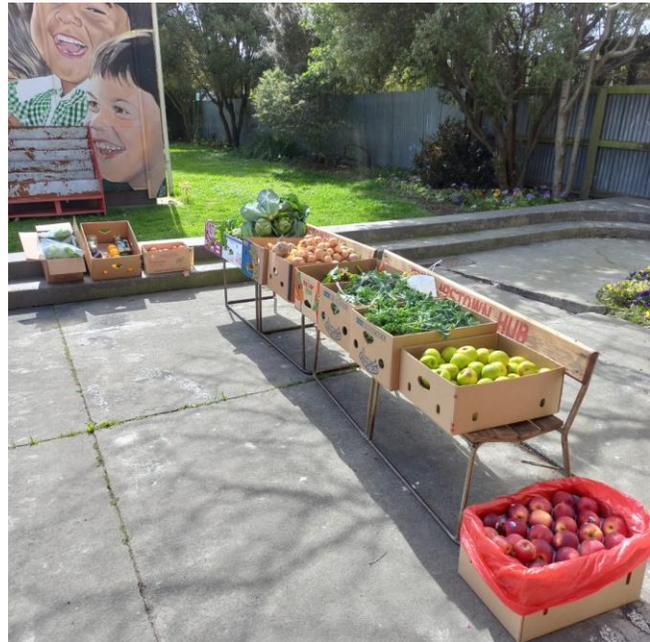


# Phillipstown Hub Community Pantry Survey Summary

## About

The Phillipstown Hub Community Pantry is a weekly community pantry run at the Phillipstown Community Hub. From July to September 2022, a survey was run by the Phillipstown Community Centre Charitable Trust, which asked those coming to the community pantry about their usage of the pantry and their circumstances relating to this. The results of the survey have been summarised below.



## Where people live

Of 25 respondents, fourteen indicated that they lived in Phillipstown, four that they lived close to Phillipstown, and seven gave other responses. Of these other responses, one put “Linwood”, which could be added to the close-to-Phillipstown responses, bringing that total to five; another put “Homeless”, which could be included as one of the other two options, but will ultimately be left as “other”. This then leaves fourteen (56%) in Phillipstown, five (20%) close to Phillipstown, and six (24%) elsewhere or further afield.

## Household size and composition

Eleven respondents reported that they were the only member of their household; however, one person who gave this response also indicated having two children living with them. Taking this into account, ten respondents (40%) were the only member of their household, meaning fifteen (60%) shared their home with others. Of these, seven (28% of the total 25) had two people in their household (i.e., themselves and one other person), four (12%) were in a household of three people, and five (20%) had four or more people in their household.

The survey also asked how many children were in respondents’ households; leaving aside those who live alone, of the remaining fifteen, three said they had no children in their household, three had one child, one had two children, three had three children, two had four children, and three gave no response. One respondent, who had indicated that they were the only member of their household, also stated that they helped another family member who couldn’t get to the Community Hub themselves.



## Food situations

Twenty of the respondents (80%) indicated that they were struggling to cover all of their expenses. No other response was nearly as common: three (12%) noted that someone in their household had specific food concerns due to a health condition; four (16%) stated they were not good at cooking; three (12%) noted that they could not reach shops due to transport issues or other reasons; no respondents said that they had no working stove or refrigerator.

Seven respondents (28%) gave other responses as well. Some may be explanations for other responses given (for example, mentioning bills or homelessness, as part of not being able to cover

expenses). Of those who only gave responses in the “other” field, one responded that they were choosing not to work or receive a benefit, while one stated they had no job (these two also, arguably, pointing to difficulty in covering expenses), and one mentioned “stress”.

(Note that percentages may add up to more than 100% in this section, as respondents could give more than one answer.)

## How long people have used the community pantry

On the day they completed the survey, six respondents (24%) replied that they were using the Phillipstown Community Pantry for the first time. Two stated that it was their fourth time using the pantry; assuming they were attending every week, or had only missed one, this could be rounded to one month of using the community pantry. One more respondent indicated they had been using the pantry since that month; this can also be rounded to one month’s use, meaning three respondents (12%) had been coming to the Phillipstown pantry for one month. A further eight (32%) had been coming to the community pantry for more than two months but at most six; this means that, in total, seventeen respondents (68%) had been using the Phillipstown Community Pantry for six months or less. Of the remaining eight, two gave responses indicating about nine to twelve months of using the pantry; two said they had used it for a year or more, plus one who stated they had come to the pantry since early 2021 (or about eighteen months); and three (12%) gave responses indicating or suggesting they had used the



pantry for more at least two years (including one who responded “before covid”).

