

Measuring the social impacts of regeneration in South Acton: results of the third social sustainability assessment

Research for Acton Gardens LLP

May 2021

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. This is the third round of this research, building on previous social sustainability assessments in 2015 and 2018.

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 April and September 2020.

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 the School of the Built Environment, University of Reading in 2012 and adapted for this project with the permission of The Berkeley Group.

The report was written by Nicola Bacon, with research and analysis by Christina Bayram and Alix Naylor. Professor Tim Dixon acted as academic reviewer.

The online and door to door survey were carried out by Savanta ComRes, using questions developed by Social Life. The site survey was carried out by Matter Architecture.

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

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

The research was commissioned by Acton Gardens LLP - a joint venture partnership between Countryside Properties and L&Q - and took place between April and September 2020. It repeats questions used in two earlier rounds of research, in 2015 and 2018, adding new questions about the impact of COVID-19.

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 halfway through the programme, when new housing has been developed at scale but large areas of the older estate are still occupied.

This research took place during the extraordinary period of the early months of the COVID-19 pandemic, as the restrictions following the first lockdown in March 2020 were eased. The research method and approach took account of the need for social distancing to keep residents and interviewers safe. The findings need to be put in the context of the time, when people's relationship to the place they lived changed as schools shut and many people found themselves staying at home, in their local neighbourhood. Residents became dependent on the few facilities that were open and available, especially on what could be done outside.

This was a unique time, when pressures and stresses on residents were unprecedented. National data shows a decline in wellbeing and a rise in anxiety after March 2020.

Carrying out research at this time captured the experience of a community living through crisis. The difficulties of life were reflected in many conversations and survey responses. The research gives valuable insight into residents' experiences of the pandemic and how relationships, social networks and the work of different agencies supported resilience and helped people get by.

The project uses a research framework 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 the University of Reading in 2012. Extra questions have been added to capture the impact of COVID-19 and living through restrictions on the local community. Acton Gardens intends to continue to repeat this assessment every two to three years throughout the regeneration programme.

Research method

Between July and September 2020, 230 people took part in a survey of residents living on the South Acton Estate and Acton Gardens: 130 people completed an online survey (four took up the option to do the survey over the telephone); 100 people took part through a door-to-door survey.

159 people who took part in the survey lived on the South Acton Estate; 71 lived in new homes 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.

In-depth interviews with 11 stakeholders living and working in the area were carried out in Spring and early Summer 2020. Some of these individuals and organisations also took part in the research in 2015 and 2018; other agencies were new to the area. Two interviewees were recontacted in late 2020 to update their experiences of the pandemic.

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

- Residents and agencies came together to support the community during the pandemic, setting up food distribution, supporting vulnerable people and providing laptops for children and young people at school. Many residents were involved in this who had not previously been active in the community.
- The pandemic has exposed the number of residents in food poverty, incomes have fallen for many residents and concerns over the affordability of new homes have increased. Many families lack what they need to support their children's education: half of the families surveyed whose children were being home schooled said they did not have the right equipment to support their children to learn.
- Neighbourliness, belonging and wellbeing all decreased between 2018 and 2020. These factors of everyday life are likely to have been impacted strongly by the experience of the pandemic. National data shows a sharp fall in wellbeing after March 2020.
- On the older estate wellbeing and people's sense of financial security fell noticeably.
- On the new development relationships with neighbours and perceptions of safety declined. There is some evidence in the new homes of residents organising activities and creating new local networks.
- While the majority of residents surveyed continue to support the regeneration, concerns continue to be expressed by longer-standing residents about the impact on their social networks and supports.
- There are still some concerns about how best to provide social infrastructure for the whole area and fears that what now exists will not be enough for the

needs of the growing future community. There is an awareness that people moving into other nearby housing developments will also place demands on local social infrastructure.

- Residents' priorities for the future, for the regeneration, and their views about what supports their quality of life reflect experiences during the pandemic. In 2020 they put a greater emphasis on green space, the quality of home, facilities and services, and personal finances than in previous years.
- The new Acton Gardens Community Centre and the relocated Bollo Bridge Youth Centre are settling into their new buildings. Some issues were raised about the way that services have been relocated and loss of sensitivity of provision.
- There is a wish to see more social and retail spaces across the area, and a fear that without these the area risks becoming sterile.
- Influence and willingness to act remain strong, however new issues about perceptions of safety are emerging. This may be linked to the disruption of regeneration, and the fragmentation of the built environment during redevelopment. It could also reflect broader anxieties linked to the experience of living through COVID-19.

The data collection approach for this third social sustainability assessment needed to adapt to a challenging context. Data was gathered through a mixture of on- and offline methods to ensure social distancing and the safety of residents and interviewers.

The constraints of data gathering in 2020 means that the data does not match the tenure profile of the estate: Ealing Council secure tenants are under-represented because of difficulties contacting this group by text and because door-to-door interviewing was only possible in blocks where doors opened to the outside (to allow interviewers to keep a two metre distance from people being interviewed). People living in temporary housing are over-represented.

Because of these limitations, survey findings are described as trends rather than precise figures and there is less confidence in the robustness of the results than in previous years.

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 to other homes away from the estate. Across the footprint of the South Acton Estate regeneration programme, the total number of homes on the estate grew from 1,471 in 2015, 1,843 at the time of the 2018 survey, to 2,305 in summer 2020.

The profile of the residents interviewed living on the South Acton Estate remained broadly similar in 2018, compared to 2015. Caution should be taken with the 2020 data because of the inconsistent sampling, however it suggests that the proportion of white British residents appears to have continued to increase, and the proportion of African residents decreased. A smaller proportion

of residents in 2020 were on very low incomes (under £14,000) and a higher proportion were on high incomes (over £69,000). These suggest that the trends revealed in the last survey are potentially continuing, with the area becoming more affluent and the demographic mix changing.

Tenure change from 2015 to 2020 in Acton Gardens

- In 2015 there were 310 new homes on Acton Gardens (including Catalyst Housing homes), by 2018 this had increased to 763 (including Catalyst homes) and by 2020 to 1,740 homes (including Catalyst homes).
- In 2015 there were 68 social rented homes on Acton Gardens, in 2018 this had increased to 199 and 474 by 2020.
- In 2015 there were 19 shared ownership homes on Acton Gardens, in 2018 this had risen to 81 and in 2020, 193. ⁵ Additionally 18 shared equity homes were earmarked for South Acton leaseholders.
- In 2015 80 homes on Acton Gardens had been built for private ownership, in 2018 this had risen to 340, and in 2020 to 719 (plus an unknown number of people renting from private owners).
- By 2020 112 private rented homes managed by L&Q had been built, and there are also an unknown number of private tenants renting from leaseholders in the older and new homes.

Views of the regeneration

- A majority of interviewees think that the regeneration is successful in improving the quality of life of residents, although the percentage reporting “overall positive” feelings about this has fallen since 2018. Residents surveyed who were living in the older estate are less likely to hold positive views than those living in new homes.
- Overall residents involved in the survey feel informed about the regeneration project. More residents felt it was very important to influence the regeneration in 2020 than in 2018, but fewer felt it was quite important.
- Residents placed higher importance on the quality of open spaces, housing quality, safety and the affordability of housing than in 2018. Housing mix and the availability of new housing were lower priorities than in previous years.
- People living on the older estate prioritised housing affordability and housing quality. People living in new developments prioritised improving the quality of open spaces and community safety.
- These priorities reflect the needs of the community during the pandemic, when the home, outside space, and personal finances all became more important.
- Local shops, green space, open space and sports facilities were the top three facilities or services that residents involved in the survey thought were needed in the area. These were relatively high future priorities in previous years, but were more strongly prioritised in 2020. These also reflect the realities of lockdown and social distancing.

- Support is still strong for regeneration, however it may have weakened somewhat since 2018 with more people reporting mixed feelings, or caveating their support. The most common reservations cited were around the capacity of local facilities, the impact of other developments and increased density, and affordability.

The social sustainability assessment

Social and Cultural Life

- In summer 2020, on both the older estate and in the new development, the scores for indicators within the Social and Cultural Life dimension fell. For people on the older estate, wellbeing declined most sharply, from stronger to weaker than expected. In the new homes, feelings of safety fell. In both areas, perceptions of local facilities also declined.
- In 2015 South Acton Estate received a more positive assessment than Acton Gardens for Social and Cultural Life. By 2018 there had been an improvement in these scores for Acton Gardens, particularly for local identity and links with neighbours. Some of these improvements proved to be fragile in the face of the pandemic, with neighbourliness falling on Acton Gardens between 2018 and 2020. On the older estate, neighbourly relationships scores continued to be strong.

Voice and Influence

- Residents' sense of influence remained relatively strong in 2020, as in 2018. In both the new and older areas, willingness to act scores strengthened, from expected to stronger than expected. This reflects residents' willingness to work with other people locally to improve the neighbourhood.
- This continues the trajectory since 2015 of gradual strengthening in this indicator. This appears to have been affected less by the pandemic than other areas.

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 the public realm. However, for both areas, scores improved between 2018 and 2020.
- Acton Gardens is given a positive assessment for five of the indicators - transport links, distinctive character, local integration, street layout and community space. South Acton Estate is given a positive assessment for two indicators, transport links and street layout.

Recommendations for Acton Gardens LLP

1. The community board should be reviewed to explore how it can become more strategic, involve more residents and link more effectively to informal on- and offline networks in both the older estate and within the new development.
2. The energy and commitment revealed by the community response to COVID-19 needs to be nurtured, so new networks and groups can continue to support residents during the pandemic and afterwards. These have the potential to become the foundation of new groups and activities that bring together people from different tenures and backgrounds.
3. It is important that Acton Gardens LLP works with partners to address food poverty now, and over coming months and years while the economic impact of the pandemic plays out; and also to understand how financial issues are increasingly colouring the decisions and attitudes of many residents.
4. There is an appetite to see more retail and social facilities in the development that are used by different demographics; this informal social infrastructure can also help support social integration.
5. There is a need to develop a long-term strategy for the provision of social infrastructure that meets the needs of the entire community, balancing activities that are best provided in a central hub and those that are most effective when more dispersed.
6. It is important to continue to support long-term council tenants and leaseholders, and to be aware of the stress and challenge to their wellbeing that the process of moving can bring.



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Background to the research

Section 1: Introduction

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 2029. Initial benchmarking research took place in 2015. In 2017-18 the research was repeated, and again in 2020, 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. 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 2020 research took place against the backdrop of the first six months of the COVID-19 pandemic. Interviews and survey work were carried out during the first lockdown from April to July 2020, and for the next three months as restrictions partially lifted over the summer.

This was a unique time, when pressures and stresses on residents were unprecedented. National data shows a decline in wellbeing and a rise in anxiety after March 2020.¹ It was a period when people spent more time in the neighbourhoods where they lived. Schools and colleges were closed and many people worked from home. Residents became dependant on the few facilities that were open and available, especially on what could be done outside. Experiences of home and neighbourhoods during this time are likely to have amplified many feelings about the area.

