

SOCIAL AUDIT OF ROEHAMPTON

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<p>This report is based largely upon a physical exploration of the area between March – May 2010 and interviews and desktop research, which took place until the end of September. As far as possible information has been verified at the time the report was written in September and October. The author takes no responsibility for inaccuracies resulting from any ongoing changes during the audit period.</p>

Mac Downes – October 2010

SOCIAL AUDIT ROEHAMPTON

1. PREFACE

A social audit has 3 distinct phases.

1. A physical ‘walkabout’- During this phase every street is covered and community facilities (or absence of) is noted. ‘Areas of Likely Concern’ (ALC) are also noted. As a general rule when an audit is conducted this can vary from a rundown estate with no apparent community facilities, no external dedicated play space, strewn with litter and adorned with graffiti to a terraced row with unkempt gardens, untidy doorways and several doorbells per house. Areas that seem self-sufficient with a local community able to make their own way in the world are initially designated ‘Not Areas of Interest (NAI). ALC’s or NAI’s are confirmed as the next phases of the audit progress.

2. From the mapping a comprehensive list of community, faith and public services emerges. Appointments are made to meet with people working via these services to enable them to tell their story, describe the services they deliver and the community challenges that they and the local people face. This list and possible interviews are supplemented by ‘local knowledge’ or ‘hidden issues’ picked up as the audit progresses. Local people were also invited to complete a questionnaire.

(As local and parliamentary elections took place in May it was agreed that the interviews would begin after election date.)

3. Present the observations and gathered evidence as a report and make recommendations.

Audit progress is monitored by a Steering Group. For this audit Roehampton Audit Steering Group (RASG) comprised.

Rev Jim Mc Kinney – Holy Trinity Church, Roehampton, Chair Roehampton Forum & Roehampton Partnership

Susan Melhuish – local resident, member of Holy Trinity Church

Pam Harris – local resident, member of Holy Trinity Church, member of Roehampton Forum

Pauline Brueseke- former Ward Councillor, member of Roehampton Forum

Alison Macdonald- former Mental Health worker in area, Chair Housebound Learners and member of Roehampton Forum

The steering group were joined at the questionnaire analysis stage by Cathie Chandler and John Martyn- both members of Roehampton Forum. John completed the analysis of the ‘likes and dislikes’

Mac Downes – Voluntary Sector Consultant commissioned by Holy Trinity Church to undertake this audit

2. THE AUDIT

a) BACKGROUND

The work was commissioned by Holy Trinity Church, Roehampton via funding from The Church Urban Fund's 'Mustard Seed' initiative

At the first Task Force meeting the scope of the work was summarised as:

'Holy Trinity Church has commissioned a social audit of Roehampton in order to hear the voice of the people of Roehampton in a time of critical change. The results of the audit will help us, the Roehampton Forum and other local community groups in making a contribution to the decisions that will be made concerning our area by the local National Health Service and our Borough Council.'

At the time this work was originally proposed it was seen as an opportunity for people living in Roehampton- especially on the Alton Estate to make their wishes known should the withdrawn regeneration plans be revived. [Full details of the proposed scheme can be accessed via the Wandsworth Council website under the heading 'Roehampton Regeneration']

The following report is presented in this context

The 'Walkabout' took place between 26th March and 20th May 2010 followed by interviews with nearly 40 people who deliver voluntary sector/ public services in the area and/ or live in or near the study area. The audit also included attendance of some meetings held by umbrella or strategic groups in the area or observational visits to community projects (**See Appendix 1 Interview List/ Meetings attended**).

As well as regular meetings RASG members and additional volunteers supported the questionnaire analysis. The full report was prepared for the launch date on the 20th October at a 'Knowing Roehampton' event hosted by Roehampton University. A summary booklet including report recommendations was presented to people attending the event and copies sent to all invited interviewees who were unable to attend the event. Copies of the full report were also sent to key organisations included in the recommendations. Walkabout notes and notes taken at interviews and meetings were compiled and retained as internal documents to support Holy Trinity and Roehampton Forum's future work in Roehampton. The following report is an account of information as interpreted by the auditor and in no way can be attributed to any other particular individual.

b) AREA OF STUDY

For the purpose of this study the area covered accords with Roehampton Ward.

NB This does not entirely correspond with Parish boundaries for Holy Trinity Parish which includes some area to the east of Roehampton Lane (e.g. Eastwood Estates) and a portion of the Ashburton Estate. The study area includes Putney Vale Estate which is not in Holy Trinity Parish but part of the parish of St John the Baptist of Kingston and Putney Vale. A further complication is the view from several people

living on Lennox and Putney Vale estates who do not describe themselves as living in Roehampton! Even the Ward name has led to confusion in the past and the council has finally agreed that the official Ward is called 'Roehampton and Putney Heath [Ref 1]

To clarify. The area studied corresponds with the Ward boundary- some reference has been made to community facilities in the adjoining areas as these may be of community benefit for residents living in Roehampton and Putney Heath Ward.

For the purpose of the report any reference to 'Roehampton' relates to the whole ward of Roehampton and Putney Heath.

c) TRANSPORT

Generally Roehampton is well covered by public bus transport which provides convenient links to mainline stations at Barnes, Kingston and Putney. The 85 route Putney Bridge- Kingston is a 24 hour service. The nearest tube link is Putney Bridge (one bus journey) or East Putney (two bus journeys). Public transport was used extensively by the auditor throughout the study and proved the statement 'there is always a red bus in sight in Roehampton'. Some public and voluntary services within Roehampton are only reached by taking 2 bus journeys. This may be problematic to some elderly or disabled users. Special mention must be made for the twice weekly return 969 return service to ASDA Roehampton Vale which enables elderly or buggy bound passengers to access shopping from Lennox and Alton Estates—the driver even carries heavy baskets to nearby doorways!

3. ROEHAMPTON DESCRIBED

Roehampton is one of the most deprived wards in Wandsworth. Some measure of this can be gained from **Appendix 2 Local Statistics**. This has been presented on a Parish basis. As summarised in a recent report by Kairos Solutions Ltd [ref 2] 'Roehampton is a densely populated and predominantly deprived area in the top 10% for disadvantage nationally'. This report is also recommended as a source of fine detail about the various levels of deprivation in Roehampton.

a) AREAS OF LIKELY CONCERN

From the walkabout and information received the following areas are described as 'Areas of Likely Concern' (ALC).

- Alton East
- Alton West
- Clarence Lane
- Lennox – including Woking Close
- Putney Vale- principally Putney Vale estate and the row of terraced houses (Florence Terrace) near Robin Hood Gate but not including Friars Avenue

b) NOT AREAS OF INTEREST

For the purpose of this report 'Not Areas of Interest (NAI) include the following:

Some of facilities mentioned in this paragraph are commented on later in the report as community resources

1. **Area between Roehampton Gate and Priory Lane up to Dowdeswell Close.** This includes facilities such as Roehampton Club, Bank of England Sports grounds, International Tennis Federation, Ibstock Place School, Templeton, Rosslyn Park & Priory Court inc. Hospital and residences along Roedean Crescent, Roehampton Gate and Bank Lane. Rosslyn Park with rear entrance in Priory Lane is included in this grouping.

2. **Putney Heath-** including all properties off Portsmouth Road and adjoining streets. This area includes Roehampton Cricket Club and Telegraph Pub.

3. **Houses alongside Roehampton Vale**

This includes Chohole Court 14 x 2 bed apts. overlooking Richmond Park and Pallister Terrace. Facilities include Kingston University Roehampton Vale campus; Richardson Evans Memorial Playing fields; Stag Lodge Stables

4. Area around **Akehurst St; Nepean St; Rodway Road.** This area is known as 'The Quadrant' and has an active Resident's Association. This area includes **Riplington Court** a Council Sheltered Housing Scheme.

5. **The entire area to immediate west of Roehampton Lane from Upper Richmond Road until Roehampton Lane borders Alton West.** This area includes the following facilities Rosslyn Park F.C; Fairacres; Southlands College; Digby Stuart College; Froebel College (all part of Roehampton University) ;Sure Start Roehampton (inc Community Café); South Thames College; Eastwood Day Nursery; Regeneration Roehampton; Citizens Advice Bureau ; Hartfield House (Adult Placement service - HOST)

6. **Norstead Place; Ringwood Gardens; Breamore Close** proximate to Alton East- including **Pocklington Court** – (a housing scheme for people with sight loss); **Redwoods and Arnewood Close.**

N.B Although listed as NAI there are several isolated elderly people living in these areas that may at risk of being overlooked.

c) AREAS OF LIKELY CONCERN IN DETAIL

1. ALTON ESTATE

Although this is divided by the Housing Department into 3 distinct areas (and further divided into neighbourhoods) this report has (apart from defining number of properties) treated Alton East; Alton West; Clarence Lane as one whole.

