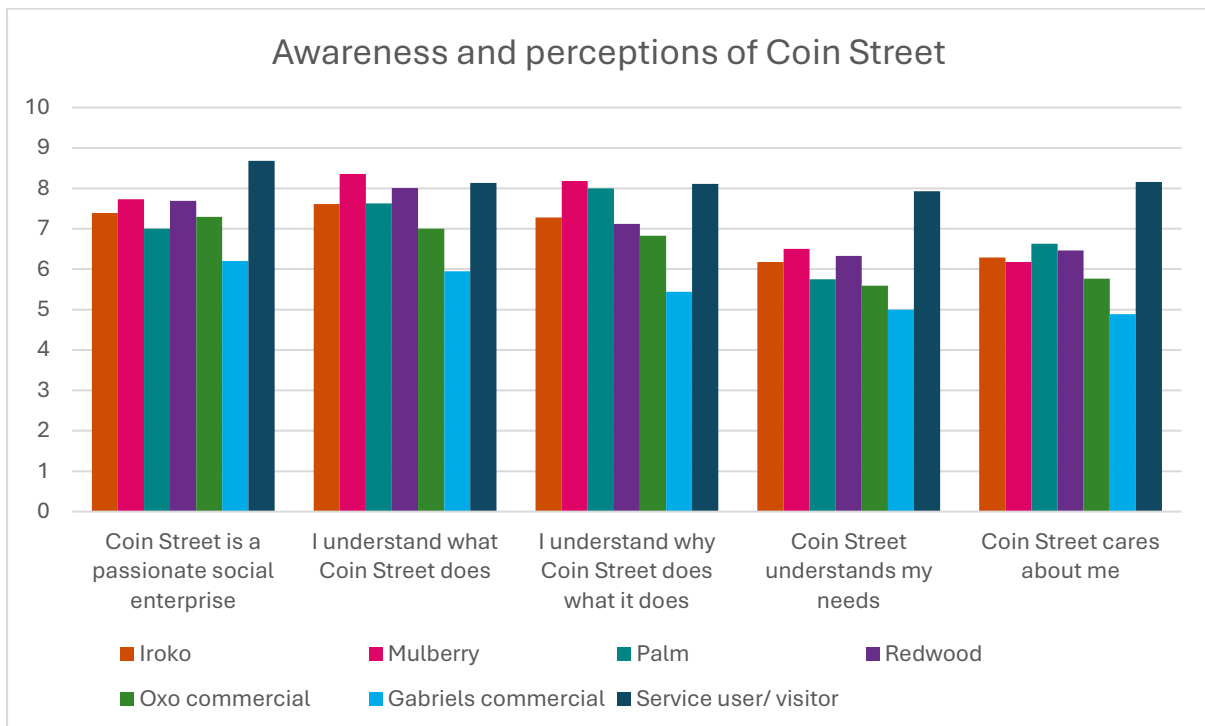




## Awareness and perceptions of Coin Street

- 85% of visitors and service users surveyed were aware of Coin Street.
- Commercial tenants showed the lowest levels of awareness and engagement with the services and activities.
- Co-operative housing residents demonstrated the highest levels of awareness of services although this didn't always translate to higher usage, particularly evident in Young Leaders, Wellbeing, and Volunteering.
- Overall, the service user and visitor group showed the greatest proportional usage of youth and community services, being highest in all activities except Sport.
- Service users have the most positive perceptions of Coin St and Gabriel' Wharf tenants the least.
- Of the different statements posed in the survey, people agreed least that Coin Street understands their needs, followed by Coin Street caring about them.



### Recommendations:

- Increase opportunities for two-way communication.
- Promote the services to co-operative housing residents.

## High quality spaces to live, work and play

- World class management of the Estates for the benefit of all users
- Continued high quality development of the Estate for the benefit of all potential users
- Advocate to protect the neighbourhood and its beneficiaries

The survey assessed to what extent Coin Street was meeting its aims to develop and maintain the neighbourhood for the benefit of all users, this includes Oxo Tower Wharf, Gabriel's Wharf, Bernie Spain Gardens and Riverside Walkway.