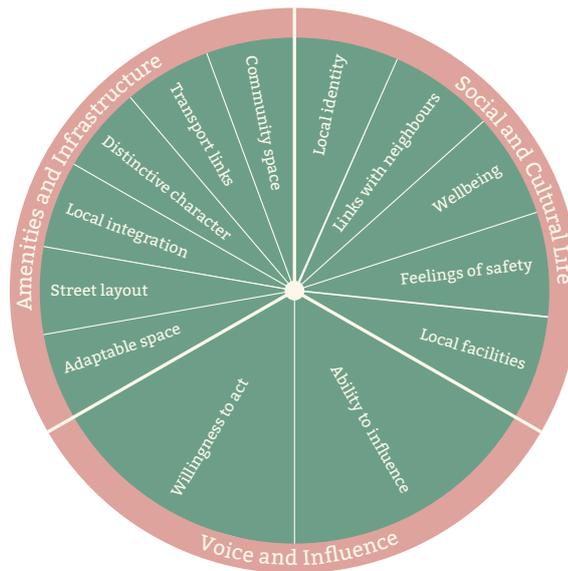
The social and health impacts of COVID-19 have affected residents in different ways. Many who were vulnerable because of their economic and social situation were not considered vulnerable in health terms; likewise, many who were vulnerable to the virus's impacts on health were socially and economically stable. The experience of the pandemic has heightened many fragilities within London's communities; the social and economic aftershock of the pandemic will be felt for a long time and will cast a shadow over life in the city's neighbourhoods for many years to come.

This assessment explores how the community and social relationships in South Acton supported people during the pandemic, and how local resilience helped people deal with difficulties. Understanding the impact of the pandemic on the local community is critical for Acton Gardens and other local agencies to enable them to provide the support and services that the community wants and needs over the next few years.

¹¹ ONS (2021) Coronavirus and the social impacts on behaviours during different lockdown periods, Great Britain: up to February 2021.
<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/articles/coronavirusandthesocialimpactsonbehavioursduringdifferentlockdownperiodsgreatbritain/uptofebbruary2021>

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.²

The Berkeley Group framework organises these factors into three dimensions: Social and Cultural Life; Voice and Influence, and Amenities and Social Infrastructure. Thirteen indicators are used to assess social sustainability within this framework.



The Berkeley Group social sustainability framework

1.1 The South Acton Estate in 2020

South Acton Estate is the largest estate in Ealing with over 2,000 homes. It is made up of a series of housing developments that are loosely connected to each other, 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. Between 2015 and 2019 the IMD score (an assessment of a combination of deprivation indicators) stayed stable in South Acton while improving slightly in some areas to the north and south.

² Berkeley Group (2012) Creating strong communities



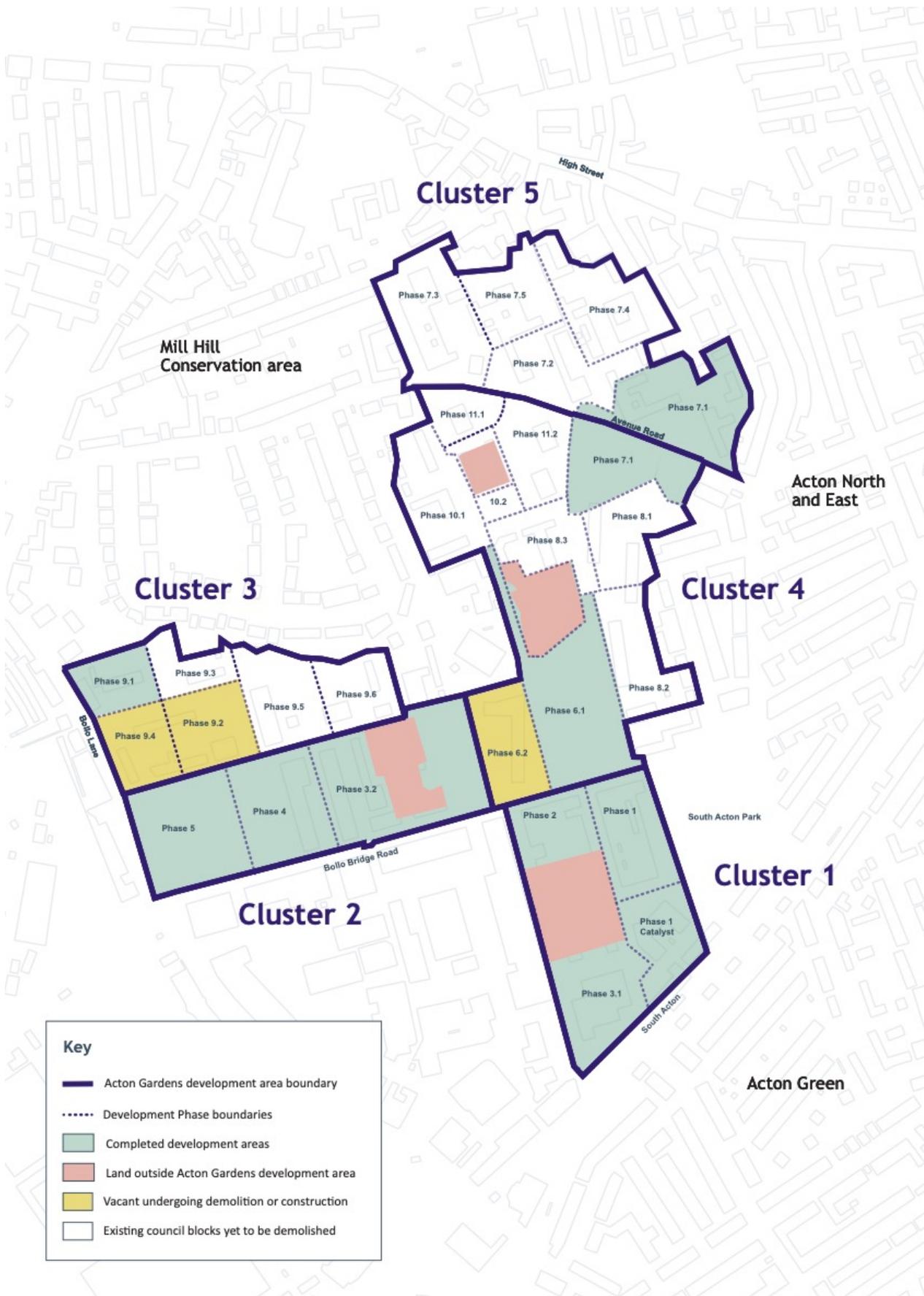
Index of multiple deprivation scores 2015 and 2019. Source: MHCLG³

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 254 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 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 revised 2018 masterplan increased the number of homes to 3,448. It proposes a higher density of development than the former scheme, including six buildings of 12 stories or more spread 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.

³ https://dclgapps.communities.gov.uk/imd/iod_index.html#

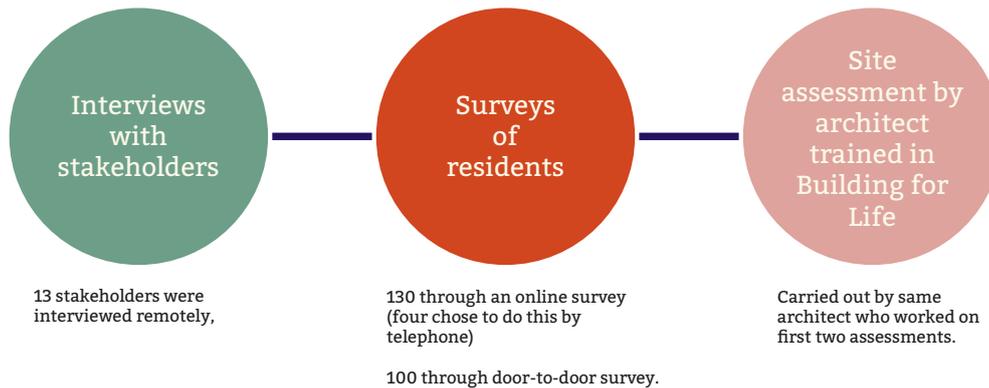


1.2 Research methods

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

- a residents survey, carried out online, over the telephone and face-to-face
- interviews with local organisations
- an independent site survey.

Methods were adapted to take account of COVID-19 restrictions, the need for social distancing and to keep participants, researchers and interviewers safe.



Research methods, third social sustainability assessment

2.1 Residents survey

It was clear when the survey started that it would not be possible to replicate the door-to-door survey method used in 2015 and 2018. Instead, a combination of different data gathering approaches was used.

- An **online survey**, replicating the questions that would have been used in the door-to-door survey, was disseminated to people living on Acton Gardens and the older South Acton Estate. The online survey went live on July 28th and closed on September 30th 2020. Residents were offered the option of completing the survey over the phone.
- 130 people replied to the online survey, four of these received the link to the online survey but took up the option to do the survey over the phone.
- People surveyed were given an incentive of £5, this incentive had not been offered in 2015 and 2017; offering it in 2020 acknowledged the extra burdens on everyday life at that time.
- Responses were encouraged through a newsletter and flyers. Texts were sent to residents by the housing providers. Ealing Council were unable to text their tenants and leaseholders so responses were skewed towards residents living in new homes managed by L&Q.
- A **door-to-door survey** was commissioned in September, targeting council properties where there was external access, enabling socially distanced interviewing. 100 people were interviewed in these properties.

In 2015 and 2018, the survey extended to three neighbouring areas. Although materials promoting the online survey was sent to these homes, only 30 surveys were completed. This is too few to analyse meaningfully, as the neighbouring areas have different characteristics and need to be understood individually.

The online survey and face-to-face questionnaire contained the same questions: about the regeneration programme; how people feel about their neighbourhood; perceptions of opportunities to influence or be involved in decision making; and questions about perceptions of and priorities for the regeneration programme. An additional set of questions exploring experiences of the pandemic and living through lockdown were asked. Several questions were added to the survey used in 2018 and some were removed, some because they were less useful, others because questions in the national data used for benchmarking have changed.

In previous years sampling was by tenure, and by small areas within the estate, (clusters), acknowledging the differences between older council-owned homes and new homes on Acton Gardens. This captured views and experiences across tenures, which can be used as a proxy for wider socio-economic circumstances, and the day-to-day life of people living in different parts of the estate.

However, the mixture of methods used in 2020 and the difficulties contacting council tenants meant that it was not possible to achieve the sample by cluster and tenure as in previous years. The result is that the 2020 data does not match the tenure profile of the estate: Ealing Council secure tenants are under-represented, because of difficulties contacting council tenants by text and because door-to-door interviewing was only possible in blocks where doors opened to the outside (to enable social distancing and for interviewers to keep a two metre distance from people being interviewed). People living in temporary housing are over-represented.

Materials used to publicise the survey

Acton Gardens 2020 Social Life study!

Social Life is back in South Acton to look at the impact the regeneration is having on residents and the local community.

Take part - tell us what it is like to live in the area and what you think the priorities should be for the estate and for the regeneration programme.

How do I take part?

Take the survey online www.southacton.savanta-surveys.com OR Call for free by phone 0800 304 7481

A voucher?

That's right! Every household who completes a questionnaire, by phone or online, will receive a £5 voucher.

Please note: We will only give one questionnaire per household. Vouchers will be limited to the first 500 households. Checks are in place to ensure this.

Who can participate?

All households on the estate and selected households from the neighbouring areas have been invited to take part.

This survey will find out residents' thoughts about improving the local area.

The questionnaire will take around 15 - 20 minutes to complete. This survey will close on 31st August.

Taking part is completely voluntary. You can select 'prefer not to say' for any question you do not wish to answer.

Acton Gardens LLP has commissioned research organisations, Social Life and Savanta ComRes, to carry out the study on their behalf.

