

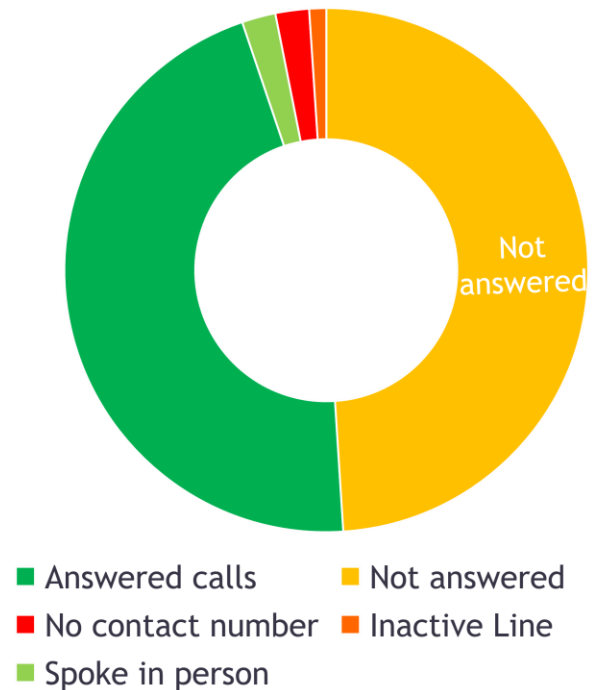
Resident Survey Findings

Jamal, CLA

Yasmin, CLA

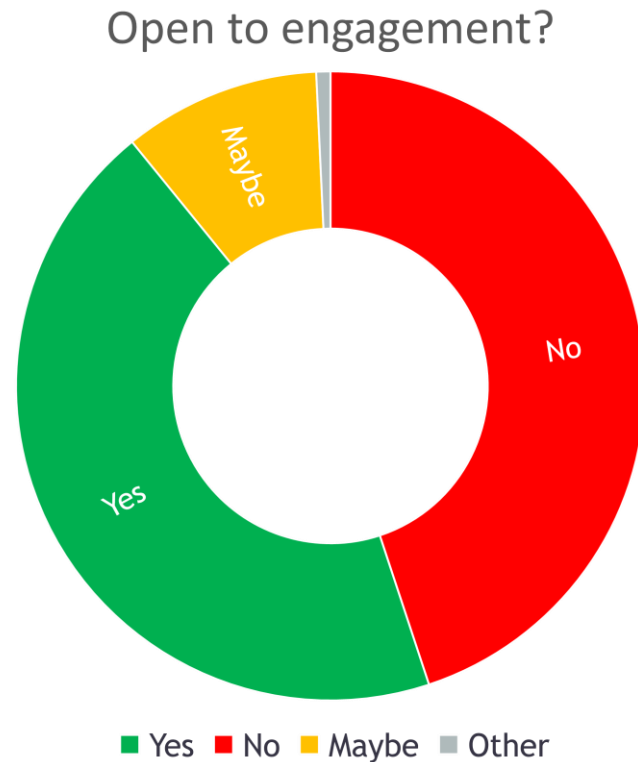
Calls made

Contact attempts



- ▶ Called a total of 276 residents out of which:
 - 132 answered
 - 141 did not answer
 - 3 inactive lines
- ▶ Spoke to 6 residents in person out on the estate
- ▶ Were unable to call 6 residents due to having no contact details

Call outcome



- ▶ 61 residents were open to engagement and taking part in online sessions
- ▶ 62 residents said no/were not interested
- ▶ 14 residents said maybe (depending on various circumstances)
- ▶ 1 resident was open to the idea of engagement but wanted to do so face to face

Reasons for concerns

No

- Simply doesn't want to
- Small children
- Language barrier
- Busy with work
- Other priorities
- Carer for someone with disabilities
- Personal disability/health issues
- Prefers drop in sessions
- Prefer postal updates
- Believe Camden are wasting money/resources
- Believe they are too old to learn technology

Maybe

- Will try
- Still uncertain whether they want to engage

Depending on the time due to:

- Having small children
- Working away from home
- Children being home schooled
- Whether they have internet access

Finally..

Topics of interest

- If regeneration will go ahead due to Covid
- Uncertainty as they have not heard anything many assumed project would not go ahead
- Questions about timeline
- When project will start

How to remind residents

- Text/Whatsapp message
- Email
- Phone call

How to overcome language barrier

- Many Bengali residents - Jamal and Yasmin can both translate for these residents
- Can get Arabic/Somali translators if needed

How to remind residents

- Send step by step instructions on how to install and set up required software
- Youtube tutorials