

# JACK HOBBS CENTRE CONSULTATION.BRANDON ESTATE

*“The club is an ideal place to bring together as many residents as possible, who live on Brandon Estate, not just for the local council but as a meeting place for residents to discuss issues affecting everyone and as a social venue to meet other residents, who don't often get out and about.”*

October 2020  
Consultation Report  
by Javier Montoya

## Table of Contents

<b>Main Findings</b> .....	2
Background.....	3
The consultation .....	4
<b>Findings by Question</b> .....	4
Questions 1 and 2 .....	4
Q3. Are you responding to this consultation as an individual or as a representative of a business or organisation? .....	4
Q4. Have you ever been to the Jack Hobbs Centre? .....	4
Q5. Please describe what activity/ies you have taken part in at the Jack Hobbs Centre and when it took place.....	5
Q6. Please give us your feedback on that activity or activities - what went well and what could be improved? .....	6
Q7. Please state how often you have used the Jack Hobbs Centre.....	6
Q8. Why have you never used the Jack Hobbs Centre?.....	7
Q9. What would encourage you to use the centre or use it more?.....	7
Q10. What would you like to see achieved through the centre?.....	8
Q11. What services would you like to see available at the Jack Hobbs Centre? .....	9
Q12. Would you like the hall to be available for private hire by residents?.....	10
Q13. What time of the day would you prefer to use the Jack Hobbs Centre? .....	10
Q14. How would you prefer to find out about activities taking place at the Jack Hobbs Centre? .....	11
Q15 to 21 Demographics .....	12
<b>Appendix 1: Services that respondents would you like to see available at the Jack Hobbs Centre</b> .....	15
<b>Appendix 2: Preferred ways to find out about JHC’s activities by age range</b> .....	21

## Main Findings

- A total of 89 responses were received. **87** of them were processed as one resident participated twice and one was sent in error.
- Around 59% (n = 51) of the responses were printed copies.
- More than **four in five** (82%, n = 71) of the answers came from Brandon Estate residents. 5% (n = 4) of the respondents were representatives of an organisation.
- Around **one in two** (48%, n = 42) mentioned that they **have been** to the Jack Hobbs Centre, especially attending meetings of different nature as well as clubs and social events. Overall, their experiences were described as **amazing** due to the location of the centre and its facilities.
- The job of **Chloe Newman** and her team with teenagers was praised by four respondents who made a total of ten positive comments on this. One of the residents wrote: *“would love to see Chloe and her team back working with the teenagers. They are brilliant it’s just what our estate needs.”*
- Around one in two of the respondents (48%, n = 42) have been to the centre before. Of those who said they have been before, **one in three** (n = 14) said that they have been there once or twice. The reasons some residents have never used the centre will remain unknown as the questions about it **were not** answered.
- A programme of activities the residents are interested in and being able to hire the centre for private use would encourage them to use the centre more (40% and 23% in that order respectively). Activities for all ages, including sports, during the school holidays were on the top five.

Activities	Weighted Average
Activities for children	38.22
Activities for young people	38.11
School Holiday clubs	36.11
Sports & fitness Classes	35.44
Activities for both parents and pre-school children	34.44

- The participants in the consultation would like to see the centre as the place where the community can meet, socialise, get and show skills. The centre should be the place where all barriers are broken through activities for all ages that help “building and developing community spirit”.
- **Around seven in ten** of the residents would prefer to use the centre during the weekends and evenings (68% n = 59 and 66% n = 57 in that order). The top three preferred methods to find out about the centre’s activities are via email, posters on notice boards and leaflets through their doors. The preferred contact method has variations depending on the age group.
- The majority of respondents belonged to a non-white BAME category. In terms of the other demographic categories, most respondents fell within the 35 and 44 years old, female heterosexual, Christian with no disabilities who has kept her gender as it was assigned at birth. Detailed breakdown can be found in [Q15 to Q21 Demographics](#).

## Background

The Jack Hobbs Centre is located in the Brandon Estate, London SE17. The estate has about 1,695 properties - six tower blocks and other low and medium rise blocks as well as bungalows. It also has a nearby sheltered scheme, King Charles Court, which has 36 flats and mainly occupied by elderly and other vulnerable residents. There are 541 leaseholders and 1,154 secure tenants.

The original Brandon estate (built circa 1958 - 1962) consisted of what is now referred to as Brandon 1, and also encompassed mixed tenure housing on the other side of Cooks Road extending NE as far as Fielding Street. A neighbouring estate of a completely different design (now referred to as Brandon 2 & 3) was built approx. 10 years later, on the southern boundary.

The Jack Hobbs Community Hub currently provides space for two organisations. Two rooms on the ground floor are occupied by the Brandon 1 TRA which represents 665 households in the estate. The Southwark Young Advisors (**SYA**) currently occupy the top floor where the main hall is. The SYA are an established team who sit under a Youth Inclusion & Projects Manager and safeguarding coordinator.

There are three vibrant tenants and residents associations (Brandon 1, 2 and 3) who work to ensure that residents have a say in the services delivered on the estate and ensure that all service providers are held accountable to the residents.

