

Your views



Westfield Housing Association - Community Survey 2021

About the survey

In May 2021, many of you took part in an important survey.

The survey's main purpose was to identify any difficulties people may be experiencing and how Westfield may be able to assist. It also sought further information about each tenant and their household and people's views on their home and neighbourhood and the services delivered by Westfield.

The survey was confidential and carried out by an independent market research company – Acuity Research & Practice.

This report contains key results from the survey in respect of residents' opinions about their homes and the services received.

The survey was carried out by telephone.

A total of
151
residents took part.



Thank you to all of you who took part!

To book your place at one of the feedback events please contact Heather Metivier (Heather.Metivier@arap.co.uk or 01273 287114) or contact Westfield on 01900 602906.

Household information

Residents were asked to describe the makeup of their household:



- Families - 36% of households are families with young children (21% one-parent and 15% two-parents)
- Older residents - 22% single adults aged 60 or over and 11% couples with a least one member over 60
- Adult households - 16% single and 8% couples under 60
- Other households - 7% three or more adults.

Work status



Two out of five people who completed the survey are working (16% full-time, 20% part-time and 3% self-employed). A third of the residents are retired (32%), and 15% are permanently sick or disabled. Of the remainder 7% of residents are looking after a family and just 1% are in full-time education.

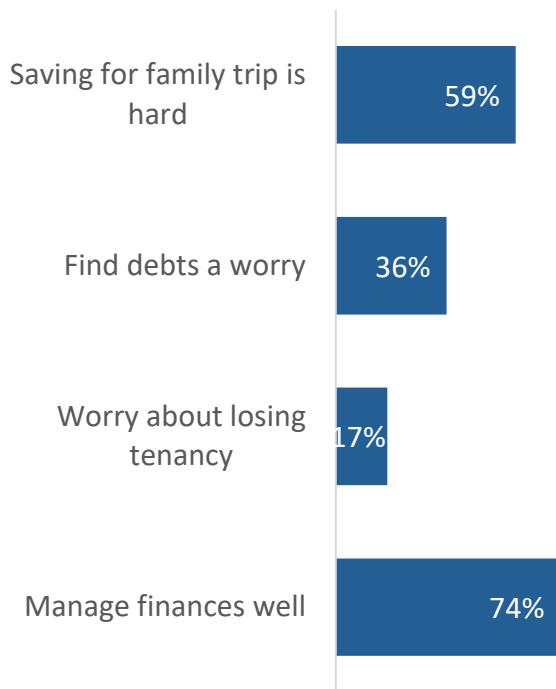


Household health and impact on every day lives

A number of residents said that they or a member of their household suffered from health issues. These included those who had difficulty walking (37 residents), mental health issues (26 residents), who used a wheelchair (10 residents), visual impairments (8 residents) and learning disabilities (7 residents).

Residents went on to explain how their health condition impacted their daily living. A quarter of the comments relate to mobility issues with residents struggling around the house or when going out. There are 17 residents affected by mental health issues and anxiety and 11 live with constant pain with medication to help. There are 8 who say their condition impacts on many aspects of the life, 4 are unable to work, 3 have lost independence. However, 19 residents say despite everything they are coping well, either on their own or with the help of others.

Household finances



Residents were asked about their household finances. 59% of residents said it was hard to save for a family trip and just over a third of residents (36%) find debts are a worry.

Far fewer are worried about losing their tenancy (17%) and three-quarters of residents feel that overall they manage well financially (74%).

Residents were also asked if they had any difficulties or issues that caused them a problem on a daily basis. The most common issue is poor health, which affects 57 residents with a further 37 affected by a disability. Financial difficulties are reported as a problem for 31 residents and 17 say they are unemployed. Loneliness or social isolation affects 27 residents with 17 having transport issues, 13 with child related issues, which might include child care, schooling or behaviour and 6 had 'other' issues.

When asked what support Westfield could provide to help with these issues 13 residents said they cope and are already cared for well and 8 had received support from Westfield. 10 residents might like support but were unaware of what might be available. Other suggestions include property adaptations, employment advice help moving, community transport and signposting to local activities.

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Health, well-being and support

Residents were asked to think about their health and well-being and asked if a series of support services would be of interest.

