

Engagement Report: Public Lockers – Have your say

Engagement period

Monday 23 November – Sunday 6 December, 2020

Engagement objectives

- To provide information
- To create a safe space for community to ask questions
- To be inclusive and available
- To seek informed feedback

Communications

A variety of communication tactics were used to create awareness of and encourage community participation in the Public Lockers – Have your say engagement.

The following tools and tactics were used:

Tool or tactic	Reach
Letters to residents and property owners located within close proximity of the identified locker locations	851 letters
Email to businesses and community organisations located within close proximity of the identified locker locations	Hawaiian, IGA, Victoria Park Bowls Club, Victoria Park Community Centre, Victoria Park Centre for the Arts, Billabong Childcare Centre, Sussex St Community Law Service
Southern Gazette advertisement (26 November)	N/A
VIBE e-newsletter (25 November)	3,168 subscribers
Your Thoughts web page	422 visitors
Sounding Board email	135 subscribers
Email to previous participants of the homelessness policy review consultation	174 recipients
Facebook post 1 (23 November)	Reached: 4,340 Engagements: 1,011 Comments: 28 Shares: 9

Facebook post 2 (30 November)	Reached: 2,298 Engagements: 309 Comments: 1 Shares: 1
Facebook advertisement	Reached: 3, 093 Engagements: 178 Comments: 15 Shares: 6

Engagement methods

The following engagement methods were offered to the community:

Method	Community participation
Online and in-person Q&A information session	Cancelled due to low numbers. Registered participants met with staff or were phoned to provide information
Online Your Thoughts and hard copy surveys	118 submissions

Demographic Information

The following demographic information was collected from the engagement participants:

Demographic information	# participants
Relationship to the Town (more than one can be chosen)	
Live in the Town	103
Work in the Town	10
Study in the Town	5
Own a property in the Town	43
A visitor of the Town	7
Other	1
Residential/property suburb	
East Victoria Park	64
Carlisle	20
Victoria Park	17
Lathlain	8
Other	6

	Burswood	4
	St James	1
	Bentley/Curtin/Tech Park	0
	Welshpool	0
Business or community organisation representation		
	Community organisations	13
	Businesses	8

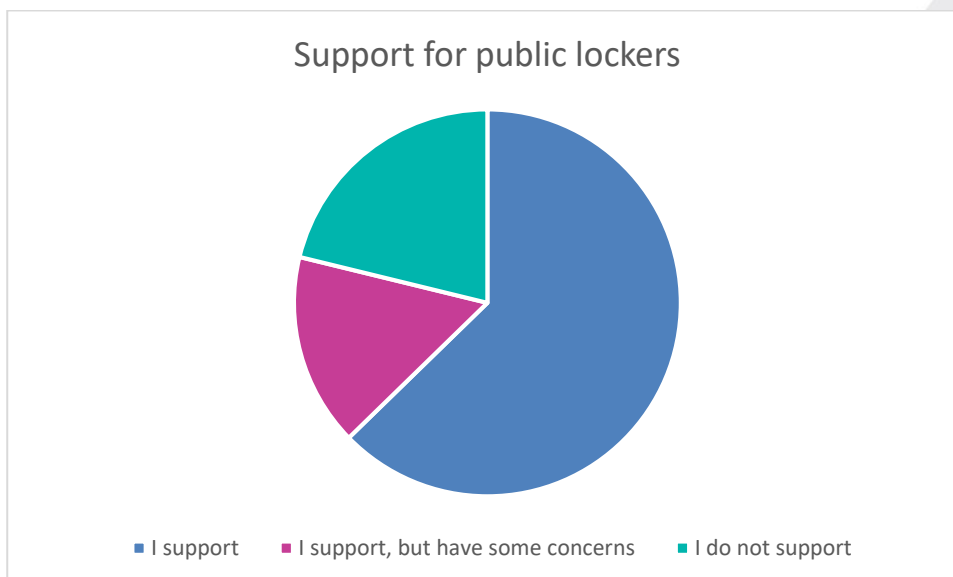
Feedback Provided

Level of support for public lockers

Participants were asked if they were supportive of the Town installing public lockers or alternative storages spaces in the Town.

