

## Consultation Feedback Report - Croydon

WE ASKED	YOU SAID	WHAT WE WILL DO
<p>How would you like Wandle to improve services in your area?</p>	<p>61% of residents would like their Neighbourhood Officers to be more available to discuss issues.</p> <p>27% would like repairs to be carried out quicker</p> <p>12% would like better communication from the Repairs Service.</p>	<ul style="list-style-type: none"> <li>• Neighbourhood Officers will hold regular surgeries with residents and we will install notice boards that includes contact details of Neighbourhood Officers in blocks.</li> <li>• We will work with residents to set up residents associations (e.g. Wilkinson Gardens and Carmichael Road) and develop a leaseholder's forum.</li> <li>• Wandle repairs operatives will be retrained on procedures including communicating with residents over status of repairs.</li> </ul>
<p>What sort of help and advice would you like to get from Wandle?</p>	<p>68% would like help and advice on how to save on energy bills.</p> <p>20% would like help to set up their own business and become self-employed.</p> <p>12% would like help getting into employment.</p>	<ul style="list-style-type: none"> <li>• Our Healthy Homes programme that delivers advice on how to save on energy bills and provides energy saving devices will be delivered in South Norwood, Selhurst, Thornton Heath, Broad Green, Bensham Manor and Waddon.</li> <li>• Our 'Croydon Pop –Up Shop' that enables residents to trade in the Whitgift Centre for a day, will be offered on completion of the Business start-up course.</li> <li>• Our mobile job bus will locate in Norwood and Broad Green with additional stops focusing on high density Wandle developments.</li> </ul>
<p>How would you like Wandle to improve where you live?</p>	<p>32% would like the appearance of their home to be the same as others in their area.</p> <p>33% would like a handyman or gardening service for vulnerable residents.</p> <p>18% would like training on DIY skills</p> <p>17% would like all of the above.</p>	<ul style="list-style-type: none"> <li>• We will explore the possibility of refurbishing the exterior of properties phased by area rather than refurbishing individual properties based on the date of the last refurbishment.</li> <li>• We will develop actions to reduce fly-tipping in partnership with other agencies.</li> <li>• We will install a community garden for residents in Simpson Close</li> <li>• We will work with a local gardener to negotiate a rate for Wandle residents.</li> <li>• We will train residents on gardening skills in order to help them keep their gardens in good condition</li> </ul>
<p>How would you like Wandle to improve community cohesion in your area?</p>	<p>45% would like more health and well-being activities in their area. 7% would be interested in volunteering in their area.</p> <p>25% would like more activities to bring communities together.</p> <p>24% would like all of the above.</p>	<ul style="list-style-type: none"> <li>• We will work in partnership with external agents to deliver Sport projects for young people and a volunteering programme for residents.</li> <li>• We will work with local partners to support programmes and activities in key areas.</li> <li>• We will work with local partners to develop an intergenerational social history project in Broad Green</li> </ul>

<p>How would you like Wandle to improve community safety?</p>	<p>25% would like more activities for young people in their area</p> <p>21% would like Neighbourhood Watch in their area</p> <p>17% would like better security on communal doors.</p> <p>16% would like better lighting</p> <p>21% would like all of the above</p>	<ul style="list-style-type: none"> <li>• We will work with Croydon Voluntary Action to develop a youth strategy/initiative</li> <li>• We will create a platform for the police to build relationships with residents, and build better links with safer neighbourhood's teams, local agencies and residents.</li> <li>• We will explore the possibility of improving security on estates. E.g.; better lighting and safer communal doors</li> </ul>
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