Support

- ✓ Mental health support (28)
- ✓ Advice regarding disabilities (20)
- ✓ Counselling for a personal issue (20)
- ✓ Support for carers (27)
- ✓ Healthy living and wellness classes (16)
- ✓ Help with personal care (6)
- ✓ Support with domestic abuse (5)
- ✓ Drug/alcohol recovery (4)
- ✓ Dementia support (3)

Tenancy support

- ✓ Help with decorating (38)
- ✓ Help with DIY repairs (35)
- ✓ Help with gardening (31)
- ✓ Aids and adaptations (24)
- ✓ Support to live independently (14)
- ✓ Help settling in to new tenancy (13)

Community support

- ✓ Affordable day trips (62)
- ✓ Community spaces (e.g. café, activity rooms) (56)
- ✓ Activities for children and young people (51)
- ✓ Social groups for older people (46)
- ✓ Lunch clubs (43)
- ✓ Social events (41)
- ✓ Help for young people and families (40)
- ✓ Help contacting people with similar interests (39)
- ✓ Hobby & interest clubs (39)
- ✓ Social activities to improve fitness (37)
- ✓ Befriending services to tackle loneliness (37)
- ✓ Help for older people (37)
- ✓ Outdoor activity/recreation space (35)
- ✓ Community transport (35)
- ✓ Help with shopping/cleaning/cooking (23)
- ✓ Help with reading or replying to letters (11)

Further support

When asked if there was anything else that would help them live more easily and happier, 30% said yes but 70% said no. Of those things residents referred to, 7 residents would like help to move, mostly to smaller accommodation, 4 would like a shower installed or other adaptation and 3 residents would like home improvements. Help around the house and with the garden would be good for some and 2 residents would like to return to face-to-face contact.

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Your home and your neighbourhood



76%

The majority of residents are happy in their home and it meets their needs (44% very happy and 32% happy).

When asked why residents are unhappy with their home, the main reason given is its condition, with 5 saying it is too large and 5 saying it is too small. 3 residents find it too expensive to heat and 3 says it lacks the facilities they need. However, 29 residents gave 'other' reasons, these include having outstanding repairs, having trouble with stairs or mobility within the property, damp, parking problems, being cold and the garden.

Neighbourhood and local community



87%

The vast majority of residents (87%) are happy with their neighbourhood and the local community, just 13% are unhappy.

What residents like about their neighbourhood	
Nice safe area	54
Good neighbours	41
Friendly and supportive	40
Know the area well / lived here long time	5

Resident who were not happy explained the reason why and this included anti-social behaviour (8 residents), the condition and appearance of the area (3 residents), lack of play facilities (3 residents). Other reasons included problems with neighbours and parking issues.



Feeling safe

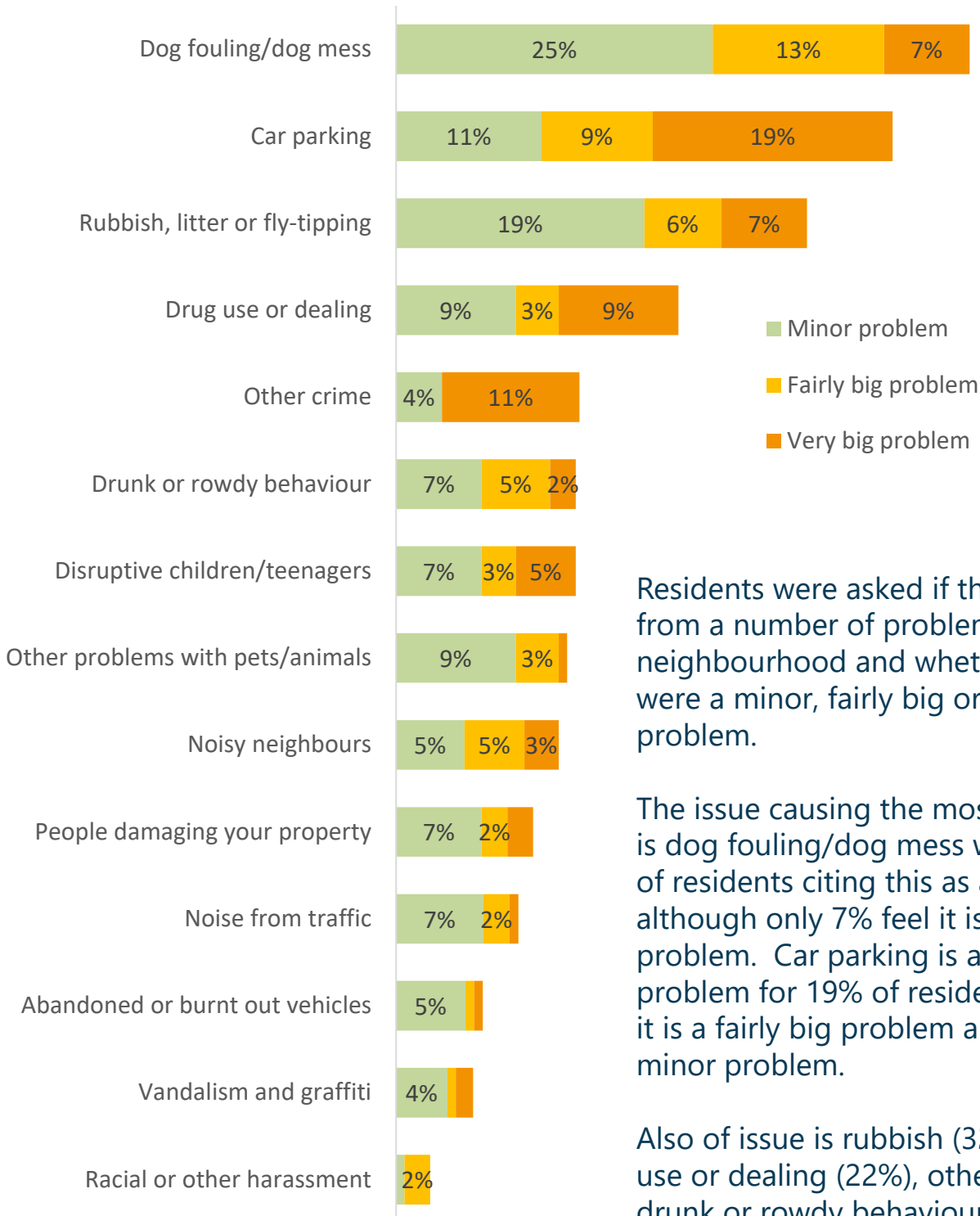
The vast majority of residents feel safe in their homes (95%) and their community (93%), with 72% who feel 'very safe' in their home and 60% 'very safe' in their community.



