



Measuring the social impacts of regeneration in South Acton

Results of second social sustainability assessment

Research for Acton Gardens LLP
July 2018

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.

The research was commissioned by Acton Gardens LLP - a joint venture partnership between Countryside Properties and L&Q. 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 took place between November 2017 and April 2018. It repeats initial benchmarking research 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. All our work is about people's relationship with 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 and wellbeing of local areas. For more information visit www.social-life.co

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Summary and recommendations

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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.

The research was commissioned by Acton Gardens LLP - a joint venture partnership between Countryside Properties and L&Q - and took place between November 2017 and April 2018. It repeats initial benchmarking research carried out between January and May 2015 by Social Life.

The purpose of the research was to explore the social impacts of regeneration, to better understand local priorities and needs, and to influence the planning, design and management of future phases of development. The research findings are a snapshot of how residents are experiencing regeneration in the first years of the process, when the first phases of new housing have been developed in Acton Gardens and large areas of existing housing are still occupied. This research took place before the changes brought in by the 2018 Masterplan became known to residents.

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.

Acton Gardens aims to repeat this assessment every two to three years throughout the regeneration programme.

Research method

574 people were interviewed in a face-to-face household survey of South Acton Estate, Acton Gardens and the streets surrounding the estate (544 were interviewed in 2015).

Within the development area, 207 people were interviewed on the South Acton Estate and 146 on Acton Gardens. They were asked about their feelings about their neighbourhood and community life, their opportunities to influence or be involved in decision making and their priorities for the regeneration programme. 221 interviews were conducted in the streets directly surrounding the South Acton Estate. The streets were all in a five-minute walking radius from the centre of the estate. The sample of people to be interviewed was selected by small geographic area, and by tenure.

The household survey was carried out over three weeks in Autumn 2017. Interviews took place during the day, in the evening and at the weekends.

11 in-depth interviews with stakeholders living and working locally were carried out from December 2017. Where possible, the same people and organisations from 2015 were revisited.

An independent site survey was carried out by Matter Architecture, assessing the quality of the built environment and the provision of community facilities.

Key findings

The research has found that:

- The vast majority of residents interviewed feel that the regeneration is improving the quality of life for residents
- Neighbourliness and sense of belonging continue to be strong: Acton Gardens residents' scores for these indicators have risen significantly since 2015
- Residents of the new housing and the old estate report that their sense of being able to influence decisions is stronger than in comparable areas; this has risen since 2015
- The wellbeing score for the South Acton Estate has fallen over the two years
- There are some indications that residents living in the Redbricks area at the north of the estate have less positive perceptions than in other parts of the development
- Housing is a priority for residents across all tenures and residents of the existing estate and the new homes are happy with the housing mix
- In neighbouring areas - chosen for their proximity to the estate - there have been some falls in social sustainability scores, particularly feelings of safety.

Who is living in South Acton?

The residents survey gives us a snapshot of the area and who is living there today. The population is changing as new residents move into the area, and longer standing residents of the South Acton Estate either move to new homes in Acton Gardens, or leave the immediate area.

The profile of the residents interviewed living on the South Acton Estate remained broadly similar in 2017, compared to 2015.

There were however more changes in the profile of Acton Gardens residents: comparing the 2015 and 2017 surveys, a higher proportion of people were in work, there were more 35-44 year olds, more residents with no children and a higher proportion of residents defined their ethnicity as white. This demographic change is likely to reflect changes in the proportions of different tenures in the new homes.

Tenure changes from 2015 to 2017 in Acton Gardens

In 2015, at the time of the survey there were 310 new homes on Acton Gardens (including Catalyst), by 2017 this had risen to 763 (including Catalyst):

- in 2015 there were 80 privately owned homes on Acton Gardens in 2017 this had risen to 340 homes (over four times as many)
- in 2015 there were 68 social rented homes on Acton Gardens in 2017 this had risen to 199 homes (nearly three times as many)
- in 2015 there were 19 shared ownership homes on Acton Gardens in 2017 this had risen to 81 homes (over four times as many).

All L&Q housing association tenants interviewed had lived on the South Acton Estate (as Ealing Council tenants) before moving to their current home. Only one in eight private owners and renters had previously lived on the estate.

Views of the regeneration

The vast majority of interviewees - 98% of Acton Gardens residents interviewed and 91% on the South Acton Estate - think that the regeneration is successful in improving the quality of life of residents.

When asked in more detail about their views of the regeneration plans, a strong majority of Acton Gardens residents reported feeling positive about the regeneration, more than in 2015. Acton Gardens residents were asked their views of the regeneration programme before and after moving, and for some perceptions were less positive after they moved in.

On the South Acton Estate there are more reservations about the regeneration plans. Fewer people are positive about the regeneration plans than in 2015.

However, in both the new and existing areas of housing, only a small minority voiced outright negative views overall about the regeneration plans.

Housing was identified as the aspect of the regeneration that is most important to residents. Residents reported their satisfaction with the housing mix at Acton Gardens. As in 2015, concerns were reported around the level of service charges and higher council tax for the new properties.

The social sustainability assessment

The research uses a social sustainability assessment to measure a wide range of factors that are proven to influence local quality of life and the strength of a community now and in the future. These are categorised into three different dimensions: Social and Cultural Life; Voice and Influence; and Amenities and Social Infrastructure.

The social sustainability assessment for Acton Gardens in 2017 was more positive than the same assessment carried out in 2015. Conversely, the 2017 assessment of the South Acton Estate found more weaknesses than in 2015.

The surrounding areas also showed more vulnerabilities in key indicators than in 2015, showing that some of the issues identified in the South Acton Estate assessment are common to the wider area. There are no reasons to associate these changes in residents perceptions in neighbouring areas to the regeneration project.

Social and Cultural Life

The residents survey shows that:

- Levels of belonging and a sense of local identity have remained very high, despite all the changes in the area. They have risen significantly in Acton Gardens South
- Residents have strong relationships with their neighbours. Levels of belonging and neighbourliness are highest among social housing tenants
- Tolerance of people from different backgrounds is high and people strongly identify themselves with the area. Differences are respected but different groups are not necessarily mixing
- People moving into the area are mainly from a different socio-economic background. Existing residents will need to adapt to this new diversity, in the same way as they successfully adapted to people from different ethnic backgrounds moving into the area in the past
- Negative perceptions surrounding the area are changing as South Acton Estate becomes Acton Gardens
- People overwhelmingly feel safe, however crime seems to have consolidated in the parts of the estate that are not due for development for many years
- In general, residents are highly satisfied with facilities in the area
- There are concerns about the lack of meeting places in the area and the loss of community spaces in recent years. Acton Gardens residents report that a new community centre is a priority, alongside more local shops.

Scores from the three neighbouring areas show some deterioration overall in Social and Cultural Life, with feelings of safety falling across all three areas. Wellbeing has fallen in Acton Green from above, to below, comparable areas.

Voice and Influence

The residents survey found that:

- Overall, residents say they are willing to work to improve their neighbourhood, however this is lower among residents of the Redbricks and West of the South Acton Estate. The number of people who report they actually have taken action to get something done locally is relatively low
- Reflecting the strong levels of neighbourliness, the vast majority feel that people in this neighbourhood pull together to improve the neighbourhood
- In Acton Gardens West people feel they have a say and that this is important, whereas Acton Gardens South residents felt this to be less important
- On the South Acton Estate, the vast majority feel it is important to have influence over the area, but again in the Redbrick and West areas fewer residents feel that they actually do.

In the neighbouring areas these indicators fluctuated a little between 2015 and 2017 but with no clear trend. In one of the three neighbouring areas willingness to act scores fell from above average to expected levels. However in another of the areas ability to influence rose from expected levels to above expected.

Amenities and Social Infrastructure

The site survey and interviews with stakeholders revealed that:

- On the South Acton Estate since 2015, overall the quality of the built environment on the existing estate has slightly decreased. This reflects the impact of the ongoing substantial physical regeneration programme
- In Acton Gardens the quality of the built environment in the first phases of Acton Gardens has stayed the same
- Changes in scores reflect the disruption and dislocation of redevelopment and reflect the particular stage of development in late 2017. For Acton Gardens the score for integration with the wider neighbourhood fell
- Providing the right Community Hub for the estate is important, to encourage different groups to mix and to accommodate local organisations that currently provide support to particular groups.

The Amenities and Social Infrastructure of neighbouring areas were not assessed.

4 Recommendations for Acton Gardens LLP

- It is important to continue to support facilities, organisations and events, both formal and informal, that bring together new and longer-standing residents. The design of new public spaces, shops and social facilities and other community facilities have a key role here, alongside existing assets that are already embedded in the neighbourhood.
- It continues to be important that services for the community are provided sensitively, in a way that respects the specific needs of the user, and to communicate with residents about facilities that are already planned and the engagement that has taken place.
- The capacity of South Acton's residents to adapt to and embrace high levels of ethnic diversity points to resilience and adaptability. Differences in income and social class will be most easily accommodated if residents from different backgrounds are supported to develop neighbourly relationships and come to rely on one another for support. It is important to recognise the value of recent work in this area and support this into the future.
- Residents living in older homes on the estate will need social facilities and

initiatives that boost wellbeing so that their quality of life is maintained throughout the regeneration. It is important to give priority to this part of the resident community.

- Attention needs to be paid to crime and safety throughout the redevelopment area, particularly in the north of the estate where there is a complex arrangement of buildings.
- More understanding is needed about the reasons for the fall in satisfaction with the regeneration programme among Acton Gardens residents after moving into their new homes, and responses should be developed to tackle this.
- Now that the project is a quarter complete Acton Gardens LLP can explore ways to make residents in the surrounding neighborhoods feel more invested in the outcome of the regeneration programme.
- Access to public transport was highlighted as a key strength of the neighbourhood - this should be maintained when densities increase.



Section 1: Introduction

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In 2014, Social Life was commissioned 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. Initial benchmarking research took place in 2015, and in winter 2017 the research was repeated to explore the impact of regeneration over time.

This longitudinal research aims to understand what South Acton is like as a place to live, the experience of people living on the South Acton Estate as they are rehoused and the experience of new residents across tenures moving into newly developed homes.

This research explores everyday life and the opinions of residents who live on the South Acton Estate, in Acton Gardens, and in the streets immediately surrounding the estate. The focus is on two particular areas: firstly, what people say about their own wellbeing, feelings about the neighbourhood and local relationships and secondly, how they feel about the regeneration process.

This research took place before the changes brought in by the 2018 Masterplan - including the increased numbers of homes at higher density - became known to residents.

Acton Gardens LLP is repeating the research at intervals over the coming years to monitor how people in different areas are experiencing the regeneration. The research was first conducted in spring 2015 and has been repeated in winter 2017. This report summarises the results from this second study and highlights the changes since 2015.

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 are proven to influence local quality of life and the strength of a community now and in the future. The research draws on previous work, by Social Life and Professor Tim Dixon in 2012, to devise and test a social sustainability measurement framework for The Berkeley Group.

Berkeley Group's framework organises these factors into three core dimensions: Social and Cultural Life; Voice and Influence, and Amenities and Social Infrastructure (Fig.1). Thirteen indicators based on 45 research questions are used to measure the impact and outcomes of regeneration and development against these three dimensions.

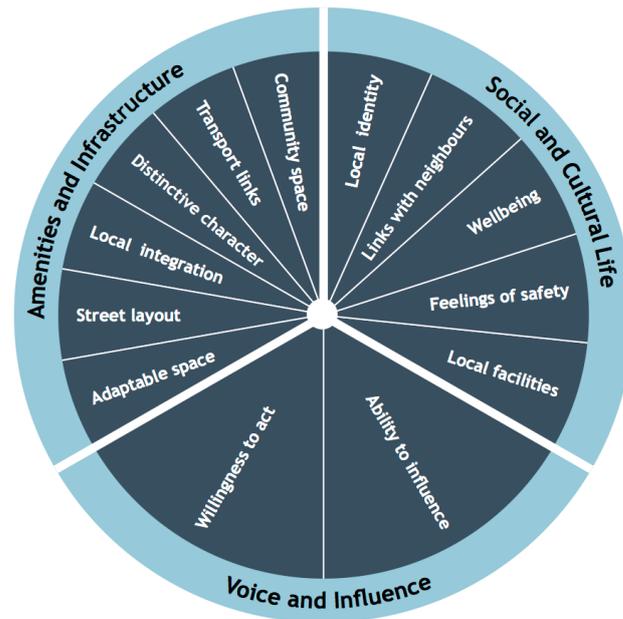


Fig.1 The Social Sustainability framework. Source: The Berkeley Group

The research included a household survey across the South Acton Estate, the newer homes in Acton Gardens and the surrounding streets, to understand the experience of residents during the early stages of development. Alongside this interviews took place with local community groups and stakeholders, and an independent site survey assessed the quality of the built environment.

1.1 The South Acton Estate in 2017

South Acton Estate is the largest in Ealing with over 2,000 homes. It comprises of a series of housing developments that are loosely connected to one another, stretching over 52 acres between South Acton overground station, Acton Town underground station and Acton Town centre.

South Acton is one of the most deprived areas within Ealing and the estate sits within a much more affluent wider area (Fig. 8 and 10). However, between 2010 to 2015 the IMD score (that assesses a combination of deprivation indicators) improved more in South Acton than across most of the borough (Fig. 9 and 11).

In 1999, Ealing Council began a major regeneration programme at South Acton following consultation with the community. The decision was taken to comprehensively regenerate the estate, this was seen as the best way to meet residents' and the council's wish to transform and improve the area. Catalyst Housing Group initially developed 346 new homes, and in 2010 L&Q and Countryside Properties were appointed to carry out the bulk of the regeneration work. A joint venture, Acton Gardens LLP (a partnership between L&Q, Ealing and Countryside) is taking this forward.

The South Acton masterplan, revised and updated in 2018, includes the redevelopment of all the existing homes. The aim is that most secure tenants will be able to move straight into their new homes once they have been built.

The 2012 masterplan increased the number of homes at South Acton from circa 1,800 to 2,517 units. This included 50% affordable homes (a third of these will be shared ownership or shared equity) and 50% outright sale.

A revised masterplan was submitted to Ealing Council's planning department in May 2018, this increases the number of homes to around 3,448. It proposes a higher density of development than the former scheme, including six buildings of 12 stories or more (including one 15-story and one 20-story block), spread evenly across the area. It is based on a courtyard block apartment typology in place of the existing slab block typology.

The new development, when finished, aims to create five parkland neighbourhoods, a new Community Hub including youth, community and retail facilities, and improved access to the surrounding area.



Section 2: Research methods

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The data needed to populate the different indicators in the social sustainability framework was collected in three ways:

- Face-to-face household survey
- Interviews with local organisations
- Independent site survey.

2.1 Face-to-face household survey

574 people were interviewed in a face-to-face household survey of South Acton Estate, Acton Gardens and the streets surrounding the estate (544 were interviewed in 2015).

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 contains a selection of open-ended questions to understand feelings about the regeneration project in greater detail. Several questions in the survey from 2015 were added and some have been removed. Some questions were removed because they were less useful, others because questions in the national data used for benchmarking has changed. The neighbouring areas questionnaire was shorter, focusing on the benchmarking questions.

Addresses were sampled by tenure and by area within the estate, or the new housing. The number of interviews in each area proportionately reflects the number of residents living in that area.

Number of people interviewed, 2017 household survey

ACTON GARDENS (AG)		SOUTH ACTON ESTATE (SAE)			WIDER AREA		
AG - South [Cluster 1]	AG - West [Cluster 2]	SAE - West [Cluster 3]	SAE - Redbricks [Cluster 4]	SAE - Centre [Cluster 5]	Mill Hill Conservation area	Acton North and East	Acton Green
103	43	42	64	101	64	56	101
Total number of people surveyed - 574							

The survey was split into two areas, Sample Area 1 covering the South Acton Estate and Acton Gardens, and Sample Area 2 covering residential areas around the development (Fig.2).

Sample Area 1 - South Acton Estate

Interviews were conducted with 207 people living on the South Acton Estate (252 in 2015). The difference reflects the number of homes that have been demolished between the two surveys. The results of the interviews on the estate have been broken down into three clusters to explore how opinions and experiences vary in different areas of the estate:

- The centre of the estate (referred to as “Centre”)
- The west of the estate (referred to as “West”)
- The Redbricks area to the north (referred to as “Redbricks”)

Sample Area 1 - Acton Gardens

Interviews were conducted in 146 people living in Acton Gardens (41 in 2015). The difference reflects the growth in the number of Acton Gardens homes between the two surveys. The development phases included in the survey were phases 1, 2, 3.1, 3.2, 4 and 5. Phase 5 was half occupied at the time the survey was undertaken. In 2015 only phase 1 was built and included in the survey.

Tenure breakdown in Sample Area 1

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. 197 respondents were council tenants (56%), 106 respondents lived in privately owned or privately rented housing (30%), 22 rented from a housing association (6%), and 27 lived in shared ownership/equity (8%).

Sample Area 2 - The Wider Area

221 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
- Cluster C - Acton Green to the south

Tenure breakdown in Sample Area 2

In the wider area, 169 were private owners (76.5%), 48 were council tenants (22%), 0 were housing association renters, 3 were Shared Ownership (1%) and 3 were living rent-free (1%).

The household survey was carried out over three weeks in Autumn 2017. Interviews took place during the day, in the evening and at the weekends.

Some existing buildings have been emptied ready for demolition (Fig.2). These areas were not surveyed but will be included in future waves of research, when rebuilt.

2.2 Continuity between the 2015 and 2017 surveys

Interviewees were asked whether they had taken part in the 2015 survey. It was not possible to identify the residents interviewed in 2015 to track the change in their views over time.

- Only 8% of people interviewed living on Acton Gardens or the South Acton Estate recalled having been interviewed before. 83% believed they had not been, 9% did not remember either way
- The comparable figures for the neighbouring areas were that 4% reported that they had been interviewed in 2015. 90% believed they had not been interviewed, 7% did not remember.

2.3 Interviews with local organisations

A number of contextual interviews with people living and working locally were carried out in December 2017. Like the contextual interviews conducted in the spring of 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- to 90-minute interviews were carried out either face-to-face or by telephone. 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. Some of the people interviewed were also interviewed in 2015, these are indicated with an asterix (*).

Eleven contextual interviews were conducted with the following people:

1. Adam Matan - Anti-Tribalism Movement*
2. Councillor Yvonne Johnson*
3. Colin Brent - Centre Manager, Bollo Road Youth Centre*
4. Auberon Bayley, Operations Manager, Cultivate London
5. Beverley Kellett, South Acton Children's Centre*
6. Lubna Khan, Head at Berrymede Junior School
7. Rachel Sullivan, South Acton Neighbourhoods Team, MET police
8. Mrs O'Leary, long-standing resident, recently moved to Acton Gardens phase 4
9. Natasha Esson, resident of South Acton Estate and Chair of the South Acton Community Board
10. Glen Miller, resident from Redbricks area (phase 7.2) and South Acton Community Board member
11. Robin Khan, Pembroke House resident.

2.4 Independent site survey

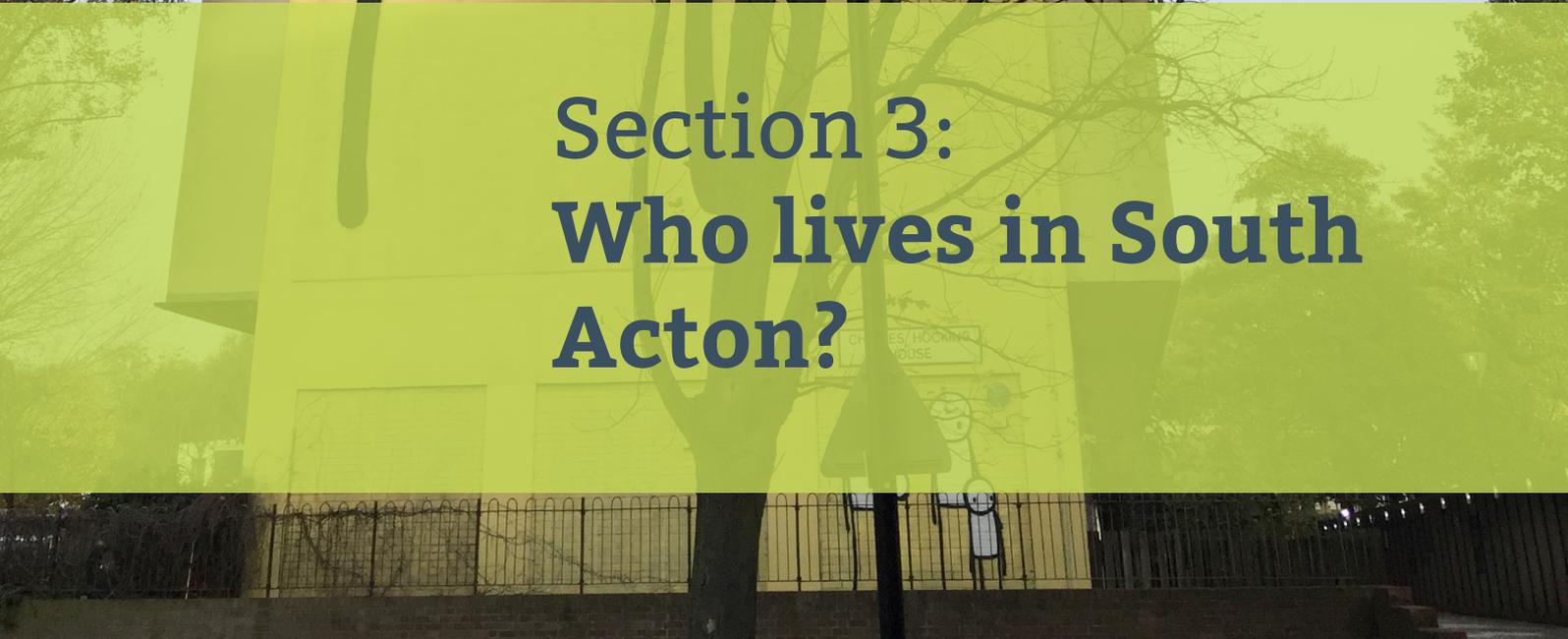
An independent site survey was carried out by Matter Architecture, under the supervision of Roland Karthaus, the Director of Matter Architecture, who carried out the same survey in 2015. This is an assessment of the quality of the built environment and the provision of local community facilities on the South Acton Estate and in Acton Gardens. Existing buildings that were empty because of the decant and demolition process were not assessed in the site survey.

Fig.2 Map of Sample Areas 1 and 2





**Section 3:
Who lives in South
Acton?**



Section 3: Who lives in South Acton?

The population of the area covered by the South Acton Estate and the new homes in Acton Gardens is changing as new residents move into the area and longer-standing residents of the South Acton Estate either move to new homes in Acton Gardens or leave the area.

In 2015, only 167 new homes had been built as part of Phase 1 of Acton Gardens. Most of the southern section of the estate and much of the west was still under construction.

In 2017, 763 new homes (540 not including Catalyst) had been completed on Acton Gardens at the time of the survey. The sites under construction in 2015 had been completed. At the time of the survey Charles Hocking House and Hardy House in the centre of the estate were empty ready for demolition, as were Ragley Close, Telfer Close and Church Road in the north-eastern Redbricks area.

Tenure breakdown, 2017							
	Cluster 1 AG - South	Cluster 2 AG - West	Cluster 3 SAE - West	Cluster 4 SAE - Redbrick	Cluster 5 SAE - Centre	TOTAL	% of total housing
Total homes	540	223	222	339	531	1855	-
Social housing	128 (24%)	71 (32%)	179 (81%)	273 (81%)	438 (82%)	1089	59%
Shared ownership/equity	42 (8%)	39 (17%)	-	-	-	81	4%
Catalyst social housing	143 (26%)	-	-	-	-	143	8%
Private (leasehold /freehold, rent)	227 (42%)	113 (51%)	43 (19%)	66 (19%)	93 (18%)	542	29%
Tenure breakdown, 2015							
	Cluster 1 AG - South	Cluster 2 AG - West	Cluster 3 SAE - West	Cluster 4 SAE - Redbrick	Cluster 5 SAE - Centre	TOTAL	% of total housing
Total homes*	167	-	253	416	635	1471	-
Social housing	68 (41%)	-	213 (84%)	258 (62%)	531 (84%)	1070	73%
Shared ownership/equity	19 (11%)	-	0 (0%)	0 (0%)	0 (0%)	19	1%
Private (leasehold /freehold, rent)	80 (48%)	-	40 (16%)	158 (38%)	104 (16%)	382	26%

*Catalyst blocks not included in 2015 survey.

Across the footprint of the South Acton Estate regeneration programme, the total number of homes on the estate grew from 1,471 in 2015 to 1,843 at the time of the 2017 survey. The proportion of social housing tenants fell from 73 to 59 per cent although the absolute number of social housing units increased by 13. Private ownership or renting increased, as did the number of people buying on shared ownership or equity.

A criticism of the standard approach to estate regeneration throughout the UK is that residents of housing that is demolished, usually council tenants or leaseholders, are not able move into the new homes that are built.

In South Acton, new affordable housing has been completed within all stages of the development. Figures provided by Acton Gardens LLP give a snapshot of how many secure Ealing Council tenants moved into Acton Gardens properties after 2015 - data from before this date is not available. It shows that overall almost two thirds (63%) of Ealing tenants living in blocks that were decanted moved to Acton Gardens.

It is unknown why 27% of residents did not move to Acton Gardens. Some will have moved through the council's choice based lettings process (and are given priority within this). Doing this allows residents to keep their Right to Buy, to have the option of moving to a larger property and to stay in in homes at council rent levels. This figure will also include tenants who organised their own moves before decanting began in anticipation of regeneration, and residents who moved for personal reasons, such as choosing to move to a new area, over-crowding or relationship breakdown.

Housing destinations for social tenants decanted since 2015			
Building decanted	Total residents moved	Moved into Acton Gardens	Moved away from South Acton
Hardy Court	13	8 (62%)	5 (38%)
Church Rd	30	5 (17%)	25 (83%)
Ragley Close	37	9 (24%)	28 (76%)
Charles Hocking House	64	48 (75%)	16 (25%)
Webb Court	16	10 (63%)	6 (37%)
Bennett Court	14	12 (86%)	2 (14%)
Enfield Road	6	5 (83%)	1 (17%)
Carisbrooke Court	40	31 (78%)	9 (22%)
Osborne Road	7	7 (100%)	0 (0%)
Buchan House	33	29 (88%)	4 (12%)
Total	260	164 (63%)	96 (37%)

Acton Gardens LLP's aspiration is that tenants move directly into their new home on Acton Gardens, without needing to move elsewhere temporarily. Acton Gardens LLP report that there were few double decants in the three phases of new affordable housing completed between 2015 and 2017. In two of these phases (phase 3.1 and phase 4) no double decanting was needed for the former council tenants moving into their new homes. In one of these phases, four households were double decanted from Charles Hocking House into temporary accommodation within the estate until their homes in phase 3.2 were ready in March 2017. One reason for double decanting has been the need to wait for particularly large homes to be completed.

A small number of residents living in sheltered schemes have exercised their option to move earlier to another sheltered scheme or extra care home within Ealing.

3.1 Demographics of residents interviewed

The increase in home ownership, and decline in the proportion of people in social tenure housing tenancies, changes the demographics of the estate. Newly arrived home owners are likely overall to come from different socio-economic backgrounds than longstanding social housing tenants, and are likely to have higher incomes.

The residents survey gives us a snapshot of the estate and who is living there (Fig.3-7). From this we see that the profile of the residents interviewed living on the South Acton Estate remained broadly similar in 2017 to 2015.

