completed online
- Developing a community learning membership offer and form

Delivery of the Door Knock

The team delivered the door knock six days a week for 5 consecutive weeks at various times of the day to ensure a varied response.

We also printed community information and distributed our Hangleton and Knoll Community Leaflet (a joint lottery funded project between HK Community Action Group, HKP and BHCC Housing in 2019)

In addition to completing the questionnaire with residents the team identified a variety of needs from vulnerable residents including safeguarding concerns, housing repairs, recycling advice, employment support, food poverty and community group support including parent/carers, multicultural groups and youth activities.

The team completed a total of 380 actions/referrals identified directly through the door knock – full breakdown below

| Team (member) | Number of people/actions |
|---------------------------------------|--|
| Routes | 29 people looking for work who are currently unemployed referred to Routes |
| Seeking employment (already employed) | 41 people sent information about HAKIT and learning courses |
| HKP Newsletter | 204 people gave consent to be added to the HKP database |
| HAKIT | 23 people referred to IT Support |
| CD Team - general | <ul style="list-style-type: none"> • Resident linked with baby group from HKP database • Referred resident to BHCC housing due to poor health, mould and broken fan • 5 people given HKP information • 1 person given info about St Richard's • 1 person given copy of Knoll Scroll • 1 person given contact details for local piano teacher • 1 person given Big Munch details • 1 person referred to HKP volunteer befriending • 1 person referred to Hangleton Food Bank • 1 person sent BHCC contact details for recycling bins • 42 people seeking work but already in employment to be sent info about HAKIT etc • 1 person sent Shape Up info • 1 person (International CD Worker) interested in getting involved • 1 person contacted re advocacy for deaf people • 2 people contacted re: interest in volunteering • 1 language teacher contacted |
| CD Team – 50+ | <ul style="list-style-type: none"> • 3 people now in contact with HKP Older People's Worker • 2 people given 50+ general information • 1 person given details for The Carers Hub |
| CD Team - BAME | <ul style="list-style-type: none"> • 1 person given ESOL course details • 2 people given BAME Activities and Groups leaflet. |
| Parent Carer Group | <ul style="list-style-type: none"> • Checked and linked 6 families with the group |
| Youth Team | <ul style="list-style-type: none"> • 2 families referred to Youth Team to link into activities. |
| Arts | <ul style="list-style-type: none"> • 4 people linked with HKP Arts work |

Ingram Estate Outreach

Our door knock at Ingram was an opportunity for more in depth outreach to our older people's activities and an opportunity to build links with Ingram residents association.

Our older people's worker led the outreach which included making direct contact with members of the Ingram Residents association and the community garden they maintain.

We were hoping to build relationships resulting in a regular exchange of information on community activities and learning courses between Hangleton, Knoll and Ingram estates with a view to developing joint work in the future.

Our work was successful and resulted in our community learning offer being advertised in the Ingram Crescent Residents association newsletter and members of the association signing up to the HKP e newsletter.

Resident Involvement Structure

Alongside the consultation we set up a Hangleton and Knoll Community Learning Advisory Group, we recruited a diverse group of eight residents to promote our learning offer within their communities and participate in regular reviews of the service, this will take place via telephone and online meetings for the time being due to Covid.

The terms of reference of the group is detailed below –

HKP Community Learning Advisory Network



Introduction

We at HKP are developing a new community learning service with residents and we've been door knocking the area during the last few months to find out more about what learning, IT and employment opportunities residents would like to see available.

We are also developing a new annual membership offer for community learning which is free until the end of July 2021, with priority access for Council Tenants.

We are coming to the end of our consultation now and the next part of our work is to start organising courses and activities based on resident's priorities from the consultation.

To ensure residents needs remain at the heart of everything we do we would like to set up an advisory network of people who represent our diverse community and can help steer the development of this new service through their experiences, skills and knowledge of the Hangleton and Knoll community.

What would an advisory network member do?

A member of the Hangleton and Knoll Community Learning Advisory Group would agree to –

- Become a member of the Community Learning Service
- Be contacted by a member/s of HKP staff from time to time to talk through ideas for courses, activities, publicity and promotion.
- Actively promote community learning activities and training opportunities within their community networks, i.e. sharing information on social media, by email, at community meetings.
- Attend a group annual review of the service to share views on what activities have been delivered and what has worked well/could be improved.

BHCC Area Panel and Homing in

HKP's Community Development and Learning Coordinator has attended all online area panel meetings during the last 6 months and presented the consultation process and results to the tenant reps for feedback/comments.

We have submitted articles Homing in magazine to promote our consultation, published December 2020 and opportunities for residents to sign up to our courses.

Membership Offer

Membership offer is free for Council tenants this year and includes access to online courses, telephone support with IT issues, workshops and events and activities.

Members receive priority access and booking and are specifically targeted and invited to join in with activity that they have identified as a priority for them

This offer has been promoted via Facebook, our e news letter (700 residents receive this), Homing In in December and via both print community newsletters which reach about 5000 homes between them

Consultation Results and Analysis

We received a total of 274 responses to the Community Learning Survey between July and September 2020, including 67 online survey responses (gathered via SmartSurvey).

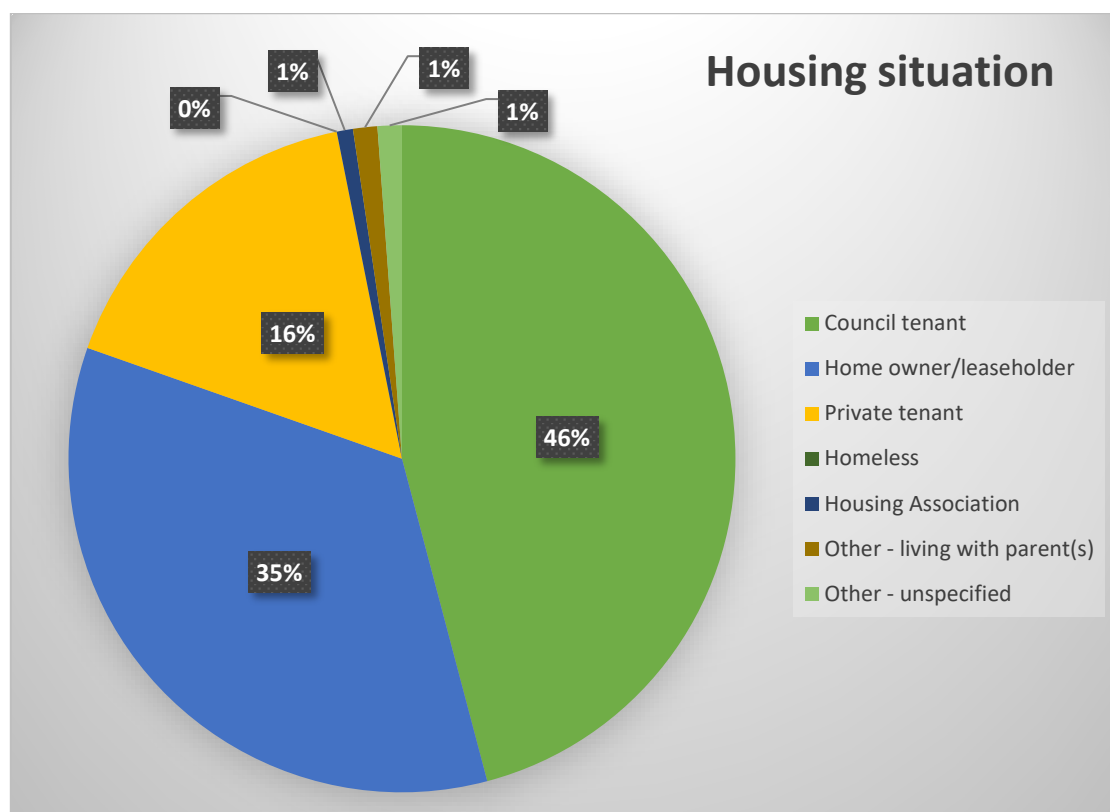
Paper survey responses were received from residents of Wilfred Road, Egmont Road, Ingram Crescent West, Ingram Crescent East, Olive Road, Florence Road, Martin Road, Knoll Close, Bellingham Crescent, Stapley Road, Godwin Road, Chichester Close, Buckley Close, Hardwick Way, Barnet Way, Nevill Avenue, Thornhill Close and Hardwick Road.

The responses to the online survey included 34 full responses. The answers from the 9 partial responses were added to the 34 full responses and have been analysed below alongside the paper survey responses.

Q6. Housing situation

255 respondents answered the question. The largest group of respondents (46%) were Council tenants with an additional 35% of people who had bought their Council Home or we Council leaseholders.

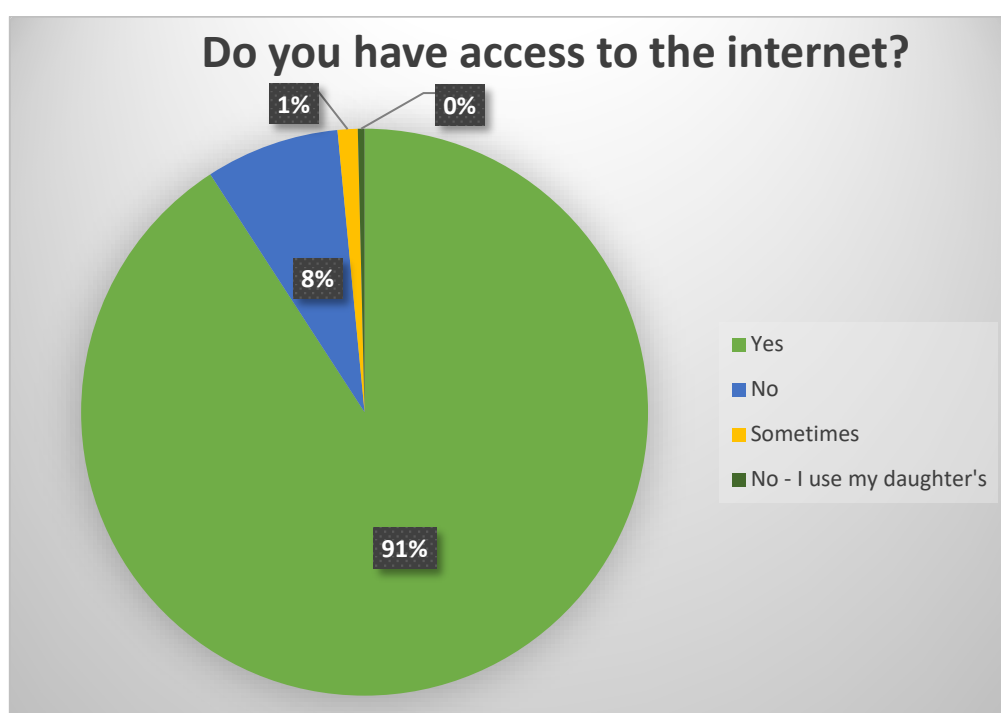
| Response | Number | Percentage |
|-------------------------------|------------|-------------|
| Council tenant | 117 | 46% |
| Home owner/leaseholder | 88 | 35% |
| Private tenant | 42 | 16% |
| Homeless | 0 | 0% |
| Housing Association | 2 | 1% |
| Other - living with parent(s) | 3 | 1% |
| Other - unspecified | 3 | 1% |
| Total | 255 | 100% |



Q7. Do you have access to the internet?