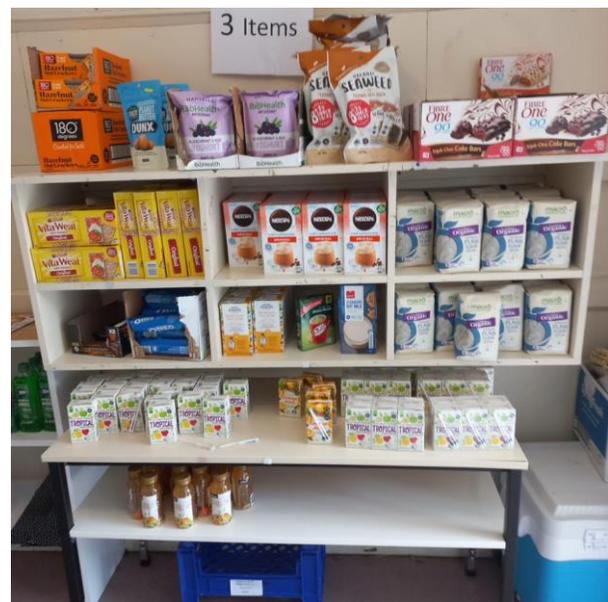
### Other community pantries

Fifteen respondents (60%) indicated that they used other community pantries or similar resources, leaving ten (40%) who used the Phillipstown pantry only. When asked which other pantries they use, seven of the fifteen (46.67% of fifteen) stated they went to Kairos; two mentioned Delta (though one stated they only got bread, as they lived outside of the area for which food parcels are available); and there was one mention each of New Brighton, Ferry Road, Hoon Hay, the Koru Store, Grace and St Faiths (mentioned together). One respondent stated “yes” to using other pantries, but responded “no” in the field for listing other pantries.

When asked where they would go if the Phillipstown Hub pantry wasn’t open, fourteen respondents (56%) mentioned other community pantries or similar services, or simply stated “other pantries”; of these, seven gave the same answer as when asked about other pantries they already used. The most common of these answers was Kairos, given by four respondents; other responses included New Brighton, Delta, Salvation Army, Ferry Road, the Koru Store, and Linwood Ave. Among the other responses, four (16%) stated they would go nowhere else, while another two were unsure; one stated they would buy food (in particular, “eggs [and] cheap veges”), one mentioned Purapura Whetu, and one mentioned WINZ.

### Suggestions for improvement

For this question, five respondents gave no response, while seven simply stated “no” or that they didn’t have enough experience with the pantry to say, for a total of twelve (48%); a further five (20%) gave positive responses about the pantry and its operation, without further comments or suggestions. Eight respondents gave other suggestions or feedback; two of these gave positive feedback along with a suggestion (one that the pantry open slightly earlier, and one of “less waste”). Two responses were to do with what the pantry offered and how (one response was “equal amount of food for everybody”; another asked for “meat”), and one gave a suggestion for a “conservation work [programme] for people out of work”. One suggestion was to “make rules and stick to them”, while another was “keeping ruff ruff away” (sic). One respondent wanted a “friendlier attitude from staff” and said they felt “judged”, speaking of “being looked at as [though] you’re something distasteful” and feeling “grilled as to my worthiness of receiving food”.



## Pop-up Pantry

The PCCCT has been operating a pop-up pantry every Tuesday since early August 2022. The purpose of the pop-up pantry is to connect with more people in the community, including those who may not come to or know about the Phillipstown Community Hub, to let them know about the Hub's services and programmes and the resources available in the neighbourhood, and to create personal connections outside of the Hub.

