



Measuring the social impacts of regeneration in South Acton

Report prepared by Social Life & University of Reading
Commissioned by Acton Gardens LLP



About this report

This report describes the findings of a research project exploring how the Acton Gardens regeneration programme is affecting people living in South Acton, in Ealing, West London.

Acton Gardens LLP, a joint partnership between Countryside Properties and London & Quadrant (L&Q) Housing Association, commissioned this research. The aim was to explore the social impacts of regeneration as the development progresses, and to understand how local priorities and needs can influence future phases of planning, design and management. The research was carried out between January and May 2015 by Social Life and Professor Tim Dixon of Reading University.

The project uses a research framework and set of indicators for measuring the social sustainability of new housing and mixed-use developments originally developed for The Berkeley Group by Social Life and Professor Tim Dixon of Reading University in 2012, and adapted for this project with the permission of The Berkeley Group.

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About Social Life

Social Life is a social enterprise, created by the [Young Foundation](#) in 2012, to become a specialist centre of research and innovation about the social life of communities. Our work is about understanding how peoples' day-to-day experience of local places is shaped by the built environment - housing, public spaces, parks and local high streets - and how change, through regeneration, new development or small improvements to public spaces, affects the social fabric, opportunities and wellbeing of local areas. For more information visit www.social-life.co.

About University of Reading

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About Acton Gardens

Acton Gardens is the dynamic new development that is transforming the face of its neighbourhood. A major redevelopment from Countryside and L&Q that will evolve over the coming years, this welcoming new community is a place where everyone will feel at home in beautifully landscaped surroundings and areas of green open space. Strikingly designed homes and apartments, located on traditional-style streets, are an important element in this.

About Countryside

Countryside is a leading UK home builder specialising in place making and urban regeneration. For the year ended 30 September 2015 we completed 2,364 homes with revenues of £615.8M.

Our business is focused on place making which we deliver through our two divisions, Housebuilding and Partnerships. The Housebuilding division, operating under the Countryside and Millgate brands, develops sites that provide private and affordable housing, on land owned or controlled by the Group. Our Partnerships division specialises in urban regeneration of public sector land, delivering private and affordable homes by partnering with local authorities and housing associations.

Countryside was founded in 1958. It operates in locations across London, the South East, the North West of England and the West Midlands. Visit www.countryside-properties.com for further information and follow @CountrysideProp on Twitter for the latest news.

About L&Q

L&Q is one of the UK's leading housing associations and one of London's largest residential developers. We own or manage over 70,000 homes in London and the South East.

We build high quality homes to meet a range of needs and incomes. We also provide other services for our residents, such as managing their homes and investing in local communities. For more information please visit www.lqgroup.org.uk.

About Ealing Council

Ealing Council serves the residents and businesses of London's third largest borough, which is located in the heart of west London. The council provides dozens of different services, from disposing of abandoned cars to running the Brent Lodge Animal Centre.

Local elections are held every four years to select 69 councillors who, between them, represent 23 wards across the borough. In May 2014 the borough elected 53 Labour councillors, 12 Conservative, and four Liberal Democrat councillors.



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Executive Summary

This research explores how people living in South Acton are affected by the regeneration of the South Acton Estate in Ealing, West London. South Acton Estate is the largest in Ealing with over 1,800 homes and a variety of architectural styles including 17-storey tower blocks and low-rise brick-clad blocks. The regeneration programme will involve the redevelopment of all the existing homes on the estate, which will be replaced with 2,517 new homes, built in 21 phases between 2011 and 2024. 167 new homes in the first phase had been completed at the time of this research.

The research findings offer a snapshot of how residents are experiencing the regeneration of the South Acton Estate at a particular point, relatively early in the process, when the first new housing has been developed at Acton Gardens and some areas of existing housing are empty.

The purpose of the research is to understand how the regeneration process is affecting people in the neighbourhood. It focuses on how much people know about the regeneration plans and what matters most to them; how people feel about changes in the neighbourhood; how people describe their own wellbeing and local social relationships; and levels of satisfaction with housing and local facilities as development progresses.

This is innovative work undertaken at a time when there is growing interest in measuring the social outcomes of regeneration and urban development in the UK and internationally. In 2014, the What Works Centre for Local Economic Growth published an evidence review of estate renewal in the UK and OECD countries, concluding that estate renewal programmes tend to have a limited impact on improving local outcomes for employment, health, wellbeing, education and crime reduction. The What Works Centre report is one of several recent publications that highlights the need for urban planning and development processes to pay greater attention to the social outcomes of regeneration and to the experience of local communities affected by changes. Much of this work argues that investments in the built environment can be more effective and productive if more is known about the interaction between the social and physical aspects of place.

This research about the regeneration of the South Acton Estate offers practical insights that can inform work with local communities about regeneration, planning and management; as well as reporting on residents' experience and feelings about the process.

The research findings are based on a survey of 544 households on the South Acton Estate, Acton Gardens, and the streets immediately surrounding the estate, carried out in the spring of 2015. The survey will be carried out every two to three years during the regeneration programme to monitor the social impact of changes in the built environment.

Headline findings

The research offers a picture of a strong, tolerant and supportive community in South Acton where people from a wide variety of different backgrounds feel like they belong and benefit from good local services.

Residents recognise that regenerating local housing and the public realm is much needed to improve the South Acton Estate (and its immediate surroundings) as a place to live, in particular to tackle over-crowding and poor quality housing, and to build on recent work to improve safety. However, people also recognise the success of the regeneration programme requires more than changes to the physical environment. A coherent approach to understanding and tackling underlying social and economic issues is also needed, and a key aspect of this approach is recognising and valuing the less visible and less tangible aspects of social life in South Acton.

Many local people described strong social networks in the neighbourhood, which offer friendship and support, in particular for more vulnerable members of the community, such as people living in sheltered housing. Understanding the role that local relationships play in supporting community wellbeing, and finding ways to protect and nurture these networks as people are re-housed is an important will be an important factor influencing the long-term social outcomes of the regeneration programme.

These findings identify areas that will require attention in the coming years: in particular, ensuring that existing residents of the South Acton Estate fully understand the re-housing process; working to accommodate local organisations that offer informal, but very important, support services to the community without upsetting sensitive dynamics that have evolved over time; recognising the value that residents place on their relationships with friends and neighbours in the area, and the role these play in providing social and emotional support.

The work also illustrates how the social life of the neighbourhood is affected by changes in the built environment. Improvements to the open and green spaces and street network have made people feel safer; however people living in new housing at Acton Gardens report much lower feelings of belonging and interaction with neighbours than in longer-established parts of the South Acton Estate and in the wider area. Residents in the new areas of housing will need support to help them settle in the neighbourhood, meet people and take advantage of local facilities and services, if the overall sense of neighbourliness that so many South Acton residents value is to be maintained as the physical infrastructure of the neighbourhood changes.

1. South Acton Estate: an introduction

The South Acton Estate is the largest council estate in the London Borough of Ealing with over 1,800 homes. Originally a Victorian estate of terraced houses, South Acton Estate was redeveloped over a 30-year period after the Second World War. Unlike many large post war estates it does not feel like one coherent place. It is instead made up of a series of housing developments that are loosely connected to one another, stretching between South Acton overground station, Acton Town underground station and Acton Town centre.

The southern and northern parts of the estate have quite different characteristics. The southern area (to the south and west of Osborne Road) dates from the 1960s and is fairly typical of its era, whilst the northern part of the estate, a series of mid-rise brick-clad slab blocks interconnected by walkways and raised podia (to the north and east of Osborne Road) dates from the late 1970s. This area also contains some free-standing towers.

In 1999, Ealing Council began a major regeneration programme following consultation with the community. It was decided to comprehensively regenerate the area, this was seen as the best way to transform the area from the point of view of both residents and council.

The master plan includes the redevelopment of all the existing homes, which will be replaced with 2,517 new homes, built in 21 phases between 2011 and 2024. Half of the homes will be affordable (over 70% of these will be social rent, the rest shared ownership)¹,



1. South Acton Estate, photo from West London Film office
2. South Acton Estate, photo by Lucia Caistor

¹ February 2012 Planning Supporting Statement, Affordable Housing Statement Appendix

and the majority of existing residents with secure tenancies will move to new homes once they have been built. The masterplan proposes a higher density of development than the existing estate, but generally within similar or lower height buildings (maximum of 12 storeys, versus a maximum of 17 storeys in the existing development), spread more evenly across the area and introducing a courtyard block apartment typology in place of the existing mix of layouts. The masterplan also proposes a that the new development is based around five parkland neighbourhoods; a new community hub including youth, community and retail facilities; and improved access to the surrounding area.

Catalyst Housing Group developed 346 new homes for rent and shared ownership before L&Q and Countryside were appointed in 2010 to carry out the remaining regeneration work on the estate. At the time of the research, 167 homes in Acton Gardens Phase 1 were occupied.



3. “Big Mother” by street artist Stik, Photo Lucia Caistor
4. South Acton Estate, photo from Ealing in London
5. South Acton Estate, ‘Redbricks’, photo from West London Film Office



6. Boundary of the South Acton Estate development area

2. Measuring the social impacts of regeneration

In 2014, Social Life was commissioned (in partnership with the University of Reading) by Acton Gardens LLP to design a research framework to monitor the social impacts of the regeneration of the South Acton Estate between 2015 and 2024.

The research aims to understand the experience of people living on the South Acton Estate as they are re-housed, how people feel as they move into new housing, and how people living in the streets immediately surrounding the South Acton Estate feel about the regeneration.

The first stage of research, conducted in March and April 2015, included a household survey to understand the experience of residents during the early stages of development, and an independent site survey to assess the quality of the built environment. Acton Gardens LLP proposes to repeat the household and site surveys at regular intervals over the coming years to monitor how people in different areas of the estate are experiencing the regeneration.

This research explores the regeneration from the perspective of residents, with a particular focus on what people say about their feelings about the neighbourhood, their wellbeing and their relationships with others in the area.

There is growing interest in measuring the social outcomes of regeneration and urban development from local government, planning authorities and property developers in the UK, and also internationally, in North America, Australia, Sweden, Europe and some parts of Asia. Since 2011, a number of UK organisations have published work addressing the need for urban planning and development processes to pay greater attention to the social outcomes of regeneration and to the experience of local communities affected by changes in the built environment. This growing body of work includes contributions from Oxford Institute of Sustainable Development (2010)², LSE (2007)³, Social Life (2011)⁴, The Berkeley Group (2012)⁵, nef, and most recently, the RSA's "Developing Socially Productive Places" (2014)⁶ conference and report.

Much of this work explores the idea that investments in the built environment can be more effective and productive if more is known about the interaction between the social and physical aspects of place. This concern is driven by several factors; some are directly linked to the trajectory of policymaking in the UK, while others connect to wider, international discourse on sustainable urbanism:

- **Sustainability means green, but should also mean social:** there is growing recognition, in the UK & internationally, that sustainability has come to dominate urban governance, policymaking and planning. However in practice, sustainability has come to mean addressing economic growth and tackling environmental issues,

² Colantonio, Andrea, and Tim Dixon. 2010. *Urban Regeneration & Social Sustainability: Best Practice from European Cities*. John Wiley & Sons.

³ Chan, Edwin, and Grace K. L. Lee. 2007. "Critical Factors for Improving Social Sustainability of Urban Renewal Projects." *Social Indicators Research* 85 (2): 243-56.

⁴ Woodcraft, S. 2011. *Design for Social Sustainability: A Framework for Creating Thriving Communities*. London: The Young Foundation.

⁵ Bacon, Nicola, Cochrane, Douglas, and S Woodcraft. 2012. *Creating Strong Communities: How to Measure the Social Sustainability of New Housing Developments*. London: The Berkeley Group.

⁶ RSA. 2014. "Developing Socially Productive Places: Learning from What Works: Lessons from British Land - RSA Conference." RSA.

primarily through technological interventions in the built environment. In the UK, there is growing interest in the idea of social sustainability as an over-arching means of framing social and material investments and interventions in housing and regeneration.

- **Housing need & austerity:** the RSA, among others, discusses the challenges of meeting government housing targets in an era of public sector spending cuts. They identify that a focus on delivering volume could see housing starts prioritised over consideration of wider investments in addressing social issues and supporting local communities.
- **Inequality & urban space:** rising house prices and concerns about the lack of affordable housing in London are currently focusing attention on urban development processes. High-profile regeneration schemes, like Elephant & Castle and Woodberry Down, are under scrutiny and there are widespread concerns about the social impacts and outcomes of regeneration led by private-sector developers. These focus on social cohesion in low-income neighbourhoods targeted for investment, and about the future housing options for lower income residents. Connected to this is a criticism of past government regeneration initiatives, such as the New Deal for Communities and the Neighbourhood Renewal programmes, for placing too much emphasis on physical improvements in deprived areas and failing to address underlying social issues.
- **'Big' urban data:** interest in measuring the social outcomes of regeneration is coinciding with increasing interest and capacity to use big data to understand urban processes and policy interventions. The UK has rich sources of open-data about places and community dynamics to draw on, including a wide range of government and research council surveys that explore subjective experiences such as feelings of belonging, levels of neighbourliness, personal wellbeing and perceptions of community safety. This sits alongside more familiar socio-economic measures including public health, employment, educational attainment and housing standards. Some organisations are starting to experiment with new ways of synthesising and mapping open-data about communities to create detailed profiles based on small area statistics. Social Life has developed a method⁷ of mapping subjective measures to Output Areas, roughly 150 households. HACT's Community Insight tool⁸ maps socio-economic data and information about housing stock to create neighbourhood profiles for housing associations.

The research for Acton Gardens LLP uses the concept of social sustainability as a way to bring together and measure a wide range of factors that influence local quality of life and the strength of a community now and in the future. Within the framework, particular attention is paid to how residents describe their quality of life, feelings of safety, satisfaction with local amenities like shops and public transport, and their views on the strength of the community. The research draws on previous work, by Social Life and Professor Tim Dixon (of University of Reading) in 2012, to devise and test a social sustainability measurement framework for The Berkeley Group⁹. This innovative project set

⁷ See www.social-life.co for more information

⁸ <http://www.hact.org.uk/communityinsight>

⁹ Nicola Bacon et al (2012) Creating Strong Communities, The Berkeley Group for technical appendices see <http://www.social-life.co/publication/creating-strong-communities-2/>

out to understand and measure people’s quality of life and the strength of community on new housing developments.

The Berkeley Group’s framework is grounded in academic and research and evidence from government surveys about social sustainability and its relationship to the built environment, including both physical and non-physical factors:

- ‘Physical factors’ include decent and affordable housing, access to opportunities, high quality public services, good quality and sustainable public realm, good transport connections.
- ‘Non-physical factors’ encompass safety, local social networks, social inclusion and spatial integration, cultural heritage, a sense of belonging and identity, and wellbeing.¹⁰

Berkeley Group’s framework organises these factors into three core dimensions: social and cultural life; voice and influence; and amenities and infrastructure. Thirteen indicators, based on 45 questions, are used to measure the impact and outcomes of regeneration and development against the three dimensions (see figure 1).

Figure 1: Social sustainability framework



Source: The Berkeley Group, 2013

¹⁰ Dempsey, N. et al., 2011. The social dimension of sustainable development: Defining urban social sustainability. Sustainable Development, 19(5), pp.289-300.

3. Who was involved in the research?

3.1 Face-to-face household survey

544 people were interviewed in a face-to-face household survey of South Acton Estate, Acton Gardens Phase 1, and the streets surrounding the estate. The questionnaire contained over 60 questions about the regeneration programme, how people feel about their neighbourhood, how people feel about opportunities to influence or be involved in decision-making, and information about housing need and peoples' priorities for the regeneration programme.