For more information or questions:

About this survey:
Social Life
Email: hello@social-life.co

About the South Acton regeneration:
Acton Gardens Regeneration Team
Tel: 0300 456 9998
Email: yoursouthacton@lggroup.org.uk

For the 2015 & 2017 survey findings, visit: http://www.social-life.co/publication/acton_gardens_assessment_2/

For more about the regeneration plans, visit: www.youractongardens.co.uk

SOCIAL LIFE **Savanta ComRes** **L&Q** **COUNTRYSIDE** **ACTON GARDENS**

South Acton Estate/Acton Gardens								
	Total no. of residents	Housing Association Renter	Council tenant	Shared ownership/ Equity	Private (Leasehold, Freehold, Private rent)	Catalyst	Sheltered Housing	Temporary Accommodation
Online/phone								
Online target (at start of research)	350	60	83	27	123	34	14	9
Achieved	130	32	20	27	77	0	0	20
Difference	-220	-28	-63	0	-46	-34	-14	11
Face to face								
Face to face target	100	13	29	1	32	15	6	4
Achieved	100	23	19	0	40	1	0	0
Difference	0	10	-10	-1	8	-14	-6	-4
All methods								
Target (at start of research)	350	60	83	27	123	34	14	9
Achieved	230	55	39	27	117	1	0	20
Difference	-120	-5	-44	0	-6	-33	-14	11

Respondents by method and tenure, 2020

Sampling the survey

The multiple methods across the different tenure types, plus the imbalance in tenures among people interviewed, limit the amount of detailed analysis that can be carried out on the data.

In previous years analysis included difference between older and new properties, and between clusters and tenures. For this 2020 report it was only possible to analyse the data by difference between older and new properties.

2.2 Continuity between the 2018 and 2020 surveys

Interviewees were asked whether they had taken part in the 2018 survey. Five percent of people interviewed living on Acton Gardens or the South Acton Estate recalled having been interviewed before, 82% believed they had not been, 13% did not remember either way. The surveys did not collect the personal data needed to identify the residents interviewed in 2015 or 2018 which would enable tracking of any changes of views over time.

2.3 Interviews with local organisations

A number of contextual interviews with people living and working locally were carried out in April, May and June 2020. Like the contextual interviews conducted in the two earlier rounds, 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 on the telephone or online (using Zoom, Microsoft Teams or Google Hangouts). 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 and 2018 - indicated by an asterisk (*).

Thirteen contextual interviews were carried out with:

- The United Anglo Caribbean Society
- Bollo Road Youth Centre*
- Cultivate London*
- South Acton Community Centre/Manor House Development Trust (interviewed in June and in December 2020)
- Beverley Kellett, South Acton Children's Centre*
- Acton Parish, Church of England
- Independent residents advisor
- One ward councillor
- Four residents active in the community * (two interviewed previously)

2.4 Independent site survey

An independent site survey was carried out by Matter Architecture, under the supervision of Matter's Director Roland Karthaus. The practice carried out the same survey in 2015 and 2018. 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. Buildings that were empty because of the decant and demolition process were not assessed in the site survey.

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 move to other homes outside of the development.

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. At the time of the residents survey in 2018, 763 new homes (540 not including Catalyst homes) had been completed on Acton Gardens. By the time of the 2020 survey, 1,740 homes had been built in total.

Across the footprint of the South Acton Estate regeneration programme, the total number of homes on the estate grew. In 2015 there were 1,471 homes; in 2018 1,843 homes, and in summer 2020 there were 2,305 homes in total. The proportion of social housing tenants fell from 73% to 51% although the absolute number of social housing units increased by 95. Private ownership or renting increased, as did the number of people buying on shared ownership or equity.

Tenure breakdown, 2020							
	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*	626	491	169	421	604	2305	
Secure social rented housing (inc L&Q, Catalyst, Ealing)	352 (56%)	153 (31%)	114 (67%)	223 (53%)	323 (53%)	1165	51%
Shared owner-ship/equity	43 (7%)	83 (17%)	9 (5%)	21 (5%)	28 (5%)	178	8%
Private (leasehold /freehold, rent)	231 (37%)	225 (52%)	46 (27%)	146 (35%)	134 (22%)	812	35%
Sheltered housing	-	-	-	31 (7%)	59 (20%)	90	4%
Temporary council tenancies	-	-	-	-	60 (10%)	60	3%
Tenure breakdown, 2018							
	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	271 (50%)	71 (32%)	179 (81%)	273 (81%)	438 (82%)	1089	59%
Shared owner-ship/equity	42 (8%)	39 (17%)	-	-	-	81	4%
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 owner-ship/equity	19 (11%)	-	-	-	-	19	1%
Private (leasehold /freehold, rent)	80 (48%)	-	40 (16%)	158 (38%)	104 (16%)	382	26%

* Catalyst Housing blocks not included in 2015 survey

Tenure breakdown, all years (cluster areas are on map on p13)

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 to move into the new homes that are built.

In 2018 nearly two thirds (62%) of Ealing Council secure tenants had moved to new homes on Acton Gardens.⁴ The most recent estimate from Ealing Council is that 77% of council tenants whose former homes have been demolished have chosen to move to Acton Gardens, an increase on the previous figure.

3.1 Demographics of residents interviewed

The increase in home ownership and decline in the proportion of people in social housing has altered the demographics of the estate. Newly arrived homeowners are more likely to come from different socio-economic backgrounds than longstanding social housing tenants, and to have higher incomes.

The residents survey gives us a snapshot of the estate and who is living there, however because of the problems with sampling in 2020 it is difficult to use the data to infer the level of detail about the population that was possible with the 2018 and 2015 data.

Looking at the change in ethnicity of residents surveyed, it suggests that the proportion of white British residents has gradually increased over the three rounds of research, and the proportion of black African residents has decreased. Compared to 2018, a smaller proportion of residents surveyed in 2020 were on very low incomes (under £14,000) and a higher proportion were on high incomes (over £69,000). These suggest that the trends revealed in the last survey are continuing, with the area becoming more affluent and less diverse. However caution should be taken with the 2020 data because of the inconsistent sampling and methods.

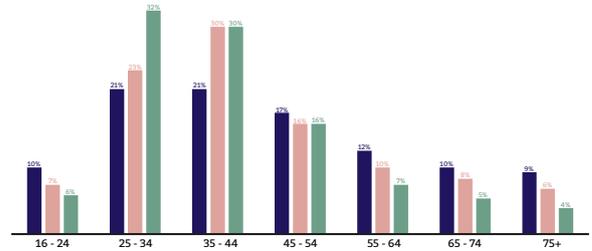
⁴ Tim Dixon, Nicola Bacon et al (2019) Measuring the Initial Social Sustainability Impacts of Estate Regeneration: A Case Study of Acton Gardens, London. *Journal of Sustainability Research*. 2019;1:e190002 https://sustainability.hapres.com/htmls/JSR_1012_Detail.html



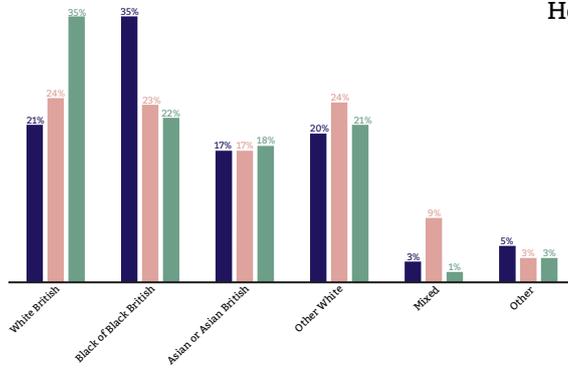
Gender



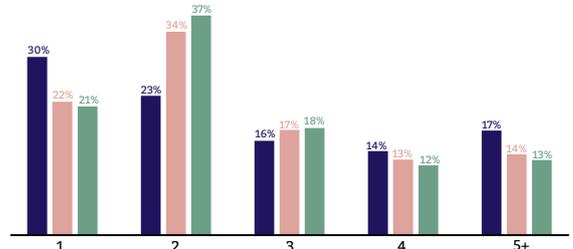
Age



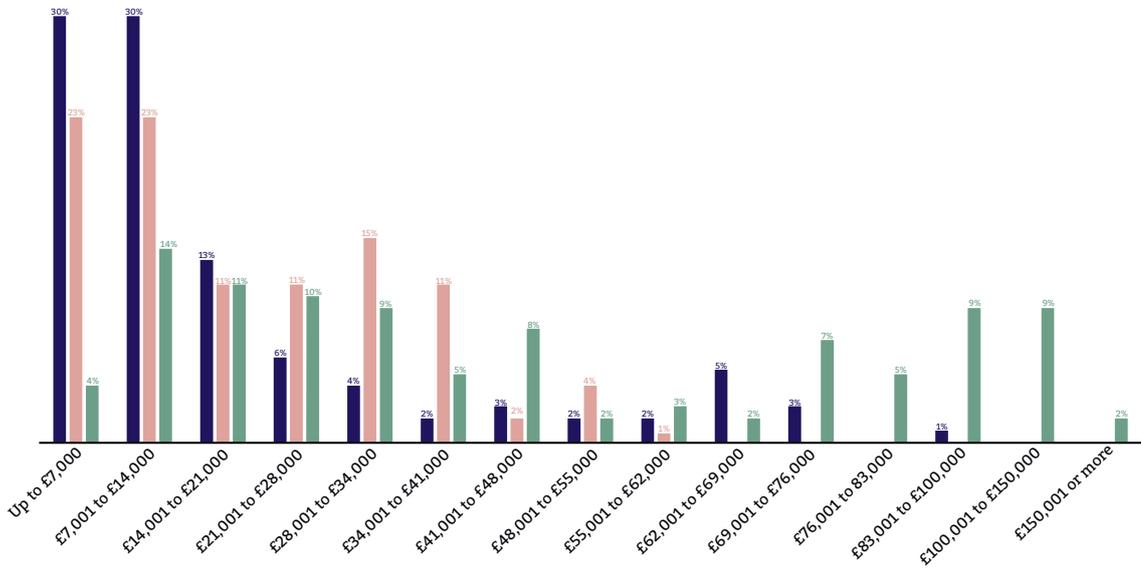
Ethnicity



How many people currently live in your household?



Annual income





rege

The research findings

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

This section describes how the views of residents who took part in the survey compare to people living in similar neighbourhoods, looking at the three dimensions of the social sustainability framework: Social and Cultural Life, Voice and Influence and Amenities and Social Infrastructure.

The research explored how the perspectives of people living in the older housing on the South Acton Estate and new homes in Acton Gardens 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 neighbourhoods⁵, and in wider contexts, including on regeneration schemes⁶. The approach measures quality of life, wellbeing and the strength of local communities in local areas.⁷

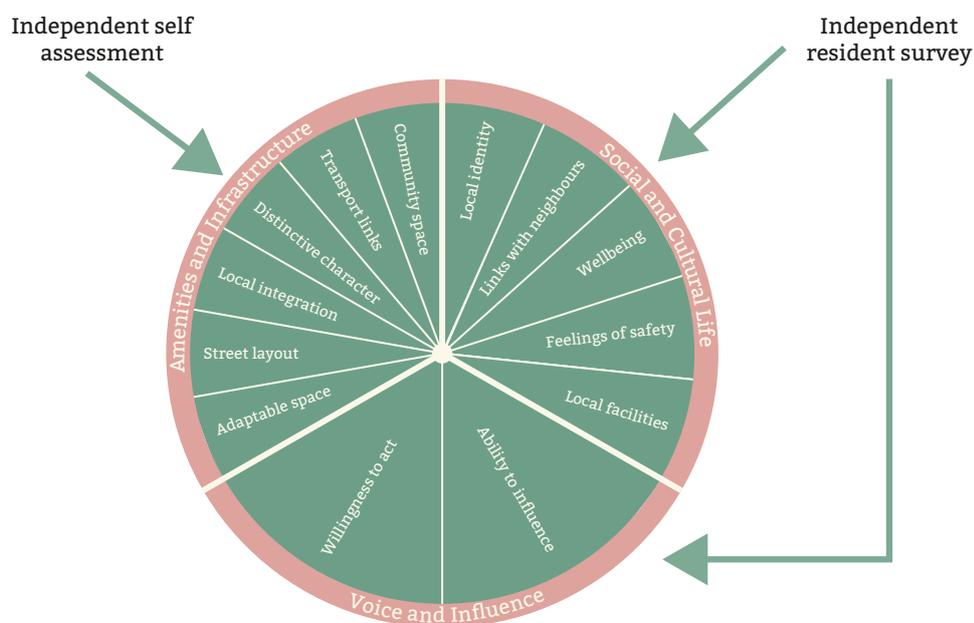
The assessment has two elements: first, comparing the results from the survey of households on the South Acton Estate and in Acton Gardens against the results of national surveys that ask the same questions; and secondly, assessing the results of the independent site survey using an adapted version of the Building for Life survey⁸. More about this approach is included in the Appendix.