The pantry has been set up at many different locations, and we have found that having nearby parking, a free food sign, being on a street corner, and being on a fairly busy street can all encourage more people to interact with the pantry. People have stopped by while passing by car, bike, or on foot; others have come out to the



*Olliviers Road/Cashel Street, 6th September*



*Olliviers Road/Tuam/Harrow Streets, 8th November*

pantry after being told about it by their neighbours. Approximately 20 to 40 people have come to each pop-up pantry, including young and old, of various ethnicities, with various disabilities, and from all walks of life. People have come to the pantry from across Christchurch, but most appear to live in the east of the city, some local to that day's location. Some have subsequently shown interest in the Hub's weekly community pantry. There have also been many people who have been working at that time but have

expressed gratitude that the pop-up pantry was there to offer them free food.

Some of those who have approached the pop-up pantry have said that they do not feel entitled to or in need of anything the pantry is offering, but nonetheless express their appreciation for it. People have shown surprise and appreciation for the pantry, and even appeared quite overwhelmed at what the pantry has to offer and the fact that it is free. Overall, people appear to take only what they need, and are very respectful about leaving things for others in need. The pop-up pantry has also served to get people interested in the Hub, with some keen to know more about the Hub's activities.



*Buccleugh/Harrow Streets, 18th October*

# Older Adults Leisure Club Survey Summary

## About the Club and Survey

The Older Adults Leisure Club is a club run weekly at the Phillipstown Community Hub to provide activities and socialisation for older members of the community.

In order to evaluate their use of the club, attendees were asked to fill out a survey, with questions on such things as how long they had attended, what they particularly enjoyed at the leisure club, and so on. Nine responses were received in time for this summary, out of about twelve usual attendees. The results of the survey are below, summarised by each question asked in the survey.

## Number of years attending

The responses to this survey can be broadly divided into two groups. Four respondents have been attending for less than five years, including one who has been attending for six months. The other five respondents indicated that they have been attending for ten years or more (including one response of “number of years”, which has been assumed to be more than ten years), including two who have been attending for more than twenty years.

## Attending similar groups

Of nine responses, only two indicated that they attend other similar groups; the other seven stated that they attend no other groups similar to the Leisure Club. Of the two who said they did attend other groups, both listed about three each.





### **If the Leisure Club was unavailable**

In response to this question, the two respondents who attend similar groups pointed to those other groups as their answer. Of the other seven, only one mentioned a specific place or group, while another said they would attend somewhere else depending on what was available. Three respondents said nowhere or that they would not bother to go elsewhere, and one gave no response.

### **What people enjoy**

Seven of the nine responses mentioned either meeting people, social time together, and/or friendship, suggesting that socialisation is a major reason for people to attend the club. Seven respondents also mentioned outings run for the club; six mentioned activities, plus one mentioning games; and six mentioned speakers organised for the club. One respondent simply gave the answer “everything”.

### **Other uses of the Hub**

None of the respondents said they used the Hub for any other services or activities. One did indicate an interest in what else is available at the Hub.

### **Suggestions for improvement**

Only one respondent gave a suggestion, for a speaker on gardening. Two respondents specifically said they were happy with what they had already been doing.

# Neighbourhood Wide Garage Sale (24<sup>th</sup> September) and Spice of Life - Community Market and Gala Day (19<sup>th</sup> November)

## Survey Summaries

This is a summary of replies to two surveys, one for stallholders at the Neighbourhood Wide Garage Sale and one for stallholders at the Spice of Life Community Market and Gala Day. There was a total of eight respondents for the Garage Sale survey, and sixteen respondents for the Spice of Life survey.