The survey was carried in two main areas:

- **Sample Area 1 - South Acton & Acton Gardens (see figure 2):** 252 people living on the South Acton Estate and 41 people living in Acton Gardens were surveyed. The results of interviews on the South Acton Estate have been broken down into three clusters to explore how opinions and experiences vary in different areas of the existing estate. These are: centre of the estate (referred to as "Centre"), west of the estate (referred to as "West") and the redbrick housing (referred to as "Redbricks"). The results of interviews with people living in Acton Gardens Phase 1 are reported separately.

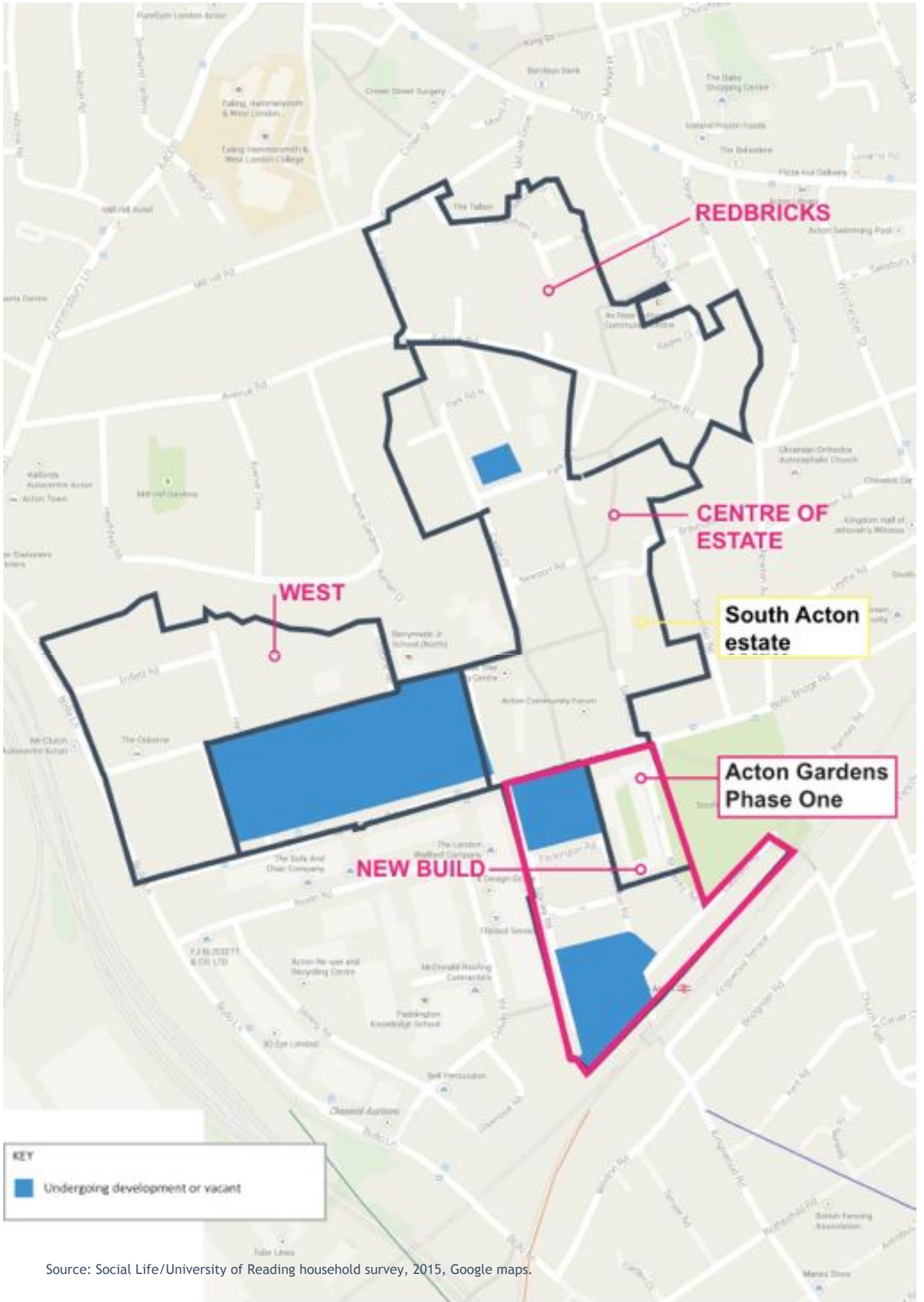
A random sampling method and tenure-based quotas were used to design the research, to ensure that the overall number of interviews reflects the tenure composition of each cluster. 203 respondents were council tenants (69%), 67 respondents lived in privately owned or privately rented housing (23%), 20 rented from a housing association (7%), and 3 lived in shared ownership/equity (1%).

- **Sample Area 2 - The Wider Area (see figure 3):** 251 interviews were conducted in the streets directly surrounding the South Acton Estate. The streets were selected by identifying a five-minute walking radius from the centre of the estate. Sample Area 2 was divided into three clusters: Cluster A - Mill Hill Conservation Area to the west, Cluster B - Acton Town to the north and east, and Cluster C - Acton Green to the south.

In the wider area, 218 were private owners (87%), 24 were council tenants (9.5%), 6 were housing association renters (2.3%), and 3 were living rent-free (1%).

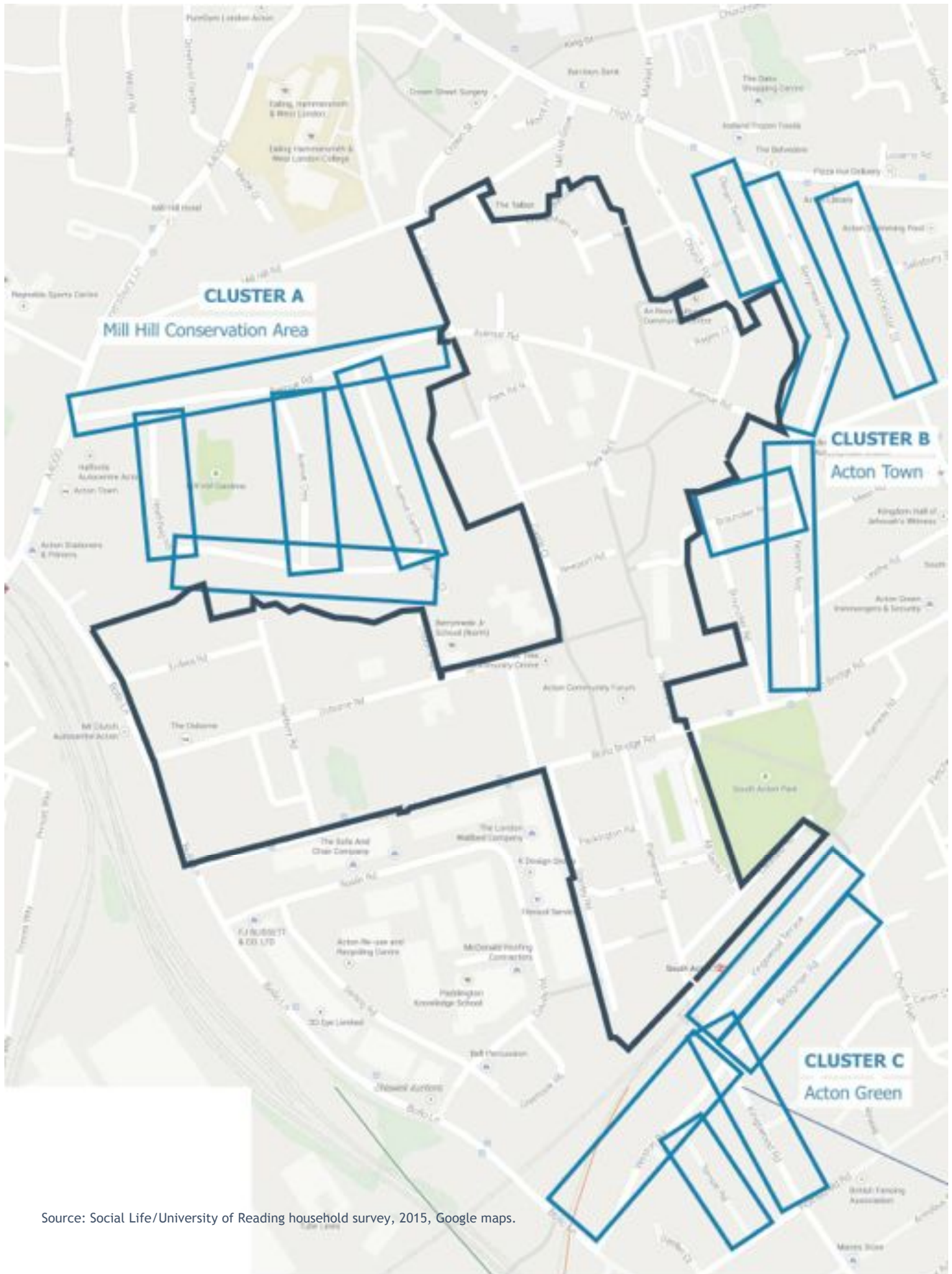
The household survey was carried out over three weeks in March and April 2015. Interviews took place during the day, in the evening and at the weekends. Some existing buildings have been emptied ready for demolition (see areas marked in blue on the map in figure 2). These areas of housing were not surveyed but will be included in future waves of research, when rebuilt.

Figure 2: Sample Area 1, South Acton Estate & Acton Gardens



Source: Social Life/University of Reading household survey, 2015, Google maps.

Figure 3: Sample Area 2, Wider Area



Source: Social Life/University of Reading survey, 2015, Google maps.

South Acton Estate - Survey Respondents

- 31% of respondents lived in single-person households, 21% in 2-person households, 15% in 3-person households, 14% in 4-person households, and 18% in households with 5 or more people.
- 99 households (39% of respondents) have children living at home.
- All respondents were 18 years old or older. 24% were aged between 25 and 44, 23% between 45 and 64, and 17% were older than 64.
- 40% of respondents describe themselves as white British, 35% as black and 17% Asian.
- 40% were in full or part-time paid employment, 14% were unemployed, 22% were retired, 2% full-time students, 6% were caring for family or at home for other reasons, 8% were self-employed.
- Combined household income ranged from below £7,000 a year to over £100,000 a year. 73% of respondents reported household income of up to £21,000, 15% reported household income of £21,001 to £48,000, and 11% reported household income of £48,001-£76,000. 1% of respondents reported average household income of more than £76,000.
- People who were surveyed had lived on the South Acton Estate for anything between 1 and 49 years. 27% had lived on South Acton Estate for between 2 and 5 years and 30% for between 16 and 40 years. Four people (2%) had lived on the estate for over 41 years.
- Just over half of the people surveyed said that they, or a member of the household, were likely to need their own accommodation in the next three years (51% Redbricks, 56% Centre, 61% West). The majority of people said they wanted to stay in Ealing (91% Redbricks, 87% Centre, 96% West).
- The majority of people surveyed stated that their household required a flat/maisonette (72% Redbricks, 78% Centre, 65% West). A smaller group of residents said that their household required semi-detached accommodation (Redbricks 11%, Centre 10%, West 14%), in the West area 16% answered their household needed terraced housing.

Acton Gardens Phase 1 - Survey Respondents

- 17 people who were interviewed had previously lived on the South Acton Estate.
- 19% respondents lived in single-person households, 34% in 2-person households, 19% in 3-person households, 12% in 4-person households, and 15% in households with 5 or more people.
- 17 households (32% of respondents) have children living at home.
- All respondents were 18 years old or older. 27% were 24 or under. 49% were aged between 25 and 44, 12% between 45 and 64, and 12% were older than 64.
- 51% of respondents describe themselves as white British, 27% as black and 19% Asian.
- 39% were in full or part-time paid employment, 5% were unemployed, 22% were retired, 5% full-time students, 12% were caring for family or at home for other reasons, and 12% were self-employed.

- Combined household income ranged from below £7,000 a year to £100,000 a year. 41% of respondents reported household income of up to £21,000, 29% reported household income of £21,001 to £48,000, and 26% reported household income of £48,001-£76,000. Nearly 3% of respondents reported average household income of more than £76,000.

Wider Area: survey respondents

- 19% respondents lived in single-person households, 29% in 2-person households, 18% in 3-person households, 18% in 4-person households, and 15% in households with 5 or more people.
- 93 households (37% of respondents) have children living at home.
- All respondents were 18 years old or older. 25% were 24 or under. 36% were aged between 25 and 44, 26% between 45 and 64, and 12% were older than 64.
- 77% of respondents describe themselves as white British, 11% as black and 8% Asian.
- 50% were in full or part-time paid employment, 5% were unemployed, 18% were retired, 2% full-time students, 7% were caring for family or at home for other reasons, 15% were self-employed.
- Combined household income ranged from below £7,000 a year to over £150,000 a year. 20% of respondents reported household income of up to £21,000, about 36% reported household income of £21,001 to £48,000, and 25% reported household income of £48,001-£76,000. Nearly 20% of respondents reported average household income of more than £76,000.
- 21% of respondents had lived in the wider area for less than 2 years; 25% for between 2 and 5 years; 20% between 6 and 10 years; 33% between 11 and 40 years and 9 people (4%) for between 41 and 75 years.

3.2 Interviews with local organisations

A number of contextual interviews with people living and working locally were carried out in March and April 2015. These conversations explored local perceptions about how South Acton functions as a community and how people feel about regeneration. The aim was to capture a range of perspectives and insights that could add depth to the random household survey.

The semi-structured, 30-90 minute interviews were carried out either face-to-face, by telephone or in groups. The interviews included conversations with community activists (mainly long term residents) and a number of local organisations and service providers based in, or supporting people living in, South Acton.

Interviews took place with the following individuals or groups:

1. Anti-Tribalism Movement
2. Bollo Road Youth Centre
3. A Ward Councillor
4. South Acton Safer Neighbourhoods team

5. CANforum
6. Two local activists who are long-standing residents
7. People living in Sheltered Housing
8. South Acton Children's Centre
9. Local shop-keeper
10. SASAC (South Acton Skills & Arts Collaborative)

3.3 Independent site survey

Architect Roland Karthaus (MA Regen. FHEA, FRSA, RIBA Client Adviser) carried out an independent site survey to assess the quality of the built environment and the provision of local community facilities on the South Acton Estate and in Acton Gardens. The site survey was carried out on March 27th, 2015. Existing buildings empty because of the decant and demolition process were not assessed in the site survey.