⁵ Bacon, N. Caistor, L. (2015) Measuring social sustainability in Sutton. London: Social Life

⁶ Living on the Aylesbury Estate 2017
http://www.aylesburynow.london/web/uploads/files/content_54_1.pdf

⁷ Bacon, N. et al (2012) Creating strong communities: how to measure the social sustainability of new housing developments. London: The Berkeley Group

⁸ <http://www.designcouncil.org.uk/resources/guide/building-life-12-third-edition>



The Social Sustainability framework

The 2015 social sustainability assessment created a benchmark for the area. Subsequent assessments in 2018 and 2020 have assessed how the regeneration process has affected people over time, whether life in the neighbourhood is improving and the impact of changes in the built environment.

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 households⁹
- Community Life, an annual survey based on approximately 6,000 face-to-face interviews.¹⁰

National survey data is matched to responses from the residents survey, using the Office for National Statistics Output Area Classifications¹¹ (OACs) to identify the average responses for areas that share the same OAC profile. The average responses of people living in South Acton Estate and Acton Gardens can be compared to the average responses of people living in comparable areas.

Results of the household survey are subject to statistical testing and reported using a simple graphic. Responses that are significantly more positive than the benchmark are reported in green as being stronger than the average. Responses that are significantly less positive than the benchmark are reported in red as

⁹ www.understandingsociety.ac.uk

¹⁰ www.gov.uk/government/collections/community-life-survey

¹¹ for more information on area classifications see <https://www.ons.gov.uk/methodology/geography/geographicalproducts/areaclassifications/2011areaclassifications/abouttheareaclassifications>

being weaker than the average. Responses that are the same as the average, or that show statistically insignificant change, are reported in dark blue.

The local facilities indicator is not benchmarked against national survey results because there is no appropriate data for comparison. Instead it is compared to the results of Social Life's other assessments and to change over time.

Acton Gardens LLP intends to repeat this research survey at regular intervals over the coming years, using the findings to understand how changes are affecting residents' satisfaction with their lives and the area, and feelings about the neighbourhood.

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 others do 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 assessments over time.

For 2020, the results reflect the particular circumstances of summer 2020, showing the impact of the regeneration at a time when residents' attitudes to their neighbourhood and homes were affected by the experience of living through a pandemic.

South Acton Estate 2015



Acton Gardens 2015



South Acton Estate 2018



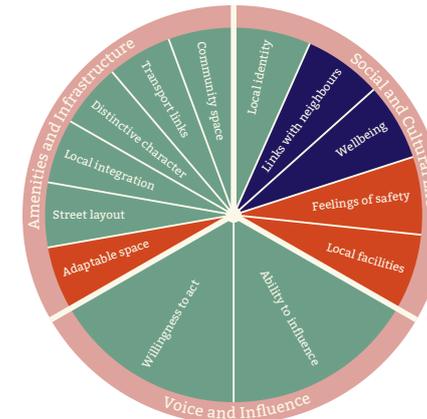
Acton Gardens 2018



South Acton Estate 2020



Acton Gardens 2020



Scoring explained:

-  Significantly better than comparable areas
-  Performs as expected (equal to comparable areas)
-  Significantly worse than comparable areas

4.4 Social and Cultural Life

In summer 2020, on both the older estate and in the new development, there were falls in indicators within the Social and Cultural Life dimension. For people on the older estate, wellbeing fell most sharply, from stronger to weaker than expected. In the new homes, feelings of safety declined, also from stronger to weaker than expected. In both areas, perceptions of local facilities also fell from stronger to weaker than expected.

On the new development there was a smaller decline in wellbeing and also in neighbourliness; on the older estate there was a smaller decline in safety.

In 2015 South Acton Estate received a more positive assessment than Acton Gardens for Social and Cultural Life. However by 2018 there had been an improvement in these scores for Acton Gardens, with local identity, links with neighbours indicators and feelings of safety scoring better than comparable areas. It appears that these improvements proved fragile in the face of the pandemic, while the more longstanding neighbourly relationships on the old estate continued to be an asset supporting residents.

4.5 Voice and Influence

Residents' sense of influence remained strong in 2020, as in 2018. In the new and older areas, willingness to act strengthened, from expected to stronger than expected. These indicators describe how residents feel about how they can influence local decision-making, and their willingness to work with other people locally to improve the neighbourhood.

This continues the trajectory from previous assessments of strengthening in the "ability to influence" indicator. These aspects of everyday life appear to have not been significantly impacted by the pandemic.

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 the public realm. For both areas, scores improved between 2018 and 2020.

Acton Gardens is given a positive assessment for five of the indicators - transport links, distinctive character, local integration, street layout and provision of community space.

South Acton Estate is given a positive assessment for two indicators, transport links and street layout. South Acton Estate's assessment for street layout has improved from weak to expected, the impact of demolition and rebuilding in disrupting routes and connections through the estate less than in the previous assessment.

Both Acton Gardens and South Acton Estate are given a low assessment for adaptable space.

4.7 Broader indicators

As well as the social sustainability indicators, data from questions on loneliness, isolation and financial wellbeing were compared to national data. These had not been asked in previous rounds of research.

Loneliness and isolation can be damaging aspects of everyday life, low scores suggest lower levels of neighbourly support. The survey found levels of isolation to be similar to comparable areas across the area. However, it is lower than in comparable areas among people living in the new development.

The survey also asked how well people felt they were managing financially. This question is often badly answered as people can be unwilling to discuss their financial position with strangers, however when asked over time it is a useful indicator of people's sense of financial security. In 2020, residents of the older South Acton Estate were more likely to report financial difficulties than in comparable areas, in the new development responses were as expected.

All benchmarked questions, all three rounds

	2020		2018		2015	
	New build	Estate	New build	Estate	New build	Estate
	Diff OACs					
Satisfaction with the local area as a place to live	8%	13%	26%	8%	13.8%	12%
Plan to remain a resident of this neighbourhood for a number of years	28%	13%	34%	28%	29%	33%
Belong to this neighbourhood	6%	22%	31%	6%	3%	28%
Friendships and associations with other people in my neighbourhood mean a lot to me	7%	30%	14%	7%	0%	31%
Can go to someone in my neighbourhood for advice	9%	36%	42%	9%	8%	37%
Can borrow things and exchange favours with neighbours	7%	15%	2%	7%	10%	8%
Regularly stop and talk with people in the neighbourhood	-2%	21%	13%	-2%	-12%	21%
Willing to work with others on something to improve the neighbourhood	17%	5%	13%	17%	-4%	14%
This local area is a place where people from different backgrounds get on well together	0%	11%	17%	0%	4%	9%
Think of self as similar to others in this neighbourhood	9%	26%	52%	9%		
Feel safe walking alone after dark	-11%	0%	21%	-11%	31%	17%
Worry about the possibility that might be the victim of crime	-11%	2%				
Feel can influence decisions affecting your local area	21%	20%	25%	21%	-10%	8%
Feel it is important to feel that can influence decisions in your local area	16%	-3%	3%	16%	14%	0%
People in this neighbourhood pull together to improve the neighbourhood	22%	19%	50%	22%	24%	29%
Are managing financially these days	4%	-34%				
Have been feeling reasonably happy, all things considered	-13%	-13%	6%	-13%	12%	5%
Satisfied with quality of life	7%	-20%	19%	7%	28%	21%
Feel that are playing a useful part in things	-5%	-18%	14%	-5%	11%	5%
Feel isolated from others	-4%	-7%				
Feel I lonely often	10%	0%				

NOTES: OAC is Output Area Classification, an ONS classification of small areas.¹² Dark blue indicates that data not available. Off-white indicates score is not statistically significant.

¹² For more information go to <https://www.ons.gov.uk/methodology/geography/geographicalproducts/areaclassifications/2011areaclassifications>

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 to date.

This section is based on the results of the residents 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:

- 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.

The limitations of the 2020 data mean that this analysis is less detailed than in 2018 or 2015. This section highlights issues where the data indicates clear patterns and describes these as trends rather than giving precise data. The full data tables are in appendix 3.

Key findings

- A clear majority of interviewees think that the regeneration is successful in improving the quality of life of residents, and overall, residents feel informed about the regeneration project.
- However, residents living in the older estate are less likely to perceive that regeneration is improving quality of life than residents living in the new homes, and the percentage reporting “overall positive” feelings about the impact of the regeneration on quality of life has fallen since 2018.
- When asked what aspects of the regeneration are most important, residents placed higher importance on the quality of open spaces, improving housing quality, improving safety and the affordability of housing than in 2018.
- People living on the older estate prioritised housing affordability and housing quality as their two top priorities within the regeneration plans. People living in new developments prioritised improving the quality of open spaces and safety.
- These priorities in many ways reflect the needs of the community during the pandemic, reflecting the way that home, outside space, and personal finances all became more important after March.

- Support is still strong for regeneration, however it may have weakened somewhat since 2018 with more residents voicing reservations. The most common reservations were around the lack of facilities, followed by the impact of other developments or increased density, and affordability.
- Residents' perceptions of what contributes to their quality of life in the local area reflect experiences of the pandemic - in 2020 there was a greater focus on green spaces and local facilities and shops, and housing.
- Local shops, green space, open space and sports facilities were the top three improvements or new facilities that residents wish to see. These were relatively future high priorities in previous years, but are more strongly prioritised in 2020. These also reflect the impact of living with lockdown and social distancing. These priorities were similar for people living in the older estate and in new housing.

5.1 Knowledge of the regeneration and sense of influence

Questions asked in the survey

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

Overall, a strong majority of respondents said they felt that the regeneration is improving quality of life, however this had fallen slightly from 2018. Fewer residents living in in the older estate felt the regeneration was succeeding in this.