Neighbourhood

Nearly all residents are also satisfied with their neighbourhood as a place to live (95%), with just 3% of residents dissatisfied.

Problems in the neighbourhood



Residents were asked if they suffered from a number of problems in their neighbourhood and whether these were a minor, fairly big or very big problem.

The issue causing the most problem is dog fouling/dog mess with 45% of residents citing this as a problem, although only 7% feel it is a very big problem. Car parking is a very big problem for 19% of residents, 9% say it is a fairly big problem and 11% a minor problem.

Also of issue is rubbish (32%), drug use or dealing (22%), other crime, drunk or rowdy behaviour and disruptive children/teenagers (all 14%). Very residents few complain about abandoned vehicles, vandalism or harassment.



The majority of residents use the internet every day (72%) or weekly (5%), with 3% using it occasionally. One in five residents said they never use it.

Internet Use

Sending and receiving emails is the most common reason (103 residents) followed by social media (99 residents) and online shopping (99 residents). A number also use it for online banking and getting news and information, while slightly fewer use it for other online services, booking holidays or travel or for sports or leisure reasons.

Those who don't use it explained that they simply didn't want to (16 residents), they lacked the confidence or skills (10 residents) or have access problems (2 residents).

COVID-19 Pandemic

Residents were asked about the changes Westfield made during the pandemic, what they felt worked well and should be kept.



85%

Nearly all of the residents feel that Westfield responded well during the pandemic.

Some 11 residents liked how Westfield had been in touch with them and wanted that to continue and 7 residents felt the repair workers had been very respectful and liked them using PPE. There are 6 residents who like using online or phone payments, 3 residents would like to see the office open again, although 2 residents liked the service with staff working from home.

A number of residents (20) want to see the office open again as they like to have face-to-face contact. Some residents have seen differences with the repairs service and want a return to normal with repairs done quicker and outstanding work dealt with and others appreciate the difficulties in making contact so would like to have easier contact arrangements.

Your views



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Next steps!

Westfield appreciates the time everyone took to complete the survey for us. Thanks to your feedback, we have a better understanding of our residents and their lives which will enable Westfield to review the homes and services they provide.



We are running a series of three events in September and all of our residents are invited to join in. We want to know what you think about the findings from our community survey and what we need to do next.

2:00pm Tuesday 21st September

7:00pm Wednesday 22nd September

11:00am Thursday 23rd September

Please do get involved and we look forward to hearing from you.



Thank you once again to all of you who took part!

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