Source: Countryside, South Acton

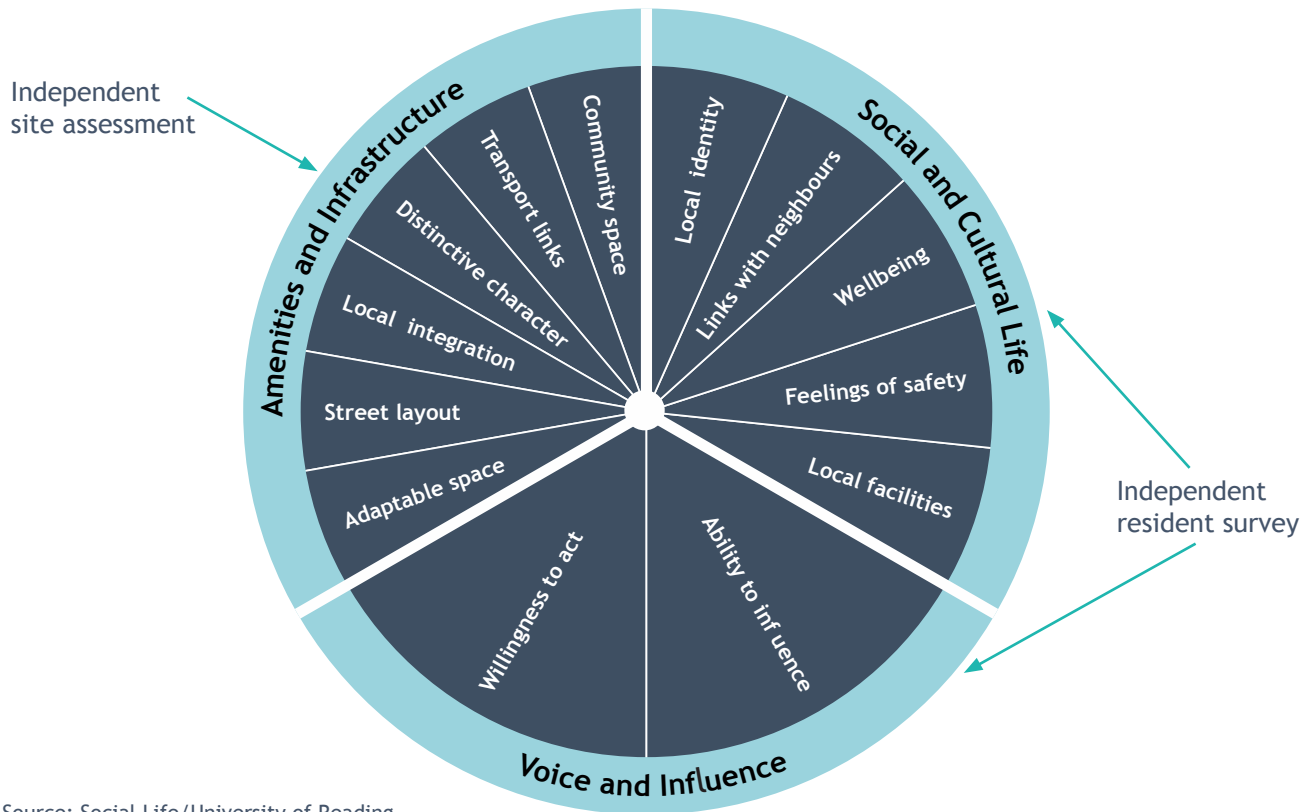
4. How does South Acton compare to other places?

The research explored how the perspectives of people living in South Acton, Acton Gardens, and the wider area, compare to people from similar backgrounds living in similar neighbourhoods. The aim is to generate a “benchmark” against which to compare and assess how the regeneration process affects people and, over time, to see how and where life in the neighbourhood is improving and how it is being affected by changes in the built environment.

Social Life has developed a benchmarking method, which has been adopted for Acton Gardens. It was first developed for The Berkeley Group, and has been adapted for use in neighbourhoods by Sutton Council, and in wider contexts. This research on Acton Gardens follows the method developed for The Berkeley Group, to measure quality of life and wellbeing on their new developments.

The benchmarking method has two elements: one, comparing the results from the survey of households on the South Acton Estate and in Acton Gardens against the results of national surveys that ask the same questions; and two, assessing the results of the independent site survey using an adapted version of the Building for Life industry standard.¹¹

Figure 4: Social sustainability framework



Source: Social Life/University of Reading

4.1 Comparable area benchmarks

The results of the household survey have been compared to the responses to the same questions in three large-scale national surveys:

- Understanding Society, the UK's largest, longitudinal household panel survey with 40,000 participating households
- Community Life, an annual survey based on approximately 6,000 face-to-face interviews
- British Crime Survey, an annual survey of 35,000 people.

This benchmarking method uses the Office for National Statistics' Output Area Classification (OAC) and Index of Multiple Deprivation (IMD) classifications to identify the average responses for areas that share the same OAC profile and IMD ranking. The average responses of people living in South Acton and Acton Gardens can be compared to the benchmark, the average responses of people with a similar profile in comparable areas.

The results of the household survey are subject to statistical testing and reported using a simple graphic rating. Responses that are significantly more positive than the benchmark

are reported in green as being better than the average. Responses that are significantly less positive than the benchmark are reported in orange as being worse than the average. Responses in line with the benchmark, or the same as the average, are reported in dark blue.

The local facilities indicator is not benchmarked against national survey results because there is no appropriate data for comparison.

The purpose of the benchmarking process is to provide a set of baseline research findings against which to assess change in the neighbourhood as the regeneration progresses. Acton Gardens LLP intends to re-run the household survey at regular intervals over the coming years, using the findings to understand how changes are affecting residents' satisfaction and feelings about the neighbourhood and, how these experiences vary across the South Acton Estate and areas of new housing.

4.2 Site survey assessments

The results of the independent site survey use the Building for Life scoring method. Each of the questions is given a value of 1, 0.5 or 0:

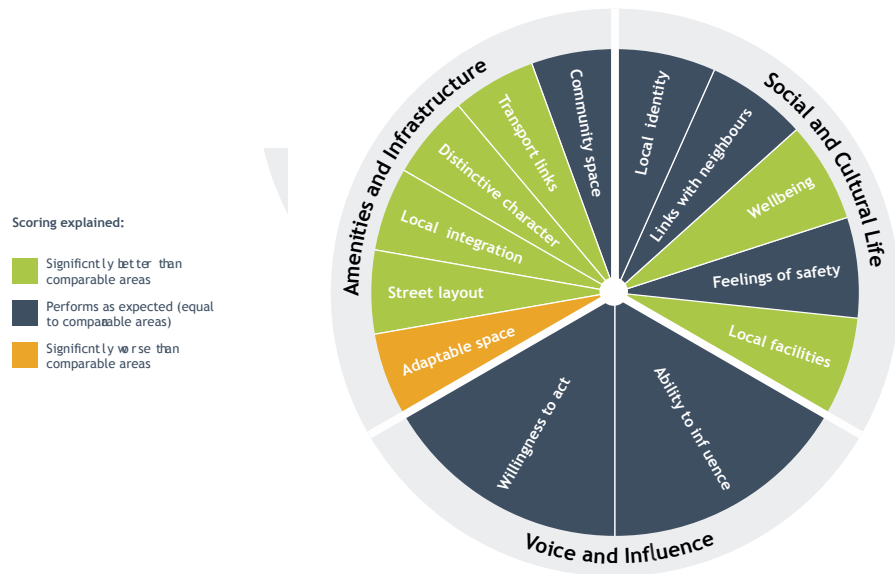
- 1 = there is sufficient evidence that the design meets the criteria
- 0.5 = a specific part of the design meets the criteria, but another does not
- 0 = there is not enough evidence that the design meets the criteria, or the evidence shows that the design does not meet the criteria.

The scores for each question within an indicator are combined to provide an overall average score for each indicator.

4.3 Benchmarking South Acton & Acton Gardens

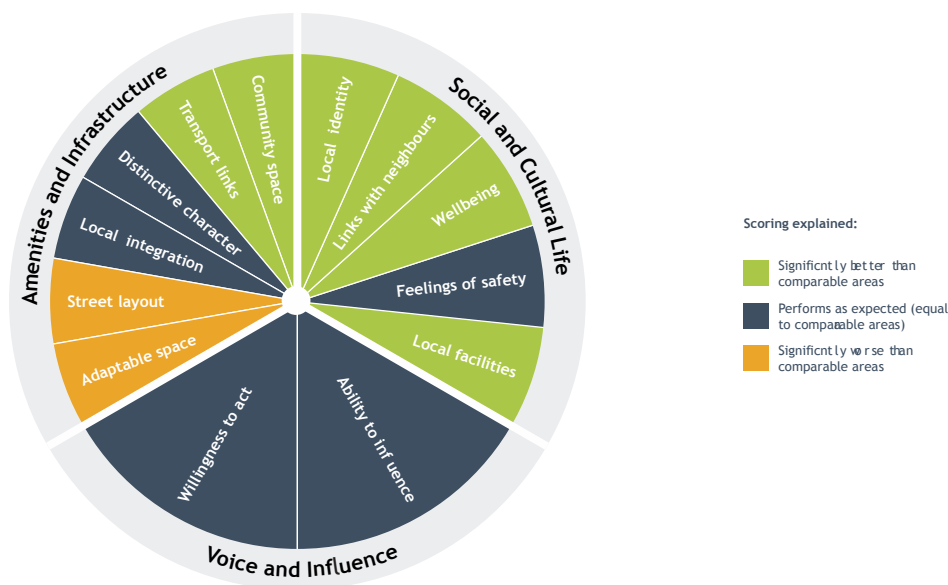
The two diagrams below provide a simple graphic, illustration of the results of the benchmarking process for the existing South Acton Estate (the three areas of housing identified in the report as Redbricks, Centre and West of the estate) and Acton Gardens Phase 1.

Figure 5: Benchmarking Acton Gardens Phase 1



Source: Social Life/University of Reading household survey, 2015

Figure 6: Benchmarking the existing South Acton Estate



Source: Social Life/University of Reading household survey, 2015

Amenities and Social Infrastructure

The Amenities and Social Infrastructure indicators show Acton Gardens receives a higher rating than the South Acton Estate, which reflects improvements to housing design and public realm. Acton Gardens is given a positive assessment for four of the indicators - transport links, distinctive character, local integration and street layout. However, Acton

Gardens is given an average assessment for community space compared to the positive assessment for South Acton Estate. This reflects both the wide range of well-used community facilities, play spaces and public areas on the existing estate, but also concerns that centralising local services in the new plaza and community hub in the future may impact negatively on people living in the further reaches of the estate.

Both Acton Gardens and South Acton Estate are given a negative assessment for adaptable space and South Acton Estate is given a negative assessment for street layout, reflecting the comments about the estate's complex form that is often disconnected from street networks and other buildings.

Voice and Influence

Both Acton Gardens and South Acton Estate receive an average assessment for the Voice and Influence indicators. These report on how residents describe their own involvement in, and their feelings about how they can influence, local decision-making; and their willingness to work with other people locally to improve the neighbourhood. This results means that residents of Acton Gardens and the South Acton Estate are no more or less likely to be involved in, or to feel they can influence, local decision-making than people living in comparable areas.

Social and Cultural Life

South Acton Estate receives a more positive assessment than Acton Gardens for Social and Cultural Life. Three of the indicators are given a positive assessment. This means that residents who took part in the household survey gave responses that are significantly more positive than the average for the comparable area. These are questions about how living on the South Acton Estate contributes to their sense of identity, a series of questions about links with neighbours, and the four questions about life satisfaction and satisfaction with the area as a place to live that make up the wellbeing indicator.

Acton Gardens received an average rating for the local identity and links with neighbours indicators, which means residents answering questions about whether they talk to their neighbours, feel they trust people locally, have local support networks and feel they belong to the neighbourhood, are lower than people living on the South Acton Estate but in line with the average for comparable areas.

Both South Acton Estate and Acton Gardens were given an average rating for feelings of safety. Although the contextual interviews indicate that community safety has improved and people generally feel much safer, overall, residents' perceptions of crime are no higher or lower than elsewhere in the country.

Both Acton Gardens and South Acton Estate received a positive assessment for the local facilities indicator, which reports on residents' levels of satisfaction with local facilities including health, schools, social facilities, sports and leisure, and play spaces for children and young people of different ages.

Appendix one gives the full breakdown of scores for the parts of the assessment derived from the residents' survey, broken down by sample area.



5. Living in South Acton: feelings about the neighbourhood

This section summarises what people said about living in the South Acton area and how they feel about the neighbourhood. It describes how people answered questions about the Social and Cultural Life part of the research framework, including questions about feelings of belonging and inclusion, relationships with neighbours, wellbeing, community safety, and satisfaction with local facilities.

This section is based mainly on the results of the household survey and compares the responses of people living on the South Acton Estate to people living in Acton Gardens, and in the streets around the South Acton Estate (described below as the Wider Area). Feedback and comments from the contextual interviews are included where they are relevant to the household survey results.

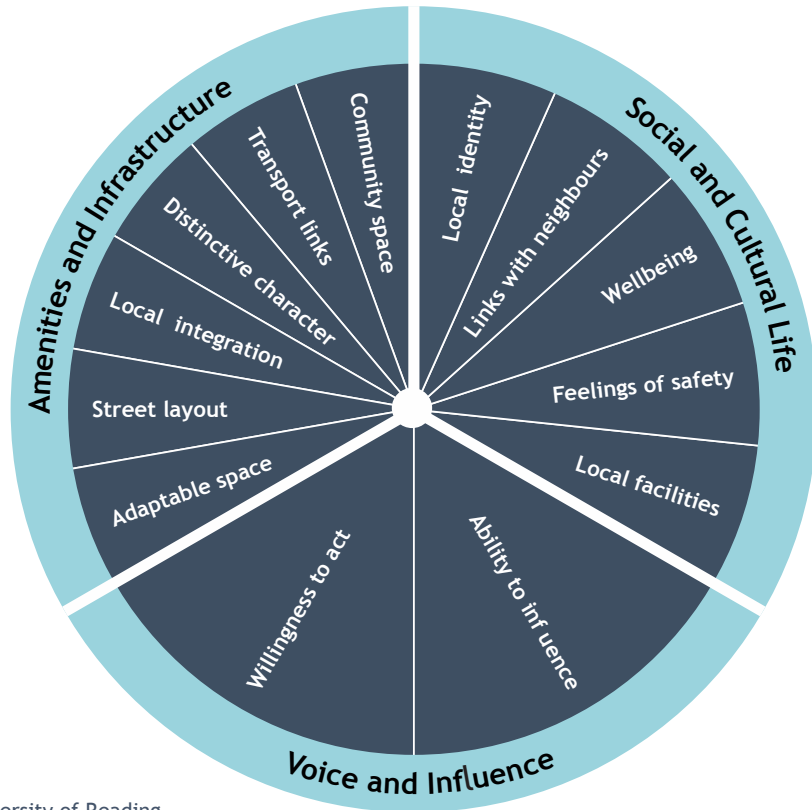
Key findings:

- People feel there is a strong, tolerant and neighbourly community in South Acton.
- Local relationships matter: three quarters of people living on the South Acton Estate say they regularly stop and talk to their neighbours and over 80% say they could turn to someone in the neighbourhood if they needed advice, although these figures are much lower for people living in Acton Gardens, the first phase of new housing.
- Many people take pride in where they live and over 90% say where they live is important to their identity.
- Overall, there are high levels of wellbeing and satisfaction with the area as a place to live. People living in Acton Gardens and the wider area reported higher levels of wellbeing and satisfaction than people living on the South Acton Estate.
- Good local facilities such as schools, health services and transport connections, are recognised as important and help to make South Acton a good place to live.
- The community feels safer to residents than in the past; although there are still problems. Some people feel frustrated about the length of time it is taking for the Estate's reputation to improve.



