



## Residents survey

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# Residents Survey

## Background

Contextual Safeguarding (CS) is an approach to safeguarding that supports practitioners to recognise and respond to the harm young people experience outside of the home.<sup>1</sup> This Residents survey guidance forms part of the 'Contextual Safeguarding Neighbourhood Assessment Toolkit' and has been developed by Hackney Children and Families Service with The University of Bedfordshire. This part of the toolkit has been designed to help understand and account for the views and experiences of residents, or those that use the spaces, under assessment.

Speaking with and engaging residents and community members is important for identifying harm and potential stakeholders that can support interventions. This Residents survey has been developed by practitioners to support gaining their views. The survey can be used to draw out and help think about any common themes or worries that local residents have in relation to their community and support the priority or weighting of any resource deployed in relation to each concern.

The document includes:

- Guidance for carrying out a residents survey
- Appendix A: an example residents survey

## Carrying out a residents survey

Before carrying out a residents survey, it is important to identify who to speak to and how you will engage them. In some instances this may be a small group of residents living in an area where an incident has occurred or community members that use a particular service. If you are seeking to speak to specific residents you should consider how to best approach them and whom may be best positioned to make contact. If you are seeking the general views of residents then you may choose to carry out the survey by knocking on doors or being located in at a particular service, such as a community centre, where local residents can find you either by choice or by chance.

Ideally, you will clearly advertise your location with times and dates of availability and, where possible provide contact details, including a phone number for residents with access needs or those who are not able to attend your allocated venue due to other commitments.

It is also important to share how long the gathering of information will take place for and offer an end date for information collection.

The residents survey used in Hackney was carried out by Children and Families practitioners over a period of two days within a community centre and as part of a 'fun day' event.

## Practitioner reflection

When meeting residents and community members it was important to explain who we were and the purpose of the visit. We found it important to emphasise that the survey was in relation to children and young people and in order to mitigate any concerns the residents might have and to prevent discussions focused on other concerns that may not be associated to safeguarding – for example transport or refuge collection.

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<sup>1</sup> Visit [www.contextualsafeguarding.org.uk](http://www.contextualsafeguarding.org.uk) for more information.

It is useful to have the survey in different formats, including online and paper copies. We had access to computer tablets which meant that, when conducting the survey in the community, we could enter results directly online without the need for further data entry. However, many residents were more comfortable completing a paper copy of the survey themselves. We found that more information is gained if you are able to talk through the survey with the resident as there is the opportunity to expand on and understand their answers.

Appendix A provides an example residents survey that can be modified.

Have you used the residents survey? Please get in touch with any suggestions or comments: [jenny.lloyd@beds.ac.uk](mailto:jenny.lloyd@beds.ac.uk)

## Appendix A: Resident's survey template

# Residents Survey

This survey is **anonymous** so please do not write your name on this form

Date:

Location: (if practitioner is entering):

1. Do you feel safe in your community?                      Yes · No · Unsure ·

Please explain your answer to question 1:

2. What are the safeguarding concerns in your community for young people/adolescents?

3. What might be the solutions to addressing these concerns?

4. Would you like to get more involved in your community and become a community guardian?

Yes · No · Unsure ·

5. Is there anything else you would like to add?