262 people answered this. 238 (91%) said yes, 20 (8%) said no.

| Response | Number of people |
|--------------------------|------------------|
| Yes | 238 |
| No | 20 |
| Sometimes | 3 |
| No - I use my daughter's | 1 |



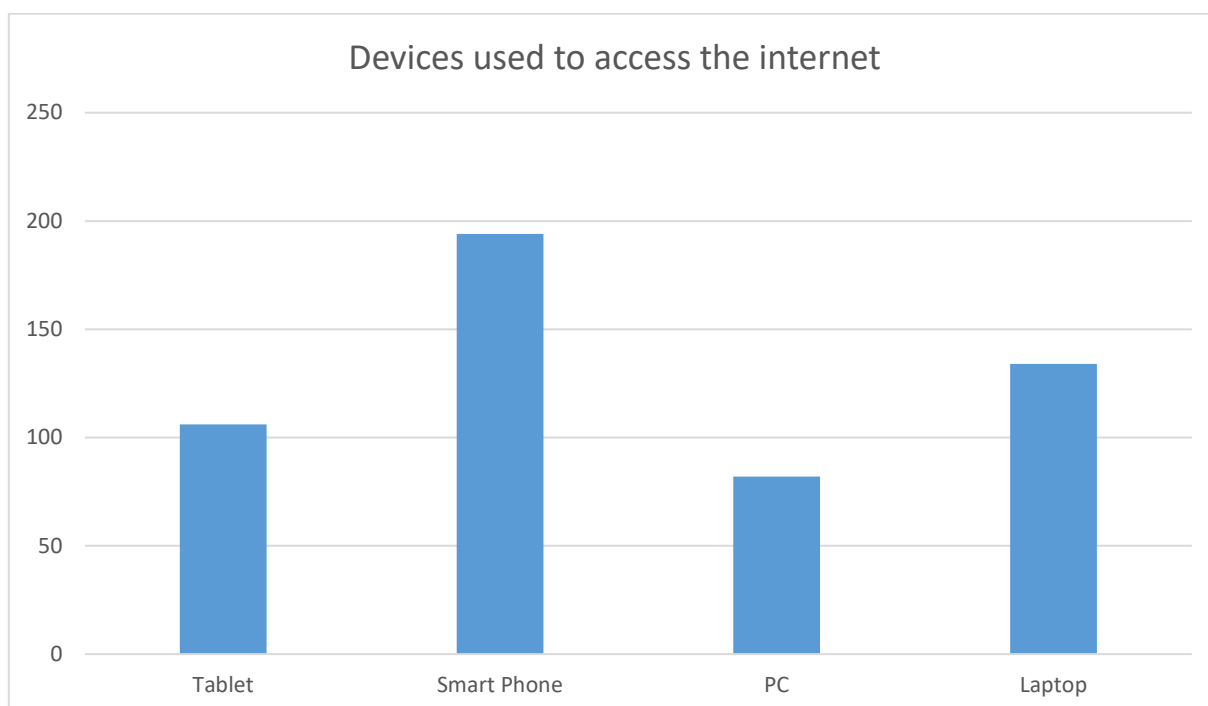
Q8. How do you access the internet?

Of the 247 respondents who answered this question, 65% of respondents access the internet on more than one type of device.

| Number of devices | Number of respondents | Percentage of respondents |
|-------------------|-----------------------|---------------------------|
| 0 | 3 | 1% |
| 1 | 85 | 35% |
| 2 | 82 | 34% |
| 3 | 41 | 17% |
| 4 | 36 | 15% |

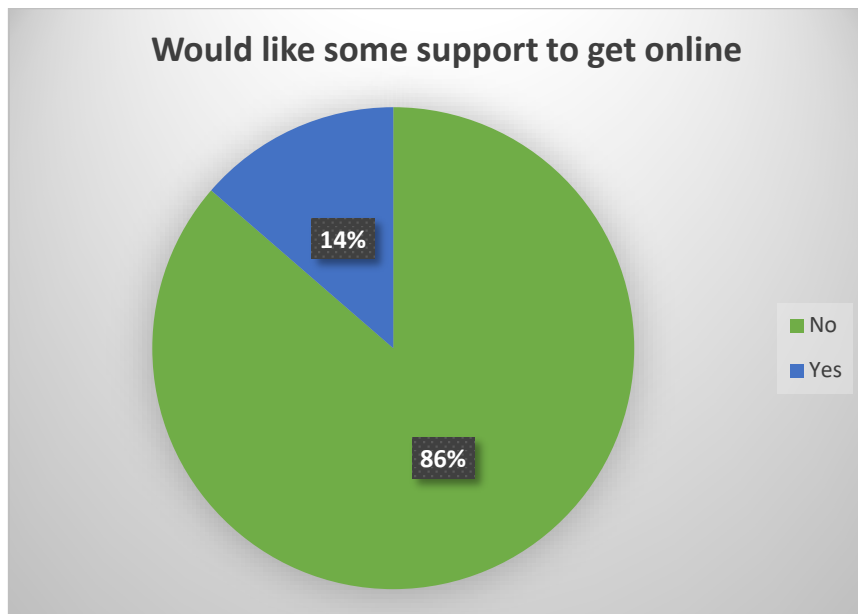
The most common device was a Smart Phone (38%) followed by a laptop (26%) then a tablet (21%).

| Device | Number of respondents | Percentage of respondents |
|-------------|-----------------------|---------------------------|
| Tablet | 106 | 21% |
| Smart Phone | 194 | 38% |
| PC | 82 | 16% |
| Laptop | 134 | 26% |

**Q9. Would you like some support to get online?**

154 people answered this question. 21 people said yes (their details were passed onto HKP's IT volunteer), and 133 people said No.

| Response | Number of people |
|----------|------------------|
| No | 133 |
| Yes | 21 |



Of those who said no, 2 people said their spouse or family member would like help to get online. 1 person said they didn't need help because their son helps them already.

The survey stated that only the people who answered "No" to the question "Do you have access to the internet?" needed to answer this question. However, 16 of the 21 respondents who requested support with getting online had confirmed they have internet access. This suggests that it should not be assumed that people with feel capable of using it without support.

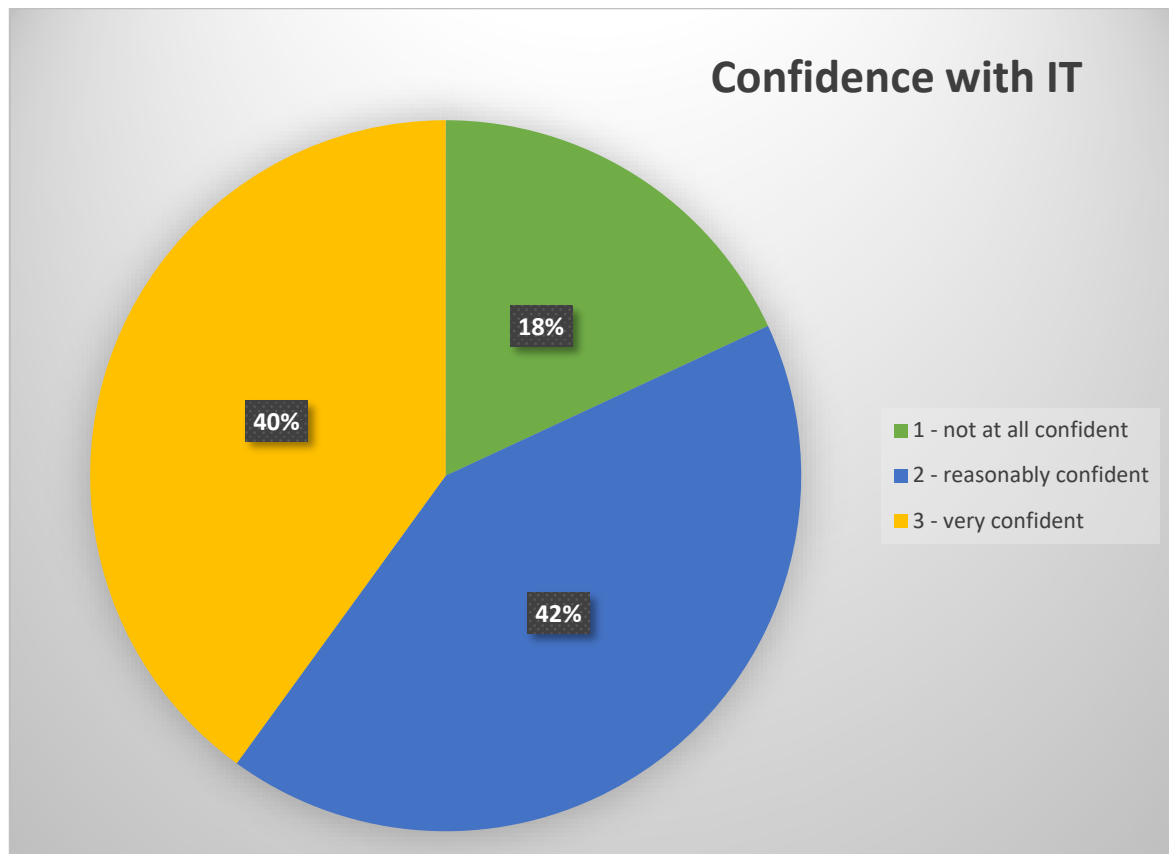
Q10. How confident do you feel with IT?