People living on the South Acton Estate and in wider area reported higher levels of belonging: 86% that people living in Acton Gardens (61%)

Figure 7: Social sustainability framework adapted for South Acton Estate



Source: Social Life/University of Reading

5.1 Local identity & belonging

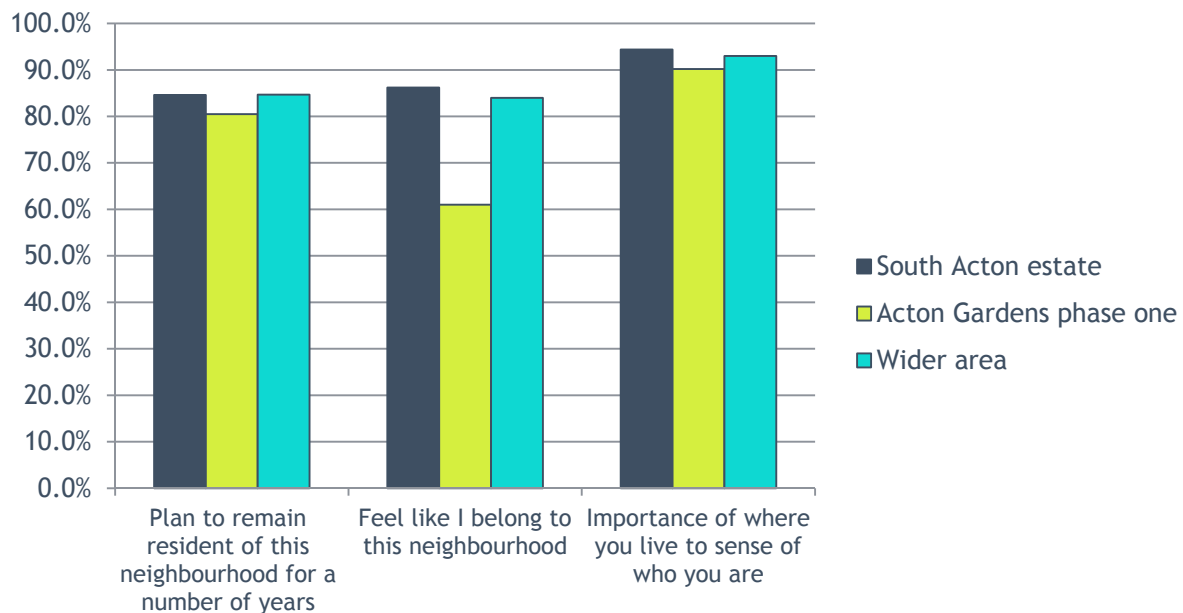
People were asked three questions about their feelings of belonging to the neighbourhood:

- Do you plan to remain resident of this neighbourhood for a number of years?
- Do you feel like you belong to this neighbourhood?
- How important is where you live to your sense of who you are

Overall, 85% of the 544 people who took part in the survey said they plan to stay in the neighbourhood; 84% said they feel like they belong to the neighbourhood and 93% said they feel that where they live is important to their identity.

84% of people living on the South Acton Estate and 85% of people in the wider area said they planned to remain in the neighbourhood for a number of years compared to 80% of Acton Gardens residents. Of the three neighbourhoods surveyed in the wider area, 92% of people living in Acton Green said they agreed or strongly agreed they would remain in the neighbourhood for a number of years compared to 88% in Mill Hill Conservation Area and 81% in Acton Town.

People living on the South Acton Estate and in the wider area reported higher levels of belonging: 86% than people living in Acton Gardens (61%). Research indicates that feelings of belonging are linked to the length of time people have lived in an area, levels of belonging in Acton Gardens may therefore increase as the neighbourhood matures.



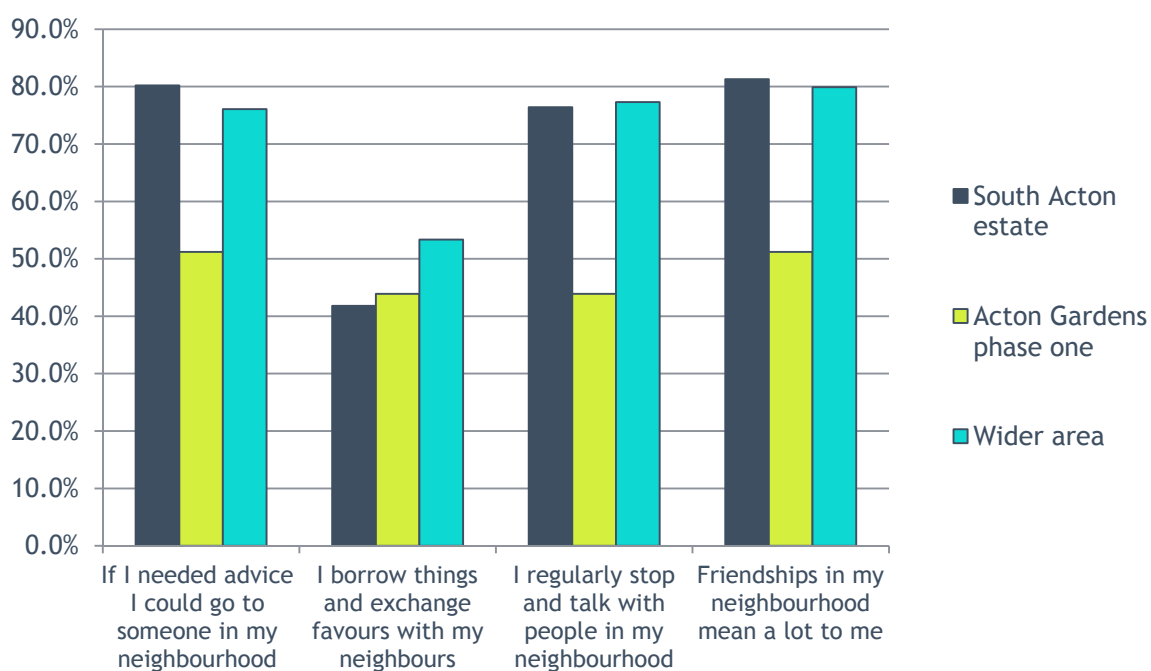
Source: Social Life/University of Reading household survey, 2015, N = 517 to 539

94% of people living on the South Acton Estate said where they live is important to their identity compared to 90% of people living in Acton Gardens and 92% in the wider area.

Many people who took part in the contextual interviews commented on the strong sense of community on the South Acton Estate. People acknowledged that it is a deprived area, for example one person working with children and young people said “The levels of poverty are quite scary”. In spite of this, the interviewees felt that residents tend to look after one another and feel part of a wider community. One of the interviewees gave the example of a block, which is now vacant, where “there was ...a togetherness ... it was like a family”.

Some interviewees described the estate as resilient but also quite a closed community. They reported that while people from different backgrounds are tolerant of difference, they tend not to interact much with people from different cultural or ethnic backgrounds. One of the youth workers described their feeling that opportunities for young people are limited and reported that some young people say they feel trapped.

Figure 9: Relationships with neighbours indicators, by small area



Source: Social Life/University of Reading household survey, 2015, N = 535 to 542

People living in the wider area were more likely to say they borrowed things and exchanged favours with their neighbours. 66% said they regularly did this compared to 42% in South Acton Estate and 44% in Acton Gardens.

76% of people living on the South Acton Estate agreed or strongly agreed with the statement “I regularly stop and talk with people in my neighbourhood”. This is lower than the number of people in the wider area, where 84% of people of said they regularly talk to their neighbours, but significantly higher than Acton Gardens (44%). A closer look at how responses to this question varied in different parts of the estate shows that people living in the Redbricks (47%) and Central (51%) areas of were most likely to strongly agree they regularly stop and talk to people in the neighbourhood.

81% of South Acton Estate residents and 83% in the wider area agreed that friendships in the neighbourhood were important compared to 51% in Acton Gardens, yet levels of trust are much lower among people living on the South Acton Estate than in Acton Gardens (39%) and the wider area (47%).

Research about local social networks identifies a strong relationship between strength and density of relationships and the length of residency in an area. Consequently, neighbourliness may increase in Acton Gardens as the neighbourhood matures.

People from different backgrounds get on well

Overall the majority of people responded positively to the questions “Is this an area where people from different backgrounds get on well?” and “Would you agree or disagree that

5.2 Relationships with neighbours

People were asked seven questions about their links and relationship to their neighbours:

- If I needed advice I could go to someone in my neighbourhood?
- I borrow things and exchange favours with my neighbours
- I regularly stop and talk with people in my neighbourhood
- Friendships in my neighbourhood mean a lot to me
- Most people can be trusted or you cannot be too careful with people?
- Is this is an area where people from different backgrounds get on well?
- Would you agree or disagree that residents in this local area respect ethnic differences between people?

Overall 76% of people feel if they needed advice they could go to someone in their neighbourhood; 53% said they borrow things and exchange favour with neighbours; 72% said they regularly stop and talk with people in their neighbourhood; 77% said friendship in their neighbourhood mean a lot to them; 31% of people said they feel most people can be trusted; 92% said they feel people from different backgrounds get on well and 95% said they feel people respect ethnic differences.

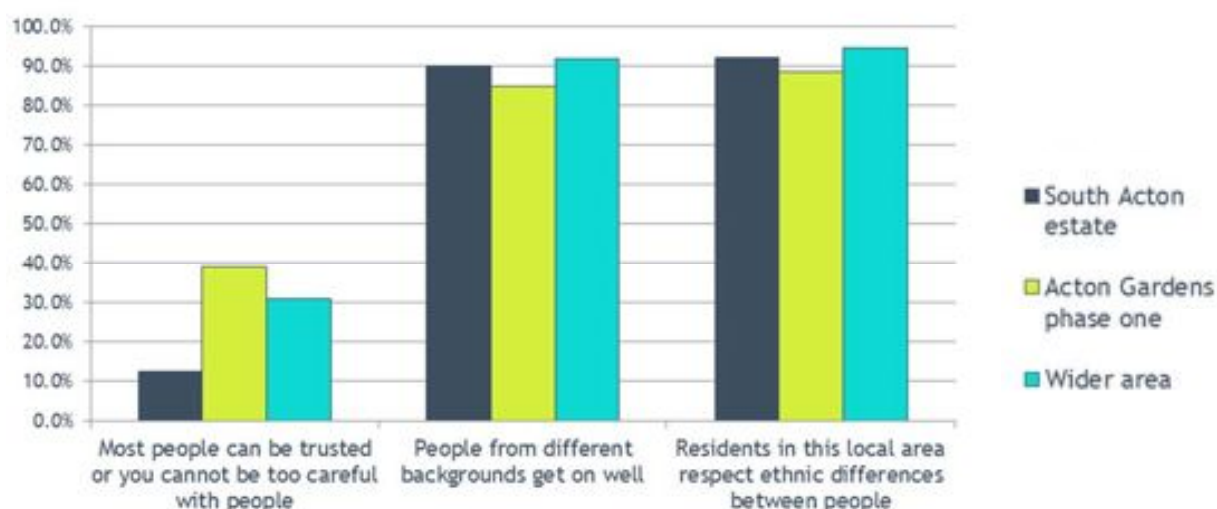
People living on the South Acton Estate and in the wider area were also more likely than people living in Acton Gardens to agree that if they needed advice they could go to someone in their neighbourhood and that friendships in the neighbourhood meant a lot to them. 80% of South Acton Estate residents and 76% in the wider area said that if they needed advice they could go to someone in their neighbourhood, compared to people living in Acton Gardens (51%). See Figure 6 for a chart summarising four questions about how people describe their links with neighbours.



80% of South Acton Estate residents and 76% in the wider area said that if they needed advice they could go to someone in their neighbourhood, compared to people living in Acton Gardens (51%).

residents in this local area respect ethnic differences between people?”. 92% of South Acton Estate residents and 89% of Acton Gardens residents agreed or strongly agreed that people from different backgrounds got on well. The majority of people said they felt ethnic differences are respected in the area although a small number of residents in Acton Gardens, the Redbricks and West areas of the estate disagreed.

Figure 10: Respect for difference in the local area, by small area



Source: Social Life/University of Reading household survey, 2015, N = 516 to 520

In the contextual interviews many people talked about the diversity of South Acton’s population. One resident listed over 15 different nationalities living in his block including people from Armenia, Nigeria, Morocco, the Lebanon and Greece. A youth worker said 80% of the children using the South Acton Children’s Centre are from black or minority ethnic backgrounds.

People described how different communities had moved to South Acton Estate in waves and have now settled. Interviewees mentioned how in the late seventies and early eighties many new tenants came from Irish and Caribbean families, followed by many Somali families in the nineties, many fleeing the civil war. More recently migrants have settled here from many different countries including many from Eastern European. Several people described a general feeling that South Acton residents display high levels of tolerance but that integration is low. As one person working in a local organisation said: “ ..there’s a lot of really good stuff here...it’s amazingly tolerant”. Others described the many strong communities that tend to who support people from their own cultural or ethnic backgrounds. One interviewee described this as “the different communities sticking to their own corner”. Some people felt that not enough is being done to integrate residents and create opportunities for people to mix. For example, one person described a successful estate barbeque in 2014 which was not repeated because of lack of funding. Local schools and facilities for young people were cited as spaces that play an important role in allowing people from different backgrounds to mix.

5.3 Wellbeing

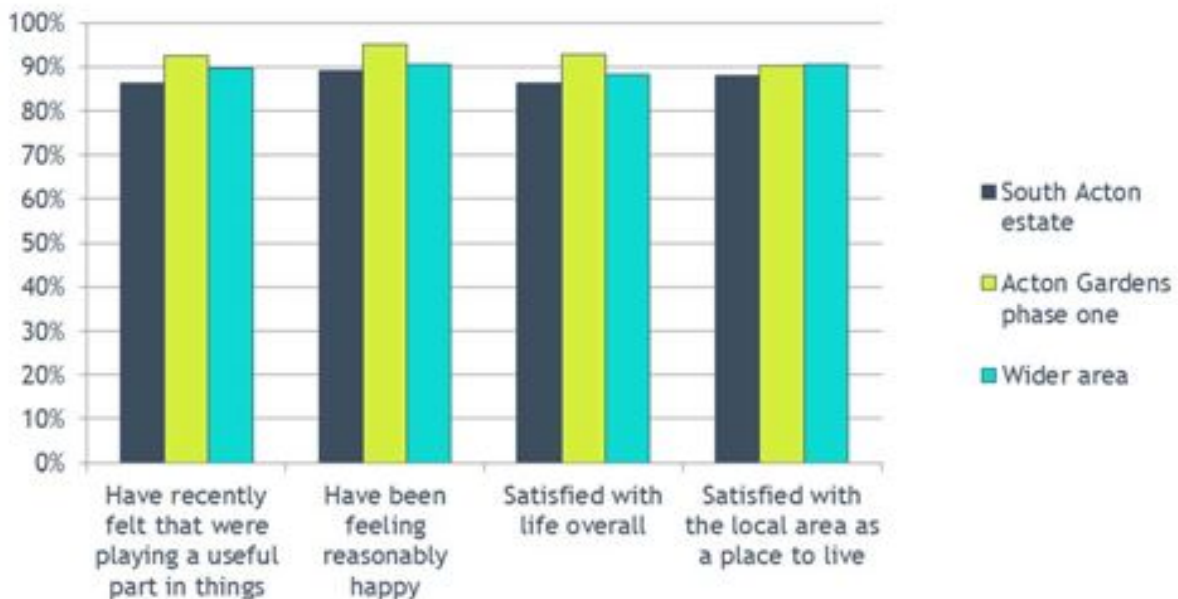
People were asked four questions about wellbeing (based on the same questions asked in the Office of National Statistics Personal Wellbeing Survey, which assesses levels of wellbeing in the UK):

- Have you recently felt that you were playing a useful part in things?
- Have you been feeling reasonably happy?
- How dissatisfied or satisfied are you with life overall?
- Overall, how satisfied or dissatisfied are you with your local areas as a place to live?

Overall, levels of wellbeing are high. 90% of people answered that they recently felt that they were playing a useful part in things. 91% of people felt they had been feeling reasonably and 88% felt satisfied with life overall. 91% of people were satisfied overall with their local area as a place to live.

People living on the South Acton Estate reported slightly less positive responses across all four questions, suggesting that levels of wellbeing are slightly lower than in Acton Gardens and the wider area. 86% of South Acton Estate residents said they felt that they were playing a useful part in things compared to 92% of those living in Acton Gardens and 93% in the wider area. Similarly, 85% of people living on the South Acton Estate felt they have been reasonably happy compared to 95% in Acton Gardens and 91% in wider area. 86% of respondents on the South Acton Estate, 86% in Acton Gardens and 90% in the wider area, reported they felt satisfied with life overall. See Figure 9 for a chart summarising four questions about how people describe their wellbeing.

