

**Low income housing estates: a report to Hammersmith
United Charities on supporting communities, preventing
social exclusion and tackling need in the London Borough
of Hammersmith and Fulham**



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WHITE CITY SITE—PART OF PROPOSED ELEVATION, FACING WESTWAY

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1. Introduction

This report provides information on the levels of deprivation and need in 4 estates within the London Borough of Hammersmith and Fulham. These estates are:

- Edward Woods
- White City
- William Church
- Old Oak

We were commissioned by Hammersmith United Charities (HUC) and its project partners – Notting Hill Housing Group and the London Borough of Hammersmith and Fulham – to carry out research in these estates to help advise and guide HUC in designing and targeting its grant-giving programme in its area of benefit – the former Metropolitan Borough of Hammersmith in the Northern part of the borough. The main focus of the charity’s work up to this point has been to provide care and well-being for elderly people in the Borough of Hammersmith. H.U.C now has a limited annual budget from which it makes grants.

The charity wanted to establish a plan:

- To help meet the needs of people in the area of benefit that are not otherwise being met.
- To focus support on those groups who currently have greatest need and least support.
- Offer help that is realistic and useful for as long as that need is there.

We suggest models for supporting low income communities within the borough and urgent areas of action the charity could focus on.

Area conditions do cause serious problems of social deprivation, and poor areas do attract concentrations of social problems far greater than the average. Because of this, we believe that a charity like HUC, operating in a particular area of London, is right to consider priorities for action and support on the basis of deprived areas and community need. This inevitably means that area-based problems and interventions will focus more on problems affecting groups, even though at the end of the day areas are made up of individuals, many of whom in poorer areas do have specific individual problems and needs.

a. Aims

Our research has five main aims:

- To uncover evidence of social need and poverty in four areas of Hammersmith, in the Northern part of the borough, covering the major themes of income, employment, crime, health, education and skills.
- To set this evidence in the context of London and the country as a whole.
- To visit four social housing estates in the north of the borough, record observations of the conditions and identify social facilities, support organisations and general conditions that might be positive or negative for the lives of residents.
- To interview a sample of residents in each estate in order to collect views on the estate, its conditions, problems and prospects, and to present our findings.
- To investigate possible models of charitable support that HUC could explore as options for future development of their work in the borough.

This report presents our findings under these aims in six sections following this introduction, structured as follows:

- Background on Hammersmith and Fulham and the Index of Multiple Deprivation (IMD) to include evidence from the census and IMD on the main themes of **Income, Employment, Health Deprivation and Disability, Education, Skills and Training, Barriers to Housing and Services, Crime, and Living Environment** in the four areas, showing clear levels of deprivation.
- Contrast between East and West London – specifically between Islington and Hammersmith and Fulham to show the significant deprivation in the four estates
- Description of conditions and facilities on the estates based on visits and photographs of the estates.
- Analysis of the findings from the survey of residents including reporting back what residents think about their areas and their suggestions for ways to improve conditions.
- Models of possible ways to help overcome disadvantage in four deprived areas of Hammersmith and Fulham.
- Our conclusions and recommendations.

b. Methods and approach to the study

This research and our findings rely on both **quantitative and qualitative research methods**.

We used detailed **qualitative statistical data** in order to uncover evidence of inequality and need on seven main themes affecting deprivation. We also used statistical data to show the social and ethnic composition of the local communities, the borough, London and England. We are heavily reliant on various sources for this statistical information including the Census, Communities and Local Government, NOMIS, the London Borough of Hammersmith and Fulham, the Office for National Statistics, the Audit Commission and the Greater London Authority.

We collected **qualitative evidence** based on a structured or purposive sample of residents, chosen to reflect the statistical composition of local populations. Our qualitative interviews included leading questions, which were then broken down into themes, based on what people told us. Our semi-structured questionnaire included some open-ended questions and room for comment to allow people to express their views freely. We include a selection of people's free and open comments as quotes in the body of our report.

The vignettes, or short pen portraits, of selected residents are based on individual interviews that seemed to give the clearest and most complete picture of life on these estates.

We have simplified all the figures we present by rounding them to whole numbers but we have included all detailed tables and sources in Annex 1. For small areas we used Lower Super Output Areas (LSOAs) of which there are 32,482 nationally. We ranked these small areas for all evidence on an index of 1 to 100, often presented as a percentage.

There are many different ways of understanding the multi-faceted problems of social exclusion and the many particular groups who are deeply affected by it. Homeless people, people with mental health problems, those who suffer severe physical disabilities, people suffering from drug and alcohol misuse are just some examples. This study is based on poor areas rather than individuals. We explore the theme of multiple deprivation through a neighbourhood lens, in order to understand the dynamics of area conditions and their impact on households and

communities. We therefore focus on the issues that emerged from our analysis of concrete evidence about the areas, both in the form of numbers and in what people said to us.

We carried out this wide-ranging research with limited resources and in a short time-frame, and there are therefore several limitations to our work, although we are confident that it fairly reflects conditions and problems in the areas we examined.

1. We studied four estates, as proposed by HUC, and restricted our visits to the North of the Borough.
2. We interviewed residents in three of the estates, but despite several visits and attempts through various local channels we were unable to locate residents on the smallest estate – William Church – which comprises isolated blocks, where we found no evidence of residents around the estate during the day.
3. We interviewed a total of 36 residents and spoke to a further 20 in three of the estates, whom we met in open and public spaces, shopping areas and community facilities during our visits. We were unable to contact people by knocking on individual doors to find interviewees due to constraints of time. But we readily identified a wide range of residents reflecting different ages, ethnic backgrounds, household size, tenure and other characteristics. We are clear that they broadly reflect the populations of the estates.
4. We also spoke to 8 people working in the estates and immediate local areas, in housing and community offices and other local services.
5. We visited four organisations outside of the borough that offer models for local action and we explored their applicability to HUC's aims.
6. We visited two estates in Islington and explored social deprivation there in order to gain a clearer perspective on Hammersmith and Fulham's problems of deprivation, setting it in the wider context of the contrast between East and West London. We were not able to analyse specific data for local schools, nor could we investigate in detail regeneration schemes or local economic conditions. With more time we would have wanted to visit local schools and employers, learn more about local youth provision and support for families and young children. We would also have liked to investigate more thoroughly local environmental problems which had a major bearing on the needs of young people and families with children.

We were not able to contact sick or otherwise vulnerable and isolated households in the area because, almost by definition, they are not "out and about" on the estate. But we do know that they are there, based on our discussions with locally based staff and believe their needs should be recognised.

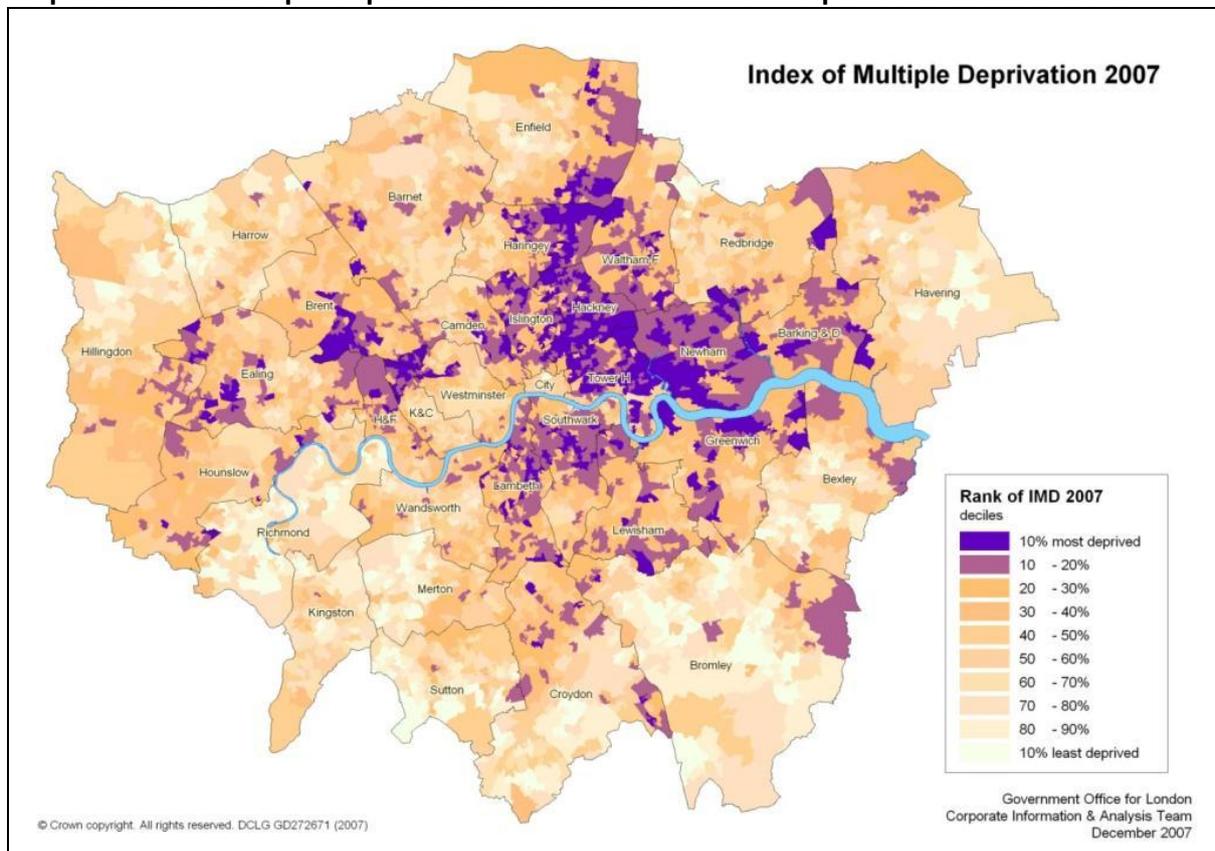
In presenting this report, we are confident that we have fairly represented the degree of need concentrated in the four estates, have reflected accurately the views of over fifty residents about conditions, and described objectively the options for future development of HUC's work.

2. Background information on Hammersmith and Fulham and the targeted areas and wards

The London Borough of Hammersmith and Fulham is an inner-city borough located in West London and is made up of the former Metropolitan Boroughs of Fulham and Hammersmith. It is the fourth smallest borough in London, both in geographical and population terms but it has a very high population density (Audit Commission, 2008).

As can be seen from the map below, **the most deprived areas of London are concentrated in Inner London in the North and East of the city**, including the boroughs of Newham, Tower Hamlets, Hackney, Islington and Haringey. **Hammersmith and Fulham however has pockets of deprivation, mainly in wards and areas where the majority of the council housing stock is concentrated.**

Map 1: Index of Multiple Deprivation 2007: Concentration of deprivation within London



Source: Government office for London, Corporate Information and Analysis Team, 2007

a. About the four estates



OLD OAK ESTATE—HENCHMAN STREET



OLD OAK ESTATE—WULFSTAN STREET

The four estates we studied represent the three main building types that make up the 5.5 million council homes the government built in England and Wales between the First World War and 1980, when major public building programmes stopped.

Old Oak, the oldest estate of around 900 houses was built just after World War I in the period known as “*Homes Fit for Heroes*”. The photographs show the estate in its very early days.

The **White City** estate, with over 2000 units, is a classic London County Council large estate built in the 1930s as part of the Slum Clearance programme in a style commonly known as “balcony block” or “walk-up” estate, owing to the balconies connecting flats to stairs above ground and the absence of lifts.

Edward Woods estate, with nearly 900 flats in high and medium rise concrete blocks, is the typical post-war “concrete complex” modernist estate built in the hope of elevating social

conditions through building upwards rather than out.

William Church estate is a small concrete estate of just over 100 units built in a similar style to Edward Woods.

b. Indices of Deprivation

Our study covers estates located in the North of the borough but makes reference to areas within the South. In this report we use the 2007 Index of Multiple Deprivation to provide a detailed picture of the levels of deprivation that exist in the areas and the estates we cover.

The 2007 Index of Deprivation is based on seven main indicators:

- Income
- Employment
- Health Deprivation and Disability
- Education, Skills and Training
- Barriers to Housing and Services
- Crime
- Living Environment

The seven domains are then combined to produce a single score for each small area and local authority. These domains cover the main themes that HUC asked us to explore.

Lower Super Output Areas (LSOA)

Each small area measured within the deprivation indices is known as a Lower Super Output Area (LSOA). LSOAs were introduced in the 2004 Index to enable the measurement of deprivation at a smaller spatial scale than ward level. There are 32,482 LSOAs in England and 354 local authorities. The most deprived LSOA for each Index is given a rank of 1 and the least deprived LSOA is given a rank of 32,482. The rank is also presented as a percentage, on a range of 1 to 100. The ranks show how a LSOA compares to all other LSOAs in the country (Communities and Local Government, 2007).

In order to understand estate level conditions, we use LSOAs which are the smallest, neighbourhood level areas for which evidence is collected. They are designed to contain around 1500 people each. We use a scale of 1 to 100 throughout the report to rank small areas.

We use the Index of Multiple Deprivation evidence at the most local level to show how the 4 estates rank on:

- Income
- Employment
- Health Deprivation and Disability
- Education, Skills and Training
- Barriers to Housing and Services
- Crime
- Living Environment

In the 2007 Index of Multiple Deprivation, Hammersmith and Fulham overall ranked **59 out of 354** (with 1 being the most deprived) local authorities nationwide, putting it among the most deprived sixth of all local authorities. The borough ranked **14 of the 33** in London (see table 1)

The four estates in this research are located within three wards of Hammersmith and Fulham, all three of which are within the North sub-division of the borough. These wards are:

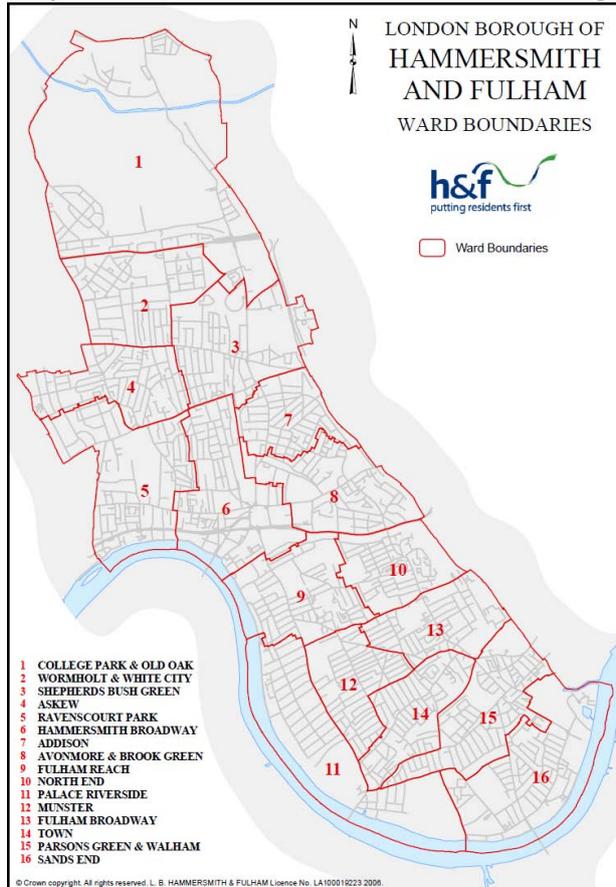
- College Park and Old Oak covering Old Oak estate
- Shepherds Bush Green covering William Church and Edward Woods estates
- Wormholt and White City covering White City estate

Each ward comprises several LSOAs; our study covers 4 estates in 3 wards and 8 LSOAs. Our three wards form the northernmost section of the borough and represent the most deprived areas, shown as 1, 2 and 3 on the map below (map 2).

Table 1: IMD ranking of London Boroughs within country and London

London Boroughs	IMD 2007 Rank (out of 354)	Rank in London (out of 33)
Hackney	2	1
Tower Hamlets	3	2
Newham	6	3
Islington	8	4
Haringey	18	5
Lambeth	19	6
Barking and Dagenham	22	7
Greenwich	24	8
Southwark	26	9
Waltham Forest	27	10
Lewisham	39	11
Brent	53	12
Camden	57	13
Hammersmith and Fulham	59	14
Westminster	72	15
Enfield	74	16
Ealing	84	17
Kensington and Chelsea	101	18
Hounslow	105	19
Croydon	125	20
Barnet	128	21
Redbridge	143	22
Wandsworth	144	23
Hillingdon	157	24
Bexley	194	25
Havering	200	26
Harrow	205	27
Merton	222	28
Bromley	228	29
Sutton	234	30
Kingston upon Thames	245	31
City of London	252	32
Richmond upon Thames	309	33

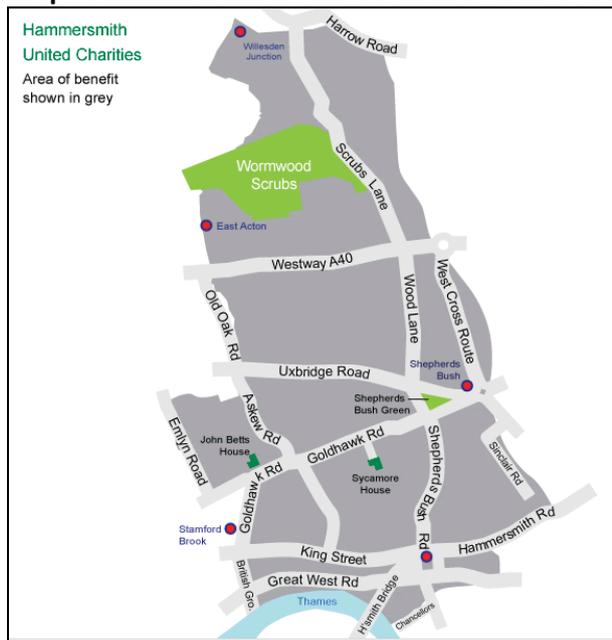
Map 2: Ward boundaries in the London Borough of Hammersmith and Fulham



Source: http://www.lbhf.gov.uk/Images/Wards_tcm21-70850.pdf

The map below shows the area of benefit within which the charity operates. This is concentrated in the northern section of the borough (map 3).

Map 3: Hammersmith United Charities Area of Benefit



Source: Hammersmith United Charities

c. About the three wards covering the estates

The following information is taken from the 2001 Census and from the ward profiles prepared by the London Borough of Hammersmith and Fulham.

The **population** of Hammersmith and Fulham totals 176,000 people and the population of our three wards make up around one sixth of the borough total. In all of our wards, as in the borough as a whole, in London and nationally, there is a slightly higher ration of women to men (51% versus 49%).

Table 2: Population and household count

	College Park & Old Oak	Shepherds Bush Green	Wormholt & White City	London Borough of Hammersmith & Fulham	London	England
All population, count	7,643	10,249	11,997	176,000	7,428,600	50,093,100
All Households, count	3,199	4,926	4,797	75,438	3,015,997	20,451,427

The **age** breakdown of people within our three wards is broadly in line with that of the borough as a whole, London and nationally. The proportion of children and young people (i.e. those aged between 5 and 19) is lower in Hammersmith and Fulham than in London and the country. However, **in two of our three wards the number of children and young people is much higher than the borough as a whole. The proportion of people over 65 in Hammersmith and Fulham is lower than in London, and significantly lower than nationally.** Shepherds Bush Green is notable for having an even lower percentage of people over 65 than the borough overall.