261 responses were received for this question. Respondents were asked to choose from 3 possible answers:

1. Not at all confident
2. Reasonably confident
3. Very confident

Three people noted they fell between two options (two said "between 1 and 2", and one said "between 2 and 3"). Their responses have been rounded down to their lower level of confidence for the sake of the analysis below. One person answered "Not sure", and their response has been omitted from the table below. The majority of respondents (82%) had some level of confidence with IT.

| Level of confidence | Number of respondents | Percentage |
|--------------------------|-----------------------|------------|
| 1 - not at all confident | 47 | 18% |
| 2 - reasonably confident | 109 | 42% |
| 3 - very confident | 104 | 40% |



Previous courses

Q11. Have you done any courses in the last 3 years?

Of the 262 people who answered this question, almost two-thirds (62%) of people had not done a course in the last 3 years.

Q12. Which courses have you done in the last 3 years?

91 of the 97 people who had completed at least one course in the last 3 years gave details of the courses they had done. These cover a huge range of interests, from Animal First Aid to piano to electrical installations.

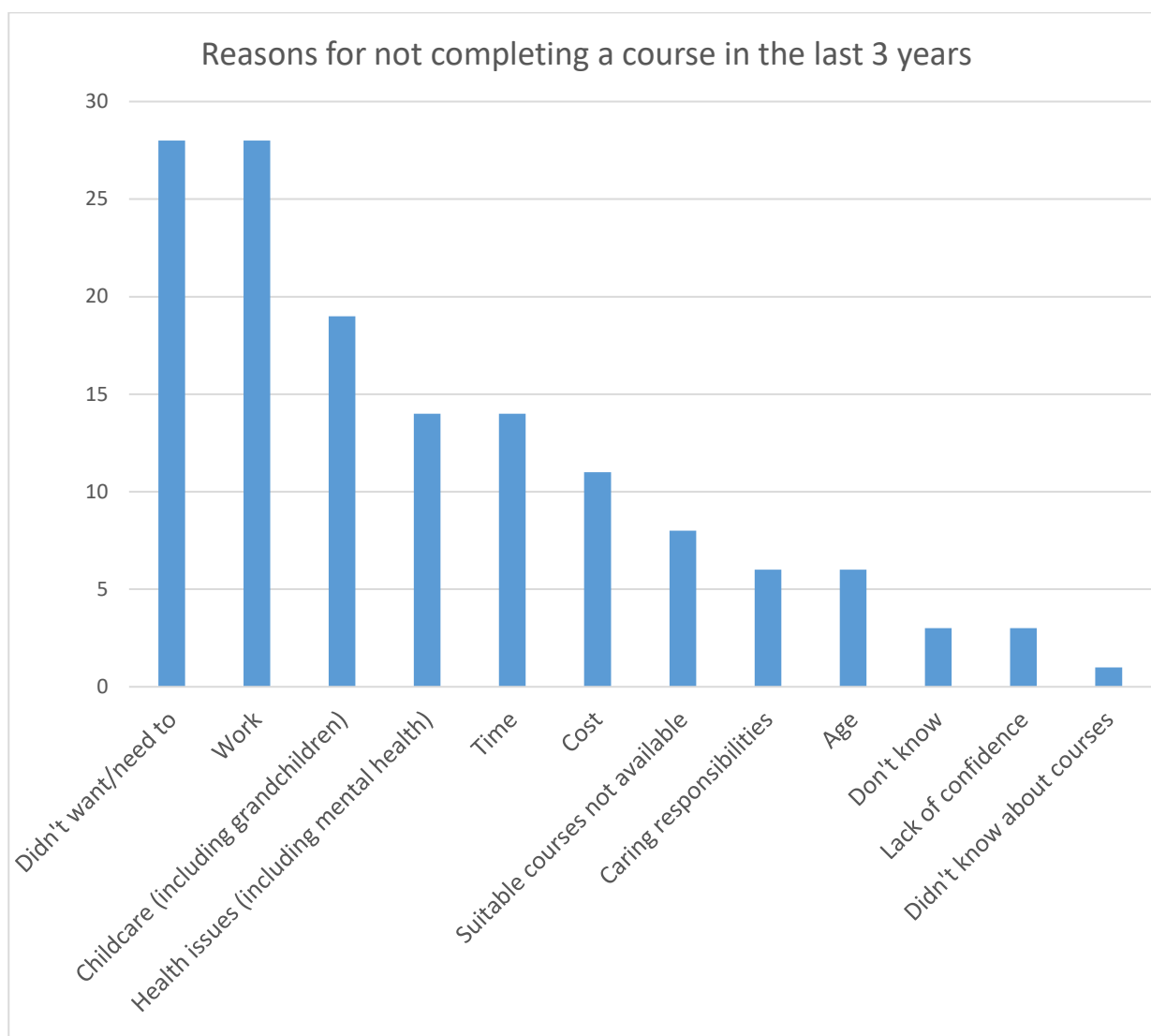
There were some general themes in responses, with 19 courses completed through a University or College, and 15 courses completed through work. Six people had undertaken a course through HKP, with a further 15 people having completed a Food Hygiene or First Aid course (although this was not specified to be through HKP's programme). A summary of the most popular response themes can be seen in the table below.

| Response | Number of responses |
|-----------------------------|---------------------|
| University or college | 19 |
| Work-related/ employer-led | 15 |
| First Aid | 8 |
| Food Safety/Hygiene | 7 |
| Languages including English | 7 |
| HKP course | 6 |
| IT and computing | 5 |
| Online course | 3 |

Q13. What stopped you from doing any courses in the last 3 years?

108 of the 165 people who had not completed a course in the last 3 years explained what had stopped them from doing so. Some people gave more than one reason. The most popular reasons were not wanting/needing to (28 responses), work commitments (28 responses) and family responsibilities/childcare (19 responses).

| Reason | Number of responses |
|---|---------------------|
| Didn't want/need to | 28 |
| Work | 28 |
| Childcare (including grandchildren) | 19 |
| Health issues (including mental health) | 14 |
| Time | 14 |
| Cost | 11 |
| Suitable courses not available | 8 |
| Caring responsibilities | 6 |
| Age | 6 |
| Don't know | 3 |
| Lack of confidence | 3 |
| Didn't know about courses | 1 |



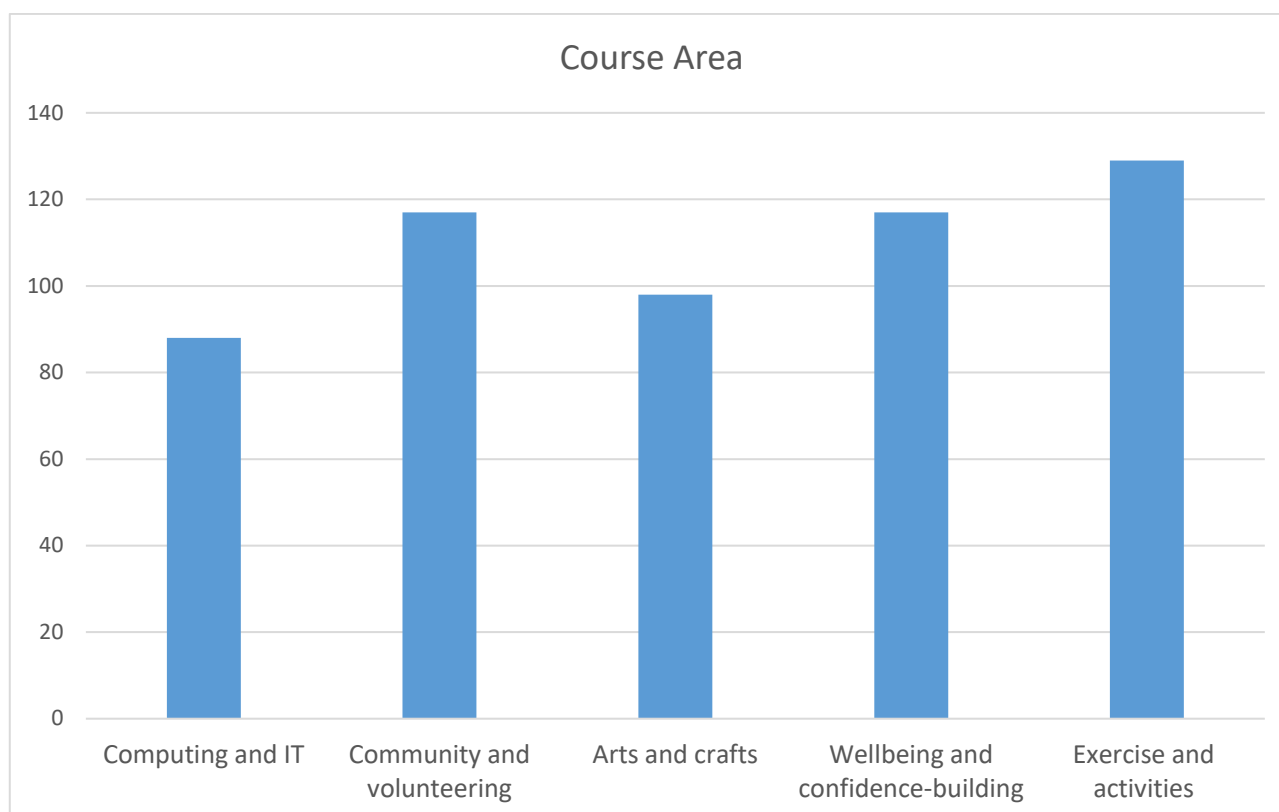
Q14. What courses would you like to see available locally?

246 people answered this question. Respondents were invited to choose as many answers as they wanted to from a multiple-choice list of 5 course areas, with a further option to submit their own course ideas as well. The pre-populated answers were:

- Computing and IT
- Community and volunteering (e.g. family history, First Aid, volunteering and committee skills)
- Arts and crafts
- Wellbeing and confidence-building
- Exercise and activities (e.g. exercise classes, dancing, cooking/healthy eating etc.)