However there was more change in the profile of Acton Gardens residents. This reflects the increase in the numbers of new homes built and occupied, the increase in the numbers of private owners and renters and the associated arrival of new residents from outside of the area.

- Compared to 2015, in 2017 residents of Acton Gardens included higher proportions of people who were in employment, an increase in 35-44 year olds, an increase in people with no children and more people who defined themselves as white
- The proportion of Acton Gardens interviewees living in social housing and people defining themselves as black African, Caribbean or black British fell
- Compared to the wider neighbourhoods around the estate, there are a lower proportion of private renters living in both the South Acton Estate and Acton Gardens, homeownership is higher in the surrounding areas and the proportion of social housing tenants is lower
- There are more older people living in the neighbouring areas. There are also more people on higher incomes and a larger white population
- All housing association tenants interviewed had lived on the South Acton Estate before moving to their current home. Only one in eight private owners and renters had previously lived on the estate.

Tenure

- The tenure breakdown of interviewees living on the South Acton Estate stayed relatively stable, however the proportion of Acton Gardens residents living in social

housing fell (from 49% to 33%) and the proportion of shared ownership or equity residents rose (from 7% to 18%)

- The proportion of households with no children living in Acton Gardens rose significantly (from 59% in 2015 to 75% in 2017), staying relatively stable on the South Acton Estate. There were more larger families (with three or more children) living on the South Acton Estate in both years - in 2017 15% of South Acton Estate interviewees' households fell into this category, the Acton Gardens comparable figure was 5%
- People living in Ealing Council tenancies were more likely to have large households (20% were five or more people) and to have three or more children than those living in other tenures.

Types of household

Age

- There was a notable increase in the proportion of Acton Gardens residents interviewed falling into the 35 - 44 year old age group between 2015 and 2017, from 27% to 40%. The age profile of the South Acton Estate remained more consistent
- 46% of this 35 - 44 age group live in privately-owned or rented homes, 37% in shared ownership homes
- 18% of council tenants and 41% of housing association tenants are over 65 years, compared to 5% of private owners and renters
- In both years, there were more people over 55 living on the South Acton Estate than in Acton Gardens (although a higher proportion of Acton Gardens residents fell into the 65-74 year old group, possibly people buying to downsize)
- The proportion of 16 to 24 years interviewed in Acton Gardens fell over the two years, from 10% to 4%, however it remained broadly similar for the South Acton Estate.

Ethnicity

- The ethnicities of those interviewed living on the South Acton Estate remained broadly similar over the two years, however among Acton Gardens residents the proportion of interviewees who described themselves as White rose, from 51% to 62%, and the proportion who were African, Caribbean or black British fell, from 27% to 15% (Fig.4)
- Social housing tenants were more likely to describe themselves as Asian or Black than private owners and renters or people in shared ownership homes. In 2017 35% of council tenants and 41% of housing association tenants described themselves as white, compared to 65% of private owners and renters, and 82% of people living in shared ownership. 33% of council tenants described themselves as black as did 23% of housing association tenants, compared to 9% of private owners and renters and 7% of people living in shared ownership homes.

Disability

- The number of interviewees with disabilities living on Acton Gardens remained stable, the number living on the South Acton Estate fell between 2015 and 2017
- Social housing tenants were more likely to be disabled or to live with a disabled person (18% of council tenants and 30% of housing association tenants).

Employment situation and income

- The proportion of people interviewed in paid employment increased among both South Acton Estate residents (from 30% to 42%) and Acton Gardens residents (39% to 67%), this increase was more substantial for those living in Acton Gardens
- The question about income was not well answered, however we can see that household incomes of residents in Acton Gardens remain higher than incomes of those interviewed on the South Acton Estate (Fig.6). Although the proportion of people living in Acton Gardens on a very low income (under £7,000) increased
- 50% of housing association tenants and 28% of council tenants reported household incomes of less than £7,000 a year (Fig.7)
- 72% of private owners and renters are in paid employment compared to 40% of council tenants and 27% of housing association tenants
- Social housing tenants were more likely to be retired or classified themselves as “long term sick”. In 2017 20% of council tenants and 46% of housing association tenants interviewed described themselves as retired, compared to 3% of private owners or renters and 4% of people living in shared ownership homes. 7% of council tenants and 4.5% of housing association tenants reported that they were “long term sick” or disabled, compared to 1percent of private owners and renters and no shared owners.

Mapped demographics data from respondents

The residents survey is a snapshot of the South Acton area at a particular point in time. These maps illustrate some of the demographic information about the respondents living in the development area.

It is important to recognise that this data comes from a sample of the area's population, by tenure and small areas, and is not a comprehensive census. There may therefore be some margin of error in the demographic data presented.

Legend

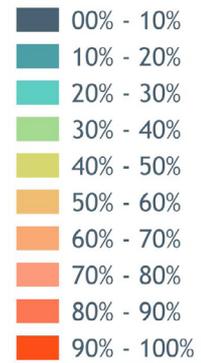
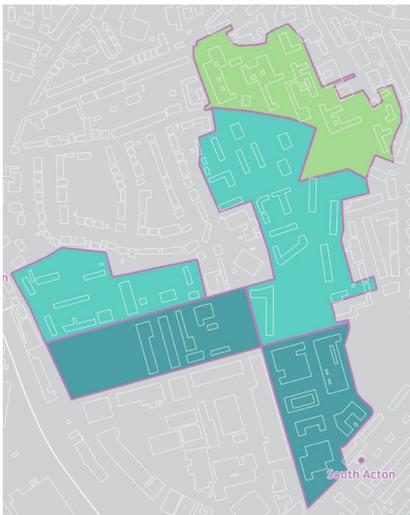
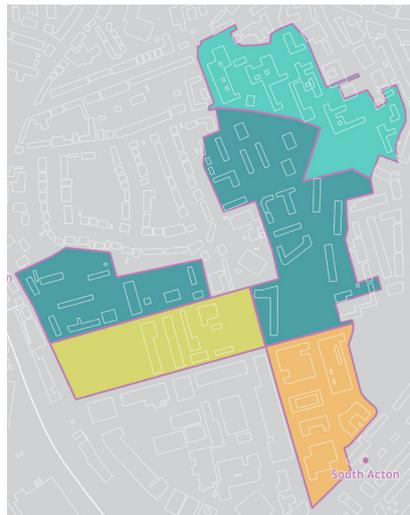


Fig.3 Number of people in household of respondents

1 person



2 people

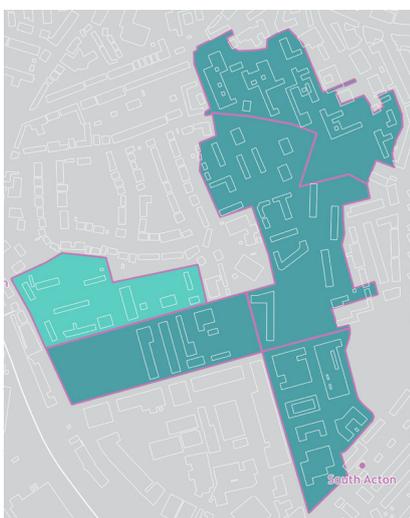


5 people



Fig.4 Ethnicity of respondents

Asian



Black



White

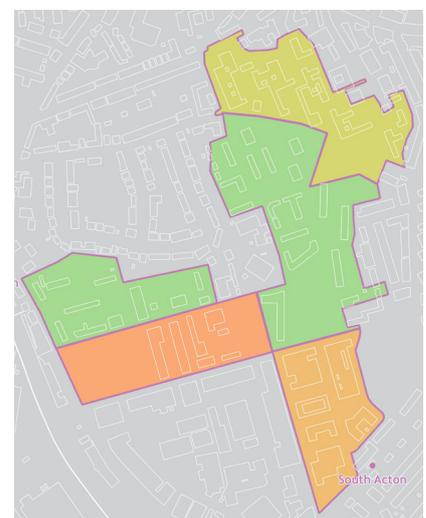


Fig.5 Tenure of respondents

Council tenant



Home owner

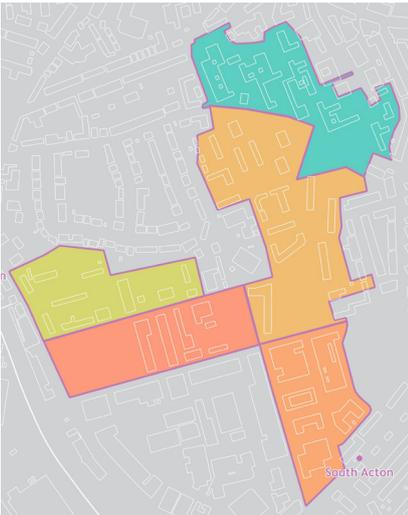


Rented from L&Q



Fig.6 Employment of respondents

In paid employment



Retired

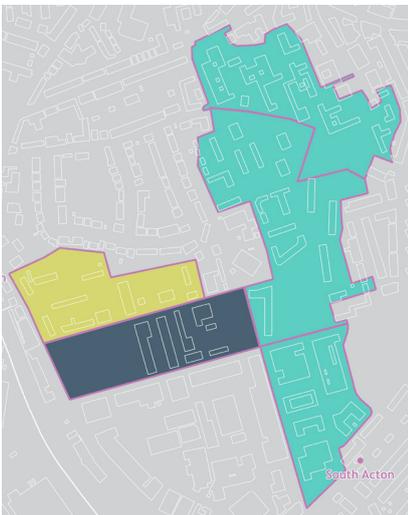


Unemployed



Fig.7 Household income of respondents

£7,001 - £14,000



£21,001 - £28,000



£48,001 - £55,000



Fig.8 Index of Multiple Deprivation (IMD) - Ealing

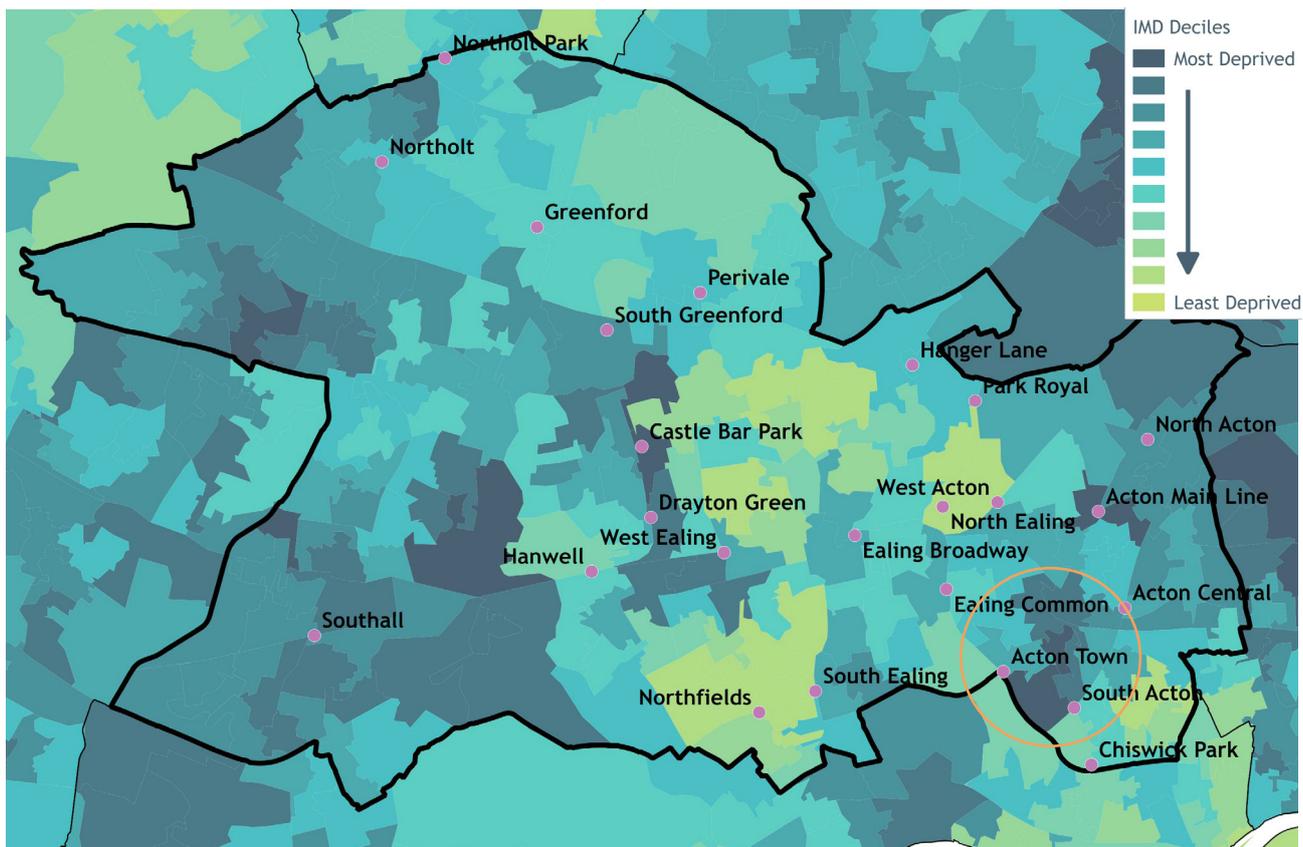


Fig.9 Index of Multiple Deprivation - Change from 2010 - 2015 - Ealing

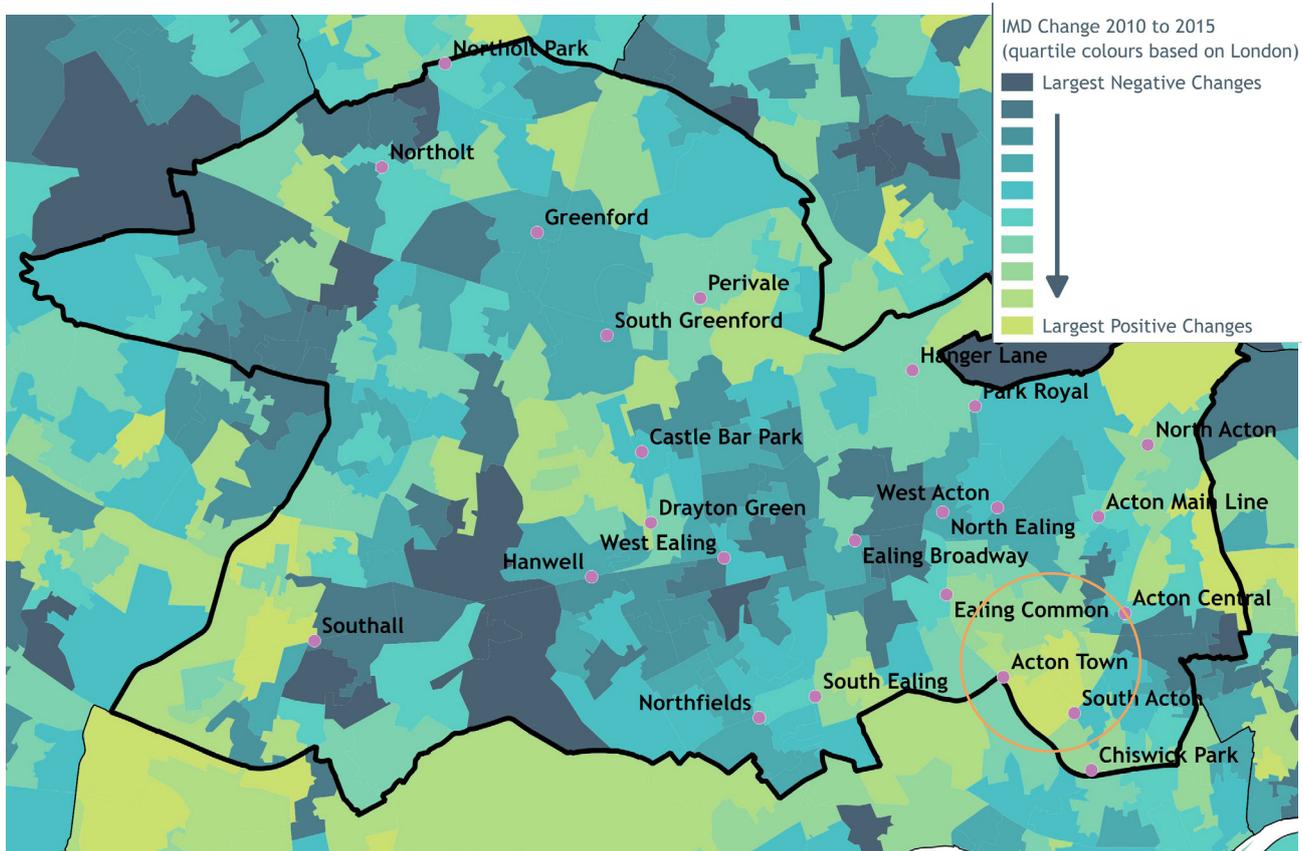


Fig.10 Index of Multiple Deprivation (IMD) - South Acton

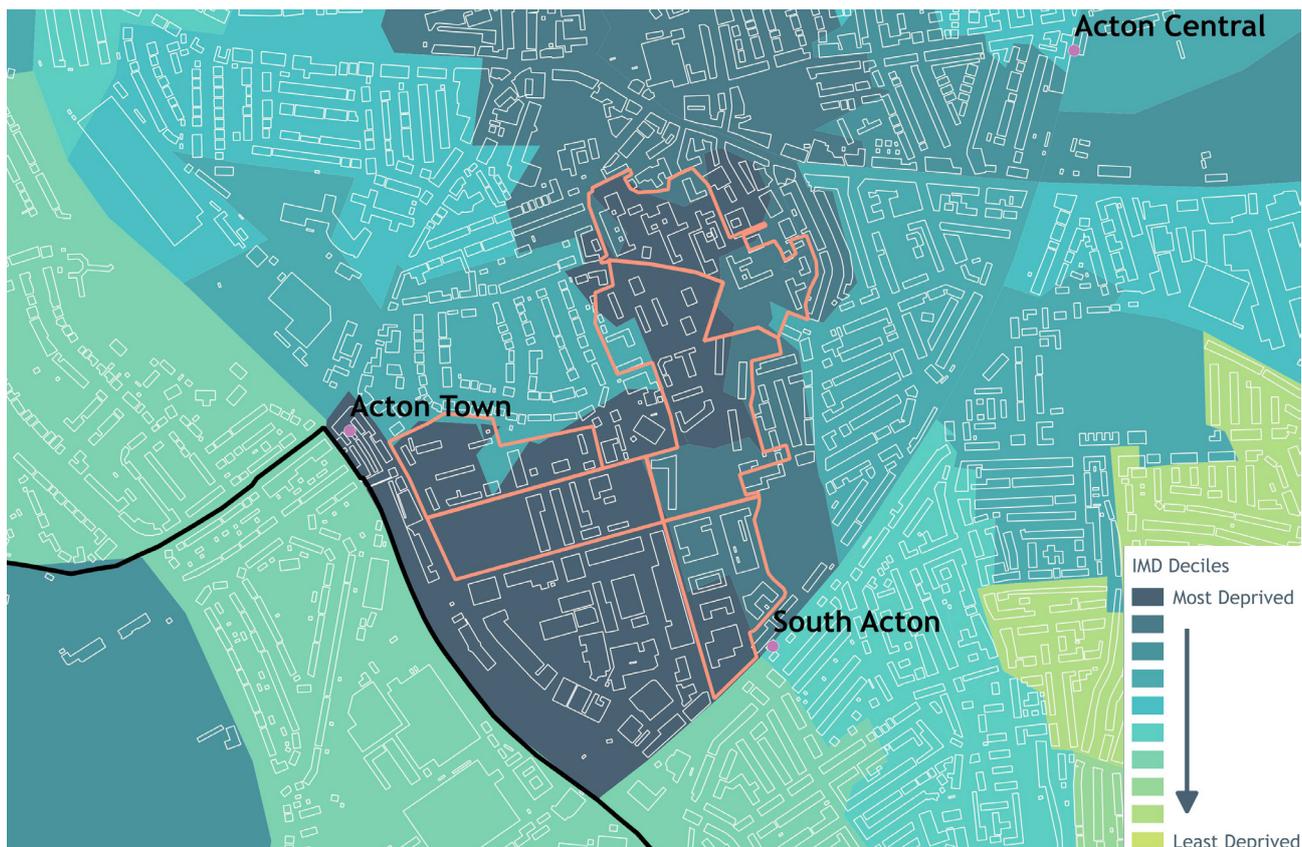
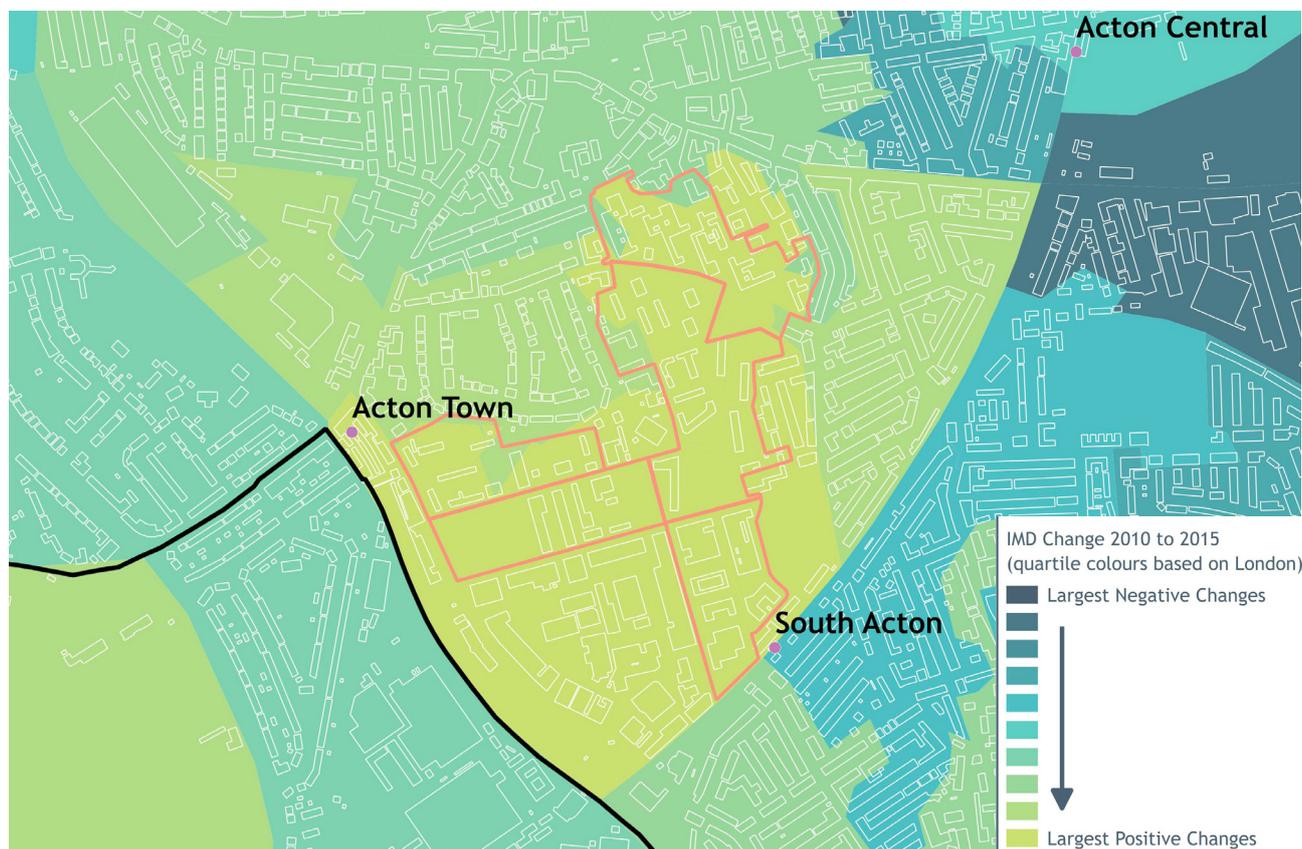


Fig.11 Index of Multiple Deprivation - Change from 2010-2015, South Acton





**Section 4:
How does South Acton
compare to other places?**

Section 4: How does South Acton compare to other places?

The research explored how the perspectives of people living in the older housing on the South Acton Estate, new homes in Acton Gardens and the wider surrounding area compare to people from similar backgrounds living in similar neighbourhoods.

Social Life’s method of assessing social sustainability was first developed for The Berkeley Group, and has been adapted for use in neighbourhoods by Sutton Councilⁱ, and in wider contexts, including on other regeneration schemesⁱⁱ. This measures quality of life, wellbeing and the strength of local communities on new developments.ⁱⁱⁱ

The method has two elements (Fig.12): first, 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 secondly, assessing the results of the independent site survey using an adapted version of the Building for Life industry standard^{iv}. More about this approach is included in the Appendix.

The aim is to generate an initial benchmark that can be used to 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. The initial benchmark research for South Acton took place in 2015. The 2017 research revisits the same area, and the same questions, and allows us to explore change over time.

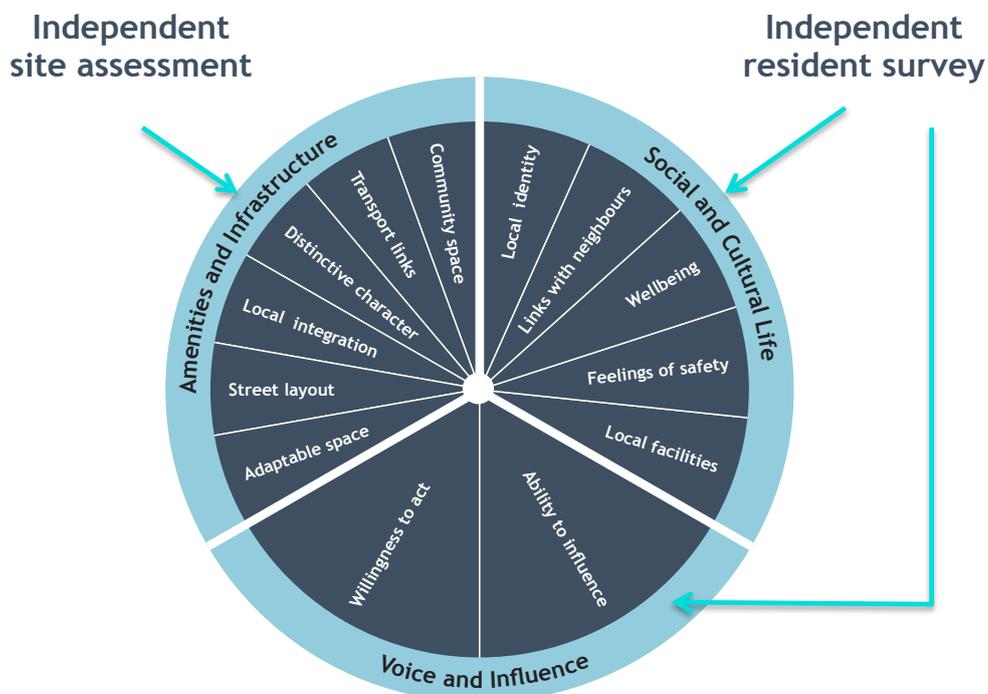


Figure 12. Social Sustainability framework

4.1 Comparable area benchmarks

Central to this method is comparison of survey results to the same questions in two large-scale national surveys:

- Understanding Society, the UK's largest, longitudinal household panel survey with 40,000 participating households^v
- Community Life, an annual survey based on approximately 6,000 face-to-face interviews^{vi}

The national surveys are matched to responses from the residents survey, using the Office for National Statistics Output Area Classifications^{vii} (OACs) to identify the average responses for areas that share the same OAC profile. The average responses of people living in South Acton Estate, Acton Gardens and the neighbouring areas 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.