- All groups, on average, felt either neutral or in agreement that Coin Street campaigns to protect the neighbourhood; makes a positive contribution to it; and meets the needs of the community.
- The responses show high levels of satisfaction with places owned/managed by Coin Street.
- Gabriel's Wharf tenants had the lowest levels of satisfaction with all areas, especially Gabriel's Wharf itself.
- Bernie Spain Gardens was rated highest on average by all stakeholder groups.
- Mulberry residents are generally much less satisfied with Oxo Tower Wharf than all other stakeholder groups.
- The overall Net Promoter Scores for all amenities were good to great, with Palm residents rating Bernie Spain Gardens and Riverside Walkway in the top ten percentile.

The net promoter score for each space is based on the likelihood of respondents recommending them. The results are shown in the table below. (NOTE: The scores can range from -100 to +100. Over 0 is good, over 20 is great and over 50 is excellent.)

	Iroko	Mulberry	Palm	Redwood	Oxo	Gabriel's	Service user
Oxo Tower Wharf	0	-20	50	33	17	-13	20
Gabriel's Wharf	10	0	67	9	-17	-9	16
Bernie Spain Gardens	27	38	83	36	25	33	43
Riverside Walkway	23	30	88	0	0	-13	35

*“Very nice feeling walking along the river walkway. It's a different positive feeling seeing the River Thames and the boats.”*

### Recommendations:

- Keep Bernie Spain Gardens clean and develop the north side according to plans.
- Use the Garden and space behind the tower to hold events.
- Investigate ways of reducing speeding cycles along the river walkway if possible.
- Create a more child friendly space in Gabriel's Wharf which could also increase footfall for businesses.
- Communicate with residents around plans for, or ownership of empty / unused buildings.

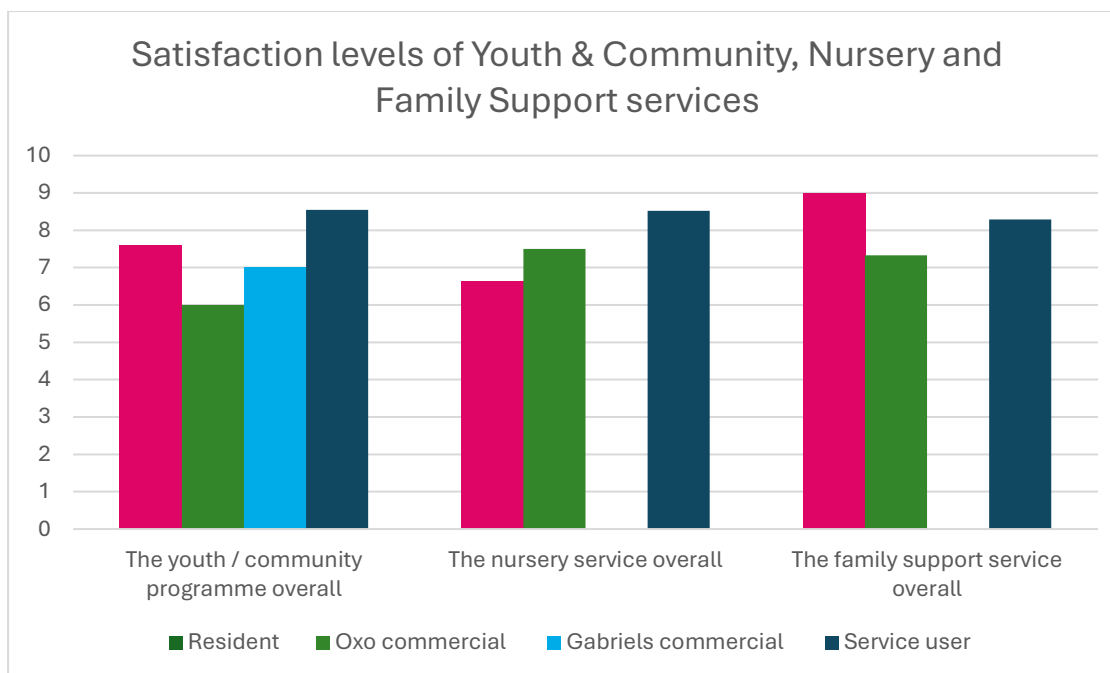
## Best start for children & families *and* Health & wellbeing for everyone