There are a number of other well used community spaces in the Brandon estate. The **Rachel Leigh Hall** is managed by the Brandon 2 TRA and hosts activities such as coffee mornings, sewing classes, knitting classes, Ria's kitchen, worship gatherings, table tops sales and youth activities as well as being the meeting place for the Brandon 2 TRA. Brandon 3 manages another hall which is known as the "**Pensioners Club**" and it hosts table top sales and other fundraising activities, bingo sessions, coffee mornings and other activities geared toward older people as well as being the meeting space for Brandon 3 TRA. All the above is currently on hold due to the COVID pandemic.<sup>1</sup>

Prior to the pandemic, the **SYA** covered the Brandon Estate three or four times per week with the following programme of activities:

- Youth Panel – Made up of young people from the estate to help co design the #mybrandon youth hub, run a quarterly newsletter.
- Drama Sessions - Bridging the Gap Bridge the gap studios performing arts, and specialised coaching as a platform to illustrate and reinforce positive life choices.
- Active communities/Youth-netic - provides chances for young people to develop technical and personal skills and access opportunities within the arts and creative industries in a fun and positive environment. Aged 14+
- Girls only non-contact boxing with London Community Boxing & Leap CC 'Power Up' Workshops – currently running for four weeks & in Half Term – potential for extending funding/sessions. Aged 14+
- Leap & Mentivity (Drop in & Chill sessions) – Providing mentoring, career support, sports and physical activities. Aged 14+

---

<sup>1</sup> *Engagement Plan Jack Hobbs Centre by Eva Gomez*  
*Report by Javier Montoya*

## The consultation

Southwark council believes the centre presents an exciting opportunity for residents and should be at the heart of the community. In order to hear the community's ideas for the centre and help them make the best use out of it, a **consultation** was ran between **28/08/2020 and 22/10/2020**.

This consultation was available **online** and in **printed copies** for those digitally excluded. It also included **photos** and details about the centre as well as a **virtual tour** in order to give the residents contextual information on which to base their answers.

A total of 89 responses were received. One person answered to the consultation twice and one was sent in error. For the purpose of this report, the number of responses will be then **87** after exclusions. Out of the 87 responses, **51** (59%) were answers from printed copies.

## Findings by Question

### Questions 1 and 2

These questions were about names and emails. No analysis is required.

### Q3. Are you responding to this consultation as an individual or as a representative of a business or organisation?

82% (n = 71) of the answers to the consultation came from residents of the Brandon Estate followed by 11% (n = 10) of people living around. Four people (5%) answered as a representative of an organisation, three of them provided the organisation's name. These organisations were: Breaking Barriers Community Leaders, US Group Charity and Rachel Leigh Community Hall. This information is summarised as follows:

What capacity	Count	%
As a resident of the Brandon Estate	71	82%
As someone who lives nearby	10	11%
As a representative of an organisation	4	5%
As a visitor to the area	2	2%
<b>Grand Total</b>	<b>87</b>	<b>100%</b>

### Q4. Have you ever been to the Jack Hobbs Centre?

Have you been	Count	%
Yes	42	48%
No	41	47%
I'm not sure	4	5%
<b>Grand Total</b>	<b>87</b>	<b>100%</b>

The above table shows that 48% (n = 42) of the participants **have been** to the centre and that, in roughly the same proportion, they have **never been**.

Q5. Please describe what activity/ies you have taken part in at the Jack Hobbs Centre and when it took place

29% (12 out of 42) of those that have been to the centre have attended different kind of meetings whilst 26% (11 out of 42) have participated in different clubs. Only 10% (4 out of 42) have taken part in organised activities as can be seen in the table below.

Have you been	Activity summary	Count	%
Yes	Meeting	12	29%
	Club	11	26%
	Blank	10	24%
	Activities	4	10%
	Party	3	7%
	Shelter	1	2%
	Classes	1	2%
<b>Yes Total</b>		<b>42</b>	<b>100%</b>

From the previous table, we can also deduced that 14% (12 out of 87) and 13% (11 out of 87) of the participants have taken part in meetings and clubs.

Four respondents (5%) made a total of ten positive comments about the job of **Chloe Newman** and her team. The following is one of these quotes:

*“My teenagers were on the youth panel just before corona virus it was really helping them as they were going off track. Chloe Newman and her team are amazing and work so well with the teenagers”.*

Some participants mentioned the nature of their meetings:

*“TRA Heating Meeting and meeting with Youth Adviser Manager.”*

*“I have attended residents meetings with the local council and with the police in attendance”.*

*“Used to attend youth club. Had my daughter’s birthday parties in club. Used for learning.”*

It seems that some residents knew about the centre due to a fire in of the blocks.

**“Only used it once when there was a fire at Walters’ house and residents were asked to go to the centre”**

The following word cloud summarises the nature of their participation in the centre.



33% (14 out of 42) of those that have attended the centre, have been there only once or twice followed by 26% (11 out of 42) other frequencies and 17% (7 out of 42) more than once a week. Among those who mentioned **other frequencies**, 27% (3 out of 11) reported school holidays and 18% (2 out of 11) from time to time.

When we compare these figures with the total number of respondents (n = 87), it can be inferred that 16% (14 / 87) and 13% (11 / 87) of the participants in the consultation have used the centre once or twice and in other frequencies in that order respectively.

#### Q8. Why have you never used the Jack Hobbs Centre?

Unfortunately, it will not be possible to know why the centre have never been used for some residents. **The question was not answered.** This could have been due to a technical glitch.

#### Q9. What would encourage you to use the centre or use it more?

This was a multi choice question. 66% of the respondents would be encouraged to use the centre or use it more if there were a programme of activities they were interested in. 38% might be using it more if they were able to hire the centre for private use. Please see more details on the following table.

What would encourage you to use the centre or use it more?	Count	% of total participants (n = 87)
A programme of activities that I am interested in	57	66%
Being able to hire it for private use	33	38%
Other (please specify)	25	29%
More information about opening times	24	28%
Not answered	5	6%
<b>Grand Total</b>	<b>144</b>	

Among those that reported other ways to be encouraged, there is not a dominant way. The answers ranged from sports facilities, development classes and community based events and activities. 10% of the respondents (n = 9) stated that issues relating to one of the TRAs is making it less appealing for them to use the facilities. It is worth noting that there have been no activities taking place at the JHC since lock down was announced in March 2020 following directions given by the council in relation to community premises.

Further clarification about the following claim will be required: *“As a TRA, we can put on events for everyone given the opportunity. We have funding to do this but have no space.”*



Q11. What services would you like to see available at the Jack Hobbs Centre?

*“Many people are suffering from loneliness and depression. It has been proven that bringing older and younger people together can be very beneficial. Support groups for teenagers is important to give them an outlet to talk to someone confidentially...”*

*“A combination elderly/nursery session that helps develop inter age relationships and combats elderly loneliness”*

The top five activities/services according to the respondents were: activities for children, activities for young people, school holiday clubs, sports & fitness classes and activities for both parents and pre-school children.