This is a vast housing project. There are 3,587 properties with 1,463 sold (the majority of these are on leasehold with about 100 freehold). i.e. approximately 60% council tenants. Tenants and residents have access to the quarterly Area Housing Panel if their housing block has set up an accredited Tenants and Residents Association (TRA).The TRA's are supported by a Resident Participation Officer who also encourages blocks without an accredited TRA to set one up. There is an accessible housing office on the estate.

There are challenges posed in the area by potentially uncommitted 'moving' population. Unconfirmed data would suggest that the rate of population shift out of the whole ward is the highest in Wandsworth which is the 5th highest Local Authority in London. This is particularly exacerbated on The Alton Estate because of short term lets being given for the 3 blocks once scheduled for regeneration. This combined with the number of Roehampton University students moving through the area on an annual cycle creates a high degree of population turbulence. Several mentions were made about the problems posed by some absent landlords who do not stay involved with their property and exercise no control over tenants. This in turn is exacerbated by landlords living abroad; poor agency control or no agency control and language difficulties.

Some of the bungalows at Minstead Gardens are used to house people from the Hostels Team.

During Phase 2 of the audit some comments were made about the poor quality of housing and housing maintenance by the council. From personal observation it would seem that The Alton Estate is well served in comparison with other areas visited in Wandsworth and nearby boroughs.

Externally within the estate the area appears relatively well maintained. Pathway and roofing maintenance was taking place during the walkabout. The road surfaces are of poor quality in several places but this could easily be a consequence of a hard winter. Paved and tarmac surfaces are variable with some areas not very safe for older vulnerable people or people requiring wheelchair access.

The poorest aspect of the estate is the entrance to the estate at Danebury Avenue. Several of the shops look careworn and the two charity shops are in urgent need of a makeover (a task for The Queen of Charity shops- as per recent TV series?). The entrance to Danebury Avenue is heralded by 3 large litter bins parked to the side of the pharmacy and Supermarket. Could these not be tucked around the corner? Further down the shops and the whole area nearby in Minstead Gardens looks very run down. This was the highest litter area observed with weeds plentiful through the pavement cracks. Graffiti throughout the estate was minimal. There was some fly tipping – it would appear to be from residents avoiding the council charges for large waste disposal.

The flats visited as part of the interviews were very pleasant, with beautiful views across the park and other wooded areas. As might be expected in such a dense housing area some people did not take pride in the immediate area outside their flat- however this is well balanced by some ground floor dwellers who have maintained pleasant small gardens and sitting areas. One index of a careworn block of flats can be seen via the mosaic of alternatives to curtaining or blinds at windows. Some flats seemed devoid of either and had resorted to windows covered with carpeting, cardboard or nothing at all.

The auditor was pleasantly surprised by the level of everyday, caring and courteous exchanges between people making their way through the estate. During the school holidays there were small groups of unsupervised children / youth playing or simply hanging around. As noted at the time:

'..... several people walking from shops and bus stops several children playing in small groups or older youths hanging around or riding bikes. More activity than seen on other high density estates at similar time of year during other walkabouts. Lots of evidence of people passing time of day and stopping to chat'

Amenities on the Alton Estate.

NB several facilities on the periphery of this area are included. There is some repetition for multi purpose facilities or organisations.

i) Churches and other faith centres

Holy Trinity Cof E- apart from the main body of the church has no immediate meeting space. The Parish Hall, now called Cornerstone, is principally used by a private nursery, Roehampton Family Hub, but is available for hire at other times. It has a kitchen, disabled facilities and access.

Methodist Church Minstead Gardens- apart from worship and church related groups is used one day per week for an elderly lunch club run by Regenerate – RISE. The office space is used by Regenerate youth and community projects. It has a kitchen, disabled facilities and access.

Church related activities include ‘The Biz’ – a monthly all-age creative session and ‘Sure 24’ a weekly club for 5-11’s run jointly by Regenerate and the church.

St Josephs RC includes 2 halls for hire with disabled access and facilities. The Catholic Sisters in **St Mary’s Convent** in nearby Roehampton Village also provide support for individuals and families living on the estates.

The Kairos Centre run by Poor Servants of the Mother of God is a retreat and provides meeting facilities for groups in the community and beyond. It is the bi-monthly venue for Roehampton Forum.

The Alton Community Clubroom is the venue for the Zion Mission and, Muslim organisations hold events there 3 or so times a year

ii) Schools and centres for families and young children. Play areas

There are 3 primary schools (all with nursery facilities) **The Alton; Heathmere and Holy Trinity Cof E.** Just beyond the estate is **St Josephs RC Primary** (Inc nursery) and **Ibstock Place School** - an independent co-educational day school for pupils aged 3-18. There are no state secondary schools on the estate or Roehampton as a whole- **Elliott School** a comprehensive school for 11-18 year olds is nearby on the Ashburton Estate.

The principal centres for families with young children are on Roehampton Lane.

Although **Roehampton & Putney Extended Schools Cluster** is based at **Granard Primary** school in W. Putney occasional activities are provided at **The Alton** and **Heathmere** schools. **ASPIRE** are using premises in **Alton School** to provide a range of free family oriented services. These begin in September 2010 and include: baby Massage; ICT Drop in; ESOL; fun with numbers; Home Safety and First Aid; Healthy Living. There is also a fitness suite.

Roehampton Sure Start and **Eastwood Nursery** have recently been redesignated as **Eastwood Centre for Children & Families**. The full detail of this ‘merger’ needs to be worked through but an initial ‘We are one’ event was held for all staff during the summer. A commissioned researcher is assisting with the development of an informed development plan which will put in place a good community model serving the needs of families with young children aged 0-5.[Kairos Solutions Ltd **ref 2**] A wide range of activities are currently provided on this site.

Alton One O'clock Centre in the heart of Alton East provides for children under 5 years of age accompanied by an adult Monday- Friday 1.00- 3.30

There are plans for **Alton Playschool for U5's**, currently located on Putney Vale Estate to move to refurbished premises (the old Girl Guides Club) near the Alton One O'clock Centre. This is scheduled for spring 2011.

Roehampton Newpin a service run by Family Action (formerly Family Welfare Association FWA) provides a service 3 days per week for referred parents with relationship problems with their children.

Roehampton Family Hub a new private nursery for children from 3months to 5 years has recently opened. It is based in **Cornerstone** (formerly the Parish Hall).

The **Alton Activity Centre** provides supervised open access play provision for children 5+ 11 and for U5's for children with accompanying parent. N.B The sign at the entrance gate is so detailed that it must present a challenge to parents and children with English not as first language!

There is a small well used **play area for U5's** at J'ct Ipsley/ Holybourne Avenue.

The **small U5's playground** opp. Binley House was closed with a 'Danger keep out' sign.

An innovative project run by **Regenerate** is **The Dad's group** is an opportunity for dads to have a fun afternoon with their children, to learn new games and skills and to meet other dads.

iii) Community, Further and Higher Education

Roehampton University Campus.

Roehampton University has some sites on Alton Estate although the majority are nearby bounded by Clarence Lane and Roehampton Lane. The university established in 2004 incorporates Froebel, Digby Stuart, Whitelands and Southlands Colleges. It has residential facilities but many students live in rented accommodation across Roehampton. It has many community links with the immediate area and, despite recent budgetary constraints, is seeking to expand its local community engagement through the '**Knowing Roehampton**' initiative. Current community provision includes public access to beautiful grounds. Possibly this 'offer' needs to be clarified and additional information and signage (particularly for those with disabilities). On the Froebel site there are community allotments together with a delightful play and learning area encircled by logs. On Saturdays open space at Southlands is used by mother and toddler groups. Many youth projects in the area are supported by a Community Sports Officer and student volunteers.

Additionally Roehampton University is one of the few potential large scale employers for people living locally.

South Thames College, located a little way from Alton estate along Roehampton Lane, shares premises with Eastwood **Centre for Children & Families** and offers a wide range of courses for local people. There are fee concessions for people 60+ age and those on an income based benefit.

iv)) Youth.

There are no longer any uniformed organisations on the estate (or the rest of Roehampton). The remaining one, Holy Trinity Scouts closed last year. The nearest equivalent is the **London Allstar Majorettes** based at **Alton Clubroom** with a membership of approximately 40 girls.

On Alton Estate there are 2 council run youth schemes:

Alton Youth Club which is open Mon – Fri evenings with a membership in the 30's. has just run a successful summer programme. Plans are under way for this to be the base for the Area Youth Support Team.

The Base which runs the Connexions service for 13-19 year olds. This service aims for a more 'passing through' rather than established membership.