- **High quality delivery of direct services to the local community including nursery, family support sessions year round**
- **Hosting other family services to meet community need**
- **Delivering a rich programme of health and wellbeing sessions and facilities**
- **Offering a broad range of outreach services**
- **Building resilience in the community, connecting people and improving their environment**

- All stakeholder groups felt either neutral or in agreement that Coin Street contributes to the health and well being of the community through its services.
- The perceptions of Coin Street's youth services, i.e. helping to improve people's physical health and wellbeing; providing opportunities to become involved; developing people's skills; facilitating lifelong learning; and being a person-centred and culturally informed ranged from neutral to very positive.
- Service users and visitors had the most positive perceptions overall, although co-operative residents had a higher opinion of the Family Support Services.
- Gabriel's Wharf tenants had the least positive perceptions of the services.
- Satisfaction levels vary between the stakeholder groups in terms of their experiences of the youth & community, nursery, and family support services.
- Almost all stakeholder groups were satisfied or very satisfied with the services, on average.
- Most of those who were satisfied with the service would recommend it, the opposite also held true.
- The lower levels of satisfaction were Oxo Tower Wharf tenants' opinion of the youth and community events.
- There was praise for the staff within the nursery and family services.
- Over a third of co-operative housing residents indicated a definite or potential interest in volunteering with Coin Street.

### ***Suggestions from the community for more activities:***

- ❖ *Health-oriented workshops e.g. baby massage; mental health support for young people.*
- ❖ *Fitness programs for different ages / capabilities e.g. Zumba, boxing, tennis, Pilates*
- ❖ *Community gardening, food growing, outdoor festivals.*
- ❖ *Facilities for swimming, gym, yoga, football, squash, indoor bowling*
- ❖ *Social events & support groups for specific demographics, e.g. older residents, commercial tenants, mums, blind residents.*
- ❖ *Regular community gatherings e.g. playgroups, parent groups, coffee/lunch clubs.*



The net promoter score for each service each is based on the likelihood of respondents recommending them and are displayed in the table below. (NOTE: The scores can range from -100 to +100 and anything over 0 is good, over 20 is great and over 50 is excellent.) All are good or excellent except for the commercial tenants' groups. It must be noted that the sample size of the responses for these services is small and so could be misleading.

	Resident	Oxo	Gabriel's	Service user
<b>Youth / community programme overall</b>	15	-50	-100	51
<b>Nursery service overall</b>	0	0	n/a	68
<b>Family support service overall</b>	60	0	n/a	46

When asked if they would be interested in volunteering with Coin Street, there was some definite interest, and the service user group were most likely to volunteer. However, there is potential for all groups with nearly a third of residents answering 'maybe'.

## Recommendations:

- Promote the services wider and through different mechanisms to attract more residents and commercial tenants.
- Have activities and events outside of the usual office hours so working people can attend.
- Organise events to celebrate the diversity of cultures within the community.
- Organise events for all residents to get to know their neighbours.
- Offer volunteering opportunities to all with a clear message of what, when, where, how and why.
- Consider further research with the service users to be informed by a greater more representative sample size.