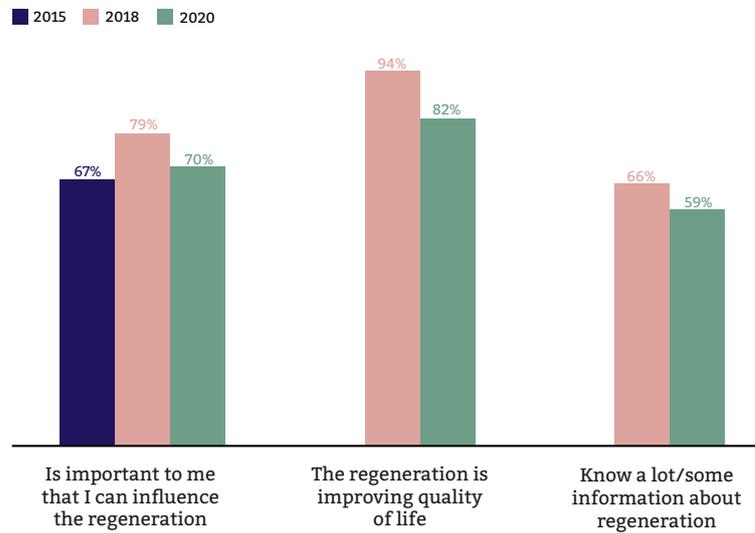
Knowledge about regeneration plans was similar to the level of knowledge in 2018, although residents surveyed were more polarised than in the previous survey. More felt that they knew “a lot”, and more felt that they knew “nothing” in 2020, compared to 2018.

Slightly more residents in new properties felt they knew about regeneration plans, though this difference was not substantial. Residents in the new development were more likely to think that the development was improving quality of life than people living on the older estate.

More residents felt it was very important to influence the regeneration in 2020 than in 2018, fewer felt it was quite important.

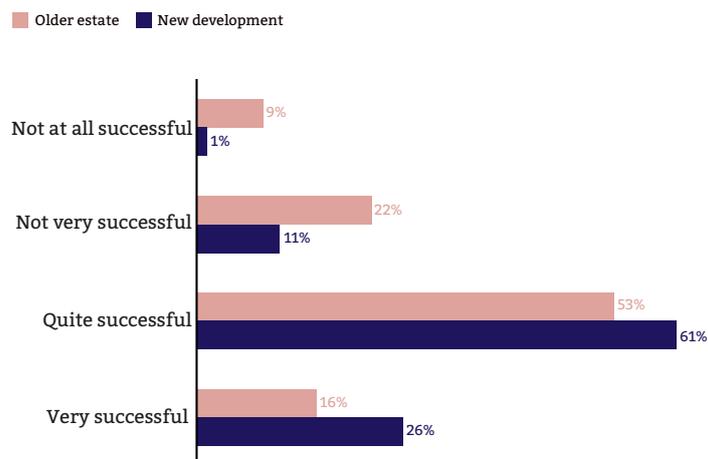
The majority living on the South Acton Estate said they have received the Acton Gardens quarterly newsletter, this is comparable to previous years. Fewer residents in 2020 reported that they had read it. Slightly fewer residents reported attending meetings in the past 12 months than in 2018.

Regeneration indicators by year



N=198-229 2020, N=316-348 2018, N=251 2015

How successful is the South Acton Estate regeneration in improving residents quality of life? New development vs old estate, 2020



N=198

5.2 How do people feel about the regeneration plans?

Questions

1. What aspects of the regeneration project are most important to you?
2. Which facilities and services would you most like to see at Acton Gardens?
3. From what you know about the regeneration plans, what do you think about them?
4. Overall, what three factors about living in this neighbourhood contribute most to your quality of life?

What aspects of the regeneration project are most important to residents

There are some differences in residents' priorities for the regeneration since the last survey. In 2020 the top four top priorities (in order, most important first) were improving the quality of open spaces, improving housing quality, improving safety and affordability of housing. In 2018 the comparable list was improving housing quality, availability of new housing and community safety, and improving the quality of open spaces. Housing mix and the availability of new housing were far lower priorities in 2020 than in previous years.

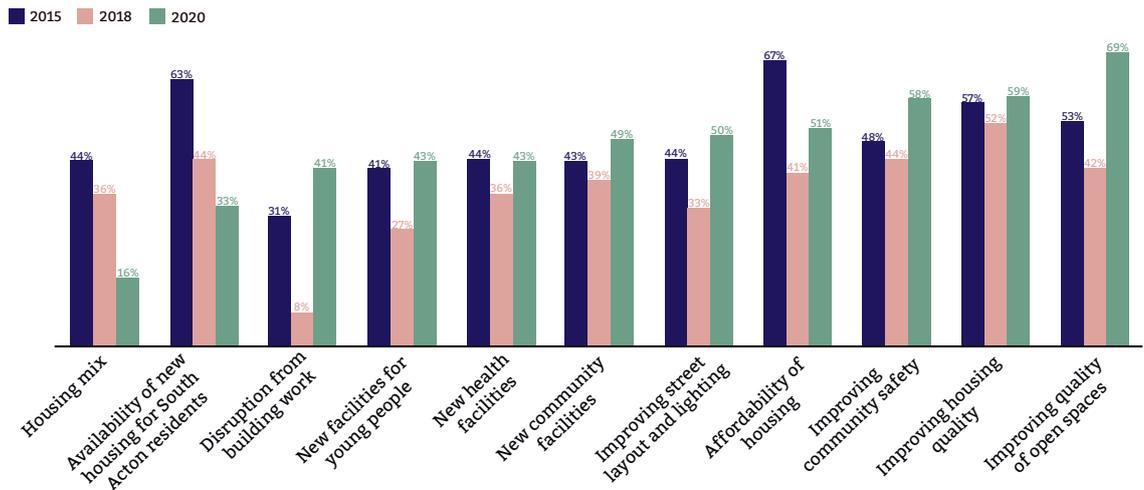
This in many ways reflect the needs of the community during the pandemic, reflecting how home, outside space, and personal finances all became more important.

People living on the older estate were more likely to prioritise housing affordability and housing quality, these were the two most frequently mentioned issues for this group. People living in new developments were more likely to prioritise improving the quality of open spaces and community safety.

Perceptions of what is needed in the future

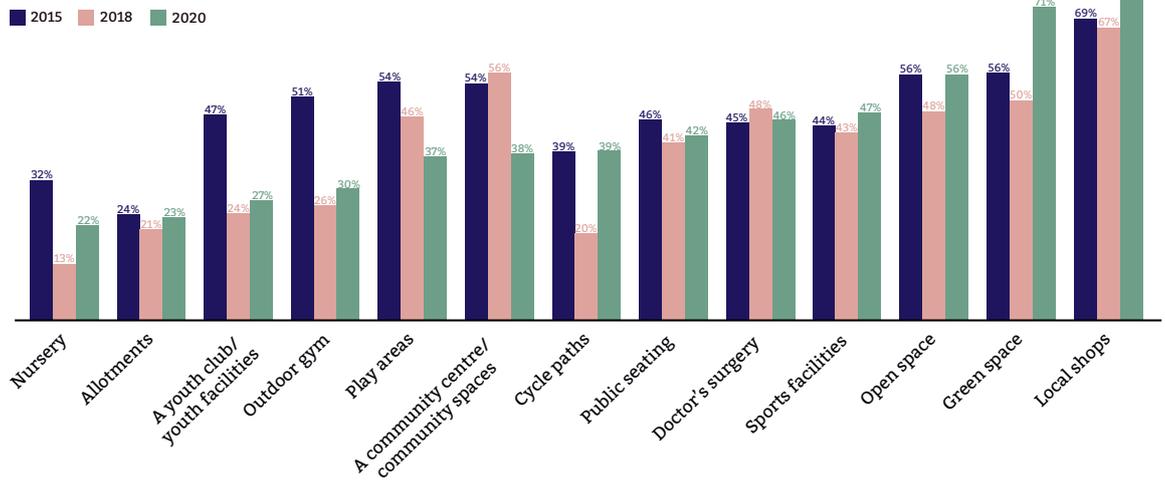
Local shops, green space, open space and sports facilities were the top three issues mentioned by residents as future priorities. These were high priorities in previous years, but higher in 2020. This reflects the realities of lockdown and social distancing. The priorities were similar for people living in the older estate and in new housing.

What aspects of the regeneration project are most important, by year



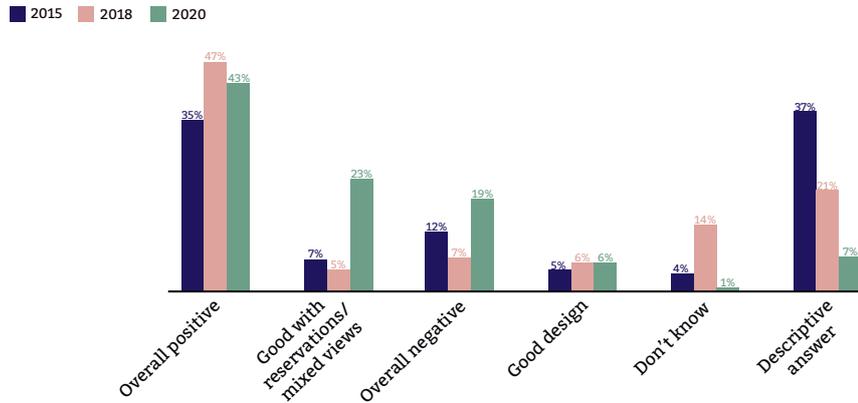
N=232 2020, N=353 2018, N=293 2015

Which facilities and services would you most like to see at Acton Gardens? By year



N=232 2020, N=353 2018, N=293 2015

Views about the regeneration plans by year

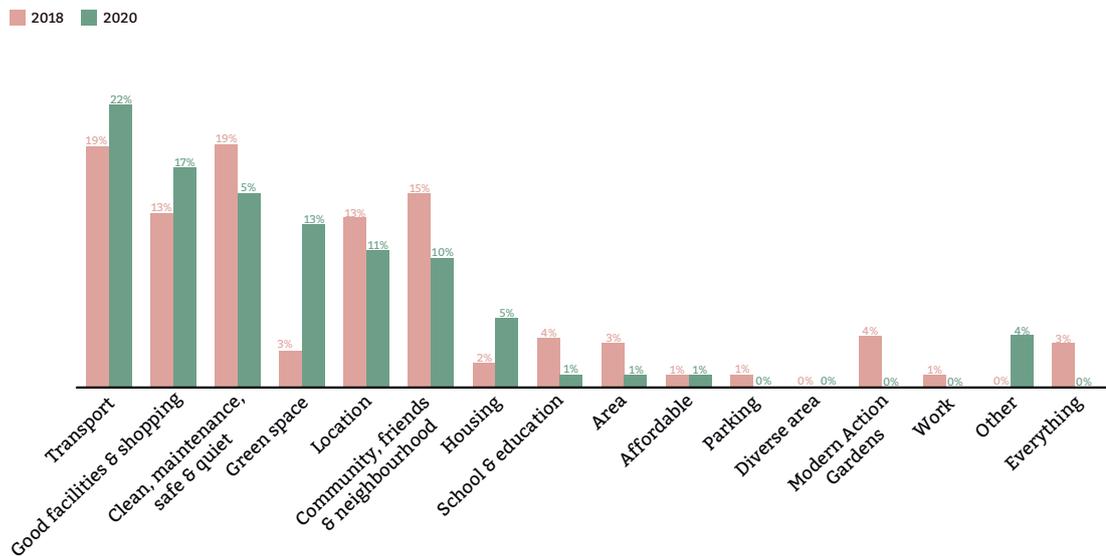


N= 219 2020, N= 280 2018, N=266 2015

The survey results suggest that support for the regeneration is still high but has possibly weakened. Fewer people gave views that were “overall positive”, more voiced “reservations” in 2020 than in 2018. Similarly, more responses were “overall negative” in 2020 than in 2018. Caution should be taken with this data as this was an open question, so residents were able to state their own priorities rather than responding to a list of options. The way that this sort of question is answered in an online survey may be different to the way that the question is answered in a door-to-door survey - the online survey gave people more time to consider their responses and to be more nuanced in their views. This may explain the decline in numbers of “descriptive answers”, and people answering “don’t know”.

