

## Residents survey guide

### This tool helps practitioners gather the views of residents and community members to inform Neighbourhood Assessments.

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By engaging directly with residents, practitioners can identify common themes or worries within the community and use this information to help prioritise issues and allocate resources more effectively.

#### Things to keep in mind when using this tool

- Decide who to engage and how - e.g. specific residents affected by an incident or gathering general community views through door-to-door engagement or by being present at locations such as community centres.
- Clearly communicate the purpose of the survey, what you will do with the information and that their answers will be anonymous. Explain what safeguarding is in simple language (i.e. keeping young people safe in public spaces) and why it's important that everyone works together to make sure that young people are safe in the community.
- Offer both digital and paper survey formats.
- Discussing the survey with residents can provide deeper insights. You might find that a conversational approach works better and you can record reflections afterwards.
- Keep the focus on young people's safety and welfare to keep discussions relevant.
- Provide information about how they can help to keep young people safe: e.g. how they can report safeguarding concerns (while always being clear in these cases to call the police if there is an emergency), sharing the contact numbers for local youth services where they can direct young people, or how they can become community guardians.

## Suggested survey questions

These questions can be adapted depending on your survey format and the neighbourhood area you are focusing on.

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- Date:
- Location:
- Practitioner administering the survey (if in person):
- What is your experience of young people in the local area?
- How safe do you think young people are in the local area?
- Do you have any concerns about young people's safety in the local area?
- Did you notice any trends – e.g. incident happening to the same young people/times of days?
- What might be some solutions to these concerns?
- Have you ever been in a situation where you have seen young people in the local area in danger or looking like they might need help? What happened? What did you do?
- Do you know about activities or services for young people in the local area?
- Would you be prepared to learn more about how you can help to keep young people in the local area safe?

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This document is an updated version of the resource that was developed in collaboration with Simone Nyarko and Michela Notarianni with the Hackney Contextual Safeguarding Team, initially published in November 2018.

Find out more about neighbourhood assessments on [www.contextualsafeguarding.org.uk](http://www.contextualsafeguarding.org.uk) under our 'Context Assessments and Responses' toolkit.