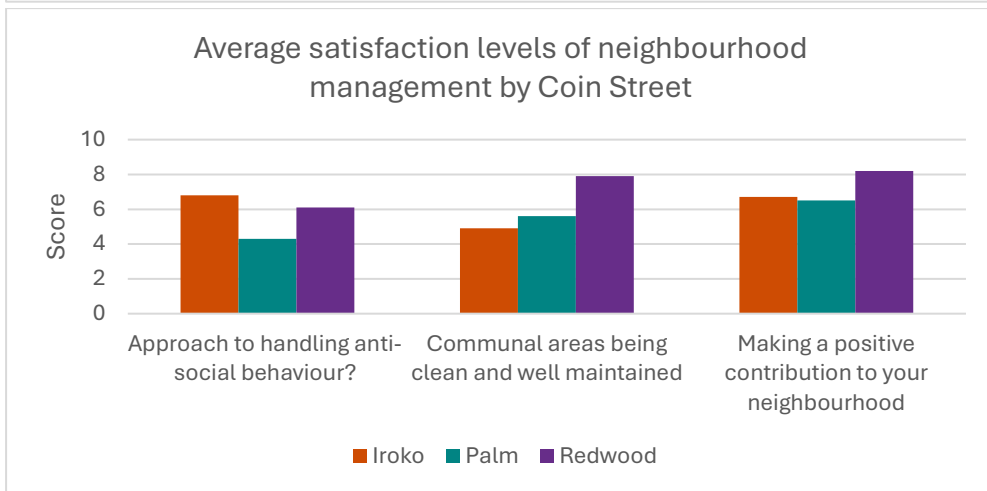
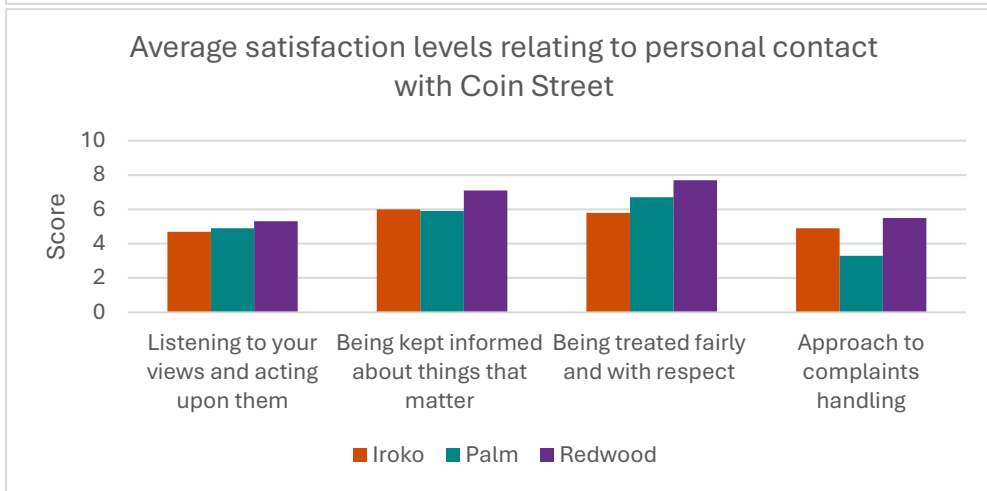
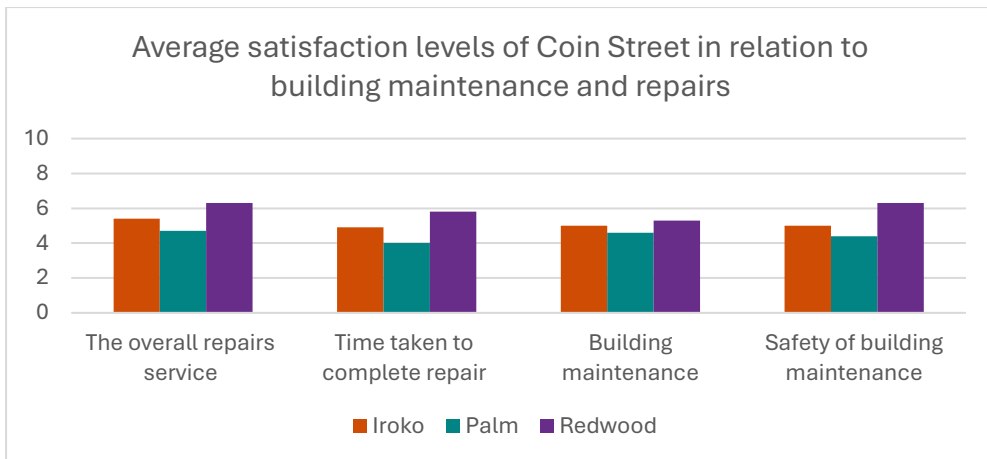
## Homes that support our community

- **Support Coin Street co-operatives**
- **Developing new high-quality homes**
- **Influencing Housing Policy**