Note that the weighted average was used as it takes into account the relative importance or frequency of all answers in the data set. The weighted average was sorted in descending order. **The activities with the highest weighted average are the top priorities.** For more details about the frequencies and weights used for calculating the weighted average, please refer to [Appendix 1: Services that respondents would you like to see available at the Jack Hobbs Centre.](#)

The full list of priorities is depicted on the next table.

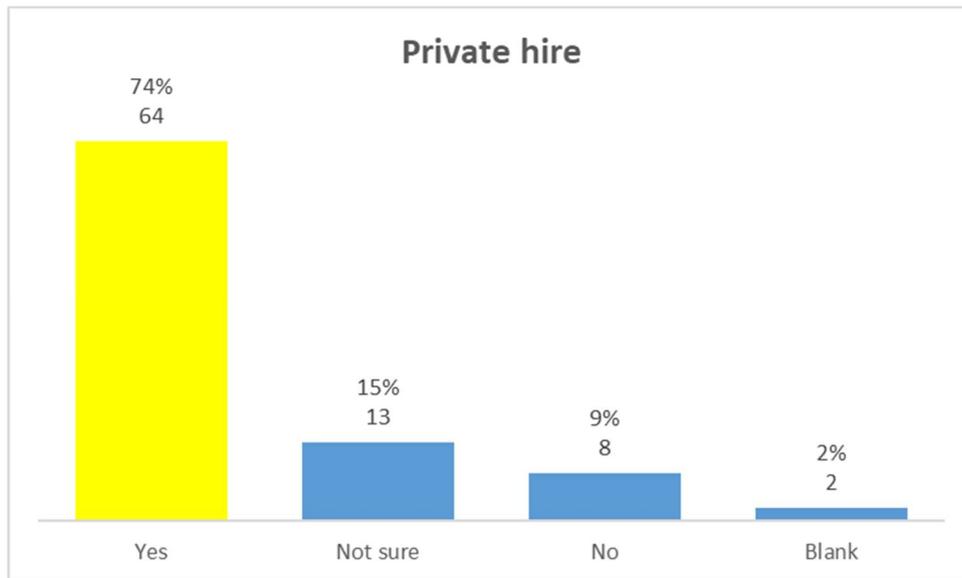
Activities	Weighted Average
Activities for children	38.22
Activities for young people	38.11
School Holiday clubs	36.11
Sports & fitness Classes	35.44
Activities for both parents and pre-school children	34.44
Adult Education Classes	33.33
Activities for older people	33.22
Training accreditations	32.89
Housing advice	31.44
Activities to bring together young and older people	31.00
Help getting back into work	30.89
Performing Arts Activities	30.67
Arts & Crafts Classes	29.89
Toddler Group/Crèche	29.89
Welfare/Benefits rights and advice	29.00
Debt advice	27.89
Money management advice	27.67
Sign language classes	25.89
Gardening/Growing activities	24.89
Movie nights	24.67
Female only activities	19.44
Male only activities	18.44
Other (please specify)	7.78

Q12. Would you like the hall to be available for private hire by residents?

*“The hall, as it is a building on Brandon Estate, should be managed and run by Southwark Council as a venue for the residents, who live on Brandon Estate”*

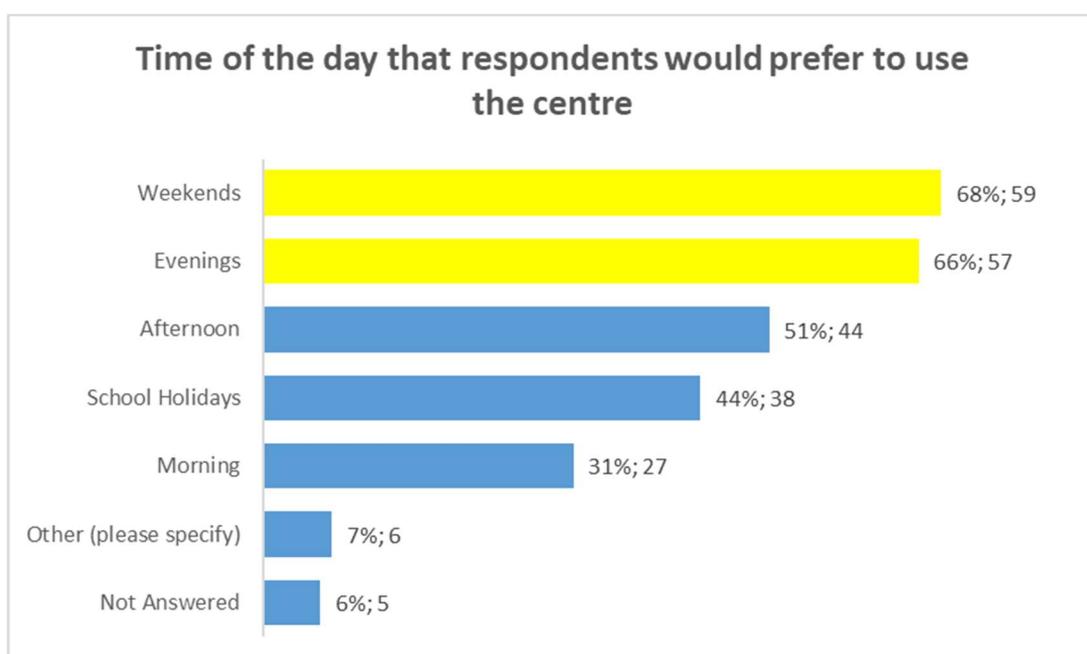
*“Used regularly for a variety of community activities, even hired out to companies for commercial purposes, but not just left empty”*

*“An affordable community space at a discounted price for residents of the estate. Properly refurbished to modern standard”*



The above graph shows that 74% (n = 64) would like the hall to be available for private hire by residents followed by 15% (n = 13) of those who were not sure.

