

**Residents’ Survey**

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**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.[[1]](#footnote-1) This Residents’ survey guidance was originally developed by the Plymouth Safeguarding Children Partnership, based upon the Hackney Children and Families’ Services model with the University of Bedfordshire, to support practitioners to additionally help understand and account for the views and experiences of residents, or those who use the spaces, alongside the Safer Me Assessment.

Speaking with and engaging residents and community members is important for identifying harm, as well as potential stakeholders who can support interventions. This Resident’s 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 to support the priority or weighting of any resource deployed in relation to each concern.

The document includes:

* Guidance for carrying out a Resident’s survey
* Appendix A: an example Resident’s survey

**Carrying out a Residents’ Survey**

Before carrying out a Resident’s 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 who use a particular service. If you are seeking to speak to specific residents, you should consider how to best approach them and who 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 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 in order to mitigate any concerns the residents might have and to prevent discussions focused on other concerns which may not be associated to safeguarding, for example transport or refuge collection.

It is useful to have the survey in different formats including online and paper copies. We had access to computer tablets meaning 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 provides the opportunity to expand on and understand their answers.

It is also beneficial to be able to speak about how their responses will be used, and the possible next steps to be taken.

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

**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:**

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| --- |
|  |

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

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| --- |
|  |

1. **What might be the solution(s) to addressing these concerns?**

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1. **Is there anything else you would like to add?**

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1. Visit [www.contextualsafeguarding.org.uk](http://www.contextualsafeguarding.org.uk/) for more information. [↑](#footnote-ref-1)