The YIP programme is run for the council by **Catch 22** a national youth organisation. YIP works with young people referred to the service as they may be at risk. It has Junior YIP membership 11-12 years and senior YIP 13-17 years. Several recent innovative programmes include 'Young Inspiration' a film project relevant to the youth of Roehampton and 'Community Space Challenge' in partnership with Royal Parks and Roehampton University. This project aims for young people to take a lead in addressing the grotty spaces in their community that have been neglected. It has created an allotment on Froebel College site and similar on 'Deer's Leap' a piece of land bordering Richmond Park.

Regenerate is a Christian run inclusive voluntary sector run service which provides a range of activities, projects and opportunities for young people (and the community generally) on the estate. This includes: Football groups 2 nights a week run in partnership with Catch22 and Roehampton University; The Juice Bar is the base and drop in centre for young people. It has also recently been opened as a café providing a much needed community facility on the estate; Mentoring is offered and includes activity weekends away, training and employment opportunities and working trips to developing countries.

As well as the caged **play area adjoining Roehampton YIP** there is also another large **caged play area in Wanborough Neighbourhood** - there is little evidence that this is used. Ironically during the summer residents in the area received council notices reminding them that their offspring were not allowed to play football on the grassed areas.

The **NACRO 'Net Navigator'** bus was also parked in the area during the walkabout but didn't seem very busy.

v) Older people

There are two clubrooms for pensioners living in 94 purpose built sheltered dwellings on the estate. These are part of one resident's association accredited by the council - **Manresa & Minstead Sheltered Housing Residents Association**. This has an active membership supported by the Sheltered Housing Officer and Area Resident Participation Officer.

Other council run sheltered accommodation includes **Riplington Court** (26 flats) which is not on the estate (more part of Roehampton Village). Other sheltered accommodation run by Registered Social Landlords includes **Runnymede Court** (49 places run by Hanover Housing Assoc.); **Hanover Court** (30 places also run by Hanover Housing Assoc.); **Vicarage Court** (25places) & **Trinity Court** (8 places both run by Viridian Housing) whilst nearby at the rear of Cornerstone is **Harmony Court** (9 places- also run by Viridian Housing)

Other clubs or groups run by or for pensioners include **Regenerate-RISE Lunch club** run on Tuesdays at Minstead Gardens Methodist Church- a large number with a full hall. As well as a lunch and hall based activities beneficiaries also have an option of an afternoon outing. People unable to travel to the lunch club are picked up by transport provided by Regenerate-RISE.

During the summer Regenerate-RISE assisted by local volunteers held the annual 'Kings and Queens' event for older people- this continues to be a great success. Many older residents are able to use Regenerate Rise facilities in Putney via the mini bus operated by the charity.

Weekly bingo sessions are run for pensioners at Danebury Avenue Residents Association Hall (**DARA – Focus Hall**) for 20 odd members and at **Alton Clubroom** (50-60 members). Apparently there is also a pensioners group which meets weekly at **St Josephs Church** but this has not been confirmed.

Cornerstone- the former Parish Hall is also used by a local voluntary reminiscence group '**Memory Corner**'. This has about 20 members.

vi) General community facilities including Library, Leisure Facilities

Roehampton Library (open Mon- Wed 9.00-7.00 and Friday & Saturday 9.00- 5.00) is very well used. In addition to general library facilities it has a Children's Library and is the Boost IT Learning centre. The IT facilities always seem to be in full use. It maintains an up to date notice board publicising local events, information and services and displays items of local interest.

Roehampton Sport & Leisure Centre

This refurbished and extended facility is the only part of the regeneration scheme which was completed before plans were not carried forward. It has a high local membership (95% of members walk or cycle to use the centre) and DC Leisure who manage the centre for the council have supported an affordable membership scheme for local people who do not wish to use other DC leisure facilities.

Although not within the bounds of the estate (or within the ward) **Roehampton Playing Fields** (Roehampton Rec.) in Dover House Road has been included as it is the only accessible public facility of this kind in Roehampton. Roehampton University have recently taken it over and there will still be provision for local community access and use. It will be interesting to see how this works out. At present there is high visible use of the pitches and existing pavilion by many organised groups.

In addition to the Sheltered Housing Clubrooms there are two other community Clubroom facilities on the estate.

I Alton Community Hall (sometimes referred to as Henans Hall), situated in Petersfield Rise above a group of shops, is a facility fully booked for evening and weekends. Currently used by a Somali mother tongue group Monday and Tuesdays (parents with 40 children). Wednesdays by All Stars Majorettes (30 girls aged 5-18 years) Thursdays and Sundays by a church group. Friday evenings the Management group holds a bingo session for 50 elderly residents with Saturdays available for parties and weddings. The facilities are also used daytime once a month by the Mental Health Team and 2 - 3 times a year by a Muslim Group. Facilities include a large hall with stage + small room, kitchen and storage space. Access is by stairs only as all facilities are on the first floor.

II Danebury Avenue Residents Association Hall (DARA – Focus Hall) as mentioned earlier runs a weekly bingo group for older residents. It is also a social club with a bar and a first floor hall with kitchen facilities. It runs social events and outings for local residents and the upper hall is available for hire.

Additionally **Roehampton Youth Club** at the junction of Danebury Avenue and Holybourne Avenue is the base for Catch 22 activities for young people (mentioned earlier). Otherwise the title is a bit of a misnomer as the remainder of the 1st floor premises are used by a group of older residents as a social club with a bar. This was also to be developed as part of the Regeneration plan.

Cornerstone (Roehampton Parish Great Hall) is also available for hire. It can accommodate up to 200 guests for weddings and other celebrations in the main hall with on site catering facilities available. It has full disabled access including toilets and includes additional space for up to 85 people. It will be interesting to see how this works out alongside the current weekday use by the private nursery operated by Roehampton Family Hub.

As mentioned earlier the **West Area Housing Office** is at the beginning of Holybourne Avenue with the **Police Station** (not always manned) tucked behind it and not immediately apparent. This is the base for the Safer Neighbourhood Team- this should consist of a team of 6 officers but is currently short staffed. From observation this team has a very high presence in the area – particularly on the Alton Estate. It is very involved with the community and has recently received 2 awards in recognition of its effective role.

Eastwood Centre for Children & Families.- (mentioned elsewhere) In the common entrance there are up to date notice boards publicising local events and information and services across Wandsworth. It is also the location of two other community resources:

I Regeneration Roehampton- the local area office for the councils Economic Development Office. Regeneration Roehampton publishes a regular public consultation newsletter and facilitates the quarterly **Roehampton Partnership** meetings. Membership of Roehampton Partnership includes a local head teacher, church leaders, Roehampton University, South Thames College, Wandsworth PCT, Wandsworth Older People’s Network, local residents, local ward councillors Metropolitan Police, local voluntary organisations and Wandsworth Chamber of Commerce (representing the seemingly defunct Roehampton Business Forum).

II Citizens Advice Bureau (CAB) also has offices and services are available to personal callers at various times every weekday and telephone advice is available at times on all weekdays except Mondays. This is a high demand service.

Nearby is **Hartfield House** – Social Services Adult Placement service with Hartfield's Outreach Support Team (HOST).

vii) Public Houses, cafes shops and businesses

Social gathering places such as coffee bars are non-existent in the shopping area of Danebury Avenue. It is possible to purchase take away coffee at the local bakers otherwise one has to resort to the newly opened **Juice Bar** in Minstead Gardens the **Village Café** in nearby Roehampton High Street (The Village); **Sure Start Community Café** in Roehampton Lane (limited opening times) or catch a bus to **ASDA** in Putney Vale (recently restricted hours to 6.30 pm).

At present there is one public house in the main conurbation of Roehampton (**The Angel**). Currently **The Highwayman** (the only public house actually on the Alton Estate) is closed and **The Kings Head** after a few setbacks plans are afoot to provide drinking and eating possibilities in the near future. Otherwise the nearest pub & restaurants are **The Telegraph** and **The Green Man** on Putney Heath.

Shops in Danebury Avenue include:

Pharmacist; Supermarket; Sub Post Office ;Bookmakers; Bakers; Florist; 2 Charity shops (Dove on Line mentioned earlier);Chemist; Optician; Hardware etc; Launderette-; Convenience store ;Kebab shop

Further down in Minstead gardens there are the following shops:

General store/ off Licence; Juice Bar (see earlier reference); Chinese takeaway; shuttered to let premises; Convenience Store/ off licence; Shuttered shop; Polish/ Off Licence with GP Surgery at end.

The 3 business premises in Petersfield Rise are a Convenience Store; Butchers-(retail and wholesale); Accountancy and financial services offices.