Q13. What time of the day would you prefer to use the Jack Hobbs Centre?

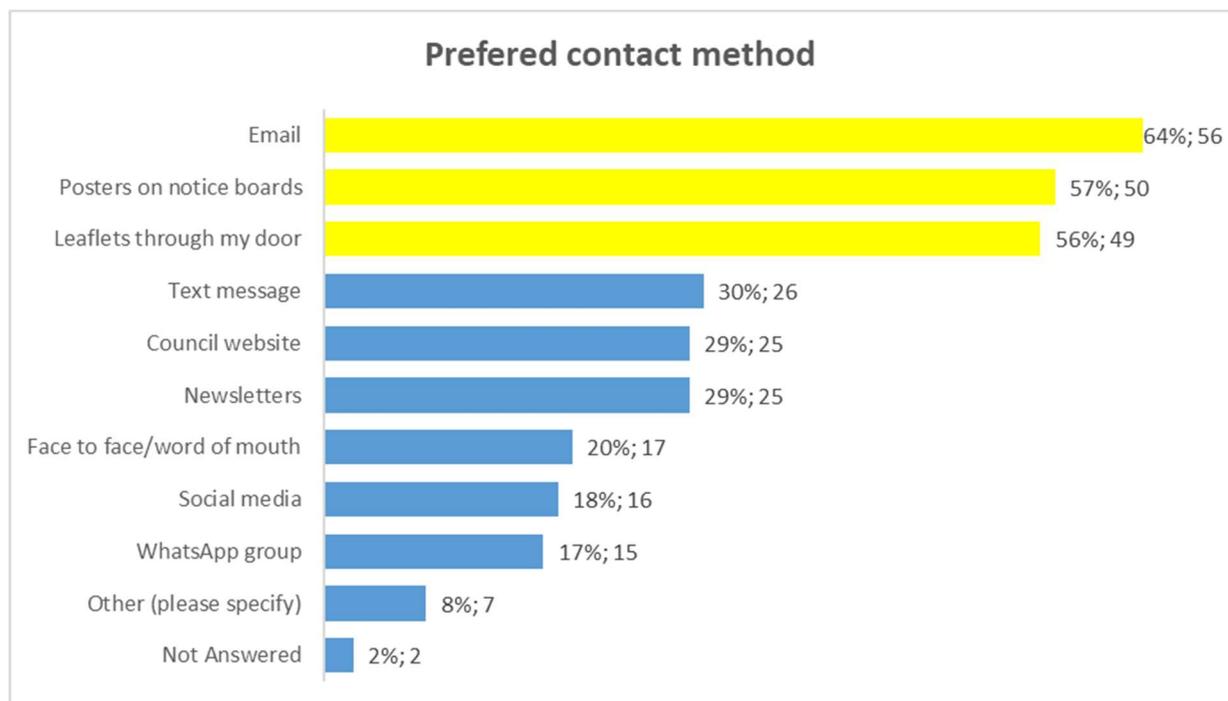


68% (n = 59) of the respondents suggest that they would prefer to use the centre during the weekends and 66% (n = 57) during the evenings whilst afternoons, school holidays and mornings were preferred by 51%, 44% and 31% in that order. Please note this was a multiple choice question and therefore the percentages add to more than 100%

Q14. How would you prefer to find out about activities taking place at the Jack Hobbs Centre?

*"I have lived here since 1996 and never heard of it. So more publicity"*

*"More should be offered and advertised on social media but also door to door, as many local residents are not aware of the centre reopened, since its refurbishment. This centre is vital for our youth in the community and it should be celebrated by the whole community."*



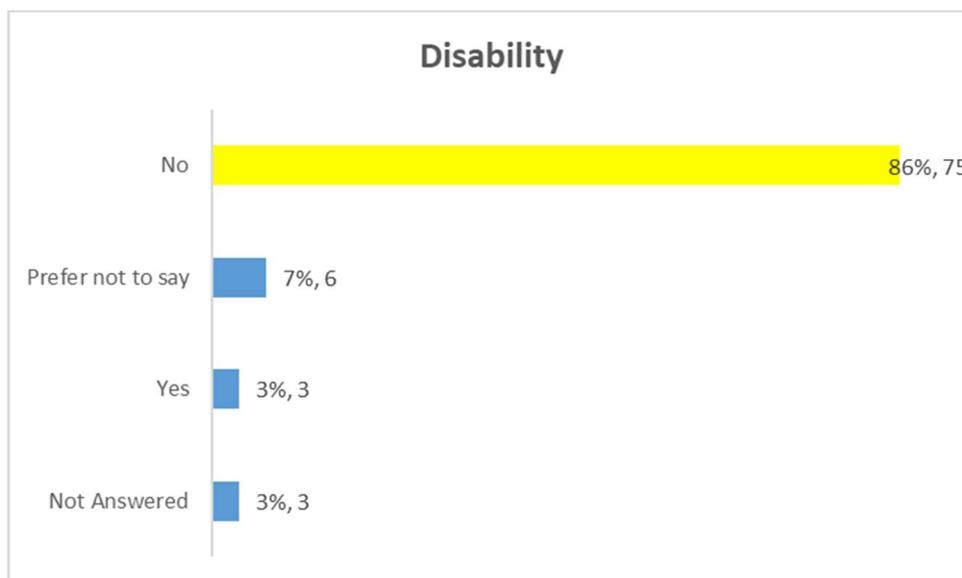
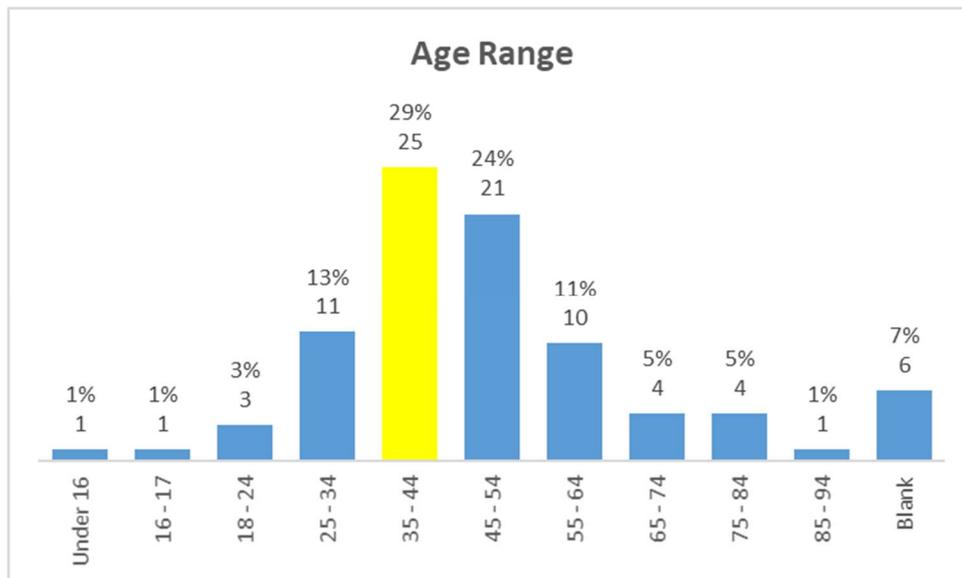
The top three preferred ways to find out about activities by the respondents were email (64%, n = 56), posters on notice boards (57%, n = 50) and leaflets through their door (56%, n = 49). Please note this was a multiple choice question and therefore the percentages add to more than 100%