Figure 11: Local wellbeing, by small local area



Source: Social Life/University of Reading household survey, 2015, N = 509 to 544



Satisfaction with the area as a place to live

Overall, levels of satisfaction with the area as a place to live are high. In the survey, the term “area” was defined as the streets that are 15-20 minutes walk from peoples’ homes. 90% of both people living in Acton Gardens and the wider area said they are “satisfied with the area as a place to live”, compared to 88% of people living on the South Acton Estate.

The contextual interviews with people living and work on the estate identified a sense of pride in the neighbourhood and a feeling that things are improving. There is a sense that the way estate is perceived from the outside no longer reflects the reality. As one long-term resident said, “It got a bad reputation and it has stuck”. There is recognition, and some frustration, that it is taking time for reputation of the estate to improve in the wider area.

Some people reported that the estate is well connected but not everyone agreed. Some people felt the estate feels quite separate from the surrounding areas, in particular relatively affluent areas like parts of Chiswick, where, as one interviewee said, “ ... life is entirely different”. The lack of integration with the wider neighbourhood was partly a result of the difference in the urban fabric of the estate compared to the surrounding areas, also because of the lack of permeability through the estate.

5.4 Feelings of Safety

People were asked three questions about how they feel about community safety:

- How safe do you feel walking alone in this area during the day?
- How safe do you feel walking alone in this area after dark?
- In your opinion how does the level of crime in your local area compare to the country as a whole?

Safety day and night

People said they feel very safe walking alone in the area during the day: 100% of people living in Acton Gardens, 97% of people from South Acton Estate, and 99% from the wider area. Feelings of safety at night were lower: 81% of people living on the South Acton Estate felt safe walking alone after dark compared to 95% in Acton Gardens and 89% in the wider area. South Acton Estate residents living near Pembroke House, St Margaret’s Lodge, Ludlow Court and Barwick House were least likely to feel safe alone at night.

People who took part in the contextual interviews said that today they generally feel safe in the area. The South Acton Estate used to have a bad reputation; one person said it was described as “Crack Town” but levels of crime have dropped and there is a sense that people feel much safer. However, they acknowledged there are still problems with crime, particularly with drugs and gangs, but these issues are being managed well by local service providers. Some people said they avoid going out at night because of these problems.

Perceptions of crime

42% of residents interviewed in the South Acton Estate, 45% in Acton Gardens, and 46% in the wider area felt the level of crime in their area is lower compared to the country as a

whole. However, in the Redbricks only 27% said they felt crime levels are higher than the level in the country as a whole.

According to the Safer Neighbourhoods Team who took part in the contextual interviews, the physical design of the Redbricks area makes it difficult to police because of the walkways and alleys that make it feel “maze-like”. The Safer Neighbourhoods Team reported that crime prevention measures in Acton Gardens, such as CCTV, better lighting and secure doorways have helped to reduce crime.

5.5 Satisfaction with local facilities

This indicator includes eight questions about resident satisfaction with the availability and quality of community facilities, with a particular focus on provision for young children of different ages, and spaces for people to socialise.

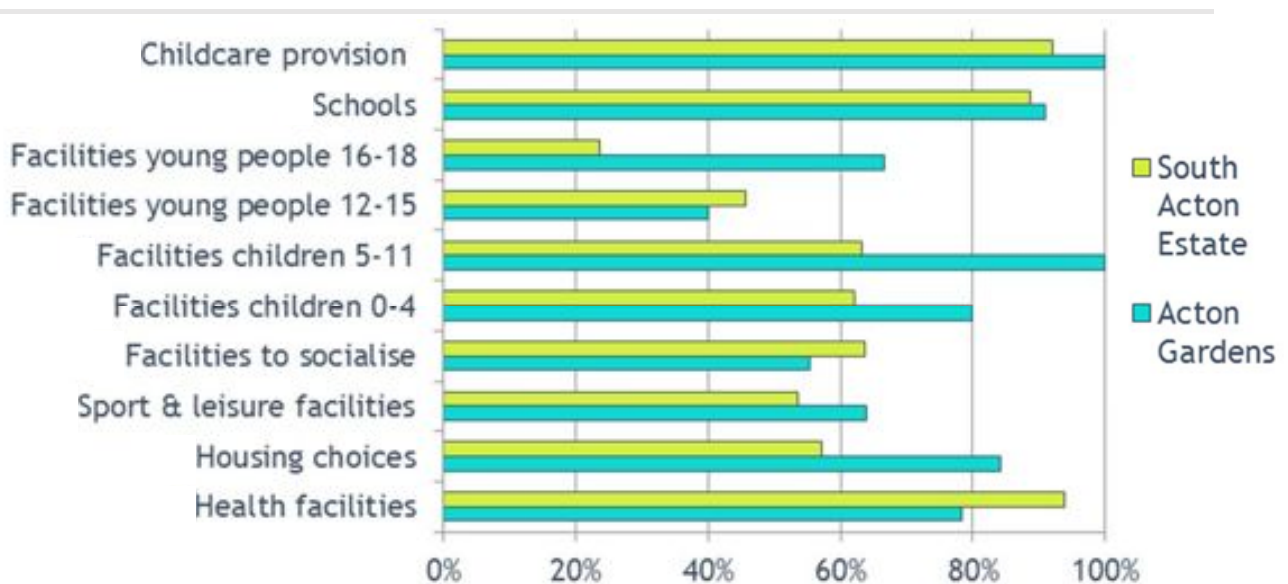
These questions were created for this framework to capture residents’ perspectives about the availability and quality of community facilities, alongside the professional opinion of an independent site surveyor. These questions are not benchmarked against national surveys.

The question were: “Are you satisfied/dissatisfied with the quality of facilities for ...”:

- Children and young people (0-4 years)?
- Children and young people (5-11 years)?
- Children and young people (12-15 years)?
- Children and young people (16-18 years)?
- Health facilities?
- Sport and leisure facilities?
- Facilities where you socialise with friends and family?

And a final question asked about satisfaction with housing choices.

Figure 12: Satisfaction with local facilities



Source: Social Life/University of Reading household survey, 2015, N = 37 to 532

Satisfaction with facilities for children & young people

65% of the 544 people surveyed described themselves as satisfied with facilities for very young children (0-4 years) and 70% were satisfied with the quality of facilities for children aged 5-11 years. Levels of satisfaction with facilities for older children were considerably lower: 43% for 12-15 year olds and 35% for 16-18 year olds.

62% of South Acton Estate residents were satisfied with quality of facilities for 0-4 year old children. People living in the Redbricks area were least satisfied (33%) with facilities for this age group. In the wider area 68% were satisfied with facilities for 0-4 year olds, and in Acton Gardens 80% liked the quality of facilities for very young children.

People were generally satisfied with facilities for 5-11 year olds: 100% in Acton Gardens, 75% in the wider area and 63% on the South Acton Estate. However, 100% of residents from the Redbricks area were dissatisfied with facilities for this age group. Quality of facilities for 12-15 year olds received less positive feedback, with only 46% being satisfied in South Acton Estate, 40 % satisfied in Acton Gardens and 40% in the wider area.

South Acton Estate (71%) and Acton Gardens (67%) reported higher satisfaction with the quality of facilities for young people between 16-18 compared to the wider area where only 41% were satisfied. However, in the Redbricks and the Centre areas 100% of people asked were dissatisfied with facilities for 16-18 year olds.

Satisfaction with health, sport & social facilities

Generally, people were satisfied with the quality of health facilities, although people living in Acton Gardens were less satisfied (78%) compared with those living on the South Acton Estate (94%) and in the wider area (91%).

Levels of satisfaction with the quality of sports and leisure facilities were lower for people living on South Acton Estate (54%) compared to Acton Gardens (64%) and the wider area (73%).

People in the wider area (82%) were more satisfied with the quality of facilities to socialise with friends and family than people living in Acton Gardens (55%) and the South Acton Estate (64%).

In the contextual interviews it was reported that local services like health, education, amenities are good quality, and close by.

Housing choices

Satisfaction with housing choices was lower for people living on the South Acton Estate (57%) compared to 64% in Acton Gardens and 65% in the wider area. People in the contextual interviews reported that overcrowding was often raised as a serious issue affecting many people living on the estate.



People living in the wider area reported much higher levels of feeling they are able to influence decisions affecting their local area: 88% said they agreed or tended to agree compared to 48% of South Acton residents and 30% of Acton Gardens residents.

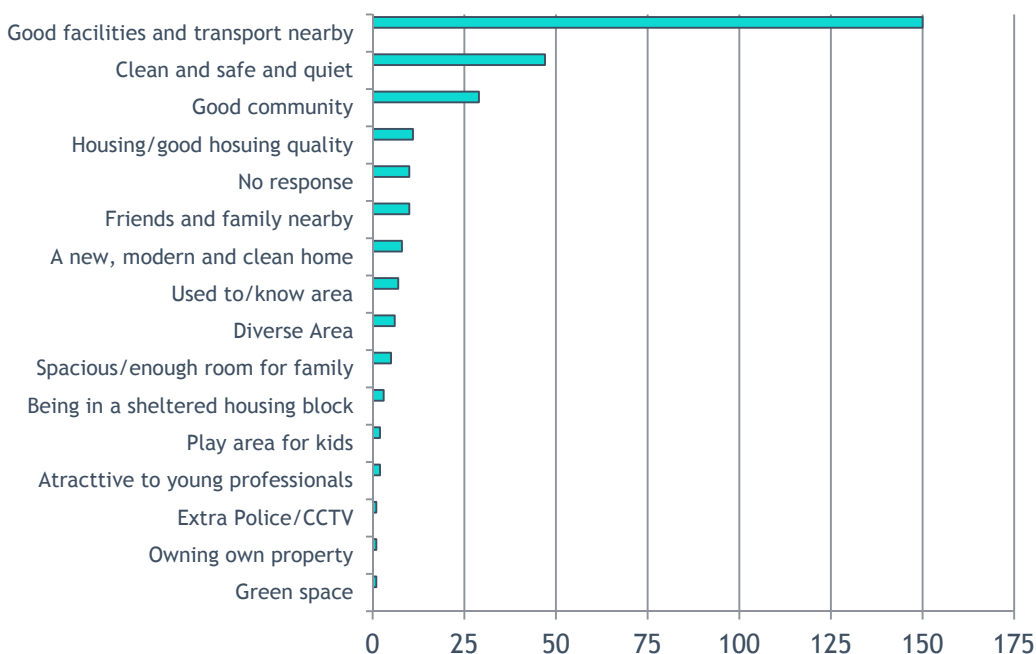
5.6 What supports quality of life in South Acton?

People were asked to identify the things about living in the South Acton area that most contribute to their quality of life.

Two factors stand out in the survey results. Firstly, the majority of people on South Acton Estate and Acton Gardens commented on the good local connections and services. The next highest-rated factors were the quietness of the estate, and that the area felt clean and safe. Several residents from both Acton Gardens and South Acton Estate answered that the estate was now safer than it used to be. For people living in Acton Gardens, having a new and modern home was highly rated. People living in the Redbricks and the Centre areas mentioned the “good community” as being important to their quality of life - this factor was mentioned significantly less often by people living in the West of the estate or in the new build housing.



Figure 13: What three factors matter most to your quality of life, number of responses, South Acton Estate residents only



Source: Social Life/University of Reading household survey, 2015, N=293

6. Voice and influence: does shaping decisions matter locally?

This section describes how people feel about being able to influence and shape decisions about the area and the regeneration programme. It summarises how people answered questions about their willingness to act and engage in the community, as well as their experience of being involved in decisions affecting the local area.

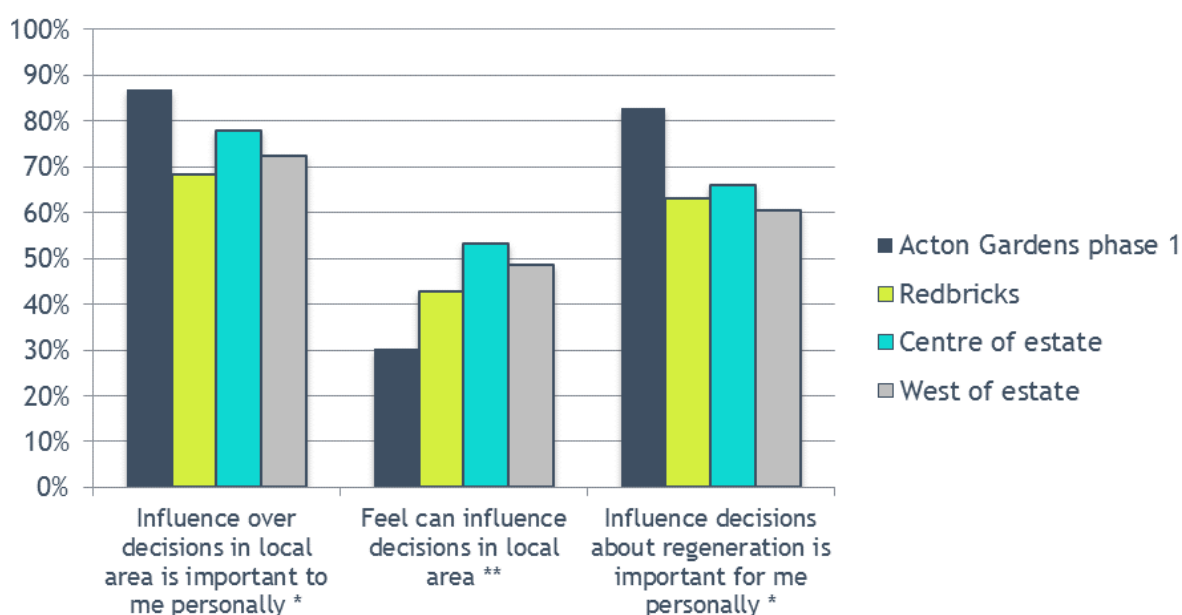
This section is based on the results of the household survey and compares the responses of people living on the South Acton Estate to people living in Acton Gardens and in the streets around the South Acton Estate. Feedback and comments from the contextual interviews are included, and identified where they are relevant to the household survey results.

Key findings show:

- Overall, 69% of the 544 people interviewed said it is quite or very important to them to feel they can influence decisions about regeneration programme

- People living in Acton Gardens were most likely to say that being able to influence decisions in the local area (87%) and the regeneration programme (83%) matters to them
- Only 30% of Acton Gardens residents said that they felt they could influence decisions in the local area, lower than on the South Acton Estate. 53% of residents living in the Centre of the estate felt they could influence decisions.
- People living in the centre of the estate also felt that having influence over decisions was more important than people living in the West or the Redbricks.
- 71% of people living in the wider area said being able to influence decisions matters to them personally.

Figure 14: Influencing local decision-making



* responding very/quiet important ** responding agree/tend to agree

Source: Social Life/University of Reading household survey, 2015, N = 434 to 446

6.1 Willingness to act

People were asked three questions about their willingness to act.

- I would be willing to work together with others on something to improve my neighbourhood.
- To what extent do you agree or disagree that people in this neighbourhood pull together to improve this neighbourhood?
- In the last 12 months, have you taken any actions to try to get something done about the quality of your local environment?

Overall 84% of the 544 people survey said they would be willing to work together with others on something to improve their neighbourhood. 87% said they believe that other people in the neighbourhood pull together to improve the area. 26% of people said they had contacted the local council about the quality of their local environment in the last 12 months.

People living in Acton Gardens reported a lower level of willingness to work with other people to improve the local neighbourhood (66%) compared to the South Acton Estate (84%) and wider area (87%). People living in Acton Gardens were less likely to have contacted the council about the quality of the environment (7%) than people living on South Acton Estate (26%) or in the wider area (26%).

The majority in all three areas believed that the neighbourhood pulls together to improve the area, South Acton Estate (83%), Acton Gardens (78%) and wider area (91%).