The majority of respondents selected more than one option, with the most popular suggestions being Exercise and activities (129 votes) and joint second place in popularity between Wellbeing & confidence-building and Community & volunteering (both received 117 votes). The votes for each of the pre-populated course areas are shown below.

| Course area | Number of votes |
|-----------------------------------|-----------------|
| Computing and IT | 88 |
| Community and volunteering | 117 |
| Arts and crafts | 98 |
| Wellbeing and confidence-building | 117 |
| Exercise and activities | 129 |

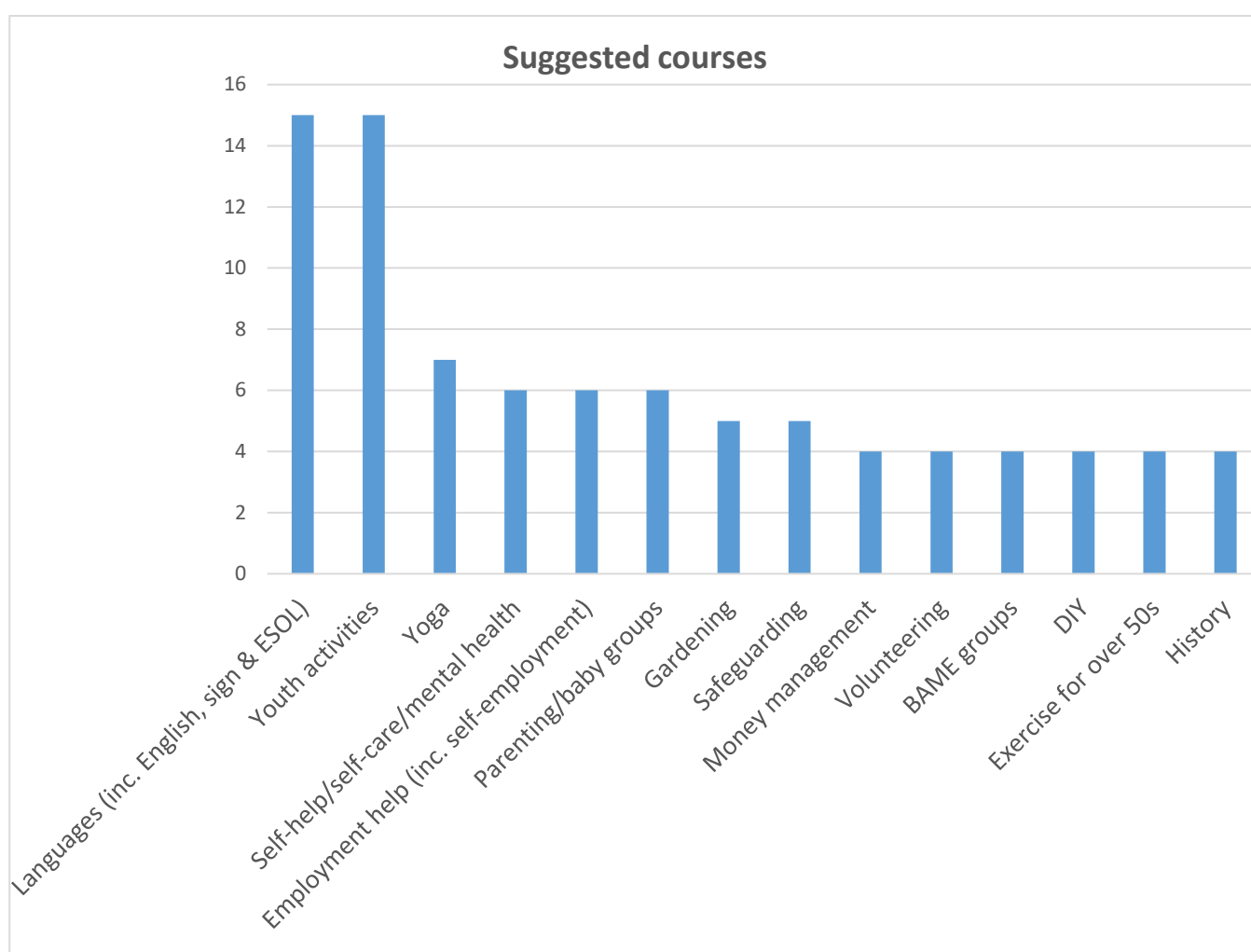


139 people ticked “other” in response to this question, with 94 people suggesting ideas for course topics. Some people made more than one suggestion. The suggested course topics are listed in the table below.

| Course topic | Number of votes |
|--|------------------------|
| Children's/Youth activities/courses | 10 |
| Languages (including sign language) | 10 |
| Yoga (including women-only) | 7 |
| Self-help/self-care/mental health | 6 |
| English/ESOL | 5 |
| Gardening (including growing vegetables) | 5 |
| Safeguarding (including self-defence, child protection and signs of abusive relationships) | 5 |
| BAME/cultural groups/courses | 4 |
| Children's dance/drama/singing | 4 |
| DIY | 4 |
| Exercise for over 50s | 4 |
| Getting back into work (including CVs, apprenticeships and interviews) | 4 |
| History (local and socio-economic) | 4 |
| Money management/budgeting/self-assessment advice | 4 |
| Parenting groups (children's safety online, dealing with teenagers, SEN, parent carers, home-schooling tips) | 4 |
| Volunteering | 4 |
| Courses/support for elderly people (getting online, scamming awareness, banking) | 3 |
| Paediatric First Aid | 3 |
| Balance/falls prevention | 2 |
| Business Management/Admin | 2 |
| Choir | 2 |
| Dance class | 2 |
| Maths | 2 |
| Mother and baby groups/courses (including new parents and parents' mental health) | 2 |
| Outdoor exercise/activities | 2 |
| Pilates (including women-only) | 2 |
| Activities for men to reduce isolation | 1 |
| Childcare | 1 |
| Children's gymnastics | 1 |
| Children's Rights | 1 |
| Courses that help specific groups in the community or raise awareness for concerns | 1 |
| Creative writing | 1 |
| Crochet | 1 |
| Cycling and bike maintenance | 1 |
| Design | 1 |
| Dog First Aid | 1 |
| Drug awareness | 1 |
| Environmental/Sustainable Living Education | 1 |
| Equality & Diversity | 1 |
| Family activities/groups | 1 |
| Genealogy | 1 |
| Indoor Boules | 1 |

| | |
|--------------------------------------|---|
| Karate | 1 |
| Life coaching | 1 |
| Manicures/pedicures | 1 |
| Mindfulness | 1 |
| Music lessons | 1 |
| Photography | 1 |
| Plumbing, brickwork, electrics | 1 |
| Pottery | 1 |
| Professional Boundaries | 1 |
| Tai Chi | 1 |
| Women's exercise classes | 1 |
| Woodwork for Beginners and Children. | 1 |
| Jewellery making | 1 |
| Local geography | 1 |
| Papercraft | 1 |
| Upcycling/reusing | 1 |
| Flower arranging | 1 |
| Wellbeing Walks | 1 |

The graph below contains the top 14 course suggestions (all with at least 4 votes).



Further information about people's ideas for course topics was captured by the door-knocking volunteers during HKP's community outreach in July and August 2020. This information can be found below, ordered by popularity across the entirety of HKP and split by area between Hangleton and Knoll.

| Activity/Course | Knoll Responses | Hangleton Responses | Total responses |
|---|------------------------|----------------------------|------------------------|
| Wellbeing/self-care/mental health | 22 | 15 | 37 |
| Exercise (3 in Hangleton wanted during school hours for Mums. 1 person had mobility issues) | 15 | 19 | 34 |
| IT/Computer Skills | 14 | 6 | 20 |
| Arts & Crafts | 8 | 7 | 15 |
| First Aid | 5 | 6 | 11 |
| Whole Community Events | 8 | 1 | 9 |
| Children's groups/activities/courses | 5 | 3 | 8 |
| Community & Volunteering | 4 | 3 | 7 |
| Yoga (1 women-only in Hangleton) | 1 | 4 | 5 |
| Baby and toddler activities/groups (including new parents) | 4 | | 4 |
| Confidence building | 3 | 1 | 4 |
| Cooking | 2 | 2 | 4 |
| Employment support (including work experience, courses and help with interviews and CVs) | 3 | | 3 |
| English/ESOL | 1 | 2 | 3 |
| Family History | 3 | 1 | 4 |
| History (local/modern) | 2 | 1 | 3 |
| Languages | 2 | 1 | 3 |
| Money/budgeting | 2 | 1 | 3 |
| DIY/Practical Skills | 1 | 2 | 3 |
| Choir/singing (including kids' choir) | 2 | | 2 |
| Dance classes for kids | 2 | | 2 |
| Gardening | 1 | 1 | 2 |
| Music lessons | 1 | 1 | 2 |
| Outdoor activities | 2 | | 2 |
| Pilates (1 for women-only) | | 2 | 2 |
| Support for families | 1 | 1 | 2 |
| Advocacy | 1 | | 1 |
| BAME Focus Groups | 1 | | 1 |
| Business Development support | | 1 | 1 |
| Committee Skills | 1 | | 1 |
| Counselling | 1 | | 1 |
| Dog training | 1 | | 1 |
| Drama for kids | 1 | | 1 |
| Drug awareness | 1 | | 1 |
| Falls Prevention | 1 | | 1 |
| Family activities | | 1 | 1 |