Table 3: Age groups – percentage of total population

Age in years	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
0-4	6	6	7	6	7	6
5-19	19	13	22	14	19	19
20-44	44	54	43	52	43	35
45-64	19	18	17	18	20	24
65+	13	9	11	10	12	16

Hammersmith has a higher than average proportion of **ethnic minority** residents, but it ranks 22nd among London boroughs as East London boroughs such as Newham and Tower Hamlets, alongside Brent, have a majority of their populations from ethnic minority groups.

The following table shows that the wards within which our estates are located have a lower than average proportion of white residents and a **much higher than average number of Black or Black British residents. The number of Asian or Asian British residents is also higher than the borough and the national rate** though lower than London overall. The proportion of Chinese residents and people from a mixed background is about average for the borough and London as a whole, though much higher than national levels.

Table 4: Ethnic group – percentage of total population

	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
White	66	70	63	78	71	91
Mixed	4	5	5	4	3	1
Asian or Asian British	6	6	6	4	12	5
Black or Black British	19	16	23	11	11	2
Chinese or Other Ethnic Group	4	3	3	3	3	1

The **composition of households** tells us a lot about social need. Hammersmith and Fulham has above average single person households. **The three wards have a much higher concentration of lone parent households, particularly Wormholt and White City. This group is particularly over-represented in poverty concentrations, in social housing and has generally much poorer outcomes for children** (Hills et al, 2009).

Table 5: Household type - percentage of total population

	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
Married couple household	24	18	26	23	37	47
Cohabiting couple household	7	12	8	11	9	9
Lone parent household	19	12	23	12	13	10
One person household	42	45	34	40	35	30
Multi person household	8	12	10	13	6	3

Social need and deprivation are concentrated in areas with a high proportion of council and social housing estates. Hammersmith and Fulham has a lower number of **owner-occupied** housing than London and the nation, and the numbers living in ‘owned’ property within our three wards are even lower than the borough as a whole. In contrast, levels of social renting are higher in Hammersmith and Fulham than London and England. Furthermore, levels of social renting in our three wards are higher than the borough of Hammersmith and Fulham overall, with social renting in College Park and Wormholt and White City significantly higher than the borough and more than double the London figure. **These very high levels of social renting are clearly linked to levels of deprivation within our three wards.**

The level of private renting in the borough is also higher than the London and national rate. Shepherds Bush Green has a similar proportion of private renting to the borough. In College Park and Old Oak the volume of private renting is about half that of Hammersmith and Fulham and lower than London overall.

Table 6: Tenure - percentage of people living in households

	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
Owned	32	35	32	42	58	71
Social rented	54	38	53	33	25	18
Private rented	12	24	12	23	14	9
Living rent free	2	3	3	3	2	2

As the table above shows, owning your own home is highest nationally at 71% and lowest in the three wards we are studying at only 32%-35%. **Social renting** in contrast is far lower nationally at 18% than in our three wards of Hammersmith and Fulham where it reaches 54%.

Most individuals derive their income and social status through their **employment** (Hills et al, 2009). A clear objective of the Labour Government from 1998 was on building a fairer society and emphasised the role that employment can play in tackling poverty and exclusion.

Economic activity in the borough seems to fit closely with the wider London and national picture. **However, two of our wards – Wormholt and White City and College Park and Old Oak – have much lower levels of employment than the borough as a whole.** Levels of economic inactivity within these two wards are also significantly higher than the borough and the London level.

Table 7: Economic activity - percentage of persons aged 16-74 (%)

	College Park and Old Oak	Shepherds Bush Green	Wormholt and White City	London Borough of Hammersmith & Fulham	London	England
Economically active: employed	50	61	52	62	60	61
Economically active: unemployed	6	6	7	5	4	3
Economically active: full time student	3	2	3	2	3	3
Economically inactive: Retired	11	7	8	8	10	14
Economically inactive: Other	31	23	29	23	23	20

NB. **Economically active** – covers all people who were working in the week before the Census. In addition the category includes people who were not working but were looking for work and were available to start work within 2 weeks and full time students (school pupil or person of any age who have indicated that they are in full time education). **Economically inactive** – includes retired people, students (excluding those who are working or otherwise economically active), looking after family / home, permanently sick / disabled. A person who is looking for work but is not available to start work within 2 weeks is described as economically inactive (Office for National Statistics, 2004).

The three wards that we are studying contain some of the most deprived small areas within the borough. Wormholt and White City and Shepherds Bush Green both contain areas which are within the most deprived 10% nationally. All of the small areas in College Park and Old Oak are within the most deprived 20% though none are in the bottom 10%. The most deprived LSOA in Hammersmith, in Wormholt and White City, is ranked at 6% nationally. Within Hammersmith and Fulham White City and Edward Woods estates are clearly very deprived, ranking between 1 and 12 of the most deprived LSOAs out of the 111 LSOAs within the borough (with 1 being the most deprived).

Table 8: Wards within Hammersmith and Fulham showing rank of the most deprived LSOA within ward, and the number located in the 10% and 20% most deprived areas of the country

Ward Name	Rank of most deprived LSOA in ward (%)	Number of LSOAs in most deprived 10%	Number of LSOAs in most deprived 20%
Addison	7	1	2
Askew	11	0	4
Avonmore and Brook Green	10	0	1
College Park and Old Oak <i>Including Old Oak estate</i>	11	0	5
Fulham Broadway	9	1	2
Fulham Reach	21	0	0
Hammersmith Broadway	13	0	2
Munster	27	0	0
North End	10	0	2
Palace Riverside	41	0	0
Parsons Green and Walham	18	0	1
Ravenscourt Park	20	0	1
Sands End	25	0	0
Shepherds Bush Green <i>Including Edward Woods and William Church estates</i>	8	2	4
Town	14	0	1
Wormholt and White City <i>Including White City estate</i>	6	3	5

Source: Greater London Authority Data Management and Analysis Group, 2008.

London Ward level summary measures for the Indices of Deprivation 2007. DMAG Briefing 2008-22.

Over a quarter of small areas in London fall within the most deprived 20% nationally, compared with the North East and North West regions where a third are in the most deprived 20%

(Communities and Local Government, 2007). Thus London is more deprived than the national average but less deprived than the poorest Northern regions.

Table 9: Table showing where the four estates rank within the nation and the borough

Estate	Ward	Ranking within London Borough of Hammersmith (out of 111 LSOAs)	IMD Ranking of LSOA (%)
White City	Wormholt and White City	1	6
White City	Wormholt and White City	2	6
White City	Wormholt and White City	5	9
White City	Wormholt and White City	12	11
Edward Woods	Shepherds Bush Green	4	8
Old Oak	College Park and Old Oak	21	17
Old Oak	College Park and Old Oak	13	12
William Church	Shepherds Bush Green	37	23

Below we examine each main theme at the smallest spatial scale - LSOA level - including comparisons between wards, with Hammersmith and Fulham and the wider nation.

Income

The income deprivation domain provides information on the proportion of people living in a certain area who are living on low incomes and therefore often dependent on means-tested benefits.

The table below shows the ranking of household income in all four estates. **White City is among the most deprived areas of the whole country and apart from William Church estate all estates are within the bottom 6%. All of our estates are within the most deprived 20% nationally.**

Table 10: Income rank of estate LSOAs within England

LSOA	Rank of income score (%)
White City - E01001958	2
White City - E01001961	3
White City - E01001957	4
White City - E01001955	5
Edward Woods - E01001944	5
Old Oak - E01001878	6
Old Oak - E01001875	6
William Church - E01001940	19

The average household income in the borough is £30,266, which is higher than the London and England average. **However, income levels within the borough are polarised with the average income for council households being just £10,470** (Audit Commission, 2008).

The following table shows at ward level the proportion of people claiming Department of Work and Pensions (DWP) benefits within each ward (as well as within the borough and the nation).

The proportion of residents claiming DWP benefits in the three wards is higher than both the borough and the national level. In College Park and Old Oak the percentage of people claiming lone parent benefits is twice the borough level and three times the national level; this is even higher in Wormholt and White City. The proportion of incapacity claimants in each ward is consistently higher than Hammersmith and Fulham as a whole. Benefit dependency for families is closely related to income poverty.

Table 11: Proportion of people within the three wards, the borough, and nationally claiming DWP benefits

	College Park and Old Oak (%)	Wormholt and White City (%)	Shepherds Bush Green (%)	Hammersmith and Fulham (%)	Great Britain (%)
Total claimants	22	24	18	14	14
Job seekers	4	4	4	3	2
Incapacity benefits	10	10	9	7	7
Lone parents	6	7	4	3	2
Carers	1	1	1	1	1
Others on income related benefits	1	1	1	1	1

Source: NOMIS Ward labour market profiles for College Park and Old Oak, Wormholt and White City and Shepherds Bush Green. Benefits claimants – working age clients for small areas.

NB. The latest figures for Wormholt and White City were available from November 2007. The other figures apply to August 2008.

Employment

The employment deprivation measure covers involuntary exclusion from the labour market. The table below shows the **majority of our estates are in the 20% most deprived nationally with half ranking within the most deprived 10%.**

Table 12: Employment rank of estate LSOAs within England

LSOA	Rank of employment score (%)
Edward Woods - E01001944	4
White City - E01001955	9
White City - E01001958	9
White City - E01001957	10
White City - E01001961	19
Old Oak - E01001875	19
Old Oak - E01001878	24
William Church - E01001940	35

The wards within which the estates are located have a **much lower proportion of people in work and much higher levels of unemployment.** The table below shows that College Park and Old Oak, and Wormholt and White City wards have levels of economic activity that are significantly lower than that of the borough, and of the nation as a whole.

Table 13: Proportion of people within the three wards, the borough, and nationally who are economically active

	College Park and Old Oak (%)	Wormholt and White City (%)	Shepherds Bush Green (%)	Hammersmith and Fulham (%)	Great Britain (%)
All people					
Economically active	65	68	75	75	76
In employment	58	59	68	69	72
Unemployed	11	13	9	8	6

Source: NOMIS Ward labour market profiles for College Park and Old Oak, Wormholt and White City and Shepherds Bush Green. Employment and unemployment figures for 2001.

The proportion of unemployed people is highest in Wormholt and White City, followed closely by College Park and Old Oak. Shepherds Bush Green however is more closely aligned with Hammersmith and Fulham and closer to the national level.

Health Deprivation and Disability

The health domain measures rates of poor health, early mortality and disability across all age ranges. In general, the **health of people in Hammersmith and Fulham is comparable to the England average**. Nevertheless, **drug misuse, alcohol related hospital admissions and violent crime are significantly higher than the England average**.

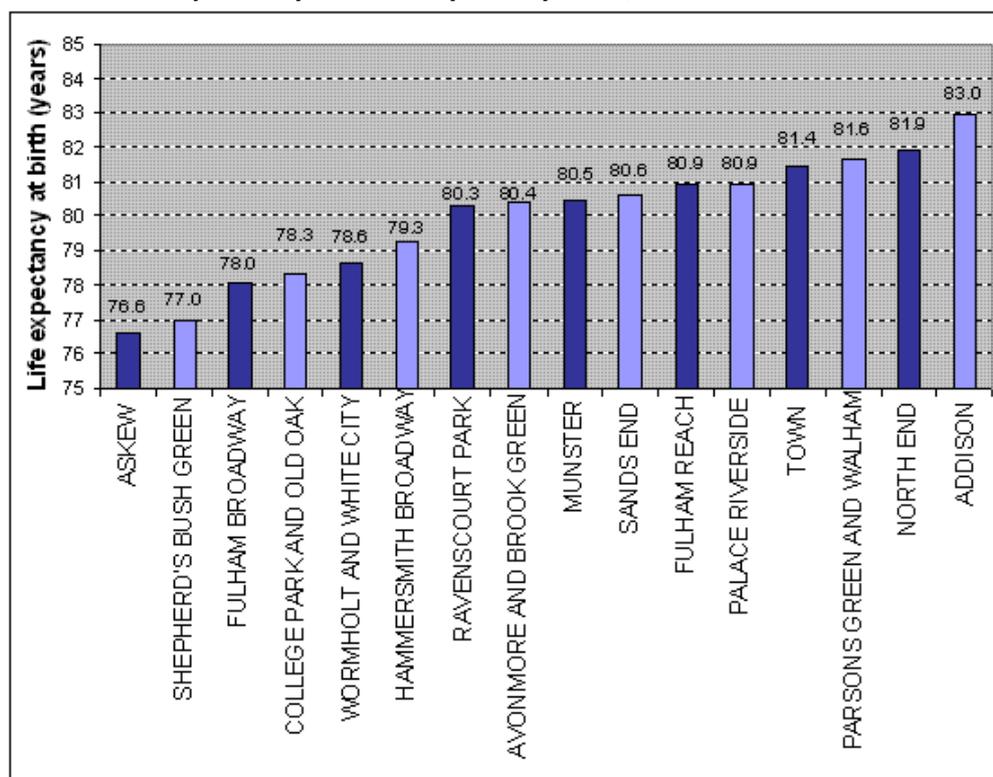
Table 14: Health deprivation and disability rank of estate LSOAs within England

LSOA	Rank of health deprivation and disability score (%)
White City - E01001955	11
White City - E01001957	18
White City - E01001958	18
Old Oak - E01001878	19
William Church - E01001940	20
Edward Woods - E01001944	21
Old Oak - E01001875	23
White City - E01001961	25

The borough record for physically active children and adults, healthy diets, and breast feeding is significantly better than the England average. In Hammersmith and Fulham, rates of adult obesity and people diagnosed with diabetes are lower than the England average (APHO and Department of Health, 2008). The female life expectancy in Hammersmith & Fulham is slightly higher than that in England and London (82 compared to 81.1 in London and 80.9 in England). The male life expectancy in Hammersmith & Fulham is similar to that in England and London (76.3 in Hammersmith, 76.5 in London and 76.6 in England).

There are **health inequalities within Hammersmith and Fulham by location, gender, level of deprivation and ethnicity**. Life expectancy within the borough varies by over six years by ward, ranging from 77 in Askew to 83 in Addison. The three wards we are focusing on have life expectancy rates towards the lower end of the scale: 77 years in Shepherds Bush Green, 78 in College Park and Old Oak, and 79 in Wormholt and White City. The following table shows Shepherds Bush Green, College Park and Old Oak, and Wormholt and White City to be within the five worst performing wards in the borough.

Chart 1: Life Expectancy at birth in years by ward, 2003-05



Source: ONS deaths & GLA 2005 round population projections.

Taken from <http://www.maps.lbhf.gov.uk/bprofile/profile.asp?THEME=8&INDICATOR=6>

Education, Skills and Training

The education domain measures the level of deprivation in terms of education, skills and training in a local area. Indicators cover both educational deprivation for children and young people, and skills and qualifications for some sections of the working age population (working age adults with no or low qualifications).

The table below shows that **Old Oak is the most deprived of our estates on education and is located around the bottom quarter of all areas in the country.** White City is in the bottom third. Edward Woods and William Church perform close to average.

Table 15: Education, skills and training rank of estate LSOAs within England

LSOA	Rank of education, skills and training score (%)
Old Oak - E01001875	24
Old Oak - E01001878	26
White City - E01001961	32
White City - E01001958	36
White City - E01001955	36
White City - E01001957	37
Edward Woods - E01001944	48
William Church - E01001940	59

Eligibility for free school meals is an indicator of deprivation and actual poverty often related to lower educational attainment (APHO and Department of Health, 2008). Hammersmith and

Fulham has a **much higher than average proportion of children who are eligible for free school meals at 43%, compared to 37% in Inner London, 26% in London overall and 16% in England** (Department for Schools, Children and Families, 2006). Hammersmith and Fulham has the second highest proportion of children eligible for free school meals in London, behind Tower Hamlets. The following table shows the **relatively poor educational levels of residents in our three wards compared to the borough as a whole, and to Great Britain.**

Table 16: Proportion of people within the three wards, the borough, and nationally with no qualifications, lower level qualifications and higher level qualifications

	College Park and Old Oak (%)	Wormholt and White City (%)	Shepherds Bush Green (%)	Hammersmith and Fulham (%)	Great Britain (%)
All people					
No qualifications or level unknown	39	33	24	22	36
Lower level qualifications	35	36	33	33	44
Higher level qualifications	26	31	43	45	20
In employment					
No qualifications or level unknown	27	20	13	13	26
Lower level qualifications	38	35	31	30	49
Higher level qualifications	35	45	56	57	26
Unemployed					
No qualifications or level unknown	42	35	30	28	38
Lower level qualifications	35	42	42	38	47
Higher level qualifications	23	23	28	34	15

Source: NOMIS Ward labour market profiles for College Park and Old Oak, Wormholt and White City and Shepherds Bush Green. Qualifications figures for 2001.

In Table 16, no qualifications means people without any academic, vocational or professional qualifications; lower level qualifications describes qualifications equivalent to levels 1-3 of the National Key Learning Targets (GCSEs, A-levels, NVQ levels 1-3); higher level qualifications refer to levels 4 and above (first degrees, higher degrees, NVQ levels 4-5, HND, HNC and certain professional qualifications). From this table we can see that College Park has the **highest proportion of residents with no qualifications** among the three wards. This figure is also higher than both the borough and the national level. The **percentage of unemployed people with no qualifications is higher in all three wards than the borough and national level.** Hammersmith and Fulham has a high percentage of residents with **high level qualifications who are unemployed** – more than double the national figure.

Hammersmith and Fulham overall has a higher level of qualifications than Great Britain. The areas we have studied have lower educational levels than average but are not in the most deprived 20%. The Phoenix High School is located close to the White City estate and has recently been acknowledged for its achievements, particularly for its contribution to helping deprived children gain educationally, generally known as the “value added” measure. Ofsted visited the school in early 2008 and graded all aspects of the school’s performance as either good or outstanding.

*“The Phoenix is a remarkable school; it continues to **transform the life chances of both students and their families**. It can do this because the school operates from a deeply rooted understanding, and heartfelt appreciation of, the challenging circumstances that many of the students come from. This enables the school to make sophisticated provision for their personal development that develops articulate, confident young people.” (Ofsted, 2008)*

Housing

The housing domain is designed to measure **barriers to housing and key local services**. The council rented housing stock in Hammersmith and Fulham is around 18,000 homes and has been managed by the ALMO – Hammersmith and Fulham Homes – since 2004. In June 2008 the Audit Commission inspected Hammersmith and Fulham Homes and described it as “a fair one-star service that has promising prospects for improvement” (Audit Commission, 2008). One star is the lowest grading that a social landlord can receive. There are a number of other registered social landlords operating in the borough and the areas we have studied including: Notting Hill Housing Group, Shepherds Bush Housing Association, Old Oak Housing Association, Family Mosaic, Ducane, Action Housing Association and others.