Other shops in the vicinity in Roehampton Village include:

<u>North side</u>	<u>South side</u>
Sandwich bar – shuttered	Void premises
Bookies	Beauty parlour
Minicab	Lebanese restaurant – closed
Carpet Shop	Vietnamese restaurant
Convenience store	Hairdressers (2) – one with original tiling
Launderette	Grill
Sub Post office	Indian Takeaway/ restaurant
	Newsagent
	Manicure – shuttered
	Hairdresser-
	Cancer Charity shop
	Vets

In Medfield Street there are the following:

<u>Shops right hand side from Roe. Lane</u>	<u>Other side</u>
Wine warehouse	Fast chicken take away
Bookies- now void	Internet
Halal butcher (+ veg.)- business for sale	Shuttered premises – conversion to flats?
Hairdressers	Motor repairs
Undertakers	

viii) Medical facilities (pharmacies listed under shops)

There are 4 Surgeries on the estate or nearby:

Danebury Practice in Minstead Gardens

Westmoor Community Clinic inc. **Mayfield Surgery**- Roehampton Lane

Alton Practice - Roehampton Lane

Practice on opposite side **Roehampton Lane**

There are student medical facilities at **Froebel College**

Queen Mary’s Hospital also includes a **Walk in Minor Injuries** facility- one of the local GP teams is working to extend this facility but it is not yet fully operational.

There are 2 dentist practices in Roehampton Lane with other facilities also available at **Westmoor Community Clinic**.

The Huntercombe Hospital is a specialist unit where adult mental health and brain injury needs are addressed with a focus on treating complex mental health / neuropsychiatric conditions and acquired brain injury in adult patients.

Adjoining this hospital is **Holybourne Day Centre**.

There are 2 other key facilities on the estate or nearby with a health/ disability focus.

I Pocklington Court – a housing scheme for people with sight loss providing 64 Flats with warden (& other staff) support. Has facilities of possible benefit to the local area and has recently appointed a volunteer outreach worker to maximise links between the residents and the local community.

II Heathside Resource Centre – is a facility for people living with mental health issues. It provides a range of professional support services and a daily drop in service. Its membership group which numbers 130 provide a range of self help activities and visits. This council owned facility will close in March 2011 with professional support for members continuing to be provided by the parent organisation ‘Together’. The membership group is currently working with ‘Together’ to find alternative premises and become an independently run charity.

(ix) Other features

The **public seating** on the estate is minimal. This was exacerbated in Danebury Avenue when seating was removed in order to deter street drinkers. There are seats and tables within the enclosed areas at Minstead Gardens Sheltered Scheme- during summer these were seen to be well used.

Public notice boards are minimal. The only good ones are at the Library and entrance lobby to Sure Start/ South Thames. There are plentiful notices in the Danebury Avenue Post Office. These have been sponsored by the Council and Health authorities and are well placed for people queuing for the PO counter. Some agreement needs to be worked out as to who is responsible for keeping them up to date. Otherwise the other source of public notices is at the foot of stairwells / lifts for tower blocks where there is an accredited TRA. Many tower blocks, not having an accredited TRA do not have notice boards.

Local shops and businesses do not seem to be in the habit of displaying public notices – apart from window notices and advertisements at Danebury Avenue Sub PO there were hardly any shops displaying any public or community notices.

2. LENNOX ESTATE– including Woking Close

Although designated as 2 separate estates and physically divided by Priory Lane these have been treated as one area. Lennox consists of 658 properties including 298 sold and Woking Close consists of 139 properties (no details of sold properties). Most Lennox properties are low level 2/3 storey at the southern end with higher level 5/ 5 storey and 2 tower blocks (12 storey) at the northern end bounded by Upper Richmond Road/ Priory Lane. Generally the estate has a pleasant aspect of green spaces and pedestrian walkways. Some roads and pathways are a bit careworn and the estate has a ‘built in’ arrangement of steps and pathways that prevent easy access between properties within the curve of Arabella Drive.

Woking Close properties are reasonably low level blocks with external walkways.

In comparison with the Alton Estate the area is much less busy with less evidence of day to day street conversations taking place. There is an active TRA on Lennox estate and evidence of a newly invigorated committee for Woking Close Residents Association. In the past Lennox Estate had a bad reputation as a ‘no go area’ with drugs etc rife. It has greatly recovered from this and people met on the estate seem happy to live there. Physically some of the paved courtyards overlooked by the 4/5 storey properties do reflect a lot of noise and this was mentioned several times. Shops and other facilities are minimal and several people use shops towards North Sheen. Many people met did not see themselves as living in Roehampton- their ‘home’ was ‘The Lennox’ and several thought of ‘The Alton’ as a quite separate place.

i) Churches and other faith centres

There are none.

ii) Schools and centres for families and young children. Play areas

Paddock School at the entrance to Lennox Estate Paddock School is a day special school for pupils with severe and complex learning difficulties or an Autistic Spectrum Disorder with moderate or severe learning difficulties. It has recently been refurbished.

Busy Knees, a Private Nursery School is part of **Brookside Community Centre**.

The Children’s Services Family Centre is situated on Woking Close – this is also used as a community resource.

There are **3 Play areas** on Lennox estate: one u14’s + another 2 for younger children including a recently constructed play area overlooked by Esmee House tower block.

There was a rather spartan play area at Woking Close which has recently been demolished.

Sure Start runs a drop in session every Thursday at **Lennox Community Clubroom**. This offers a place to meet with play worker provision and visiting health staff including a health visitor, community nurse and sure start midwife as well as visiting nutritionist and speech and language therapist. From the session visited this provides a much needed service much welcomed by parents (and grandparent!). It has a truly international contingent of users!

Woking Close Residents Association were also pro active meeting the needs of their young population and held a 'Kids Meeting' to consider ways in which a programme of activities could be put in place for 5-16 year olds living on the estate during the summer holidays. There is no record available as to how this worked out.

iii) Community, Further and Higher Education provision

There is none.

iv) Youth.

Lennox Youth Club is open 3 nights a week. Current membership is a bit low but the games pen adjacent to the building is used well by groups on a self directed basis. There is a Muslim girls group set up at the centre- the target number for this group is 30- numbers are only 12 or so at present but this is a much needed resource.

Also see earlier note re **Woking Close Residents Association** and summer activities.

v) Older people

There are a lot of elderly people living on Lennox Estate. There is a dispersed Sheltered Scheme with 94 properties. This is council managed with 2 sheltered housing officers based at **Lennox Community Clubroom**. Activities at this clubroom include activity sessions and recently a weekly breakfast club has been set up. The Clubroom is also the base for a monthly **Reminiscence Group** run by NHS Wandsworth.

Another sheltered scheme at **Hanover Court** provides 30 residences- this is run by Hanover Housing Association.

Extra Care Housing is provided by Richmond upon Thames Churches Housing Trust at **Chestnut House** where there are 41 x 1 -2 bedroom flats,

vi & vii) General community facilities including Library, Leisure Facilities, Public Houses, cafes shops and businesses

A **library bus** visits the estate weekly.

The Lennox Community Clubroom has the capacity to provide general community facilities and a meeting place for the residents association and it would appear that the **Children's Services Family Centre** also provides similar space for Woking Close RA.

Brookside Community Centre is the location of **Brookside Social Club**- this is a social club for members only but apparently does provide some activities and events for local people.

Shops are a bit minimal but the shops near Dowdeswell Close include a Chemist and a Mini Mart and a Convenience Store/ newsagents. Many residents use supermarkets or shop at the diverse local shops towards and in North Sheen.

There are no cafes, pubs or businesses on the estates.

There seems to be no local community connection with Rosslyn Park FC which lies between Woking Close and Roehampton Lane.

viii) Medical facilities (pharmacies listed under shops)

There are no GP surgeries on the estates with the nearest being 1 or 2 bus rides away. There used to be a surgery based in Esmee House but this ceased operating 5 or 6 years ago.

As reported earlier there are some health services and advice for parents with young children via the weekly **Sure Start** programme in the clubroom.

The Priory Hospital in Priory Lane is an independent private hospital, specialising in the management and treatment of mental health problems including addictions and eating disorders.

(ix) There is some seating on the estate and some notice boards. The few shops had community notices – several out of date.

3. PUTNEY VALE

i) Churches and other faith centres

This area is not within Roehampton parish. It lies within the parish of **St John the Baptist**. Currently the church manages 2 halls- both of which are outside the study area. One of the halls is being sold and the other is fully used for community and worship purposes. A community report was prepared for the parish in 2006. This report recommended better provision of arts and entertainment, using current facilities partnering with local schools and Kingston University. As described immediately above the suggestion to update the two halls has been overtaken. A third suggestion to introduce a new facility has not been taken up.

ii) Schools and centres for families and young children. Play areas

Hall School Wimbledon is a co-educational, independent school catering for children between the ages of four and 16. Its links with the local community seem minimal. It is on the site of a former council run Primary School.