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.

4.3 Benchmarking over time

The diagrams below provide simple graphic illustrations 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) (Fig.13 and 14), Acton Gardens (Fig.15 and 16) and the three neighbouring areas, the Mill Hill Conservation Area, Acton Green and Acton North and East (Fig.17-19)

4.4 Social and Cultural Life

In 2015 South Acton Estate received a more positive assessment than Acton Gardens for Social and Cultural Life. However over the two years there has been an improvement in these scores for Acton Gardens, with local identity and links with neighbours indicators scoring better than comparable areas. Feeling of safety is also scoring more strongly than in 2015.

For the South Acton Estate, local identity and links with neighbours both score more strongly than comparable areas. Wellbeing however has fallen to what would be expected in comparable areas. Feelings of safety remain stable, at expected levels.

In both areas perceptions of local facilities are unchanged over the two years.

Scores from the neighbouring areas show some deterioration overall in Social and Cultural Life, with feelings of safety falling across all three areas - in Acton north & east and Acton Green the score is lower than comparable areas, in the other areas the score has fallen to the same as comparable areas. Wellbeing has fallen in Acton Green from above to below comparable areas.

4.5 Voice and Influence

In 2015 both Acton Gardens and South Acton Estate received 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.

However in 2017, both have been given a positive score for the “ability to influence” indicator. This means that residents are now more likely to be involved in, or to feel they can influence local decision-making in comparison with people living in comparable areas.

In the neighbouring areas, over the two years from 2015 to 2017, willingness to act scores fell in Acton north & east and Mill Hill Conservation area and remained stable in Acton Green. However none of these scores were significantly lower than comparable areas.

4.6 Amenities and Social Infrastructure

The Amenities and Social Infrastructure scores for Acton Gardens are higher than for the South Acton Estate, reflecting improvements to housing design and public realm.

Acton Gardens is given a positive assessment for five of the indicators - transport links, distinctive character, local integration, street layout and community space. The assessment for community space has become more positive compared to 2015 as a result of the new public spaces and shops in the areas of new housing (this is in spite of the disruptive impact of the regeneration on community facilities mentioned below).

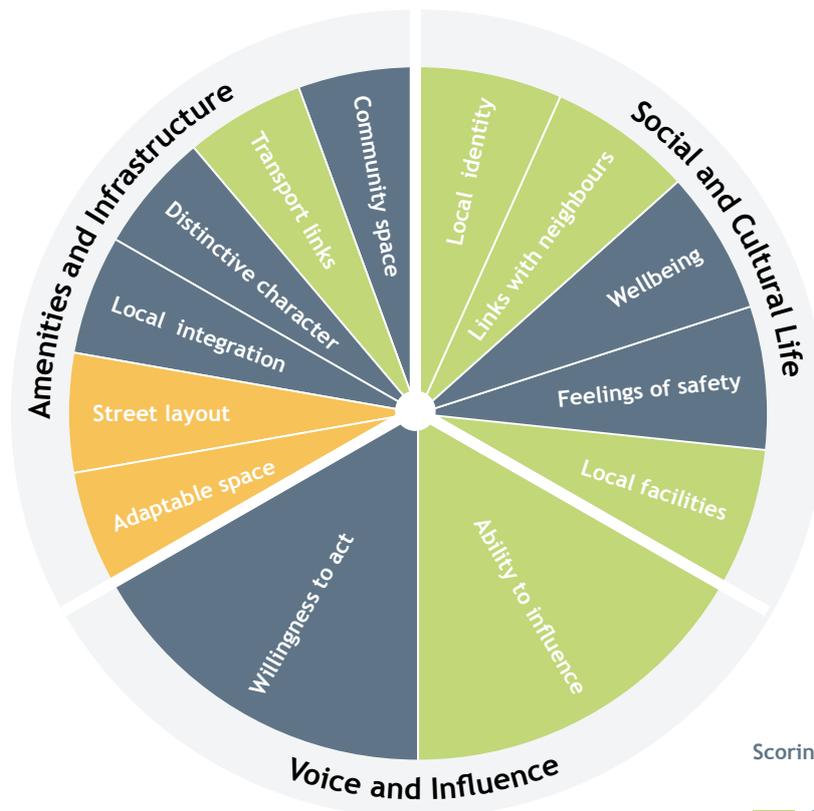
South Acton Estate is given a positive assessment for only one indicator, transport links. The community space indicator has moved from positive to average over the two years, as a result of the closure of community facilities in the centre of the estate, including shops, and disruption of relocating them.

Both Acton Gardens and South Acton Estate are given a negative assessment for adaptable space. South Acton Estate is given a negative assessment for street layout. The estate's complex form means that it is often disconnected from street networks and other buildings. This problem will have been exacerbated by the short-term impacts of demolition and rebuilding since 2015.

The neighbouring areas were not assessed under these indicators.

Appendix 2 gives the full breakdown of scores for the parts of the assessment derived from the residents survey, broken down by sample area.

Fig.13 South Acton Estate - 2017



Scoring explained:

- Significantly better than comparable areas
- Performs as expected (equal to comparable areas)
- Significantly worse than comparable areas
- Indicators not scored

Fig.14 South Acton Estate - 2015



Fig.15 Acton Gardens 2017



Fig.16 Acton Gardens 2015



Neighbouring areas - 2015

Neighbouring areas - 2017

Fig.17 Mill Hill Conservation area

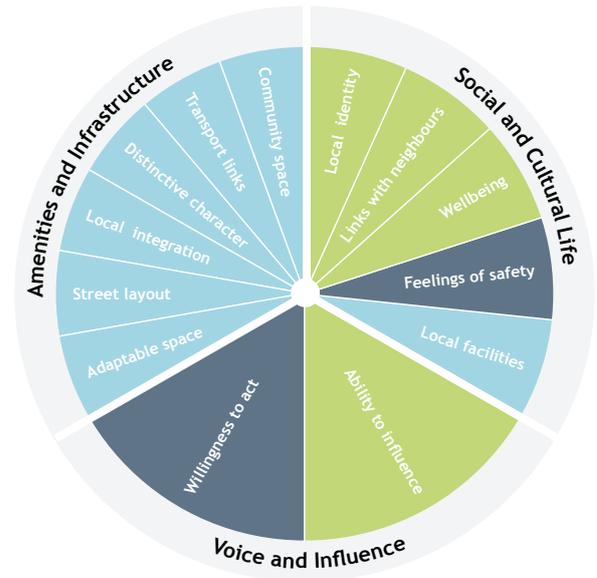
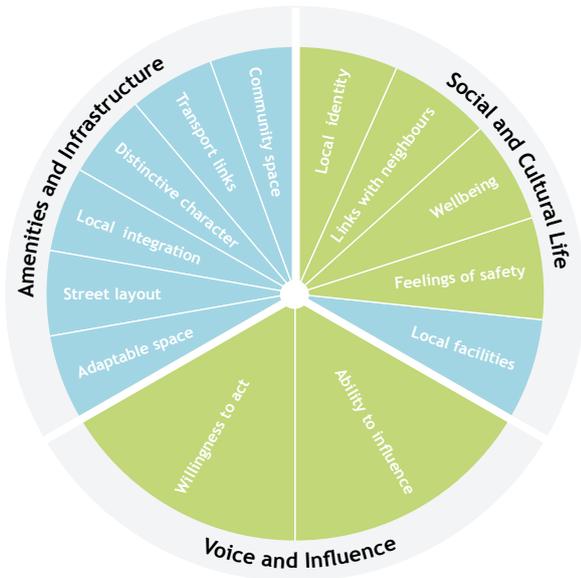


Fig.18 Acton North and East

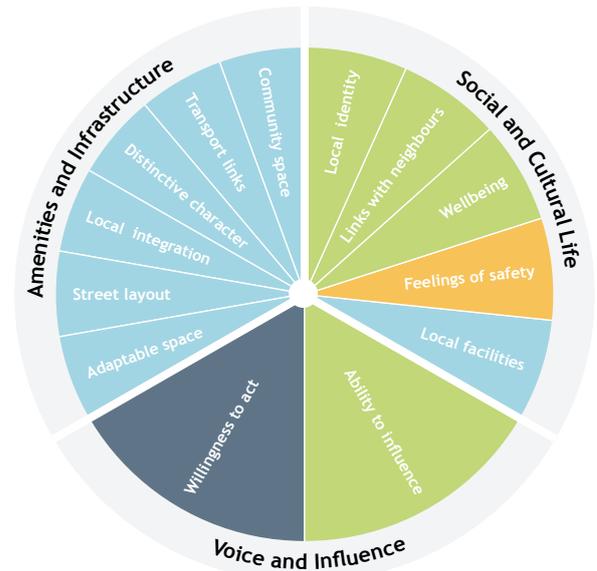
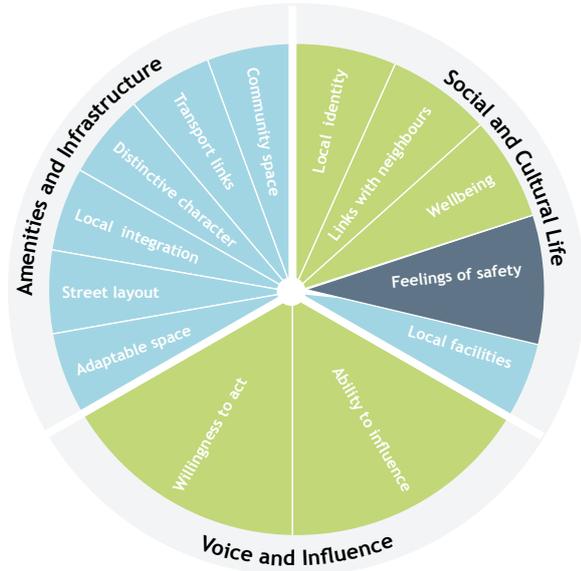
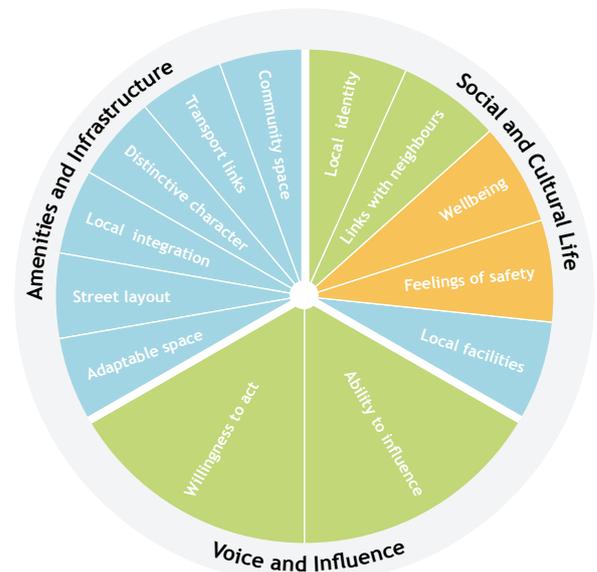
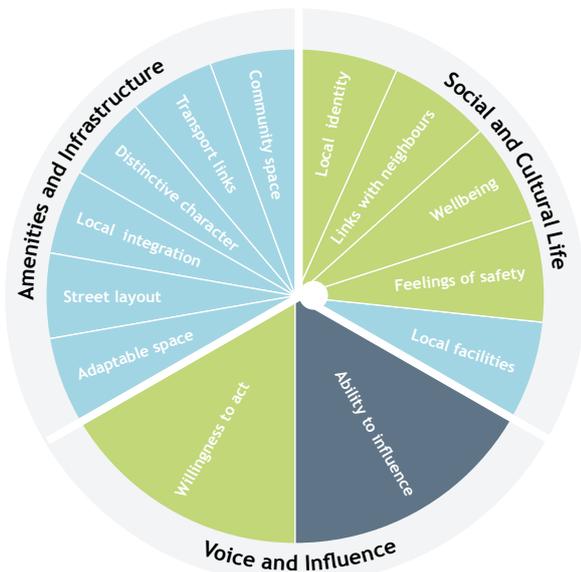


Fig. 19 Acton Green





**Section 5:
Feelings about the
regeneration**

Section 5: Feelings about the estate regeneration

This section describes how people in South Acton feel about the Acton Gardens regeneration programme. People were asked what they know about the scheme and how satisfied they are with it so far.

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. In the residents survey a number of open-ended questions were asked about how residents feel about the regeneration plans. Relevant findings from the contextual interviews are also included.

This section covers the following topics:

5.1 What do people know and how much influence do they have?

5.2 How do people feel about the regeneration plans?

5.3 The experience of moving into Acton Gardens

5.4 What is contributing to quality of life and what to residents want to see?

5.5 Neighbouring areas

Key findings:

- The vast majority of interviewees think that the regeneration is successful in improving the quality of life of residents (Fig.23)
- Overall residents feel informed about the regeneration project. Social housing tenants are more likely to know about the regeneration programme than private owners and renters (Fig.20)
- In all areas the majority of residents said it is important for them to feel they can influence decisions about the regeneration (Fig.21)
- In Acton Gardens the majority of residents feel positively about the regeneration, an increase from 2015 (Fig.27). However residents felt more positive about regeneration before moving into their homes than after they move into the area (Fig.28)
- Residents were asked for their views of the regeneration plans, based on their current knowledge. This gave a nuanced view of opinions. On the South Acton Estate there are some reservations about the regeneration and levels of positivity have fallen in all parts of the estate, the number of people reporting that they “don’t know” what they think of the plans has increased
- Housing issues were identified as the aspect of the regeneration that is most important to residents (Fig.24 and 25). People are satisfied with the housing mix at Acton Gardens (Fig.22). As in 2015, some concerns were reported around the level of service charges for the new properties offered to former Ealing Council tenants

- Residents of the neighbouring areas are positive about the regeneration plans. The majority of people interviewed in these areas believe that the regeneration of the South Acton Estate has contributed “somewhat” or “a little” to the neighbourhoods nearby
- In all areas, transport and good shopping facilities were identified as key factors that contribute to residents’ quality of life.

5.1 What do people know and how much influence do you have?

Questions asked in the survey

1. How much do you know about plans to regenerate the South Acton Estate? (Fig.20)
2. Have you received the Acton Gardens quarterly newsletter about the regeneration in the past 12 months?
3. Have you read this newsletter in the past 12 months?
4. Have you attended any meetings or events to provide residents with information about the regeneration project in the past 12 months?
5. How important is it for you personally to feel that you can influence decisions about the Acton Gardens regeneration project? (Fig.21)

How much do you know about plans to regenerate the South Acton estate?

- Overall most respondents said they felt well informed about the regeneration plans (66%), an increase from 2015 (47%) (Fig.20)
- 65% of interviewees living on the South Acton Estate said they felt that they have “a lot” or “some” information about the regeneration plans (up from 43% in 2015). Only 53% of people living in the Redbricks area felt they were well informed
- On Acton Gardens there is no significant change since 2015
- Almost 70% of social housing tenants reported they knew “a lot” or “some” about the regeneration plans, compared to 59% of private owners and renters

According to stakeholders, residents generally feel they are listened to. L&Q are perceived to be very responsive and keep residents well informed. Stakeholders report that they have held lots of consultation events and allow people to play an active role.

Influencing decisions about the regeneration

- On the South Acton Estate the majority of residents said it is important to feel that they can influence decisions about the regeneration project (88%). This is significantly higher than in 2015 (64%) (Fig.21)
- The inverse is true at Acton Gardens where the importance of influencing decisions has fallen (65% in 2017, 83% in 2015). This varied within Acton Gardens - interviewees living in the West report that feeling able to influence regeneration

was important (95%), however this was significantly less important for the respondents in Acton Gardens South (52%), where building is now complete

- Some Redbricks residents report that they would like to have more involvement in developing plans, for example for green spaces and gardens.

Newsletters and meetings about the regeneration

- The majority living on the South Acton Estate said they have received the Acton Gardens quarterly newsletter and read it (92%)
- Only 28% of respondents in Acton Gardens West reported that they receive the newsletter compared to 87% in Acton Gardens South. The majority said they read it
- Overall, a third of respondents said that in the last twelve months they have attended a meeting or event about the regeneration project (South Acton Estate 27%, Acton Gardens 32%) and there has been no significant change since 2015.

However in contextual interviews, a feeling that the Ward Panel is not representative of the area was raised. Stakeholders also suggested that although the website can be accessed in different languages, newsletters should be translated as well to help get more people involved. Another concern was raised about the formality of language sometimes used to communicate with residents.

5.2 How do people feel about the regeneration plans?

Questions

1. What aspects of the regeneration project are most important to you? (Fig.24 and 25)
2. What do you think about the mix of new housing at Acton Gardens? (Fig.22)
3. Which of the following facilities and services would you most like to see at Acton Gardens? (Fig.26)
4. How successful is the South Acton Estate regeneration in improving residents' quality of life?* (Fig.23)
5. From what you know about the regeneration plans, what do you think about them? (Fig.27)
6. How did you feel about the Acton Gardens regeneration project before you moved into your new home? And, how do you currently feel about the Acton Gardens regeneration project? (Fig.28)
7. Overall, what three factors about living in this neighbourhood contribute most to your quality of life?
8. Which facilities and services would you most like to see at Acton Gardens? (Fig.26)

**New question since 2015*

Fig.20 How much do you know about plans for Acton Gardens to regenerate the South Acton estate?

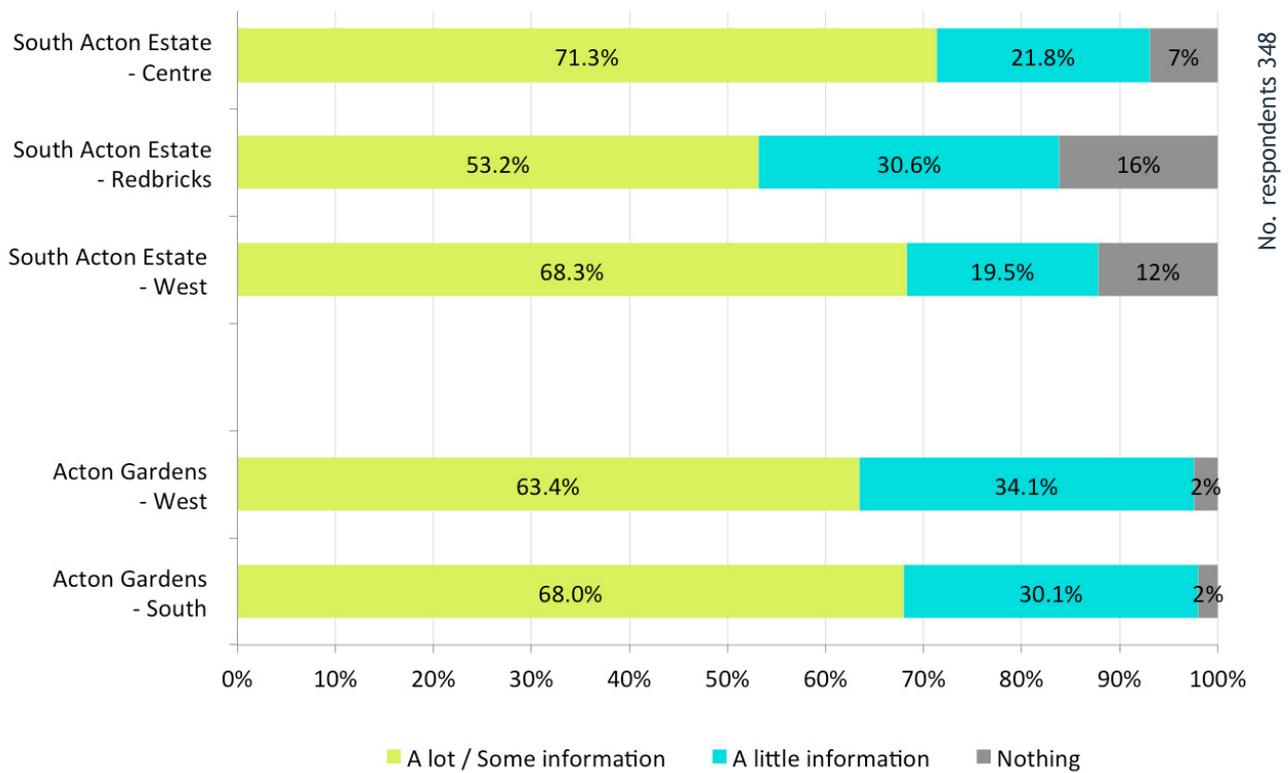


Fig.21 How important is it for you personally to feel that you can influence decisions about the Acton Gardens regeneration?

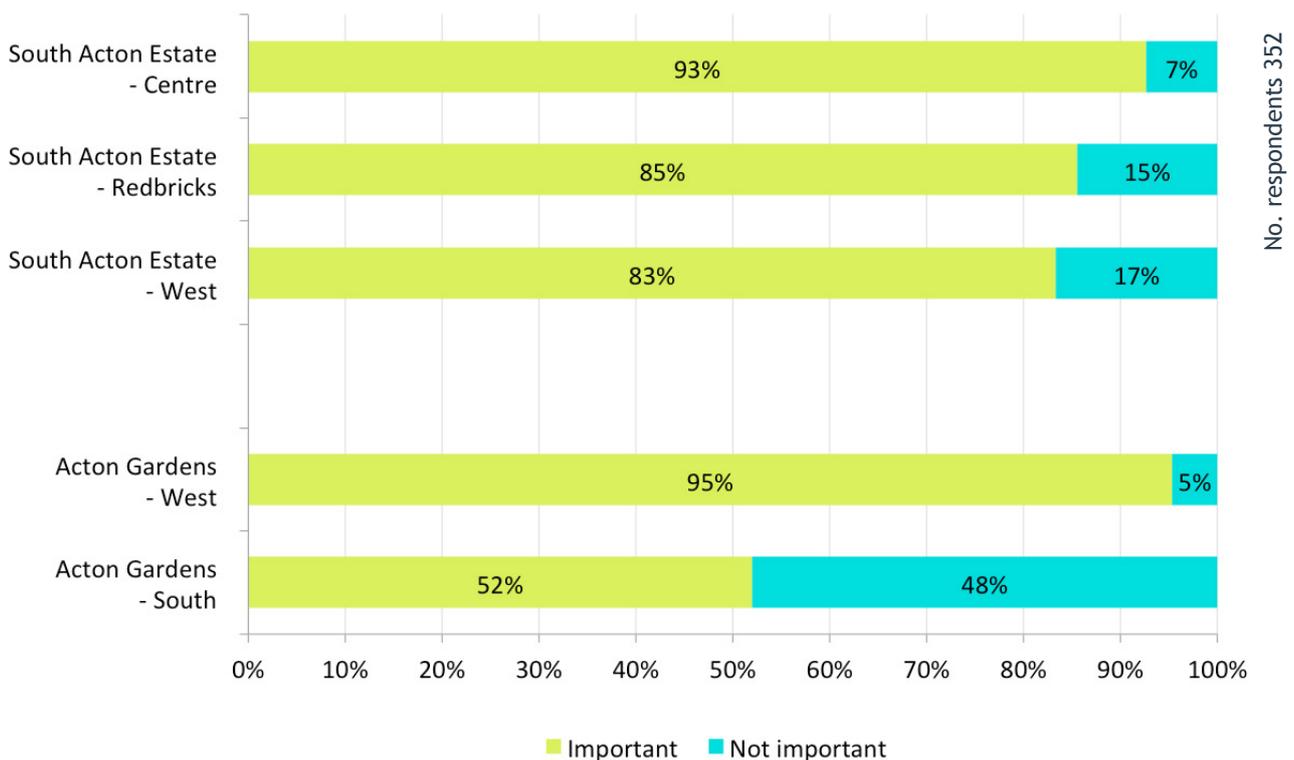


Fig.22 What do you think about the mix of new housing at Acton Gardens?

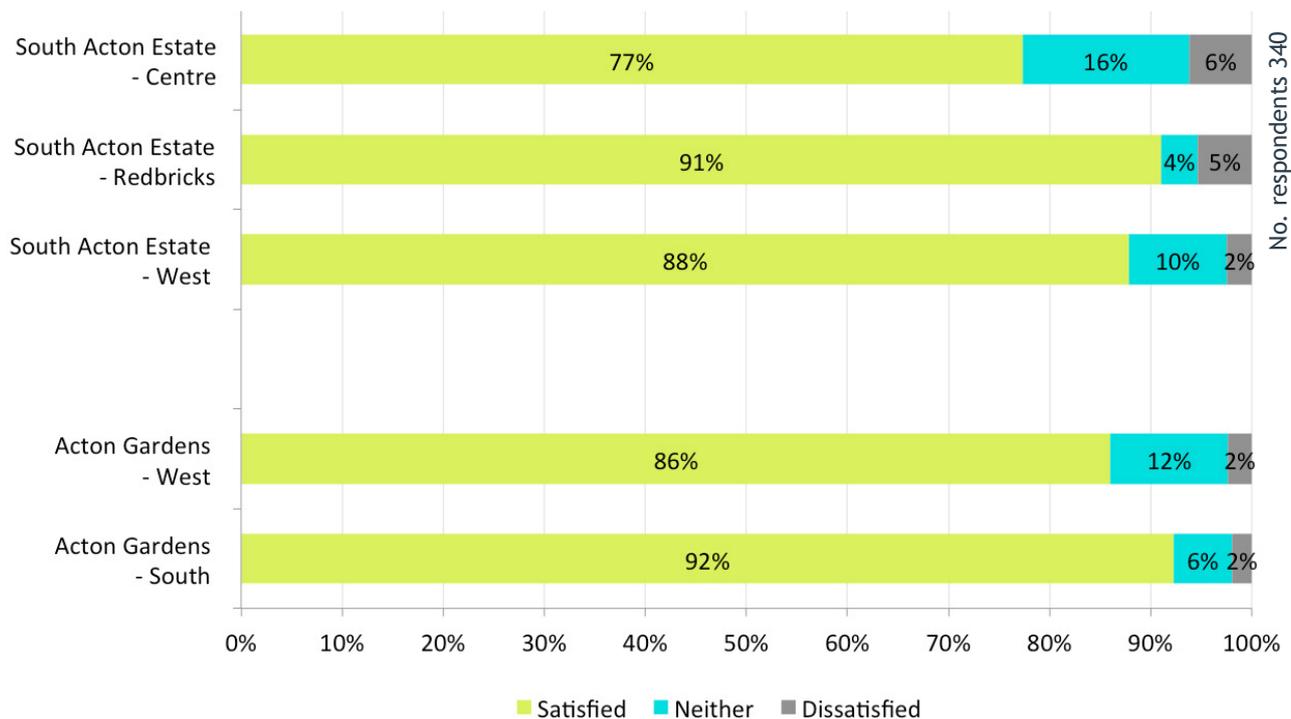
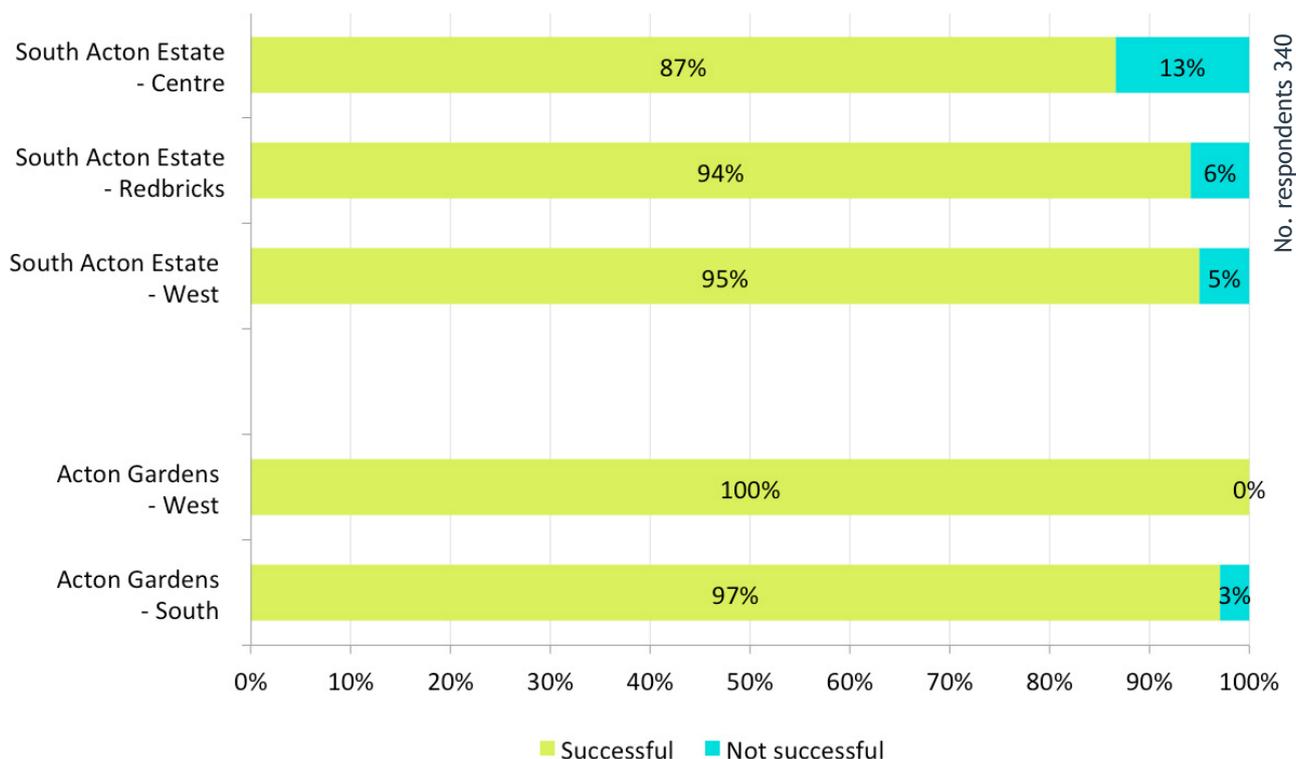


Fig.23 How successful is the South Acton Estate regeneration in improving residents' quality of life?