The estates are **concentrated within the most deprived 20%** on the housing measure, and **White City is mostly in the 10% most deprived**, closely followed by Edward Woods and one part of Old Oak. This is influenced by the **very high concentration of social renting** in White City, and the dominance of council built estates in the areas.

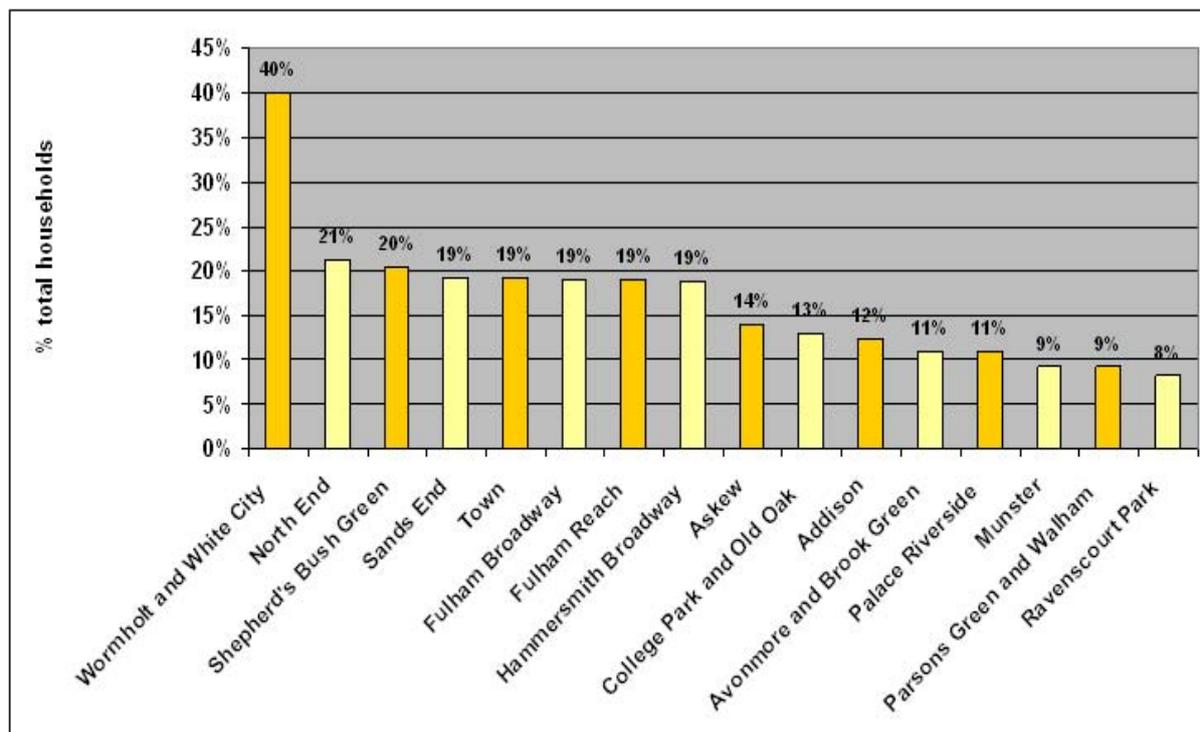
Table 17: Barriers to housing and services rank of estate LSOAs within England

LSOA	Rank of barriers to housing and services score (%)
White City - E01001961	9
White City - E01001958	9
White City - E01001957	10
Edward Woods - E01001944	11
Old Oak - E01001875	11
William Church - E01001940	16
Old Oak - E01001878	21
White City - E01001955	22

Homes in the borough are expensive to buy with an average house costing £405,000 (2006 Land Registry). As a result, the proportion of people owning their own home is lower than the national average (42% compared to 67%). The right-to-buy legislation established in 1979 has changed the landscape of some estates in the borough with over 6,000 council properties having been sold since then. According to the Audit Commission in 2008, there are 4,344 council leaseholders (owner occupiers) in the borough. **88% of the remaining council stock in the borough is flats or maisonettes** (Audit Commission, 2008).

Old Oak, a large estate of “cottage style” homes, is located within College Park and Old Oak ward. Large numbers of people on the estate have exercised the right-to-buy. This ward has far fewer local authority owned properties than the other wards covering our estates (Wormholt and White City, and Shepherds Bush Green) where the percentage of social renting remains high.

Chart 2: Local authority owned properties by ward, 2005



Source: London Borough of Hammersmith & Fulham, HMS. Taken from <http://www.maps.lbhf.gov.uk/bprofile/profile.asp?THEME=5&INDICATOR=4>

Crime

This domain measures the rate of recorded crime for four major types – burglary, theft, criminal damage and violence. The crime measurement shows a wide range of crime scores from low to extremely high within White City. **One LSOA within White City scores within the most deprived 1% nationally.** According to Metropolitan Police figures in May 2009, the crime rate in Shepherds Bush Green is above average whilst in College Park and Old Oak, and Wormholt and White City wards it is average.

Table 18: Crime / disorder rank of estate LSOAs within England

LSOA	Rank of crime / disorder score (%)
White City - E01001955	1
White City - E01001961	2
Old Oak - E01001875	12
White City - E01001958	18
William Church - E01001940	41
Old Oak - E01001878	54
Edward Woods - E01001944	60
White City - E01001957	71

There are Safer Neighbourhoods Teams in each ward, with locally agreed priorities.

In Shepherds Bush Green these priorities are:

- anti-social behaviour related to alcohol;
- drug dealing and using; and
- robbery – personal property.

In College Park and Old Oak the locally agreed priorities are:

- anti-social behaviour in general;
- drug dealing and using; and
- theft from motor vehicles.

In Wormholt and White City these priorities are:

- anti-social behaviour by youths, causing noise and nuisance;
- drug dealing and using; and
- youth engagement.

Most of these problems relate to young people. This list underlines the twin priorities of security and youth diversion from crime.

Living Environment

The living environment domain measures deprivation in the ‘indoors’ living environment which is based on the quality of housing, and the ‘outdoors’ living environment which is based on air quality and road traffic accidents. Poor housing condition is modelled using the English House Condition Survey to provide a complete profile for all stock.

Edward Woods and William Church estates are within the most deprived 10% in the country, most of White City and some of Old Oak are within the most deprived 20%. Seven out of eight of the LSOAs are within the most deprived 20% nationally.

Table 19: Living environment rank of estate LSOAs within England

LSOA	Rank of living environment score (%)
Edward Woods - E01001944	5
William Church - E01001940	6
White City - E01001958	12
Old Oak - E01001875	17
White City - E01001955	17
White City - E01001957	18
White City - E01001961	23
Old Oak - E01001878	35

d. Inequality within the borough of Hammersmith and Fulham

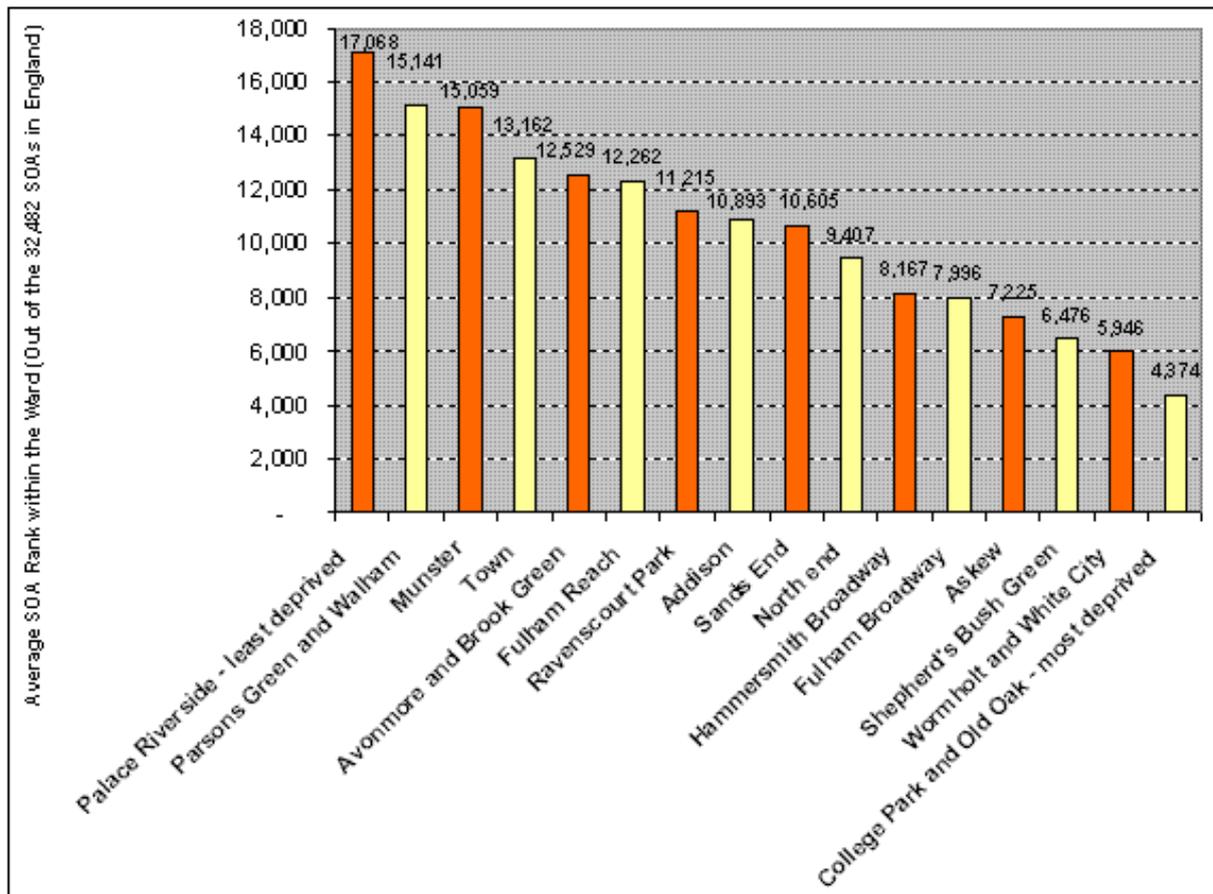
There are large disparities of wealth and deprivation within the borough of Hammersmith and Fulham with poverty and deprivation more concentrated within the north of the borough, in simplistic terms in Hammersmith rather than Fulham.

- The **most deprived** small area in Hammersmith and Fulham is in White City and **ranks at 6%, putting it within the most deprived 10% of all areas in England.**
- The **least deprived** small area in Hammersmith and Fulham is in the Palace Riverside ward and ranks at **66%, therefore placing it within the least deprived third nationally.**

These contrasts underline the social difficulties people in the most deprived areas face.

The chart below shows the **average** rank of LSOAs within wards in Hammersmith and Fulham. The three wards we are studying are all located at the lowest end of this scale. It is important to remember that ward averages can conceal the small pockets of deprivation that exist within even the least deprived wards.

Chart 3: Average LSOA rank within wards, ranked out of 32,482, 2007



Source: Indices of Multiple Deprivation 2007. Taken from <http://www.maps.lbhf.gov.uk/bprofile/profile.asp?THEME=6&INDICATOR=3>

3. Contrasts between East and West London

At the beginning of this report we showed that West London boroughs were significantly less deprived than East London. However, **our research shows that council estates in both parts of London are similarly deprived**. We were asked to make a comparison between the boroughs of Hammersmith and Fulham and Islington in order to discover how the deprivation we found on our four Hammersmith and Fulham estates compared with a generally poorer part of London. We chose Islington because the Cripplegate Foundation, an Islington charity, offered a possible model of charitable work and had carried out a poverty study in 2008. Islington is in many ways similar to Hammersmith and Fulham, with its extremes of wealth and poverty, mix of old and modern estates, attractive streets and squares. **Islington ranks 8th nationally, and 4th in London on the Index of Multiple Deprivation, compared with Hammersmith and Fulham which is 59th in England and 14th in London.**

In Islington the most deprived small area ranks well within the most deprived 10% nationally at around 2%. The least deprived small area ranks at 48% and is still within the most deprived 50% of areas nationally.

Table 20: Indices of Deprivation ranking for Islington and Hammersmith and Fulham overall and for extent, local concentration, income and employment

Indices of Deprivation 2007		Islington	Hammersmith and Fulham
Average deprivation score (out of 354)	Rank	8	59
Population of local authority	Count	183,930	170,760
Most deprived LSOA	Rank	2%	6%
Least deprived LSOA	Rank	48%	66%

Source: Office for National Statistics, Neighbourhood Statistics.

<http://www.neighbourhood.statistics.gov.uk/dissemination/LeadHome.do>

The following facts illustrate the greater concentration of need in East compared with West London.

- Islington has a larger black and minority ethnic population than Hammersmith and Fulham (25% as opposed to 22% in Hammersmith and Fulham).
- Islington has far more social renting (44%) and far less owner occupation (34%) than Hammersmith and Fulham (33% and 42% respectively).
- The health of people in Islington overall is worse than the England average; in contrast in Hammersmith and Fulham health overall is above average.
- **Islington has a much lower level of owner occupation and a higher proportion of renting, particularly social renting.**
- **Islington has the least open space of any London borough.**
- Islington has in recent years experienced serious knife crime and gang problems. The crime rate in Hammersmith and Fulham in 2009 is described by the Metropolitan Police as average whilst in Islington it is considered above average (Metropolitan Police, 2009).

The following table shows the much higher incidence of crime under all categories in Islington compared with Hammersmith and Fulham. The greater levels of violent crime is particularly alarming.

Table 21: Crime statistics for Islington and Hammersmith and Fulham showing total crimes, homicide, violent crime and robbery (12 months up to April 2009)

	Islington	Hammersmith and Fulham	Metropolitan Police Total
Total crimes	29,358	22,997	843,396
Homicide	8	1	151
Violence against the person (total)	5,800	4,972	175,168
Robbery (total)	1,094	694	32,518

Source: <http://www.met.police.uk/crimefigures/index.php>

Crime has historically been high in Islington, however overall levels of violence against the person, though lower in Hammersmith and Fulham, are still worryingly high in both boroughs.

We visited two estates in Islington:

- Packington, within St Peters ward
- St Lukes, within Bunhill ward

Estate conditions were not significantly different in Islington. The Islington estates were much smaller than three of our study areas in Hammersmith and Fulham; they were also more centrally located. Both estates are modern concrete complex estates, comprising mainly flats in dense blocks.

Large concentrations of social housing contribute significantly to levels of poverty, deprivation and exclusion within areas. The similar conditions within estates within Islington and Hammersmith and Fulham supports the idea that areas of deprivation do exist in all London boroughs, concentrated in areas with high levels of social housing.

It is interesting to compare the tenure of these two wards with our wards in Hammersmith and Fulham. St Peters has a similar proportion of owner occupied households to College Park, Shepherds Bush Green and Wormholt and White City, at about a third. Bunhill however has far fewer, with just a fifth of its households as owner occupiers. Bunhill has the highest percentage of social renting of any of the wards we looked at, across Islington and Hammersmith and Fulham, with 58% of people within the ward living in social rented households. This is also far higher than the borough, London and national levels.

Table 22: Tenure - percentage of people living in households (2001)

	St Peters	Bunhill	Islington	London	England
Owned	35	21	34	58	71
Social rented	44	58	44	25	18
Private rented	19	18	20	14	9
Living rent free	2	3	2	2	2

The majority of the Packington estate is located within a LSOA which ranks at 4% on the Index of Multiple Deprivation (within the most deprived 5% nationally). St Lukes ranks at 20%.

A small part of the estate however is within another LSOA which ranks at 29% nationally as the area covers much higher income streets. Packington, which was only completed in 1975, is currently undergoing a large redevelopment programme managed by Hyde Housing Association.

The new development will include a new youth facility and adventure playground as well as housing for sale and for social renting.

This short summary of conditions on estates in Islington shows that levels of deprivation in council estates in the two boroughs are fairly similar in spite of differences in the overall composition of the two boroughs. It confirms the findings from bigger studies (Hills, 2007) that social housing, concentrated in estates, experiences much more severe poverty than other areas. It is a big separator as the residents we spoke to make clear.

The southern part of Islington is traditionally a more white working class area. St Peters is less ethnically diverse than Islington as a whole with a population that is 81% white compared to 75% within the borough and 71% across London. Bunhill however is more diverse with a 76% white population, almost the same as the Islington level. However, both Islington wards have a higher proportion of white residents than our three Hammersmith and Fulham wards and a far lower proportion of Black or Black British residents. This contrasts with the borough which is more ethnically diverse than Hammersmith and Fulham.

Table 23: Ethnic group – percentage of total population (2001)

	St Peters	Bunhill	Islington	London	England
White	81	76	75	71	91
Mixed	3	4	4	3	1
Asian or Asian British	4	6	5	12	5
Black or Black British	9	10	12	11	2
Chinese or Other Ethnic Group	3	4	3	3	1

Summary

Overall the London Borough of Hammersmith and Fulham does rank among more deprived boroughs, but it is far from the most deprived, whereas Islington is clearly among the bottom areas. At the same time, the poorer Northern part of the borough, particularly the 4 council estates we have studied, are among the poorest areas of the country with some of the highest levels of deprivation. The high concentrations of lone parents and children and young people compound these intense problems. For this reason, in our survey of residents, which follows, clear priorities for action emerge around these problems we have shown through our analysis of the Index of Multiple Deprivation.

Packington Estate, Islington



Medium rise blocks with green open spaces and playground areas



Islington Services for Young People – mobile unit on the estate

St Lukes



High rise blocks



Green areas and playground facilities on the St Lukes estate

4. Conditions and facilities on the four Hammersmith and Fulham estates

The next section describes conditions on the four estates we have studied. **The estates represent the three main types of council housing found in this country:**

- **Low-rise houses, built after World War I, known as inter-war cottage estates;**
- **Blocks of brick-built flats, known as inter-war balcony block estates or walk-up block estates;**
- **Medium and high-rise concrete blocks built post World War II forming “modernist concrete complex” estates.**

Edward Woods

Edward Woods estate was built between **1966 and 1971**, with a new addition of 122 units built by Notting Hill Housing Group and Countryside Properties in 2003.

The estate is large with 3 high rise blocks (22 storeys each) and 4 lower rise blocks of 5 storey flats and maisonettes. The estate contains 754 units in these blocks – 226 in the low rise blocks and 538 in the high rise blocks. 626 of the flats are rented and 128 have been sold under the Right to Buy. Some flats within the tower blocks have been converted into sheltered accommodation and are linked to two resident wardens via alarm / intercom systems.

The majority of the stock is managed by the ALMO – Hammersmith and Fulham Homes - with 59 of the new units being managed by Notting Hill. The additional units built more recently were set aside for outright sale.

*“Homes for sale and rent were integrated across this development, fostering good community relations. Sales profits were spent on estate improvements, including a substantial new park designed by residents. Because residents were so involved in the planning and design, **Edward Woods estate is very popular with the people who live there.**”*

(Notting Hill Housing Group website

http://www.nottinghillhousing.org.uk/portfoliodetail.aspx?id_Content=1403)

It has recently been announced that a new £12.2 million investment scheme is planned by the ALMO that will see all the tower blocks given coloured cladding to brighten up the estate and to improve insulation. Residents have been involved in the scheme from the start and Hammersmith and Fulham Homes claim the development demonstrates their commitment to improving neighbourhoods as well as delivering decent homes.