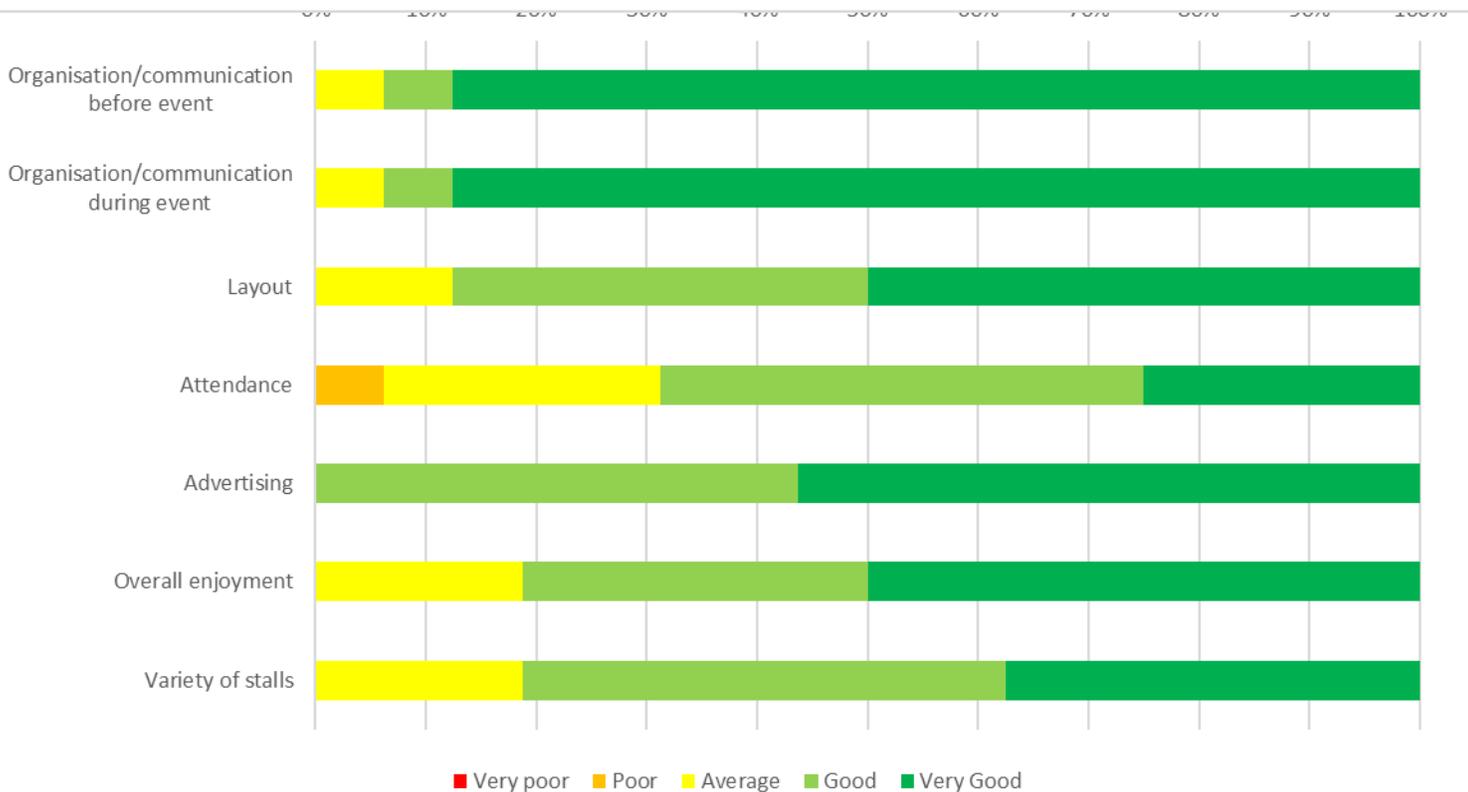
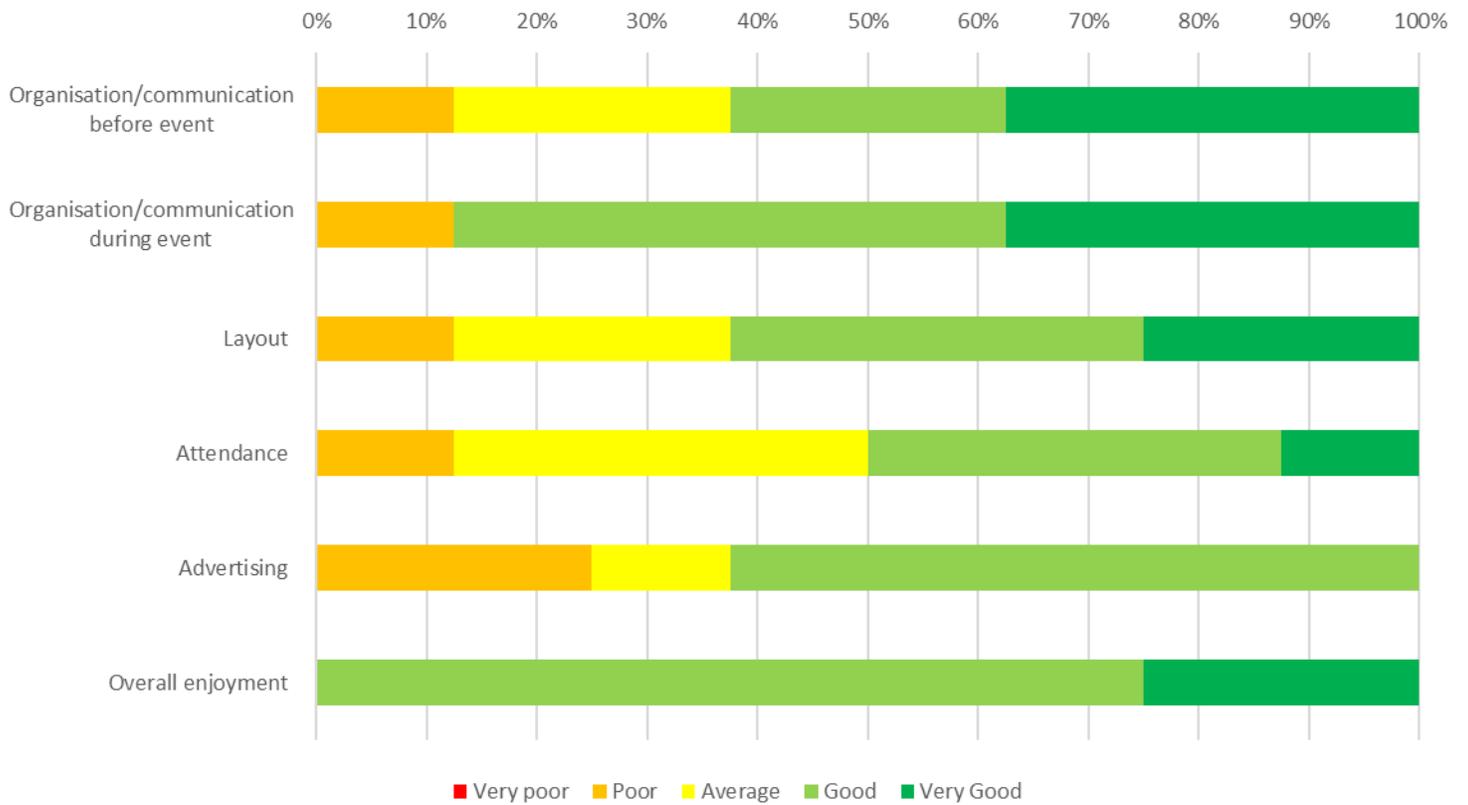
The Neighbourhood Wide Garage Sale was held at the Phillipstown Community Hub on the 24<sup>th</sup> of September from 11am until 1:30pm, with participating garage sales at homes around the neighbourhood opening earlier in the day. The Spice of Life – Community Market and Gala Day was held on the 19<sup>th</sup> of November at the Hub. Originally planned to be outdoors, stalls were shifted indoors or to the verandah and rearranged just before the event due to the heavy rain on the day of the event. Despite receiving a month's worth of rain in one day, the Spice of Life event opened at 11am, though packing up began ahead of the scheduled finish time of 2pm.