- On average the residents were more satisfied overall with their own co-operative than with Coin Street.
- Iroko residents scored Coin Street the lowest average, indicating that they are neither satisfied nor dissatisfied and their co-operative the highest, 7 which indicates they are quite satisfied.
- Less than a quarter of Palm co-operative residents were satisfied with their co-operative overall and none of these residents were satisfied with the approach to anti-social behaviour. Palm co-operative residents were also slightly dissatisfied with Coin Street's handling of anti-social behaviour.
- In general, the residents were largely satisfied with their co-operatives when it came to building repairs and the internal maintenance but less so about the time taken for the repairs once they had been reported.
- Maintenance of internal areas, such as bathrooms and kitchens was the lowest average for the Redwood co-operative.
- Satisfaction levels for Coin Street were either neutral or slightly dissatisfied, with the time taken for repairs to be the lowest average scorer.
- Redwood residents were more satisfied than Iroko and Palm co-operatives for all the questions relating to Coin Street maintenance.
- The approach to complaints handling saw the lowest average scores for the co-operatives and Coin Street as well as the lowest proportion of positive scores.
- Palm co-operative residents were slightly dissatisfied with how their views were listened to and acted upon by their co-operative.
- Redwood residents were more satisfied than the other residents with their co-operative about being kept informed and being treated fairly with respect.
- Coin Street scored quite highly for their positive contribution to the neighbourhood, but there were mixed feelings about keeping the communal areas clean and well maintained.
- Both Coin Street and the co-operatives scored highest on the questions relating to the management of the neighbourhood.
- Iroko co-operative residents were less than satisfied about Coin Street maintaining the communal areas.
- Residents who attended the focus group valued a sense of community second only to the condition of their home.
- Some properties have poor heating and insulation causing residents to live in cold homes.

**NOTE: Mulberry co—operative residents were not included in this analysis.**





## Recommendations:

- Consider the opportunities for, barriers to, and support required for home swapping within and between co-operatives to address the under/over occupation of properties.
- Improve communication around the different responsibilities of the co-operatives and Coin Street so residents know who to approach.
- Improve the complaints handling process.
- Increase two-way communications so residents feel listened to.
- Hold a regular drop-in surgery for residents to report any issues and ask any questions.

## Enterprise, creativity, and lifelong learning

- Delivering high quality direct services, skills workshops and opportunities
- Supporting creative talent
- Developing and supporting other neighbourhood based social enterprises

- Service users and visitors on average had the most positive perceptions of Coin Street's support of enterprise and creative talent.
- The tenants of Gabriel's Wharf were less satisfied than Oxo Tower Wharf tenants on most matters except marketing support and, marginally, the repair service.
- Less than a third of Gabriel's Wharf tenants gave a positive response to the questions about handling complaints and being listened to.
- The lowest level of satisfaction for Oxo Tower Wharf tenants was for marketing support.
- 40% of Gabriel Wharf tenants and 61% of Oxo Tower Wharf tenants said they would be likely to recommend Coin Street commercial space to others.
- Perceptions of Gabriel's Wharf included words such as, unique, informal, independent, quiet and run down.
- Perceptions of Oxo Tower Wharf included words such as iconic, historic, artisan, quirky and undiscovered.
- The commercial tenants were willing to contribute to improve marketing and events.
- Visitors and residents would like to see more child friendly spaces in Gabriel's Wharf.
- Young people would like more connections between the commercial tenants and young people to promote enterprise, such as mentoring.

The table below shows the proportion of positive scores from each Wharf.

Gabriels	Oxo	Question
35%	41%	Satisfaction overall
42%	41%	Repairs in last 12 months
35%	53%	Area is clean and maintained
30%	47%	Listens to views and acts on them
37%	53%	Being kept informed
47%	75%	Treated fairly with respect
9%	67%	Approach to handling complaints
50%	27%	Marketing support received



### ***Suggestions from the survey and focus group on how to improve the Wharfs:***

- ❖ *Better lighting.*
- ❖ *More seating areas.*
- ❖ *Improve maintenance and cleaning.*
- ❖ *Provide access to the toilets during opening hours.*
- ❖ *Reinstate the Commercial Tenants AGM and management meetings.*
- ❖ *Pool efforts and resources among tenants to increase marketing.*
- ❖ *Maximise the potential of its location, the unique character and history.*
- ❖ *Make it a 'destination' through promotion, events and businesses with an identity.*
- ❖ *Increase signage and visibility of the Wharfs and businesses within.*