Edward Woods has improved a lot in the past decade and has changed from being a no-go area to a flagship estate regeneration scheme. **When walking around the estate we found it to be a pleasant place to be with people around at different times of the day.**

There is a **community centre** that has a range of activities for all ages including Active Tots, Soccer Tots, Junior Dance Club (5-7 year olds), Senior Dance Club (8-13 year old), Capoeiera for adults and table tennis for the over 50s.

Building style



High rise & medium rise blocks

Medium rise blocks with
garages below



Recently built new Notting Hill
homes – medium rise.

Facilities and amenities



Green area and playground within the estate



Edward Woods Community Centre



Futsal project delivered by Active Planet, funded by Notting Hill Housing, on the Edward Woods Estate 2009

White City

White City estate was built between **1939 and 1953** by London County Council who had acquired a site of about 50 acres for housing on the White City Exhibition grounds. The estate comprises a total of **2,027 homes** in 35 blocks – mainly 5 storey walk-up blocks. It is the **largest estate in the borough of Hammersmith and Fulham**. Notting Hill Housing Group also have some involvement on the estate. The image below dates from 1937.



*“All dwellings will be 5 storeys high and the total accommodation will be 2,286 dwellings containing 7,290 rooms. **The desirability of a reasonable provision in respect of social services has been recognised and sites have been reserved for 14 shops, an administrative building and possible schools, medical clinic, reading rooms, etc., and children’s playgrounds.**” (London County Council, 1937, p113).*

White City was transferred to the London Borough of Hammersmith and Fulham in 1981. White City estate appears to be well provided for in terms of community facilities and amenities with a number of **community centres**, nursery and childcare provision, a health centre, a housing management office for the ALMO and facilities for young people including an adventure playground. The estate is very large and appeared to be well maintained with evidence of repairs and maintenance work underway as well as new building. White City has some attractive buildings. The estate was generally quite quiet during our visits with few people around.

Building style



Balcony blocks

Balcony blocks



Balcony blocks with inner courtyard area

Facilities and amenities



Adventure playground and green space in centre of White City estate

Fatima Community Centre





White City Community Centre

White City Youth Project



White City local shops

William Church

William Church estate was built between **1964 and 1970** with both medium-rise and high-rise blocks and contains a total of **116 homes** in 2 ten-storey blocks and 2 five-storey maisonette blocks. There was ongoing refurbishment and re-development work in the estate at the time of our visits.

Some properties within the estate are managed by Hammersmith and Fulham Homes alongside Shepherds Bush Housing Association and Acton Housing Association. The estate also has a mix of leaseholders and social tenants with 38 leaseholders within the 116 homes.

There are some community facilities within the estate including a meeting room with a kitchen in the basement of one of the tower blocks and some green space with a children's playground in the centre of the estate. However the **open space and playground provision is minimal and appeared underused.**

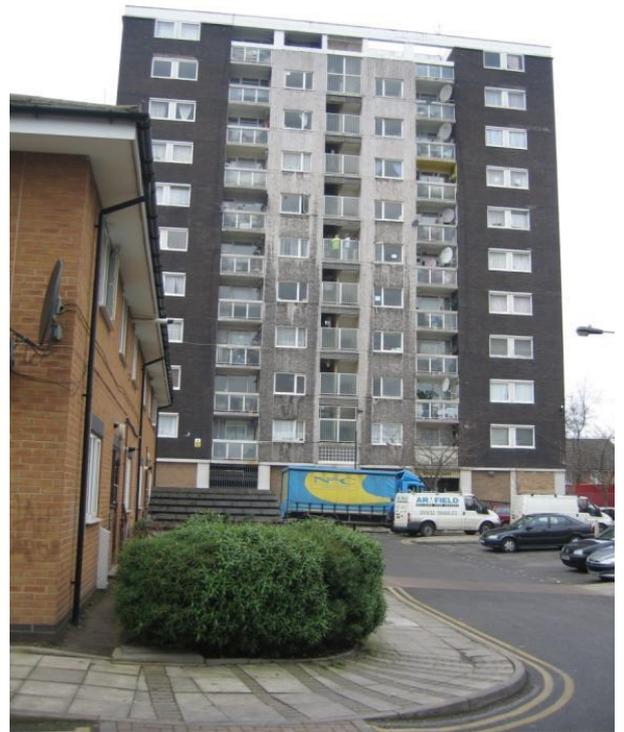
During our visits there were very few people around despite the estate being fully occupied and our visits occurring at a number of different times and on different days of the week, including the weekend. Having spoken to front line housing workers in this area we learnt that **many residents there now keep 'themselves to themselves'** and that there are some problems in the estate due to its proximity to a number of homeless hostels and a day centre. The estate appears to be used as a place for street drinkers during the day. There are also historic concerns in the local area around drug dealing and other street activity. Whilst there is a tenants and residents association on the estate, it is no longer as active as it once was.

The estate does feel somewhat isolated and cut off from the surrounding area and it tends to be used by people other than residents as a short-cut to the main road and facilities of Goldhawk Road. It certainly did not feel as vibrant as most of the other estates.

Building style



Medium rise blocks with gated entrance to estate



High rise block with newer low-storey RSL accommodation

Facilities and amenities



Green space and playground within estate



Local pub just outside estate – also offering cheap accommodation for contract workers

Old Oak

The estate is a **cottage style estate** of around 900 homes that was built in both the pre-war and inter-war period, from **1912 to 1923** by the London County Council. The extract below from a contemporary housing book offers fascinating insights.

“The purchase of Old Oak estate from the Ecclesiastical Commissioners was completed in 1905. The site then comprised about 54 acres, but the subsequent sale to the Great Western Railway Company of nearly eight acres reduced the area to 46 acres. The estate is bounded on the north by Wormwood Scrubs, an open space of 215 acres.

The section (14 acres in extent) to the west of the railway was developed in 1912-13 by the erection of 319 houses and flats and 5 shops.

*The eastern section of the estate, on which roads and sewers were formed prior to the War, is about 32 acres in extent, and has been developed by the erection of 736 houses and two shops. Building work was commenced in 1920 and 722 houses and two shops were completed by 1922. The remaining 14 houses were built in 1927. The total accommodation on the estate is 1,056 lettings, comprising 228 five-room, 443 four-room, 341 three-room, 27 two-room, 16 one-room houses or flats, and **superintendent’s quarters.**” (London County Council, 1937, p135).*

Old Oak Housing Association is a local housing company (a branch of Family Mosaic Homes), set up in 1999 to regenerate and manage 670 homes and a community centre, which were transferred from the London Borough of Hammersmith & Fulham. A programme of regeneration and community development activities was tied into the transfer and between 1999 and 2004 £23million was invested in the estate (Hammersmith and Fulham Homes, 2009). Refurbishment of the homes has now been completed, and the organisation is focussing on community development and regeneration projects.

The estate is mixed tenure with a large proportion of owner-occupiers as a result of the right to buy legislation. In addition to Old Oak Housing Association a number of other registered social landlords (RSLs) are also active on the estate. Ducane Housing Association has rooms for rent to postgraduate students and key workers spread across 7 street properties on the estate.

There are some community facilities on the estate including a Community Centre (although it was closed for refurbishment throughout the period of this study), a primary school, open space in Wormwood Scrubs and good transport connections with an underground station on the estate and close proximity to many bus routes. The estate is located within a Conservation Area.

During our visits the estate felt well maintained and there were people around though they were mainly in the immediate area around houses, apparently on their way in or out of their homes.

Building style



Cottage style estate housing -1930s

Cottage style estate housing
- the same homes in 2009



Cottage style estate housing



Cottage style estate housing

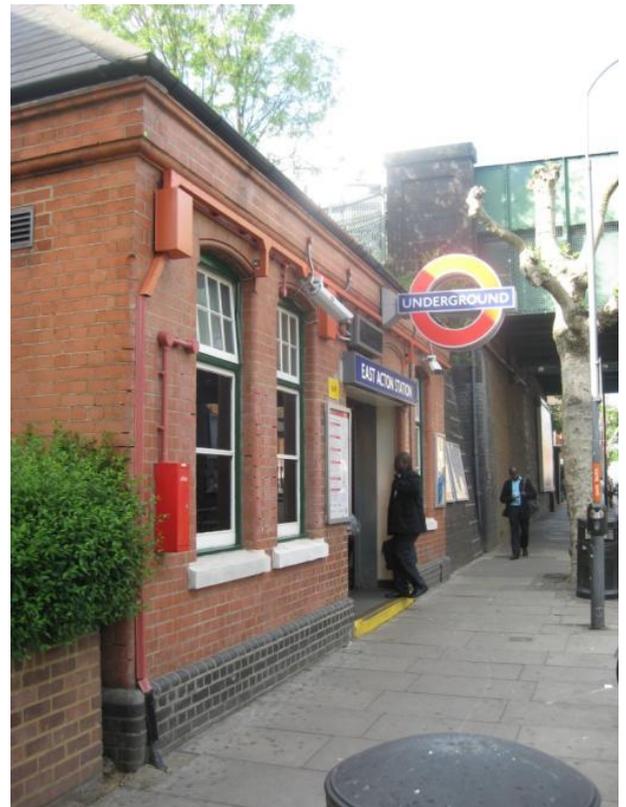
Cottage style estate housing



Facilities and amenities



Old Oak Primary School



Zone 2 Underground station – linking Old Oak estate / East Acton with central London



Old Oak Community and Children's Centre – currently undergoing refurbishment



Wormwood Scrubs – green open space but few facilities for children and young people

The following table summarises information we gathered about the estates including size, age, style, conditions and existing facilities.

Table 24: Summary table of estate conditions and facilities

Estate	Conditions	Facilities
Edward Woods 1966-1971 876 units – flats and maisonettes	<ul style="list-style-type: none"> • Post-war high rise and low rise blocks • New Notting Hill / Countryside development • Attractive architecture in new developments • Well maintained 	<ul style="list-style-type: none"> • Edward Woods Community Centre • Local shops • Playground • Park and green space • Basketball courts • Evergreen Club • Good transport links nearby
White City 1939-1953 2,027 units - flats	<ul style="list-style-type: none"> • Inter-war blocks • Dense • Well maintained • Many people around – felt safe • Attractive estate 	<ul style="list-style-type: none"> • Randolph Beresford Early Years Centre • Canberra Primary School • Nubian Resource Centre • Fatima Community Centre • Local shops • Pub and restaurant • Adventure playground • Church • Hammersmith and Fulham Homes North Hammersmith office • Health centre • Somali Women’s Resource Centre
William Church 1964-1970 116 units – flats and maisonettes	<ul style="list-style-type: none"> • Very few people around on the estate • People from outside the estate using it as a place to gather and drink • Well maintained • Redevelopment work ongoing 	<ul style="list-style-type: none"> • Community meeting room • Playground • Green space • Close to local shops and amenities
Old Oak 1912 – 1923 900 units – houses and flats	<ul style="list-style-type: none"> • Cottage estate • Attractive housing • Lots of people around 	<ul style="list-style-type: none"> • Old Oak Primary School • Old Oak Community Centre (currently closed for refurbishment but most activities relocated) • Old Oak Housing Association • Wormwood Scrubs – open space • Underground station (Zone 2) and many bus routes • Local shops

5. Talking to residents

We visited the four estates and spoke to over 50 local people in the three large estates about the conditions where they live and asked them to identify local needs, and what their funding priorities were.

Specific questions included:

- Would you recommend this estate to others?
- What do you like about it? What do you dislike about it?
- What facilities are there for adults/parents/children/youth/older people?
- Which facilities do you use yourself?
- What help do you get? What help do others get?
- What needs do you have? What needs do you think others have?
- What are your priority concerns?

We also showed them a checklist of local needs and asked them to highlight which of these needs are most important for you and your family? Please choose three:

- Facilities for young people
- Play space for children
- Community cafes
- More police
- Better security
- Integration of different communities
- Helping elderly people
- Helping young mothers
- Community gardens / spaces
- More repair
- OTHER (please suggest)

We also asked the following questions:

- If you were in charge, what changes would you bring about?
- If you were in charge, what funding priorities would you have?
- How would you define your 'area'?
- How do you think it compares to other local areas?
- How do you think it compares to other areas more generally?

We have also spoken to eight front line workers within the areas specialising in housing management, youth work, and estate wardens and reflect their views and insights.

Summary of interviewees

We carried out full interviews with 36 residents and have spoken to around 20 other people in and around the estates.

Table 25: Summary table of residents we have interviewed

Interviewee information	Edward Woods	White City	Old Oak	Total
Male	7	8	6	21
Female	7	4	4	15
Age range				
16-19 years	1	4	0	5
20-25 years	3	2	2	7
26-39 years	2	3	5	10
40-59 years	3	2	2	7
60-79 years	3	1	1	5
80+ years	2	0	0	2
Total	14	12	10	

Note: We did not conduct interviews with any residents in William Church estate.

Annex 2 contains a full list of people interviewed and their basic demographic information.

21 interviewees were male and 15 were female. 12 were young people aged between 16 and 25 years; 10 were aged between 26 and 39; 7 were 40-59 years; 7 were 60 or over including 2 who were 80 or over.

6. Reporting from the estates

In this section we report back some of the feedback from residents on the ground about what they like and dislike about their estates and the needs and concerns they identify.

Table 26: Whether residents would recommend their estate to other people or not

Would you recommend this estate to other people?	Edward Woods	White City	Old Oak	Total
Yes	6	1	6	13
No	5	7	2	14

We can see from the table above that residents on the whole were evenly split between those who would recommend their estate to others and those who would not. Within individual estates however this was not necessarily the case with **a large majority in White City saying they would not recommend it, and a majority in Old Oak saying that they would.**

In Edward Woods, over half of the respondents said they would recommend the estate to others:

First impressions are bad but the estate's improved a lot. Yes I'd definitely recommend it. [EW 06]

Yes, it's very nice now [EW 12]

Those who would not recommend their estate often had strong feelings about the issue:

No, definitely no, there lots of trouble and no care of the area [EW 01]

Although most residents in **White City** said they would not recommend the White City estate to others. Some responses were more vehemently against the estate than others:

Not at all. Nothing to like about it. [WC 03]

It depends on what you're looking for - for people who've got nowhere else to go its okay and they are upgrading it a lot, they are really doing a lot of work to it. [WC 04]

On the other hand, some people reported that they enjoyed living on the estate, even though they might not recommend it.

I love it. It's where I know, I've seen it over the years. It's my home. [WC 02]

I've been here 12 years so like it but maybe not for everyone, particularly if they want a house or need more space than these flats. [WC 09]

Most people in **Old Oak** said they would recommend the estate to others:

Yes, I would encourage people to come here [OO 07]

It's alright – though new people see it as rough. It's ok when you live here. It's like all places around Hammersmith and Fulham really. (OO 09)

One resident mentioned that there were differences within the estate itself.

It's generally OK here but I wouldn't want to be further into the estate. People from some parts are wanting to get out. (OO 06)

Shops and facilities were things people most often said they liked about where they lived, closely followed by the sense of community and the fact that they knew other people around the estate. This very localised view is common among estate residents. People tend to feel secure in the small local area they know and control.

Table 27: What residents liked about their estate

What do you like about the area:	Edward Woods	White City	Old Oak	Total
Sense of community / knowing people	5	3	4	12
Quiet	1	2	2	5
Shops and facilities	6	6	5	17
Transport	-	1	2	3

In **Edward Woods**, five respondents felt the most positive aspect of the estate was familiarity with other people there. Some residents mentioned the new Westfield shopping centre development.

I like the people - everyone's very friendly. There is quite a good community spirit. There is an active tenants and residents association [EW 06]

There's the nearby shopping centre - we can chill out there - but it's expensive! I've gotten to know people here now. [EW 05]

The Community Centre and the Evergreen Club were frequently mentioned as valued facilities although the centre was said not to be used much.

The community centre has things for all ages but it's not used very much [EW 09]

*There is nothing for those over 25 years old. There is nothing at all for parents even though we've mentioned it at meetings. They have said we can get more but it will have to be paid for which isn't right. There's football for kids but unless it's supervised it's overtaken by Somalians, there's a racist thing here with that. There is also **nothing for youth** and if there is we don't get notified. And older people have Bingo at the Evergreen and they do jumble sales there too. [EW 03]*

Almost half of the respondents in Edward Woods were 60 years old or above and cited the Evergreen Centre as a place they used.

I use the Evergreen particularly when I wanted to get away from the builders while they were doing up our block! [EW 10]

A few respondents in **White City** mentioned familiarity with others on the estate as a reason for liking the estate. Others appreciated the quiet environment and the local facilities and the fact that everything was close by.

It's a nice environment - it's quiet. Sometimes there are teenagers fighting but it's normally quiet. [WC 09]

It's so compact. Everything's on site - you don't have to go far for anything [WC 02]

The local pub and restaurant were cited by many residents as valuable resources for adult resident and the adventure playground as useful for children. However, half of the respondents felt there were no facilities at all for young people:

For adults - there's the pub, restaurants, betting shop and coffee shop. For all other groups - there's nothing. [WC 01]

I go to the restaurant and pub. There's nothing else here I use, I just go home if it rains, I don't need much else. [WC 06]

*For parents there's the 1 O'clock Club which is alright as everyone goes and which is for up to 4 year olds. Under 10s its okay with the local park but for over 10s there's nothing around here. **There's nothing here for young people** apart from Westfield and we don't like that for children to play. Older people meet at the 1 O'clock Club and Fatima and there's a bingo and pottery. They do okay for older people. [WC 07]*

Old Oak residents mentioned that there was a strong sense of community and familiarity with other people living there:

Along here, its established community, many people have been here 30-40 years! [OO 06]

I know most people, even older people although they might not recognise me now I'm older [OO 04]

People also appreciated the quietness of the estate and having the open space of Wormwood Scrubs nearby, though this could also cause problems with young people hanging around there at night.

*I moved here because of the quiet and the community...Wormwood Scrubs is great, except at night when it **gets noisy with young people**. [OO 01]*

We then asked about what people disliked. A top concern was lack of facilities suitable for young people.

Table 28: What residents disliked about their estate

What do you dislike about the area:	Edward Woods	White City	Old Oak	Total
Lack of facilities	2	3	4	9
Youth hanging around	1	2	4	7
Crime / drugs	4	2	1	7
Influx of different people	2	4	-	6
Appearance of estate	3	2	-	5
Noise	-	-	1	1

Despite residents identifying facilities as something they liked about their area, the lack of suitable facilities was also cited as something that people disliked. Some complaints were about the accessibility or quality of the community facilities. Other common problems included crime, drugs and youth hanging around, as well as the influx of different people.