How successful is the regeneration in improving residents' quality of life?

The vast majority of respondents said they think the regeneration is successful in improving the quality of life for residents: 98% of Acton Gardens residents interviewed and 91% on the South Acton Estate (Fig.23). The results were slightly lower in the Centre of the estate where 13% said that it was not successful.

Feelings about the regeneration plans

The open-ended questions about perceptions of the regeneration plans revealed that the majority of Acton Gardens residents have positive feelings towards the regeneration plans, 78% report positive feelings (either being overall positive, positive with reservations, or positive about the design) and this has increased from 62% in 2015. However only 35% of interviewees on the South Acton Estate reported feeling similarly positive, and this fell from 44% in 2015.

- Some residents said they think it will be good once it's finished. "It is a nice quiet communal place to live and it's still being built" and "I think it will definitely be very good, when it's all been completed"
- A comparable number of people reported negative feelings about the regeneration on the South Acton Estate (11% in 2017 and 12% in 2015). On Acton Gardens this figure fell from 15% in 2015 to 5% in 2017
- In the 2017 survey a substantial number (54%) of interviewees living on the South Acton Estate reported that they "did not know" what they felt about the regeneration or gave descriptive responses only to the question. This rose from 44% in 2015. The comparable figures for Acton Gardens were lower, 17% in 2017 and 23% in 2015
- Within the different areas of the South Acton Estate, people living in the West were more likely to have positive views (49%) than people living in the Redbricks (33%) or the Centre areas (31%).

It is worth noting that the number of respondents for each area of the estate is small which makes the results less reliable for each individual area.

- In the Redbricks area only 27% are unambiguously positive about the regeneration (a fall from 31% in 2015). There is however a significant drop in negative feelings towards the regeneration plans (24% to 10%). It is worth noting that in this area 46% reported that they do not know about the regeneration plans. This may be a reflection of the fact that many residents are unlikely to be affected by the regeneration for some time
- Only 23% feel unambiguously positive in the Centre of the estate. It has also had a significant decrease in positive responses from 36% in 2015
- The West is faring slightly better with 24% unambiguously positive, however this is a decrease from 39% in 2015.

In the contextual interviews people were positive overall about how the regeneration process has been managed by Acton Gardens LLP and satisfied that it seemed to be going at a reasonable pace.

What aspects of the regeneration are important to residents?

Residents were asked what aspects of the regeneration project are most important to them (Fig.24 and 25). In all areas apart from Acton Gardens West, aspects related to housing are identified as the main priority.

- For those living on the South Acton Estate housing is significantly more important than anything else, in contrast with 2015, when there were a range of priorities. 'Improving housing quality' is identified as the most important aspect of the regeneration for the West (69%) and Redbricks (72%). In the Centre it is the 'availability of new housing for South Acton residents' (79%)
- 52% of council tenants gave 'availability of new housing for South Acton residents' as their top priority aspect of the regeneration, 50% of housing association tenants said 'housing mix' was their most important priority.
- In Acton Gardens, a range of priorities have emerged in the last two years. In Acton Gardens South, 'improving housing quality' was identified as the most important aspect of the regeneration, followed by 'housing mix' (62%) and 'new health facilities' (55%). In Acton Gardens West the priority is 'improving the quality of open spaces' (81% respondents), followed by 'new community facilities' (63%) and 'improving community safety' (60%). Overall in Acton Gardens, those who care about 'affordability of housing' has dropped significantly (47% in 2017, 78% in 2015). This may be related to the change in demographics in this area over the period.
- By tenure, private tenants and owners cited a range of issues that were important to them within the regeneration scheme, the most important was improving community safety (49%) and improving the quality of open spaces (47%). Housing association tenants also prioritised open spaces (73%) and improving community safety (55%). New community facilities were prioritised by people living in shared ownership (63%) and 46% of housing association tenants. 56% of shared owners put importance on new health facilities.
- In Acton Gardens, as in 2015, the vast majority are happy with the housing mix (90%). On the estate, respondents are significantly more satisfied with the mix of new housing than they were in 2015 (84% in 2017, 62% in 2015) (Fig.22).

5.3 The experience of moving into Acton Gardens

Moving into Acton Gardens as a longstanding tenant

As in 2015, the contextual interviews reveal some concerns about the transition from the existing estate to Acton Gardens. There is a view that the new houses are "nice", but some residents are worried about the housing costs. For council tenants relocated from the South Acton Estate to Acton Gardens, the transition from renting from the council to a housing association has generated increased costs from the service charge and higher council tax. These concerns were also reflected in the survey where some reservations were mentioned, "regeneration plans are good for us but rents are too high" and that the new homes are "smaller and expensive".

Fig.24 What aspects of the regeneration project are most important to you? (by cluster area)

	Acton Gardens South	Acton Gardens West	South Acton Estate - West	South Acton Estate - Redbricks	South Acton Estate - Centre
(Number of respondents)	103	43	42	64	101
Housing mix	62%	12%	48%	31%	17%
Availability of new housing for S.Acton residents	40%	16%	21%	28%	79%
Improving housing quality	66%	30%	69%	72%	29%
Improving quality of open spaces	44%	81%	43%	33%	29%
Improving street layouts and lighting	38%	35%	36%	36%	23%
Improving community safety	52%	60%	50%	44%	26%
New community facilities	50%	63%	31%	34%	25%
New health facilities	55%	40%	31%	27%	22%
New facilities for young people	44%	30%	14%	16%	23%
Affordability of housing	51%	35%	36%	58%	24%
Disruption from building work	6%	9%	10%	6%	10%

Fig.25 What aspects of the regeneration project are most important to you? (by tenure)

	Council tenant	HA tenant	Shared	Private	Total
(Number of respondents)	197	22	27	106	352
Housing mix	38%	50%	30%	31%	126
Availability of new housing for South Acton residents	52%	36%	30%	34%	154
Improving housing quality	50%	41%	63%	57%	185
Improving quality of open spaces	35%	73%	52%	47%	148
Improving street layouts and lighting	32%	50%	44%	27%	115
Improving community safety	39%	55%	52%	49%	155
New community facilities	34%	46%	63%	42%	138
New health facilities	33%	41%	56%	36%	126
New facilities for young people	26%	27%	44%	26%	97
Affordability of housing	41%	32%	37%	44%	144
Disruption from building work	9%	9%	11%	5%	28

Some families are choosing not to move into the new homes as they prefer to stay in council owned homes. Some want to be able to retain their Right to Buy. These people have generally been rehoused elsewhere in the borough in council flats, as L&Q does not offer this in Acton Gardens (there is the alternative Right to Acquire).

As stated in the interviews in 2015, overcrowding on the estate is a particular issue for Somali residents who tend to live in large, extended families. At this stage it is not clear how this issue is being addressed on the new development. Some stakeholders suggest that some families are choosing to leave the estate, particularly large families, and that often they do not want to go. 20% of the social housing tenants interviewed reported that they live in households including five or more members. Acton Gardens LLP state that both the 2012 masterplan and the submitted remaining masterplan area (2018) improve the amount of family sized accommodation being delivered on-site.

Moving into Acton Gardens - the experience of those moving from outside the estate

Residents living in Acton Gardens were asked how they felt about the regeneration project before they moved into their new home (Fig.28).

- 73% said they felt positive about moving in before their move, 7% felt good with reservations, compared to only 1% who felt negatively overall
- There has been a significant increase from 2015, when 46% of respondents felt positive, 7% feeling good with reservations and 12% were negative
- 12% cited good design as a positive attribute to the area: “I feel the place has been well planned and maintained”, “I liked the very look and beauty of the place” and “I liked the whole modern set up”.

Since moving into Acton Gardens, the experience of some residents has changed.

- 72% of interviewees living in newly built homes reported feeling unambiguously positive about the regeneration project before they moved in. However this fell to 50% when asked for their current view. The number voicing opinions that were overall negative was 2% before moving in, 18% now. Some of the negative views were about maintenance.

5.4 What is contributing to quality of life and what do residents want to see?

Residents were asked what three factors about living in this neighbourhood contribute most to their quality of life. Across all areas, transport and good shopping facilities were identified as important.

The factors most contributing to residents' quality of life locally

The top three factors for Acton Gardens residents interviewed have more or less remained the same over the two years, they are:

1. Clean, maintained, safe and quiet (37%)
2. Transport (12%)
3. Good facilities and shopping (11%).

For the South Acton Estate as a whole, the top three priorities are:

1. Transport (23%)
2. Community, friends and neighbourhood (20%)
3. Location (16%)

The top three for Redbrick are:

1. Transport (25%)
2. Community, friends and neighbourhood (23%)
3. Location (20%)

The top three for the Centre of the estate are:

1. Location (21%)
2. Community, friends and neighbourhood, and also Transport (both 16%)
3. Good facilities & shopping (12%)

The top three for the West of the estate are:

1. Transport (31%)
2. Community, friends and neighbourhood (22%)
3. Good facilities and shopping (16%)

The facilities people would most like to see

Overall, a community centre (57%) and local shops (67%) were the facilities that people would most like to see in Acton Gardens (Fig.26). In all areas, the need for green areas is identified as a priority by over 50% of respondents (apart from in Acton Gardens South). The most important facilities have been identified as those that received responses from more than half of the respondents in that area.

- For Acton Gardens residents the most important facilities to have are local shops (76%). A community centre is now also important (58%), this was not a priority in 2015 (37%)
- For residents in the South Acton Estate various facilities were identified as important: a doctor's surgery was the most important (68%). The respondents in the Centre of the estate identified a wish for many more services than the other areas
- On the South Acton Estate, a new youth club, cycle paths, outdoor gym and nursery are significantly more important to people in 2015 than they are now.

5.5 Neighbouring areas

Residents interviewed in the neighbouring areas were also asked how much they know about the regeneration, what they think of the plans, and how much the plans have contributed to the neighbourhoods nearby.

Across all three areas the majority (655) of people interviewed said that they knew a little or nothing about the regeneration. Only 5% reported that they know a lot. More people in Mill Hill Conservation Area said they knew “a lot” but another third (34%) of residents in this area reported that they knew nothing.

More people living in the neighbourhoods had overall positive views about what they knew of the regeneration plans than people living in the South Acton Estate (49% in the neighbouring areas compared to 35% on the estate). However this was fewer than the number of people with positive views in Acton Gardens (78%).

74% of residents interviewed felt that the regeneration had contributed to the estate but not significantly (answering “somewhat” or “a little”). Over one in 10 - 11% - answered “a lot”, 15% “not at all”.

Fig.26 Facilities and services residents would you most like to see at Acton Gardens (by tenure)

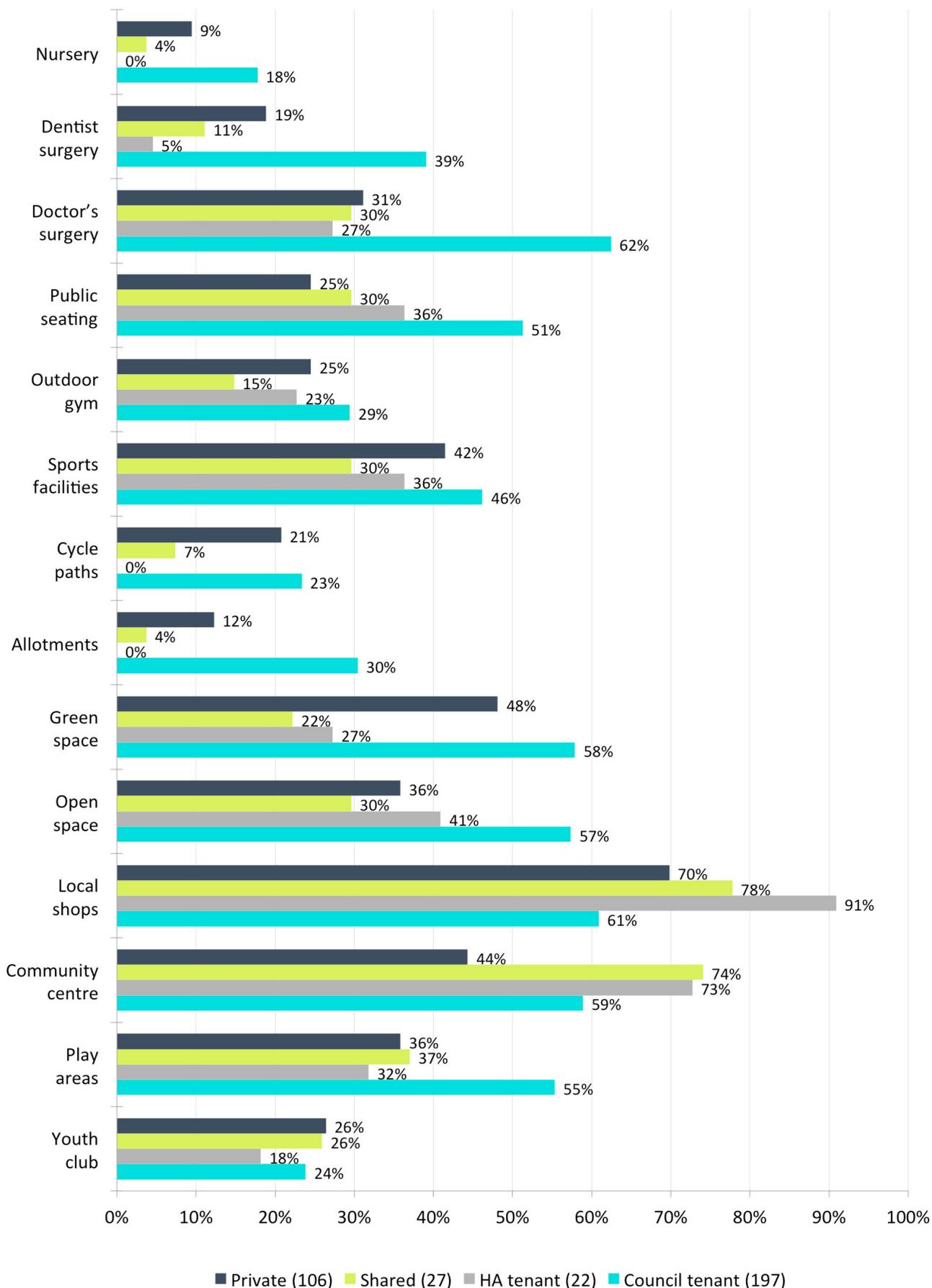


Fig.27 From what you know about the regeneration plans, what do you think about them?

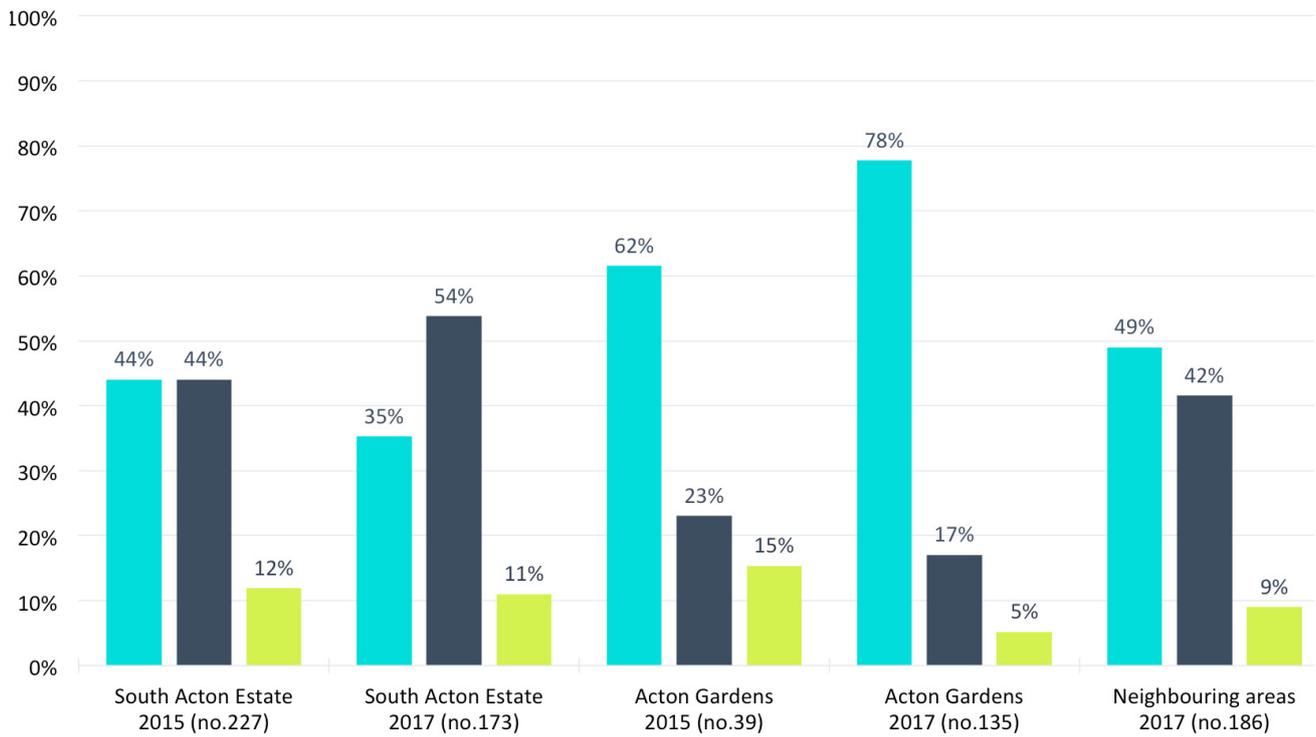
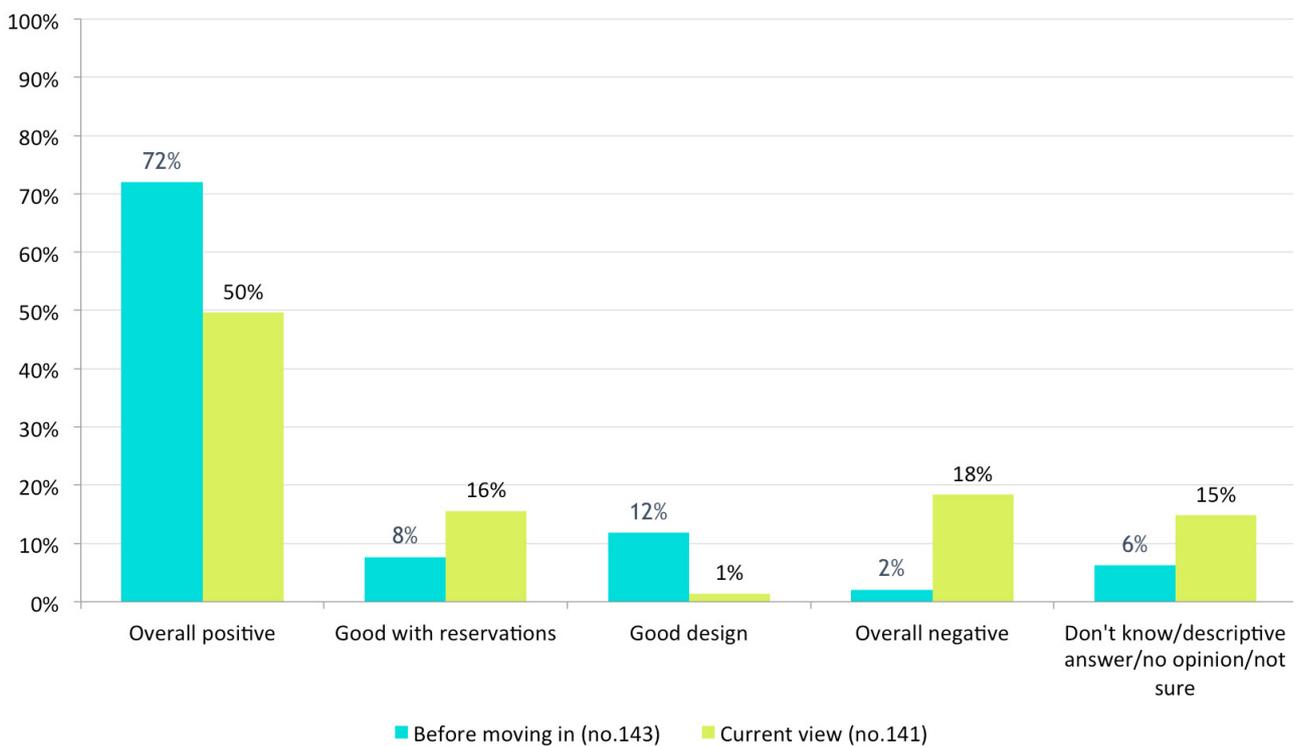


Fig.28 Perceptions of the regeneration project before and after moving in (Acton Gardens residents only)





Section 6: Social and Cultural Life

Section 6: Social and Cultural Life

This section outlines how people feel about the social and cultural aspects of the neighbourhood. It looks at local social networks and relationships, the area's local identity and residents' sense of belonging and feelings of safety. It also explores individual levels of life satisfaction as well as satisfaction with the neighbourhood as a place to live. Finally, it looks at perceptions of different social supports and facilities.

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. Relevant findings from the contextual interviews are also included.

This section covers the following topics:

6.1 Links with neighbours

6.2 Local identity and belonging

6.3 Feelings of safety

6.4 Wellbeing and satisfaction

6.5 Satisfaction with community facilities and supports

Key findings:

- Residents have strong relationships with their neighbours
- Levels of belonging and neighbourliness are highest among social housing tenants
- In the Redbricks area and Acton Gardens South, people tend to rely on their neighbours less
- Tolerance of people from different backgrounds is high and people strongly identify themselves with the area. Differences are respected but different groups are not necessarily mixing
- People moving into the area are mainly from a different socio-economic background. Existing residents will need to adapt to this new diversity in the same way as they have in the past with people of different ethnic backgrounds
- Levels of belonging and a sense of local identity have remained very high, despite all the changes taking place. They have risen significantly in Acton Gardens South
- Negative perceptions surrounding the area are changing as South Acton Estate becomes Acton Gardens
- People overwhelmingly feel safe in the area, however crime seems to have consolidated in the parts of the estate that are not due for development for many years

- Levels of wellbeing are much higher in Acton Gardens and the Centre of the estate, than in the Redbrick area and the West
- Satisfaction with the local area as a place to live is still high throughout
- There are concerns about the lack of meeting places in the area and the loss of community spaces in recent years.

6.1 Links with neighbours

Questions:

1. If I needed advice I could go to someone in my neighbourhood (Fig.29)
2. I borrow things and exchange favours with my neighbours (Fig.30)
3. I regularly stop and talk with people in my neighbourhood (Fig.31)
4. Friendships in my neighbourhood mean a lot to me (Fig.29)
5. People from different backgrounds get on well (Fig.32)
6. Residents in this local area respect ethnic differences between people* (Fig.32)
7. To what extent do agree or disagree with the following statement, I think of myself as similar to the people that live in this neighbourhood* (Fig.32)

**New question*

Neighbourliness

Overall, the positive relationships people have with their neighbours has remained consistently high. However across all areas, there has been a fall in the number of respondents who 'Strongly Agree' to 'Agree'. Within the different areas, neighbourliness is reported as very high in the more central parts of the development area (in Acton Gardens West, South Acton Estate West and South Acton Estate Centre) (Fig.30 and 31). In contrast, the northern and southernmost areas (the Redbrick area of South Acton Estate and Acton Gardens South) show significantly lower levels of neighbourliness.

- In all areas apart from the Redbricks, 80% or more people feel they could go to someone locally if they needed advice (in the Redbrick area this fell to half). For Acton Gardens, this is a significant increase from 52% in 2015 to 88% in 2017. On the South Acton Estate although levels remain high, those who Strongly Agree has dropped significantly since 2015 (16% in 2017, 50% in 2015)
- Only 31% on the Redbricks and 24% in Acton Gardens South said they borrow things and exchange favours with neighbours (Fig.30)
- In all areas the majority said they regularly stop and talk with people in their neighbourhood (70%). This has remained high on the estate (87%) and although it is lower in Acton Gardens there has been a very significant rise since 2015 (70% in 2017, 44% in 2015) (Fig.31)

- As in 2015, the vast majority of people on the South Acton Estate value local friendships (82%), however those who Strongly Agree has significantly dropped since 2015 (Strongly agree: 30% in 2017, 62% in 2015). In Acton Gardens it is 67%.
- Different aspects of neighbourliness and belonging are strong for social housing tenants than for home-owners and private renters. For example 88% of council tenants and 96% of housing association tenants say they regularly stop and talk with people in the neighbourhood, compared to 64% of private owners and renters. 100% of housing association tenants and 91% of council tenants report a strong sense of belonging, compared to 82% of private renters.

According to the contextual interviews, residents from the South Acton Estate who have moved to Acton Gardens feel the strong community ties have been sustained despite the relocation. Most residents have been rehoused next to their previous neighbours if they chose to be. One interviewee said that the strong ties with the neighbourhood are linked to the fact that a lot of families are still very insular, rarely leaving the neighbourhood. So although the area is opening up to people from outside, more inwardly-focused residents may still remain very much located within their immediate neighbourhood.

The contextual interviews and the survey results overall reveal that the regeneration phases and the duration of the project are exacerbating existing divisions between the two parts of the estate - the Redbricks area north of Avenue Road and the rest of the estate in the south. Residents living in the Redbrick area have less positive perceptions across most aspects of this research than residents of other parts of the estate.