6.2 Ability to Influence

People were asked three questions about their experience of being able to influence the area they live in:

- In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)
- Do you agree or disagree that you can influence decisions affecting you local area?
- How important is it for you personally to feel that you can influence decisions affecting your local area?

Overall, only a very small number of the 544 people interviewed had within the last 12 months been asked by any organisation about what they think about sporting facilities (2%), cultural facilities (2%) and environmental facilities (3%). 55% people said they feel they can influence decisions affecting the local area and 83% answered that it was important for them to be able to influence the local area.

No one surveyed in Acton Gardens had been asked by any organisation about what they think about sporting facilities, cultural facilities and environmental facilities and only 2% of people living on the South Acton Estate or in the wider area reported being contacted about any local facilities.

People living in the wider area reported much higher levels of feeling they are able to influence decisions affecting their local area: 88% said they agreed or tended to agree that they have influence compared to 48% of South Acton residents and 30% of Acton Gardens residents.

People living in the wider area were also much more likely to want to influence local decision-making. 88% of people interviewed from the wider area said it was quite or very important to them compared to 87% in Acton Gardens and 73% of people living on the South Acton Estate.

7. Feelings about regeneration

This section describes how people feel about the regeneration programme. It summarises how people responded to questions about what they know about the regeneration plans, how they feel about the plans, and their views on local needs and priorities. This section of the report is based on the results of the household survey and compares the responses of people living on the South Acton Estate to people living in Acton Gardens and in the streets around the South Acton Estate.

Key findings show:

- People living on the South Acton Estate and in Acton Gardens have mixed feelings about the regeneration proposals: some people said they feel hopeful and positive, while others are worried about the disruption and how changes will impact on more vulnerable members of the community.
- People living in sheltered housing were particularly concerned and anxious about how their friendships and relationships would be affected by neighbours being moved to different places.
- Less than 40% of residents reported that they felt “overall positive” about the regeneration, people who were in favour were positive about the good design of new housing at Acton Gardens.
- People living in the Redbricks area of the Estate reported the most negative feelings about regeneration.
- Some people said they do not have enough information about the process to make informed decisions about new housing choices.
- Housing affordability, new housing for existing residents and improvements to housing were described as the most important aspects of the regeneration.

7.1 What do people know?

Overall, 39% of the people surveyed said they know a lot or has some information about plans to regenerate the South Acton Estate. In the past 12 months 89% had received the Acton Gardens quarterly newsletter about the regeneration, 86% had read the newsletter, and 15% had attended meetings or events about the regeneration project.

Unsurprisingly, people living on South Acton Estate and Acton Gardens knew more than people living in the wider area. People living in the Redbricks area of the South Acton Estate had the most information about regeneration plans, and were more likely to have been to meetings or events about the regeneration plans than people living elsewhere on the estate. 18% of Redbricks residents surveyed said they knew a lot about regeneration, compared to 13% from Acton Gardens, 10% from the Centre and 5% from the West of the estate.

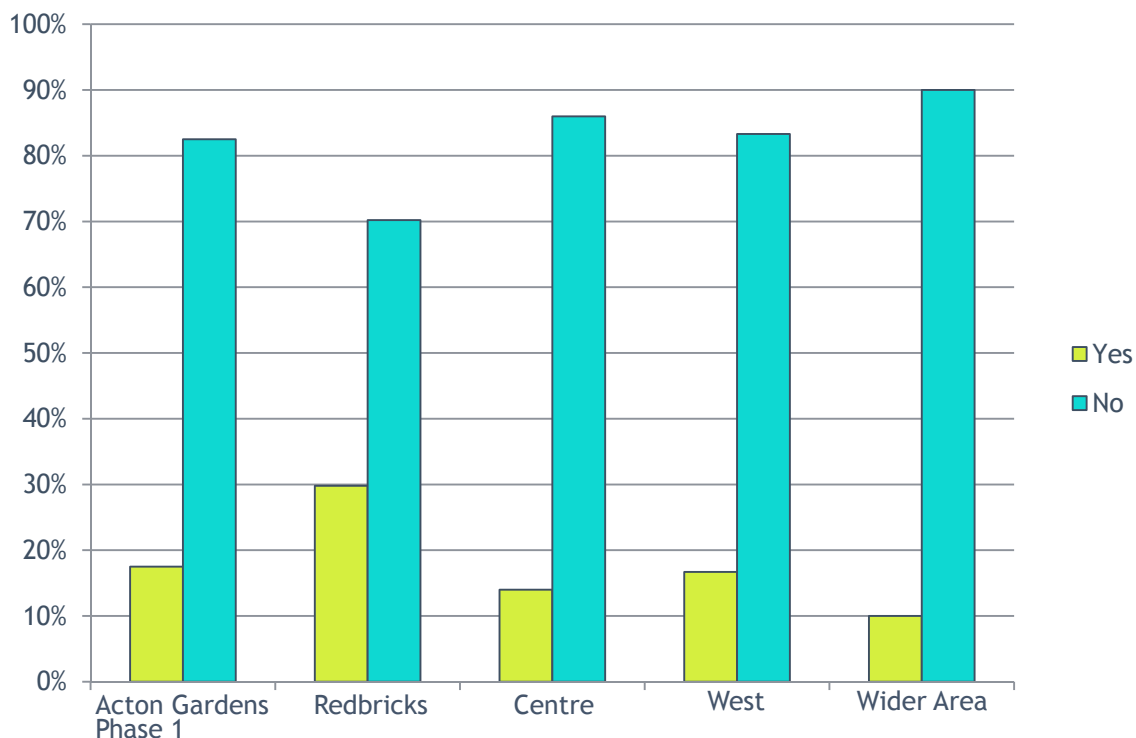
People living in Acton Gardens were more likely to say they knew some information about the regeneration than people living in other areas of the estate. 37% of people living in

the Redbricks area, 29% of people in the Centre and 28% of people living in the West of the estate said they had some information.

30% of people living in the wider area knew something or a little about the regeneration plans, although this fell to 11% in the Acton Green area. 10% of people from the wider area said they had attended a meeting or event to provide residents with information about the regeneration project in the past 12 months.

90% of people living on the South Acton Estate and in Acton Gardens said they had received the quarterly newsletter about the regeneration in the past 12 months. 87% of South Acton Estate residents said they had read it compared to 80% of people living in Acton Gardens.

Figure 15: Attendance at regeneration meetings and events



Source: Social Life/University of Reading household survey, 2015, N = 287

7.2 How do people feel about regeneration plans?

The survey asked people a number of open-ended questions about how they feel about regeneration.

- From what you know about the regeneration plans, what do you think about them?

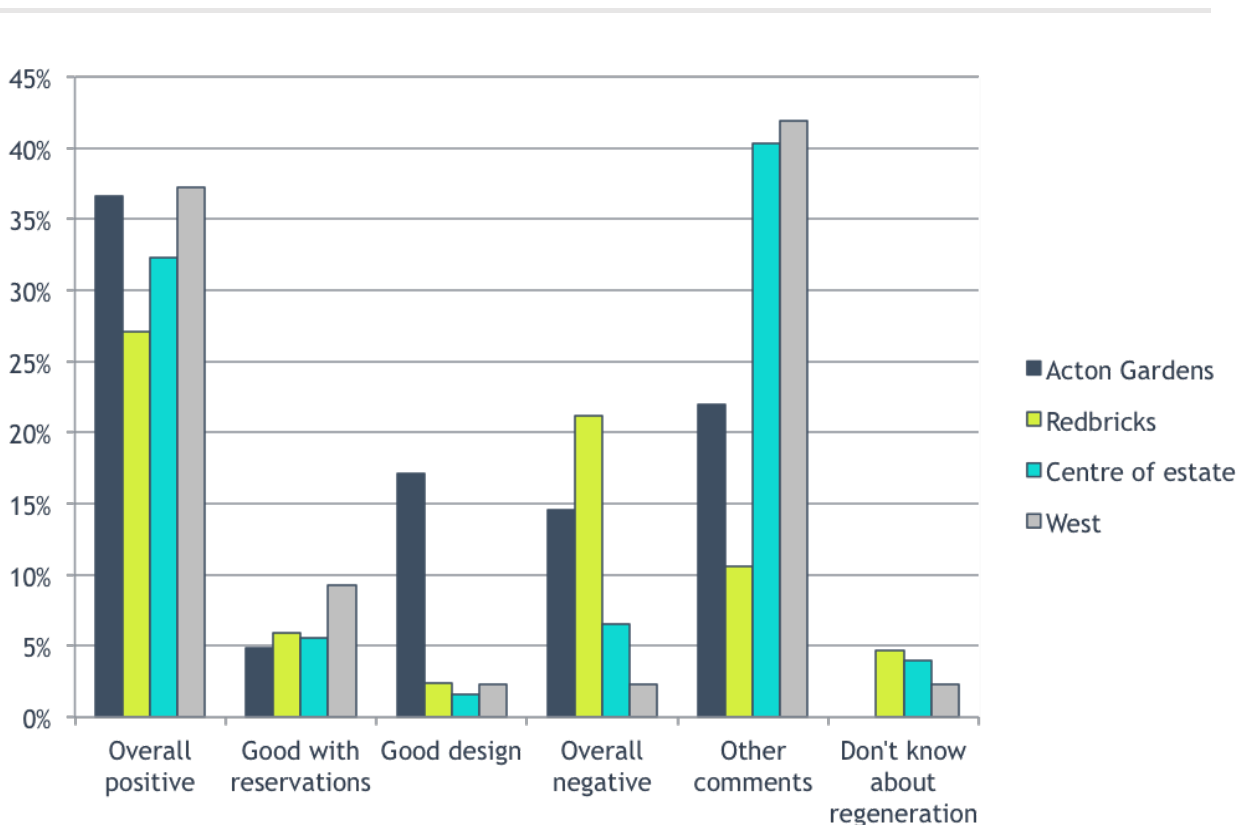
- How did you feel about the Acton Gardens regeneration project before you moved to your new home?
- Can you tell me how you currently feel about the Acton Gardens regeneration project?
- What do you think about the mix of new housing at Acton Gardens?

People living on the South Acton Estate and Acton Gardens gave varied when asked what they think about the regeneration plans. Less than 40% of people surveyed in Acton Gardens and on the South Acton Estate - gave an “overall positive” response. More people in the West were positive (37%) than the other areas and the smallest number of positive responses came from the Redbricks area (27%). This comment from a resident living in the Centre of the estate is typical of the positive comments about the regeneration, many of which described improvements to the public realm and housing:

“Firstly, the area will be neat and tidy and attractive. It will bring new life to the community as a whole”.

17% of people living in Acton Gardens commented on the good design of the new housing. Some of the open-ended comments about design included statements like: *“It’s good because it changes the structure of the place”* (Resident in the Centre) and *“I like the idea. It definitely needs to be redeveloped and some of the properties I have seen around here are in dire need of modernisation”* (Redbrick resident). Only very small numbers of people from elsewhere on the estate made comments about design.

Figure 16: Local feeling about the regeneration proposals



Source: Social Life/University of Reading household survey, 2015, N = 293



More people living in the Redbricks area said they felt negative about the regeneration than in other areas of the estate. 21% of Redbricks residents surveyed compared to 14% of people living in Acton Gardens and very small numbers in the West and Centre of the estate. Open-ended comments captured in the household survey included statements like: “[I] Feel bad that they are going to displace people from their settings”, “I don't feel very good about it. I don't think it's going to make any difference it's just to make the place posh”.

A small number of people who were surveyed knew nothing about the regeneration process.

Levels of satisfaction with the mix of new housing varied quite significantly between people living in Acton Gardens and in other areas of the estate. 86% of people from Acton Gardens said they were very satisfied or satisfied with mix of new housing compared to 62% of people living on the South Acton Estate and 100% living in the wider area.

In the contextual interviews some people described how some residents did not have the information they needed to be able to make an informed decision about whether they should be re-housed in Acton Gardens and become a housing association tenant or whether they should move elsewhere. People described how this was a significant concern for many residents, in particular people living in sheltered accommodation: “They're asking us to make a choice, but we have no idea what we're being offered”; “Our whole way of life is being disrupted” and “Not knowing what is going on is the worst”.

For people living in sheltered accommodation being able to stay together was considered extremely important. Residents commented on how people look after one another, and, how being re-housed with people they know and having access to services and facilities they feel comfortable with is vital to residents' wellbeing.

People working with young people in the area expressed concern about the sudden loss of the sports area next to Bollo Road Youth Centre and the “massive impact” this had on the young people. In the contextual interviews people reported that the emptying out of the estate is having an impact on the activities in the community. One interviewee said that over the summer the estate is “terribly quiet”. The shopkeeper said this is affecting his business significantly.

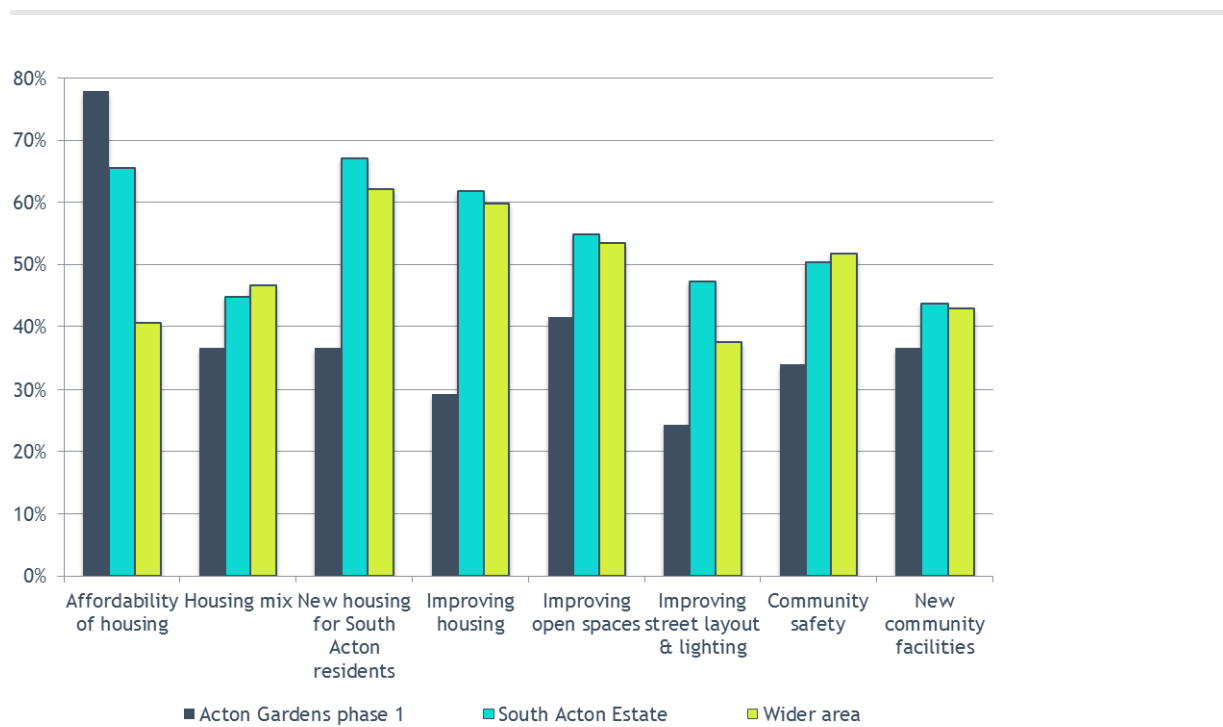
There was some ambivalence about the impact of a more affluent population moving into the area. Some people felt it could be positive for the area, others said it could cause tensions. Most people were more concerned about whether existing residents would be able to stay.

What aspects of the regeneration matter most?