In Edward Woods, crime and drugs were key concerns, followed by the lack of facilities and feeling that there was ‘nothing to do’, the influx of new people and the appearance of the estate. There was also some concern about the influx of ‘different’ people to the estate:

*Young people (12-16 year olds, mostly boys) on bikes at night. Youth are rude and shouting, running and they’re taking drugs and smoking. **I think youth behaviour is a lot worse.** [EW 04]*

There’s not so much on here for good kids specifically, although there are lots of kids with problems around violence. I need somewhere where my children will be safe and happy. I don’t mind paying for it but I want it to be good for my boys. [EW 01]

Youth project but its not as good as it was – don’t do trips now and it closes early. The staff don’t do enough, don’t come out of there and tell the kids what is going on. [EW14]

***There’s no youth facilities;** well there is but its got nothing in it...other youth clubs have got them but we can’t go there cos those are other places. [EW - teenage male]*

People have moved on to the estate, they’ve been put here and they are bringing it down because they don’t care where they live. The estate’s really changed. [EW 09]

Residents were equally split between those who considered the estate to be better than other estates and local areas, and those who felt Edward Woods was worse.

Holland Park is posh obviously, that’s the ‘snob side’ to us. White City is safer because of security. [EW 03]

I think it’s a bit noisier here than other estates. I’m looking to swap. [EW 05]

*I don’t mind it because I’ve lived here all my life, but times are changing and I think for people just coming in, **it can be a scary place.** [EW 04]*

Its better here than White City and I know William Church is really not nice because of drunks and hostels nearby. [EW 04]

Overall residents we spoke to in **White City** offered quite a balanced view on their estate in comparison to others and suggested that it was on the way up.

My area compares quite favourably - it used to get lots of trouble but its better now. [WC 04]

It's up there, definitely. It's gotten better, particularly in the daytime though it's still not good at night time. [WC 06]

The greatest complaint from **Old Oak** residents was about the lack of facilities and there being **'nothing to do' on the estate, particularly for youth**. This was frequently then **linked with youth hanging about and causing anti-social behaviour and crime**.

There isn't much here [OO 04]

Many youth hanging about with nothing to do [OO 03]

Most people felt there were very few facilities on the estate for a range of age groups. A big problem is the quality of what's provided and its maintenance.

For young people there's the football pitch - 'the rubber' - but it's always broken. [OO 04]

***For young people there is a rubber pitch but it's been ripped up and not repaired** as if to say 'You don't deserve it if you don't look after it'. **It's an eyesore now**, it looks terrible [OO 03]*

Some residents also emphasised that the estate itself and local area felt isolated and cut off from other places.

*Really cut off because it's surrounded by major roads. **Feels totally isolated**. [OO 09]*

It's really cut off from everywhere else. Even after 4 years here it feels isolated. [OO 10]

About half of the respondents said that they didn't use any facilities on the estate and noted that there were limited amenities in the area.

Nothing really in the estate - there's not really anything here... [OO 06]

Nothing, only the tube and the shops sometimes. There's just nothing much around here. [OO10]

Many residents commented that no-one really refers to the estate as Old Oak anymore and that they identified with their estate as East Acton.

The estate is always called East Acton; don't know why they call it 'Old Oak' at all. [OO 03]

Overview: key assets and problems and areas for action

Below we provide a summary of the key assets and problems people mentioned.

Assets:

- Strong sense of community – identity and familiarity with the area and with others who live there – social capital opportunities
- Local facilities – including shops, open spaces, public transport, community centres. Specific examples included Westfield shopping centre, QPR Football Team and Wormwood Scrubs

Problems:

- Lack of facilities on estates – some people specified the need for a large supermarket and health services, and mentioned the closure of key facilities such as youth clubs and luncheon clubs for older people.
- Isolation and feeling cut off – this was most common in Old Oak and from what we have learnt about William Church. People felt their estates was cut off and separate from the rest of the local area.
- Nothing to do, particularly, for young people – this criticism was widely linked to problems of youth anti-social behaviour including noise and nuisance and to feelings of fear and insecurity within estates.

Needs:

- More support for families – more facilities and services for parents and young children
- More for young people to do

When we put together all the views we gathered, it became clear that **security, facilities and activities for young people and children, play space, come first in local people's eyes**. It is important to note that whilst many of the estates in this study and more widely may appear to be well served by community facilities and services, this may not be the case from the perspective of local people. Problems of access and awareness of what is available may prevent local people from taking full advantage of the facilities on offer. More work is needed on ensuring that the most vulnerable and needy are able to participate fully and enjoy the services and support that is within their own community.

7. Actions to help

In this next section we report back on the priorities and needs that residents in the estates outlined.

Table 29: Needs identified by estate residents for others and for themselves

What needs do others in your area have?	Edward Woods	White City	Old Oak	Total times mentioned
Things for kids to do	3	6	4	13
Shops and other facilities including transport	1	4	1	6
Community centre / community space / gardens	1	1		2
Help for elderly	-	1	1	2
Improved security – including CCTV	1			1
Support for parents	1	-	-	1
OTHER	-	-	2 (more training)	2
What needs do you have?	Edward Woods	White City	Old Oak	Total times mentioned
Shops and other facilities including transport	1	1	2	4
Community centre / community space / gardens	3	-	-	3
Improved security – including CCTV	2	1		3
OTHER	-	1 (lift in bock)	2 (more training)	3
Things for kids to do	1	-	-	1

Residents in all areas were worried about crime and anti-social behaviour, mainly by youths but also more generally.

Need more security staff and police actually on the ground, on patrol [WC 03]

More police and cameras, better maintenance for the flats and better security [WC 12]

Many of these concerns arose from feelings that there too many young people just hanging around and getting into trouble. **Residents in all of the estates identified children and young people as being a clear priority for additional resources within their area.** While there did appear to be facilities for youth in most of the estates, people expressed concern that they were not used much or that people weren't aware of what was available, or that they weren't well enough organised.

The adventure playground has very limited hours...No idea what has happened to the youth club, it just closed down, no idea what's there now. [WC – adult female]

There was a youth club but its shut and it was only on once a week, you had to be over 13 and it only had a broken pool table! There should be a youth club with proper stuff and not broken. [OO – teenage female]

Young people themselves identified an **unmet need for facilities and activities for young people and 'things for kids to do'**.

More for kids because if there's more for them to do, they won't get into trouble and then no-one will complain [EW14}

Things for children to do, because the better occupied they are then the better they will grow up. Could be staffed or for parents to use with their kids, either way would make a contribution – best if a combination of both. [WC 08]

More organised things for kids - the 15-16 year olds, even up to their 20s are up in the Scrubs at night smoking and drinking [OO 01]

Maybe a new youth centre as there's nothing for young people to do at night, they just hang around - that's the way it's always been. [OO 03]

Frontline workers in the local area also highlighted the need to engage children and younger people.

"Having safe places that offer boundaries and challenges is absolutely vital. An appealing environment with clear boundaries – does sort out behaviour very quickly."

Many residents specified the **need for more community facilities** for a variety of age groups including parents and older people who often experience isolation. Some residents, in particular in Old Oak, felt that the whole estate was isolated and cut off from the surrounding areas. Suggestions were made for **community cafes and gardens**.

People, particularly in Edward Woods and White City, emphasised the need to **focus more attention and resources on the integration of new people to the estates**. This links to one of the things people liked most about their areas - the **sense of community** and **knowing other people**. **Increasing understanding and communication between different groups and communities within the estates could help to break down boundaries and build on existing social capital**.

Residents were generally happy with the appearance of their homes and the wider estates though there were some complaints about repairs taking too long and feeling that open areas and community facilities such as playgrounds were not maintained and supervised enough and therefore not used.

We asked residents about their greatest worries and concerns.

Table 30: Priority concerns of residents

What are your priority concerns	Edward Woods	White City	Old Oak	Total times mentioned
Better security and more police	10	10	9	29
Facilities for young people	6	8	6	20
Play space for children	7	6	5	18
Community cafes	2	4	3	9
Community gardens / spaces	1	2	5	8
Integration of different communities	4	3	0	7
Helping young mothers	5	0	2	7
More repair	2	2	1	5
Helping elderly people	1	1	1	3
OTHER	1 (helping homeless)	0	2 (dog litter)	3

Note: Some people had more than one top priority

The key priority concern across the estates was **better security and more police presence**, mentioned 29 times, that is by almost everyone we spoke to. This was followed very closely by the **need for more facilities for young people and play space for children**, mentioned together a total of 38 times.

These priority concerns were matched by what people said they would change if they were in charge with more things for kids to do and security coming top of the agenda.

Table 31: What residents would change if they were in charge

If you were in charge what would you change?	Edward Woods	White City	Old Oak	Total times mentioned
More things for kids to do	2	4	2	8
Security – more police and CCTV	-	2	4	6
Community centre / gardens	3		1	4
Shops and other facilities	1	3	-	4
Maintenance	3	1	-	4

Residents identified more **things for kids to do as a pressing concern** for others on the estate as well as the **need for more shops and other facilities**. Their own needs were similar: more shops and facilities including transport, as well as improved security and more community spaces both indoors and in the open air.

Security was the top concern for residents in all of the estates – male and female, young and old. However, in Edward Woods better maintenance of the blocks and the estate, and the creation of community gardens were identified as popular changes that residents would bring about if they were in charge:

Sorting out the maintenance - I was 6 months without a bathroom window! Everyone has problems here with Notting Hill, especially with mice because of the Westfield development. [EW 04]

I would put in place community gardens - everyone else has one, we're the only ones who don't have one and it's not right. Actually our block is the last for everything. [EW 08]

The **priorities for action** were:

- Play space for children
- More police
- Helping young mothers
- Facilities for young people
- Integration of different communities

Somewhere safe for kids to play under good supervision - put money into good staffing and activities / clubs [EW 01]

I think they could do so much for kids in the immediate area. I would change it mainly for the kids, so they have got things to do after school. [EW 03]

Things for youth to do. Only the Youth Club here and its not doing much. Maybe get a football team together so they've got something to do. The 12-18 year olds, they just hang around with nothing to do. [EW 06]

Facilities for young people – that's the problem [EW 13]

The **priorities for action** in **White City** were:

- More police
- Facilities for young people
- Play space for children
- Community cafes

The focus on kids needing activities and places to go came through clearly when residents were asked what changes they would bring about and what funding priorities they would have if they were in charge.

I would spend money on kids. There's nothing for kids to do during 6 week holidays so they get bored, as I do! [WC 06]

There needs to be more things for kids to do like youth clubs like 'Feathers' club in Ladbroke Grove. [WC 03]

That's probably all - for there to be more for young people really, for 11-15 year olds as there's only a pub here and I don't want to take the kids. [WC 07]

There were also comments about the need for more community provision – cafes and other spaces for all members of the local community as well as additional help for the most isolated and vulnerable – often the elderly.

Funding priority – meals on wheels style service for the elderly as it was cut by the council recently. [WC 10]

The **priority concerns** in **Old Oak** were:

- Facilities for young people
- Play space for children
- More police
- Community cafes / gardens / spaces

The changes that most respondents would bring about if they were 'in charge' were to bring in more police and to have more facilities for children and young people.

More police around more often - they're hardly ever here - they were here 2 years ago, and 1 year ago they made an effort. [OO 02]

Very important to clear up the streets. And then children's activities in the holidays. [OO 07]

Parks for children to play, with swings and slides [OO 08]

In the following section we present six pen portraits from the estates based on our interviews with residents. They give a flavour of life on the estate and capture how residents feel about where they live and their homes and community.

8. Vignettes

Six pen portraits give a very strong idea of how it is to live on the three estates. There is one younger and one older person from each estate which helps give an accurate picture of life on the estates.

The pen portraits reflect what the survey suggests:

- the estates all have positive and negative features;
- they all lack adequate provision for young people; and
- youth problems and youth need are a major preoccupation of the residents of all ages, from 16 year old Zoe to 72 year old George.

The pen portraits add, from our perspective, depth and conviction to what we learnt and what we conclude.

Edward Woods: Theo

Theo is 22, Black-British and lives with his partner in the Edward Woods estate, where he has lived all his life. He rents a flat in a tower block from the council. He is in part-time employment. He definitely would not recommend Edward Woods as somewhere to move to, as *“there’s no care of the area and the high-rises look industrial; there’s no light into the estate, it’s too closed in. I know they hold a lot of people but I think it could be done differently; people feel better if they’re more open.”* Theo sees the ‘new estate’ at the north end of Edward Woods as much better, *“you can see for miles there and the housing is better.”* He does like some parts of the estate, such as the football pitch which he uses and which he sees as *“good for all ages, although it could also have a tennis court and maybe some areas to relax.”* The football pitch is the only facility Theo uses, but he listed a number of others – large and small parks, old and new play areas, the community centre, including its weekly night for under-18s, and a café.

In his opinion, even these facilities offer less than they could. The community centre *“is not as good as it was”* and has become too limited. *“The community centre should be exactly that, for all of the community, but I’m not sure it’s got much on. The old one had loads, even a football area.”* Theo believes that the parks are not very clean nor especially inviting; he commented that the small garden area *“is not very relaxing ‘cos it’s boxed in with this high fence”*. Given that there is quite a large amount of open space, he thinks that the parks could have more in them, for example *“tennis might be more suitable for older people”*.

If Theo was in charge of Edward Woods he would make the estate open plan, *“so you can see what’s here”*. He would also spend money on the shopping parade, both on the stores and on cleaning up the surrounding pavements and roads. His funding priority would be *“something that can make the community centre apply to all age groups. It should be there especially for under-18s as I’m not sure there’s much on for them – they need more than one night a week at the centre.”*

His three priorities for Edward Woods are: ‘community centres/community cafes’; ‘play areas and spaces for children’, as most of the equipment on the main estate is now fairly old and needs updating like the ‘new estate’s’ play area; ‘better security/more policing’. He does not think that ‘help for young parents’ should be a priority for the potential funders (HUC) as *“care or help for young parents or older people should be something that is compulsory, it should be properly government-funded.”*

Theo sees Edward Woods as part of both Holland Park and Shepherd’s Bush. Comparing it with other local places he observed that *“it’s not as good as two streets away, but the new bit is good.”* There’s nothing that he specifically dislikes about the local area. He thinks that the Westway Sports Centre and Lancaster Youth Club both make a significant contribution to the local area. Theo said that Lancaster Youth Club especially *“plays a big role in keeping kids occupied – the 11 to 13 year-olds – the borough [Royal Borough of Kensington and Chelsea] is great for that.”*

Edward Woods: Mary

Mary is 68, White British and lives alone on the Edward Woods estate, which she defines as her local area. She has lived on the estate for 12 years and rents her home from the local authority. She would recommend the estate to others as she thinks that it has improved a lot; she concedes, however, that first impressions are bad. Mary likes the people in the local area: *"Everyone is very friendly and there is quite a good community spirit."* She feels that the estate is safe because there are *"CCTV cameras everywhere so I feel very safe, even at night"*.

Mary mainly uses the Evergreen Club (for residents over 50), the tenants and residents association and the estate's shops, café and hairdresser: *"we've got everything we need here really. There are things for everyone, including a supermarket"*. She thinks the Evergreen Club is good because it has a garden, and you can sign up for trips and events; it also has a sheltered housing manager in there who can give general advice to older people. Mary thinks that the post office is too small (a larger one closed down in the past) but is otherwise pretty content with the facilities around the estate.

Mary would prioritise improving the integration of different communities within the estate to deal with isolation and acknowledged that *"language barriers are an issue, especially for many women"*. She would also like to improve security and provide more facilities and play space for children to help young mothers. Mary mentioned that she was already active in trying to improve the area *"I'm already on a campaign to improve maintenance with the local authority and Notting Hill [the local housing association] – the local authority is better and seems to be improving since we got on to the Chief Executive!"* If Mary was in charge she would fund a variety of things for youth to do, *"not just the same old activities"*, and use money to provide for new activities to attract more young people.

White City: George

George is 72, White British and lives on the White City estate where he has been for over 40 years. He is retired and lives with his daughter and her family in a local authority rented home. He is unsure about whether he would recommend White City to others *"It depends what you're looking for. For people who've got nowhere else it's ok, and they [the Council] are upgrading it a lot."* He says that he is a well-known figure in the community *"I have respect for people and they have respect for me"*. He likes most things about the area but accepts that there have been some *"muggings and things over the years"*.

George believes there are quite a few facilities on the estate, with pubs for adults, a parent and child group (the 1 o'clock club), and the kids club and adventure playground. He thinks that the school (Phoenix High School) is well-run *"the Head has been knighted!"* However, he mentions that there used to be a community centre but it has closed down, the Nubian centre is also temporarily closed, there isn't much on for children outside school and a lunch club for older people is no longer happening. He feels there is not much which helps people on the estate *"except for kids and young people at the school, they have some after-school activities there."*

George would like people on the estate to be more proactive and engaged. *"People don't seem to come forward and volunteer themselves to do things – I know they have to go to work but I still think some self-help would help."* George would prioritise more play space for children, some organised community cafes and work-oriented activities for young people which may help them into jobs. He says that the housing in the estate has already been improved but thinks that better use should be made of vacant properties. George, like others in White City, regrets the loss of the old swimming pool *"It closed five years ago, despite being excellent – there was a wave machine, café and private parties held there."* He believes there are plans to redevelop the site of the old pool into a new Health Centre but *"I've no idea when they'll get going on it."*

Overall George felt the estate *"compares quite favourably"* with other local areas *"it used to get lots of trouble but it's better now."*

White City: Zoe

Zoe is 16, White British and has lived on the White City estate all her life. She lives with her parents and younger brother and sister at one edge of the estate, near her aunt and cousins. She is proud of her area but observes that it has a poor reputation: *“all my friends call it Shepherd’s Bush; they say it sounds better”*. She wouldn’t recommend it as a place to move into, *“but I wouldn’t move though”*. Her reasons for staying include her family in the estate and *“I know everyone”*, but also her detailed knowledge of the area; not only is she used to it, but she knows what to avoid. She sees White City and the local area as having high levels of crime and violence, and appears to know a lot about recent high profile incidents, but is confident that she will not be a victim. She credits her parents’ delineation of boundaries (specifically where and when their children go out) with helping her to avoid the ‘trouble’ she sees other young people getting involved in: *“You see those kids [three girls, 8-12 years old], their parents shouldn’t let them out late alone – I bet they don’t even know where they are.”*

Zoe does not go to school in the area, and meets friends at their houses or outside the estate. *“There’s nothing for us here – the rubber [the Astroturf pitches just outside the estate] is over-run by men, and there’s only one goalpost anyway. There’s nothing in the park either. There’s two youth clubs but they’re not much good.”* Zoe would like the main youth club to have *“better trips and facilities, not just a ping-pong table, computers and art and crafts.”* She thinks that the estate has plenty of places for young children, *“There’s an under-5’s place, the Adventure Playground, a holiday project and parks nearby”*, but little for older children and young teenagers like her 14 year-old brother. *“There’s youth clubs but they’re rubbish, and now they’re used as a play centre and a holiday scheme for younger kids. ... My brother and his friends don’t have anywhere to go, not even anywhere to play football; if they go on the grass here the neighbours complain so they play on the street here which is not a good idea ‘cos of the traffic.”*

Like many interviewed in White City, Zoe misses the old swimming pool complex which was demolished in 2003 and rebuilt in 2006 on a smaller site adjacent to the secondary school, just outside the estate. *“The old pool was great; it had a diving board, badminton, taekwondo, and a gym.”* She thinks that a major leisure complex would improve the area, maybe something similar to the bowling lanes at Queensway. She also suggested that the water feature in the ‘BBC park’ (Hammersmith Park) is *“sorted out into something more productive for our ages, maybe something like an Astroturf for 5-a-side.”*

If Zoe was in charge of White City, she would focus on improving housing maintenance and security, as well as creating more space for young people. She was clear that youth facilities are the funding priority: *“Definitely make something more for the older kids, definitely.”* However, she said, *“[the issue] is not just places to go, it’s also parents who let their kids go out late alone.”* Her top three priorities for the area are: ‘facilities for young people’; ‘better security/more policing’, specifically more cameras *“because there aren’t any at all!”* and more police; and ‘courses and training for adults’, *“maybe ICT and English”*. In her opinion, ‘play areas and spaces for children’ should not be prioritised as *“there’s enough already, there’s loads around here.”*

Zoe views White City as part of Shepherd’s Bush. When asked about this wider area, she said she likes the Westfield centre – *“although you need loads of money”* – but really dislikes *“the drunks and the druggies and people coming up to you on the Green”*. Indeed, she said that *“with all the drinkers and drugs in Shepherd’s Bush I think White City is actually better, it’s similar to Hammersmith, it’s ok.”*

Old Oak: Aïsha

Aïsha is in her late forties, originally from Jordan, and lives with her husband and children in a privately-rented house in the Old Oak estate formerly a Council home. They moved to the estate from Tower Hamlets just over a year ago. Although they originally knew no-one in the local area, Aïsha now knows many people in the estate and surrounding area. Indeed she has found that *“there are many Arab people here, many Muslims so I feel comfortable.”* She would encourage people to move to the estate because it is so multicultural. Despite her enthusiasm for the estate’s diversity, she is critical of its crime levels, environmental disorder and lack of facilities. *“There is the Community Centre but it is shut now, and it has been most of the time we’ve been here.”* Aïsha’s friend, another Arab woman who lives just outside the estate, added that *“The Community Centre used to be good; it had gardening, sewing classes and aerobics.”* Neither seemed to be aware that the centre will reopen later this year.