Stag House the former site of a Youth Centre is used temporarily by **Alton Playschool for U5's** who will be moving to a new site when it is ready in 2011.

The play area for younger children was closed for health and safety reasons

iii) Community, Further and Higher Education

Not far from the estate is **Kingston University- Roehampton Vale Campus**. This is a facility for engineering students. Recently the university has been building closer links with the local community.

iv)) Youth.

The youth club closed-there is a **play pen** used informally by local youth for 'hanging around'

The **youth service** have been involved with some outreach in the area

Regenerate has engaged with some of the young people and some Polish youth access facilities at Minstead Gardens. Regenerate will be working in partnership with a youth worker recently appointed by **St John the Baptist**.

v) Older people

A **Reminiscence group** run by Wandsworth NHS meets weekly in Stag House

vi & vii) General community facilities including Library, Leisure Facilities, Public Houses, cafes shops and businesses

There is a small parade of shops on the estate including: 1 Shuttered; Newsagents; Monumental Masons; Vegetable shop inc. Polish food and off licence ; Hairdressers; General store inc off licence and Polish food. Adjacent to the estate is a large ASDA branch which includes the only café in the immediate area (with opening hours recently restricted in the evenings) and a pharmacy.

There are no public houses or businesses.

There are some council allotments adjoining the estate with some use by local residents (N.B the only established allotments in Roehampton- hopefully to be joined by the ongoing projects at Roehampton University and Deer Leap).

The only leisure facilities are those used informally on the **Richardson Evans Memorial Playing Fields** which are currently up for sale. Wimbledon Common is accessible via Stag Lane.

viii) Medical facilities (pharmacies listed under shops)

There are none.

(ix) Other features

There is some recently provided public seating on the estate with lots more in the nearby Cemetery. There are public notice boards with 2 prominent as one enters the estate.

d) OTHER COMMUNITY FACILITIES AND RESOURCES IN ROEHAMPTON OR NEARBY

1. **Queen Mary's Hospital** opened in February 2006 provides outpatient rapid diagnostic and treatment facilities, mental health community services, a minor injuries unit, burns dressing clinic, limb fitting services, a sexual health clinic, 69 mental healthcare beds, 50 elderly and intermediate care beds and 20 rehabilitation beds. As well as its health services QMH is potentially one of the few large scale employers of local people (This has also been noted for Roehampton University)
2. **Richmond Park.** As well as providing one of the major 'breathing spaces' for the whole of SW London and opportunities for self directed leisure and relaxation the area adjacent to Roehampton offers golfing facilities and cycle hire next to a cafe.
3. **Putney Heath** also offers a 'breathing space' and walks amongst greenery. During the study period it was noted that a steady number of people were walking (most often with dog or dogs or a buggy), cycling or jogging along the many paths across the heath.
4. **Palewell Common & Playing fields** in the Borough of Richmond but adjoining Wandsworth along part of Beverly Brook Walk has pleasant facilities including 9 hole Pitch & Putt; Café; Open Play Space with well used playground with younger children and adults; Allotments; Tennis Courts and numerous footpaths. The area is well used by dog walkers and cyclists.

5. **Wimbledon Common** easily accessible from the Alton Estate and especially Putney Vale. Approx half lies in study area and includes a windmill. The Ranger has good links with local schools and will open the windmill for school visits.
6. **Roehampton Club** is a private members club offering sport, health and hospitality facilities has some community links with The Alton Primary school
7. **The National Tennis Centre** offers local school children (across Wandsworth) coaching as part of its talent spotting/ nurturing Wandsworth Tennis Academy Scheme. Local primary schools also have the offer of breakfast tennis sessions.
8. **The Bank of England Sports Centre**, a private members sports club occasionally hosts the Roehampton Partnership- its other local community links were not determined.
9. **On the Eastwood Estates** on the eastern side of Roehampton Lane there are 2 **Community Clubrooms**. The one on **Eastwood North** (also known as Aubyn Square) is mainly used by the local TRA and runs activities for young people living on the estate as well as other community events. This estate is also the site of the **old Eastwood Nursery** which is currently out of use and not of much general community benefit whilst the nursery size toilets remain. The clubroom on **Eastwood South** (also known as Toland Square) is a larger 2 storey building with fenced off area adjacent and children's play area. Currently this is used by an African church, **House of Hope** with possibilities of shared use by other organisations.

4. ISSUES AND OBSERVATIONS ARISING FROM WALKABOUT, QUESTIONNAIRES AND INTERVIEWS

A sample questionnaire is included as **Appendix 3**

The methodology is described in **Appendix 4 Questionnaire & Interview Methodology**

N.B. Some draft copies of the questionnaire were inadvertently used- these did not include age/gender details. The following tables show the source of responses and age/ gender as far as they could be determined.

a) QUESTIONNAIRE DATA

FIG 3

SOURCE	No. received
Lennox Residents Association	11
Minstead Gardens Pensioners Clubroom	7
Putney Vale Reminiscence Group	13
Lennox Sheltered Scheme	7
Postal return	7
Sure Start (some Lennox and Roehampton Lane)	17
Heathside Resource Centre	14
Sure Start Lennox	7
Via Library	3
Finchdean House Residents Association	8
YIP (Catch 22)	4
Via Post Office Danebury Avenue	4
Holy Trinity Congregation- Slightly different questionnaire	29
TOTAL	131

FIGURE 4 AGE/ GENDER

AGE	Under 15	16-25	26-35	36-45	46- 55	56-65	65+	Total
Male	1	0	3	7	2	5	4	22
Female	2	1	6	7	3	2	14	35
Total	3	1	9	14	5	7	18	57 *

*Including 2 double entries where it was possible to identify age/gender

COMMENT- The sample has a fair cross section of the Areas of Likely concern in Roehampton with a reasonable spread of age and gender (from the 57 responses where this could be determined). It would have been helpful to have had more responses from young people. If a particular bias for a particular issue for a particular area has emerged this has been noted but not quantified

* 74 copies were draft or details not completed

FIG 5 CATEGORIES AS DETERMINED BY RASG AND OTHER VOLUNTEERS

Positive categories i.e. 'Name 3 things you like about Roehampton'	Negative categories.i.e. 'Name 3 things you don't like about Roehampton'
Green Surroundings	Drugs
Transport Links	Transport
Location and access to shops	Shops
Architecture/ built environment	Street Drinkers
<u>Some</u> community and public service facilities and amenities	Traffic and traffic measures including parking
People and sense of community	Litter/ Dog Mess
	General ASB inc. noise
	Dogs/ Wild animals

FIG 6 ROEHAMPTON LIKES

The determined categories (FIG 5) were used and other near categories were merged and noted. A category was added as it scored quite highly- 'Old Roehampton / Original Village environment.' This was kept separate from 'Architecture/ built environment' as this refers to the buildings on the estates

LIKES- in order	No. of mentions (out of 131)	%
Green Surroundings- including : open spaces; Trees; landscaping of estate	98	74.8
Some community and public service facilities and amenities- including: Access to hospitals/ doctors; Regenerate; Sure Start; Facilities and activities for children; One O'clock Club	85	64.9
Transport Links	46	35.1
People and sense of community- including: nice neighbours and peaceful environment	43	32.8
Location and access to shops	22	16.8
Old Roehampton / Original Village environment	20	15.3
Architecture/ built environment	19	14.5
3 OTHER CATEGORIES (3 or less mentions i.e. each one less than 2.5%) were affordable housing; fresh air; easy car parking		

FIG 7 ROEHAMPTON DISLIKES

The determined categories (FIG 5) were used and other near categories were merged and noted. Several categories scoring above 3 have also been added.

