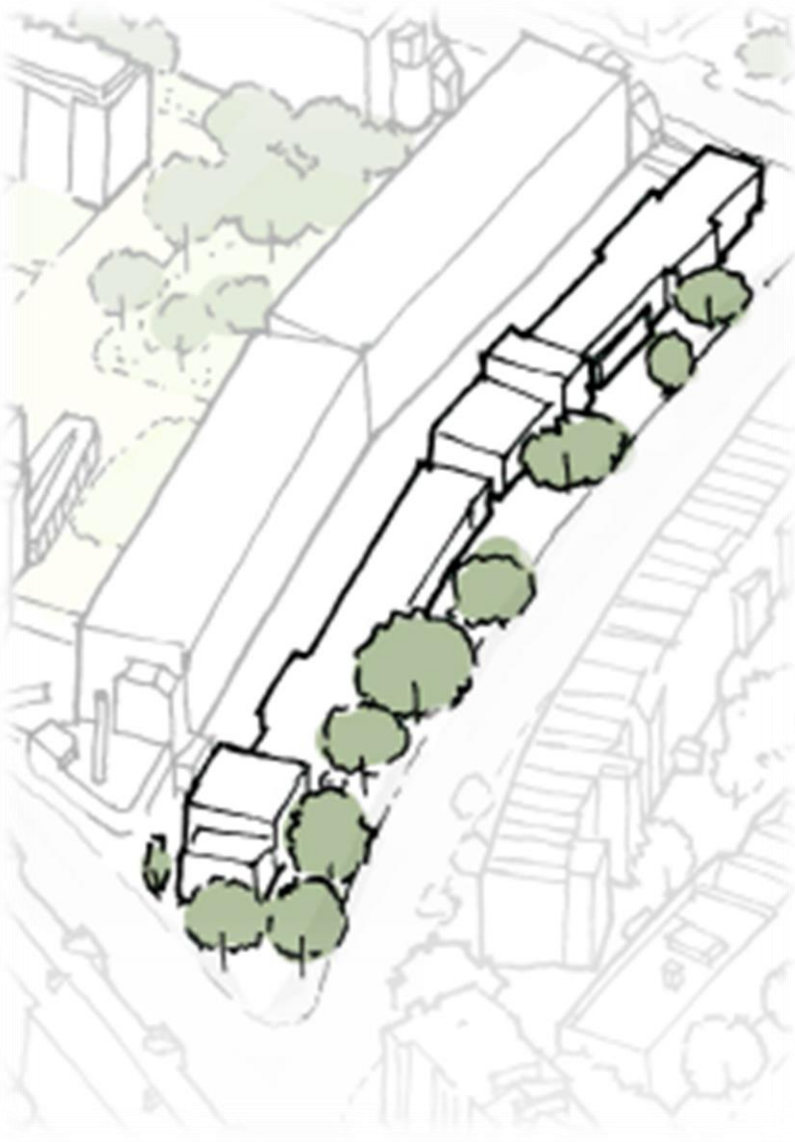


## Co-design exercise with Camelford Court on 19th September led by the Resident Engagement Team

This event was to establish residents' refurbishment priorities from the items available.

Sixteen residents took part in the workshop, door knocking & email survey



### Camelford Court Top 10

1. Windows

2. Bathrooms

3. Sound insulation

4. Kitchens

5. Drainage

6. Water Pressure

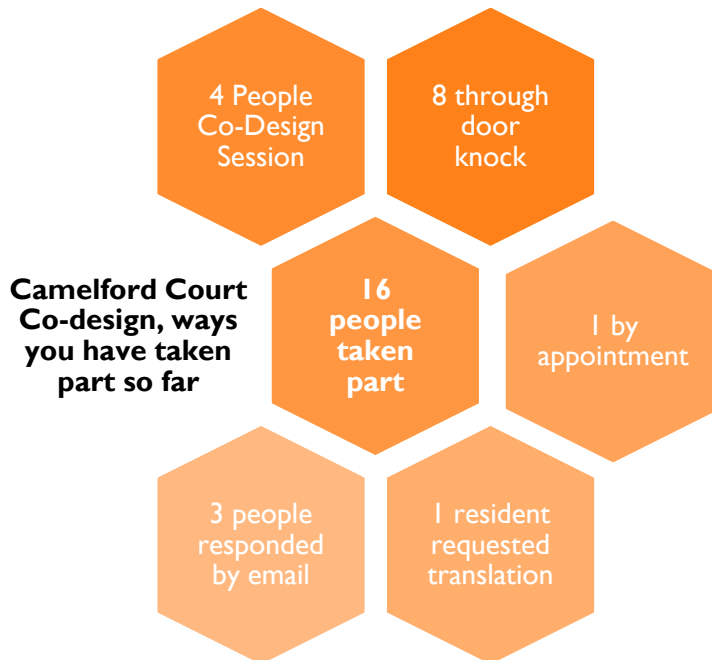
7. Internal decor

8. Resurface courtyard,  
slope & stairs

9. Front doors & bins

10. Communal lights &  
electrics

**The Resident Engagement team have been working with Camelford Court for the past four weeks, on Co-Designing the refurbishment**