Aïsha would like to see more facilities in the area, both for adults – *“especially fitness classes for the women like me!”* – and for young people and children. *“There’s no activities for kids, they need to have activities in the holiday especially.”* If she was in charge of the estate, she would focus on cleaning the streets and green areas, *“they definitely need to clean up the streets, clear up the dog dirt and rubbish on the street.”* She thinks that this should be a funding priority, along with activities for children: *“it’s very important to clean up the streets, and to do children’s activities in the holidays.”* Her top priorities for the estate are: ‘other’, *“clearing up the dog dirt and rubbish”*; ‘play areas and spaces for children’; and ‘better security/more policing’, specifically to tackle burglaries. *“I was burgled last year, when we were away in Jordan; it made me very afraid. Now it’s ok for me as I’ve got better security but it’s still a well known problem – it’s very well known as a problem for this area. There are lots of teenage thieves”.* She would not prioritise ‘better maintenance and repairs’, *“because it is already good.”*

Aïsha sees Old Oak as part of both Shepherd’s Bush and Acton: *“I get letters with both”.* She thinks that the estate and local area are both very multi-cultural, and she dislikes only their dirty streets. Shepherd’s Bush is, Aïsha says, better than where she used to live in Tower Hamlets, despite both being very multi-cultural. *“It’s better than where I was in East London – I asked to come here, I wanted to move and I’m glad that I did.”*

Old Oak: Leonard

Leonard is 55 and White British. He lives on the Old Oak estate with his partner and children in a housing association house. He has lived on the estate for 13 years and says that he would recommend it to others, although he observes that it is different in other areas *“It’s different, even down the road. Along here it’s an established community – many of them have been here for 30-40 years and we look out for each other, especially for the older ones who live on their own. It is generally OK but I wouldn’t want to be further into the estate ... people from some parts are wanting to get out.”*

Leonard likes the Scrubs common, but he thinks there are few facilities on the estate itself. In particular, he believes that, whilst the local community looks after the older people, there is nothing on the estate for young people. Leonard mentioned that the community centre had courses for adults in the past, and he expects that when it reopens it will offer more courses and other provision. However, he doubts if this is the right thing for young people as courses need to be *“tailored to practical interests for young people, especially as they don’t stick at school stuff, for example painting and decorating courses”.* Leonard and his family tend to look outside the area to meet their own needs *“Nothing really in the estate –we go off the estate for what we need.”*

If Leonard was in charge he would provide more police and better security *“Police need to be around more often; they’re hardly ever here now – although they were two years ago and one year ago, they used to make an effort.”* He would also introduce more activities for young people, specifically more structured provision, as well as community cafes and spaces.

9. Overview of the groups and actions identified by residents needing more support

There was a fairly clear consensus across the estates about where the greatest needs lay and what would help most.

The key actions that residents prioritised as targets can be summarised under two kinds of intervention. Residents wanted those responsible for community well-being to do more in the following areas:

- Better security and more police
- Integration of different communities
- Helping young mothers
- More repair
- Helping elderly people

They were anxious for there to be more provision for children, youth and the community at large, believing that the following facilities would help:

- Facilities for young people
- Play space for children
- Community cafes / gardens / spaces

Why focus on security, young people and common spaces?

A crucial lesson to draw from this priority list is that **security, open space, activities and facilities for children and young people all go together**. People want and value a sense of community. This is undermined by feelings of insecurity, rapid community change, and the gathering of under-occupied young people in open spaces. We conclude that a combination of preventive and supportive action to help families, children and young people, linked to better open spaces and more support for communities will make a transformational difference to social conditions and to people's lives.

Findings from area studies that support this conclusion

There are deeper reasons behind the concern of residents for security, young people and families with children, identified in longer and more detailed studies we have been involved in. Over 10 years, from 1998 to 2008, we followed the lives of 200 low-income families in four highly disadvantaged urban areas, two in East London, and two in Northern England. We interviewed these families every year, learning about their concerns and problems about bringing up children in disadvantaged neighbourhoods. Their greatest concerns were the neighbourhood environment and insecurity due to over-rapid changes in population; the lack of activity for young people and safe play spaces for children. Their biggest need, apart from money, was for a sense of community, organised activities and community spaces to help bring people of different ethnic backgrounds and ages together (Power, 2007). This much wider evidence, based on the analysis of over 40,000 responses to repeated rounds of interviews, closely echoes what a much smaller sample of residents in Hammersmith and Fulham told us in single interviews.

In crowded, large cities, of which London is an extreme example, the **environment of lower-income areas often feels insecure and threatening**. This is the result of higher than average incidents of vandalism and anti-social behaviour, neglect of communal areas, and generally

poorer facilities. Crucially, it reflects a lack of adequate supervision of communal areas and visible street policing.

Supervision is critically important because of the high turnover of residents in rented housing and the sheer volume of new migrants into cities like London, including West London. The residents we interviewed in three estates put security as their number one concern and need for these reasons.

Young people, particularly young men and boys, are a primary concern in low income areas because they are highly vulnerable to peer pressure and they have very restricted opportunities for learning, gaining positive experience or building a secure future. This is particularly true in the current economic climate, when unemployment among youth is twice the level for the population as a whole and the lack of accessible training or higher education deprives many young school leavers of opportunities for work, training or higher education. The proportion of young people not in education, employment or training (NEETs) is the same now as it was twenty-five years ago (Hills et al, 2009).

Young people, aged 16-20, in poorer areas and particularly council estates, are the most disadvantaged and most excluded section of the population based on this evidence (Hills, 2007).

Older people (over 60) have become relatively more secure and better off over the last ten years (Hills et al, 2009), although this does not mean they do not have special needs.

The second reason why young people are a prime concern on estates is that they “hang around”. They have too much youthful energy to be contained by their families within small flats; they are too old, once they reach around 14 years old, to attend standard youth clubs, programmes and facilities, geared to much younger groups; they need the scope to transition into more adult, more responsible roles, without any clear sense of direction, orientation, know-how or adult role models.

That is why it becomes a top priority for residents of all ages, including older people to help young people, in areas where they can see young people simply hanging around common areas, looking for something interesting to do, and often going astray.

We conclude based on the evidence we collected during our visits and interviews and on wider evidence that **young people are a top priority**, not only because of their obvious need for activity, but also because of the fear and insecurity that their “hanging around” in open spaces causes.

Older people often feel threatened by the presence of groups of noisy, boisterous teenagers, even when they are doing nothing directly wrong. On this basis, inter-generational barriers can grow, community relations can break down and behaviour can deteriorate. The converse is true where positive action is taken and a “helping hand” is offered in the right way.

Provision for young people de facto helps other age groups too. Any indoor or outdoor facilities that cater for children and young people must encompass their families too. The most positive forms of youth work help bridge the generation gap with older people and build bridges across community divides.

Family-friendly spaces, places and communities will of themselves be friendly, supportive, welcoming places for all ages and races. For children and families are the litmus paper of whether communities are working. They are our future and caring for them implies that we care for everyone.

A charity such as HUC has resources it can deploy to contribute to filling these needs, across generations, ethnic groups and families.

10. Models for HUC to consider

We examined several options for a local charity wanting to help disadvantaged communities within a specific area of benefit. We found 5 to be most convincing although there are many variants for each of these models.

1. Local charity

There are many local charitable foundations and small charities across the country and their value cannot be too highly rated. The Cripplegate Foundation in Islington is an excellent example of one such body. Cripplegate is a local, independent charity which helps to bring local residents and organisations together to identify and promote new areas and ways of working.

“Our work with organisations is more than cash grant giving. Staff give advice to organisations on project development and management, premises, other sources of funding and local networks. Foundation staff meet all applicants and all funded projects are visited,”

Cripplegate’s mission is summarised in these words:

“We transform lives for people in Islington. We're independent and trusted. The money we give improves lives for local people, building a better future for us all.”

<http://www.cripplegate.org/index.html>

This model offers insights useful for HUC’s plans to develop into a grant-giving body providing help within its specified area of benefit. It can also support community-based initiatives and self-help groups through this vehicle.

2. Community Foundation

Community Foundations are charities across the UK dedicated to strengthening local communities, creating opportunities and tackling issues of disadvantage and exclusion. Community Foundations have existed in the USA since 1914 when the first one was established in Cleveland, Ohio but they have only emerged in Britain since the 1990s (Guardian Society, 30th April 2008 David Brindle interview with Stephen Hammersley).

“Community Foundations provide extensive support to their local voluntary and community sector.”

<http://www.communityfoundations.org.uk/>

A report was published recently by New Philanthropy Capital which examined the role that community foundations play in helping local organisations and communities. They found that community foundations offered more support to small, local organisations than other funders, for example providing training and assistance, and that they were able to provide a bridging link between donors and community organisations that community groups alone were generally unable to make. They also emphasised that community foundations, as small, local charities that were independent of government, were more flexible and able to respond more quickly to priorities as they arose (New Philanthropy Capital, 2009, p9).

There is already a Community Foundation in operation in Hammersmith and Fulham – the Thames Community Foundation. It is an independent charity which aims to target donations for

the long-term benefit of the local community. The Foundation is also active in a number of other boroughs in West London: Hounslow, Kingston, Merton, Richmond, Sutton and Wandsworth.

“Our vision is to improve the quality of life for people living in the areas we serve by promoting local giving to meet local needs...We aim to make it easy for individuals, companies and organisations to support local community projects by managing charitable funds set up on their behalf.”

<http://www.thamescommunityfoundation.org.uk/>

3. Community Hub

A community hub provides office bases and meeting spaces for charities and other local social and community groups, offering shared facilities, office support, networking, environmental and social benefits. There are examples of community hubs across the country including Edinburgh’s Melting Pot.

“The Melting Pot is a unique place in the heart of Edinburgh that provides spaces for individuals and organisations to work, connect, meet and hold events. The Melting Pot is a not-for-profit social enterprise that aims to inspire and support people to realise their ideas for a better world.”

<http://www.themeltingpotedinburgh.org.uk/>

4. Social Enterprise

Social Enterprises are not-for-profit income generating organisations set up to benefit low income communities, providing local services and facilities, in part at least, paid for by income generating activities.

The Shoreditch Trust is an award winning charitable regeneration agency charged with managing a range of projects addressing the Government's key neighbourhood renewal themes such as neighbourhood management, housing renewal, crime and community safety, health and wellbeing, education and worklessness, community assets, community engagement and culturally-led regeneration.

The social enterprise approach means that the Trust can broker deals that benefit local people and make meaningful partners of developers and the private sector.

“Shoreditch Trust is community-led but commercially aware. The Trust knows the value of people but also understands the dynamics of business; working collaboratively and recognising the value of the community to ensure that everyone it works with is enabled and supported to achieve and grow.”

<http://www.shoreditchtrust.org.uk/?id=1>

5. Development Trust

Development Trusts are community-owned and led organisations which use self-help, trading for social purpose, and ownership of buildings and land, to bring about long-term social, economic and environmental benefits in their local community. Development Trusts are independent, but work with partners in the public sector, private businesses, and with other community groups. Development Trusts are identified as **community ‘anchor’ organisations**, delivering services and facilities, finding solutions to local problems, and helping other organisations and initiatives succeed.

The Development Trusts Association is a network and forum for all Development Trusts in the country providing for 444 full and emerging development trusts UK wide.

- Development trusts work in communities that make up a quarter of the UK population
- They have a combined income of £263m, of which £106m is earned income £489m of assets are in community ownership
- 4,500 staff and 17,000 volunteers work with development trusts
- Development trusts provide support to almost 10,000 community groups and 9,000 small businesses
- Development trusts engage in a wide range of community focussed activities and services

<http://www.dta.org.uk/>

There are also charitable models of estate-based youth and family centres that could help HUC if it decides to explore the focus of its actions in that direction. Stockwell Park Youth Centre (Lambeth) and Bloomsbury Youth Centre (Birmingham) are two examples.

11. Our recommendations and conclusion

Of the various models we have outlined we believe that HUC can progress most by :

- continuing to be an **active local charity** engaged in grant-giving to local organisations but with the additional elements of
- providing a **community hub** from which to operate locally and
- building the foundations of **small community-based social enterprises** within the deprived areas it targets.

We believe the highest priority for action is **support for young people who fall between family and adulthood, who face harsh challenges in the local environment, often have poor skills, and now face chronic job shortages. These problems create a sense of alienation and marginalisation that is de-motivating and has serious knock-on effects on all other sections of their local communities and society as a whole.**

Creating and maintaining **safe play areas and green spaces for children, young people and families** is a core part of supporting young people. This would also help elderly people, creating a more peaceful, attractive local environment and providing space for the irrepressible energy that children have to release. Targeting these two social actions in low income estates would help the problem of security since it would divert young people into more positive directions and make it easier for families to maintain control over community conditions.

Conclusion

Overall the London borough of Hammersmith and Fulham has high social needs in poorer estates which require action:

- **Young people and families with children** are particularly needy;
- **Council estates need more anchoring** – community organisations can help in this by building social capital among residents through more support to local organisations, leading to stronger communities;
- Local needs can only be identified if a **skilled community worker is closely involved**, making contact with needy groups, creating local support networks for community groups, and developing realisable plans;
- **An area base seems to be a basic requirement** but the choice of location is unclear. It may be possible to join up with existing facilities and organisations on one of the bigger estates to create a **community hub, from which the charity could operate, and provide community support that will build local community activities, enterprises, particularly focused on young people, families and open spaces.**

There is already valuable work underway in the estates we have studied with efforts by various organisations – both statutory and voluntary – to support these local communities. HUC can work in partnership with these local bodies to develop its own special contribution. Our findings show that the resources, commitment and goodwill of the charity can add to these efforts in positive ways that fill important gaps in:

- Security
- Youth provision
- Play space for children and young people
- Family support

Therefore we propose a combined effort by the charity to create a local **community hub** from which to run the **charity** and to support other **community activities and groups**.

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Annexes

Annex 1: Additional Tables

Table 1: Population and household count

	College Park and Old Oak	Shepherds Bush Green	Wormholt and White City	London Borough of Hammersmith and Fulham	London	England
All population, count	7,643	10,249	11,997	176,000	7,428,600	50,093,100
All Households, count	3,199	4,926	4,797	75,438	3,015,997	20,451,427

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 2: Gender

	College Park and Old Oak	Shepherds Bush Green	Wormholt and White City	London Borough of Hammersmith and Fulham	London	England
All males, count	3,702	5,035	5,677	87,900	3,673,400	24,553,900
All males, percentage	48.4	49.1	47.3	49.7	49.4	49.0
All females, count	3,941	5,214	6,320	88,900	3,755,800	25,539,200
All females, percentage	51.6	50.9	52.6	50.3	50.6	51.0

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 3: Age groups – percentage of total population

Age in years	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
0-4	5.55		6.78	6.17	6.67	5.96
5-15	13.55		15.95	10.31	13.53	14.2
16-19	4.81		5.78	3.53	4.66	4.9
20-44	43.77		43.42	51.66	42.72	35.31
45-64	19.38		17.49	17.84	20	23.75
65+	12.94		10.68	10.49	12.43	15.89

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 4: Ethnic group – percentage of total population

	College Park & Old Oak (%)	Shepherds Bush Green (%)	Wormholt & White City (%)	London Borough of Hammersmith & Fulham (%)	London (%)	England (%)
White	65.64	70.46	63.02	77.83	71.15	90.92
White: British	49.5	50.26	47.13	58.04	59.79	86.99
White: Irish	6.28	6.14	5.33	4.83	3.07	1.27
White: Other White	9.87	14.06	10.55	14.95	8.29	2.66
Mixed	4.49	4.93	5.01	3.81	3.15	1.31
Mixed: White and Black Caribbean	1.6	1.63	1.93	1.22	0.99	0.47
Mixed: White and Black African	0.98	0.92	0.87	0.63	0.48	0.16
Mixed: White and Asian	0.72	1.11	1.08	0.97	0.84	0.37
Mixed: Other Mixed	1.19	1.25	1.14	1.00	0.85	0.31
Asian or Asian British	6.07	6.28	5.94	4.44	12.08	4.58
Asian or Asian British: Indian	2.42	2.05	1.68	1.65	6.09	2.09
Asian or Asian British: Pakistani	1.57	2.29	1.29	1.04	1.99	1.44
Asian or Asian British: Bangladeshi	0.39	0.63	1.77	0.61	2.15	0.56
Asian or Asian British: Other Asian	1.69	1.31	1.21	1.14	1.86	0.48
Black or Black British	19.35	15.82	22.91	11.13	10.92	2.30
Black or Black British: Caribbean	10.7	7.75	9.06	5.16	4.79	1.14
Black or Black British: African	6.95	6.19	11.94	4.88	5.28	0.97
Black of Black British: Other Black	1.7	1.88	1.9	1.08	0.84	0.19
Chinese or Other Ethnic Group	4.45	2.52	3.13	2.79	2.69	0.89
Chinese or Other Ethnic Group: Chinese	0.85	0.65	0.63	0.79	1.12	0.45
Chinese or Other Ethnic Group: Other Ethnic Group	3.6	1.86	2.49	2.00	1.58	0.44

