

Future Location of the Golden Estate Office

Survey analysis

October 2017



Locality conducted a survey on behalf of the City of London Corporation from Tuesday 3rd October to Monday 16th October 2017. Paper versions of the survey were delivered to every household on the Golden Lane Estate and residents on the Estate Office mailing list received an electronic version of the survey.

The sample

There were 14 responses to the online survey & 110 paper survey responses, meaning there were 124 responses in total. The sample was checked for duplications and one response was removed, giving 123 individual responses. Not all respondents answered all questions - the number of total respondents is given for each question.

The responses represented the views of at least 115 different households on the Golden Lane Estate. In one household, two residents completed the questionnaire and 7 respondents did not give a full address. This means that the views given represent approximately 20% of households on the Golden Lane Estate.

Tenant/ leaseholder breakdown

62% respondents to the survey were City Tenants, 34% leaseholders and 3% reported subletting from a leaseholder. 48% of households on the Golden Lane Estate are leaseholders and 52% are tenants, meaning that the views of tenants have a slightly greater representation in the survey responses than leaseholders¹.

Age profile (121 total responses)

Age band	Percentage response of the questionnaire in this age band
18-24	1%
25-34	7%
35-44	11%
45-54	25%
55-64	25%
65+	32%

Of 1,300 total residents in Golden Lane:

- 23% are aged 60+
- 41% are aged between 30 and 59.
- 16% are aged between 15 - 29².

Whilst these age bands are not directly comparable to those in the survey, this breakdown suggests good representation of residents of different ages living on the Golden Lane Estate in the survey sample with slightly higher representation of those above 65 years of age than other age groups, comparable to the population of this age group on the Golden Lane Estate.

¹ There were 122 responses to the question 'Are you a leaseholder or tenant?'

Disability

68% respondents stated that they did not have a disability. 21% stated that they did have a disability and 11% preferred not to say³.

Question responses

How often on average do you visit the Estate Office?⁴

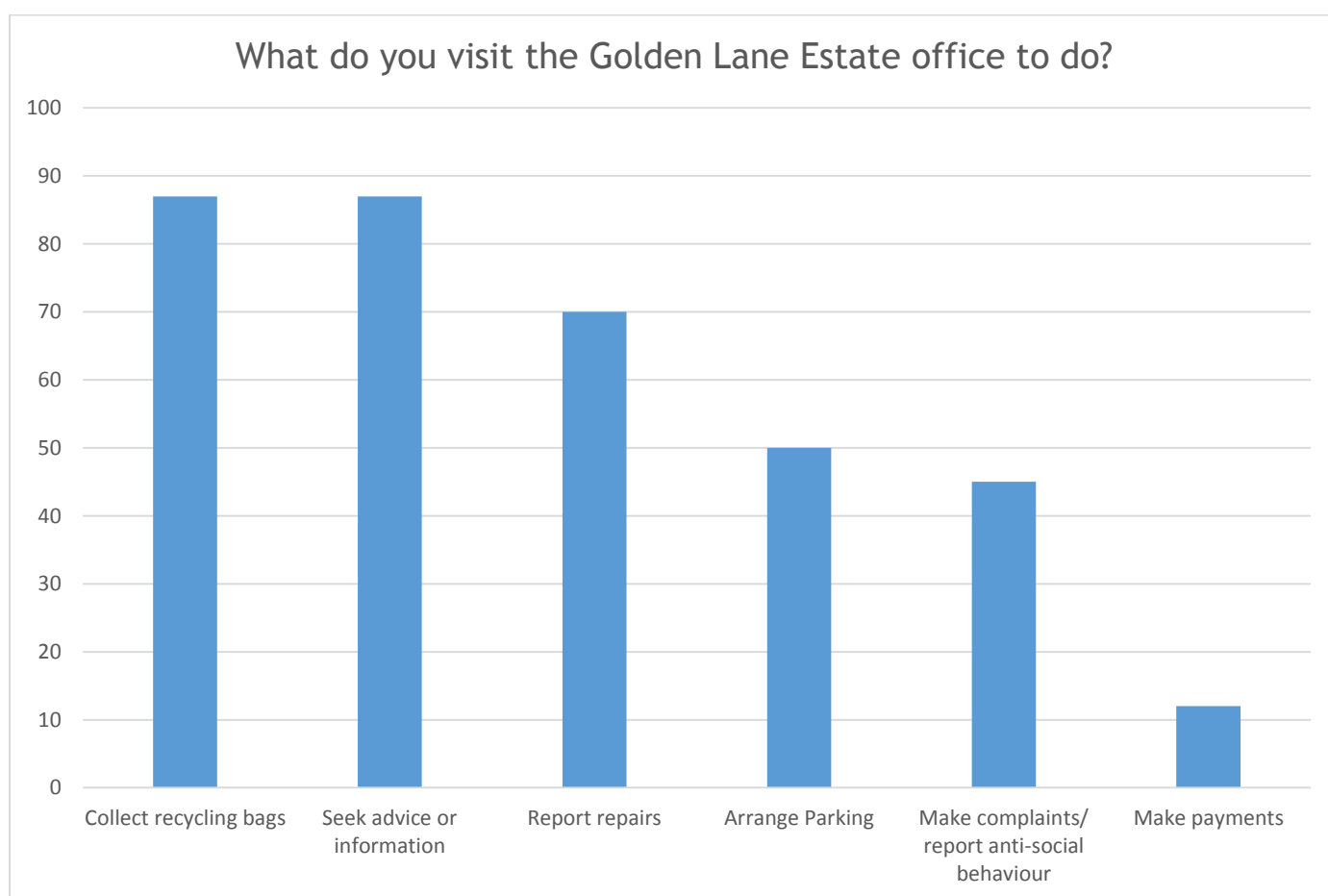
The vast majority of respondents (82%) visited the Golden Lane Estate Office once a month or 2 - 4 times a year.