**programme for your homes.** We have provided a workshop for you to share your priorities. We offered to meet for individual appointments to discuss in a quiet space. We have been coming to Camelford court and talking on the doorsteps about the things available for residents. This is to help you decide what your priorities are for the refurbishment programme. Some refurbishment works are already underway in

**empty properties** across the estate. We are looking to start larger scale refurbishment works across the whole estate block by block mid 2020 onwards, depending on priorities and procurement processes. Each block has a specific amount allocated to them to spend on the refurbishment. This total varies according to the number of properties and the state of the buildings. The amount for Camelford Court is £1.9 million pounds. The residents that have taken part so far have shared their priorities and have found out that these preferences are subject to structural surveys, so they we can put safety first.

## Letting you know about the Co-design session

- Paper invitation** We sent a paper invitation to all 26 residents on 4 September.
- Email invitation** We sent an email invitation to 6 people on 4 September.
- Door knocking** On 19<sup>th</sup> September between 10–12pm we knocked on all of the doors Camelford Court, to give a reminder to attend the workshop that evening at 6pm.
- Residents choice** 8 people were home and came to the door for a quick chat. 2 people were busy that evening and they agreed to take part at a later time. 1 person requested home visit and declined workshop session. One person agreed to come to the session at 6pm.

## During the Co-Design Session

4 residents attended The Co-Design session was held at Bay20 at 6pm. 4 residents turned up to the Co-Design session, all 4 took part and submitted their preferences.

Residents choice Each resident sat with their table facilitator and read through the items available for refurbishment in Camelford court. Then decided which were important to them personally. They then decided which priority to give each item. Some residents chose to add an additional item to replace creaking floorboards

## Co-Design Session outcomes

Refurbishment items available	Estimated cost	Resident 1	Resident 2	Resident 3	Resident 4	Total Points
Windows	£339,000	9	10	10	8	37
Internal decoration	£299,000			5		5
Front doors & bin shelters	£142,000				6	6
Resurface Courtyard & slope	£133,000	8	1		2	11
New Kitchens	£85,000	2	5	6	10	23
CCTV	£83,000	7		4	3	14
New Bathrooms	£68,000		9	9	9	27
Drainage	£65,000		6		7	13
Sound insulation	£57,000		8	8	5	21
Pest control	£9,000	4		3	1	8
Communal lighting & electrics	tbc	5	3			8
Water pressure	tbc	10	7		4	21
Ventilation duct removal	tbc	3	2	2		7
Communal children's facilities	tbc	1				1
Flooring (residents choice)	tbc	6	4	7		17

The results of resident choices generated points allowing us to find the priorities of all the residents that attended the Co-Design session as a group.

As you can see, there are **equal scores** for **sound insulation** and **water pressure**. Also equal scores for **internal drainage and resurfacing the courtyard**. Residents requested that the slop and stairs to access the courtyard here also included in this piece of work to make the entrances to the courtyard safer and more accessible. Both **pest control** and **Communal lighting and electrics** both received 8 points each, so it was impossible to choose a single 10<sup>th</sup> priority.

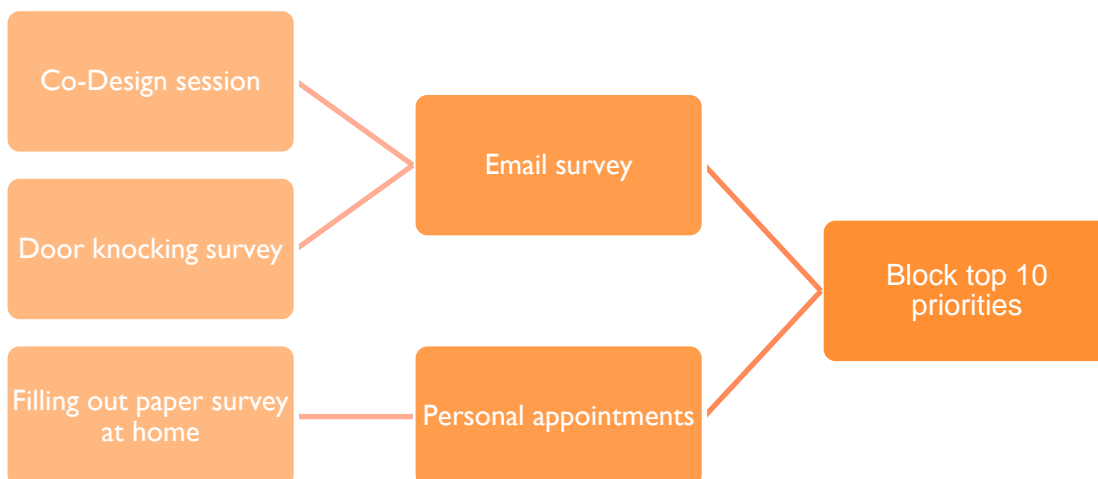
## Next steps

Following the insights captured at the Co-Design session, we delivered an **interim report** on 27 September. The report contained the workshop outcomes on the previous page.