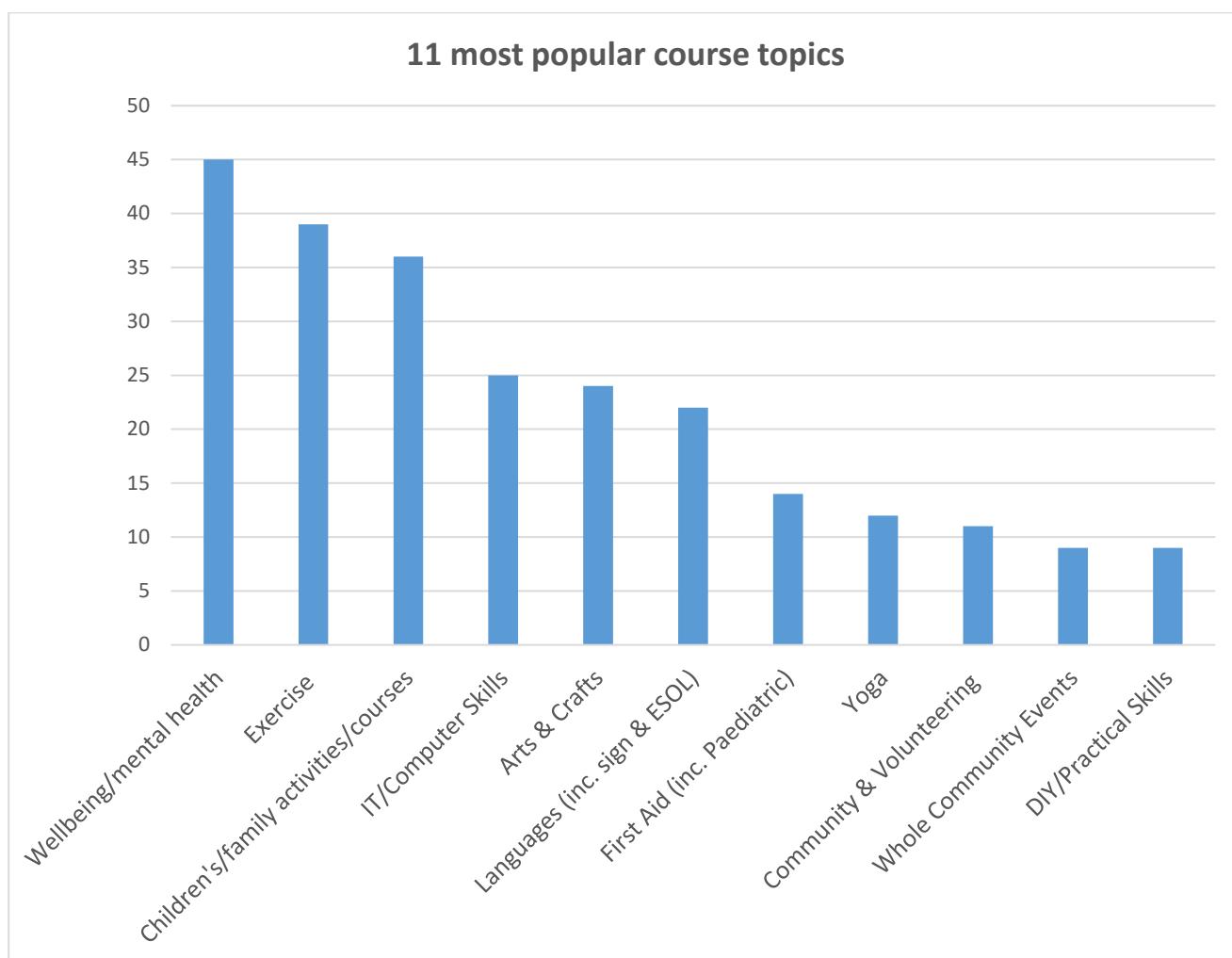
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|------------------|---|---|---|
| Food Hygiene | 1 | | 1 |
| Food & Nutrition | | 1 | 1 |
| Indoor bowls | 1 | | 1 |
| LGBT activities | 1 | | 1 |
| Low-cost/free | 1 | | 1 |
| Maths | | 1 | 1 |
| Pottery | 1 | | 1 |
| Sign Language | 1 | | 1 |
| Tai Chi | 1 | | 1 |

The table below contains the combined suggestions submitted in the paper and online surveys and through the door-knocking feedback, in order of popularity.

| Course topic | Number of votes |
|--|------------------------|
| Wellbeing/self-care/mental health/mindfulness | 45 |
| Exercise (including over 50s, limited mobility, women-only, Mums) | 39 |
| Children's/Youth activities/courses (including drama/dance/singing/gymnastics) | 26 |
| IT/Computer Skills | 22 |
| Arts & Crafts (including crochet, design, photography) | 21 |
| Languages (including sign language) | 14 |
| First Aid (including Paediatric First Aid) | 14 |
| Yoga (including women-only) | 12 |
| Community & Volunteering | 11 |
| Whole Community Events | 9 |
| DIY/Practical Skills (plumbing, brickwork, electrics) | 9 |
| English/ESOL | 8 |
| Money management/budgeting/self-assessment advice | 7 |
| Employment support (including work experience, apprenticeships, courses and help with interviews and CVs) | 7 |
| Gardening (including growing vegetables) | 7 |
| History (local/modern/socio-economic) | 7 |
| Baby and toddler activities/groups (including new parents and parents' mental health) | 6 |
| Family History/Genealogy | 5 |
| Safeguarding (including self-defence, child protection and signs of abusive relationships) | 5 |
| BAME/cultural groups/courses | 5 |
| Outdoor exercise/activities | 5 |
| Confidence building | 4 |
| Cooking | 4 |
| Family activities/groups/support | 4 |
| Pilates (including women-only) | 4 |
| Parenting groups (children's safety online, dealing with teenagers, SEN, parent carers, home-schooling tips) | 4 |
| Balance/falls prevention | 3 |
| Maths | 3 |

| | |
|---|---|
| Music lessons | 3 |
| Business Development support | 3 |
| Choir/singing | 3 |
| Courses/support for older people (get online, scam awareness, banking) | 3 |
| Advocacy (including Children's Rights) | 2 |
| Dog courses (training, First Aid) | 2 |
| Drug awareness | 2 |
| Food (including Nutrition and Hygiene) | 2 |
| Indoor Boules | 2 |
| Pottery | 2 |
| Tai Chi | 2 |
| Dance class | 2 |
| Activities for men to reduce isolation | 1 |
| Childcare | 1 |
| Committee Skills | 1 |
| Counselling | 1 |
| Courses to help specific groups in the community/raise awareness for concerns | 1 |
| Creative writing | 1 |
| Cycling and bike maintenance | 1 |
| Environmental/Sustainable Living Education | 1 |
| Equality & Diversity | 1 |
| Karate | 1 |
| LGBT activities | 1 |
| Life coaching | 1 |
| Low-cost/free | 1 |
| Manicures/pedicures | 1 |
| Professional Boundaries | 1 |
| Woodwork for Beginners and Children | 1 |
| Local geography | 1 |

The chart below shows the 11 most popular course topic suggestions from all responses.

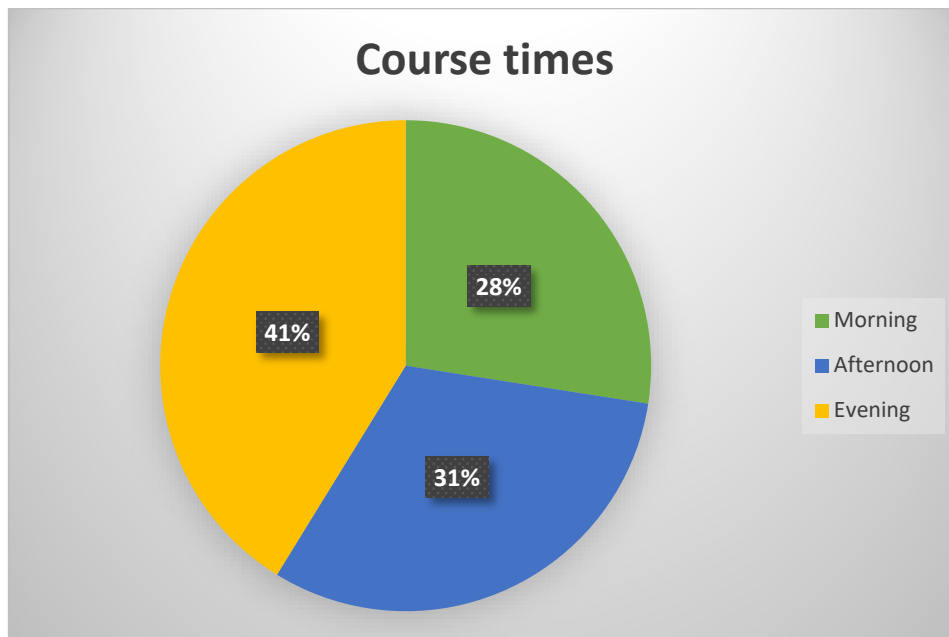


Q15. When and where would you like the courses to run?

This question gave a multiple-choice list of responses which enabled respondents to select as many options as they wanted to for course times (morning, afternoon and/or evening) and locations (from a list of 6 locations including the two local Community Centres and two local libraries). 236 people responded to this question.

The preferences for course timings are as follows (listing the number of votes for each option, as some respondents selected multiple times). There were a total of 313 votes.

| When | Number of votes |
|-----------|-----------------|
| Morning | 86 |
| Afternoon | 98 |
| Evening | 129 |

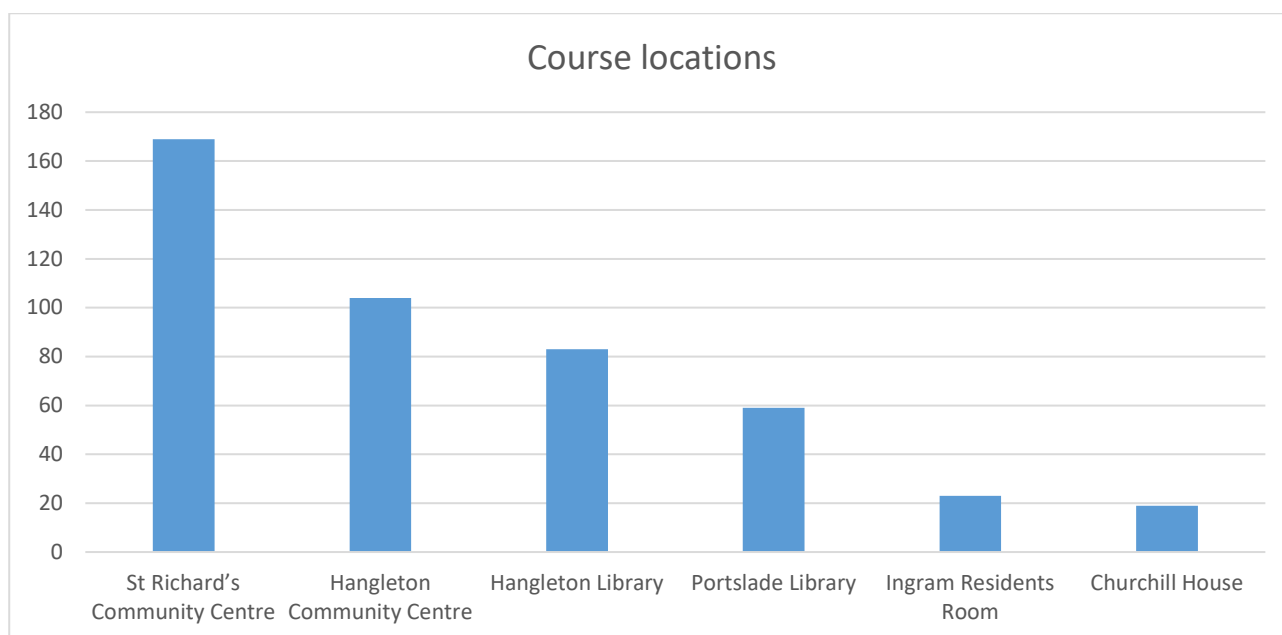


Some respondents added caveats to their responses regarding when courses should be held. The most common reason for this was childcare responsibilities, with 4 requests for after-school courses, 2 requests for parent courses during school hours, and 1 for flexible times around childcare.

