



COMMUNITY DAY

THURSDAY 17 JULY, 3-6pm

Outside Caledon Community Centre, London Colney AL2 1PS

You're invited!

All local residents welcome

Come along, ask questions, and get support.
Please spread the word – we'd love to see you there!

Got a housing issue?

Need help with repairs, antisocial behaviour or local services? Come and speak directly to the people who can help...

Meet

- ✓ Your Housing Officer & Council Housing Team
- ✓ Citizens Advice – support with money, benefits and legal issues
- ✓ Police & Fire Service – safety advice and local concerns
- ✓ Social Services & Local Charities – help with family and wellbeing
- ✓ Playing Out – fun games and activities for kids



Outdoor event • Family-friendly • Drop in anytime



Bring this slip on the day to enter our



FREE Prize Draw!

Winner announced during the event –
must be present to claim your prize!

Name: _____

Flat/House No.: _____

Phone: _____

Email: _____

*We will only use your details to contact you if you win the raffle. All data will be securely disposed of after the event.

Community Day Report – Caledon Community Centre

Background

The **Community Day** held at Caledon Community Centre attracted the highest participation across all venues (to date), with 29 resident surveys completed. The event focused on neighbourhood conditions, satisfaction with repairs, and opportunities for future engagement.

Methodology

- Surveys captured resident satisfaction ratings (1–5) alongside written comments.
- Feedback was collated and analysed to identify key themes and issues.

Key Findings

- **Neighbourhood satisfaction:** 2.54
- **Repairs satisfaction:** 3.17 (highest across all venues)
- **Engagement interest:** 24.1% (lowest across all venues)

Resident Feedback

Key concerns raised by residents included:

- A mobility scooter shed obstructing views.
- Littering by young people in garage and car park areas.
- Anti-social behaviour and lack of CCTV/security presence.

Repairs Accountability

- All repairs reported on the day were referred to Morgan Sindall.
- Outcomes were not systematically followed up with residents during this cycle.
- A new approach will be adopted in future **Community Days** to track repair completions and confirm outcomes directly with residents.

Engagement Levels

Engagement appetite was the lowest across all venues. Only one-quarter of residents expressed interest in further participation, suggesting potential barriers to involvement that need to be explored further.

Next Steps

- Address environmental concerns by reviewing the location of the mobility scooter storage and tackling littering/anti-social behaviour.

- Consider the feasibility of installing CCTV or enhanced security measures.
- Implement a follow-up system to track repairs outcomes and feed this back to residents.
- Explore new, flexible engagement approaches to encourage greater resident involvement.