Responses were analysed to understand the reservations or the negative aspects of the mixed feelings that were articulated in survey responses. Worries about the lack of facilities (from children’s play areas to parking) were the main reservation, followed by the impact of other developments or increased density, and affordability.

What three factors about living in the neighbourhood contribute to your quality of life? By year



N=525 2020; N= 889 2018 (number of individual responses)

Some of the changes in the aspects of life on Acton Gardens that are seen to contribute to quality of life reflect residents’ experiences of the pandemic - a greater focus on green spaces and local facilities and shops could be associated with people spending more time in their homes and in the local area. The increased importance of housing may mirror this as well. However the increase in the value put on transport (and most responses focused on public transport) reflects different priorities, possibly picking up on longer term trends. Similarly, the decreasing value placed on community, friends and neighbours could reflect dissatisfaction with this aspect of local life during the pandemic, or a longer term weakening of the importance of local ties.

5.3 Stakeholder views: Regeneration

Stakeholders who commented on the design and landscaping of the new homes were generally positive. One described walking to the south of the area: “It’s a nice feeling. Fair enough, where they live it’s got nice apartments. You know what, I could actually live there.” Another spoke of how he felt “the area development and flats are built to high standard. [However] there are ongoing maintenance issues across the board, in both social rented and private flats ... I feel it’s a tenure blind development.”

Stakeholders voiced some concerns about the impact of home moves on council tenant’s and leaseholders particularly when this increases housing costs “there’s a feeling they’re being asked to pay more for less”. Stakeholders emphasised the need to continue to recognise the stress that demolition and decanting can cause. “No matter how involved you are...it’s still a big concern to lose your home.”

It was reported by stakeholders that in the early days the key issue for council tenants moving was the shift from being a council tenant to a housing association tenant. Now, while this is still a concern, affordability has become the key problem, particularly for people on in-work benefits, reflecting wider financial pressures on residents’ lives.

Some concerns were voiced both by residents across tenure, and stakeholders, about the impact of other developments and how this will affect density and pressure on facilities and services, particularly on shops. The TfL scheme on Bollo Lane was mentioned within these comments. One stakeholder described how some new residents are unhappy with increased density: “they’ve moved into a scheme which densified the area but now object to more area densification”.

Some annoyance was voiced by stakeholders, mirroring concerns of some residents, about the process of deciding where and how the youth centre was built - and how this was seen to be led by design and savings considerations.

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, sense of belonging, wellbeing and feelings of safety. It also explores 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:

- 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.

The limitations of the 2020 data mean that this analysis is less detailed than in 2018 or 2015. This section highlights issues where the data indicates clear patterns and describes these as trends rather than giving precise data. The full data tables are in appendix 3.

Key findings

- In 2020 the people surveyed reported weaker relationships with their neighbours than in earlier years. This was stronger among people living in the new development than in the older estate.
- The two neighbourliness indicators that declined the most - being able to access help and advice locally and stopping and talking with people in the neighbourhood - have particular relevance for a time when people are more dependent on their neighbours and on local social contact.
- Perceptions of how well people from different backgrounds get on fell less than neighbourliness scores.
- Stakeholders report that people from different tenures are not mixing, however there is increasing neighbourliness among new residents.
- Belonging responses were less positive in 2020 than in previous years. Belonging was higher among people who lived in the older estate.
- More people report feeling unsafe, this may be linked to the disruption of regeneration. Stakeholders report that crime is not a major concern and is less than before the regeneration began.
- All measures of wellbeing fell notably from 2020 to 2018. This was especially marked for life satisfaction, recognised as an important and powerful indicator of individual wellbeing. This mirrors national trends

during the pandemic. Life satisfaction was slightly higher among people responding to the survey who lived on the new development.

- Managing financially is a greater concern for people living in the older estate than in the new development.
- Loneliness is more of a problem for residents on the older estate than in the new development.
- Satisfaction with facilities fell, particularly for sports and leisure and health facilities. People living on the older estate were more likely to be satisfied with childcare, health facilities, facilities for socialising and sports and leisure facilities than those living in the new homes.
- More people reported that their child had a safe place outside to play. People living in the new development were more satisfied with this than those in the older estate.
- The new Acton Gardens Community Centre is seen as becoming established in the area and developing its activities. There are some concerns about affordability of facilities.
- The Bollo Bridge Youth Centre is settling into its new building, although concerns about its location are voiced both by those who are suspicious of the disturbance the young people are causing, and those who want the centre to provide the best support to the young people who use it.
- There is a wish for more retail and social spaces and a fear that without these, the area may become sterile and featureless.

6.1 Links with neighbours

Questions:

- If I needed advice I could go to someone in my neighbourhood
- I borrow things and exchange favours with my neighbours
- I regularly stop and talk with people in my neighbourhood
- Friendships in my neighbourhood mean a lot to me
- People from different backgrounds get on well
- Residents in this local area respect ethnic differences between people
- Do you agree or disagree that you are similar to the people that live in this neighbourhood.

Neighbourliness

In 2020 the people who took part in the survey reported weaker relationships with their neighbours than in earlier years. In the 2018 assessments, the relationships people had with their neighbours was higher than across comparable areas.

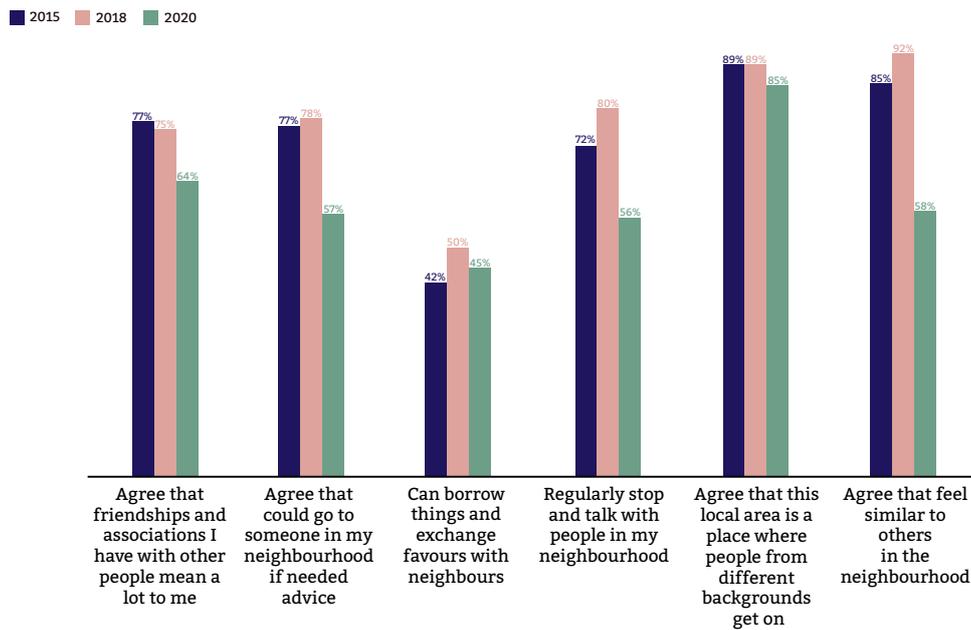
The two neighbourliness indicators that declined the most - feeling it is possible to go to someone in the neighbourhood for help and advice, and regularly

stopping and talking with people in the neighbourhood - are both ones that may have been particularly impacted by the pandemic. Both have particular relevance for a time when people became more dependent on their neighbours and on local social contact.

Perceptions of how well people from different backgrounds get on fell slightly, however given the data limitations this is not significant. There was however a fall in the numbers saying they felt similar to others in their neighbourhood.

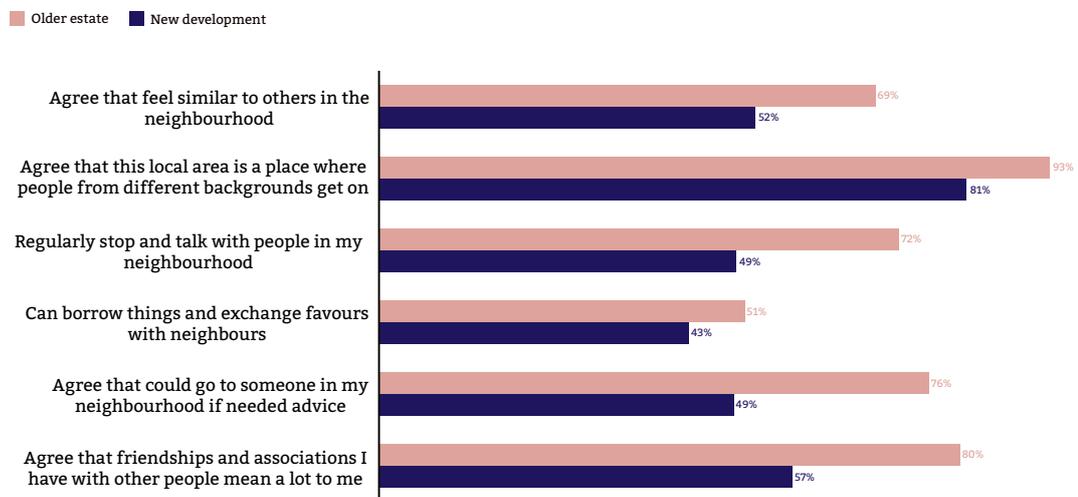
People living in the older estate were more likely to agree positively with the statements about neighbourliness and local social relationships than people living in the new development.

Neighbourliness indicators by year



N= 227-230 2020, N=349-353 2018, N = 274-288 2015

Neighbourliness indicators by new development vs older estate, 2020



N=215-229

Stakeholder views

Neighbourliness

Stakeholders report that neighbourliness is still strong among longer term residents although some voiced fears that this is being diluted by regeneration as people move within the estate, new residents move in, and others leave the area. Some council tenants have moved into new homes near to people they previously lived close to - an option to ask for this was included in rehousing documents - however this was not possible for all who requested this, often because of the particular needs of individual households.

New residents are believed to be developing social relationships, stakeholders noted how there is a growing community among new residents, with new email groups and Facebook groups like Acton Notebook emerging. However, most older and newer residents are believed to be engaged in different social networks.

Stakeholders spoke of how the design of the older blocks was more effective at enabling neighbourliness, that it is easier to walk into old blocks, to stand in balconies and chat. New blocks were described as more anonymous, without windows facing towards the stairwells, few “collision spaces” and fewer children playing outside.

Relationships between different groups

The area continues to be described as a tolerant community - and its diversity is noted as a positive feature. Stakeholders described “no big issues of racism or social tensions”, however regeneration and the closure of well-established community facilities are seen to have weakened social ties. The nature of diversity has changed over past decades. Stakeholders described how the large community of residents from Caribbean backgrounds has shrunk as many moved away from the estate, and how the strong East African, primarily Somali, community has become a distinctive feature of the area. The Somali community was seen as having its own structures and networks, but not divided by historic tensions in the way that has happened in other areas of London. Some stakeholders questioned whether services are reaching the Somali community and whether new homes are big enough to accommodate their extended families.

Stakeholders described little mixing between tenures, apart from in parks and between children and their parents and carers. It was felt there were few opportunities for different tenures to come together, and a sense of different activities being attended by different groups. This was seen to reflect different interests and class backgrounds - an example was given of how, at the community centre, children’s ballet attracts white middle class families whereas hip hop attracts a different group from the estate. Stakeholders described how ethnicity and class are often entwined within the new and older communities.