- 3 people requested early evening
- 1 person noted evening courses would not be suitable for older people
- 3 people requested varied course times
- 2 people asked for courses at weekends
- 2 people asked for courses later in the day due to work commitments
- 3 people asked for specific times (early mornings, from 10am, after 7:30pm).
- 2 people noted they did not have enough time due to work commitments.

457 votes were received across six possible multiple-choice options for possible course venue locations. The most popular locations were St Richard's Community Centre (169 votes), Hangleton Community Centre (104 votes) and Hangleton Library (83 votes).

| Location | Number of votes |
|-------------------------------|-----------------|
| St Richard's Community Centre | 169 |
| Hangleton Community Centre | 104 |
| Hangleton Library | 83 |
| Portslade Library | 59 |
| Ingram Residents Room | 23 |
| Churchill House | 19 |



Access to the venue (including transport options and proximity to the person's home) was of clear importance with regard to choosing course locations. Eight people noted that venues needed to be in "local/walking/cycling distance". One person stated none of the suggested venues were suitable for them, and suggested "somewhere more central on a bus route", while another said their choices "depended on parking". One person noted mobility issues, and another suggested St Helen's as an alternative venue. The majority of votes for Hangleton Community Centre came from Hangleton residents, and more votes for St Richard's were received from Knoll residents.

It is worth noting that, while door knocking in Ingram Crescent in September 2020, a HKP Community Development Worker met the Chair of Ingram Crescent Residents Association who asked for Ingram Residents Room to be removed from the locations list, as the room is currently unavailable for community use.

Q16. Are you interested in doing courses online?

246 people answered this question. There was a fairly even split between people who were interested (54%) and not interested (43%). 6 people wrote "maybe".

| Response | Number of people | Percentage |
|----------|------------------|------------|
| No | 134 | 54% |
| Yes | 106 | 43% |
| Maybe | 6 | 2% |

13 people (of whom 9 said "No" and 4 said "Yes") said they would prefer face-to-face learning. One person said they would do online learning, but it "has less of a community feel". One person said they felt online courses would be good to develop English language skills.

2 people said their preference for online learning depended on the nature/content of the course, as they felt "some work better than others online". 2 people said they would prefer online learning, as it was more convenient to fit around work/childcare.

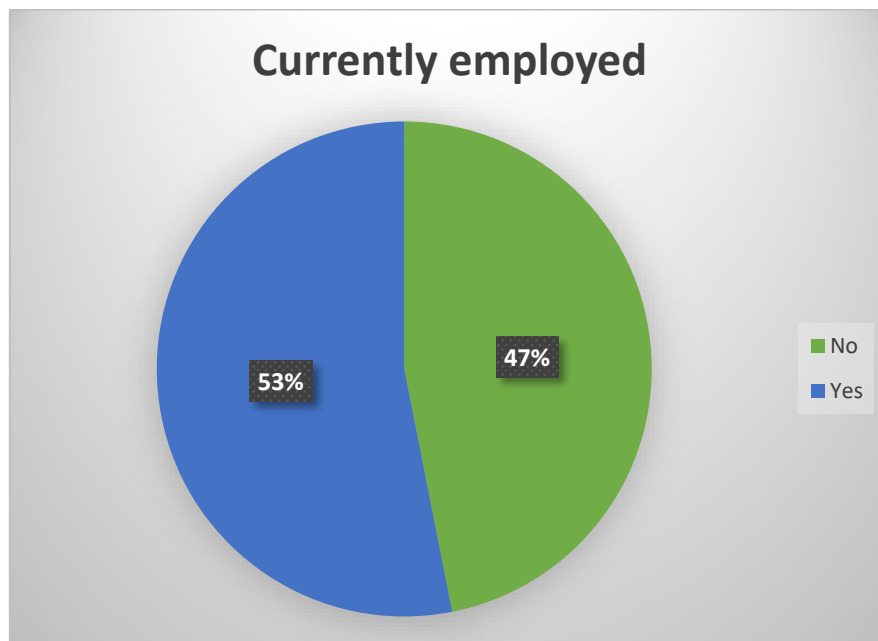
1 person who said "No" explained they were not confident with IT. 1 person said yes "so long as they are very simple, and might need help to access them!".

Employment Status

Q17. Are you currently employed?

Of the 258 people who answered this question, 137 were currently employed and 121 were not employed.

| Response | Number of people |
|----------|------------------|
| No | 121 |
| Yes | 137 |



Of the 121 people who were currently not employed, 3 people were carers, 15 people were retired, 2 were in training/education and 1 was on long-term sickness benefits.

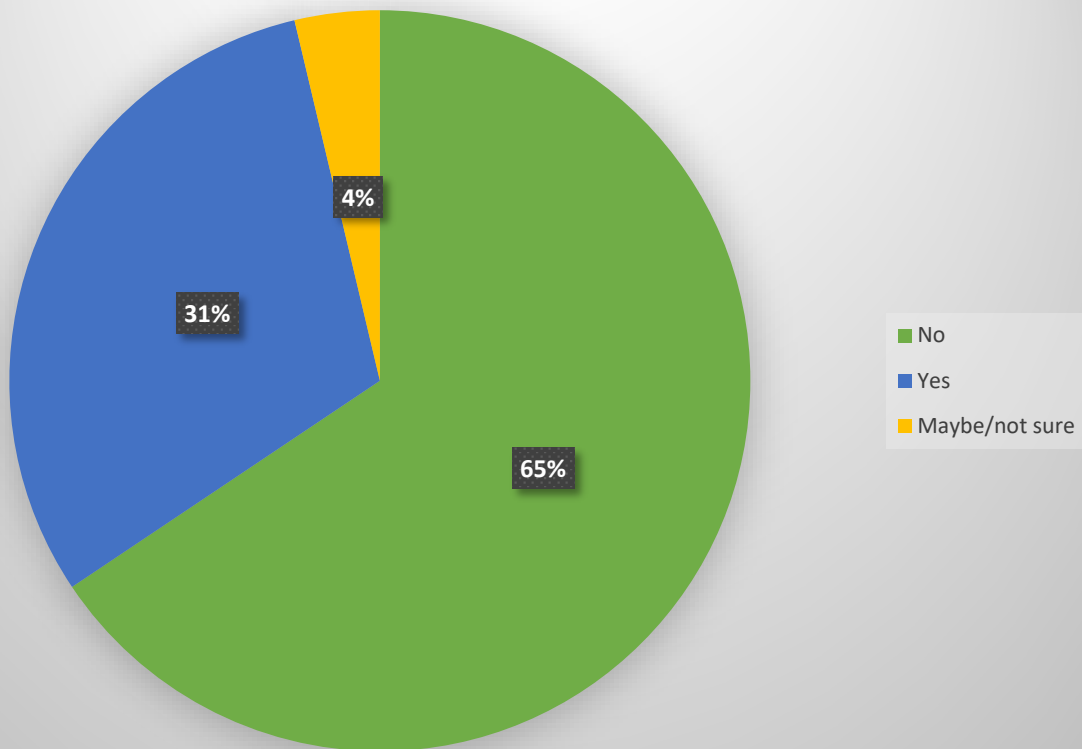
7 of the 115 people who were currently employed were self-employed, 1 person was on maternity leave and 1 person was employed as a volunteer.

Q18. Are you looking to change your employment/ and or improve your skills?