### Ratings

These questions were presented in the survey to be rated from *very poor* to *very good*. The responses are summarised in the table below, and graphs can be found on the next page. Please note two things: first, one question (about the variety of stalls) was asked for the Spice of Life market but not the Garage Sale; second, while *very poor* was a potential answer, no respondents gave it for any question in either survey.

		Organisation/communication		Layout	Attendance	Advertising	Overall enjoyment	Variety of stalls
		Before event	During event					
Garage Sale (24 <sup>th</sup> Sep)	Poor	1	1	1	1	2	0	n/a
	Average	2	0	2	3	1	0	
	Good	2	4	3	3	5	6	
	Very Good	3	3	2	1	0	2	
Spice of Life (19 <sup>th</sup> Nov)	Poor	0	0	0	1	0	0	0
	Average	1	1	2	4	0	3	3
	Good	1	1	6	7	7	5	7
	Very Good	14	14	8	4	9	8	6

### Rating responses for Garage Sale (24 Sep)





*Neighbourhood Wide Garage Sale, 24th September*

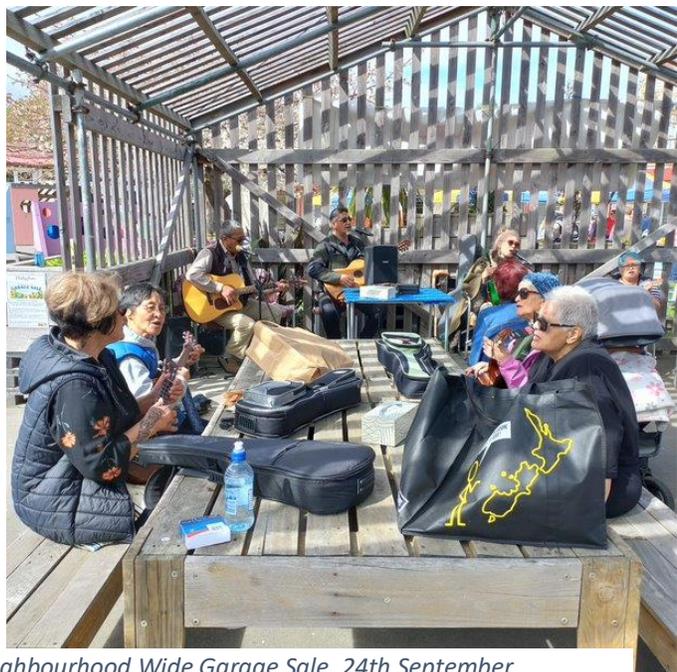
The overall ratings for both events were mostly positive. Almost every question for both events had *good* or *very good* given for more than half of their respective responses, the only exception being the rating for attendance for the Garage Sale in September, which had 50% (four out of eight) *good* or *very good* responses. For the September event, a few *poor* ratings were given (one each for organisation and communication before and during the event, layout and attendance, and two for advertising), whereas the November event only had a single *poor* rating (for attendance). Overall, stallholders were generally satisfied with each event, particularly (with some probable allowances made for the wet weather) the Spice of Life event in November.

### **Additional comments**

Respondents were invited to give additional comments after the ratings section in the survey for the November Spice of Life event. Three of the sixteen respondents declined to give a comment. Of the others, four respondents stated that they thought the event was well organised or planned, and three that the event was well attended despite the day's heavy rain. Two respondents suggested that more advertising could be done for such events, such as on radio or through What's On in Christchurch; some advertising, including on radio, was done for Spice of Life, and the ratings above suggest a general satisfaction with the advertising of the event.

Another respondent suggested having established businesses attend, "to provide more professional stalls in and among the community members' stalls".

Two respondents stated they felt they were poorly placed; one stallholder was placed in Room 11, a small office next to Room 10, and felt they struggled to get any business because of this, while another felt their placement led to people misunderstanding what they were selling. These problems were most likely due to the movement of stalls indoors because of the wet weather; another respondent suggested putting stalls in the main open space of the Hub, which was the intention if the weather in the day had been clear.



*Neighbourhood Wide Garage Sale, 24th September*

## Timing

Both events were run on a Saturday, from 11am into the afternoon (1:30pm for the Garage Sale, 2pm planned for Spice of Life, though packing up began early). Every respondent for the September event was generally satisfied with the time, especially with the event being held on a Saturday, though with some disagreement with the event's hours; two respondents suggested running longer into the afternoon, while another stated that the car boot sale area had little traffic for the last 45 minutes of the event, and another respondent suggested an earlier start of 9:30am or 10am.



*Setup despite the weather, Spice of Life, 19th November*

For the November Spice of Life event, there was again a general satisfaction with holding the event on a Saturday; eleven respondents said that the event's timing was good as it was. Other responses included more suggestions for an earlier start from two respondents; three respondents suggesting a market later in the afternoon or in the evening; and two suggestions to hold the event twice a year (note that more market and gala days are already planned for 2023).