We offered other ways to help you take part. This is to make sure everyone was given a chance to give input and have their say in co-designing Camelford Court priorities for the refurbishment programme.

## Other ways to share your priorities

Door knocking	We agreed to carry out 3 rounds of door knocking on different days, one in the morning, one in the afternoon and another in the evening
Paper surveys at home	We offered to drop off paper surveys for any residents that would prefer to have them dropped off and fill in at home
Email survey	We created an online survey using mailchimp to send to any residents that we hold email addresses for
Personal appointments	In the interim report delivered on 27 September, we offered to make personal appointments with residents at the leisure centre



## Door knocking exercise

The resident engagement team followed up with door knocking exercise to try to get as much information as possible from each of the remaining 22 households about their priorities.

- 27 September Between 7:30-9pm we hand delivered the interim report with the workshop outcomes. We were also able to talk with 2 more residents about the refurb programme, but didn't complete the survey
- 2 October At 1pm we carried out our first door knocking, 3 more residents took part and filled in Co-Design session sheets
- 12 October We completed an early morning door knocking 10am, we were able to speak with 2 more residents and capture their preferences
- 24 October We completed our final door knock in the evening at 6pm, we were able to capture 3 more residents priorities

## Door survey knocking outcomes

	2 Oct 1pm			12 Oct 10am		24 Oct 6pm			Total Points
	Res 5	Res 6	Res 7	Res 8	Res 9	No6	No20	No26	
Windows	10	10	8	10	9	3	10	5	65
Internal Decor	5	6	7	7		8	8		41
Front door & bin	3		7	3	5				16
Resurface Courtyard			4			4	7	6	21
New kitchen	8	9	9	6	10	10			52
CCTV		5			1				6
New bathrooms	9	8	10	9	8	9			53
Drains	2	7	2	8		2		10	31
Sound	6	4	6	5	6	7	9		43
Pests		1		1	2			9	13
Commu elec/lights	1	3	1	2	3	5	6	8	29
Water pressure	7			4	7	6			27
Vent duct		2	3			1		7	13
Communal facility	4				4				8
Flooring									

One of the residents that took part in submitting their priorities in the table above, requested to have the sheets left with them to fill in at home and return at the following door knock

## Making individual appointments

One resident requested to have sheets dropped with them (see above)

One resident requested an appointment at the office on 4 Oct but was unable to attend

One resident requested support with language translation and completed with community development officer Roksaneh

## Email engagement

To make sure we gave residents an opportunity to send their priorities digitally we launched the email survey on 21<sup>st</sup> Oct with a deadline to return your views on 25<sup>th</sup> Oct

The survey was sent by email to six residents	6
The survey was opened by five residents	5
Three people clicked to open the survey	3
Three people completed the survey	3
Zero people quit the survey	0

## Email survey and individual appointment outcomes

These scores have been calculated according to the data received from the residents that submitted their preferences through the email survey and by booking individual appointments. The

Priority	Refurb item	Score
1st	Windows	36
8th	Internal decor	12
5th	Front doors bins	18
4th	Resurface Courtyard	21
9th	New kitchen	12
7th	CCTV	13
-	New Bathroom	11
2nd	Below ground drainage	29
3rd	Sound insulation	26
10th	Pest control	12
-	Commu elec & lights	-
6th	Water pressure	15
10th	Vent duct removal	12
-	Communal facility	-

As you can see there are 2 items at 10<sup>th</sup> priority due to the results for pest control and vent duct removal being equal. **These results are evened out** in the final priorities as all 16 participants are considered

## Overall results

Thank you so much for taking part, after we **combine all 16 of the residents stated preferences** from all of our co-design sessions: the workshop, the door knock, the individual appointments and the email responses, we arrive at the following results as your Top 10 priorities for Camelford Court

Camelford Court <b>Top 10</b>		Points allocated
1st	Windows	138
2nd	New Bathrooms	91
3rd	Internal Sound insulation	90
4th	New Kitchens	87
5th	Underground drainage	73
6th	Water Pressure	63
7th	Internal decor	58
8th	Resurface courtyard, slope & stairs	53
9th	Front doors & bins	40
10th	Commu lights & electrics	37

Co-design isn't possible without you, your ideas and your time. We could not have done this without your participation.

We look forward to seeing you soon at other events 😊

Thank you

Andrea & Linda