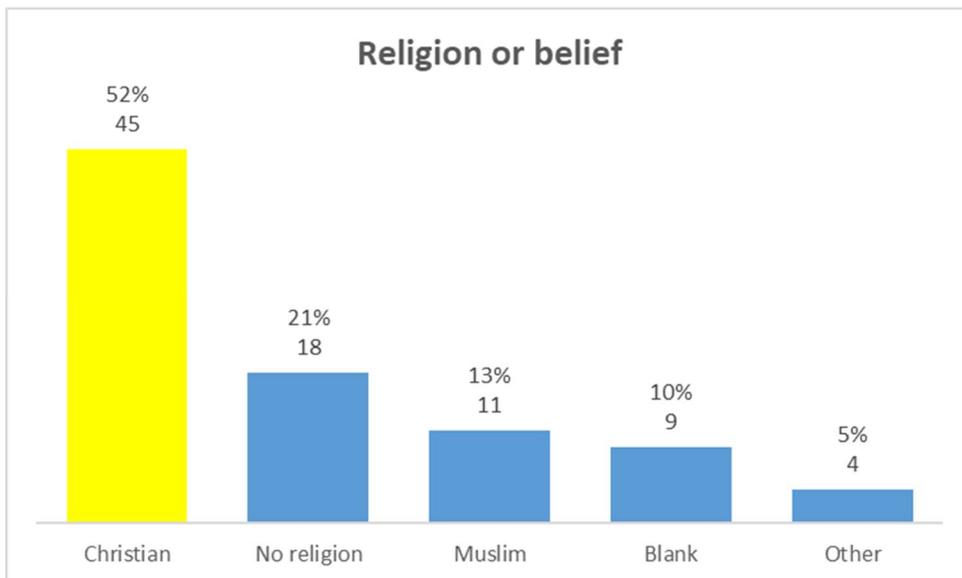
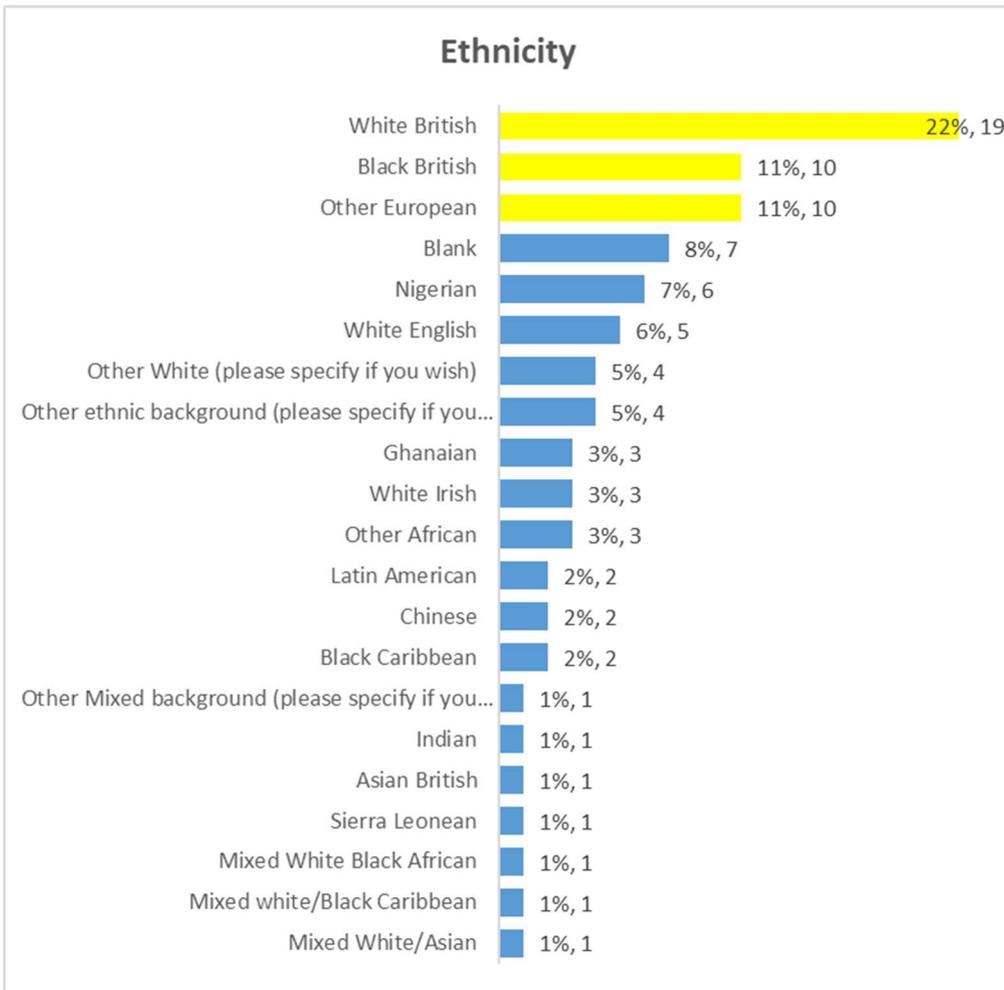
Note that although these three methods were popular among those that are between 25 and 64 years old, they might not be for those outside this age range. For example, the preferred way for the U24 are text messages, posters on notice boards and social media whilst for the over 64 paper based methods will work best.