Relations between people of different backgrounds

In all areas tolerance and acceptance of people from different backgrounds is very high (Fig.32). At least two thirds responded that people from different backgrounds get on well and over 90% said that residents respect ethnic differences between people. When asked if they identify with others in the area, over 85% said they do.

Across all the areas, over 75% think this local area is a place where people from different backgrounds get on well together. There has been no significant change since 2015 although those on the estate who Strongly Agree with this has fallen slightly (33% in 2017, 43% in 2015).

- As in 2015, over 90% said that residents respect ethnic differences between people
- As in 2015, over 90% think of themselves as similar to the people that live in this neighbourhood. In Acton Gardens this has increased since 2015 (97% in 2017, 77% in 2015).

In the contextual interviews, two organisations mentioned that there are two prominent communities living on the estate (the Afro-Caribbean community and Somali community), however both groups seem to have shrunk recently in size. Berrymede Junior School, for example, used to have a large Somali intake which it reports to be much lower now. The school state that there is more diversity among the pupils and no major group dominates. It is reported that this may have helped make the area more harmonious.

Fig.29 Links with neighbours - summary

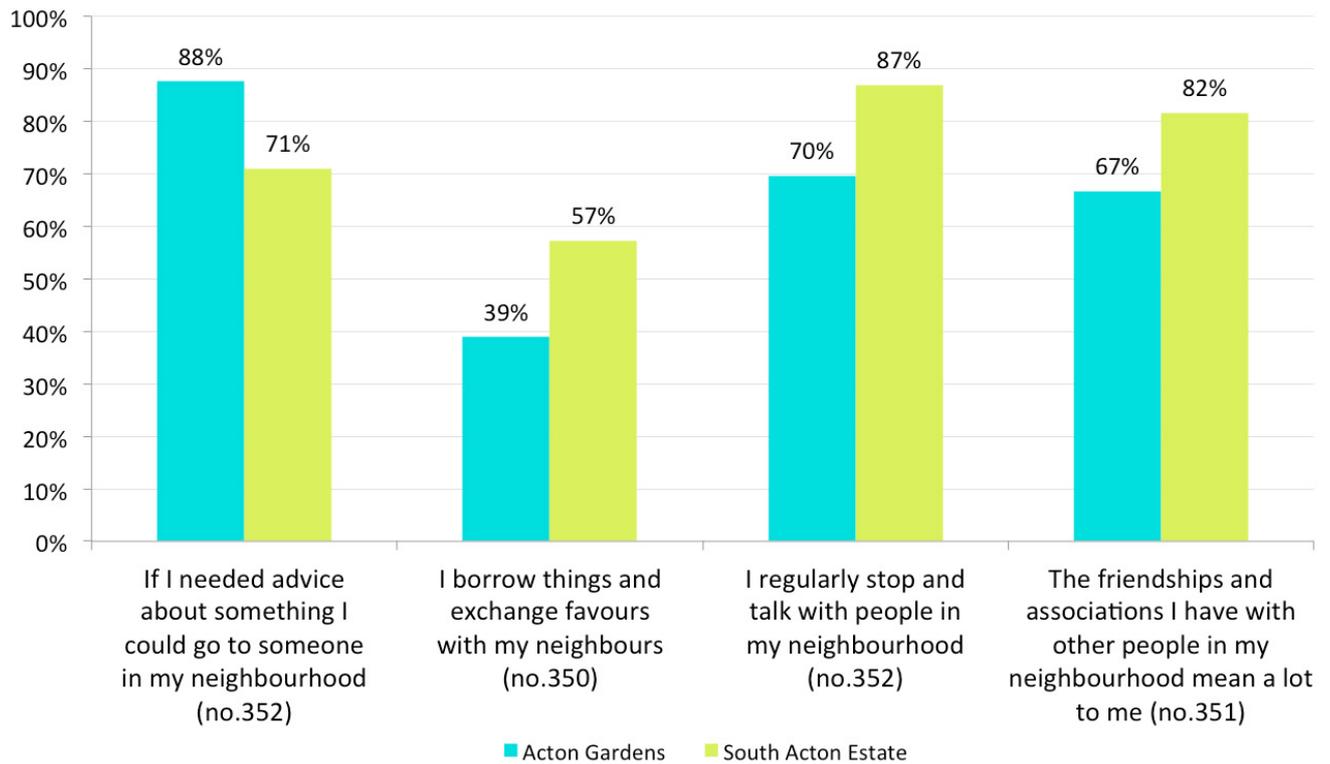
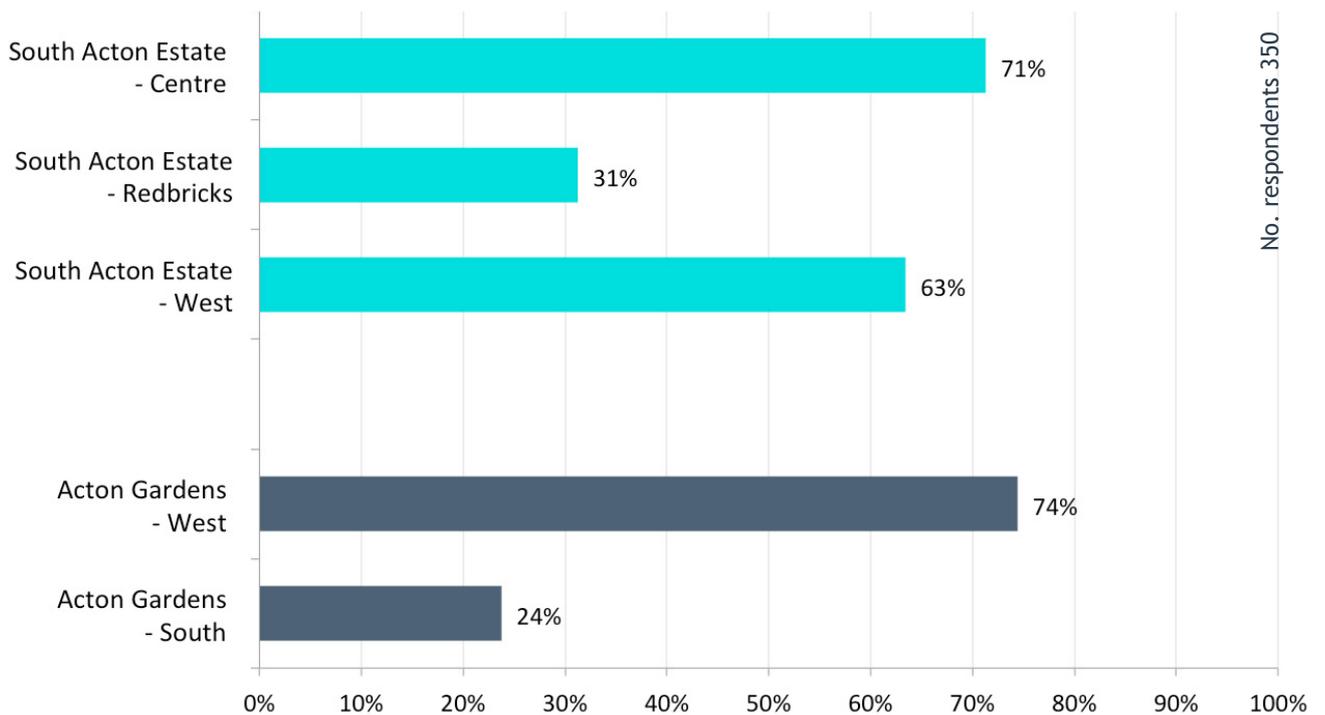


Fig.30 I borrow things and exchange favours with my neighbours



The contextual interviews show there are different views on whether people from different backgrounds are actually mixing or just coexisting in the same area with high levels of tolerance (as the survey shows). Some report that there is still an issue of integration between different cultural groups. As in 2015, there is agreement that schools and other educational spaces are providing a crucial space for people from different backgrounds to interact.

Relations between existing tenants and newcomers

Stakeholders are aware that the demographics of the area is rapidly changing and that there is also a higher level of population churn because of regeneration. The area is still very diverse and quite deprived but it is rapidly changing and there is a clear distinction between existing residents and newcomers.

Stakeholders questioned whether new residents have integrated into the existing neighbourhood. One person commented, “*who are they?*”, “*they’re a mystery*”. Currently new and existing residents do not have many opportunities to mix because there are not many spaces or activities, which enable this. Newer residents are also reported to use different services and at different times of day to longstanding residents. A few events have been organised (like tree planting) and again the local schools were often mentioned as playing an important role in building community relations. However at the nursery it was mentioned that parents who are new residents tend to spend less time getting involved and interacting with others than the existing residents.

The divide between existing residents and newcomers is accentuated by the fact that existing residents are generally social housing tenants and newcomers are generally private owners or renters. Blocks in Acton Gardens are divided by tenure with different entrances limiting day-to-day opportunities to meet. Residents tend to only know others living in their own blocks. However, each phase does have a communal garden which can be accessed by all tenures and L&Q have held a series of community events within the communal gardens to help neighbours meet and interact, including an Easter egg hunt and BBQ. There are also residents forums within phase 1 and 2.

It seems that although the area is diverse and residents are tolerant of one another, the numbers of people moving in may begin to put a strain on community relations if there are limited opportunities for people of different backgrounds to engage with one another. According to Acton Gardens LLP, some new leaseholders who have moved into phase 2 and 3 have arranged informal social events at the local pub which all tenure types have been invited to. It will be important to find more ways like this to encourage different people to interact and exchange support in their everyday lives so that the existing communities can adapt to this change and the newcomers can develop their own sense of belonging.

Fig.31 I regularly stop and talk with people in my neighbourhood

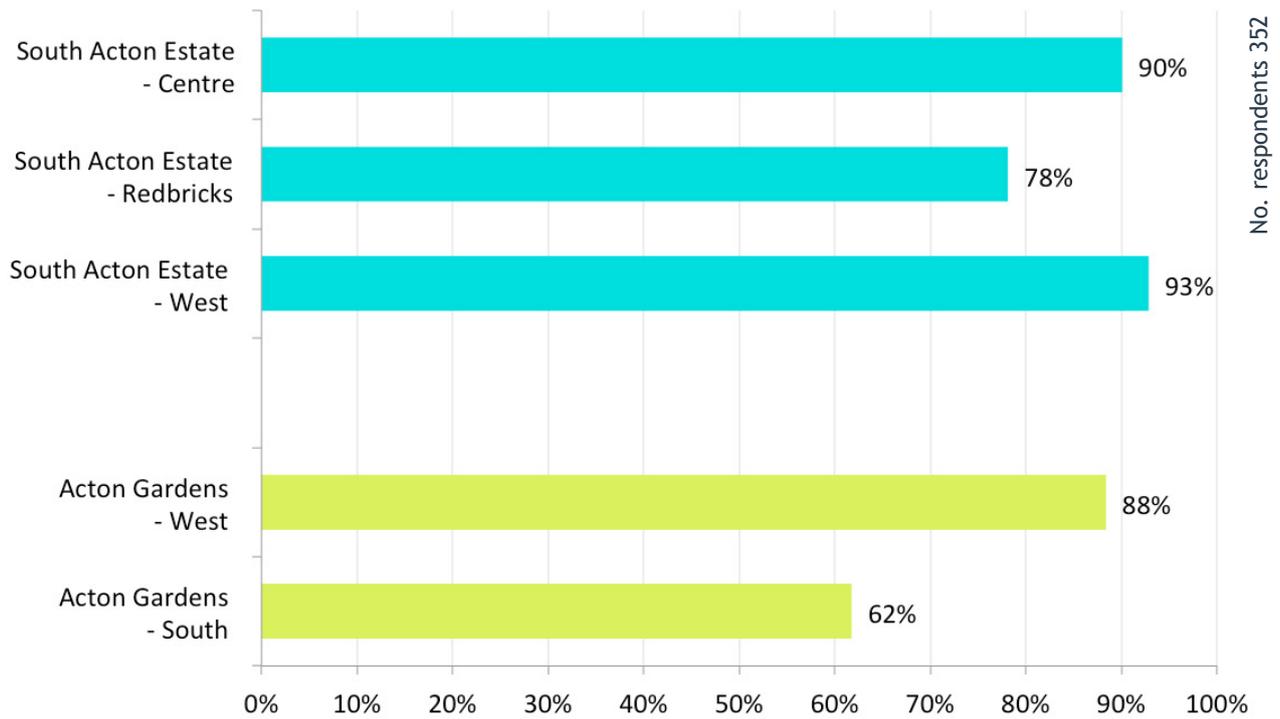
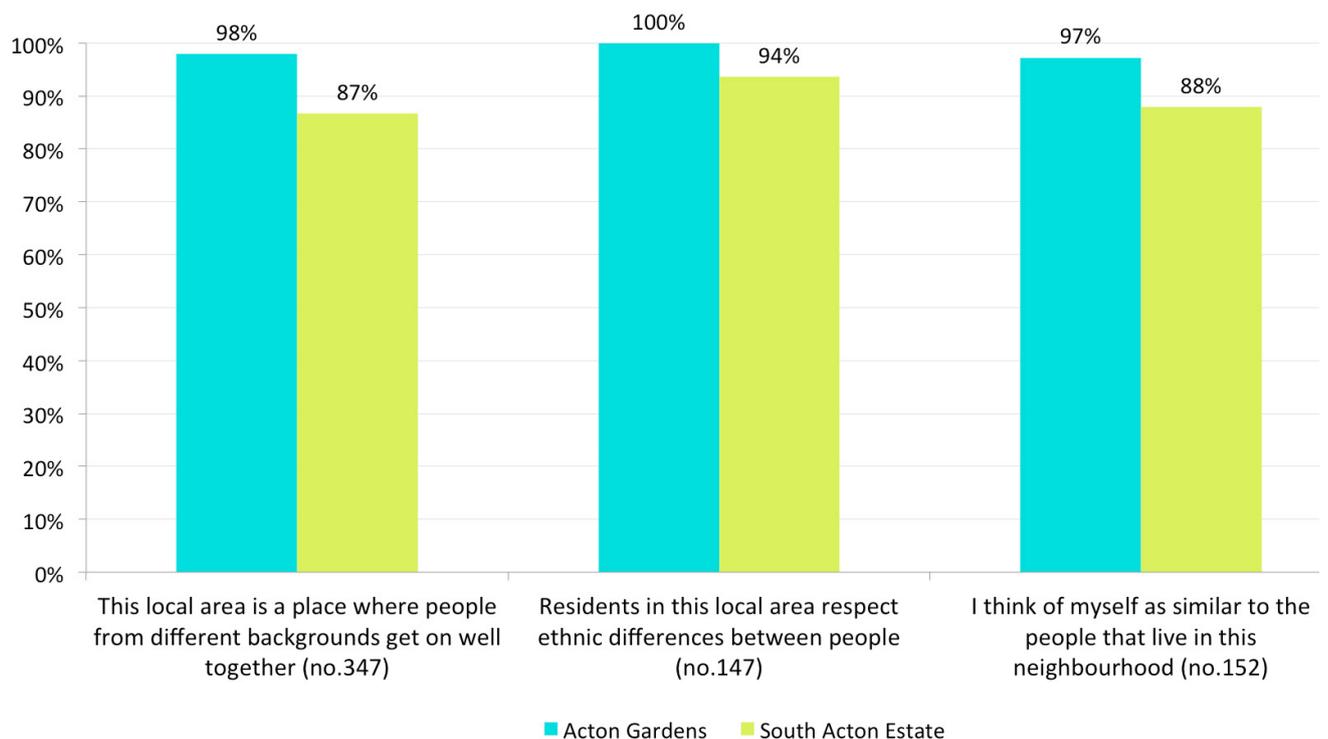


Fig.32 Relationships with people from different backgrounds



6.2 Local identity and belonging

Questions

1. I plan to remain a resident of this neighbourhood for a number of years (Fig.33)
2. I feel like I belong to this neighbourhood (Fig.33)
3. How important or unimportant is where you live to your sense of who you are? (Fig.33)

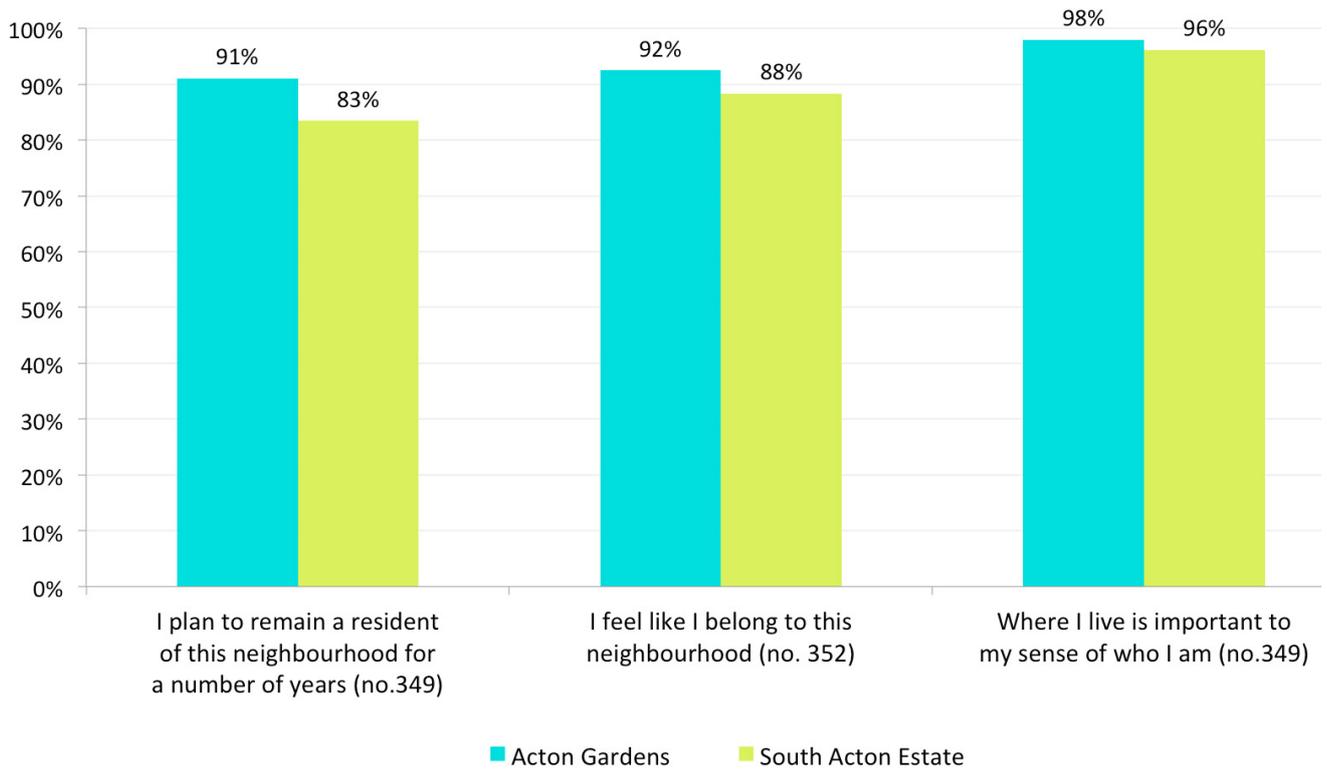
People overwhelmingly felt a strong connection to South Acton, they feel they belong in the area and identify with it. Overall, levels of belonging and identity have remained consistently very high at 87%. However across all areas, there has been a fall in respondents who Strongly Agree to Agree. Belonging is marginally higher in Acton Gardens than the South Acton Estate even though many respondents are new to the area.

- In Acton Gardens belonging has increased significantly since 2015 from 61% to 92%. On the South Acton Estate, feelings of belonging have remained high (88%), however those who Strongly Agree has dropped significantly since 2015 (29% in 2017, 67% in 2015)
- In the South Acton Estate Redbricks area, levels of belonging were lower than in the other areas, with 10% saying they don't feel they belong (16% said 'neither').
- As in 2015, most respondents said that they plan to remain resident of this neighbourhood for a number of years (86.5%), although this was slightly lower in the Redbricks and West areas (76%). On the estate, those who Strongly Agree with this has fallen since 2015 (40% in 2017, 68% in 2015)
- As in 2015, over 90% of residents feel that where they live is important to their sense of who they are. This was consistent across all areas.

There is local interest in the history of Acton, which appears to have emerged as a result of demolition. Some stakeholders said that the collective memory of the old estate should not be lost and that there should be an opportunity to cherish and celebrate the old estate alongside the new. The example was given of the Acton Community Forum's project looking at the history of the area and the slide in Avenue Park. Acton Gardens LLP has commissioned a piece of public art (a mosaic) which has been installed on the facade of phase 3.1 in 2017. Acton Gardens LLP also report that local history has been captured through resident interviews, historical archives and community workshops.

In 2015 the contextual interviews revealed that it will take time for the negative reputation to change, "*it got a bad reputation and it has stuck*" (2015 interview with older resident). But now there is a sense that a shift is taking place. There is a feeling that the way the estate is perceived from the outside is changing as a result of Acton Gardens. For example, more young people are coming from the surrounding areas and stigma has diminished as new buildings have been finished. However, it is felt that the neighbouring areas are still completely different from the estate and the poor reputation of the estate still lingers to an extent.

Fig.33 Local identity - summary



6.3 Feelings of safety

Questions

1. How safe do you feel walking alone in this area during the day? (Fig.34)
2. How safe do you feel walking alone in this area after dark? (Fig.34)
3. In your opinion how does the level of crime in your local area compare to the country as a whole? (Fig.35)

- Overall, more than 90% of respondents said they feel safe walking alone in this area after dark (Fig34). On the South Acton Estate feelings of safety have improved: 19% said they felt unsafe in 2015, compared to 7% now. The Redbrick area scored slightly worse in the most recent survey, with 13% saying they felt unsafe after dark
- Residents overwhelmingly feel safe during the day (Fig.34)
- When asked how levels of crime in the area compared to the country as a whole results differed. On the South Acton Estate West and Acton Gardens South, interviewees felt crime was lower than the national average (74%, 95%), in the other areas the majority felt it was 'about the same'. In Acton Gardens more people think crime is lower compared to the whole country now than they did in 2015 (71% in 2017; 46% in 2015). On the South Acton Estate it is the opposite. Overall respondents felt that the area is safer than other areas (Fig.35).

The contextual interviews highlighted different views about the extent of crime in the area, in general there was a feeling that there is still a fair amount of crime related to gangs and anti-social behaviour on the estate.

Some say it does feel like the area is shifting - things are improving and it is reasonably harmonious. An example was given that people used to be told not to go onto the estate after dark but that this seems to be changing. The site survey and the contextual interviews revealed that the new buildings are more secure, residents that have moved into the new buildings feel safer than they used to.

Others think the problem has not gone away, it has simply adapted to the changing environment. The South Acton Safer Neighbourhoods Team stated that drug dealing has moved to Clandon Close and Crown Street in the Redbrick area because of the number of dark spaces and poor maintenance. In addition, new affluent residents are a new target market for local dealers.

This situation will inevitably have an impact on the residents living in the Redbrick area and the survey results show there are more concerns about crime here. Nevertheless, when asked what aspects of the regeneration are most important, respondents in other areas of the estate saw crime as a higher priority than people living in the Redbricks.

Fig.34 Feelings of safety - summary

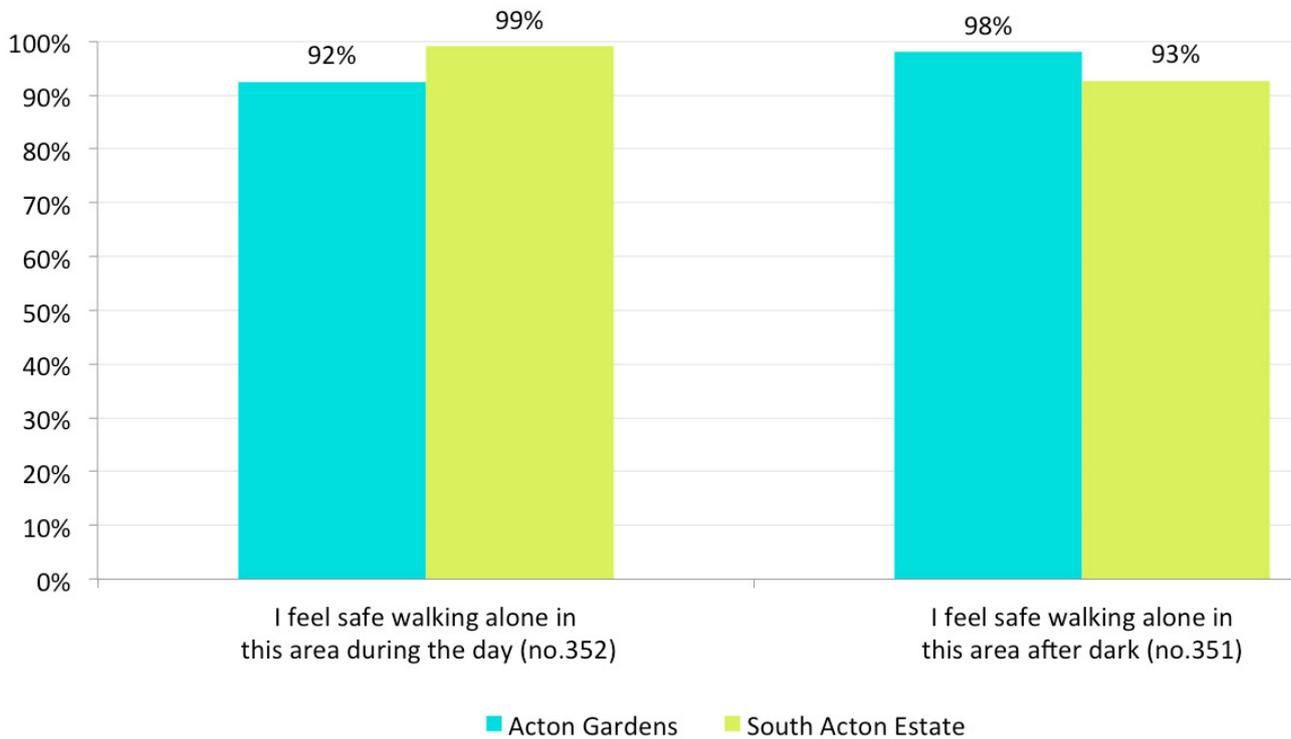
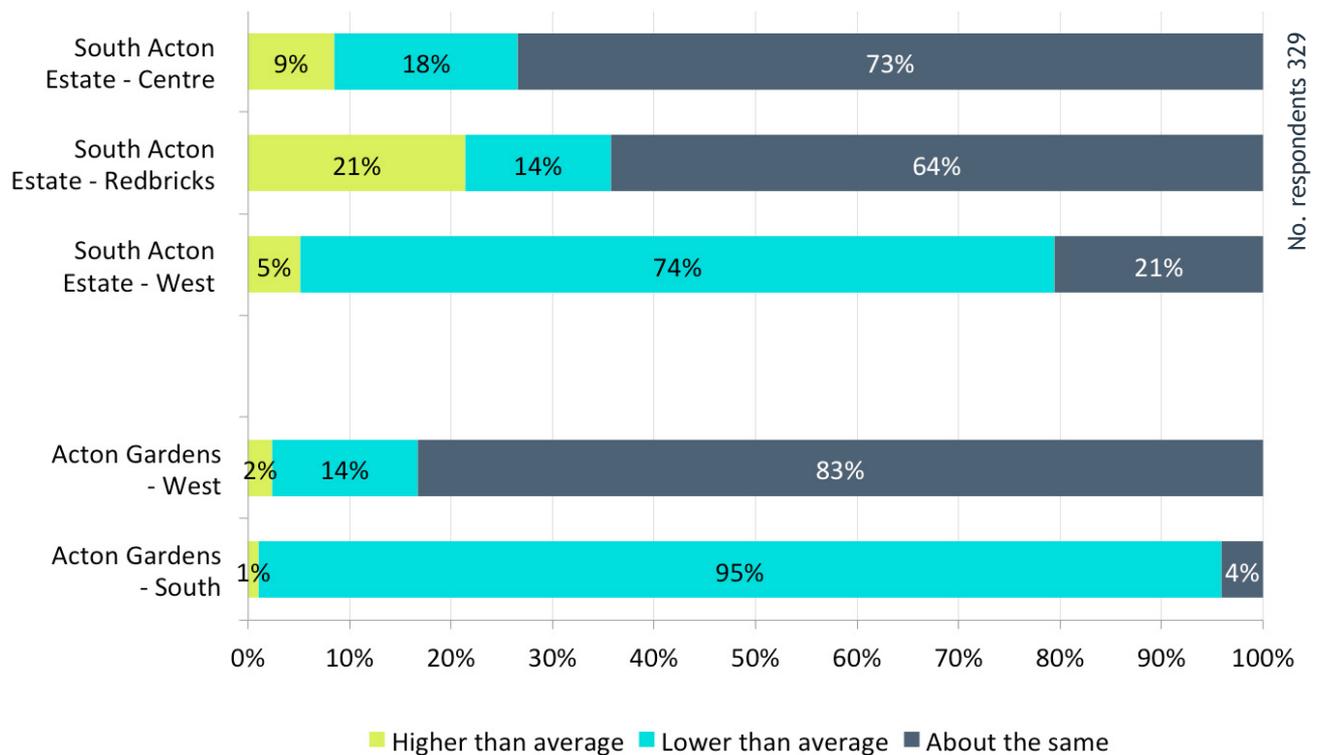


Fig.35 How does the level of crime in your local area compare to the country as a whole?