The full breakdown of responses was as follows:

More than once a week	5%
Once a week	7%
Once a month	39%
2 - 4 times a year	43%
Once a year or less than once a year	5%
Never	1%

What do you visit the Estate Office to do?

When asked why they visited the Estate Office, the most popular reasons given were to seek advice and information and to collect recycling bags:



³ There were 123 responses to the question 'Do you consider yourself to have a disability?'

⁴ There were 123 responses to the question 'How often on average do you visit the Estate Office?'

Other reasons why residents visited the Golden Lane Estate Officer were as follows:

- *General information regarding the area*
- *Collect food bags*
- *Recycle batteries*
- *Key to read electric meter*
- *Check that my rent account is up to date*
- *Collect keys*
- *Arrange meetings*
- *Used to book guest rooms - would prefer to do this here*
- *Book meeting rooms*
- *Liaise with staff about various matters affecting residents*
- *Enquire about different situations*
- *Ask for information.*
- *Speak to Estate Manager or officers regarding general estate concerns and issues*
- *To collect new fob, extra keys, spare keys*
- *Ask them to check up elderly people that we haven't seen for some time*
- *Concern over inadequate supervision of heritage fittings stripped out by residents*
- *To collect keys when I have locked myself out*
- *Ask about services and how to make things work*
- *Talk with a friendly person about estate news/ situation with builders*
- *Check noticeboards, collect leaflets and newspapers*
- *Ring to ask for a meter reading*
- *Have a City Advice appointment*

Are there other services you would like the Estate Office to consider providing?

Respondents suggested a number of other services they would like the Golden Lane Estate Office to consider providing.

The most popular suggestion was for a parcel collection service; this was mentioned by 7 residents:

- *Accepting parcels*
- *Taking in parcels*
- *Take delivery of parcels*
- *Collect deliveries too large for letter boxes*
- *Receive parcels/ borrow a trolley.*
- *Parcel collection*
- *Holding parcels*

Other suggestions for additional services were:

- *Have a 'Tradesman Board' with numbers of painters, window cleaners, carpet cleaners, plumbers and another said they would welcome assistance obtaining estimates for private repairs.*
- *Support to access and use online services for tenants and older residents*
- *Weekly door knock check for all elderly persons with mobility problems over 65.*
- *Help filling out housing forms.*
- *Legal advice*
- *A telephone number to report anti-social behaviour at weekends and when office is shut.*
- *Renting the guest rooms as they did before.*
- *Reading the electricity meters which are in a special room*
- *Dealing with all the bicycles illegal tied to the railings on different floors.*
- *A concierge service*
- *Centre for car parking and service charge payments*

Two residents made general comments that they would like to see more patrolling of the estate and early identification of the need for repairs before there is serious deterioration.

