

Celebrating Success *Completed project outcomes and learning*

1 Problem Identified

The local village bus station used by our residents in the community was not very inviting, it was dirty, smelly and un-kept, making it uninviting to use.

Project Aim

To improve Cygnets and local residents' satisfaction of using the local bus shelter in their daily lives from under satisfactory to good

2 Data Measured

The outcome measure used for this project was a scaled satisfaction score. Baseline data was collected from Cygnets and local residents to gain their opinions before the improvements were made and after they were completed. Qualitative data was also collected through local parish council meetings, interviews and community meetings

3 Change Ideas

- Introduce ourselves to local parish council
- Litter pick bus shelter and deep clean
- Paint bus shelter to freshen up
- Setup maintenance rota

Plan

Get together working group. Schedule weekly visits to bus shelter with minibus. Make contact with local parish council and bus shelter owners to discuss idea.

Act

2nd test cycle a maintenance rota was introduced and we received a permanent invite to attend local parish council meetings and represent Cygnets The Orchards, where future local improvement projects can be discussed. These will support sustainability from the improvements made.



Do

Begin plan, litter pick in and around bus shelter, clean down walls and freshly paint. Positive feedback received (see table pg2)

Baseline = 100% Neutral opinion or below. Of which 50% were very dissatisfied.

Post intervention = 100% satisfied and above. Of which 80% were very satisfied.

Study

Reviewed feedback via surveys and decided from the positive feedbacks that this could develop to further projects to improve the local area.

5 Learning

Increased resident satisfaction of the local communal facilities.

An invitation for representation from The Orchards to be part of the local parish council meetings.

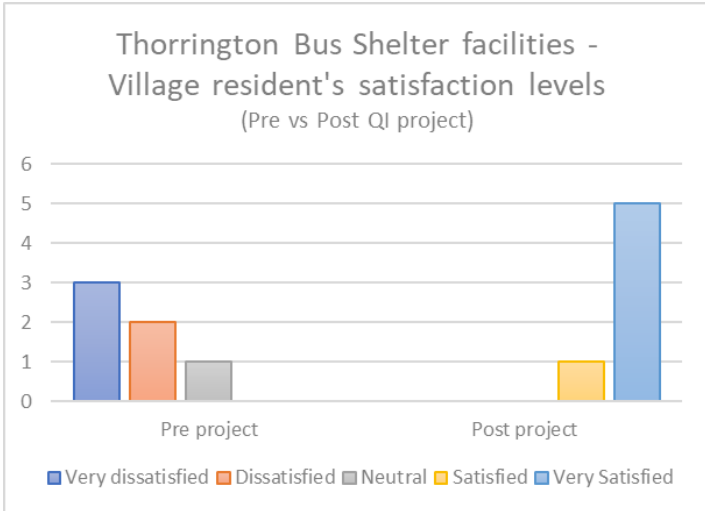
Improved local facilities.

Stronger bonds between the residents.

Opportunity for work experience.

Giving something back to the community

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A graph showing the increase in satisfaction levels of the bus shelter



The residents who formed the QI project team at The Orchards



Work in progress!



A dedicated plaque to recognise the hard work achieved.