6.4 Wellbeing and satisfaction

Questions

1. Have you recently felt that you were playing a useful part in things? (Fig.36)
2. Have you been feeling reasonably happy?
3. How dissatisfied or satisfied are you with life overall?
4. Overall, how satisfied or dissatisfied are you with your local area as a place to live? (Fig.37)

Wellbeing

- In Acton Gardens levels of individual wellbeing are very high with more than 80% saying they feel reasonably happy, and 99% said they have recently felt that they were playing a useful part in things
- Within the South Acton Estate, levels of wellbeing are much high in the Centre of the estate. 88% said they felt they were playing a useful part in things, and more than 80% of residents feel reasonably happy
- In contrast, feeling valued dropped to 46% in the West and 40% in the Redbrick area. Similarly in the West 24% said they felt less happy than usual, the equivalent figure was 32% in the Redbricks
- Despite these differences, as in 2015, in all areas over 85% of residents said they are satisfied with their lives overall.

Satisfaction with local area as a place to live

Satisfaction with the local area as a place to live has stayed consistently very high since 2015 (Acton Gardens 96%; South Acton Estate 90%). However the percentage that are 'very satisfied' has dropped by 20% on the Estate and 29% in Acton Gardens. On the Redbricks, 13% said they are dissatisfied (Fig.37).

In the contextual interviews it was highlighted that there is a sense of pride in the neighbourhood and that things are improving. The area is starting to open up and young people are coming from the surrounding areas and the schools and neighbouring residents are starting to use facilities on the estate.

Fig.36 Have you recently felt that you were playing a useful part in things?

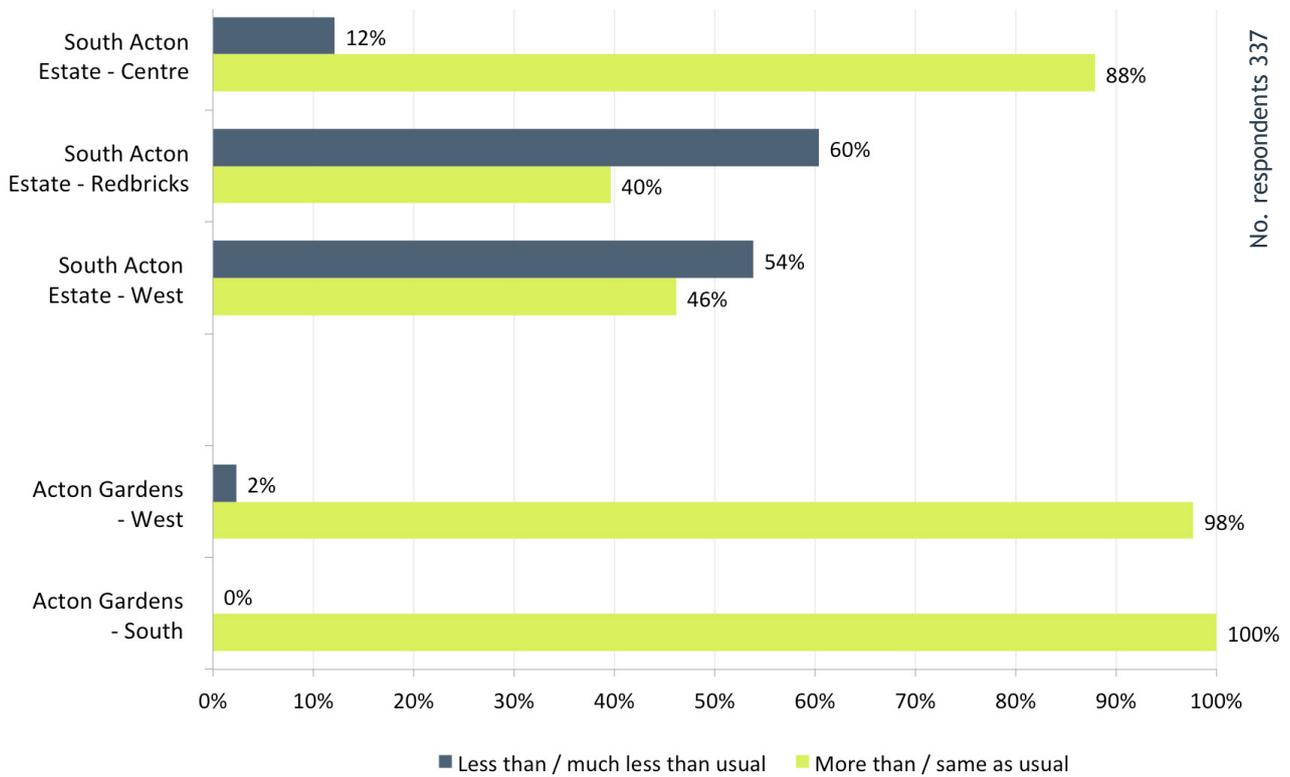
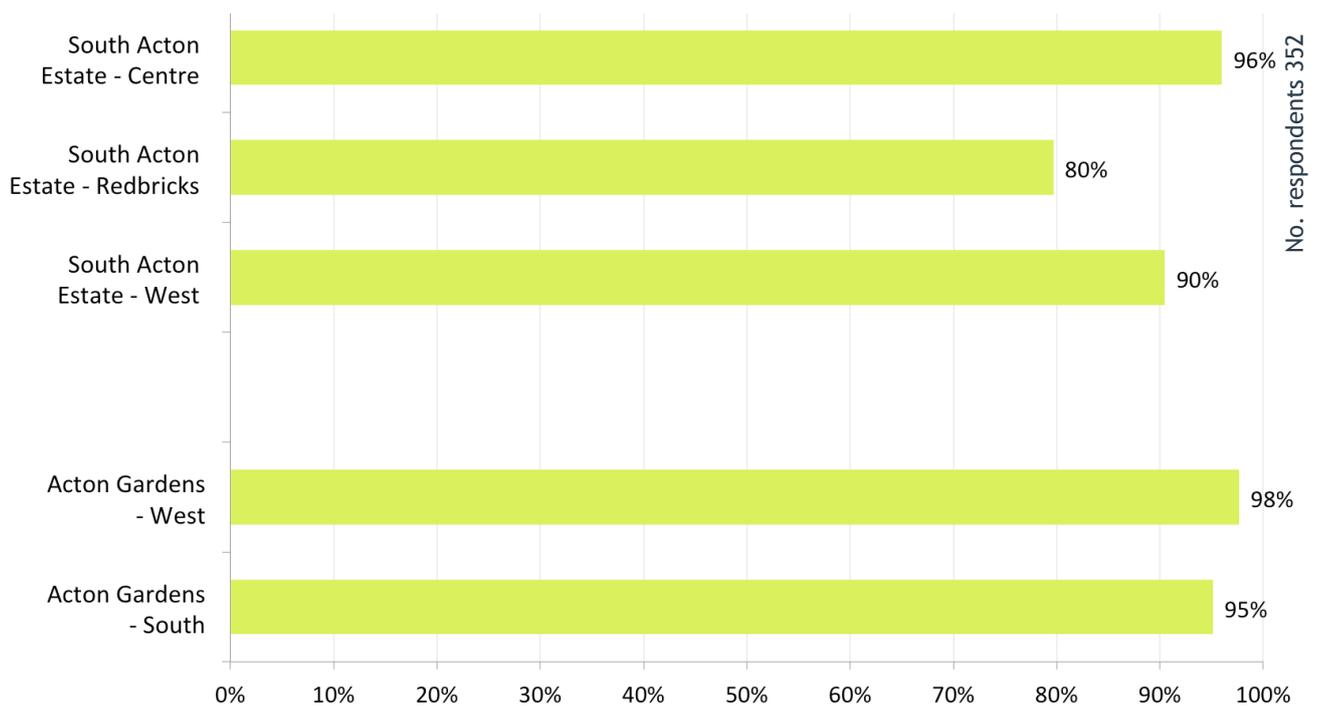


Fig.37 Satisfaction with the area as a place to live



6.5 Satisfaction with community facilities and supports

This section is about resident satisfaction with local community facilities such as health, housing, social spaces and sports and leisure facilities. It also looks at provision for children and young people of different ages.

Questions

1. How satisfied are you with the quality of health facilities in your local area? (Fig.38)
2. How satisfied are you with the housing choices in the local area? (Fig.39)
3. How satisfied are you with the quality of sport and leisure facilities in your local area? (Fig.38)
4. How satisfied are you with the facilities in your local area to socialise with friends and family? (Fig.38)

Health facilities

- Levels of satisfaction with local health facilities are very high across all areas. Over 80% of respondents in all areas said they are satisfied with health facilities in the area
- On the South Acton Estate satisfaction levels have stayed very high since 2015 (above 89%) however within this the percentage that are ‘very satisfied’ rather than ‘satisfied’ has dropped by 24%
- In Acton Gardens, satisfaction levels are at 97%, significantly higher than in 2015 (78%)
- New health facilities were identified as an important aspect of the regeneration for 55% of respondents in Acton Gardens South (Fig.24).

Although the majority of residents in all areas said they are satisfied with health facilities in the area, when asked about what facilities they would most like to see, respondents in the South Acton Estate highlighted a doctor’s surgery as a key priority (68%). In the contextual interviews, a local councillor spoke about the need for both a doctor and a dentist on site as a priority.

In 2015 stakeholders reported that mental health provision in the area could be better. For example the South Acton Skills and Arts Collaborative (SASAC) found that many women came to them for support. Again in 2017 the prevalence of mental health issues in the area and problems with alcoholism were cited.

Housing choices

- In all areas, residents are satisfied with the housing choices (Fig.39), although the results were significantly lower in the Redbrick area (Redbricks 57%, above 86% in all other areas)
- On the estate satisfaction has risen significantly since 2015 (from 57% to 78%)

- In Acton Gardens, satisfaction levels have remained very high at 90%. But the number who are very satisfied has dropped since 2015 (from 32% to 11%)

In 2015, residents in a sheltered housing block raised concerns about their housing options. They were particularly concerned and anxious about how their friendships and relationships would be affected by neighbours being moved to different places.

Sports and leisure facilities

- 70% or more respondents in all the areas said they were satisfied with the quality of sports and leisure facilities locally (Fig.38). The Centre of the estate is most satisfied (92%)
- On the South Acton Estate, overall satisfaction levels have significantly increased since 2015 (81% in 2017, 54% in 2015). On Acton Gardens, it is also high at 75%, which is not significantly different from 2015 (64%).

The contextual interviews revealed that there is a need for more sports facilities and green leisure space. According to the Bollo Bridge Youth Centre there has been a loss of sports space, which has had a negative impact on young people locally. The new park which has been created is well used though some of the new lawn areas have been designed specifically to deter young people from playing ball games, for example by inserting mounds and rocks (see the site survey for a more detailed assessment of the design of outdoor spaces). The small basketball court is seen as being unfit for purpose.

Meeting places in the community

On average, 85% were satisfied with the provision of local facilities to socialise with friends and family. Acton Gardens South is the lowest at 73%.

- On the South Acton Estate, satisfaction levels have significantly increased since 2015 (87% in 2017, 64% in 2015). They have also increased in Acton Gardens (78% in 2017, 55% in 2015)

During the contextual interviews people were concerned about the lack of meeting places in the area and the loss of the few community spaces that did exist. SASAC, an organisation offering tailored support to Somali women have closed because of cuts by different funders, and various local shops have closed. Plans that are in place to create new spaces and improve existing ones were not mentioned by stakeholders. (See section 8 Amenities and Social Infrastructure for a more detailed discussion).

Facilities for children and young people

Questions

1. Does your child/do your children have an outdoor space or facilities where they can play safely? (Fig.40)
2. How satisfied are you with the quality of facilities for children and young people in your local area?
3. How satisfied are you with schools in the local area? (Fig.41)
4. How satisfied are you with childcare provision in the local area?
- 5.

The number of respondents for each area is small making the results for these questions less reliable than for others.

Interviewees in the Centre of the estate and Acton Gardens West are significantly happier with the quality of facilities for young people of different ages than the other areas are. It is worth noting that 75% of Acton Gardens residents do not have children living in the household.

- As in 2015, on the South Acton Estate 39% said their children do not have an outdoor space or facilities where they can play safely (Fig.40). This is a particular concern for the Redbricks (62% said they had no outdoor space) and the West (56% said this). This contrasts with Acton Gardens where only 11% said there is no safe play space
- Acton Gardens South residents are satisfied with provision for 5-11 year olds but much less with provision for other ages. In the West of the estate, respondents are satisfied with provision for 0-4 year olds but less for the other age groups
- On the South Acton Estate and at Acton Gardens there has been no significant change in opinion overall since 2015.

In all five areas, the majority of respondents said they were satisfied with the schools in the local area and childcare provision, however satisfaction was significantly lower in the Redbrick area and Acton Gardens West.

- On the estate, a high level of respondents are satisfied with the local schools (82%) with no significant change since 2015 (Fig.41). In Acton Gardens it is 77%
- On the South Acton Estate, a high level of respondents are satisfied with childcare provision in the area (84%) which is higher than for Acton Gardens (61%).

As in 2015, the contextual interviews reveal that the local schools are playing an important role in developing strong community links. There are lots of different languages spoken and the staff are ethnically diverse. However one youth worker reported concerns about Acton High School. According to the Head of Berrymede Junior School, there are still many vulnerable children at the school. They report that some children have stayed at the school when their families have moved away, and that there are some concerns about the impact of this on these children's attendance and attainment. Families may have moved away both out of choice and necessity.

Fig.38 Satisfaction with local facilities - summary

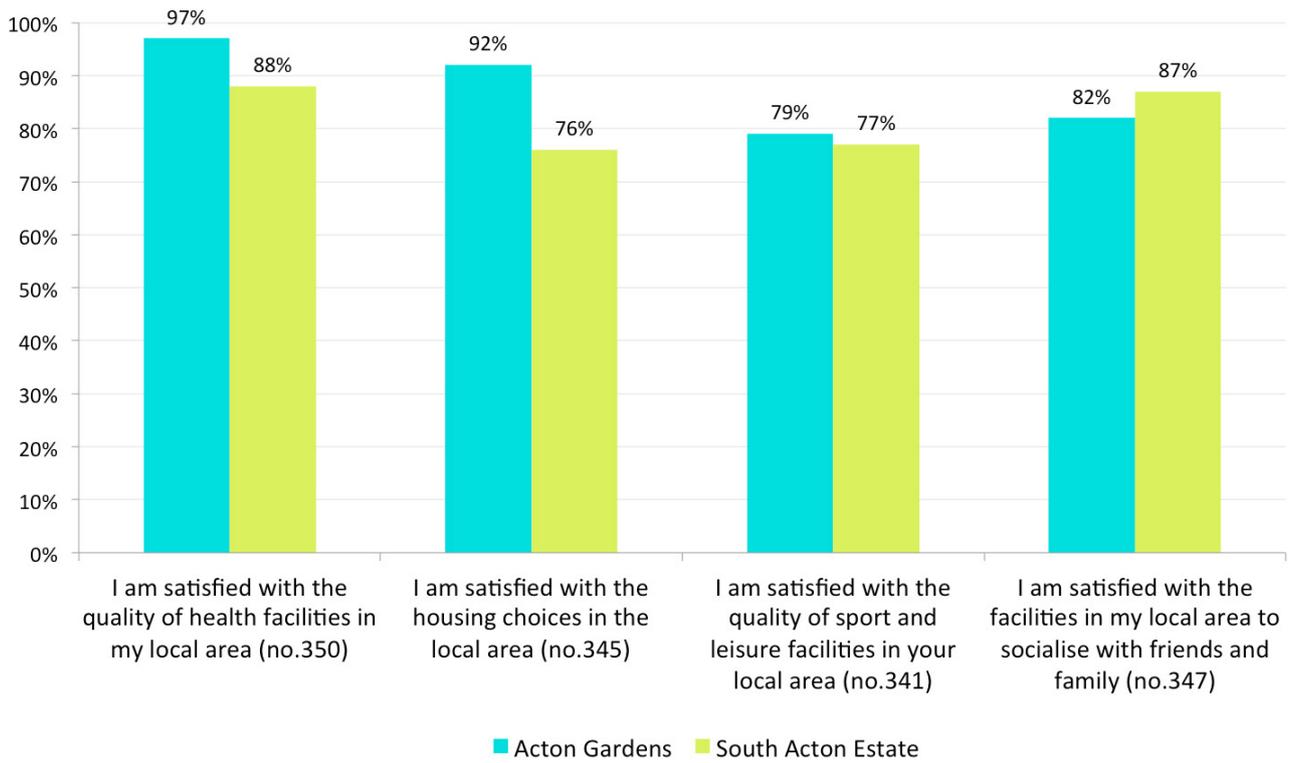


Fig.39 Satisfaction with housing choices in the local area

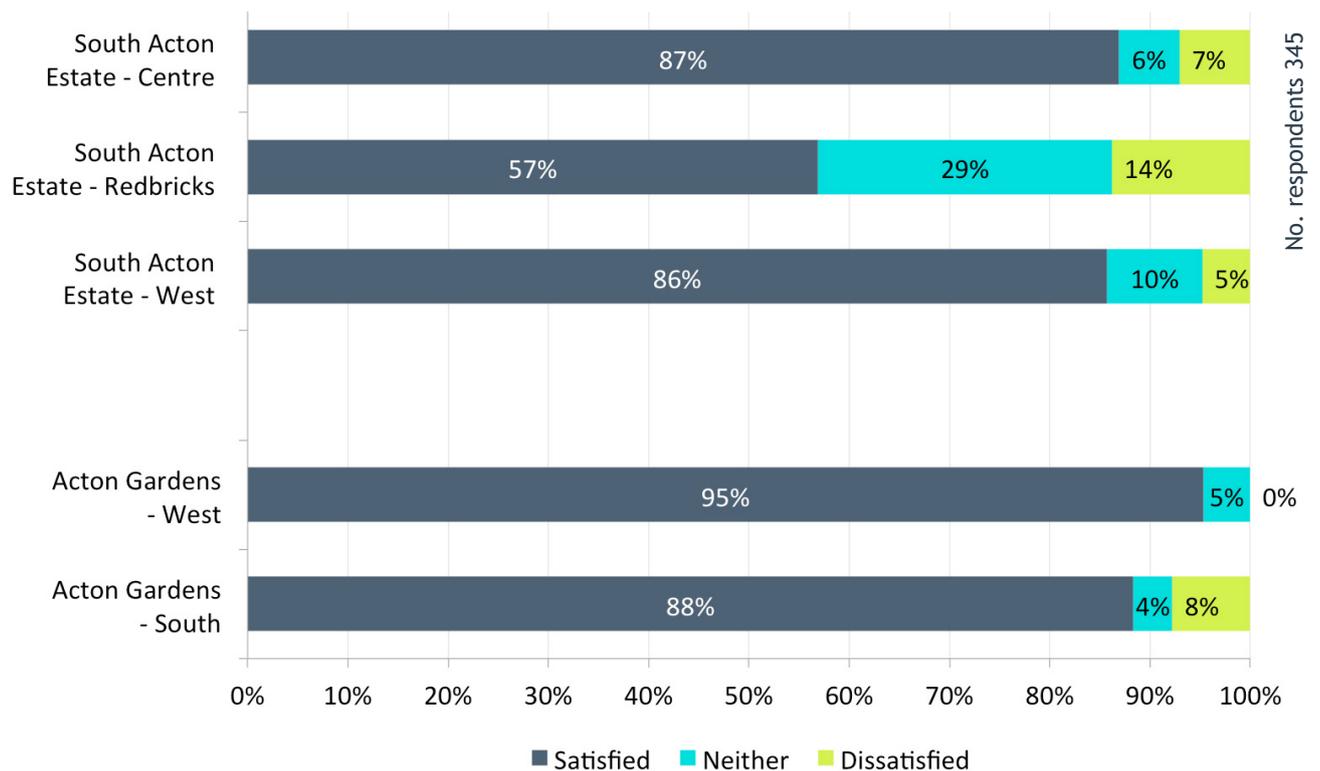


Fig.40 Does your child/do your children have an outdoor space or facilities where they can play safely?

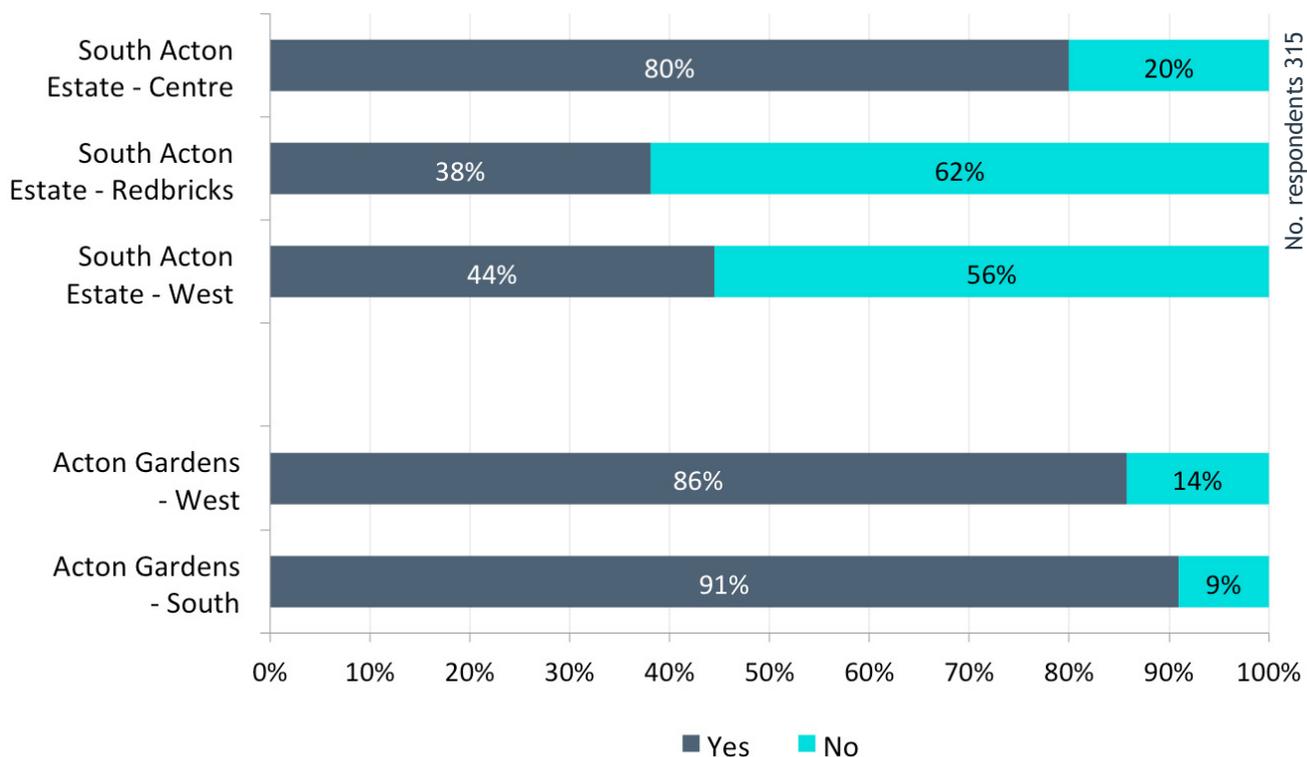
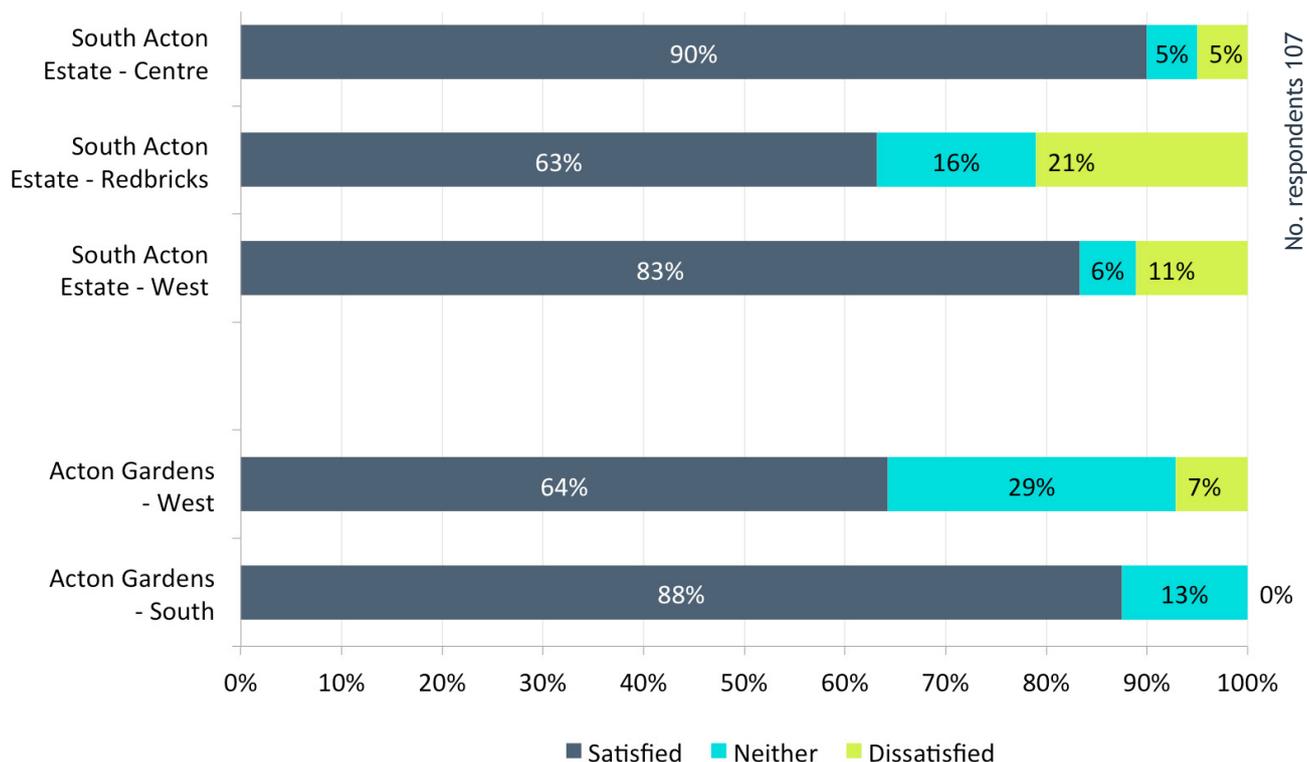


Fig.41 Satisfaction with schools in the local area





Section 7: Voice and Influence

Section 7: Voice and Influence

This section describes the extent to which people living and working in South Acton feel they have a say and can influence decisions affecting their local area. Voice and Influence is divided into two indicators: Willingness to Act and Ability to influence.