DISLIKES in order	No. of mentions (out of 131)	%
Litter/ Dog Mess including fly tipping and dirty buildings	49	37.4
General ASB inc. student behaviour; noise; bonfires and urinating in lifts	47	35.9
Shops	38	29.0
Street Drinkers	32	24.4
Traffic and traffic measures including parking	23	17.6
Dogs/ Wild animals	21	16.0
Drugs- inc dealing	18	13.7
Transport	15	11.5
Council unhelpful/ neglect	15	11.5
Noise including planes	9	6.9
No community centre	7	5.3
Too multicultural	7	5.3
No police presence	6	4.6
Neglect of 'Old Roehampton'	5	3.8
Poor state of pavements and road surfaces	5	3.8
6 OTHER CATEGORIES (3 or less mentions i.e. each one less than 2.5%) were: Not enough local schools, CCTV not working; overpopulation in some properties; no seats or benches; laundry on balconies, no public conveniences		

FIG 8 WISHES FOR ROEHAMPTON

From analysis the following broad categories were determined. In some cases the categories are a 'catch all' for particular 'wishes' made and these have been briefly described. Some respondents made a 'less of' wish whilst other made a 'more of' wish. These been divided into 2 sections

WISH (MORE OF)- in order	No. of mentions (out of 131)	%
Shops, service in shops, (Banks , café & greater variety of shops frequent mention)	37	28.2
Community spirit, community events	21	16.0
More police, greater police presence, a police station (?)	21	16.0
Play areas and other facilities for Mothers and young children	18	13.7
Improved transport links inc tube station	17	13.0
Responsive council- several included regeneration	16	12.3
Community Centre (<i>Putney Vale especially</i>)	11	8.4
Young People activities (<i>Putney Vale especially</i>)	10	7.6
Houses for rent/ affordable housing	10	7.6
Traffic measures (<i>Lennox re cycle lane on Priory Lane</i>)	8	6.1
Keep green/ environmental improvements	8	6.1
Economic Wealth/ job opportunities	8	6.1
As it was	5	3.9
More/ better schools	5	3.9
Elderly facilities	4	3.1
More church involvement with community and vice versa	4	3.1
14 OTHER CATEGORIES (3 or less mentions i.e. each one less than 2.5%) These included: GP Surgeries (<i>Lennox & Putney Vale</i>) ;CCTV That works; Seating; Opportunities for people with mental health and learning disabilities (<i>Heathside Resource Centre</i>); building maintenance and improvement		

WISH (LESS OF) in order	No. of mentions (out of 131)	%
Litter (combined with provision of bins and clearance)	20	15.3
Anti social Behaviour (ranging from violence to irresponsible dog owners)	12	15.3
Less dog mess/ dog patrols	11	8.4
Street drinking (inc 1 drug dealing in street) (<i>Danebury Avenue particularly</i>)	10	7.6
9 OTHER (3 or less mentions i.e. each one less than 2.5%) These included: population turnover; immigrants; aircraft noise; untidy tenants; crows (!!)		

b) Analysis of data

LIKES

There was a clear like of the area and its surroundings. Access to specific services and community groups also featured highly. Generally transport links and the general ambience and neighbourliness were favoured. The 2 other categories were more specific to the Alton Estate (access to shops and the built environment) and the appreciation of 'The Village' also featured.

DISLIKES

This was much wider ranging and the top two dislikes (litter/ dog mess and general ASB) together with street drinkers often referred not only to the problem but the perceived failure to deal with it by the council or the police. If one includes dogs (or rather their owners) and drugs and as part of general concerns about disorder and crime with general ASB this would emerge as a great dislike.

The issue re shops seems contradictory when compared alongside the 'likes' but it seems that people value accessibility of shops but wish there were better more varied shops.

Similarly there is divided opinion about transport in Roehampton. The remainder of the list is a fairly wide list of 'moans' and concerns that would be worth examining at root cause level. Possibly complaints about services offered by the council should be seen as a combination of the 'dislikes' relating to Neglect of 'Old Roehampton' and 'Poor state of pavements and road surfaces' as well as the general description of unhelpfulness which would push this category above 18%.

WISHES (Including general comments on questionnaires).

The wishes ('more of' or 'less of') sit fairly well alongside the likes and dislikes—particularly in relation to less litter and less antisocial behaviour (which can cover a wide range of yobbish behaviour by less caring/ criminal members in the community—not necessarily from teenagers.) Similarly the need for a bank, café and greater variety of shops is consistent. Other areas also show reasonable correlation. However the emerging needs seem to be for more community spirit engendered by community events and facilities. The contradictions re transport are hard to explain. In the auditors experience bus services in the area are good and frequent and the dream of tube and rail links unrealistic. What is pleasing is the low mention of medical facilities—presumably the majority of respondents were satisfied with available services. On the other hand this has to sit alongside the fact that statistically Roehampton is a 'poor health' area.

The low mention of employment opportunities is surprising – especially in such a high unemployment area.

The high request for greater police presence does not tie in with the auditors observations over the study period and might well be linked with people's fear of crime rather than committed crime. Police action requires reported crime from members of the public and this seems to be an unwinnable campaign and unheeded message from the local SNT. From geographical analysis of questionnaires this is certainly true in the Lennox and Putney Vale areas.

The suspended regeneration of Danebury Avenue (top end) has had a significant effect upon the local population's perception of an unheeding council and this is reflected in the data. The absence of play facilities for younger children covers the whole area. Possibly this should be separated from services for young children as data from the Kairos Solutions study [Ref 2] would suggest that if anything several services are under used especially by fathers and families who perceive that they are classed as 'bad parents' if they access services such as Sure Start ('many parents on the estates feel that there is a stigma attached to Sure Start, signifying that a parent is failing and potentially at risk of losing her or his children').

Although specific community services receive positive recognition and comment there is some evidence that a general community facility is a missing link in provision. This is particularly so for Putney Vale and The Alton estates. For an estate the size of Lennox the Community Clubroom could possibly meet all local community needs.

c) Interview Data

(i) Positives and negatives.

Several issues emerged many in accord with the questionnaire data. However interviews do afford the opportunity to draw out more detail about some of the matters concerned. The major positives were as follows.

- The surrounding environment of greenery and space and the general ambience of the area and the mutual regard of many of the people for one another.
- Particular areas of provision were praised e.g. : The work of Regenerate and Regenerate RISE; The recent introduction of a Breakfast Club at the Lennox Community Clubroom; Sure Start.
- The SNT was much applauded as a team genuinely engaged with the community.
- Opportunities for youth engagement were seen as good- with the possible caution that there was a danger of overprovision if co-ordination of all youth services were not carefully co-ordinated.
- Transport links were praised (some contradictions already noted). This included mobility services to supermarkets.

Shops were generally described as poor and lacking variety with poor provision of fresh fruit and vegetables.

It was noted by the auditor that several projects in the area were run by people who live in the area or have demonstrated a long working commitment to the area. Lennox was described (and seen) as a settled estate and Putney Vale, as reported elsewhere in this report is an estate with a strong community working hard to improve conditions on the estate.

For the Alton Estate this was not always the case - many people were more concerned about its problems and did not recognise some of the good work going on.(e.g. Xmas parties for older people run by the SNT; an affordable Leisure Centre; the TRA in their locality.) On reflection this was often seen as the outcome of the sheer size of the estate (possibly the Housing Departments decision to create neighbourhood areas is one way of dispelling the notion that The Alton is too big and impersonal to effect positive change.)

For others the local community was generally seen as welcoming, positively multi cultural with a village atmosphere. Young children reported that they liked the area and enjoyed informal play activities around the estate.

However from the information received some negatives did predominate across all three main Areas of Likely Concern.

Roehampton was seen as a 'mosaic of deprivation fenced in by affluence'. It is surrounded by rich parkland and heath and next to more affluent areas - some within the ward and adjacent to more affluent Putney, Barnes and Sheen. Putney was perceived as an area where you had a greater level of care offered by public services and people were generally better off.

Roehampton was described as an area you drove past and didn't drive to unless you were accessing university, hospital or some of the prestigious facilities such as Bank of England, Roehampton Club or the National Tennis Centre.

People living on Roehampton estates (particularly The Alton) were often seen as having 'estate mentality' remaining isolated, lethargic (not even angry) and not prepared to get engaged with any community initiatives unless on the receiving end. Many were described as having a very unhealthy lifestyle. Litter was a frequently mentioned negative. Street drinkers and drugs were a high mention topic. Often the former were described as a group needing greater support and the latter was seen as a need to deal with the drug dealers.

Others interviewed saw this in a different light. They described a community having been given broken promises and ignored by public agencies. Often residents didn't take up services (e.g. the low take up of early child provision) and simply got on with life as it was.

Both these views were in many respondents' eyes exacerbated by the withdrawal of regeneration plans for the Alton Estate and the out on a branch' location for Putney Vale and Lennox estates. The temporary housing on The Alton estate together with student drift through the area has given the area the status of 'post code of no choice' and the high rate of population turnover often leads to people not staying long enough in the area to contribute towards its growth and vibrancy as a community. In some cases it was felt that this has been compounded by low expectations by some service providers when dealing with 2nd or 3rd generation estate dwellers and incomers with high support needs. The latter group were insightfully described by one interviewee as having a 'palpable hesitancy' to engage with service providers.

