

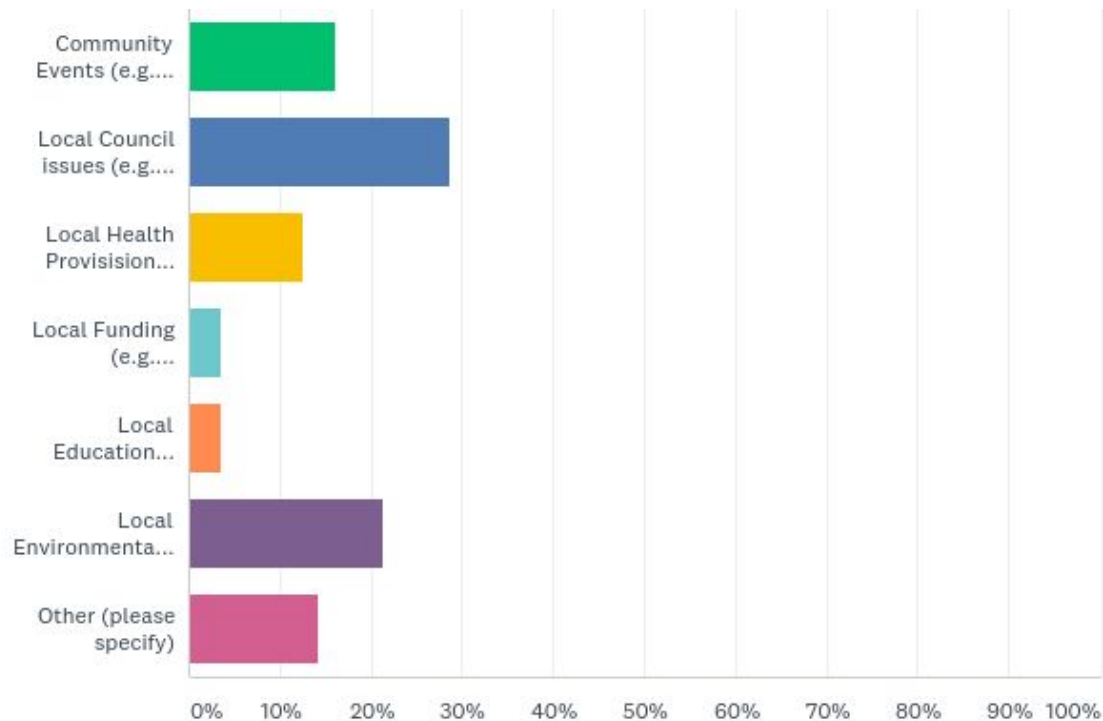


# Colliers Wood Residents Association (CWRA) : Resident Engagement

April 2020

# Which area(s) of local resident involvement are you personally interested in?

Answered: 56 Skipped: 0



## Additional Comments

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(It is noted that the survey didn't allow multiple answers and that people may be interested in more than one area – this was an error in the set-up).

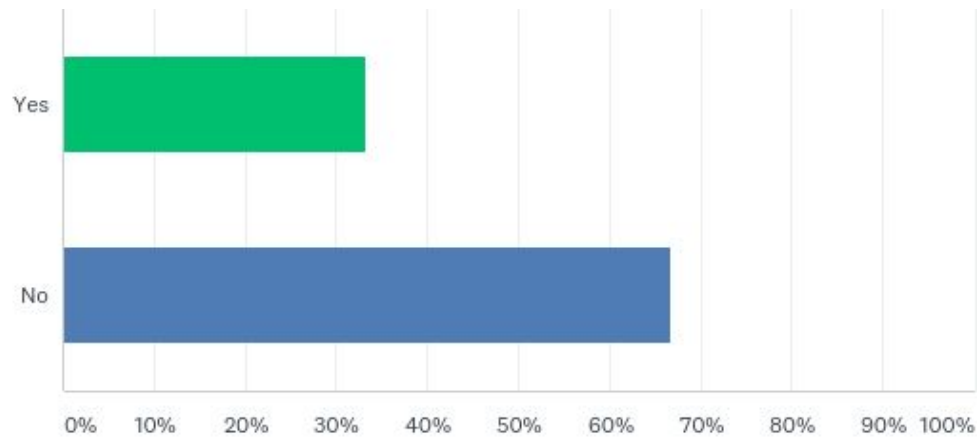
- The majority of comments were around fly-tipping and street rubbish generally
- Planning was raised as an area of concern in terms of the wider development of the area
- Traffic issues (including environmental impact) were also raised as a concern

## What we're planning to do:

- We are setting up sub-groups to focus on identified, specific areas where CWRA can influence and have an impact on outcomes
- Progress will be tracked and reported via CWRA meetings and the website