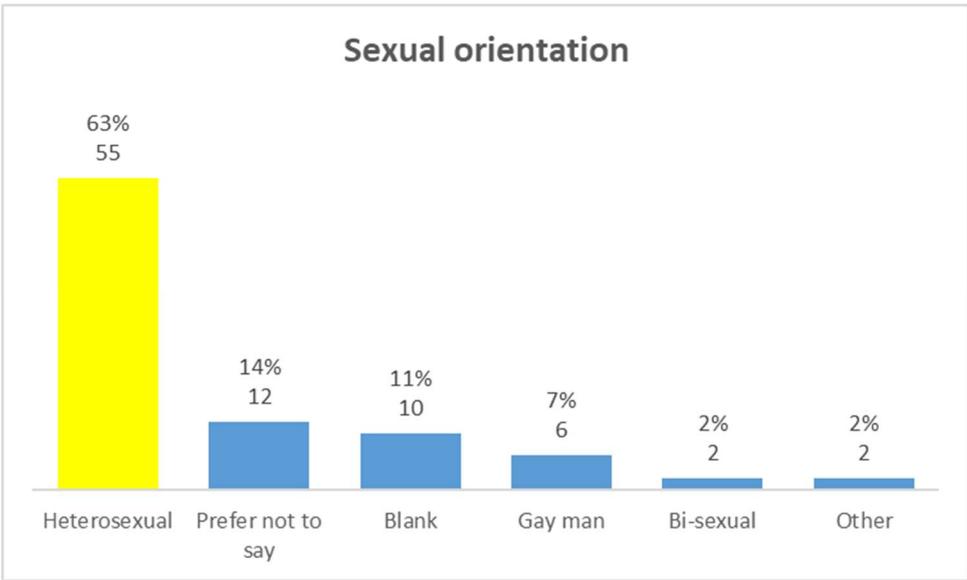
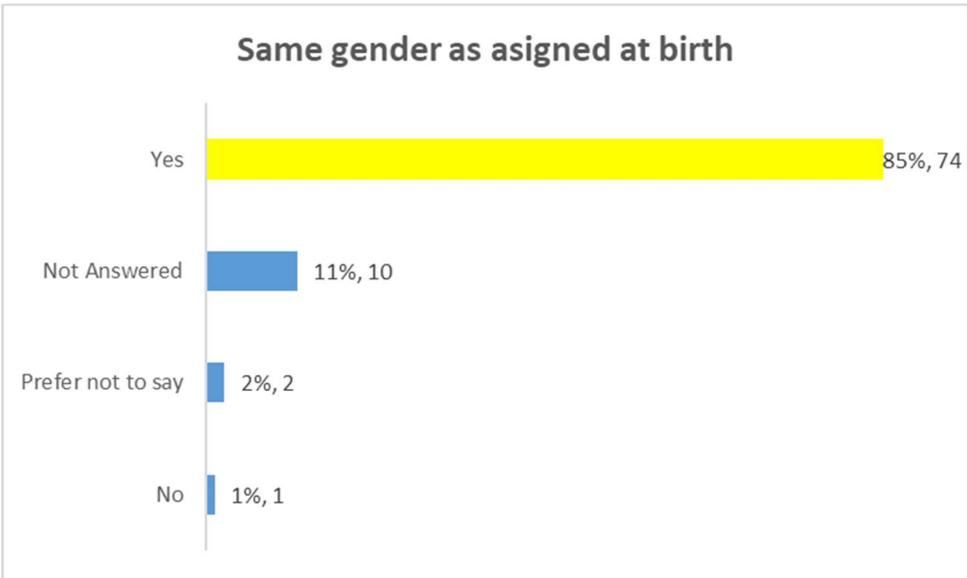
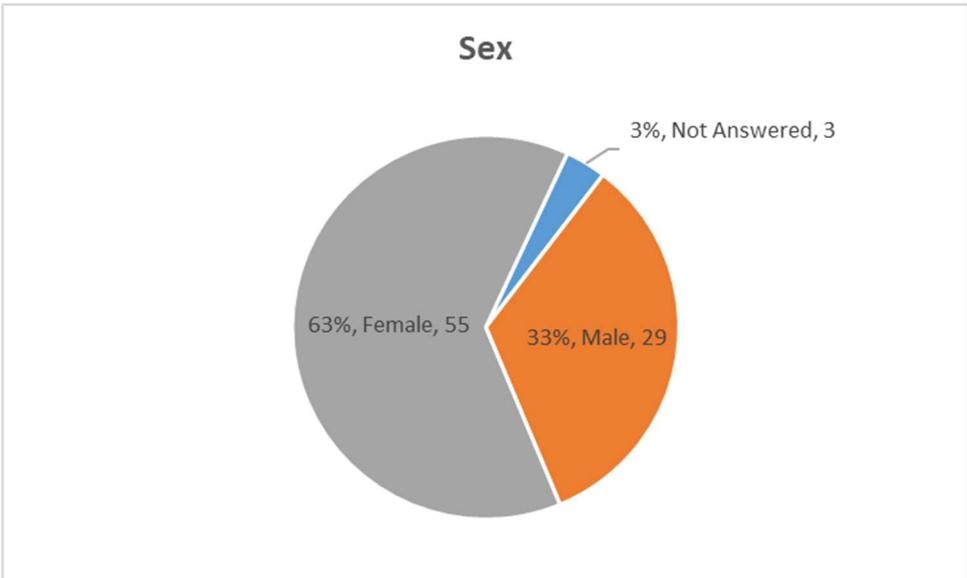
Other suggested ways were the use of the **TRA website** and electronic display boards which are being trailed on the estate.