Although it was felt that differences between social and privately owned homes are not noticeable, there are some concerns among some stakeholders, and longer-standing council tenants and leaseholders, about the attitudes of some people moving into the new developments towards the older estate. These include fears that new residents are using the area as “dormitories”, leaving South Acton to work and socialise and only returning to sleep, and how new

residents may not be used to the realities of living in high density blocks. One stakeholder reported “I think it’s about living close together and living in tower blocks. We’re used to it but other people moving here might not be used to this kind of living arrangement.” Another stakeholder noted how these complaints make the divide more visible between new and more longstanding residents.

Some of these issues came to a head in 2019 in the reaction to the Bollo Bridge Youth Centre’s move to their new building in the heart of the new development. There have been some tensions and misunderstanding between the youth centre and residents, which led to a campaign being set up to close the youth centre in this location. Some stakeholders and residents claimed that these residents had failed to see the value of the youth centre as a support for local young people.

Overall, young people were seen as having limited options to benefit from regeneration. Many fear they will not be able to stay on the estate independently in the future because of the cost of housing.

Changes of demographics are inevitably causing some tensions, it was reported that in the past there were tensions between the South Acton Estate and the wealthier areas south of the railway. One stakeholder described how in the past the railway was called the “Berlin Wall”, because of the way it separated communities, and how the estate was known as “soapsuds island” because of the big laundries in the area. One impact of the redevelopment has been to blur the boundary between the social housing estate and the affluent area, redrawing existing socio-economic boundaries. Stakeholders report that the estate is now used more by people from surrounding areas.

The 2018 assessment highlighted 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. This largely still holds true, although resident-led initiatives, from Facebook groups to the Mutual Aid Group possibly indicate an increasing appetite for activities that bring people across tenures and social backgrounds.

6.3 Local identity and belonging

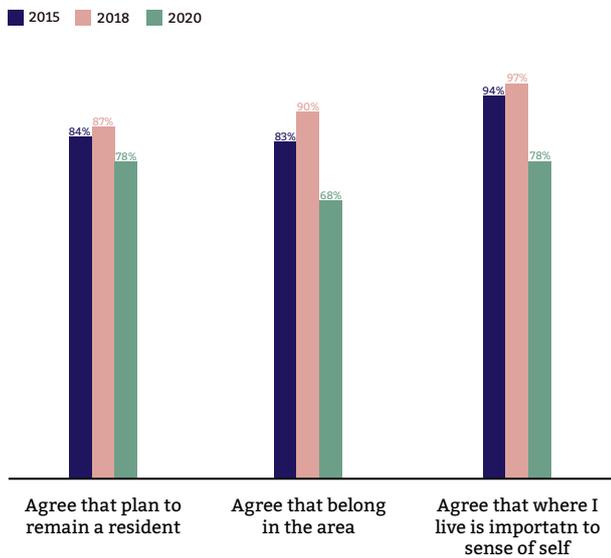
Questions

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

The three belonging questions had less positive responses in 2020 than in previous years. These scores had risen between 2015 and 2018, however this trend was reversed.

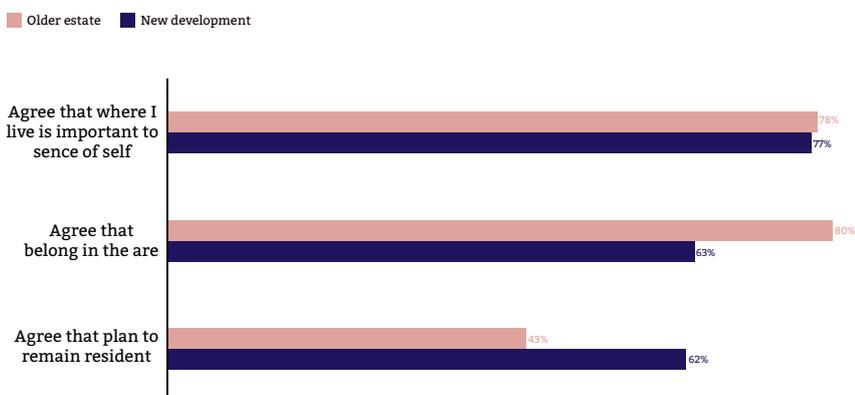
Belonging was higher among people who lived in the older estate, however more people in the new development intended to remain resident for a number of years. This group includes more people newly arrived in the area.

Belonging indicators, by year



N= 216-228 2020, N=349-352 2018, N = 274-288 2015

Belonging indicators, new development vs older estate, 2020



N=214-226

Stakeholder views

Stakeholders report a strong sense of belonging in the older estate, noting that this often relates to particular parts of the estate. The Redbricks area of the estate to the north has a different and more complex design, and was described as a more closed community which separated from the south part of the estate some decades ago. It is seen now as having more social problems, particularly rough sleeping and anti-social behaviour, and regeneration is dispersing residents into surrounding areas.

One resident described how the Redbricks community in the old day was “black and white - white British and black Caribbean”. Today it’s very multicultural. “Today it’s a bit of everybody. Europeans, Somalians, Black British, huge mix of people”. People living in the area may be more likely to socialise and shop on the High Street than to go towards the south of the development and may be unwilling to move to the south. The rephrasing of redevelopment to provide new homes in the Redbricks area was welcomed.

Stakeholders gave descriptions of a past that was more sociable and lively. One stakeholder described how these used to bring together the Irish, Caribbean and English residents. “The area had a great party scene and atmosphere”. Some stakeholders report a sense that the area is becoming more dull and sanitised. However one commented “when I go deep down into South Acton in new places, [sense of community] is starting to grow in Acton Gardens but taken away from Redbricks. I see children playing. The atmosphere is there.”

Some longstanding residents describe themselves as “the originals”. The Acton Gardens name is reported to be becoming more used, but that the area is mainly still called the South Acton Estate.

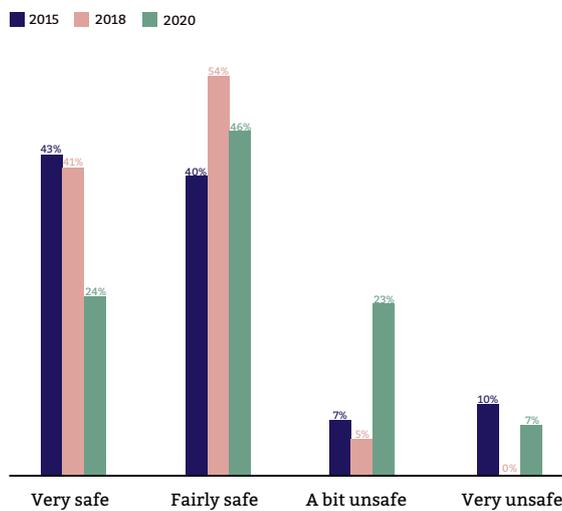
6.3 Feelings of safety

Questions

1. How safe do you feel walking alone in this area after dark?
2. Are you worried about being a victim of crime?

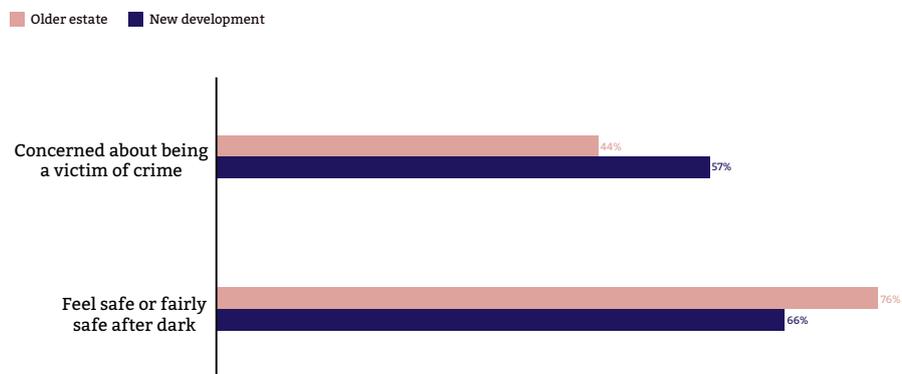
Two questions asked in previous assessments - perceptions of feeling safe in the day, and how crime in the local area compares to the country as a whole - were removed from the most recent Understanding Society Survey so were not asked. A new question - asking about concern about being the victim of crime - was added to the survey.

Perceptions of safety after dark, by year



N= 234 2020, N=3513 2018, N = 242 2015

Perceptions of safety after dark, new development vs older estate, 2020



N=222

Feelings of safety at night were somewhat lower in 2020. This reverses the improvement in perceptions of safety from 2015 to 2018. Perceptions of safety may be linked to the physical disruption of development and the number of hoardings and barriers that create places that may feel unsafe. Of the people who took part in the survey, those living in the new homes were more likely to be concerned about crime than people from the older estate.

Stakeholders did not see crime as a major issue, although they noted there are some issues and that problems of anti-social behaviour are reported on the Acton Gardens Facebook Group. Rough sleeping, drug dealing and fly-tipping are reported to still be an issue, particularly in the Redbricks area of the estate.

There was consensus that there is some crime but that it is not significant, that it comes and goes and that youth issues and anti-social behaviour have declined over time. Stakeholders voiced fewer concerns about safety than in 2018. This contrasts with increased fears of crime and concerns about safety expressed by residents who took part in the survey.

6.4 Wellbeing and satisfaction

Questions

1. Have you recently felt that you were playing a useful part in things?
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?
5. How well would you say you yourself were managing financially these days?
6. How often do you feel lonely?
7. How often do you feel isolated from others?

All measures of wellbeing fell notably from 2020 to 2018. This was especially marked for life satisfaction, recognised as an important and powerful indicator of individual wellbeing.¹³ Life satisfaction was slightly higher among people responding to the survey who lived on the new development. Wellbeing will undoubtedly have been challenged by the experience of living through the pandemic. Personal wellbeing nationally also fell since March 2020, though ONS data shows that the fall has plateaued since late 2020.¹⁴

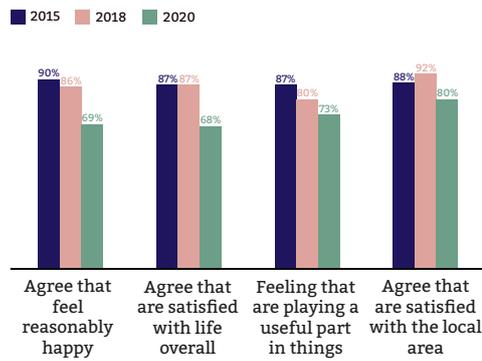
¹³ Paul Dolan, Richard Layard and Robert Metcalfe (2011) *Measuring Subjective Wellbeing for Public Policy: Recommendations on Measures*. Special Paper No. 23 March 2011. London: London School of Economics Centre for Economic Performance

¹⁴ For more information go to <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/conditionsanddiseases/articles/coronaviruscovid19/latestinsights>

Satisfaction with the local area fell, but not as starkly as for other wellbeing indicators. There was no difference between the views of people living on the old estate, and people living in new homes.

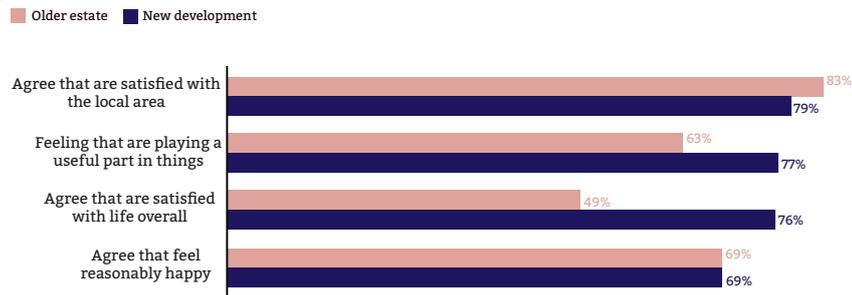
The survey asked how people felt they were managing financially. This was not asked in previous years. More people living in the older estate reported they were finding it very or quite difficult; considerably more residents living in the new development reported that they feel they are “living comfortably”.