### Q3: Do you currently attend CWRA meetings?

Answered: 54 Skipped: 2



# What would encourage people to attend more often?

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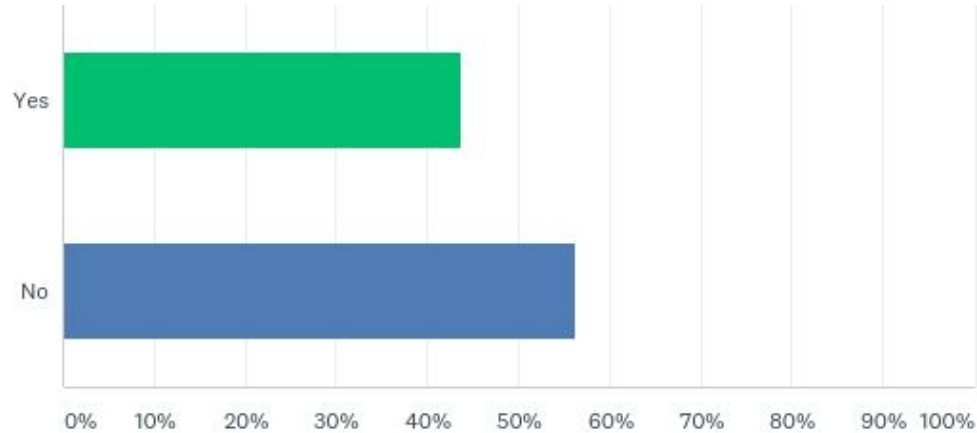
- Keep meetings more structured
- Video stream for people that can't attend in person
- Options to 'call-in' if people are unable to attend
- More focus on activity and involvement of local, elected councillors
- Representation of senior members of the Council
- More continuity in terms of agenda items and having actions monitored and outcomes reported
- More targeted areas of work
- Alternating times
- Agenda released in advance
- A more sociable approach – introductions and light refreshments
- A number of people reported that they didn't know that the meetings were happening

## What we're planning to do:

- We are currently reviewing the whole structure of CWRA meetings, including online options

## Q5: Have you ever used the CWRA website?

Answered: 55 Skipped: 1



## Why aren't people using the website?

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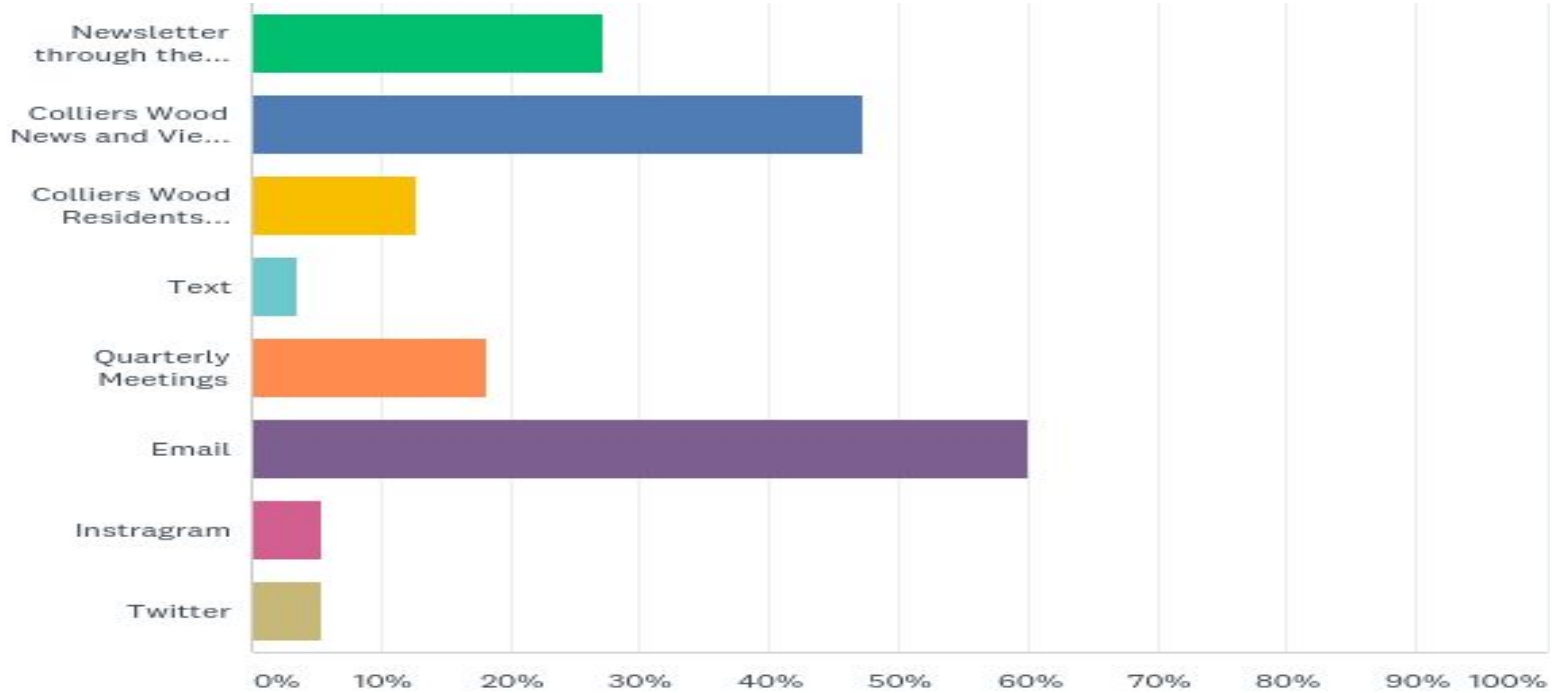
- A number of people said that they didn't know it existed
- Some people said that it wasn't updated enough