## What people sold

Both events had a range of things being sold. Respondents for the September Garage Sale event listed such things as clothing, jewellery and accessories, plants, bric-a-brac and household wares, and art, though with some noting that they sold little (one respondent for this section simply put "nothing"). Similar responses were given for the November Spice of Life event, i.e., clothing, accessories, plants, food, bric-a-brac, etc., as well as information and social services.



*Room 1, Spice of Life, 19th November*

## Participation in future events

Respondents were asked if they would like to participate in future events like these. The responses for both surveys were very positive, with only one respondent for each event saying they would not.

Additionally, the negative reply for the Spice of Life event in November had an additional comment that they would like to participate again or support future events, but could not due to their work.



*Room 6, Spice of Life, 19th November*

### Other suggestions and comments

For the September Garage Sale event, in addition to general positive comments on the day and its effects on the community, some suggestions were raised in this section, some of which link back to comments in previous sections. These include suggestions on a site map or diagram of the event and its layout (whether for the stallholders or the general public) and spaces for stalls being marked out; signage for stalls, activities, parking, etc.; more or different advertising, including on other platforms and further afield in Christchurch; layout suggestions, such as putting similar

stalls in sections and keeping clothing stalls off of dirt, grass or shingle; and working out weather contingencies (a rather prescient piece of feedback).

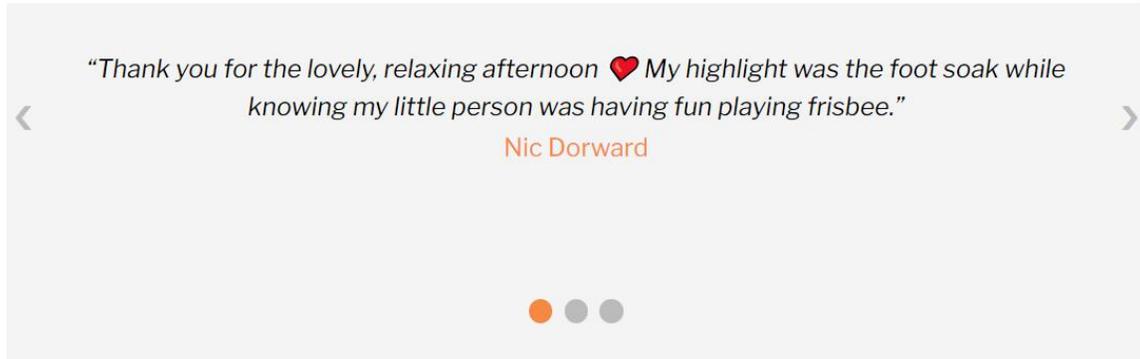
This section's responses for the November Spice of Life event were very much affected by the weather on the day of the event. One common suggestion was to increase the variety of food and drink available; one respondent suggested a sausage sizzle and chips, while another suggested an Island-style food stall (which is somewhat dependent on the other groups which participate in these events). One respondent suggested putting groups that weren't selling things in the Room 5 block, while another (while noting the original plan before the weather forecast) suggested separating such services out across the event. One suggestion was for two henna artists, which was also planned but did not eventuate. The overall sentiment of this section was positive towards the Spice of Life event, tempered by the rain.



*Room 10 (food and henna), Spice of Life, 19th November*

# Community Feedback in 2022

After the Xmas Destress event in January 2022



After

Easter Fun at the Hub-

14 April 2022



Erica Windmill-Niuia

Ngā mihi nui for such an awesome event! My son and I loved the classic games! The gumboot throw was our favorite!

Thank you everyone for all of your hard mahi ❤️ we appreciate you all 🙏



Anne Hindle

What a fantastic lot you ALL are !





🎖️ Fan più attivo

**Sarah Killoh**

Best event of 2022. Great evening. Thanks



**Erica Windmill-Niuia**

Ngā mihi nui again to all who made this awesome event possible ❤️ we appreciate you all ❤️ 🙏



*After the Neighbourhood Wide Garage Sale IN September 2022*



**Jane Hopkins**

What a great event, this was our first time visiting. Thanks for the opportunity to hear from the local candidates and we loved the pizza! Phillipstown is lucky to have this awesome community hub.



**Linda Roderique**

Well done, when's the next one? 😊



**Selina Growcott**

We had a awesome time and the fantastic things we got thanks look forward to the next one