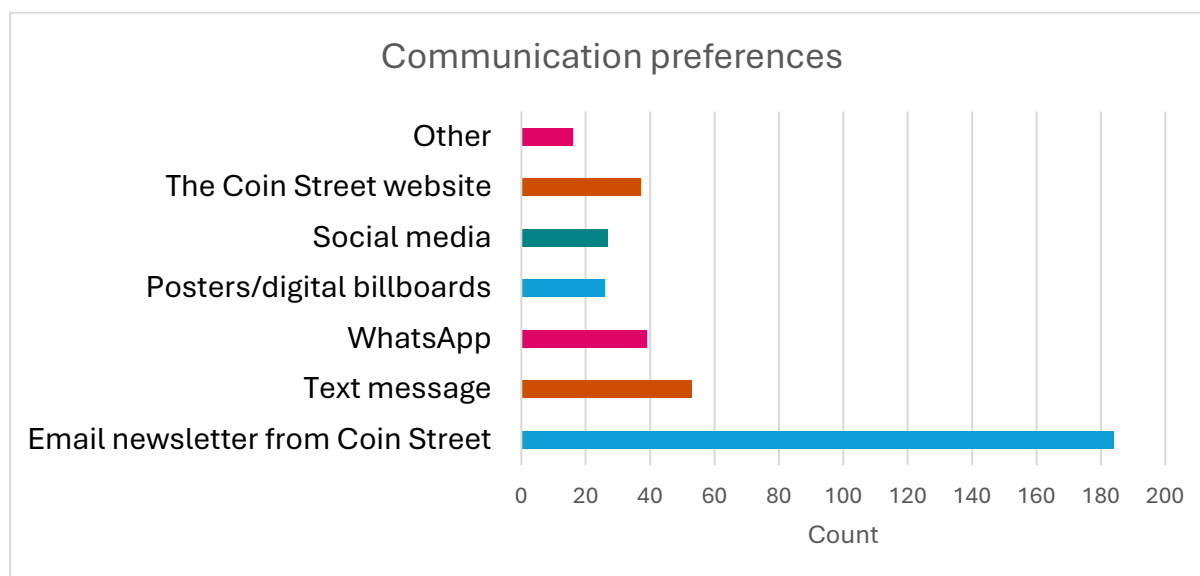
### **Recommendations:**

- Invest in Oxo Tower Wharf and Gabriel's Wharf to reach their full potential.
- Consult with tenants as to what the priorities are and co-develop a plan of action.
- Investigate whether some of the actions could tie in with the volunteering opportunities, e.g. gardening group add planters to Gabriel's Wharf.
- Organise more events to attract new people to the area.
- Reinstate the regular management meetings with the tenants where active, meaningful engagement can take place.
- Select the appropriate businesses to maintain the artisan, quirky experience. Other suggestions included bookshops and a microbrewery.
- Increase marketing and promotion, working with the tenants to pool efforts.
- Clear, visible signage is essential to stop people walking past Oxo Tower Wharf thinking it is private workshops or housing and to make Gabriel's Wharf entrance noticeable.
- Enforce lease conditions regarding opening hours so the spaces look vibrant and open.
- Encourage creative talent and lifelong learning with workshops, adult education and shared workspaces.

## Communications

All but one resident who responded said that English was spoken in their home and of the other stakeholders, 62% of commercial tenants and 70% of service users/visitors said English was their first language.

When asked about how to receive communications, most people said via e-newsletter. However, during the discussions and in the comments on the surveys, there is a need to facilitate two-way communications and face-to-face contact to increase trust and familiarity.



## Acknowledgements

Thank you to all residents, businesses, service users, and visitors who took the time to join a focus group session; contribute ideas; or complete a survey as this research could not have happened without you. Thank you also to the team at Coin Street and the co-operative management committees who promoted the research and supported our events.