Of the 189 people who answered this question, 57 people were currently unemployed and 130 were already in employment. 7 of the people who said "Yes" noted they would like to improve their skills, but were not looking for employment.

| Response | Number of responses |
|----------------|---------------------|
| No | 124 |
| Yes | 58 |
| Maybe/not sure | 7 |

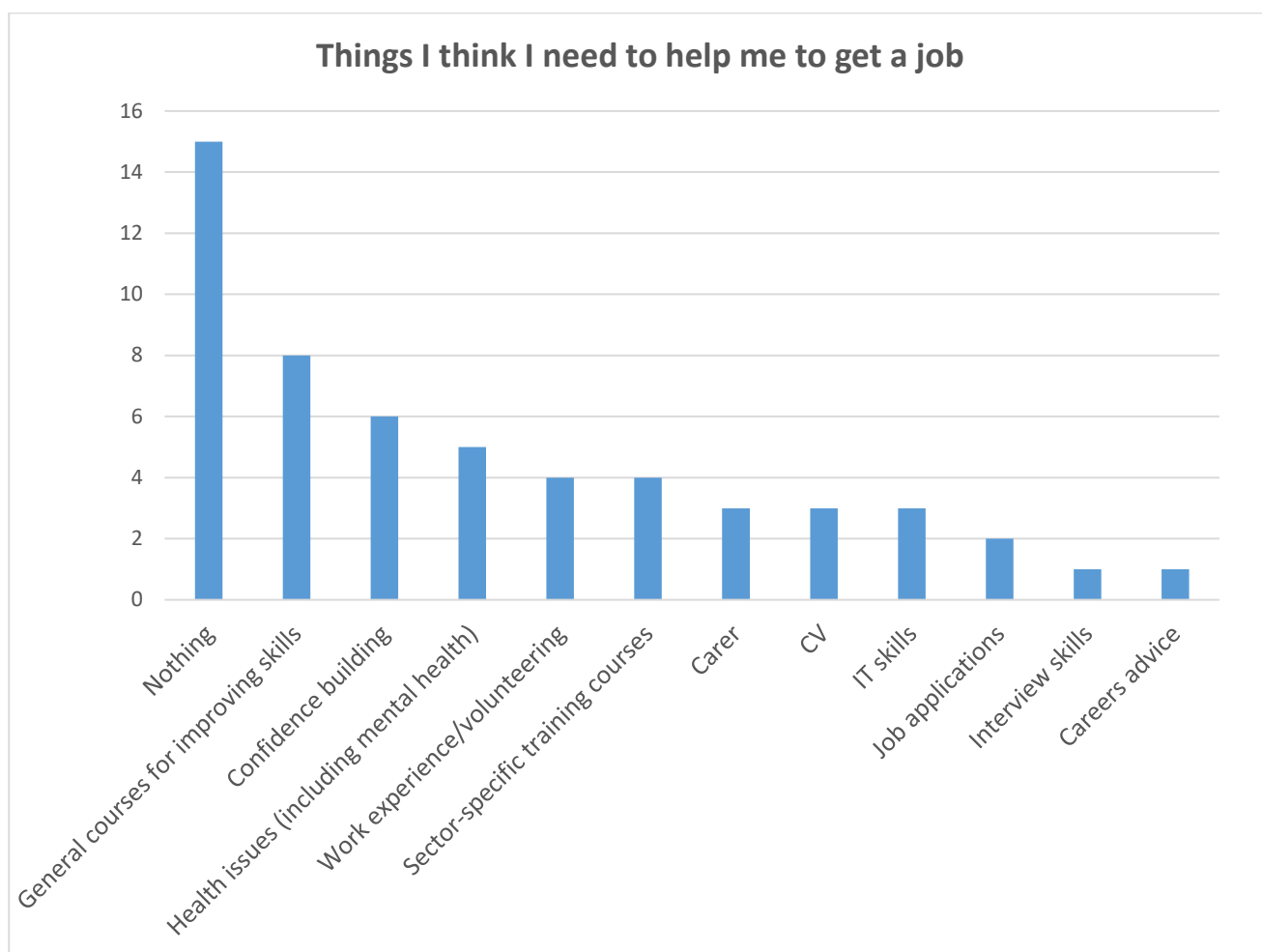
Looking to change employment or improve skills



Q19. Is there anything you think you need that will help you to get a job?

56 people answered this question with a range of requests spanning from providing specific courses (such as Business Development) to a general interest in improving their skills. The response themes are detailed below.

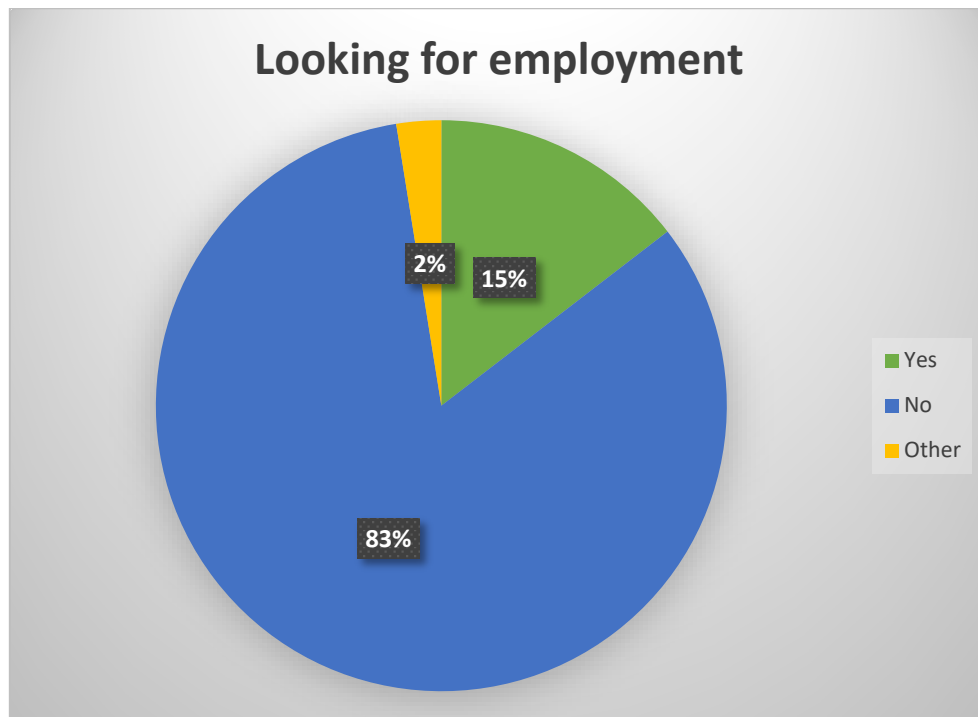
| Response | Number of responses |
|---|---------------------|
| Nothing | 15 |
| General courses for improving skills | 8 |
| Confidence building | 6 |
| Health issues (including mental health) | 5 |
| Work experience/volunteering | 4 |
| Sector-specific training courses | 4 |
| Carer | 3 |
| CV | 3 |
| IT skills | 3 |
| Job applications | 2 |
| Interview skills | 1 |
| Careers advice | 1 |



Q20. Are you looking for employment?

Of the 158 people who answered this question, 23 were looking for employment, and 131 were not looking for employment. Of the remaining four people, two were unsure if it was the right time for them to start looking for work, one was currently working as a maternity cover (and would be seeking employment in the future) and one person said they would have to find a way to work around their caring responsibilities (but finding work would improve their mental health).

| Response | Number of people |
|----------|------------------|
| Yes | 23 |
| No | 131 |
| Other | 4 |



4 of the 23 people who were looking for work were currently employed (1 was self-employed, 1 was a volunteer, and 1 was working part-time). Three of the people who were not looking for work noted this was due to being on long-term sick leave, while another was currently too busy with childcare.

Q21. Can you tell us any changes that you would like to see in your local community?

179 people answered this question.

Some people wrote positive feedback about their experiences of living in the community, such as: *"Been here in this house 58 years and on the estate 70+ years. I was brought up here. Bit more friendly back then, had a football team, people out for Bakers van. There was a recreational ground here. I love living here."*

Some respondents gave feedback specifically about the Hangleton and Knoll Project, such as: *"I think your work with young and disadvantaged people is excellent and applaud you for that. Health Forum is very informative about current changes in the community. Table Tennis is very enjoyable and a great social meeting place for over 50s, 60s, 70s, 80s! I think all your projects meet the needs of all age groups and ethnicities and cannot think of any changes necessary as you expand the availability of courses constantly as you see the need arise."*

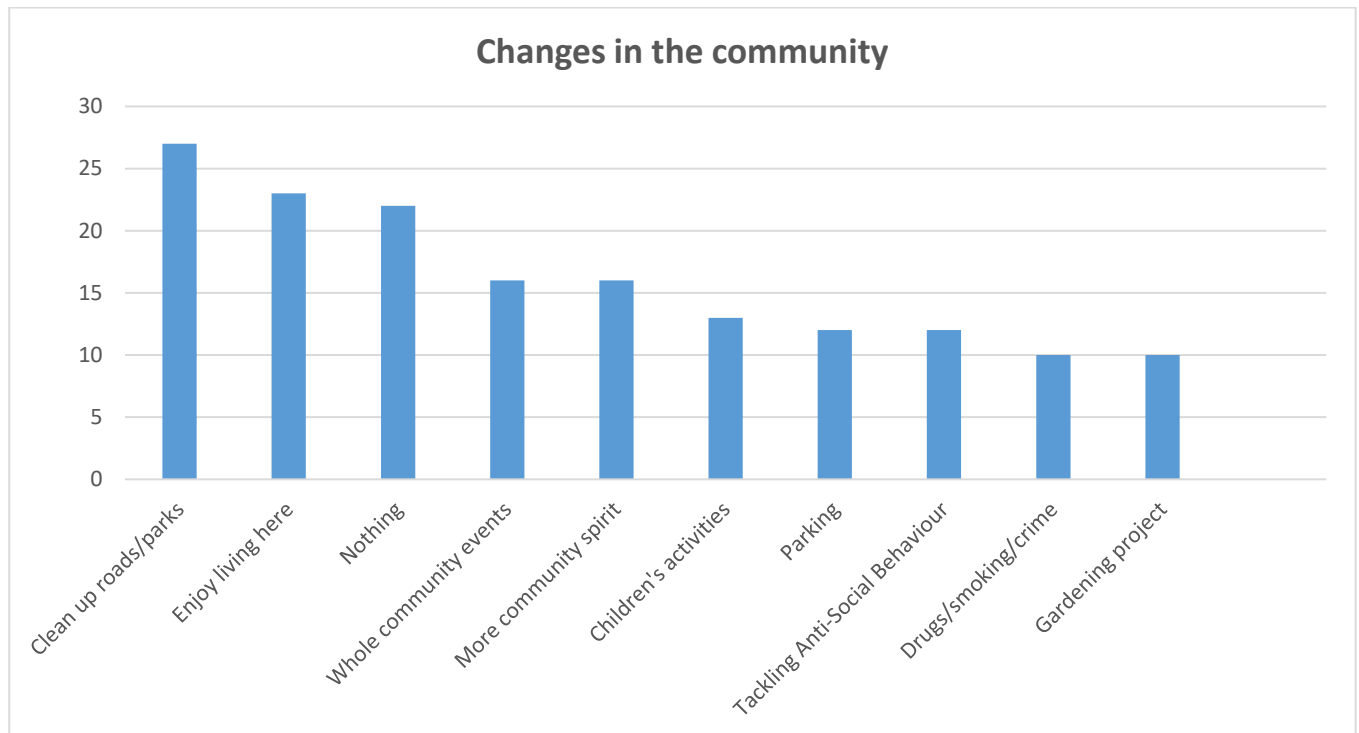
Others suggested improvements to local services and community resources, such as: *"Fishersgate park patrolled to stop drug use and dogs mess and antisocial teens. Rubbish and recycling collected more frequently as it's gone down to fortnightly I think. Patrols for illegal parking."*