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. Relevant findings from the contextual interviews are also included.

This section covers the following topics:

7.1 Willingness to act

7.2 Ability to influence

Key findings:

- Overall, residents say they are willing to work to improve their neighbourhood, however this is lower among residents of the Redbricks and West of the South Acton Estate. The number of people who report they actually have taken action to get something done locally is relatively low
- Reflecting the strong levels of neighbourliness, the vast majority feel that people in this neighbourhood pull together to improve the neighbourhood.
- In Acton Gardens West people feel they have a say and that this is important, whereas Acton Gardens South residents felt this to be less important
- On the South Acton Estate, the vast majority feel it is important to have influence over the area, but again in the Redbrick and West areas only two thirds feel that they actually do have a say compared to 95% in the Centre.

7.1 Willingness to act

Questions

1. I would be willing to work together with others on something to improve my neighbourhood (Fig.42)
2. Actions taken to try to get something done about the quality of your local environment
3. People in this neighbourhood pull together to improve the neighbourhood (Fig.43)

Perceptions about civic activity in the local community varies from place to place, but overall there are high level of people with a willingness to act and sense that others locally will too.

- Over 70% of respondents on both the South Acton Estate and Acton Gardens said that they would be willing to work together with others on something to improve their neighbourhood (South Acton Estate 73%; Acton Gardens 77%) (Fig.42). Within smaller areas the picture varies significantly: in the Redbricks and West, this sense of collective action was significantly lower, 36% and 24% disagreed with this statement
- On the South Acton Estate there has been a drop in the numbers saying that they would be willing to get involved from 84% in 2015 to 73%, and those who 'Strongly Agree' has significantly dropped (17% in 2017, 51% in 2015). In Acton Gardens, it has risen from 66% to 78% now
- When asked what actions they have taken to try to get something done about the quality of their local environment, the figures were low. Contacting the council was the most popular method, especially in the Redbricks area (41%) and Acton Gardens West (30%). This is potentially linked to issues concerned with the regeneration and rehousing
- Overall, the vast majority feel that people in this neighbourhood pull together to improve the neighbourhood (Acton Gardens 99%, South Acton Estate 82%) (Fig.43). There has been a significant increase in positive responses 2015 in Acton Gardens (99% in 2017, 78% in 2015). Responses from residents in the Redbricks area differ, 36% disagree with this statement.

The survey results reveal the fact that residents say that being able to influence the regeneration is important to them, however when it came to actually being involved only a third said they had attended a meeting about it.

7.2 Ability to influence

Questions

1. Do you agree or disagree that you can influence decisions affecting your local area? (Fig.44)
2. How important is it for you personally to feel that you can influence decisions affecting your local area? (Fig.45)

Generally, although people felt that having a say was important, fewer people felt that they could actually influence decisions.

- Feelings about being able to influence decisions affecting their local area and how important this was to them varied from place to place, but the ability to influence is particularly high in Acton Gardens West and the Centre of the South Acton Estate.
- Acton Gardens West scored particularly highly showing that residents *do* feel they have a say (98%) and also that having a say is important to them (100%). In Acton Gardens South however, there is a different picture. Two thirds said they don't feel they can influence decisions locally (62%) and only half said that this was important to them (51%). However, overall in Acton Gardens, there has been a reduction in those that 'Definitely disagree' with this statement from 39% to 11%.
- On the estate, in all three clusters over 90% say that being able to influence decisions locally is important to them. But the Redbrick and West areas only two thirds feel that they actually do have a say (65%; 66% respectively). This was much higher in the Centre at 95%.

Fig.42 I would be willing to work with others on something to improve my neighbourhood

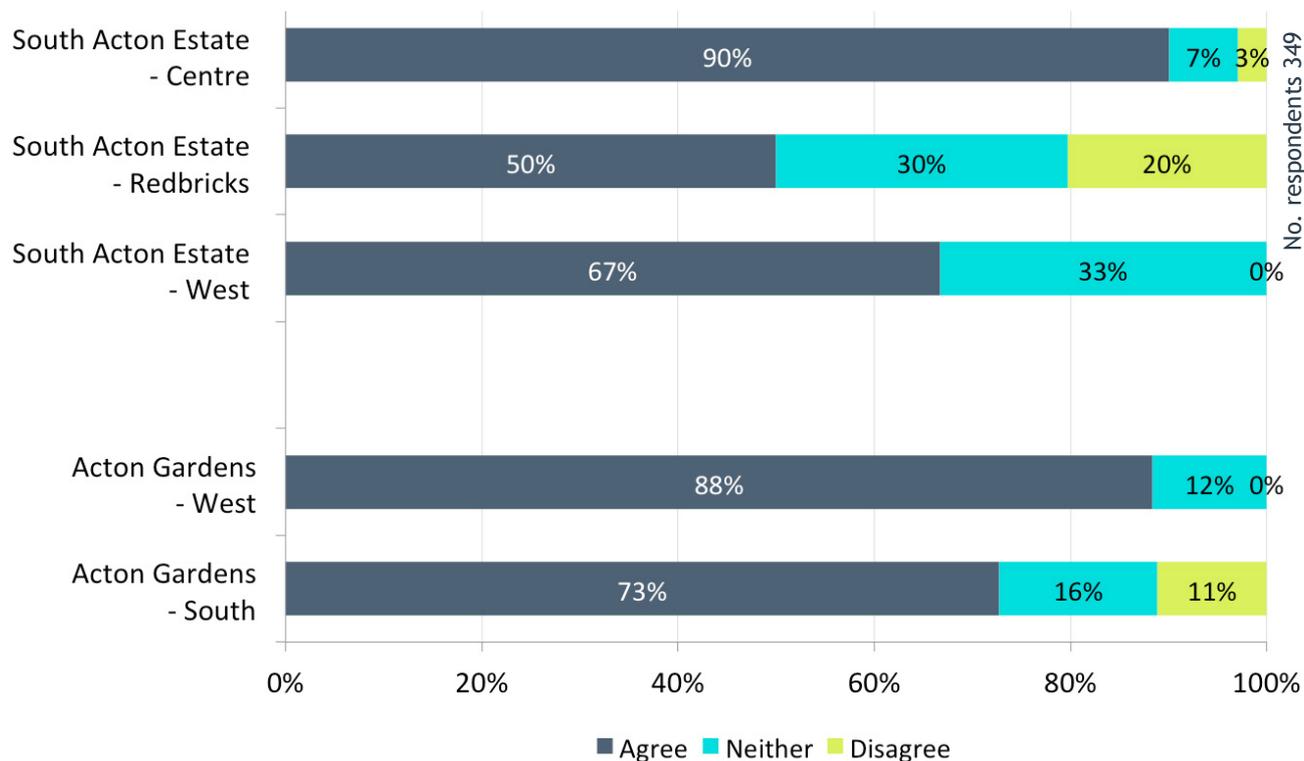


Fig.43 People in this neighbourhood pull together to improve it

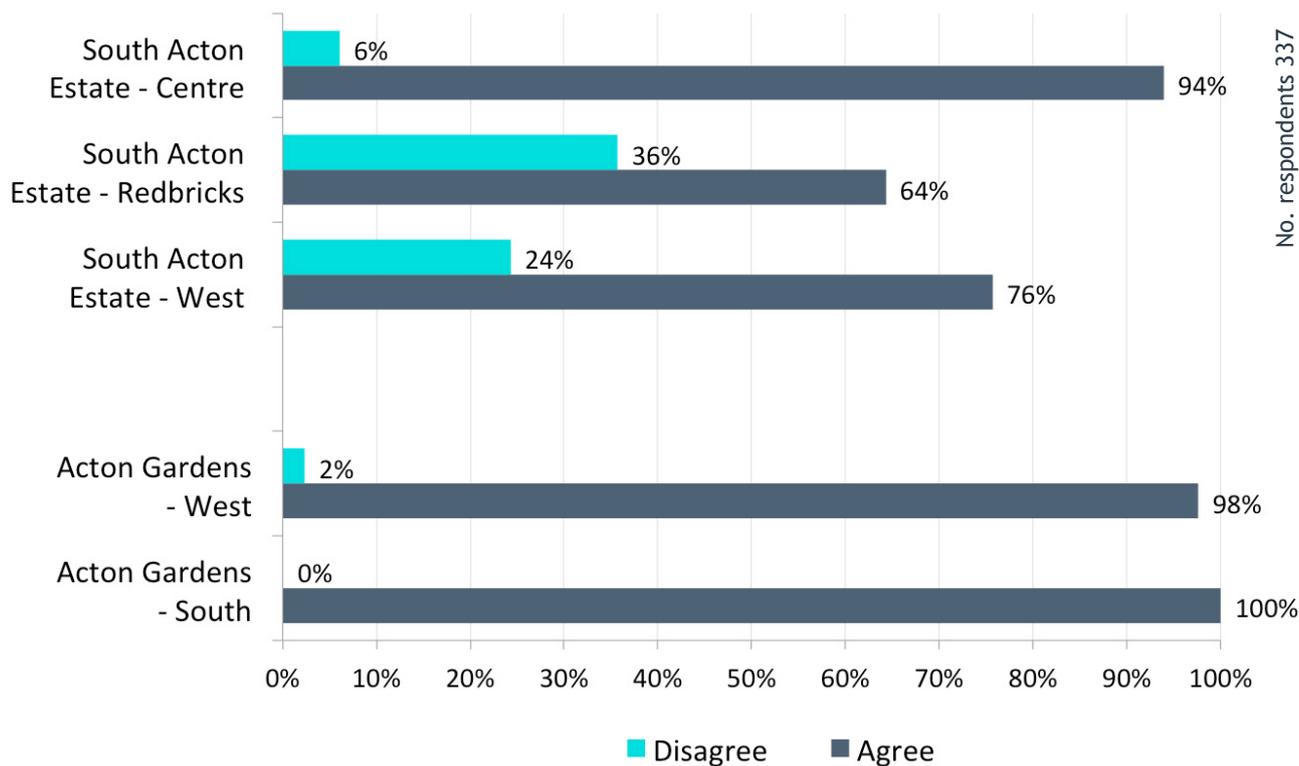


Fig.44 Do you agree or disagree that you can influence decisions affecting your local area?

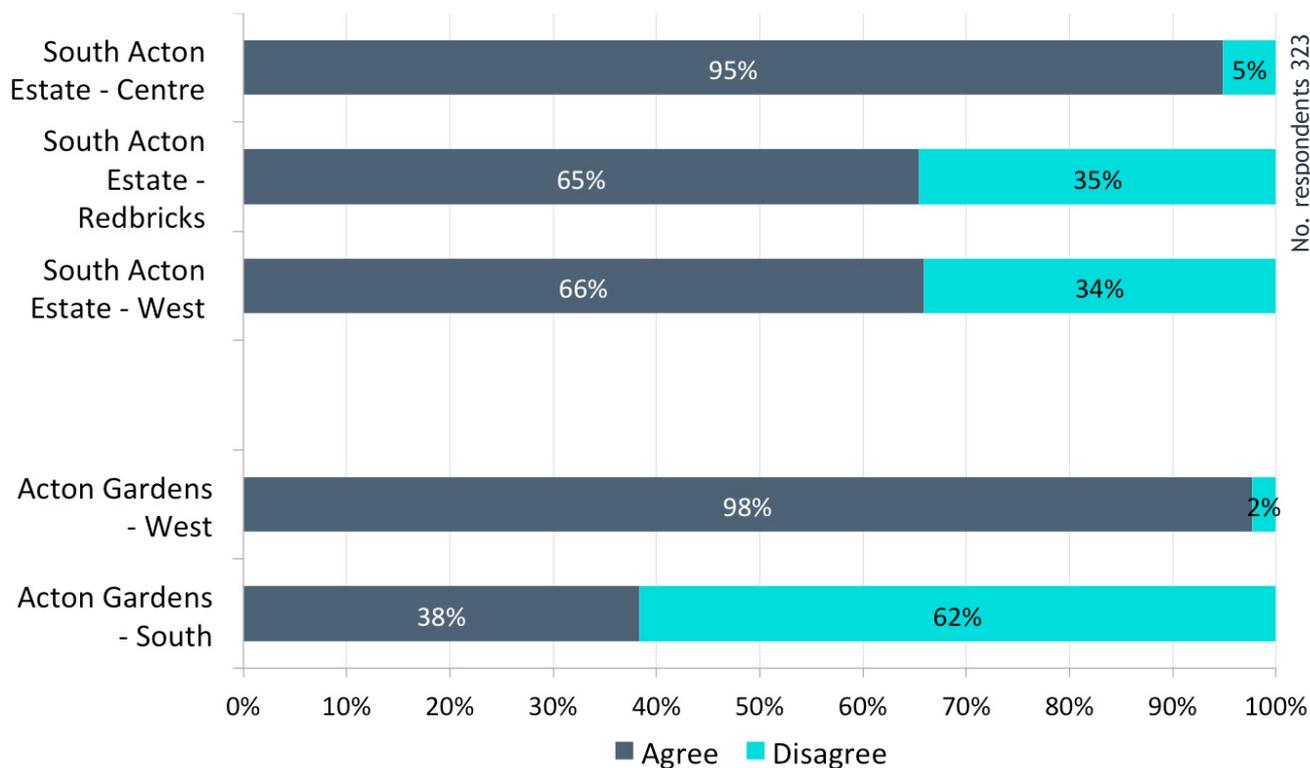
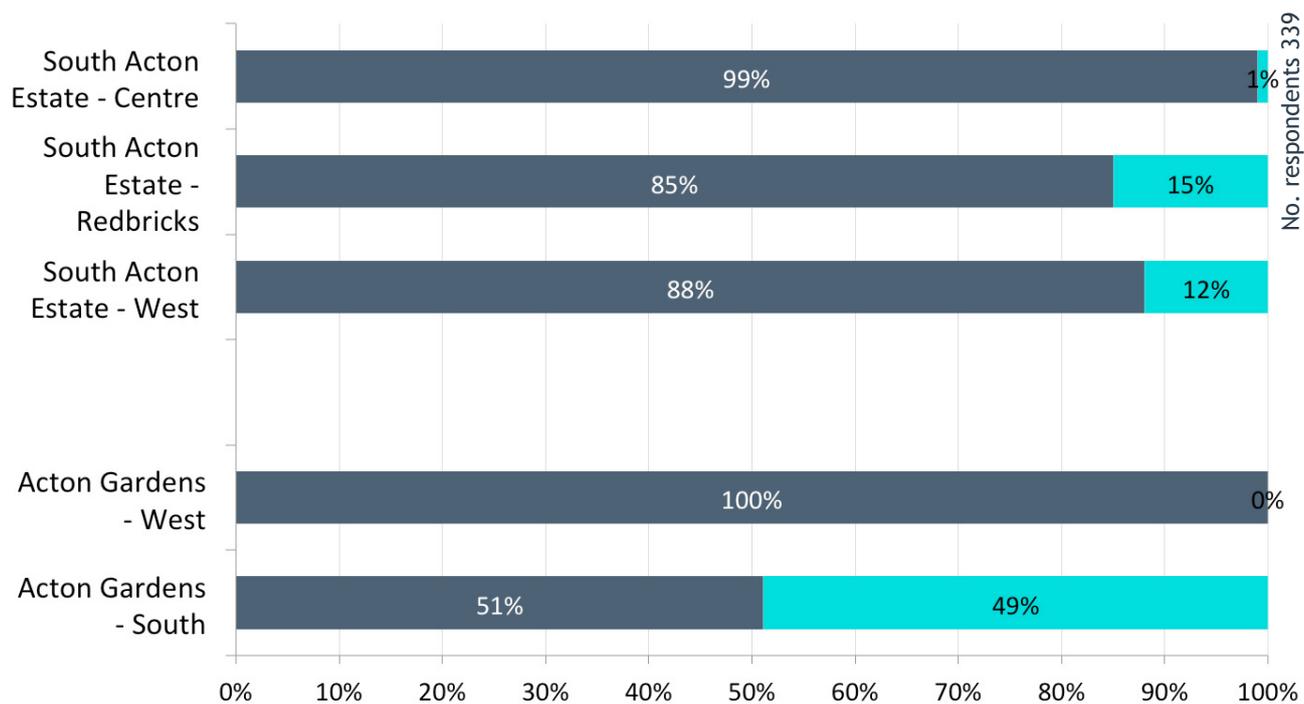


Fig.45 How important is it for you personally to feel you can influence decisions in your local area?





Section 8: Amenities and Social Infrastructure

Section 8: Amenities and Social Infrastructure

This section describes the results of the different issues covered under the Amenities and Social Infrastructure questions. This draws on the contextual interviews and the independent site survey carried out by Matter Architecture, under the supervision of Roland Karthaus, Director, who carried out the site survey in 2015. The site survey 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. As in 2015, this dimension includes these six indicators:

1. Community space
2. Transport links
3. Distinctive character
4. Local integration
5. Street layout
6. 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 in the autumn of 2017, and is supported by analysis of various planning documents relating to the regeneration programme. The analysis below also compares these findings with the results from 2015.

The key findings from the research show:

- On the South Acton Estate since 2015, overall the quality of the built environment on the existing estate has slightly decreased (Score in 2015 = 9/16; Score in 2017 = 8/16)
- In Acton Gardens the quality of the built environment in the first phases of Acton Gardens has stayed the same (Score in 2015 = 13/16; score in 2017 = 13/16).

Scoring system for the site survey

The Building for Life scoring protocol was used for scoring. 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 mean of the scores for each question within an indicator were combined to provide an overall mean score for each indicator. This overall mean score was RAG Rated:

≥ 0.75 = green

≥ 0.5 but < 0.75 = blue

< 0.5 = orange

8.1 Provision of 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 outdoor 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 cafes? (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, both the Estate and Acton Gardens are supported by an excellent mix and extensive range of community facilities and services in the surrounding area.

South Acton Estate

Score - 2015: 2.5/3, 2017: 2/3 = decrease

The South Acton Estate received a slightly lower score than in 2015 because various community spaces have since closed or been relocated such as the Oak Tree Community Centre, South Acton Skills and Arts Collaborative (SASAC) and also various local shops. There is also a lack of sports and recreation facilities, especially for young people.

Acton Gardens

Score - 2015: 2/3; 2017: 2.5/3 = increase

Residents in Acton Gardens will also be affected by disruption to existing services, however they received a slightly higher score than in 2015 because now there are more facilities, such as the Sainsbury's in phase 3.1 and various landscaped green spaces.

New green spaces however are landscaped to cater for specific age groups, play equipment is installed, suitable for small children only. The landscaping is visually attractive, however it is mostly suitable as seating areas. There is little provision for sports activities or for older children at present although a MUGA has been funded and will create a new facility for residents, when complete.

The proposed Community Hub: further insights

Phase 6 of the development will incorporate a new Community Hub, set to open in early 2019. The contextual interviews revealed that there are still concerns from local groups about whether the new Community Hub is fit for purpose and how changes might affect existing services. As in 2015, worries focus on the impact of moving these very local services to the Community Hub, which will be shared with other local organisations. The concern is that the Hub may not fit with the 'ethos and identity' of services and may not

Fig.46 Site assessment - South Acton Estate

Indicator sub-group	Score 2015	Score 2017
Provision of community space	2.5/3	2/3
Transport links	1/1	1/1
Place with distinctive character	0.5/1	0.5/1
Integration with wider neighbourhood	2.5/4	2.5/4
Accessible street layout and design	2.5/5	2/5
Physical space of development that is adaptable in the future	0/2	0.0/2
TOTAL	9/16	8/16

Fig.47 Site assessment - Acton Gardens

Indicator sub-group	Score 2015	Score 2017
Provision of community space	2/3	2.5/3
Transport links	1/1	1/1
Place with distinctive character	1/1	1/1
Integration with wider neighbourhood	4/4	3.5/4
Accessible street layout and design	5/5	5/5
Physical space of development that is adaptable in the future	0/2	0/2
TOTAL	13/16	13/16

meet the specific needs of the different user groups. In particular there are concerns about:

- The affordability of the new space and greater financial pressures at a time when many of these services are already uncertain about their future
- One multi-purpose space: how will current community groups, that each have their own safe environments for the communities they support, be able to coexist in one Community Hub?
- Restrictions attached to being within a residential block
- The management of the Community Hub and whether it will be run by people from the neighbourhood.

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. Over the years, the estate has benefitted from various community groups and services who have been attracted to the area by low rent levels, in many case zero rent for former commercial properties. This has opened the estate up to the wider community and created valuable community assets. It is challenging to recreate this diversity of provision in a multi-purpose community space. The Youth Centre reported particular concerns, and worry the new dedicated space that they have been offered will not enable them to provide the same support for young people.

Getting the new Community Hub right is a priority, this needs to accommodate local organisations that offer informal, but very important, support services to the community without upsetting sensitive dynamics that have evolved over time. An independent consultant is speaking to existing community groups and developing options for managing the Hub. Acton Gardens residents reported that a new community space is a priority for the future (see section 5.5).

8.2 Transport links

There is one question for this indicator, ‘does the development have easy access to good public transport connections?’

Score for South Acton Estate - 2015: 1/1, 2017: 1/1 = no change

Score for Acton Gardens - 2015: 1/1; 2017: 1/1 = no change

As in 2015, both areas received a positive assessment because of strong existing transport infrastructure in the wider area. 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.

8.3 Distinctive character

This indicator captures information about the design of the built environment, whether it has any significant architectonic value and qualities that relate to the specificities of that

particular context, or whether it looks generic, like something that could be found anywhere in the UK. The question asked in this section is, ‘does the scheme feel like a place with distinctive character?’.

South Acton Estate

Score: 2015: 0.5/1, 2017: 0.5/1 = no change

As in 2015, the South Acton Estate has a distinctive character (particularly the Redbricks) but the score is low due to the poor relationship between buildings and public spaces and with the surrounding area.

Acton Gardens

Score - 2015: 1/1; 2017: 1/1 = no change

Although the massing of housing varies, the Acton Gardens development as a whole is comparable to most new high-density housing schemes and the appearance of all new buildings is quite homogeneous as a similar design language is used throughout. However, the landscaping around each phase helps slightly distinguish buildings from each other and the new design language of the buildings makes the new part of the estate feel distinctive to the existing estate.

8.4 Integration with the wider neighbourhood

This indicator is concerned with the extent to which the areas promote social integration with the existing surrounding neighbourhood and the extent to which the design supports social interactions that transcend the boundaries of the estate. This indicator is more substantial and more complex as it encompasses various different factors in relation to housing mix and the social mixing in the neighbourhood. There are four questions in this indicator which relate to housing and the design of the site:

1. Is there an accommodation mix that reflects the needs and aspirations of the local community?
2. Is there a tenure mix that reflects the needs of the local community?
3. 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?
4. Does the design of the local environment promote engagement with the wider community?

South Acton Estate

Score - 2015: 2.5/4, 2017: 2.5/4 = no change

Mixing at the dwelling scale

The existing mix ranges from bedsits, through to 4-bed units, including houses and maisonettes, but a relatively small number of these larger units (44 out of 1602). A wide range of ethnicities and cultural backgrounds live on the estate and there is unlikely to be

sufficient provision for larger and extended families common to some cultures, so overcrowding is likely.

101 of the units are bedsits (1 person, 1 bed flats), which would not meet current housing standards. 539 units are 1 bed, 696 units are 2 beds and 222 are 3 bedroomed homes. There are three sheltered housing blocks in the masterplan area, Harleyford Manor, Arundel House and Pembroke House. Another block (Sycamore Lodge) is in the north just outside the area of the masterplan.

A new set of homes are being constructed out of shipping containers on Park Road E, this is an Ealing Council scheme, separate from the regeneration programme. These will house temporary residents in the borough for six to seven years. They provide homes of a unique character and adaptable accommodation, whilst the development progresses.

In 2005 there were 1,602 affordable (subsidised) homes on the estate, the vast majority (1,506) of which were social rent. House prices in the surrounding Victorian streets are high (for example £640,000 for 2-bedroom flat on Brouncker Road). There is high deprivation on the estate, one small area (around Park Road East) is one of the 10% most deprived area nationally, so subsidised housing is greatly needed. Intermediate housing tenures are also needed to meet the gap between socially rented housing on the estate and housing in the surrounding area.

Mixing at the neighbourhood scale

Within the estate, facilities are clearly well-used by a wide range of people from different ethnic and cultural backgrounds and by all ages. The mix of formal and informal play and recreation spaces creates an environment that all people appear to enjoy together. Acton Town centre is within close proximity to the north of the site and provides shopping, social and leisure facilities.

In the north, the design of the estate sometimes generates a hostile and unsafe-feeling environment because of the lack of street network and passive surveillance, together with complicated pedestrian routes and poor maintenance. Streets often have dead ends enforcing a sense of enclosure. Facilities within the estate clearly cater for the estate 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.

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.

Acton Gardens

Score - 2015: 4/4; 2017: 3.5/4 = decrease

Mixing at the dwelling scale

Overall, Acton Gardens appears to have an accommodation mix that reflects the needs and aspirations of the local community. The masterplan replaces the existing socially

rented housing (1,506 units) with 1,531 units of affordable housing, in addition to market sale and rent housing. Of these affordable housing units 403 are shared ownership whilst 1,127 are social rent. This appears to be a reduction in the amount of social rented housing, however the new proposals include a bigger 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 house 763 residents. Among those residents, 423 live in affordable housing, including social housing tenants and shared ownership and shared equity owners. 340 are privately owned.

It is difficult to make an assessment of whether the tenure mix reflects the needs of the local community. Whilst the number of affordable units is marginally above the London Plan and local authority 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. Property prices in the surrounding Victorian streets are high (£640,000 - Brouckner road, 2 bed flat), but much of the estate wards is in the top 20% and 10% of deprivation nationally. Shared ownership therefore provides a much needed intermediate form of housing which did not previously exist.

Rents are set via the Government's target rent scheme for affordable housing. This means there may be an increase above Council rent levels, however the Government policy is to converge Council and Housing Association 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 bed 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 high levels of affordable housing need in London and the lack of supply.

Mixing at the neighbourhood scale

Acton Gardens scores less well with regard to the way that the design of the site enables people from different backgrounds and social groups to mix and share community facilities. Many spaces are quite restrictive in terms of use or access and do not encourage mixing between different groups or integration of newcomers into the local community. For example, all the courtyards within the housing blocks are gated and can only be accessed by residents only. Separation of the blocks by tenure mean that the design prevents people from meeting in key communal areas like the entrance. Communal gardens are available for each block.

The newly completed public square and landscaped area around the Sainsburys Local, promotes engagement with the wider community and provides a space for small events.