One resident stressed the need for British Sign Language translation at events as they currently felt there was exclusion.

One resident questioned whether the Toynbee Hall advisors would still have a confidential space in any new office location.

Are you happy with the current location of the Golden Lane Estate Office?⁵

The vast majority (80%) of respondents were happy with the current location of the Golden Lane Estate Office. 16% said they did not mind where it was located and 4% stated that they were unhappy with the current location. One respondent said they thought this space should be used for housing and another said they were happy with the current location as long as it was accessible and a good environment for the officers.

Where do you think the Estate Office should be based if it has to leave Great Arthur House?

109 residents answered this question. Of those that responded, the vast majority (84%) stated a preference for the Golden Lane Estate Office to move to the Golden Lane Community Centre if it has to leave Great Arthur House. 9% said it should move to the Barbican Estate Office and 6% said they did not mind.

Option	Percentage of responses per option
It should be part of the Golden Lane Community Centre	84.4%
It should move to the Barbican Estate Office	9.2%
I don't mind	6.4%

What do you think the opening hours of the Estate Office should be?⁶

51% respondents said they thought the opening hours should remain as they are now, 29% said they would like the Golden Lane Estate Office to open one night a week and 20% said they would like to see other opening hours.

Suggestions for what alternative opening hours were as follows:

- 08.00 - 12.00 and 14.00 - 17.00
- No lunchtime closing. 9am to 5pm x 3 days, 8am to 4pm x 1 day and 10am to 7pm x 1 day
- Until 5.30pm
- I would like to see it reverted back to the original time (more cover) for elderly residents
- 8am - 4pm
- It would be useful if at least there were clear out of hour contact details for emergencies.
Evening opening - be good to have a time for working people to visit. Possibly depending on staff availability.
- Moving forward, I would like to see the Estate Office become more integrated with the community centre. This will take time to evolve and I would hope that the Estate Office opening hours (as long as it moves into the community centre) will evolve with this.

⁵ There were 123 responses to the question 'Are you happy with the current location of the Golden Lane Estate Office?'

⁶ 120 individuals answered the question 'What do you think the opening hours of the Estate Office should be?'

- A pre-morning or after work evening to allow people working in offices to visit
- One evening a week and one weekend day e.g. every other week
- A late evening could be beneficial to people in fulltime employment who maybe are unable to get time off work
- 9am-5pm
- One evening a week and longer hours, maybe half day on Saturday
- Normal office hours Mon - Friday. 9am - 12 noon on Sat.
- Office hours should include at least one early morning (7am) and one evening (7pm) per week to accommodate people who are at work during usual opening hours
- 8am - 4pm as minimum. Opening hours need to meet the timing needs of residents.
- 24/7 - as a minimum there should be a knowledgeable person on site and available for conversation between 8am and 11pm.
- Opening hours should be staggered to cover evenings and weekends.
- Open 9 -4 pm as a couple of years ago
- I would like them to be open 2 evenings per week plus Saturday for those who work in the city.
- Sat morning for 2 hours 9-11.
- Sunday - closed. Monday, Tuesday, Thursday & Friday 10am -1pm & 2pm - 4.30pm. Wednesday 10am - 1pm, 2pm-6pm. Sat 10am - 1pm.
- 8am-5pm
- As they are now. One Saturday a week.
- 8am-5pm possibly do not close lunchtime.
- Open over lunch time
- I am at work and not always able to get to the office in time. I end up phoning when this happens and sometimes have to leave messages.
- As they are but also Saturday morning for people who work and are unable to visit during the week.