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 5: Household type - percentage of total population

	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
Married couple household with dependent child(ren)	11.50	8.32	13.05	10.77	16.83	18.55
Married couple household with no dependent child(ren)	12.69	9.97	12.57	12.66	19.97	28.76
Cohabiting couple household with dependent child(ren)	2.69	1.75	2.90	2.01	2.72	3.39
Cohabiting couple household with no dependent child(ren)	4.75	10.07	5.55	9.46	6.67	5.75
Lone parent household with dependent child(ren)	12.29	8.99	16.45	8.36	8.86	7.13
Lone parent household with no dependent child(ren)	6.41	3.49	6.13	3.84	3.96	3.34
One person household	41.70	45.49	33.50	40.28	34.71	30.07
Multi person household: All student	0.53	0.30	0.58	0.57	0.43	0.37
Multi person household: All other	7.44	11.51	9.28	12.05	5.83	2.65

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 6: Tenure - percentage of people living in households

	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
Owned: Owns outright	11.05	14.42	12.18	17.24	19.21	24.45
Owned: Owns with a mortgage or loan	19.80	18.92	18.88	23.99	38.22	46.13
Owned: Shared ownership	0.89	1.56	0.73	0.92	0.94	0.64
Social rented: Rented from Council (LA)	19.89	21.23	40.27	19.28	16.65	12.38
Social rented: other social rented	34.11	17.11	12.92	13.44	8.80	5.55
Private rented: Private landlord or letting agency	10.82	23.01	11.25	21.05	13.36	8.01
Private rented: Employer of household member	0.17	0.08	0.00	0.19	0.21	0.30
Private rented: Relative or friend of a household member	0.73	0.73	0.48	1.17	0.60	0.55
Private rented: Other	0.43	0.19	0.09	0.19	0.26	0.31
Living rent free	2.12	2.75	3.21	2.52	1.75	1.69

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 7: Economic activity - percentage of persons aged 16-74

	College Park and Old Oak (%)	Shepherds Bush Green (%)	Wormholt and White City (%)	London Borough of Hammersmith and Fulham (%)	London (%)	England (%)
Economically active: Employees Part-time	8.12	5.57	7.29	6.02	8.62	11.81
Economically active: Employees Full-time	35.22	45.60	37.06	45.89	42.64	40.81
Economically active: Self-employed	6.44	10.00	7.61	10.31	8.97	8.32
Economically active: unemployed	5.69	5.79	6.77	4.97	4.36	3.35
Economically active: Full time student	3.16	2.38	3.33	2.25	2.96	2.58
Economically inactive: Retired	10.61	7.21	8.79	7.73	9.81	13.54
Economically inactive: Student	9.17	6.61	8.89	7.19	6.57	4.67
Economically inactive: Looking after home / family	7.05	5.26	7.84	6.30	7.17	6.52
Economically inactive: Permanently sick / disabled	6.04	6.40	6.6	4.73	4.57	5.30
Economically inactive: Other	8.51	5.19	5.81	4.62	4.34	3.10

Source: Census, 2001; the London Borough of Hammersmith and Fulham

Table 8: Wards within Hammersmith and Fulham showing rank of the most deprived LSOA within ward; the number of LSOAs in each ward and the number located in the 10” and 20% most deprived areas of the country

Ward Name	Rank of most deprived LSOA in ward (%)	Number of LSOAs in ward	In most deprived 10%	In most deprived 20%
Addison	7.4	7	1	2
Askew	10.7	8	0	4
Avonmore and Brook Green	10.0	8	0	1
College Park and Old Oak <i>Including Old Oak estate</i>	10.8	5	0	5
Fulham Broadway	9.2	7	1	2
Fulham Reach	20.9	7	0	0
Hammersmith Broadway	13.1	8	0	2
Munster	27.0	7	0	0
North End	10.1	7	0	2
Palace Riverside	41.4	5	0	0
Parsons Green and Walham	17.7	7	0	1
Ravenscourt Park	19.9	7	0	1
Sands End	24.9	6	0	0
Shepherds Bush Green <i>Including Edward Woods and William Church estates</i>	7.9	7	2	4
Town	14.4	7	0	1
Wormholt and White City <i>Including White City estate</i>	5.9	8	3	5

Source: Greater London Authority Data Management and Analysis Group, 2008. London Ward level summary measures for the Indices of Deprivation 2007. DMAG Briefing 2008-22.

Table 9: Table showing where the four estates rank within the nation and the borough

Estate	Ward	Ranking within London Borough of Hammersmith (out of 111 LSOAs)	IMD Ranking of LSOA (%)	IMD Ranking of LSOA (out of 32,482)
White City	Wormholt and White City	1	5.9	1,906
White City	Wormholt and White City	2	6.3	2,033
White City	Wormholt and White City	5	8.7	2,835
White City	Wormholt and White City	12	11	3,568
Edward Woods	Shepherds Bush Green	4	7.9	2,553
Old Oak	College Park and Old Oak	21	17.3	5,602
Old Oak	College Park and Old Oak	13	11.8	3,817
William Church Estate	Shepherds Bush Green	37	22.6	7,667

Table 10: Income score and rank within England of estate LSOAs

LSOA	Income score	Rank of income score (out of 32,482)	Rank of income score (%)
E01001958 (White City)	0.51	496	1.5%
E01001961 (White City)	0.44	1118	3.4%
E01001957 (White City)	0.44	1219	3.8%
E01001955 (White City)	0.42	1507	4.6%
E01001944 (Edward Woods)	0.41	1561	4.8%
E01001878 (Old Oak)	0.40	1848	5.7%
E01001875 (Old Oak)	0.39	1927	5.9%
E01001940 (William Church)	0.26	6072	18.7%

Table 11: Proportion of people within the three wards, the borough, and nationally claiming DWP benefits

	College Park and Old Oak (%)	Wormholt and White City (%)	Shepherds Bush Green (%)	Hammersmith and Fulham (%)	Great Britain (%)
Total claimants	22.4	23.5	18.3	13.9	14.2
Job seekers	4.0	4.1	3.6	2.7	2.4
Incapacity benefits	9.5	9.5	8.8	6.5	7.0
Lone parents	5.8	6.7	3.5	2.9	2.0
Carers	1.3	1.3	0.7	0.6	1.1
Others on income related benefits	0.8	0.9	1.1	0.6	0.5
Disabled	0.9	0.9	0.6	0.6	1.0
Bereaved	0.2	0.1	0.1	0.1	0.3
Key out of work benefits (job seekers, incapacity benefits, lone parents and others on income related benefits)	20.0	N/A	17	12.7	11.9

Source: NOMIS Ward labour market profiles for College Park and Old Oak, Wormholt and White City and Shepherds Bush Green. Benefits claimants – working age clients for small areas.

Note: The latest figures for Wormholt and White City were available from November 2007 and did not include the key out of work benefits category. The other figures apply to August 2008.

Table 12: Employment score and rank within England of estate LSOAs

LSOA	Employment score	Rank of employment score (out of 32,482 with 1 being the most deprived)	Rank of employment score (%)
E01001944 (Edward Woods)	0.25	1172	3.6
E01001955 (White City)	0.20	2816	8.7
E01001958 (White City)	0.20	2907	9.0
E01001957 (White City)	0.19	3245	10.0
E01001961 (White City)	0.15	6004	18.5
E01001875 (Old Oak)	0.15	6212	19.1
E01001878 (Old Oak)	0.14	7705	23.7
E01001940 (William Church)	0.11	11,418	35.2

Table 13: Proportion of people within the three wards, the borough, and nationally who are economically active

	College Park and Old Oak (%)	Wormholt and White City (%)	Shepherds Bush Green (%)	Hammersmith and Fulham (%)	Great Britain (%)
All people					
Economically active	65.3	67.9	74.5	74.9	76.0
In employment	58.1	59.3	67.7	69.0	71.6
Employees	51.1	51.1	57.0	58.1	62.6
Self employed	7.1	8.2	10.7	10.9	9.0
Unemployed	10.9	12.7	9.1	7.9	5.8
Males					
Economically active	67.7	73.3	78.3	79.6	81.4
In employment	58.8	62.6	69.6	72.3	76.0
Employees	48.3	51.3	55.6	58.2	63.1
Self employed	10.5	11.3	14.0	14.2	12.9
Unemployed	13.2	14.6	11.1	9.2	6.5
Females					
Economically active	62.7	62.9	70.6	70.3	70.3
In employment	57.5	56.2	65.7	65.6	66.9
Employees	53.9	50.9	58.5	58.0	62.1
Self employed	3.5	5.3	7.3	7.7	4.8
Unemployed	8.3	10.7	6.9	6.6	4.8

Source: NOMIS Ward labour market profiles for College Park and Old Oak, Wormholt and White City and Shepherds Bush Green. Employment and unemployment figures for 2001.

Table 14: Health deprivation and disability score and rank within England of estate LSOAs

LSOA	Health deprivation and disability score	Rank of health deprivation and disability score (out of 32,482 with 1 being the most deprived)	Rank of health deprivation and disability score (%)
E01001955 (White City)	1.13	3478	10.7
E01001957 (White City)	0.84	5779	17.8
E01001958 (White City)	0.84	5799	17.9
E01001878 (Old Oak)	0.81	6155	19.0
E01001940 (William Church)	0.78	6449	19.9
E01001944 (Edward Woods)	0.73	6912	21.3
E01001875 (Old Oak)	0.67	7577	23.3
E01001961 (White City)	0.61	8194	25.2

Table 15: Education, skills and training score and rank within England of estate LSOAs

LSOA	Education, skills and training score	Rank of education, skills and training score (out of 32,482 with 1 being the most deprived)	Rank of education, skills and training score (%)
E01001875 (Old Oak)	31.63	7741	23.8
E01001878 (Old Oak)	29.43	8548	26.3
E01001961 (White City)	25.24	10,414	32.1
E01001958 (White City)	23.08	11,552	35.6
E01001955 (White City)	23.02	11,585	35.7
E01001957 (White City)	22.47	11,866	36.5
E01001944 (Edward Woods)	16.68	15,697	48.3
E01001940 (William Church)	12.40	19,303	59.4

Table 16: Proportion of people within the three wards, the borough, and nationally with no qualifications, lower level qualifications and higher level qualifications

	College Park and Old Oak (%)	Wormholt and White City (%)	Shepherds Bush Green (%)	Hammersmith and Fulham (%)	Great Britain (%)
All people					
No qualifications or level unknown	38.8	32.6	23.8	22.0	35.8
Lower level qualifications	35.4	36.3	33.1	32.9	43.9
Higher level qualifications	25.8	31.1	43.1	45.1	20.4
In employment					
No qualifications or level unknown	27.3	20.4	13.2	12.5	25.6
Lower level qualifications	38.1	35.2	30.6	30.1	48.9
Higher level qualifications	34.6	44.5	56.1	57.4	25.5
Unemployed					
No qualifications or level unknown	41.9	35.0	30.0	28.4	38.4
Lower level qualifications	35.3	41.9	42.1	37.6	47.2
Higher level qualifications	22.8	23.1	27.9	34.0	14.5

Source: NOMIS Ward labour market profiles for College Park and Old Oak, Wormholt and White City and Shepherds Bush Green. Qualifications figures for 2001.

In this table, no qualifications means people without any academic, vocational or professional qualifications; lower level qualifications describes qualifications equivalent to levels 1-3 of the National Key Learning Targets (GCSEs, A-levels, NVQ levels 1-3); higher level qualifications refer to levels 4 and above (first degrees, higher degrees, NVQ levels 4-5, HND, HNC and certain professional qualifications).

Table 17: Barriers to housing and services score and rank within England of estate LSOAs

LSOA	Barriers to housing and services score	Rank of barriers to housing and services score (out of 32,482 with 1 being the most deprived)	Rank of barriers to housing and services score (%)
E01001961 (White City)	37.93	2951	9.1
E01001958 (White City)	37.75	3026	9.3
E01001957 (White City)	37.39	3149	9.7
E01001944 (Edward Woods)	36.36	3531	10.9
E01001875 (Old Oak)	36.15	3619	11.1
E01001940 (William Church)	32.81	5327	16.4
E01001878 (Old Oak)	30.72	6674	20.6
E01001955 (White City)	30.06	7130	22.0

Table 18: Crime / disorder score and rank within England of estate LSOAs

LSOA	Crime / disorder score	Rank of crime / disorder score (out of 32,482 with 1 being the most deprived)	Rank of crime / disorder score (%)
E01001955 (White City)	2.31	67	0.2
E01001961 (White City)	1.69	637	2.0
E01001875 (Old Oak)	1.00	3859	11.9
E01001958 (White City)	0.79	5775	17.8
E01001940 (William Church)	0.20	13,279	40.9
E01001878 (Old Oak)	-0.09	17,564	54.1
E01001944 (Edward Woods)	-0.22	19,414	59.8
E01001957 (White City)	-0.48	23,001	70.8

Table 19: Living environment score and rank within England of estate LSOAs

LSOA	Living environment score	Rank of living environment score (out of 32,482 with 1 being the most deprived)	Rank of living environment score (%)
E01001944 (Edward Woods)	56.06	1597	4.9
E01001940 (William Church)	53.18	2023	6.2
E01001958 (White City)	44.84	3766	11.6
E01001875 (Old Oak)	38.62	5522	17.0
E01001955 (White City)	38.46	5580	17.2
E01001957 (White City)	37.44	5913	18.2
E01001961 (White City)	33.15	7387	22.7
E01001878 (Old Oak)	24.33	11,277	34.7

Table 20: Indices of Deprivation ranking for Islington and Hammersmith and Fulham overall and for extent, local concentration, income and employment

Indices of Deprivation 2007		Islington	Hammersmith and Fulham
Average deprivation score (Areas)	Rank	8	59
Average deprivation rank (Areas)	Rank	6	38
Extent of deprivation (Areas)	Rank	6	72
Local concentration of deprivation (Areas)	Rank	56	113
Area position on income scale (Areas)	Rank	36	65
Area position on employment scale (Areas)	Rank	39	72
Index of Multiple Deprivation; LA population (Persons)	Count	183,930	170,760
Most deprived LSOA	Rank	1.7%	5.9%
Least deprived LSOA	Rank	48.4%	66.4%

Source: Office for National Statistics, Neighbourhood Statistics.

<http://www.neighbourhood.statistics.gov.uk/dissemination/LeadHome.do>

Table 21: Crime statistics for Islington and Hammersmith and Fulham (12 months up to April 2009)

	Islington	Hammersmith and Fulham	Metropolitan Police Total
Total crimes	29,358	22,997	843,396
Homicide	8	1	151
Violence against the person (total)	5,800	4,972	175,168
Rape	63	62	2,191
Other sexual	206	171	6,617
Robbery (total)	1,094	694	32,518
Robbery (person)	988	653	29,288
Robbery (business)	106	41	3,230
Burglary (total)	3,014	2,239	94,014
Burglary Residential	1,683	1,684	59,472
Burglary Non-residential	1,331	555	34,542
Gun enabled crime	76	56	3,022
Motor vehicle crime	3,279	2,737	106,912
Domestic crime	1,544	1,204	53,305
Racist crime	358	279	9,519
Homophobic crime	89	38	1,147

Source: <http://www.met.police.uk/crimefigures/index.php>

Table 22: Age groups, 2001 - % of total population

Age in years	St Peters	Bunhill	Islington	London	England
0-4 years	7	6	6.3	6.67	5.96
5-14 years	11	10	11.1	13.53	14.2
15-19 years	5	5	5.2	4.66	4.9
20-44 years	48	50	49.3	42.72	35.31
45-64 years	18	16	17.8	20	23.75
65 years & over	12	13	10.2	12.43	15.89

Source: Census, 2001

Table 23: Ethnic group, 2001 - % total population

	St Peters	Bunhill	Islington	London	England
White	81.1	76.1	75.3	71.15	90.92
White: British	64.1	59.6	56.8	59.79	86.99
White: Irish	4.7	4.2	5.7	3.07	1.27
White: Other White	12.3	12.3	12.9	8.29	2.66
Mixed	3.2	3.8	4.1	3.15	1.31
Mixed: White & Black Caribbean	0.9	1.1	1.3	0.99	0.47
Mixed: White & Black African	0.6	0.6	0.7	0.48	0.16
Mixed: White & Asian	0.7	0.8	0.9	0.84	0.37
Mixed: Other Mixed	0.9	1.2	1.2	0.85	0.31
Asian or Asian British	4.0	6.3	5.4	12.08	4.58
Asian or Asian British: Indian	1.6	1.9	1.6	6.09	2.09
Asian or Asian British: Pakistani	0.3	0.6	0.5	1.99	1.44
Asian or Asian British: Bangladeshi	1.7	2.9	2.4	2.15	0.56
Asian or Asian British: Other Asian	0.4	0.9	0.8	1.86	0.48
Black or Black British	8.8	10.1	11.9	10.92	2.30
Black or Black British: Caribbean	3.4	2.4	4.9	4.79	1.14
Black or Black British: African	4.7	7.0	6.0	5.28	0.97
Black or Black British: Other Black	0.6	0.8	1.0	0.84	0.19
Chinese or Other Ethnic Group	3.0	3.7	3.3	2.69	0.89
Chinese or Other Ethnic Group: Chinese	1.4	1.9	1.7	1.12	0.45
Chinese or Other Ethnic Group: Other Ethnic Group	1.6	1.8	1.5	1.58	0.44

Note: columns do not total 100% due to sub-grouping of data

Table 24: Tenure, 2001 - % of people living in households

	St Peters	Bunhill	Islington	London	England
Owned: Owns outright	11.1	5.7	10.5	19.21	24.45
Owned: Owns with a mortgage or loan	23.4	14.9	22.7	38.22	46.13
Owned: Shared ownership	0.5	0.4	0.9	0.94	0.64
Social rented: Rented from Council (LA)	37.2	43.7	32.1	16.65	12.38
Social rented: other social rented	7.0	14.4	12.2	8.80	5.55
Private rented: Private landlord or letting agency	17.8	17.1	18.6	13.36	8.01
Private rented: Employer of household member	0	0.1	0.2	0.21	0.30
Private rented: Relative or friend of a household member	0.8	0.3	0.8	0.60	0.55
Private rented: Other	0.4	0.8	0.2	0.26	0.31
Living rent free	1.7	2.6	1.8	1.75	1.69

Source: Census, 2001

Annex 2: Full list of people interviewed

Estate	Code	Person: Gender	Age	Ethnicity
White City	WC01	Male	20-25	Other: Egyptian
White City	WC02	Male	40-59	White British
White City	WC03	Female	16-19	White British
White City	WC04	Male	60-79	White British
White City	WC05	Male	20-25	White British
White City	WC06	Male	26-39	Black British
White City	WC07	Female	26-39	Other: Mixed
White City	WC08	Female	26-39	Black British
White City	WC09	Male	16-19	Other: Yemeni
White City	WC10	Male	40-59	Black British
White City	WC11	Male	16-19	Black Other
White City	WC12	Female	16-19	White British
Edward Woods	EW01	Female	26-39	Black Somali
Edward Woods	EW02	Male	20-25	Black British
Edward Woods	EW03	Female	26-39	White British
Edward Woods	EW04	Female	20-25	White Other
Edward Woods	EW05	Female	40-59	Other: Filipino
Edward Woods	EW06	Female	60-79	White British
Edward Woods	EW07	Male	40-59	White British
Edward Woods	EW08	Female	60-79	White British
Edward Woods	EW09	Female	60-79	White British
Edward Woods	EW10	Male	80+	Black British
Edward Woods	EW11	Male	80+	White British
Edward Woods	EW12	Male	40-59	Other: British
Edward Woods	EW13	Male	16-19	White British
Edward Woods	EW14	Male	20-25	White British
Old Oak	OO01	Male	26-39	White EU
Old Oak	OO02	Male	60-79	White British
Old Oak	OO03	Male	26-39	White British
Old Oak	OO04	Male	20-25	Black British
Old Oak	OO05	Male	26-39	Black British
Old Oak	OO06	Male	40-59	White British
Old Oak	OO07	Female	40-59	Other: Jordan
Old Oak	OO08	Female	26-39	Black Other
Old Oak	OO09	Female	26-39	White British
Old Oak	OO10	Female	20-25	Asian British

Annex 3: Consolidated feedback from the launch event

FAMILIES AND CHILDREN; How Can Their Needs Be Met?