People living in Acton Gardens, South Acton Estate and the wider area were asked what aspects of the regeneration are most important to them. The diagram below shows how survey responses vary across the three different areas.

Housing affordability mattered the most to people living in Acton Gardens. 80% of people identified this as the most important part of the regeneration, twice as many as in the wider area (40%). Housing affordability also mattered to people living on the South Acton Estate where 66% said it was important, but 67% of people also said new housing for residents on the South Acton Estate was most important. 62% of people living in the wider area also identified new housing for existing residents as the most important factor.

Figure 17: What aspects of the regeneration matter most to local people?



Source: Social Life/University of Reading household survey, 2015, N = 293

People living on the South Acton Estate were much more likely to identify disruption caused by the regeneration as an important issues: 36% compared to 12% in the wider area and 5% of Acton Gardens residents. They were also much less likely to identify new health facilities as important: 4% of estate residents commented on health compared to 17% of Acton Gardens residents and 40% of people in the wider area.

Acton Gardens residents were asked about the process of moving and how they felt before and after moving to their new home. 46% of residents said that, overall, they feel positive, making comments like *“I’m excited to move to a new home”*. 7% felt positive but with reservations, saying the process of moving had taken too long or the cost of service charges was high. 20% made positive comments about the design of Acton Gardens, such as *“Good landscaping”* and *“I loved the look, everything is so now.”*

12% had negative feelings and talked about being displaced from their previous homes and feeling like the community was being broken up, for example: *“I didn’t want to move because I’d lived in Barwick for 47 years it was my life and history”*. Some said the process had been long and unclear: *“Hard process as it wasn’t open or clear whether we would get a flat”*.

How do local organisations feel?

The contextual interviews with locally-based organisations identified concerns about disruption and how change might affect existing services. A particular focus of the conversations was the relocation of small organisations from different premises around the South Acton Estate to the new community hub.

Some local service-providers, like the Bollo Brook Youth Centre and South Action Skills Arts Collaborative (SASAC), are concerned that moving to new premises may affect the way they work and the progress that has been made over a number of years. Interviewees described their current premises as *“low-key”* and *“intimate”* spaces where their users feel comfortable, and where trusting relationships have been built up over time. SASAC and the Youth Centre both have spaces that have been carefully arranged to meet their needs and where users feel a sense of ownership. Both described how their current spaces are informal and relaxed, which encourages women and young people come in and chat. They are concerned that shifting these very local services to the community hub, which will be shared with other local organisations, will affect the *“ethos and identity”* of services and may mean that spaces will not meet the specific needs of the different user groups. One of the youth workers said: *“If you create an institutional space...we’ll never know what they’re [young people] are up to”*. One person described how seemingly small changes can have a big impact on local projects, saying: *“It’s very simple stuff that happens here that shouldn’t be lost.”*

Interviewees also raised concerns that improving space for community organisations could lead to rent rises and greater financial pressures at a time when many of these services are already uncertain about their future. One service manager described how this would mean she would have to spend more time worrying about finding funding rather than supporting local people.

8. Quality of the built environment

This section describes the results of an independent site survey carried out by the architect Roland Karthaus, MA Regen. FHEA, FRSA, RIBA Client Adviser. This is an assessment of the quality of the built environment and the provision of local community facilities on the South Acton Estate and in Acton Gardens. The site survey assesses the six indicators in the Amenities and Infrastructure dimension of the research framework: community space; transport links; distinctive character; local integration; street layout and adaptable space. These indicators are based on questions from CABE's Building for Life assessment tool, which is the industry standard for the design of new housing.

The assessment is based on a site visit undertaken on 27th March 2015, and supported by analysis of various planning documents relating to the regeneration programme.

The key findings from the research show:

- The first phase of development at Acton Gardens has improved the public realm, quality of housing and integration with the wider neighbourhood
- Acton Garden's more "traditional" arrangement of doors on streets, consistent layout and high maintenance of streets, has improved way-finding compared to the existing South Acton Estate and improves feelings of safety
- South Acton Estate offers a good mix of community spaces and local services to residents, which are currently scattered throughout the estate. Some people are concerned that centralizing these services in the new community hub and plaza may impact negatively on people living in the further reaches of the estate.

8.1 Community Space

This indicator includes three questions about the appropriate and timely provision of community facilities in the development. It captures information about the type, adequacy and timing of provision of facilities, with a particular focus on the proximity to community and out-door facilities, and whether facilities are appropriate for the whole community.

- Does the development provide (or is it close to) community facilities, such as a school, parks, play areas, shops, pubs or cafés? (What kind? Are the facilities appropriate for the whole community?)
- Have the community facilities been appropriately provided?
- Is the public space well designed and does it have suitable management in place?

Overall, South Acton Estate received a positive assessment for the provision of community space. The development is surrounded by an excellent mix of facilities and is situated between Acton Town centre and a smaller local centre next to Acton Town underground station. These provide retail and food services, community centres, support services, and other amenities including churches and mosques.

Within the South Acton Estate there are three schools, a nursery, several community centres, a working men's club, newsagents and social clubs. The facilities appear to be well

used and cater quite specifically for each of the different ethnic and cultural groups in evidence as well as more generally for the population as a whole. However there is not enough facilities for teenagers and for adult sports. There is one major public green space, South Acton Park, which is a well-designed Victorian park, and smaller green spaces that are actively used by residents. There are numerous play areas throughout the estate and both formal and informal play is well catered for. The public area in the south is relatively well designed, the grass spaces between the buildings are configured to allow informal and formal use. In the Redbricks area of the estate, the networks of green areas are poorly maintained and designed, primarily because of their poor relationship with the buildings and distance from the streets.

Acton Gardens received a satisfactory assessment for its community spaces. The masterplan differs from the existing estate by incorporating a new central plaza that contains a community centre, a nursery and café and retail uses. There are other retail uses located elsewhere in the plan. The masterplan states that the existing nursery, youth club and community organisations currently housed in different locations across the South Acton Estate will be relocated in the new community hub. The general intention is that new facilities will replace existing facilities, which are to be demolished.

The Uses and Activities page of the masterplan indicates that there is an area in the north of the estate where there are no facilities within a 5 minute walk. This in itself may not be a major failing as there are other facilities on the high street, which is a 6 or 7 minute walk away. However, the proposal to relocate all of the currently disparate social clubs into a single, shared accommodation in the centre represents a further withdrawal of highly specific facilities from the farthest parts of the estate.

The site survey of Acton Gardens identifies clearly laid out and well-maintained public areas of landscaping. These areas appear to require fairly high maintenance, which raises a question of whether this can be sustained cost-effectively in the longer-term. In some areas, the boundary between private outdoor spaces and the new streets are poorly designed. The landscaping of the incidental public spaces also does not encourage informal use, such as sitting and picnicking, however, the first phase is adjacent to South Acton Park, which provides plenty of opportunities for such uses.

8.2 Transport Links

The key question for this indicator is “Does the development have easy access to good public transport connections?”

Both South Acton Estate and Acton Gardens received a positive assessment for transport links. South Acton rail station to the south, Acton centre to the north and Acton Town underground station mean that all parts of the estate are within easy reach of the main transport network. In the southern part of the site, roads penetrate the estate and there are numerous, new and well-served bus stops.

On the South Acton Estate the Public Transport Accessibility Level (PTAL) varies from 5 to 6 (maximum) though it dips to 3 on the north-east edge of the estate. The masterplan for Acton Gardens provides a new road pattern in the north part of the estate, which should improve the access to public transport in this area, though it is not possible to check the PTAL in advance of the completed scheme.

The rail station to the south, Acton centre to the North and Acton Town underground station mean that all parts of the estate are within easy reach of the main transport network.



8.3 Distinctive Character

The key question for this indicator is “Does the scheme feel like a place with distinctive character?”

The South Acton Estate received a satisfactory assessment of distinctive character. The site survey identifies that the large amount of green spaces and parks contribute to this, in the south of the estate these green spaces have a relatively good relationship with the buildings. In the north, the site survey found a more negative character because of the poor relationship between buildings and public spaces, and the poor relationship with the surrounding area.

Acton Gardens received a positive assessment. The site survey found that the new perimeter road to South Acton Park has created a good link between the park and the buildings. Further into the development the quality of the landscape was found to be mainly consistent. Combined with the mid-rise, high-density of the development, this was described as creating a distinctive and attractive sense of place that feels comfortable in the context. The design in some cases was felt to be bland and “hotel-like”. Between different buildings, there is an attempt to provide distinctiveness through different materials that is not all together successful. The new housing blocks are “tenure blind”, which means there is no architectural distinction between tenures.

8.4 Integration with wider neighbourhood

There are four questions in the integration with wider neighbourhood indicator:

- Is there an accommodation mix that reflects the needs and aspirations of the local community?
- Is there a tenure mix that reflects the needs of the local community?
- Does the design of the site enable people from different backgrounds and social groups to share community, shopping, social and leisure facilities like parks and restaurants?
- Does the design of the local environment promote engagement with the wider community?

The South Acton Estate received a less than satisfactory ranking in the assessment of accommodation and tenure mix because of the relatively small number of large 4-bedroom units (44 out of 1602). It was felt this is unlikely to be sufficient for larger and extended families. The fear of future overcrowding was also voiced in some contextual interviews. Additionally, 101 of the existing units are bedsits (1 person, 1-bedroom flats), which do not meet current housing standards.

In 2005 there were 1,602 affordable (subsidised) homes on the South Acton Estate, the vast majority (1,506) of which were available for social rent. House prices in the Victorian streets surrounding the South Acton Estate are high. A number of the local areas rank in the top 20% most deprived nationally including one, Park Road East, which falls in the top 10%, meaning many local residents are living on low incomes. It was felt that without significant

provision of intermediate housing tenure to fill the gap between housing on the estate and housing in the surrounding area, the housing and tenure mix would not meet local needs.

Within the South Acton Estate, facilities are clearly well-used by a wide range of people of different ages and ethnic and cultural backgrounds. The mix of formal and informal play and recreation spaces creates an environment that people from a variety of backgrounds appear to share contentedly.

The new masterplan is clearly designed to reconnect the street pattern through the currently disconnected Redbricks area of the estate, and to support permeability and use of public space through a consistent density, scale and typology of buildings. Combined with the gathering-together of community facilities into the new central plaza, this should serve to enable the full range of groups to make use of both the internal and external facilities to the estate. There is some concern that the loss of social clubs and organisations currently located within different parts of the estate will be a threat to the future of these very local-scale social and community facilities. In the south of the estate there is a clear distinction between the estate and its surroundings, but the street network is continuous between the two and the buildings and facilities maintain a good relationship with the street network, aided by good transport provision and a green and leafy environment. In the Redbricks area of the estate, the opposite is true, and here the design of the estate generates a hostile and unsafe-feeling environment because of the lack of street network and passive surveillance, complicated pedestrian routes, and poor maintenance.

Facilities within the estate clearly cater for the estate's residents, rather than appealing more widely and overall the estate is quite distinct from its surroundings; in part this is because there are also good facilities in the surrounding area such as the town centre and Acton Park.

Acton Gardens received a positive assessment for integration with the wider neighbourhood. The reconnection of the streets with the surroundings, the lowering of building heights and the re-introduction of traditional urban design principles, such as doors on streets, will better integrate the new housing with its surroundings. The new central plaza will provide a facility that could potentially be used by the wider community, whereas the previous facilities were clearly providing for the South Acton Estate residents only. The new perimeter buildings introduce shared courtyards, which are for the building's residents only. Generally the spaces are ancillary to, rather than instead of the larger fully public spaces, such as South Acton Park which fulfil this purpose.

The new masterplan replaces the existing socially rented housing (1506 units) with 1531 units of affordable housing, in addition to market sale/rent housing. Of these affordable housing units, 403 are shared ownership whilst 1,127 are social rent. Whilst this appears to be a reduction in the amount of social rented housing, there is also a mix of housing types, with more, larger homes. Bedsits are not replaced in the new proposals. The mix is based upon analysis of existing needs including housing surveys and the housing register. The completed first phases have 341 affordable homes of which 96 are shared ownership.

Whilst the number of affordable units is marginally above the London Plan and the local authority target level (50%), and represents an overall increase in both habitable rooms and units, there is a reduction in the number of social rented units in favour of shared ownership accommodation. This seems appropriate in the context of high-value housing in the immediate surrounding areas.

Rents are set using the Government's target rent scheme for affordable housing. This means there may be an increase above the preceding Council rent levels. According to the Ealing Housing Tenancy strategy, the average net income of social housing tenants is £185.70 per week. The social rent level for a one-bedroom flat in the scheme is £125.87, including service charges, meaning that rent remains high as a proportion of income. This is a complex situation that reflects the high levels of affordable housing need in London and the lack of supply. With additional external funding, the level of social rented housing could have been increased, this is not available and so significant market housing is included for cross-subsidy. Overall the scheme reflects the needs of the local community to some degree.

8.5 Street Layout

The street layout indicator is based on four questions:

- Do the buildings and layout make it easy to find your way around?
- Does the scheme integrate with existing streets, paths and surrounding development?
- Are the streets pedestrian, cycle and vehicle friendly?
- Are public spaces and pedestrian routes overlooked and do they feel safe?
- Does the design of the local environment adequately support the needs of people with limited physical mobility?

The South Acton Estate received a satisfactory assessment for street layout. The site survey found a distinction between the north of the estate, which was described as complicated, intimidating and unsafe with a poor relationship between buildings and public spaces. The pedestrian areas and street are separated, making vehicle access is difficult. The pedestrian areas are unfriendly because of poor design and lack of passive surveillance. In the south of the estate buildings maintain a good relationship with the streets with good sightlines. In the larger blocks there are often active retail and community frontages at street level. The streets are described as intuitive and straightforward.

Acton Gardens was assessed positively for street layout. The site survey shows that the “traditional” arrangement of doors on streets, and consistent layout and high maintenance of streets, enables way-finding and creates a feeling of being safe. Along with designs to slow traffic, small areas of shared surfaces and carefully integrated parking, planting and paving make the streets seem very pedestrian and bicycle friendly. This is consistent in the masterplan as well. The masterplan clearly connects into the surrounding in so far as possible.



8.6 Adaptable Space

Questions in the adaptable space indicator:

- Do external spaces in the development provide any scope for residents to propose adaptations, conversions or extensions?
- Do internal spaces in the development provide any scope for residents to propose adaptations, conversions or extensions?

The adaptable space indicator includes an assessment of the flexibility and adaptability of external spaces in the development. Academic and applied research about social sustainability has repeatedly identified the importance of adaptability and flexibility to the long-term success of communities. In practical terms, the idea of adaptability can be interpreted as public spaces that can be adapted for different uses as the community changes, for example, play spaces that can evolve if the average age of children in a community changes; flexible land use planning that leaves space for residents to influence the design and use of public spaces in a development; and scope and flexibility within government and decision-making structures for residents to shape decisions that affect the area.

South Acton Estate received a negative assessment for the adaptable space indicator. The assessment found that there is no evidence that any adaptations or conversions are possible, except for a few back gardens. There are no signs of adaptations, as all constructed elements within the estate appear to be original.

Acton Gardens received a negative assessment for this indicator as well, with no apparent opportunities in the new development for residents to adapt or convert spaces. The shared courtyards seem to be strictly controlled and the landscaping seems to be prohibitive to ad hoc uses and adaptations.

9. Conclusion

This is innovative work undertaken at a time when there is growing interest in measuring the social outcomes of regeneration and urban development in the UK and internationally, much of which discusses the need for urban planning and development processes to pay greater attention to the social outcomes of regeneration and to the experience of local communities affected by changes in the built environment.