The table below contains details of the responses ordered by popularity.

| Response theme | No. of responses |
|---|-------------------------|
| Clean up roads/parks (including dog fouling, playground equipment, dog-free spaces) | 27 |
| Enjoy living here/good community | 23 |
| Nothing/unsure | 22 |
| Whole community activities/events for all ages and cultures (ideally free) | 16 |
| More community spirit (including between Hangleton and Knoll) | 16 |
| Youth/Children's activities/courses (including disabled children) | 13 |
| Parking | 12 |
| Tackling anti-social behaviour (including youth) | 12 |
| Drugs/smoking/crime | 10 |
| Gardening project/group to help neighbours/plant exchange | 10 |
| Advertising what's going on | 8 |
| Support/advice/groups for disabled people | 6 |
| Dangerous traffic/busy roads | 6 |
| Exercises/activities for adults (including younger adults) | 6 |
| Flytipping | 6 |
| Cycle lanes (pro and anti) | 5 |
| Policing | 5 |
| Noise at night | 5 |
| Volunteering opportunities including befriending | 4 |
| Calm/quiet neighbourhood | 4 |
| Council Estate/property maintenance | 4 |
| Baby groups/activities for young families | 3 |
| CV service, help with qualifications and employment (inc. older people and parents) | 3 |
| Rubbish collection | 3 |
| HKP to continue community work | 3 |
| Family support/activities | 3 |
| Activities for older people (on low incomes) | 3 |
| Wellbeing/mental health | 3 |
| HKP Youth Team do an amazing job! | 2 |
| Money management advice | 2 |
| Drop-in tea and chat group | 2 |
| Bus shelter at Margery Rd Stores | 1 |
| LGBT activities | 1 |
| Dog training | 1 |
| Coach trips/outings for everyone (not just families) | 1 |
| Neighbourly disputes | 1 |

Although the responses above are not split by location, it may be worth noting that the majority of complaints relating to the behaviour of young people were from Egmont Road residents. Most of the responses received from Bellingham Crescent respondents mentioned issues with parking. The majority of responses from Ingram Crescent residents related to improving outdoor spaces through litter picking and gardening.

The graph below contains the 10 most popular responses (all of which were mentioned at least 10 times).



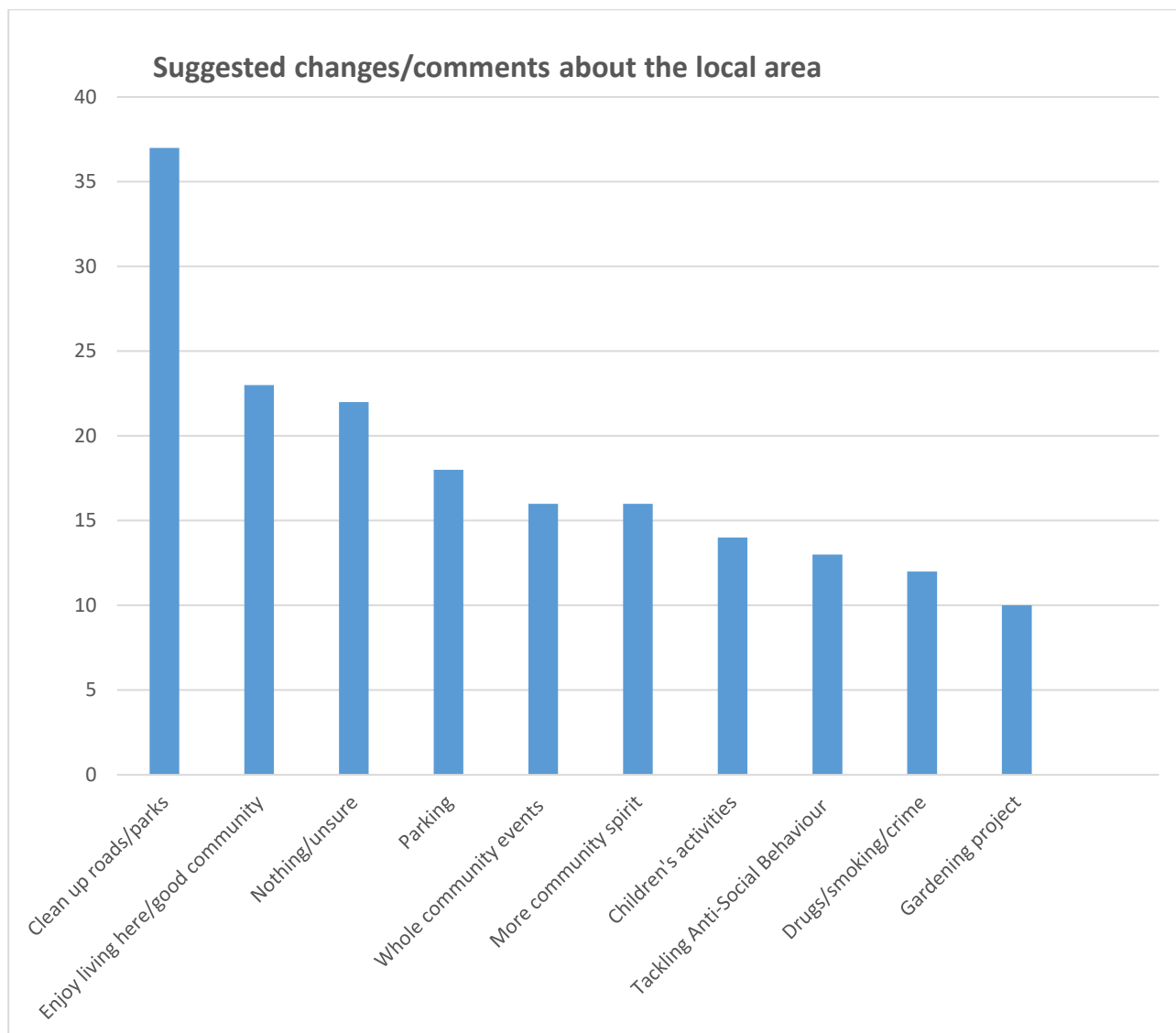
Further information about the changes that people would like to see in their local community was captured by the door-knocking volunteers during HKP's community outreach in July and August 2020. This information can be found below, ordered by popularity across the entirety of HKP and split by area between Hangleton and Knoll.

| Issue | Knoll responses | Hangleton responses | Total responses |
|---|-----------------|---------------------|-----------------|
| Parking (including on pavements/need for restrictions) | 5 | 1 | 6 |
| Green spaces (planting/cutting back trees/tidying) | 3 | 1 | 4 |
| Better/more visible Policing | 3 | | 3 |
| Fly-tipping | 3 | | 3 |
| Safer road crossings/junctions | 3 | | 3 |
| Drugs/drug dealing | 2 | | 2 |
| Rubbish in gardens | 2 | | 2 |
| Cycle lane (improvements/removing Covid Cycle Lane) | 2 | | 2 |
| Youth Centre/young people on the streets | 2 | | 2 |
| Dog-free areas for kids | 1 | | 1 |
| Night Bus stop and shelter campaign | 1 | | 1 |
| Neighbourly disputes | | 1 | 1 |
| Cost of school uniforms (unable to get grant, so child had to leave school) | | 1 | 1 |

The table below contains the combined suggestions submitted in the paper and online surveys and through the door-knocking feedback, in order of popularity.

| Response theme | No. of responses |
|--|-------------------------|
| Clean up roads/parks (including rubbish, dog fouling, playground equipment, dog-free spaces) | 37 |
| Enjoy living here/good community | 23 |
| Nothing/unsure | 22 |
| Parking | 18 |
| Whole community activities/events for all ages and cultures (ideally free) | 16 |
| More community spirit (including between Hangleton and Knoll) | 16 |
| Youth/Children's activities/courses (including disabled children) | 14 |
| Tackling anti-social behaviour (including youth and Neighbourhood Watch Scheme) | 13 |
| Drugs/smoking/crime | 12 |
| Gardening project/group to help neighbours/plant exchange | 10 |
| Dangerous traffic/busy roads | 9 |
| Fly-tipping | 9 |
| Policing | 8 |
| Advertising what's going on (to make it more accessible) | 8 |
| Cycle lanes (pro and anti) | 7 |
| Support/advice/groups for disabled people | 6 |
| Exercises/activities for adults (including younger adults) | 6 |
| Noise at night | 5 |
| Calm/quiet neighbourhood | 4 |
| Volunteering opportunities including befriending | 4 |
| Council Estate/property maintenance | 4 |
| Baby groups/activities for young families | 3 |
| CV service, help with qualifications/employment (inc. older people/parents) | 3 |
| Family support/activities | 3 |
| HKP to continue community work | 3 |
| Activities for older people (on low incomes) | 3 |
| Wellbeing/mental health | 3 |
| Drop-in tea and chat group | 2 |
| HKP Youth Team do an amazing job! | 2 |
| Money management advice | 2 |
| Buses (shelter at Margery Rd Stores and Night Bus) | 2 |
| Neighbourly disputes | 2 |
| Coach trips/outings for everyone (not just families) | 1 |
| Cost of school uniforms (unable to get grant; child had to leave school) | 1 |
| Dog training | 1 |
| LGBT activities | 1 |

The chart below contains the 10 most popular suggestions for local changes/comments from the residents of Hangleton and Knoll, all of which were mentioned at least 10 times.



Next Steps/Delivery of Online Courses

Following the results of the consultation we have responded by organising two online courses, a partnership with MIND 5-week wellbeing course and an introduction to exercise 5 week online course both of which, despite the Covid challenges were fully booked and well received.

We are planning to deliver the same courses in the new year at different times of the day/evening based on the need for daytime and evening courses.

We are also planning a pottery course for parent/carers and some courses around healthy eating.

Report written by –

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For and on behalf of the Hangleton and Knoll Project

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