Table facilitator: Sarah Burrell

All the organisations represented round the table (except Cripplegate) already had a local presence or had been involved in the report.

Children in Need gives grants to local projects/organisations (Children in Need representative thought there were some in HUC benefit area. He will find out and if possible email a list. He had also been involved, before joining Children in Need, in the Children's Fund National Evaluation Report).

Dr. Edwards and Bishops King's Charity gives grants in the borough, mainly in the southern half but also in HUC area of benefit.

Frank Buttle Trust gives grants in HUC area of benefit and their delegate had also been involved with Children in Need grant giving and was experienced in monitoring how grants were spent.

Information Technologists Company is sponsoring the new Hammersmith Academy which is within HUC area of benefit.

LSE Housing had been involved in the report.

In addition we had the Chairman of the Cripplegate Foundation (who is also Chair of the Education Committee of the Anna Frank Trust).

Response to the report

- Was received very enthusiastically by everyone round the table
- It was a "revelation" to some – especially the fact that so many families and young children were concentrated in the estates
- It was noted also that the demand for council accommodation was such that needy families would be given priority and that problems/need for support on the estates are therefore be likely to increase
- It was felt by those who had experience of such things – and not just the LSE delegate – that the number of interviewees was sufficient to deliver a representative view. Nothing to be gained by further interviews.

How to help

- Often those most in need of help were the hardest to identify. Cripplegate had started to employ locals [e.g. within an estate] in an attempt to reach those who remained behind closed doors.
- It was important not to forget that many families living on estates (and elsewhere) are living in crowded circumstances and extreme poverty. Grants required for "white goods" which these families could otherwise not afford.
- Having said that, it was very important to remember that money isn't everything. When funding projects, it is vital to work alongside and provide support and advice until the project is up and running.

- Also, grant application is very complicated and HUC could assist by providing a service to help with filling in forms etc. In particular, it was suggested that the LSE report itself would be a huge help in the grant application process because it would enable applicants to demonstrate need in the relevant area. Could it be made available for this purpose?
- The film showed that children look up to their elders as role models (some discussion as to whether this meant adults or older children/teenagers – probably both). The Hammersmith Academy intends to provide opportunities for older pupils to work with younger ones e.g. football coaching.
- The Academy could possibly be the location for a community hub (inconclusive discussion on where the best place for a community hub would be but the idea that HUC should be visibly accessible to the community somewhere was a good one).

The big idea

The “big idea” reported back from the Red Group was the community hub (which is a recommendation in the LSE report). But other good ideas emerged from the discussion as noted above – including in particular making the report itself available to those applying for grants and providing a service to help with grant applications.

THE PRIORITIES FOR WORKING WITH YOUNG PEOPLE

Table facilitator: Simon Downham

Family Justice Centre doing direct work with vulnerable kids – (sponsored by Barnardos)

My Generation

West London Citizens

Youth Offending Team

Community Youth Worker – NHH

Director of Harrow Club - youth club in area of benefit

Coca Cola UK

Response to the report

The group had a very positive response to the report. There was no surprise at the content ('a minicab driver on White City could have told us all this') and there was no suggestion for major additions given the apparent scope of the report. There was unanimous consent to the conclusions of the report in so far as recommendations focused on youth and children's provision.

Vigorous discussion focused on HUC's potential responses to the report and, given the fact that there were five full time youth workers in the group, the 'needs' in youth work.

HUC Responses to the Report

It was noted that none of the poor were in the room and that there was no youth voice represented in responding to the report. This led to real concern as to possible paternalistic top down responses.

In generating the Big Idea the need was for a community led and local response. HUC would be advised to identify what is already working on the ground, to listen to the experience of those already trying to respond.

In the course of discussion (including two youth workers working in the same area out of centres less than 200 metres apart and who knew nothing about each other) it became clear that a major vacuum was in bridging between existing provision and creating a joined up approach. In order to generate the big idea we needed some way of identifying and building the capacity of community leadership. Maybe this was the most significant contribution HUC could make – initiating, funding and sustaining community leadership.

Much discussion about potential funding models also followed.

The consensus seemed to be that HUC would be well advised to identify good local models and build on them – ('grab them, increase them, sustain them').

Be wary of increasing numbers who are building professional careers on the borders of statutory and voluntary provision.

Be prepared to fund for longer periods (ie 3 to 5 years) and give time for results.

Consistency of presence was paramount.

Quality of offer was fundamental.

Be prepared to fund human resources as well as buildings and equipment.

Have a light but responsible touch so that 'low control/high accountability' was a good relational way of proceeding.

How to help

- Always keep family in mind ('I would spend all the money on teaching the parents to parent', My Generation representative).
- Try to foster intergenerational aspects.
- Giving points of 'belonging' was very important.
- Need to empower rather than simply entertain young people. But fun is important.
- Involve youth in budgets. Develop young leaders programmes. Apprentice young leaders.
- Examine micro financing and repayable scholarships for young people.
- Find ways of encouraging participation ('its not about keeping them off the streets – its about getting them back there with a sense of participation and real contribution'.)

THE PRIORITIES FOR WORKING WITH YOUNG PEOPLE

Table Facilitator: Assistant Head of Latymer Upper School and John Little (Scribe)

Latymer Upper School
Winton Capital
Notting Hill Housing
Westfield
The St Paul's Centre

Notes on report

- Issue not seen to be primarily financial, rather poverty of aspirations and lack of life skills.
- So must try to raise aspirations possibly through local opportunities/activities eg sport, music, dance, DJ.
- This should be through leadership of members of same community + Local role models necessary to inspire young people + But how to find these?
- Young people also need some basic skills to enable them to do things such as obtain and keep a regular job + do not isolate kids - treat them as part of the wider community - engage parents at the same time.
- QPR (apparently) runs breakfast clubs + The Upper Room (a charity run from St Saviours, Cobbold Road) provides breakfasts for some kids on White City Estate + Burlington Danes has after school activities and has facilities that could be used more widely + Latymer Upper is forming links with Burlington Danes

Questions about the report: No reference to truancy which often leads to illiteracy and innumeracy and then perhaps to crime/antisocial activity. No reference to gang culture (at least in any depth) and its effects. Also the major issue, ahead of what to do about youth, was insecurity. What about this? Does this not have to be tackled at the same time? Is this a police role?

THE IMPROVEMENT OF COMMUNITY SPACES AND FACILITIES

Table Facilitator: Heather David

Shepherds Bush Housing

L.B. H&F

Rogers Stirk Harbour and Partners

The St. Paul's Centre

John Lyons Charity

The report was well received contributors worked in and around Hammersmith and so had good in-depth knowledge of open spaces and facilities and some very clear views on how these can be run more efficiently and improved.

Generally there is a lack of investment in community facilities. Facilities can be quite territorial and any improvements in physical areas needs accompanied by education and investment in people.

Are there any major additions that can be included?

There is a gap around mental health and particularly low level mental health such as depression. Often these sufferers live in our general needs housing and not our supported housing and as such are disengaged from services isolated and unsupported. This can be a major contributory factor in anti social behaviour facilities should be more open and welcoming and conduct outreach to improve the diversity of people y using the centre and the activities provided.

How to help

- We need to understand what level of investment is required in centres and also what services are taking place in them – A large scale mapping exercise could minimise overinvestment or duplication of resources
- There is a lack of training on using centres for staff and local communities
- There needs to be some programmes that encourage partnerships between centres to break down divisions and territories.
- We need to identifying local leaders in the community to spark a change in the way we use and access community facilities
- Employing neighbourhood facilitators specifically around youth provision to map services and develop partnerships
- Mapping exercise to quantify the amount and type of open spaces

The big idea

- Mapping Community facilities and community spaces
- Develop neighbourhood brokers whose main aim is to ensure efficient use of facilities and resources
- There should be rewards for use and we should measure our success with outcomes rather than numbers.
- Continue doing more of what works well rather than chasing the big idea.

THE IMPROVEMENT OF COMMUNITY SPACES AND FACILITIES

Table facilitator: Elaine Ashton

Groundwork

Hammersmith and Fulham Homes

LSE

Head of UK Grants

Hammersmith and Fulham Council

LSE

H.U.C Trustee

Response to the report

- Loved the film great people speaking for themselves.
- Often the perception is people do not like their estate – the contrary is clearly the case
- Re report Surprised that the focus was so strong towards the young. What would happen to bingo for the elderly.
- Disdain- re other estates they take pride naturally in their estate

Considering the topic of Improvement of Community spaces and facilities anything to be added?

- There are facilities on the estates, but many are rundown or fallen into disrepair.
- White City pool good example Old pool demolished new pool now has no Wave machine.
- A football pitch pulled up- when all that was needed was a bit of maintenance/repair.

A small investment to get facilities up to scratch. Then how to manage/maintain, rather than new build.

Schools could play a part. (Use of their sports facilities out of hours /holidays).

Re the young “Engagement and ownership” are key. They need to be consulted otherwise they feel disassociated.

What are the priorities?

- A Community Audit of facilities – both in the private sector and schools.
- Currently we list only the Public Community assets
- Is it always the Public sector that have to initiate setup and then the running.

How could HUC set about implementation?

- A little seed funding to help facilitate Community asset Audit to find what is available
- Unlocking what exists and then getting people to engage
Community leadership grants ie finding more people like the football coach in the film.
Potential model for a key funder.
- HUC – Act as a catalyst to unlock/uncover local community assets .This includes people not just buildings.
- Skill sharing project- Passing on of skills from old to young ie Old car that a volunteer with mechanical knowledge who could teach youths how to mend .Low cost / engages young and old.

Have you any experience /been involved in this area?

- Very important to engage people in the design of their spaces.
- Groundwork are renown for challenging traditional design concept of playgrounds- by creating challenging stimulating natural environments.
- Ground work model get funding for design and then find volunteers to manage.

The report highlights needs for more community spaces both inside and out. Have you experience in the design of these facilities?

- GW Very exciting graffiti workshop /youth shelter .designed by the young for the young.
- A Graffiti wall provided for the kids to use as they like – low cost white washed every 6 months by the council. Benefits turning a perceived negative activity into something positive.

How would you prioritise Ball park/play grounds/Community cafes?

GW Are Currently creating more intergenerational play spaces- multifunctional – that can be used by families, the young and the old alike. It could incorporate a café.

What has been most successful?

- Projects that bridge the intergenerational divide
- Community worker is key – mentoring role for older people /intergenerational role need to find this sort of person.

Additional comments:

- Are we going to give any feedback to the people on the estates ie those in the film/interviewees?
- Grant maker “In my experience things that work within communities engage those communities at the planning, doing and reviewing stages “
- “ It is not about building lots of facilities it is about skilling local people in those communities“
- “ Small amounts of money can act as a catalyst to unlock ideas and make them happen”
- “ Getting on not getting out” - re life on the estates

The big idea

Unlocking what exists and getting people to engage

HOW DO WE IMPROVE THE INTEGRATION OF DIFFERENT COMMUNITIES; How do People Come to Feel More Secure and Safe?

Table Facilitator: Julian Hillman

Dr Edwards and Bishop King's Fulham Charity
Upper Room
West London Citizens Group
MP
Rayne Foundation
H&F Volunteer Centre

Response to the report

Both representatives from H&F Volunteer Centre and Upper had done work in White City which has run out of funding but their hands on experience worth exploiting and they would be interested in networking with HUC in the future.

How to help

- MP: off estate properties got less attention from their landlords, but often had people with higher individual needs (mental health) placed in them, so we had to think about deprivation in ordinary streets where 1/3 may be social housing
- Upper Room representative: concerned about the difficult history of statutory housing and decades of social policy we were “up against statutory service”.
- DEBK representative: Dr Edwards under pressure from families given good homes but nothing else and they were under pressure to help with “white” goods and demand exceeded their supply.
- Rayne Foundation representative: reminded HUC of the freedom to act as a charity, we could use a range of tools, we can be proactive as well as reactive – we could invest in people like Len in the film!
- H&F Volunteer Centre representative: talked of tracking changes and the need for long term sustainability
- MP: confirmed his experience of need for play space and serviced activities agreed adults needed to be involved. This need was based on the fact that most of the complaints he got as an MP were about ant-social behaviour rather than serious crime.
- H&F Volunteer Centre representative: stressed the importance of engaging early, before gang culture takes over and how many young people do come out of bad teenage period and become “good” citizens
- DEBK representative: stressed the needs of the BME communities coming in which also led to the suggestion we needed to diversify our identity as a charity.
- Upper Room representative: stressed the need for alternative services to try and engage people who are detached using organisers and working through 1 to 1 meetings and building networks. Mentioned loss of Janet Adekeke pool where it was removed top down and people not involved bottom up.
- MP: need to be positive about the estates and communities not stigmatising many good things there.
- H&F Volunteer Centre representative: reminded us that we all need to associate and be in “gangs” and we need to help fragmented people especially young people integrate.
- West London Citizens Group representative: by organising our communities we are offering an alternative “good gang”. Our young people will then look to civil society organisations rather than to peer groups.

- Upper Room representative: reminded us there are a small number of very delinquent kids in dysfunctional families and they need to be considered.
- Mention of absence of mental health perspective.
- Importance of what works rather than big idea.
- Linking with existing services and making use of them but costs – school caretaking for example/

Key messages

- Lots of good things in our estates as well as issues
- Think long term sustainability not three year projects
- Remember the freedom of HUC

The big idea

Build relationships between community leaders and above all young leaders; offer training in community organising and leadership; encourage formation of local associations, especially of young people, to present applications for funding; funding activities that have arisen directly from community participation and action.

I found the session fascinating and thank the entire table on behalf of all the Trustees of HUC.

HELPING ELDERLY PEOPLE

Table Facilitator: Stephen Burke

Bishop Creighton House
The Mercer's Company
Notting Hill Housing
St Katherine's Vicarage
Staying Put Services
The Fatima Centre
Frank Buttle Trust
Leader

Response to the report

- There was general agreement that the film was very powerful and rang true. There were some concerns that the report/film highlighted issues that people working in White City don't necessarily experience/see.
- A big issue is the gap between young and old and the lack of understanding between generations.
- There are already a number of projects which cater and serve a wide range of ages eg Fatima Centre, the churches etc, with younger and older people using facilities at the same time. These need to be promoted/supported.
- The group felt we needed better data on age profiles of people living on the estates. It was felt that the report didn't fully reflect the experiences of older tenants, many of whom are isolated. What about the growing number of BME older people?
- Life has improved on the estates over the last 10-15 years but why are many of the issues for young people still the same?
- Horizons and aspirations are limited. We need mixed communities but how do we achieve that? Primary schools are crucial to change the culture, particularly among younger boys, and to support families.

'Getting on shouldn't mean getting out' of the estate.

How to help

- Lack of English limits opportunities and communications. Local TEFL classes are oversubscribed. Perhaps HUC could fund classes?
- Older people want crime etc dealt with. Older people are the stability on the estates, many having lived there for up to 60-70 years. Simple things like improving lighting, security can help.
- Intergenerational projects are key. Connecting younger and older people across ages.
- Mixed sporting activities for young people e.g. Latymer and Phoenix schools. Borough wide sports events. Football as in the film. A shared site/hub for all ages? Develop a facility on the site of the old bingo hall at Savoy Circus?

It is important that we feedback what happens next to people at the event and involved in the research.

THE MODELS OF CHARITABLE GIVING; Which One/s Should H.U.C Adopt?

Table Facilitator: Chris Hammond

Community & Voluntary Services Association (CaVSA)

Cripplegate Foundation

Faith & Public Policy Forum Kings College

Burlington Danes Academy (ARK)

London Funders

Hammersmith & Fulham Council

Westfield

Response to the report

When considering the Main Report, the Group thought that it was particularly detailed and pleasingly comprehensive. It gave some members particular insights into the area of knowledge that they were previously not aware.

A representative of LBHF was interested in the omission of the rented accommodation in the catchment area. She thought that there was 60% turn over in a year (churning) of this category of population. She thought that this should be considered in the report as it was significant to what we might be doing; for example the effect on the local primary schools.

How to help

Some of the group thought that it was not so much about giving money to other groups so that there could, for example, be more youth provision. It was suggested that what was needed was a way of connecting Youth (NEETS) into the adult world where they could gain their self-esteem. Paid apprentices were suggested by London Funders. To be aspirational was an important trait. In this context it was suggested that the university student in the film, studying forensic science, had been inspired from outside of the estate. The type of networking that he had enjoyed was an example of what aspirational thinking could do and which could be one of the ways forward for HUC to make a change.

The Group was concerned that there were significant institutions in the catchment area that were disconnected. The example was schools which had few “after school clubs” for all youth. It was reported that there were 18 institutions in the White City area that could offer services to children/young people but they did not offer a connected up service. Lots of people did not usually use them and/or know what they were offering. The Hub model was discussed. It was thought that it was not so much a building that was required but a way of activating people led by trained community organisers. The training could be the basis of the HUB model—“the need to train leaders for future sustainability”. The Islington Charity, Cripplegate was a model that was discussed. It influenced policy in Islington in the NHS, the Council and the voluntary sector. It convened meetings for solutions of problems e.g. youth and it had a neutral ambassador role. It employed its own community/social workers. “It got the right people into the right places”.

The faith and public policy department, King’s College London thought that another model to be considered was the training of leaders for community organisations. This was demonstrated in Hackney and Baltimore. It was considered that this model was particularly effective in causing social change. The methods used in the election of President Obama, it was suggested, should also be studied as one of the ways forward towards meeting the report’s recommendations.