8.5 Accessible street layout and design

This indicator is more focused on the physical design of the public realm. The street layout indicator is based on five questions:

1. Do the buildings and layout make it easy to find your way around?

2. Does the scheme integrate with existing streets, paths and surrounding development?
3. Are the streets pedestrian, cycle and vehicle friendly?
4. Are public spaces and pedestrian routes overlooked and do they feel safe?
5. Does the design of the local environment adequately support the needs of people with limited physical mobility?

South Acton Estate

Scores- 2015: 2.5/5, 2017: 2/5 = decrease

Buildings and public spaces maintain a poor relationship, there are few clear sightlines and pedestrian ways are complicated and intimidating due to blank frontages, lack of passive surveillance and lighting. The score has gone down because the hoarding which has affected walking and cycling routes and how safe spaces feel.

Public spaces and routes are very poorly overlooked, many entirely surrounded by brick walls at ground level. These feel very unsafe, even during the day. Many routes are surrounded by construction hoardings. These can feel very unsafe at night.

In terms of mobility, in the north, the streets are discontinuous and do not connect. Some paths have been closed due to hoarding from new construction sites, but generally there are alternative routes around them for pedestrians and vehicles. The streets and pedestrian areas are separated, which means vehicle access to the buildings is difficult and pedestrian areas are unfriendly due to the design of the environment and lack of passive surveillance. There are a few paths that cut through the site. The different levels of walkways and steps mean that access is much more difficult. Overall the estate could not be described as being fully accessible.

Acton Gardens

Score - 2015: 5/5; 2017: 5/5 = no change

This remains one of the strengths of the new development. The buildings generally maintain a good relationship with the street and road layouts are clear. The streets are vehicle and pedestrian friendly and there is good provision for cyclists and vehicles, and public spaces feel safe and accessible.

Interviews with residents however reveal tenants of the new developments were parking on the street, rather than in secure parking areas that are only accessible to residents. This reduces the amount of on-street parking for surrounding neighbours.

In terms of safety, the relationship between the buildings and the streets is generally good, with clear sightlines. The new park between phases 4 and 5 is situated in an open area of the site that is overlooked and well trafficked. It feels safe because of almost constant passive surveillance.

8.6 Adaptable space

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.

Questions in the adaptable space indicator:

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

Both areas continue to score poorly on adaptable space. In both the existing and the new development, there is little or no evidence that any adaptations or conversions are possible to existing edifices, either internally or externally.

South Acton Estate

South Acton Estate - 2015: 0/2, 2017: 0/2 = no change

There is no evidence that any adaptations or conversions are possible in the apartment block buildings, the concrete frame of the buildings does not readily facilitate adaptations.

There is no evidence that any adaptations or conversions are possible, except for a few back gardens containing garden sheds etc. All constructed elements within the estate appear to be original.

Acton Gardens

Acton Gardens - 2015: 0/2; 2017: 0/2 = no change

There is no evidence that any adaptations or conversions are possible in the apartment block buildings - the concrete frame of the buildings does not readily facilitate adaptations and from the outside, there are no signs of adaptation of the internal courtyards spaces either.

There is no evidence that any adaptations or conversions are possible in the block buildings, except for a few back gardens containing garden sheds etc. All constructed elements within the estate appear to be original. There does seem to be a possibility for residents to propose extensions to the rear of the terrace of townhouses in phase 3.2.



Conclusion

Conclusion

This innovative work continues to reveal the detail of the everyday life and attitudes of residents living in an area going through profound change. The strength of the social sustainability method is to capture information about the less tangible aspects of local life - people's feelings about the place they call home, about their neighbours, and about change.

This second social sustainability study of South Acton shows that the residents continue to share strong bonds of support and neighbourliness, and to feel a strong sense of belonging and connection to the area. It reveals that residents of the new housing are feeling more comfortable with their neighbours and the area than two years before. Many aspects of the regeneration are welcomed and the residents firmly perceive that overall the regeneration plans are helping their quality of life.

One of the critical tasks for the regeneration programme over the next few years - which it shares with other larger regeneration programmes in London - will be to help newer and longer-standing residents to find a shared sense of community, to interact in their everyday lives and to build common interests and bonds. This will support the existing communities to adapt to change, and new residents to adapt to their new surroundings and develop their own sense of belonging as part of the wider community.

Across the area, tolerance and acceptance of people from different backgrounds is high. Over 90% said that residents respect ethnic differences between people. The survey however indicates possible emerging differences between the experiences of new residents of newly built homes and longstanding residents of the estate. These can be accentuated by tenure differences. The numbers of new arrivals may begin to put a strain on community relations if there are limited opportunities for people of different backgrounds to engage with one another. It is important to ensure that the aspects of local life that the existing community values are not lost in the process of change.

There are some interesting developments that point to ways that new and old South Acton can bond: the allotments, the growing local interest in the history of Acton and the wish to celebrate the collective memory of the old estate; and the continued tradition of public and street art in the old estate and the newly developed areas.

The 2015 research concluded that it will take time for the negative reputation of the estate to change, but now there is a sense that a shift is taking place. Although there is still a strong perception that the neighbouring areas are different from the estate and the poor reputation still lingers to an extent, there is a feeling that the way the estate is perceived from the outside is changing. With this in mind, it will be important to ensure that the whole of the redeveloped estate - including those living in both the new and older housing - is taken on this journey and that some parts are not left behind, and that all start to benefit from the positive changes taking place.



Appendices

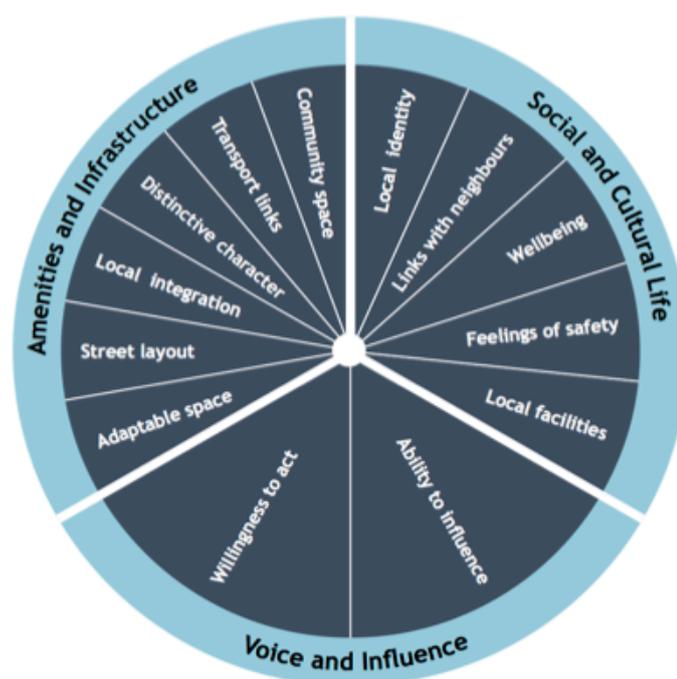
Appendix 1: method for assessing social sustainability

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 Group^{viii} This innovative project set 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.

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.



The social sustainability measurement framework

These questions all replicate questions used in national surveys, so data can be compared to other areas. For the Social & Cultural Life and Voice & Influence dimensions, questions

have been taken from national surveys supported by government and research councils. For the Amenities & Infrastructure dimension, questions have been taken from Design Council CABI's Building for Life survey.

Predicting residents views of their local neighbourhoods

Social Life has developed a methodology for predicting how residents of local neighbourhoods are likely to feel about key indicators, including their sense of belonging, their fear of crime, trust in their neighbours, and wellbeing.

Using data that is openly available, from government and research councils, we can benchmark what we would expect residents to feel about the neighbourhoods they call home. We use our predictive data to inform our understanding of places, we then test our predictions against the reality of what residents actually think and feel, with data gathered through a residents survey.

The predictive data we use comes from three national surveys: the Understanding Society Survey, the Community Life Survey and Crime Survey England & Wales. These all ask questions about residents' perceptions of the places they live in.

The sample sizes of these surveys are not large enough to disaggregate responses directly to small local areas. However, we can match this data to small areas using the ONS (Office for National Statistics) "Area Classifications" categories at "Output Area" level. This enables us to see how residents of small areas are likely to feel. This is predictive data, not a robust portrait of the neighbourhood.

Output area classifications

Area classifications have been developed by ONS to understand social attitudes in local areas^{ix}. Area classifications can give powerful insights into local areas, which can help inform and imagine place-based projects and interventions. They are based on a range of socio- demographic data for local neighbourhoods, and were first created using 2001 census data and have been updated with 2011 data.

The 2011 area classifications provide geographic areas based on 60 variables from the 2011 Census data. These fall into five categories:

- demographic (age, ethnicity, population density)
- household composition (marital status, children)
- housing (tenure and type)
- socio-economic (HE qualifications, car ownership, health)
- employment (unemployment, full-time/part-time, industry)

Area classifications describe broad groupings of areas - or supergroups - and more detailed subgroups. These can be matched to the smallest statistical units used by ONS, "output areas" (the majority of these include between 110 and 139 households).^x

Matching national survey data to small areas OAC classifications enable us to map survey data to output areas (when it is appropriately coded). We have looked at national surveys held by government and research councils - including the Understanding Society Survey

(USS)^{xi}, the Community Life Survey^{xii}, and the Crime Survey England and Wales^{xiii} - and extracted questions that shed light on the social sustainability of small areas.



Map of OAC categories in Acton

The 2017 South Acton Survey

Questions were benchmarked against the most recent data available at the time of carrying out this analysis, this was Understanding Society Survey 2015-16 and Community Life survey 2015-16. In benchmarking the 2015 survey, the Crime Survey England and Wales was also used.

Some questions used in the 2015 survey were not replicated in the more recent data, and the Crime Survey questions have been replaced by similar Understanding Society Survey questions in Social Life's most recent updated dataset used for benchmarking.

This means that some questions used in 2015 could not be benchmarked, some have been benchmarked to data that is one year older than the other benchmarks, one question was benchmarked to a similar question.

Questions used in 2015 that could not be benchmarked in 2017

"Importance of where you live to sense of who you are" - this question was taken from the Citizenship Survey which has ended.

"Most people can be trusted or you cannot be too careful with people" - this question has been taken out of the Community Life survey.

These questions have been benchmarked to the Crime Survey England & Wales 2013-14

"How safe do you feel walking alone in this area during the day?"

“Compared to the country as a whole do you think the level of crime in your local area is...”

This question has been benchmarked to the Community Life survey 2014-15.

“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?”

Questions used for benchmarking for the 2017 South Acton residents survey

Question	Source
The friendships and associations I have with other people in my neighbourhood mean a lot to me	USS 2015-16, special license access
I regularly stop and talk with people in my neighbourhood	USS 2015-16, special license access
If I needed advice about something I could go to someone in my neighbourhood	USS 2015-16, special license access
To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	Community Life Survey 2015-16, Special License access
I borrow things and exchange favours with my neighbours	USS 2015-16, special license access
I think of myself as similar to the people that live in this neighbourhood.	USS 2015-16, special license access
I feel like I belong to this neighbourhood	USS 2015-16, special license access
I plan to remain a resident of this neighbourhood for a number of years	USS 2015-16, special license access
How safe do you feel walking alone after dark?	USS 2015-16, special license access
How safe do you feel walking alone in this area during the day?	USS 2015-16, special license access
In your opinion how does the level of crime in your local area compare to the country as a	Crime Survey for England & Wales 2013-14 and Special License access

whole?	[low level geography protect]
How satisfied or dissatisfied are you with your life overall?	USS 2015-16, special license access
Have you recently been feeling reasonably happy, all things considered?	USS 2015-16, special license access
Have you recently felt that you were playing a useful part in things?	USS 2015-16, special license access
How satisfied are you with your local area as a place to live?	USS 2015-16, special license access
I would be willing to work together with others on something to improve my neighbourhood	USS 2015-16, special license access
People in the neighbourhood pull together to improve the neighbourhood	Community Life Survey 2015-16, Special License access
Can you influence decisions affecting your area?	Community Life Survey 2015-16, Special License access
How important is it for you personally to feel that you can influence decisions affecting your area?	Community Life Survey 2015-16, Special License access
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?	This question has been benchmarked to the Community Life survey 2014-15.

Appendix 2: Underlying data for benchmarks

SCORES:
 -1 = WORSE THAN COMPARABLE AREAS (statistically significant responses below the benchmark = red)
 0 = AS EXPECTED (responses are the same as or similar to the benchmark, or they are not statistically significant = yellow)
 1= BETTER THAN COMPARABLE AREAS (statistically significant responses above the benchmark = green)
 GREY = data cannot be benchmarked

2015

S&C CRITERIA: LOCAL IDENTITY

Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	Score
Plan to remain resident of this neighbourhood for a number of years	80.5%	51.4%	29.1%	0
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	Score
Plan to remain resident of this neighbourhood for a number of years	84.6%	51.4%	33.2%	1
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%	

S&C CRITERIA: LINKS WITH NEIGHBOURS

Acton Gardens phase one / SA_1A benchmarks	total SA_1A	Comparable area	Difference to comparable area	Score
If I needed advice I could go to someone in my neighbourhood	51.2%	42.9%	8.3%	0
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%	

2017

total Acton Gardens	Comparable area	Difference to comparable area	Score
91%	57%	34.1%	1
92%	61%	31.2%	
Data not available to benchmark.			

total South Acton Estate	Comparable area	Difference to comparable area	Score
83%	57%	27%	1
88%	61%	27%	
Data not available to benchmark.			

total Acton Gardens	Comparable area	Difference to comparable area	Score
88%	45%	42%	1
39%	36%	2%	
70%	57%	13%	
67%	53%	14%	
Data not available to benchmark.			
98%	81%	17%	
Data not available to benchmark.			

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%	

total South Acton Estate	Comparable area	Difference to comparable area	1
71%	45%	26%	
57%	36%	21%	
87%	57%	30%	
67%	53%	14%	
98%	81%	17%	

Data not available to benchmark.

Data not available to benchmark.

S&C CRITERIA: WELLBEING

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%	

total Acton Gardens	Comparable area	Difference to comparable area	1
99%	85%	14%	
92%	86%	6%	
90%	71%	19%	
96%	70%	26%	

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%	

total South Acton Estate	Comparable area	Difference to comparable area	0
66%	85%	-19%	
83%	86%	-4%	
85%	71%	14%	
90%	70%	20%	

S&C CRITERIA: FEELINGS OF SAFETY

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%	

total Acton Gardens	Comparable area	Difference to comparable area	1
92%	96%	4%	
98%	76%	21%	
71%	30%	41%	

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%	

total South Acton Estate	Comparable area	Difference to comparable area	0
99%	93%	6%	
93%	76%	16%	

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%

29% 26% -3%

V&I CRITERIA: WILLINGNESS TO ACT

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%	

total Acton Gardens	Comparable area	Difference to comparable area	0
77%	64%	13%	
15%	32%	-17%	
99%	49%	50%	

Not possible to test for statistical significance because of aggregation of underlying data, however scored as significant because of size of difference between survey and comparable area
Data not available to benchmark.

Data not available to benchmark.

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%	

total South Acton Estate	Comparable area	Difference to comparable area	0
73%	64%	9%	
16%	32%	-17%	
82%	49%	33%	

Not possible to test for statistical significance because of aggregation of underlying data, however scored as significant because of size of difference between survey and comparable area
Data not available to benchmark.

Data not available to benchmark.

V&I CRITERIA: ABILITY TO INFLUENCE

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%	

total Acton Gardens	Comparable area	Difference to comparable area	1

Data not available to benchmark.

Do you agree or disagree that you can influence decisions affecting your 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) Do you agree or disagree that you can influence decisions affecting your local area?	2.0%	6.2%	-4.2%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	47.9%	40.1%	7.8%	
	72.9%	72.7%	0.2%	

58%	34%	25%
66%	64%	3%

total South Acton Estate	Comparable area	Difference to comparable area	
			1
80%	34%	47%	
93%	64%	29%	

Data not available to benchmark.

Benchmarks - Neighbouring areas, 2015 and 2017

S&C CRITERIA: LOCAL IDENTITY

Mill Hill Conservation Area/ cluster A	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%	

Total cluster A	Comparable area	Difference to comparable area	
			1
85.7%	62.8%	22.9%	
81.3%	67.4%	13.8%	

Data not available to benchmark.

Acton north and east / cluster B	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%	

Total cluster B	Comparable area	Difference to comparable area	
			1
92.7%	62.8%	29.9%	
83.9%	67.4%	16.5%	

Acton Green / cluster C	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%	

Total cluster C	Comparable area	Difference to comparable area	
			1
84.0%	65.5%	18.5%	
86.1%	69.6%	16.6%	

Data not available to benchmark.

S&C CRITERIA: LINKS WITH NEIGHBOURS

Mill Hill Conservation Area/ cluster A	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%	

Total cluster A	Comparable area	Difference to comparable area	1
71.4%	46.9%	24.6%	
67.9%	47.4%	20.4%	
76.8%	58.6%	18.2%	
71.4%	52.5%	18.9%	
89.1%	87.2%	1.9%	

Data not available to benchmark.

Data not available to benchmark.

Acton north and east / cluster B	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%	

Total cluster B	Comparable area	Difference to comparable area	1
71.0%	45.2%	25.8%	
57.3%	36.4%	20.8%	
87.0%	56.6%	30.4%	
71.4%	52.5%	18.9%	
89.0%	87.0%	2.0%	

Data not available to benchmark.

Data not available to benchmark.

Acton Green / cluster C	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%	

Total cluster C	Comparable area	Difference to comparable area	1
		19.6%	
74.3%	49.8%	24.5%	
56.4%	46.2%	10.3%	
73.3%	55.7%	17.6%	
77.2%	49.5%	27.7%	
89.6%	87.1%	2.5%	

Data not available to benchmark.

Data not available to benchmark.

S&C CRITERIA: WELLBEING

Mill Hill Conservation Area/ cluster A	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%	

Total cluster A	Comparable area	Difference to comparable area	1
99.3%	85.1%	14.3%	
91.8%	86.2%	5.6%	
90.4%	71.2%	19.3%	
95.9%	70.2%	25.7%	

Acton north and east / cluster B	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%	

Total cluster B	Comparable area	Difference to comparable area	1
		16.2%	
92.9%	82.7%	10.2%	
91.1%	84.8%	6.3%	
71.4%	70.7%	0.7%	
80.4%	77.0%	3.3%	

Acton Green / cluster C	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%	

Total cluster C	Comparable area	Difference to comparable area	-1
72.2%	89.4%	-17.3%	
76.0%	87.9%	-11.9%	
77.0%	79.7%	-2.7%	
88.1%	87.0%	1.1%	

S&C CRITERIA: FEELINGS OF SAFETY

Mill Hill Conservation Area/ cluster A	Total cluster A	Comparable area	Difference to comparable area	1
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%	

Total cluster A	Comparable area	Difference to comparable area	1
95.3%	96.5%	1.2%	
77.8%	81.1%	-3.3%	
26.7%	30.0%	-3.3%	

Acton north and east / cluster B	Total cluster B	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%	

Total cluster B	Comparable area	Difference to comparable area	-1
80.4%	96.5%	-16.1%	
71.4%	81.1%	-9.6%	
20.8%	30.0%	-9.2%	

Acton Green / cluster C	Total cluster C	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%	

Total cluster C	Comparable area	Difference to comparable area	-1
99.0%	100.00%	27.0%	
81.9%	90.4%	-8.5%	
57.1%	43.0%	-3.3%	

V&I CRITERIA: WILLINGNESS TO ACT

Mill Hill Conservation Area/ cluster A	total SA_2A	Comparable area	Difference to comparable area	1
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%	

Total cluster A	Comparable area	Difference to comparable area	0
69.6%	73.9%	-4.2%	

			Not asked for neighbouring areas.
			Data not available to benchmark.
75.5%	57.2%	18.3%	
			Data not available to benchmark.

Acton north and east / cluster B	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%	

Total cluster B	Comparable area	Difference to comparable area	1
70.0%	74.0%	-4.0%	

			Not asked for neighbouring areas.
			Data not available to benchmark.
75.0%	57.2%	17.8%	
			Data not available to benchmark.

Acton Green / cluster C	total SA_2C	Comparable area	Difference to comparable area	1
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%	

Total cluster C	Comparable area	Difference to comparable area	1
83.2%	71.4%	11.8%	

		6.9%	
			Not asked for neighbouring areas.
			Data not available to benchmark.
86.3%	63.6%	22.7%	
			Data not available to benchmark.

V&I CRITERIA: ABILITY TO INFLUENCE

Mill Hill Conservation Area/ cluster A	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 / cluster B	total SA_2B	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)	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 / cluster C	total SA_2C	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%	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%	

Total cluster A	Comparable area	Difference to comparable area	1
67.8%	37.1%	30.7%	
75.4%	70.3%	5.1%	
Total cluster B	Comparable area	Difference to comparable area	1
67.3%	37.1%	30.2%	
81.5%	70.3%	11.2%	
Total cluster C	Comparable area	Difference to comparable area	1
81.4%	36.5%	44.9%	
79.8%	66.2%	13.6%	

Data not available to benchmark.

Data not available to benchmark.

Data not available to benchmark.

Appendix 3: demographic data from residents survey

Gender (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Male	50.7	43.5	41.6	26.8	41.3	45.0
Female	49.3	56.5	58.4	73.2	58.7	55.0
Total	100.0	100.0	100	100.0	100.0	
N	146	207	221	41	252	251

Age (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
16-24	4.1	9.2	3.62	9.8	9.5	7.57
25-34	23.3	23.7	20.8	29.3	19.4	21.5
35-44	40.4	22.2	26.7	26.8	20.2	23.5
45-54	14.4	16.4	16.3	12.2	18.3	19.9
55-64	8.2	10.6	9.5	7.3	12.7	12.4
65-74	6.2	9.2	15.8	12.2	9.9	11.6
75+	3.4	8.7	7	2.4	9.9	4
Total	100.0	100.0	100	100	100	100
N	146	207	221	41	252	251

Tenure (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Homeowner	40.4	4.8	49.8	36.6	0.4	60.5
Social housing tenant	32.9	82.6	22.2	48.8	79.8	12.1
Shared ownership/equity	18.5		1.4	7.3		0.0
Rented from a private landlord	8.2	12.1	26.7	7.3	9.5	26.2
Temporary tenant/other		0.5	0.0			1.2
Total	100.0	100.0		100.0	100.0	100.0
N	146	207	221	41	252	248

How many people currently live in your household? (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
1	14.00	6.00	24.5	19.5	19.5	19.1
2	52.00	0.00	32.7	34.1	34.1	29.5
3	17.00	74.00	18.8	19.5	19.5	18.3
4+	18.00	32.00	24.0	32.00	32.14	33.1
Total	100.0	100.0	100.0	100.0	100.0	100.0
N	145	196	208	41	252	251

Do you have any children who live in the household who are 18 or under? (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
No children	75.34	61.84	73.30	58.5	58.5	62.9
1	10.96	13.04	13.12	17.1	17.1	14.3
2	8.90	10.14	9.50	9.8	9.8	19.1
3+	4.79	14.98	4.07	0.15	16.27	3.6
Total	100.00	100.00	100.00	100.0	100.0	100.0
N	146	207	221	41	252	251

Employment status (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Self-employed	4.9	9.6	14.1	12.2	4.8	14.9
Paid employment (full-time/part-time)	67.1	42.4	54.9	39.0	29.5	49.8
Unemployed	9.1	9.6	4.7	4.9	16.3	5.6
Retired	11.9	17.7	23.5	22.0	22.3	17.7
On maternity leave	1.4	1.5	0.5	2.4		
Family care or home	1.4	10.6	1.4	12.2	13.9	6.8
Full-time student	1.4	1.5	0.5	4.9	3.6	2.4
Long Term sick or disabled	2.1	6.1		2.4	8.0	0.8
Doing something else	0.7	1.0	0.5		1.6	2.0
Total	100.0	100.0	100.0	100.0	100.0	100.0
N	143	198	213	41	251	249

Annual income	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Up to £7,000	25.0	22.3	6.4	8.8	39.0	1.6
£7,001 to £14,000	15.0	25.9	6.4	17.6	35.4	9.0
£14,001 to £21,000	2.5	14.3	11.9	14.7	12.2	9.0
£21,001 to £28,000	10.0	10.7	7.3	8.8	4.9	8.2
£28,001 to £34,000	5.0	17.9	16.5	8.8	2.4	9.8
£34,001 to £41,000	22.5	7.1	11.0	2.9	1.2	7.4
£41,001 to £48,000	2.5	1.8	11.9	8.8		10.7
£48,001 to £55,000	15.0		5.5		2.4	10.7
£55,001 to £62,000	2.5		7.3	5.9		2.5
£62,001 to £69,000			4.59	17.6		5.7
£69,001 to £76,000			1.83	2.9	2.4	6.6
£76,000 to £83,000				2.9		5.7
£83,001 to £100,000			0.92			4.1
£100,001 +			8.3			9.0
Total	100.0	100.0	100.0	100.0	100.0	100.0
N	40	112	109	34	82	122

Ethnicity (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
White	61.8	37.9	74.8	51.2	38.4	76.8
Mixed/multiple	0.7	14.1	6.0	0.0	3.2	1.6
Asian/Asian British	19.4	16.2	4.6	19.5	16.4	8
Black/African/Caribbean/ Black British	14.6	29.8	8.3	26.8	36.8	10.8
Other ethnic groups	3.5	2.0	6.4	2.4	5.2	2.8
Total	1	1	100	1	3	100
N	144	198	218	41	250	250

Do any members of your household have a disability? (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Yes, member of household has disability	7.7	16.5	7.3	7.5	27.0	7.2
No, member of household does not have disability	92.3	83.5	92.7	92.5	73.0	92.8
Total	100.0	100.0	100.0	100.0	100.0	100.0
N	142	206	218	40	252	249

Do you or any other member of the household require care or support? (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Yes	18.2	50.0		66.7	58.8	
No	81.8	50.0		33.3	41.2	
Total	100.0	100.0		100.0	100.0	

Has your home, or the access to it, been built or adapted to meet the needs of a disabled resident? (%)	Acton Gardens 2017	South Acton Estate 2017	Neighbouring areas 2017	Acton Gardens 2015	South Acton Estate 2015	Neighbouring areas 2015
Yes	9.1	26.5			53.8	
No	90.9	73.5		100.0	46.2	
Total	100.0	100.0		100.0	100.0	
N	142	206.00		40	252	

ⁱ Bacon, N. Caistor, L. (2015) Measuring social sustainability in Sutton. London: Social Life

ⁱⁱ Living on the Aylesbury Estate 2017

http://www.aylesburynow.london/web/uploads/files/content_54_1.pdf

ⁱⁱⁱ Bacon, N. et al (2012) Creating strong communities: how to measure the social sustainability of new housing developments. London: The Berkeley Group

^{iv} <http://www.designcouncil.org.uk/resources/guide/building-life-12-third-edition>

^v www.understandingsociety.ac.uk

^{vi} www.gov.uk/government/collections/community-life-survey

^{vii} for more information on area classifications see

<https://www.ons.gov.uk/methodology/geography/geographicalproducts/areaclassifications/2011areaclassifications/abouttheareaclassifications>

^{viii} 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/>

^{ix} for more on area classifications go to www.ons.gov.uk/methodology/geography/geographicalproducts/areaclassifications/2011areaclassifications

^x or more on output areas go to www.ons.gov.uk/census/2001censusandearlier/dataandproducts/outputgeography/outputareas

^{xi} for more on USS go to www.understandingsociety.ac.uk

^{xii} for more on the Community Life Survey go to www.gov.uk/government/collections/community-life-survey

^{xiii} For more on the Crime Survey England & Wales go to www.crimesurvey.co.uk/