Contrasting views- but it has to be borne in mind that the audit is in an area with some of the highest levels of unemployment, income and health deprivation & disability in the borough and a general IMD of less than 11% for the whole of England and Wales. Some interviewees saw many of the problems as too complex for solution with mismatched groups living in the area. Categorisation of these groups is difficult in itself. Opinions varied between:

- 3 mismatched groups needing appropriate attention or action consisting of: Elderly; Anti Social Tenants (not only the young); Incomers who don't join in.
- 3 groups having little interaction consisting of: Those who live on the estates; Students; Wealthy people living 'on the edges'

What was encouraging throughout the audit were the efforts by many projects and services to tackle residents feelings of isolation and their non engagement with ‘the world out there’ and encourage them to venture beyond their territory.

For example:

Eastwood Centre for Children & Families running a ‘parents in the park day (previously many of the parents would not venture into Richmond Park.)

Similarly Newpin runs trips to the seaside using public transport. Success is when the mothers report back to say they have done it without the support of either organisation and arranged a family day at the seaside with other parents.

The Alton School organises a school journey for year 6 pupils but the children have to plan the journey to the location using public transport (i.e. they cannot expect a coach to pick them up and drop them off).

Regenerate RISE includes weekly outings as a part of a lunch club day with the elderly making a choice as to where they would like to go. In even more global style Regenerate has worked with young people off the estate enabling them to volunteer for projects in Kenya. This summers youth activities jointly run by several youth providers included trips to the army training facilities at Pirbright.

Equally encouraging are the efforts by some of the plentifully resourced organisations on the edges of the estates to partner organisations within the area and provide extra activities and opportunities:

Roehampton Club has partnered with The Alton Primary School and provided coaching and activities for children at the school (including golf!)

The National Tennis centre’s scheme to offer tennis facilities (and breakfast) to pupils from local primary schools is also to be applauded.

ii) Interviewee wishes

Despite some of the negative reporting in the previous section this section on wishes is full of positive insights as to how things can be improved in Roehampton and was hugely helpful when the recommendations were being drawn up.

Summarised the wishes (roughly in order of priority) were as follows:

1. Better information systems to let people know what is going on, what is being proposed and seeking their views. Interestingly most of this was about physical information systems and didn’t strongly promote use of IT information systems. It was about notice boards, community newsletters and a general need for ‘word of mouth keeping people in the know’ [NB It was interesting to note that one of the key identified needs in the Kairos Solutions report [Ref 2] was ‘ effective strategic and clear communication and advertising’.]
2. More community events and the need for an accessible generalist community facility (with café) where people can gather and be supported in helping the community be more effective and engaged. This was described as the great loss when the regeneration scheme was not carried forward- although at the time this possibly didn’t encompass the community facility need as much as it could.
3. The need for a lead body to support community development, to enable TRA’s faith and community groups to take a greater part and to support people in the community who are willing to help (i.e. facilitate ‘Big Society’).
4. Increased positive ‘joined up thinking’ especially by specialist providers to enable co-ordination of services to be more effective. The youth services were initially first mentioned but with expanded discussion it was agreed that this could apply to all including families with young children; elderly; people with mental health illness; people with addictions.

5. Greater employment opportunities created in the area and a more visible presence of agencies supporting local people back into work or into work for the first time. Very much linked with need for ‘Big player investment’.
6. A nicer facility for elderly people (possibly linked with the general community facility in 2 above and co-ordinated action in 4 above).
7. More physical investment in areas that are well liked by many residents – e.g. tidier environment increased public seating and a greater range of shops- supported by an open market.
8. [Not in priority order- specific to Putney Vale estate]. The need for a community facility- effectively they have none. Hopefully with the creation of Putney Vale Partnership (see next section- ‘Recent Developments’) this urgent need will be met in the very near future.
Possibly the overriding wish summarised by one person was ‘More help with making people feel good about themselves’

5. OTHER AREAS OF NOTE

i) Holy Trinity Church

One of the aims of this study was to explore as a church the ways in which the church might be able to support community groups and ways in which the church could be more outward looking towards the local community.

The data presented is via the questionnaires. The analysis has been left without comment as the congregation needs to spend time on this and reach their own programme of community action.

The 2 questions specific to Holy Trinity congregation were:

- In what ways do you think the church might be able to support community groups?
- In what ways could the church be more outward looking towards the local community?

In the following table these have been amalgamated and ranked. It was not possible to show them as a percentage as the responses included quite a bit of ‘double counting’. Out of the 29 Questionnaires received 6 for this section were left blank.

From the data the following responses emerged.

FIGURE 9

RESULTS FOR CONGREGATION QUESTIONNAIRE RE ROLE OF CHURCH WITHIN COMMUNITY

CATEGORY	SCORE
Getting involved with local community groups/ people	9
Increased use off church building (inc. Cornerstone) for community events including social gatherings, venue for performances	7
Open often during the day (open door policy)	6
More self promotion and encouraging people to visit the church	4
Sunday School for younger children	2
No progress possible/ doing enough already	2
Inter faith dialogue	1
Help with environmental projects	1
Make it a warmer place!	1

ii) Incoming population

Several references have been made to the transitory nature of some people living in Roehampton. Often this is referred to as 'Turbulence' and unconfirmed data would suggest that, of all wards in Wandsworth, Roehampton has the highest rate of turbulence. Apart from Roehampton University student this incoming population is seen as one with high support needs and often blamed by the indigenous population for the decline in quality of life in the area. During several informal conversations and in several questionnaires 'those immigrants' 'those drinkers' 'those homeless people' 'those families' 'those Poles' and 'those Somalis' were seen as the problem.

On further probing the edges between the indigenous population and incomers becomes increasingly blurred. For example one Somali lady has lived on The Alton estate with her family for 16 years. One former homeless person with mental health problems has been rehoused in the area where he spent his childhood.

It would seem that two particular 'incoming' groups are in need of additional services and that many of their needs are not being met.

- (i) Street drinkers- although it is quite likely that many of these are also indigenous to the area.
- (ii) Families with English as an additional language- particularly from Somali and E.European cultures.

For the street drinkers it would seem that an increasingly concerted unified effort by several agencies is required and this is reflected in the recommendations which follow.

The recommendation for category (ii) is much more tentative as at this stage it needs to be quite open ended and exploratory.

For example, with the aid of an interpreter the auditor held a morning street meeting with Somali mothers after dropping their children off at a local primary school. From this it was established that as a community within the community' they felt: 'left out'; unable to access many services; unwilling to vote at times of election'. Yet contradictions remain. Towards the end of the study it was established that an organised group of Somali adults run mother tongue sessions for their children in Alton Clubroom and one of the Somali mothers is a member of the governing body for The Alton Primary school. The needs (and strengths) of these traditionally perceived 'hard to reach' groups needs to be carefully instigated.

6. RECENT DEVELOPMENTS

ADULT DAY CARE SERVICES REVIEW

Wandsworth Council has recently consulted stakeholders and beneficiaries about future provision. One proposal is that there should be 3 or 4 local “Bases” which are commissioned to fulfil the functions of a supportive centre for older people, particularly those who are socially isolated or at high risk of becoming so, e.g. after a bereavement. The consultation period for this has now closed and the decision of the council is awaited. It is recognised that there is a strong case for retaining such a base in the Roehampton/ Putney area. The roll out of Personalised budgets will also have an impact on these services.

ROEHAMPTON TRUST

The recent launch of the Roehampton Trust on 7th October, attended by more than 50 people, was of great interest. The Trust is being set up as a registered charity, independent from the council and through seeking funding (corporate, charitable trust, legacy, business donation and central government schemes) it intends to try and address gaps in current provision. It also sets out to encourage community pride and a stronger sense of community together with the creativity, activity and involvement of those who live in Roehampton to make it a better place. It was pleasing (and reassuring) to see that the issues raised during the ideas session fairly reflected several of the recommendations to this report!

HEATHSIDE RC

This building owned by Wandsworth Council is due to close in March 2011. It is funded by the Council and Wandsworth NHS and ‘Together’ a national mental healthcare provider is contracted to provide services to support people recovering from mental health problems. Although the professional support will continue (at a venue yet to be decided) ‘Together’ are supporting the 130 strong membership group – Heathside Forum to set up as an independent charity in a separate location (yet to be decided). It is hoped that with support this group will be able to continue and sustain its own activities through fundraising and setting up some form of social enterprise. Whilst representing a considerable challenge for individual members it is hoped that this group will flourish and bring strength not only to the membership but also to the local community.