For more detailed information by age range, please refer to [Appendix 2: Preferred ways to find out about JHC's activities by age range.](#)

## Q15 to 21 Demographics







## Appendix 1: Services that respondents would you like to see available at the Jack Hobbs Centre

Activities	Frequencies				Weighted Avg
	High	Medium	Low	N/A	
Activities for children	59	14	7	9	38.2
Activities for young people	62	9	6	12	38.1
Activities for older people	44	22	13	10	33.2
Activities for both parents and pre-school children	49	19	8	13	34.4
Adult Education Classes	46	19	13	11	33.3
Sports & fitness Classes	53	15	9	12	35.4
Training accreditations	44	22	10	13	32.9
Arts & Crafts Classes	38	22	13	16	29.9
Performing Arts Activities	45	11	18	15	30.7
Welfare/Benefits rights and advice	36	20	21	12	29.0
Debt advice	32	24	19	14	27.9
Housing advice	43	18	14	14	31.4
Money management advice	31	26	16	16	27.7
Help getting back into work	40	21	15	13	30.9
Female only activities	17	17	39	16	19.4
Male only activities	14	18	42	15	18.4
Gardening/Growing activities	29	17	28	15	24.9
School Holiday clubs	52	19	8	10	36.1
Toddler Group/Crèche	39	21	11	18	29.9
Movie nights	27	19	30	13	24.7
Sign language classes	32	16	25	16	25.9
Activities to bring together young and older people	42	18	15	14	31.0
Other (please specify)	11	2	9	67	7.8

The **weights** used were:

High	5
Medium	3
Low	1
N/A	0

### Weighted average calculation

The weighted average ( $\bar{x}$ ) is equal to the sum of the product of the weight ( $w_i$ ) times the data number ( $x_i$ ) divided by the sum of the weights:

$$\bar{x} = \frac{\sum_{i=1}^n w_i \cdot x_i}{\sum_{i=1}^n w_i} = \frac{w_1x_1 + w_2x_2 + \dots + w_nx_n}{w_1 + w_2 + \dots + w_n}$$

**Example:** Activities for children  $\bar{x} = \frac{(59*5)+(14*3)+(7*1)+(9*0)}{(5+3+1+0)} = 38.2$

### Activities for children

There were 80 responses to this part of the question.

Option	Total	Percent
High Priority	59	66.29%
Medium Priority	14	15.73%
Low Priority	7	7.87%
Not Answered	9	10.11%

### Activities for young people

There were 77 responses to this part of the question.

Option	Total	Percent
High Priority	62	69.66%
Medium Priority	9	10.11%
Low Priority	6	6.74%
Not Answered	12	13.48%

### Activities for older people

There were 79 responses to this part of the question.

Option	Total	Percent
High Priority	44	49.44%
Medium Priority	22	24.72%
Low Priority	13	14.61%
Not Answered	10	11.24%

### Activities for both parents and pre-school children

There were 76 responses to this part of the question.

Option	Total	Percent
High Priority	49	55.06%
Medium Priority	19	21.35%
Low Priority	8	8.99%
Not Answered	13	14.61%

### Adult Education Classes

There were 78 responses to this part of the question.

Option	Total	Percent
High Priority	46	51.69%
Medium Priority	19	21.35%
Low Priority	13	14.61%
Not Answered	11	12.36%

### Sports & fitness Classes

There were 77 responses to this part of the question.

Option	Total	Percent
High Priority	53	59.55%
Medium Priority	15	16.85%
Low Priority	9	10.11%
Not Answered	12	13.48%

### **Training accreditations**

There were 76 responses to this part of the question.

Option	Total	Percent
High Priority	44	49.44%
Medium Priority	22	24.72%
Low Priority	10	11.24%
Not Answered	13	14.61%

### **Arts & Crafts Classes**

There were 73 responses to this part of the question.

Option	Total	Percent
High Priority	38	42.70%
Medium Priority	22	24.72%
Low Priority	13	14.61%
Not Answered	16	17.98%

### **Performing Arts Activities**

There were 74 responses to this part of the question.

Option	Total	Percent
High Priority	45	50.56%
Medium Priority	11	12.36%
Low Priority	18	20.22%
Not Answered	15	16.85%

### **Welfare/Benefits rights and advice**

There were 77 responses to this part of the question.

Option	Total	Percent
High Priority	36	40.45%
Medium Priority	20	22.47%
Low Priority	21	23.60%
Not Answered	12	13.48%

## Debt advice

There were 75 responses to this part of the question.

Option	Total	Percent
High Priority	32	35.96%
Medium Priority	24	26.97%
Low Priority	19	21.35%
Not Answered	14	15.73%

## Housing advice

There were 75 responses to this part of the question.

Option	Total	Percent
High Priority	43	48.31%
Medium Priority	18	20.22%
Low Priority	14	15.73%
Not Answered	14	15.73%

## Money management advice

There were 73 responses to this part of the question.

Option	Total	Percent
High Priority	31	34.83%
Medium Priority	26	29.21%
Low Priority	16	17.98%
Not Answered	16	17.98%

## Help getting back into work

There were 76 responses to this part of the question.

Option	Total	Percent
High Priority	40	44.94%
Medium Priority	21	23.60%
Low Priority	15	16.85%
Not Answered	13	14.61%

## Female only activities

There were 73 responses to this part of the question.