This research about the regeneration of the South Acton Estate reports on residents' experience and feelings about the regeneration and offers practical insights to inform the planning, design and management process. It highlights where residents feel positive about the regeneration process, in particular around improvements to the public realm and housing design, and where people feel anxious and concerned, because of the threat of loss of their sense of community and support networks, anxiety about losing their homes, and uncertainties about the re-housing process.

The research offers a picture of a strong, tolerant and supportive community in the South Acton area where people from a wide variety of different backgrounds feel like they belong and benefit from good local services.

Residents of the South Acton Estate currently report higher levels of belonging, and contact with neighbours, than people living in the first phase of the new Acton Gardens. Acton Gardens residents report slightly higher levels of satisfaction with the area as a place to live compared to of people living on the South Acton Estate. Acton Gardens residents also report higher levels of wellbeing than South Acton Estate residents.

Residents recognise that regenerating local housing and the public realm is much needed to improve the South Acton Estate (and its immediate surroundings) as a place to live, in particular tackling over-crowding and poor quality housing, and building on recent work to improve community safety and tackle crime. However, people also recognise the success of the regeneration programme requires more than changes to the physical environment. A coherent approach to understanding and tackling underlying social and economic issues is also needed, and one aspect of this approach is recognising and valuing the less visible and less tangible aspects of social life in South Acton. Many local people described strong social networks in the neighbourhood, which offer friendship and support for more vulnerable members of the community such as people living in sheltered housing. Residents of the South Acton Estate were more likely to say they could call on someone in their neighbourhood for advice than people living in Acton Gardens. Understanding the role that local relationships play in supporting community wellbeing and finding ways to protect and nurture these networks as people are re-housed is vital for the long-term social outcomes of the regeneration programme.

These early research findings provide important insights about some of the social impacts of regeneration at South Acton, and these have wider resonance for policymakers, planners and housing providers working on large-scale regeneration programmes in London and around the UK. The research identifies two key issues that need to be monitored over the coming years as more people move into new housing and the estate continues to change: firstly paying particular attention to the dynamics of very local support services and how they may be affected by relocating to more formal and expensive facilities; and how former residents of the South Acton Estate and new people moving to the area settle and build the strong relationships and connections that currently characterise the neighbourhood.



Appendix one: Breakdown of benchmarks derived from residents survey, by sample area

S&C CRITERIA: LOCAL IDENTITY				SCORE
SAMPLE AREA 1				
Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	0
Plan to remain resident of this neighbourhood for a number of years	80.5%	51.4%	29.1%	
Feel like I belong to this neighbourhood	61.0%	58.1%	2.9%	
Importance of where you live to sense of who you are	90.2%	72.1%	18.1%	
SAMPLE AREA 2				
South Acton estate / SA_1D-I benchmarks *	total SA_1D-I	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	84.6%	51.4%	33.2%	
Feel like I belong to this neighbourhood	86.2%	58.1%	28.1%	
Importance of where you live to sense of who you are	94.4%	72.1%	22.3%	
Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	88.2%	53.0%	35.1%	
Feel like I belong to this neighbourhood	89.2%	57.8%	31.4%	
Importance of where you live to sense of who you are	94.4%	71.7%	21.9%	
Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	80.7%	54.4%	26.3%	
Feel like I belong to this neighbourhood	85.3%	58.6%	26.7%	

Appendix two: Summary of scores

S&C CRITERIA: LOCAL IDENTITY				SCORE
SAMPLE AREA 1				
Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	0
Plan to remain resident of this neighbourhood for a number of years	80.5%	51.4%	29.1%	
Feel like I belong to this neighbourhood	61.0%	58.1%	2.9%	
Importance of where you live to sense of who you are	90.2%	72.1%	18.1%	
South Acton estate / SA_1D-I benchmarks *	total SA_1D-I	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	84.6%	51.4%	33.2%	
Feel like I belong to this neighbourhood	86.2%	58.1%	28.1%	
Importance of where you live to sense of who you are	94.4%	72.1%	22.3%	
SAMPLE AREA 2				
Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	88.2%	53.0%	35.1%	
Feel like I belong to this neighbourhood	89.2%	57.8%	31.4%	
Importance of where you live to sense of who you are	94.4%	71.7%	21.9%	
Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	80.7%	54.4%	26.3%	
Feel like I belong to this neighbourhood	85.3%	58.6%	26.7%	
Importance of where you live to sense of who you are	90.3%	72.1%	18.1%	
Acton Green / SA_2C	total SA_2C	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	92.7%	55.8%	36.9%	
Feel like I belong to this neighbourhood	78.6%	58.0%	20.5%	
Importance of where you live to sense of who you are	92.7%	71.3%	21.4%	
S&C CRITERIA: LINKS WITH NEIGHBOURS				SCORE
SAMPLE AREA 1				
Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	0
If I needed advice I could go to someone in my neighbourhood	51.2%	42.9%	8.3%	
I borrow things and exchange favours with my neighbours	43.9%	33.7%	10.2%	
I regularly stop and talk with people in my neighbourhood	43.9%	55.8%	-11.9%	
Friendships in my neighbourhood mean a lot to me	51.2%	50.8%	0.4%	
Most people can be trusted or you cannot be too careful with people	39.0%	38.2%	0.8%	
People from different backgrounds get on well	84.8%	80.9%	4.0%	
Residents in this local area respect ethnic differences between people	88.6%	87.2%	1.4%	
South Acton estate / SA_1D-I benchmarks	total SA_1D-I	Comparable area	Difference to comparable area	1
If I needed advice I could go to someone in my neighbourhood	80.2%	42.9%	37.3%	
I borrow things and exchange favours with my neighbours	41.8%	33.7%	8.0%	
I regularly stop and talk with people in my neighbourhood	76.4%	55.8%	20.6%	
Friendships in my neighbourhood mean a lot to me	81.3%	50.8%	30.5%	
Most people can be trusted or you cannot be too careful with people	12.3%	38.2%	-25.9%	
People from different backgrounds get on well	90.0%	80.9%	9.1%	
Residents in this local area respect ethnic differences between people	92.0%	87.2%	4.8%	

SAMPLE AREA 2

Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	1
If I needed advice I could go to someone in my neighbourhood	72.0%	42.8%	29.3%	
I borrow things and exchange favours with my neighbours	72.0%	35.2%	36.8%	
I regularly stop and talk with people in my neighbourhood	82.8%	55.3%	27.5%	
Friendships in my neighbourhood mean a lot to me	80.6%	50.0%	30.7%	
Most people can be trusted or you cannot be too careful with people	44.6%	46.7%	-2.1%	
People from different backgrounds get on well	92.3%	85.1%	7.2%	
Residents in this local area respect ethnic differences between people	97.8%	89.2%	8.5%	

Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	1
If I needed advice I could go to someone in my neighbourhood	85.8%	43.3%	42.6%	
I borrow things and exchange favours with my neighbours	60.2%	34.8%	25.3%	
I regularly stop and talk with people in my neighbourhood	88.8%	56.9%	31.9%	
Friendships in my neighbourhood mean a lot to me	86.1%	52.0%	34.1%	
Most people can be trusted or you cannot be too careful with people	43.2%	40.6%	2.7%	
People from different backgrounds get on well	99.1%	83.4%	15.7%	
Residents in this local area respect ethnic differences between people	98.2%	88.0%	10.3%	

Acton Green / SA_2C	total SA_2C	Comparable area	Difference to comparable area	1
If I needed advice I could go to someone in my neighbourhood	58.5%	43.3%	15.3%	
I borrow things and exchange favours with my neighbours	71.4%	36.1%	35.3%	
I regularly stop and talk with people in my neighbourhood	71.4%	57.5%	13.9%	
Friendships in my neighbourhood mean a lot to me	81.0%	51.3%	29.7%	
Most people can be trusted or you cannot be too careful with people	63.4%	46.6%	16.8%	
People from different backgrounds get on well	85.4%	87.1%	-1.7%	
Residents in this local area respect ethnic differences between people	97.6%	89.1%	8.4%	

S&C CRITERIA: WELLBEING

SCORE

SAMPLE AREA 1

Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	1
Have you recently felt that you were playing a useful part in things?	92.5%	81.1%	11.4%	
Have you been feeling reasonably happy?	95.1%	83.6%	11.5%	
How dissatisfied or satisfied are you with life overall?	92.7%	65.1%	27.5%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	90.2%	76.5%	13.8%	

South Acton estate / SA_1D-I benchmarks	total SA_1D-I	Comparable area	Difference to comparable area	1
Have you recently felt that you were playing a useful part in things?	86.3%	81.1%	5.2%	
Have you been feeling reasonably happy?	89.0%	83.6%	5.4%	
How dissatisfied or satisfied are you with life overall?	86.3%	65.1%	21.2%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	88.1%	76.5%	11.6%	

SAMPLE AREA 2

Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	1
Have you recently felt that you were playing a useful part in things?	94.4%	83.3%	11.1%	
Have you been feeling reasonably happy?	90.2%	84.3%	5.9%	
How dissatisfied or satisfied are you with life overall?	83.5%	68.0%	15.5%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	95.7%	80.8%	14.9%	

Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	1
Have you recently felt that you were playing a useful part in things?	90.6%	82.7%	7.8%	
Have you been feeling reasonably happy?	91.2%	85.0%	6.1%	
How dissatisfied or satisfied are you with life overall?	93.6%	67.2%	26.4%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	91.4%	75.5%	15.9%	

Acton Green / SA_2C	total SA_2C	Comparable area	Difference to comparable area	1
Have you recently felt that you were playing a useful part in things?	94.9%	85.0%	9.9%	
Have you been feeling reasonably happy?	95.1%	85.9%	9.2%	
How dissatisfied or satisfied are you with life overall?	92.9%	70.0%	22.9%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	92.9%	78.3%	14.6%	

S&C CRITERIA: FEELINGS OF SAFETY SCORE

SAMPLE AREA 1

Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	0
How safe do you feel walking alone in this area during the day?	100.0%	95.5%	4.5%	
How safe do you feel walking alone in this area after dark?	95.1%	63.7%	31.4%	
Compared to the country as a whole do you think the level of crime in your local area is...	45.5%	51.7%	-6.2%	

South Acton estate / SA_1D-I benchmarks	total SA_1D-I	Comparable area	Difference to comparable area	0
How safe do you feel walking alone in this area during the day?	96.8%	95.5%	1.3%	
How safe do you feel walking alone in this area after dark?	80.6%	63.7%	16.9%	
Compared to the country as a whole do you think the level of crime in your local area is...	42.1%	51.7%	-9.6%	

SAMPLE AREA 2

Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	0
How safe do you feel walking alone in this area during the day?	100.0%	97.6%	2.4%	
How safe do you feel walking alone in this area after dark?	96.7%	71.6%	25.1%	
Compared to the country as a whole do you think the level of crime in your local area is...	49.4%	44.6%	4.8%	

Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	0
How safe do you feel walking alone in this area during the day?	99.1%	96.2%	2.9%	
How safe do you feel walking alone in this area after dark?	84.1%	66.4%	17.6%	
Compared to the country as a whole do you think the level of crime in your local area is...	35.1%	49.2%	-14.1%	

Acton Green / SA_2C	total SA_2C	Comparable area	Difference to comparable area	1
How safe do you feel walking alone in this area during the day?	95.2%	98.5%	-3.3%	
How safe do you feel walking alone in this area after dark?	88.1%	79.0%	13.5%	
Compared to the country as a whole do you think the level of crime in your local area is...	68.6%	32.8%	35.8%	

V&I CRITERIA: WILLINGNESS TO ACT SCORE

SAMPLE AREA 1

Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	0
I would be willing to work together with others on something to improve my neighbourhood.	65.9%	70.2%	-4.4%	
In the last 12 months, have you taken any of the actions on this card to try to get something done about the quality of your local environment? (aggregate)	2.4%	4.0%	-1.1%	
Have you taken part in any of these groups? (aggregate)	6.8%	10.1%	-3.3%	
People in this neighbourhood pull together to improve the neighbourhood	77.8%	54.3%	23.5%	
During the last 12 months, have you done any voluntary work?	10.0%	18.1%	-8.1%	

South Acton estate / SA_1D-I benchmarks	total SA_1D-I	Comparable area	Difference to comparable area	0
I would be willing to work together with others on something to improve my neighbourhood.	84.2%	70.2%	14.0%	
In the last 12 months, have you taken any of the actions on this card to try to get something done about the quality of your local environment? (aggregate)	6.1%	3.5%	2.5%	
Have you taken part in any of these groups? (aggregate)	6.5%	10.1%	-3.5%	
People in this neighbourhood pull together to improve the neighbourhood	82.8%	54.3%	28.6%	
During the last 12 months, have you done any voluntary work?	10.4%	18.1%	-7.7%	

SAMPLE AREA 2

Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	0
I would be willing to work together with others on something to improve my neighbourhood.	80.6%	71.8%	8.9%	
In the last 12 months, have you taken any of the actions on this card to try to get something done about the quality of your local environment? (aggregate)	11.4%	4.0%	7.3%	
Have you taken part in any of these groups? (aggregate)	10.8%	9.5%	1.2%	
People in this neighbourhood pull together to improve the neighbourhood	93.2%	55.5%	37.7%	
During the last 12 months, have you done any voluntary work?	22.6%	22.8%	-0.2%	

Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	1
I would be willing to work together with others on something to improve my neighbourhood.	95.6%	70.3%	23.2%	
In the last 12 months, have you taken any of the actions on this card to try to get something done about the quality of your local environment? (aggregate)	9.1%	3.7%	5.4%	
Have you taken part in any of these groups? (aggregate)	7.4%	9.9%	-2.5%	
People in this neighbourhood pull together to improve the neighbourhood	90.0%	55.9%	34.1%	
During the last 12 months, have you done any voluntary work?	16.8%	19.6%	-2.8%	

Acton Green / SA_2C	total SA_2C	Comparable area	Difference to comparable area	0
I would be willing to work together with others on something to improve my neighbourhood.	76.2%	72.1%	4.1%	
In the last 12 months, have you taken any of the actions on this card to try to get something done about the quality of your local environment? (aggregate)	13.3%	4.2%	9.1%	
Have you taken part in any of these groups? (aggregate)	10.5%	10.5%	-0.1%	
People in this neighbourhood pull together to improve the neighbourhood	89.5%	57.2%	32.3%	
During the last 12 months, have you done any voluntary work?	21.4%	23.4%	-1.9%	

V&I CRITERIA: ABILITY TO INFLUENCE **SCORE**

SAMPLE AREA 1

Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	0
In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)	1.6%	6.2%	-4.6%	
Do you agree or disagree that you can influence decisions affecting you local area?	30.3%	40.1%	-9.8%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	86.8%	72.7%	14.1%	

South Acton estate / SA_1D-I benchmarks	total SA_1D-I	Comparable area	Difference to comparable area	0
In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)	2.0%	6.2%	-4.2%	
Do you agree or disagree that you can influence decisions affecting you local area?	47.9%	40.1%	7.8%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	72.9%	72.7%	0.2%	

SAMPLE AREA 2

Mill Hill Conservation Area / SA_2A	total SA_2A	Comparable area	Difference to comparable area	1
In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)	6.0%	7.4%	-1.3%	
Do you agree or disagree that you can influence decisions affecting you local area?	78.7%	42.7%	35.9%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	89.1%	75.0%	14.2%	

Acton north and east / SA_2B	total SA_2B	Comparable area	Difference to comparable area	0
In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)	60.0%	6.6%	-6.0%	
Do you agree or disagree that you can influence decisions affecting you local area?	50.5%	40.7%	9.7%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	85.5%	76.9%	8.6%	

Acton Green / SA_2C	total SA_2C	Comparable area	Difference to comparable area	1
In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)	1.6%	7.0%	-5.5%	
Do you agree or disagree that you can influence decisions affecting you local area?	72.2%	42.8%	29.4%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	97.5%	78.4%	19.1%	

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