Total survey responses

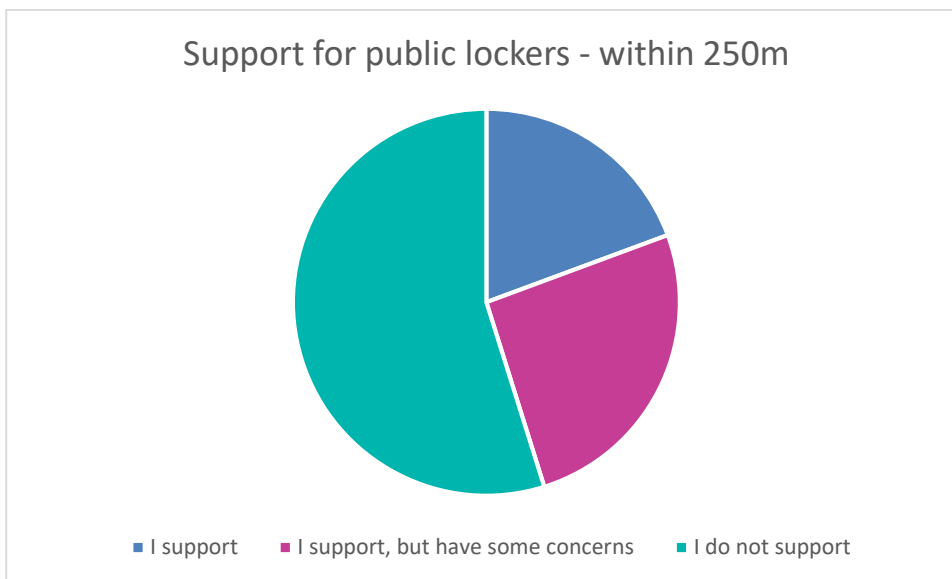
Response	# participants	% participants
I support	74 participants	63%
I support, but have some concerns	19 participants	16%
I do not support	25 participants	21%



Responses from participants living within 250 metres of the identified locations

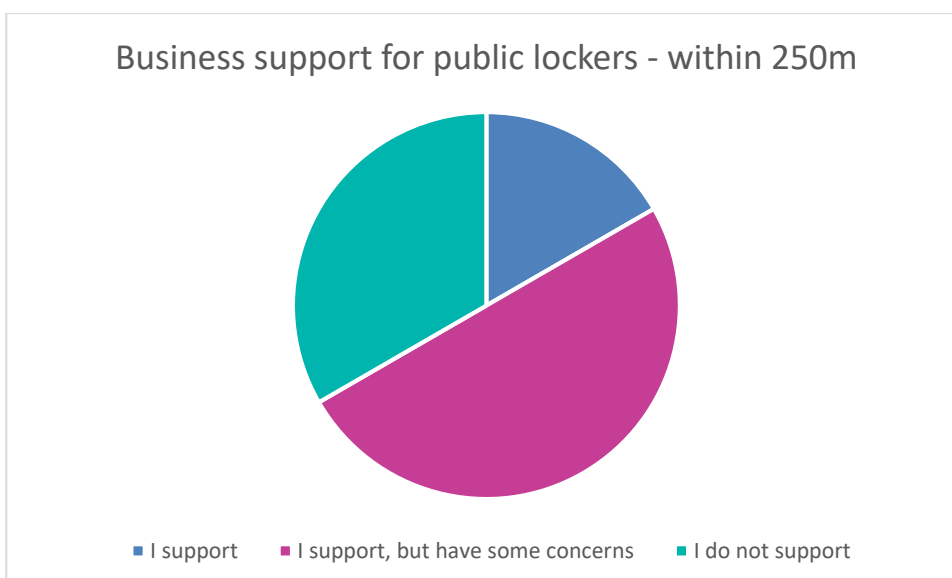
Response	# participants	% participants
I support	6 participants	19%
I support, but have some	8 participants	26%

concerns		
I do not support	17 participants	55%



Responses from business representatives operating within 250 metres of the identified locations

Response	# participants	% participants
I support	1 participant	17%
I support, but have some concerns	3 participants	50%
I do not support	2 participants	33%



Note, no community organisations within 250 metres of the identified locations took part in the consultation.

Comments from participants who support the initiative

Key themes included:

- Believe it will benefit rough sleepers in the Town (23% of participants who support)
- Believe it will have a positive impact on public areas (4%)

Comments from participants who support the initiative, but have some concerns

Key themes included:

- Concern for the ongoing security and maintenance of the lockers (47% of participants who support, but have concerns)
- That the initiative appears short term, and in isolation of services to assist rough sleepers into housing (26%)
- Supportive of the idea, but not the locations identified (21%)
- Concern for increased anti-social behaviour in the area (21%)

Comments from participants who do not support the initiative

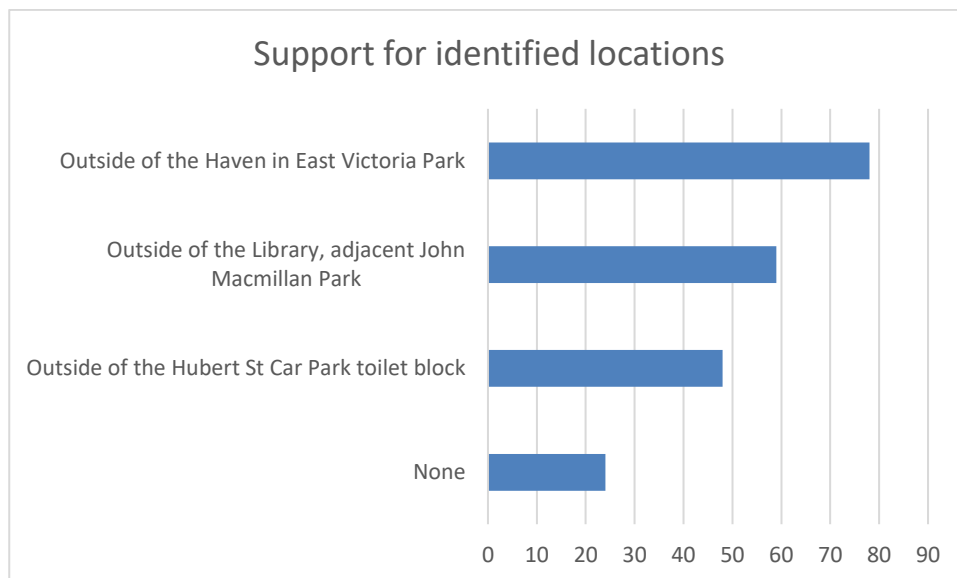
Key themes included:

- Concern for increased anti-social behaviour and criminal activity (56% of participants who do not support)
- Concern for increase in litter and dumping (40%)
- That the initiative will not end homelessness (32%)
- Concerns for personal and family safety (28%)
- Consider lockers will increase/encourage homelessness in the Town (28%)
- The expense (12%)
- Do not believe there are rough sleepers requiring lockers in the Town (8%)

Level of support for locations identified

Participants were asked to indicate whether they supported the identified locations. More than one answer could be selected.

Response	# participants
None of the locations	24 participants
Outside of the Hubert St Car Park toilet block	48 participants
Outside of the Library, adjacent John Macmillan Park	59 participants
Outside of the Haven in East Victoria Park	78 participants



Comments in regards to the locations identified

Key themes included:

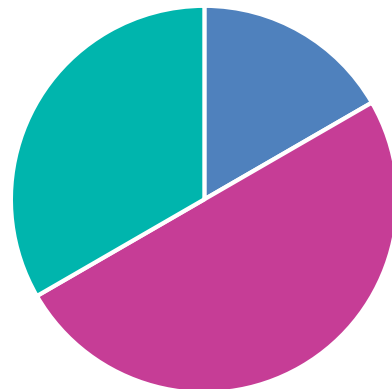
- Opposed to installation at the Library – a concern for safety of women and children due to perceived mental health issues or alcohol/drug use of rough sleepers (6% of all participants)
- Opposed to installation in residential areas, incl. The Haven – near homes and businesses (5%)
- Opposed to installation at Hubert St – existing anti-social behaviour and a lack of services onsite (4%)

Level of support from participants living within 250 metres of the identified locations

The Library

Response	# participants	% participants
I support	1 participant	17%
I support, but have some concerns	3 participants	50%
I do not support	2 participants	33%

Local Resident Support - Library

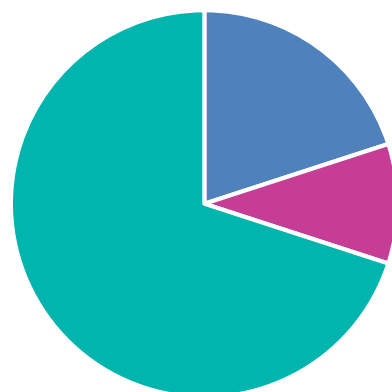


■ I support ■ I support, but have some concerns ■ I do not support

The Haven

Response	# participants	% participants
I support	2 participant	20%
I support, but have some concerns	1 participants	10%
I do not support	7 participants	70%

Local Resident Support - The Haven

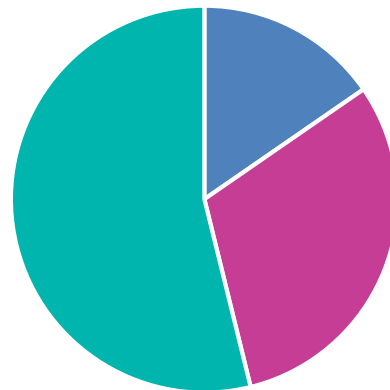


■ I support ■ I support, but have some concerns ■ I do not support

Hubert Street Car Park

Response	# participants	% participants
I support	2 participant	15%
I support, but have some concerns	4 participants	31%
I do not support	7 participants	54%

Local Resident Support - Hubert St



■ I support ■ I support, but have some concerns ■ I do not support

Feedback on the Town's role

As public lockers and alternative storage spaces are a relatively new phenomenon in communities, participants were asked for feedback on what the role of local government should be in such an initiative.

Key themes included:

- To provide lockers, or to provide and maintain the lockers (20% of all participants)
- Support the initiative (role not defined) – incl. champion, support, investigate, facilitate (19%)
- No role – incl. not a local government responsibility, does not benefit ratepayers, not a priority, do not agree with the initiative, should support rough sleepers by referral to agencies (15%)
- Maintain the safety of the area – incl. for rough sleepers and community members (13%)
- To fund the initiative – incl. purchasing of lockers, or funding organisations to deliver (8%)
- Support community organisations to deliver the initiative (7%)