Option	Total	Percent
High Priority	17	19.10%
Medium Priority	17	19.10%
Low Priority	39	43.82%
Not Answered	16	17.98%

### Male only activities

There were 74 responses to this part of the question.

Option	Total	Percent
High Priority	14	15.73%
Medium Priority	18	20.22%
Low Priority	42	47.19%
Not Answered	15	16.85%

### Gardening/Growing activities

There were 74 responses to this part of the question.

Option	Total	Percent
High Priority	29	32.58%
Medium Priority	17	19.10%
Low Priority	28	31.46%
Not Answered	15	16.85%

### School Holiday clubs

There were 79 responses to this part of the question.

Option	Total	Percent
High Priority	52	58.43%
Medium Priority	19	21.35%
Low Priority	8	8.99%
Not Answered	10	11.24%

### Toddler Group/Crèche

There were 71 responses to this part of the question.

Option	Total	Percent
High Priority	39	43.82%
Medium Priority	21	23.60%
Low Priority	11	12.36%
Not Answered	18	20.22%

### Movie nights

There were 76 responses to this part of the question.

Option	Total	Percent
High Priority	27	30.34%
Medium Priority	19	21.35%
Low Priority	30	33.71%
Not Answered	13	14.61%

### Sign language classes

There were 73 responses to this part of the question.

Option	Total	Percent
High Priority	32	35.96%
Medium Priority	16	17.98%
Low Priority	25	28.09%
Not Answered	16	17.98%

### Activities to bring together young and older people

There were 75 responses to this part of the question.

Option	Total	Percent
High Priority	42	47.19%
Medium Priority	18	20.22%
Low Priority	15	16.85%
Not Answered	14	15.73%

### Other (please specify)

There were 22 responses to this part of the question.

Option	Total	Percent
High Priority	11	12.36%
Medium Priority	2	2.25%
Low Priority	9	10.11%
Not Answered	67	75.28%

## Appendix 2: Preferred ways to find out about JHC’s activities by age range

### Preferred contact method by age range

Age range	Count of unique	%
<b>Under 16</b>	<b>7</b>	<b>2.39%</b>
Council website	1	0.34%
Posters on notice boards	1	0.34%
Other (please specify)	1	0.34%
Email	1	0.34%
Text message	1	0.34%
Leaflets through my door	1	0.34%
Newsletters	1	0.34%
<b>16 - 17</b>	<b>2</b>	<b>0.68%</b>
Text message	1	0.34%
Email	1	0.34%
<b>18 - 24</b>	<b>14</b>	<b>4.78%</b>
Posters on notice boards	2	0.68%
Text message	2	0.68%
Social media	2	0.68%
Email	2	0.68%
Leaflets through my door	2	0.68%
Newsletters	2	0.68%
WhatsApp group	1	0.34%
Council website	1	0.34%
<b>25 - 34</b>	<b>32</b>	<b>10.92%</b>
Posters on notice boards	8	2.73%
Leaflets through my door	5	1.71%
Email	5	1.71%
Council website	4	1.37%
Face to face/word of mouth	3	1.02%
Newsletters	3	1.02%
WhatsApp group	2	0.68%
Social media	1	0.34%
Text message	1	0.34%
<b>35 - 44</b>	<b>92</b>	<b>31.40%</b>
Email	21	7.17%
Posters on notice boards	14	4.78%
Leaflets through my door	13	4.44%
Council website	10	3.41%
Text message	10	3.41%
Face to face/word of mouth	6	2.05%
Newsletters	6	2.05%
Social media	5	1.71%
WhatsApp group	4	1.37%
Other (please specify)	2	0.68%
Set up free wifi access for resident.	1	0.34%

<b>45 - 54</b>	<b>67</b>	<b>22.87%</b>
Posters on notice boards	14	4.78%
Leaflets through my door	12	4.10%
Email	12	4.10%
Text message	6	2.05%
Newsletters	6	2.05%
Social media	5	1.71%
Council website	5	1.71%
Face to face/word of mouth	3	1.02%
WhatsApp group	3	1.02%
We have a T&RA website that can be used	1	0.34%
<b>55 - 64</b>	<b>30</b>	<b>10.24%</b>
Email	9	3.07%
Leaflets through my door	5	1.71%
Posters on notice boards	3	1.02%
Council website	2	0.68%
Social media	2	0.68%
WhatsApp group	2	0.68%
Newsletters	2	0.68%
Other (please specify)	2	0.68%
Text message	1	0.34%
Face to face/word of mouth	1	0.34%
TRA Website	1	0.34%
<b>65 - 74</b>	<b>11</b>	<b>3.75%</b>
Leaflets through my door	3	1.02%
Posters on notice boards	2	0.68%
post	1	0.34%
Other (please specify)	1	0.34%
Face to face/word of mouth	1	0.34%
WhatsApp group	1	0.34%
Email	1	0.34%
Only if relvant and organised.	1	0.34%
<b>75 - 84</b>	<b>12</b>	<b>4.10%</b>
Text message	2	0.68%
Newsletters	2	0.68%
Email	2	0.68%
Leaflets through my door	2	0.68%
WhatsApp group	1	0.34%
A restart way that we should all know about.	1	0.34%
Face to face/word of mouth	1	0.34%
Posters on notice boards	1	0.34%
<b>85 - 94</b>	<b>2</b>	<b>0.68%</b>
Posters on notice boards	1	0.34%
Leaflets through my door	1	0.34%
<b>Blank</b>	<b>24</b>	<b>8.19%</b>
Leaflets through my door	5	1.71%
Posters on notice boards	4	1.37%

Newsletters	3	1.02%
Text message	2	0.68%
Email	2	0.68%
Council website	2	0.68%
Face to face/word of mouth	2	0.68%
Electronic display boards which are being trailed on the estate.	1	0.34%
WhatsApp group	1	0.34%
Social media	1	0.34%
Other (please specify)	1	0.34%

Note that a total of 89 responses were received. **87** of them were processed.