## What we're planning to do:

- We are currently reviewing the whole structure of CWRA meetings, including online options
- We are updating the website to make it more current and user friendly.
- We will publicise the website more widely once reviewed

## Q8: What's your preferred way of us keeping in touch?

Answered: 55 Skipped: 1





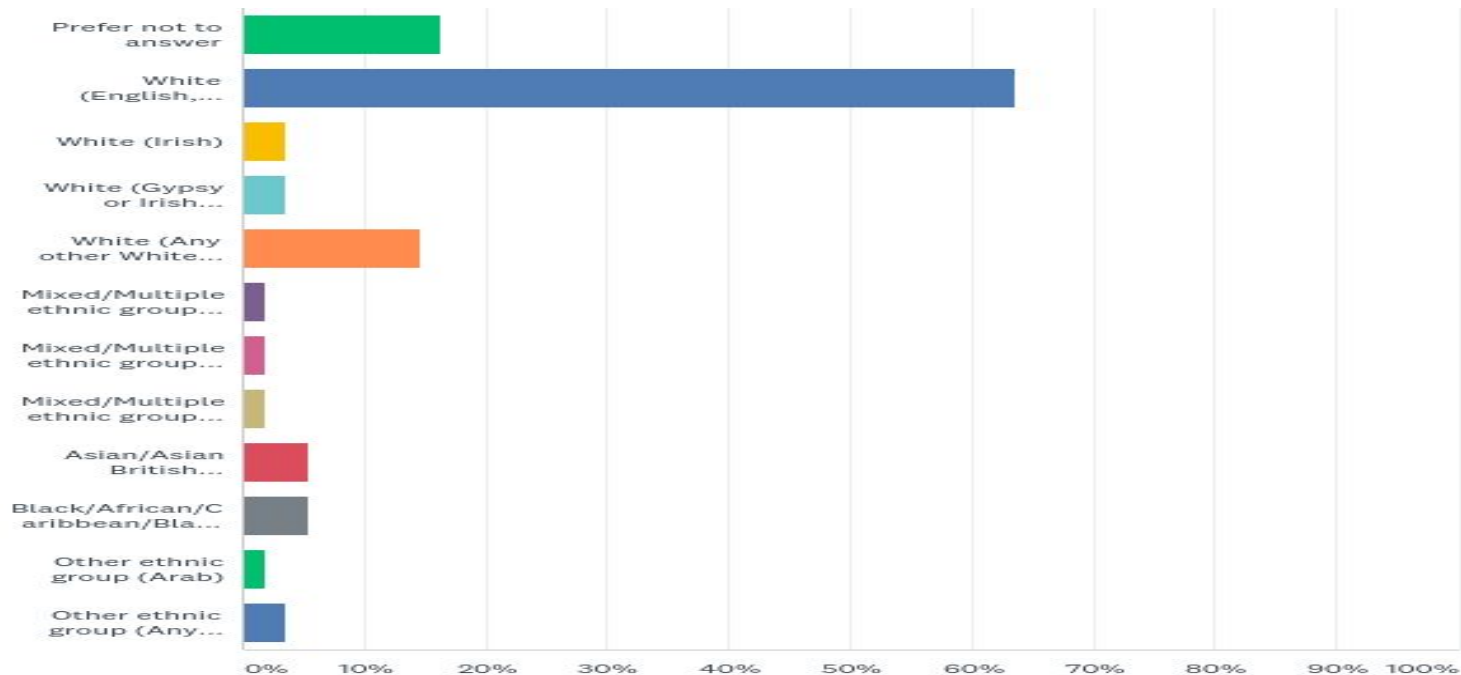
## How we will improve communication

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- We will provide regular updates on current issues via email to those on the mailing list
- We will ensure that we give highlights of website updates on the News and Views Facebook page
- We will keep the website up to date
- We will try to make meetings more accessible and inclusive to encourage more people to be involved

# Q9: We want to ensure that we are representing all residents that live in Colliers Wood. To help us do so, please let us know your ethnicity.

Answered: 55 Skipped: 1



## How we will improve diversity

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- We will work more closely with the local voluntary sector
- We will attempt to make the committee more representative of the local population
- We will seek support to offer translation services etc. to meet a wider audience