PUTNEY VALE PARTNERSHIP

In May this year a Connecting Communities (C2C) Workshop was facilitated by Hazel Stuteley OBE introducing the Health Empowerment Leverage Project (HELP) funded by the Department of Health and hosted by the NHS Alliance. Putney Vale estate had been identified as one of the most isolated urban areas in England. The project carried forward from there and on 12th June a very successful ‘Listening to Putney Vale’ event was held. Over 100 residents (20% of the estate households) were represented and included a wide age range and a mix of BME groups. Residents gave their views on ‘what’s good’ and ‘what could be better’ about living in Putney Vale. Thanks to the HELP initiative Putney Vale Residents Association have joined forces with public service providers and set up Putney Vale Partnership which is working hard to improve conditions on the estate. This initiative will be led by residents on the estate working in equal partnership with public service providers and not having things done (or not done) to them without helping set the priorities.

BIG SOCIETY

This Conservative Party led initiative is a cornerstone of the Coalition Government. It is too early to see how it will be of practical significance to the citizens of Roehampton. Perhaps the Putney Vale Partnership will help show the way. If nothing else it is a timely initiative as far as the writing of this report is concerned. To be of real significance to the Areas of likely Concern identified in this report it must go beyond interesting philosophical debate and have resources alongside practical support for the 'Active citizens' encountered whilst this audit took place.

NHS REFORMS

It really is too early to comment on these radical changes which seek to redirect service delivery in ways in which the role of GP's and Primary Care trusts will be completely changed with a possibility of GP's taking a greater role and the PCT being abolished. This should to be considered at a local level as the West Wandsworth Locality Commissioning group (LCG) are taking a proactive approach to the proposals and seem keen on a GP led service.

7. RECOMMENDATIONS

1. A need for a general community meeting space and facilities on the Alton Estate which include:

- Community Café
- Hall space with provision for subdivided space if needed
- Office area
- Small room space for 1-1 meetings and consultation space

OPTIONS

- (a) Part of a revived Regeneration Plan incorporated in Library redevelopment. Management of this space could be the responsibility of a voluntary sector body in Roehampton/ Putney
e.g. Regenerate RISE or Regenerate Youth; Staff from Heathfield Resource Centre.
- (b) Adaptation of other possible venues with public service providers working in partnership with voluntary bodies to provide them. Very few options- possibly DARA working in partnership with council to fundraise and upgrade Upper Hall, café/bar facilities and office areas and install external lift. Other places to be considered e.g. Old Eastwood Nursery; Alton Community Clubroom, Eastwood (S) Community Clubrooms are either in wrong geographical position and difficult to adapt (esp. Old Eastwood Nursery) or would not have sufficient bookable space alongside current use (Alton Community Clubroom). At the Roehampton Trust Launch the possibility of the Base being a general community facility (with café) and operating alongside the current Connexions work was also raised. (This was also suggested by one Interviewee). Cornerstone seems ruled out by the current private nursery arrangements.

NB This recommendation could be supported by Roehampton Trust.

2. A specific need for a general community facility at Putney Vale. This would be of particular benefit to the high proportion of families with young children and elderly residents on the estate.

OPTIONS are few but obvious. Either regaining Newlands Hall or making full use of Stag House when vacated by Alton Playschool for U5's. There is a strong argument for the use of both facilities by the community via Putney Vale Partnership as Stag House has the potential for generating income for the community. The case for this has been made succinctly by Putney Vale Residents' Association and their report has been attached as an appendix to this report **Appendix 5 'Proposals for the future use and management of buildings on Putney Vale Estate-** [©September 2010. PVRA]

3 Improvement of physical information systems (Community Notice Boards, posters etc.) particularly on Alton E& W, Clarence Lane but generally across areas of Likely Concern (ALC's) identified in this report.

- Ongoing support for notice boards in Danebury Avenue Post Office by public service providers and constituted voluntary bodies working in the area. Extend this to other sub post offices in Roehampton. Clarify responsibility for keeping these boards up to date and cleared of time expired notices.
- Extend existing system for TRA maintained Notice Boards to include all tower blocks on the Alton, Eastwood, Ashburton and Lennox estates and other defined high density housing. [Note under current arrangements a secure lockable notice board is provided near stairwells/ lift entrance only if the tower block has a recognised TRA with a member being the responsible key holder.] If no TRA has yet been set up the Resident Participation Officer assisted by umbrella organisations such as Roehampton Forum or Roehampton Partnership could identify a reliable 'active resident' as the approved key holder to receive notices and display replace notices as necessary. For this system to be effective all notices need to have multi lingual information about translation/ interpretation availability. For the Council, Wandsworth NHS and Voluntary Sector bodies this will complement the council information/ website service now that Careline is closed.
- Throughout Roehampton encourage shops and businesses to display community notices in their windows – these are noticeably absent for most shops in Danebury Avenue, Roehampton Village and Medfield Street. This could be a role for Roehampton Forum/ and Roehampton Partnership members.
- Delivery of Wandsworth Guardian to all addresses across Roehampton. At present several areas do not receive copies through the letter box and copies are only available if purchased from a newsagent.
- Support the need for volunteers to deliver community newsletters and notices of forthcoming events or meetings. At present Regenerate has good experience of this.
- Consider the setting up of a 'social enterprise' to help produce and deliver leaflets and newsletters that might need more delivery slots than the current delivery of Brightside. As well as Regenerate the Heathside Forum would be well placed to deliver this service as part of their social enterprise plans.

NB This has also emerged as one of the key themes of identified needs for the Kairos Solutions report [Ref 2].

- 4. Roehampton Forum to reconsider its structure and governance** to enable it to take a greater more effective role in making Roehampton a better place to live.
- Revisit its constitution (possibly to include becoming an incorporated registered charity) and create a management group that includes a balance of residents and tenants, business and voluntary sector organisations who provide services in the area (including Roehampton University) and representatives from public service providers who have the authority to carry forward matters of concern and to seek information and guidance from ‘decision makers’ at a ward borough or regional level.
 - Revisit the lapsed arrangement of Roehampton Forum being a membership group with annual subscription. If the decision is to continue on this basis to set the level of fees and categories of membership.
 - Consider taking a leading role in the delivery of community events. In some instances this might be supporting events initiated within the community or it might entail taking a lead role in providing events for the more vulnerable, isolated members of the community. This could include support for the annual Kings & Queens event organised by Regenerate RISE or helping resurrecting an annual festival.
 - Re- examine its more independent role alongside Roehampton Partnership and how it could work in liaison with Roehampton Trust.
- 5. Roehampton University to consolidate its community partnerships.** Whilst being aware of the financial constraints on Roehampton University it would be good to build upon the proposals outlined at last December’s ‘Knowing Roehampton’ event and explore ways in which the University can increase links with residents of Roehampton (and vice versa). Possibility of this being a task force jointly led by a sub group from Roehampton Forum / Roehampton Partnership / Roehampton Trust and representatives of the University. This sub group should build upon the positive links described in this report and look at further ways in which co-operative working can take place. [E.g. existing allotment scheme; sports links, access to campus facilities; Community use of Roehampton Playing Fields (Roehampton Rec.)]
- 6. Co-ordination of youth provision in the area.** Youth- it is hoped that the half termly meetings with all youth service providers (Council and Voluntary Sector) will continue. This will ensure that the wide provision continues to be co-ordinated and that various facilities can share knowledge and pass information about other youth provision within the local area. Continue to provide activities and services which encourage young Roehampton people to venture beyond their immediate environment
- 7. Action and ongoing support for street drinkers.** A more visible role is needed by the 2 Equinox Teams working closely with other services including SNT and various public health services.
- 8. Health provision** in area (a) Walk in Clinic at QMH to be fully publicised as soon as full service is established and running
- (b) explore ways in which some health services can be delivered on Putney Vale and Lennox Estates. [PV as part of current Exeter University initiative- hopefully to include a physical base from where health workers can be based] [Lennox (inc. Woking Close) - explore ways in which Lennox Community Clubroom could function as a base for some health provision- including a doctors surgery]

9. **Somali and other significantly large ‘minority’ communities.** At present there is only one Somali self help group which meets in Alton Clubroom. Service providers need to work with the Somali community so that they have a voice and feel that their concerns (where practicable and reasonable) are being addressed. An early pilot consultation event could be facilitated by Somali Community Advancement Organisation (SCAO) working in partnership with local councillors and council officers + other public service providers.
10. **Mini recommendations.** These are suggestions arising from informal discussions during the audit
- a) The specific need for a coffee bar. Regenerate could continue (possibly even relocate to the main shopping area?). Make the project more sustainable by including NVQ Training. Or this option might be considered by Heathside Forum as part of their social enterprise plans.
 - b) Build upon the Exhibition ‘Big Society Roehampton 1970-1980’ and hold a Roehampton photo competition.
 - c) Set up a ‘bicycle workshop’ as a social enterprise. Needs quite a bit of space.

8. REFERENCES

- 1. Paper 10-156 WBC general purposes committee 27/1/10
- 2. Eastwood Centre for Children and Families- Community Needs Report – Kairos Solutions Ltd October 2010