Wellbeing indicators, by year



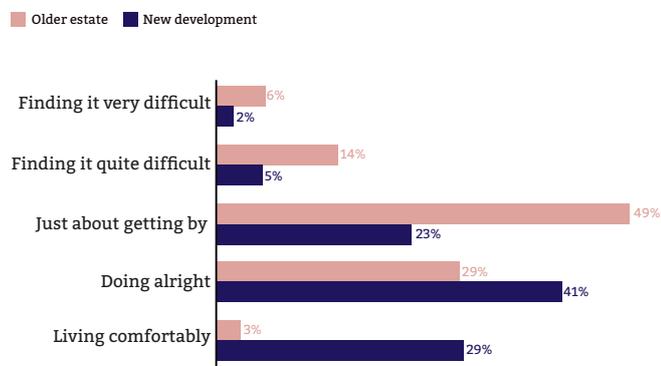
N= 203-225 2020, N=337-252 2018, N = 274-286 2015

Wellbeing indicators, new development vs older estate, 2020



N=201-223

Perceptions of managing financially, new development vs older estate, 2020

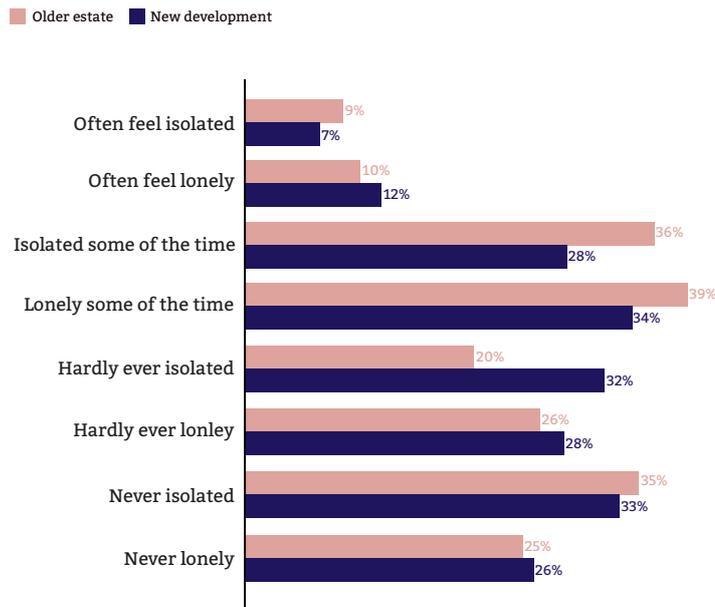


N=218

Loneliness and isolation

These questions were new for this year. People living on the older estate were slightly more likely to report feeling lonely, however the responses to questions about isolation were similar for the two groups.

How often feel lonely or isolated, new development vs older estate, 2020



N=220 lonely, N=218 isolated

Stakeholder perceptions: wellbeing

The design of new buildings is reported to be limiting social interactions. Parks and playgrounds are seen as spaces for families with young children, not other groups. One resident spoke of having a neighbour four flats away who she has not seen in four years. One stakeholder said **“it just feels wrong. Not homely.”**

Stakeholders identified the issues that undermine wellbeing are affordability and financial worries, the stress of the decanting process and overcrowding, lack of parking, and the loss of support services through austerity. Residents placed in temporary tenancies by Ealing Council were recognized as facing particular difficulties. It was noted that the closure of the Community Centre to residents (apart from essential services like food distribution) and the absence of other services during lockdown have left some residents more isolated and less supported than usual - particularly those who did not want to, or who did not feel able to take part in online activities - putting additional strains on wellbeing.

There was consensus that temporary tenants tend to get left out of services, and that they often struggle to access the support they need.

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

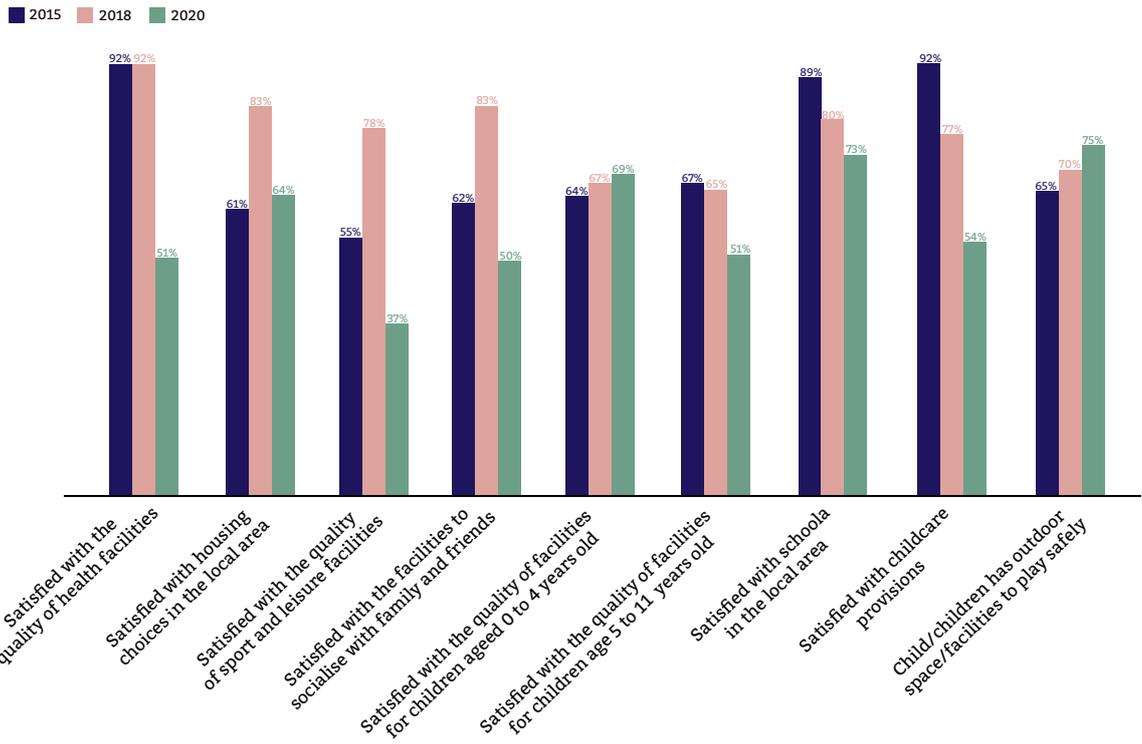
1. How satisfied are you with the quality of health facilities in your local area?
2. How satisfied are you with the housing choices in the local area?
3. How satisfied are you with the quality of sport and leisure facilities in your local area?
4. How satisfied are you with the facilities in your local area to socialise with friends and family?
5. How satisfied are you with schools in the local area?
6. How satisfied are you with childcare provision?
7. Does your child/do your children have an outdoor space or facilities where they can play safely?
8. How satisfied are you with the quality of facilities for children and young people in your local area?

Satisfaction with facilities fell for almost the questions asked. The two biggest falls in satisfaction were for sports and leisure facilities, and health facilities. The exception was satisfaction with facilities for children age four and under.

More people reported that their child had a safe place outside to play and people living in the new development were more satisfied with their children having an outdoor space or facilities to play safely. People living on the older estate were more likely to be satisfied with childcare provision, health facilities and sports and leisure facilities.

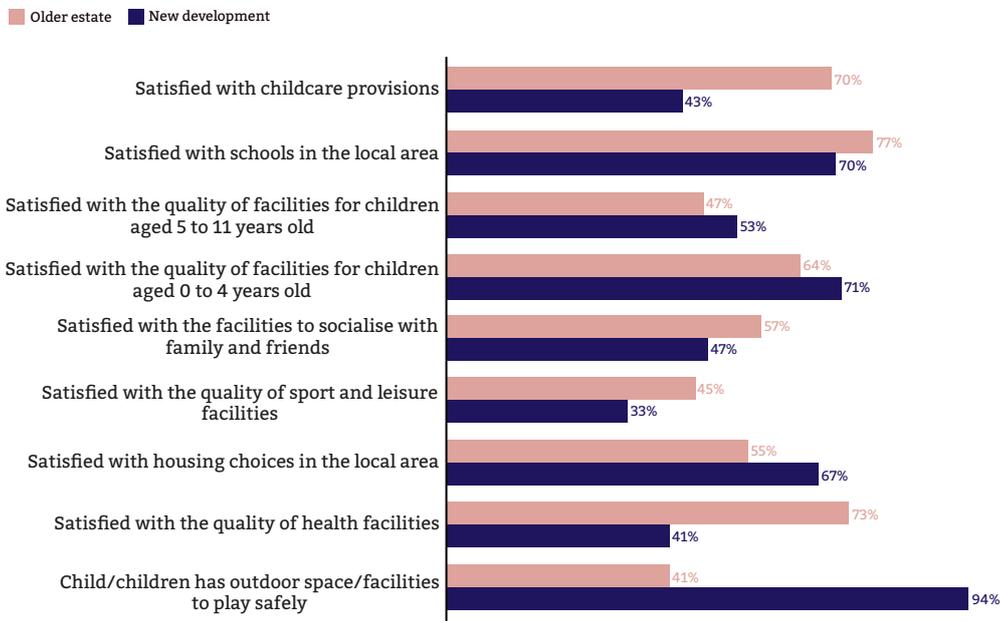
It was not possible to analyse responses for questions about provision for children over 11 because of the very small numbers of people answering these questions.

Perceptions of facilities, by year



N= 35-212 2020, N=66-350 2018, N = 63-286 2015

Perceptions of facilities, new development vs older estate, 2020



N= 35-212 2020

Stakeholder views: facilities

The youth club that opened alongside the community centre has grown its activities since moving. It was involved in a show at Tate Modern, has new GLA funding and a new full-time worker. However it reports that under 16s and young women are now less likely to attend. Young people come to the centre from a wide area, the demographic mix shifts over time.

There have been problems integrating the youth centre into its new location, and resentment from some new residents. This highlights tensions in accommodating services that work across a larger area within a local neighbourhood base (see above under “relationships between groups”).

Many stakeholders and residents raised the need for more social spaces, wanting to see a range of facilities including a community café, cafés aimed at different communities and commercial spaces. The failure to turn the former Sainsbury’s near South Acton station into a café as planned was mentioned.

Residents and stakeholders want to see more on the estate so people do not have to go to Acton High Street or Chiswick to socialise. Stakeholders hoped that the new TfL development will bring in more activity, and one voiced a fear that if there are only residential blocks and no commercial activity, the area may feel “a bit like a factory”.

Longer-standing stakeholders spoke of how the small local shops and off licence that used to occupy shop front spaces helped bring the community together, and the relationships that developed between owners and customers. Sainsbury’s is more anonymous and seen to be one of the more expensive supermarkets. “It’s like putting a Waitrose in the middle of a desert”. Stakeholders wanted to see a cheaper local supermarket - for people on very low incomes but also for those people on higher incomes but with less disposal income after paying their rent and other housing costs.

Some agencies new to the area reported finding it difficult to work with residents, and some ambivalence from other agencies including the regeneration partnership. One new agency that runs on- and offline community wellbeing activities was cited as having become quickly incorporated into the life of the area.

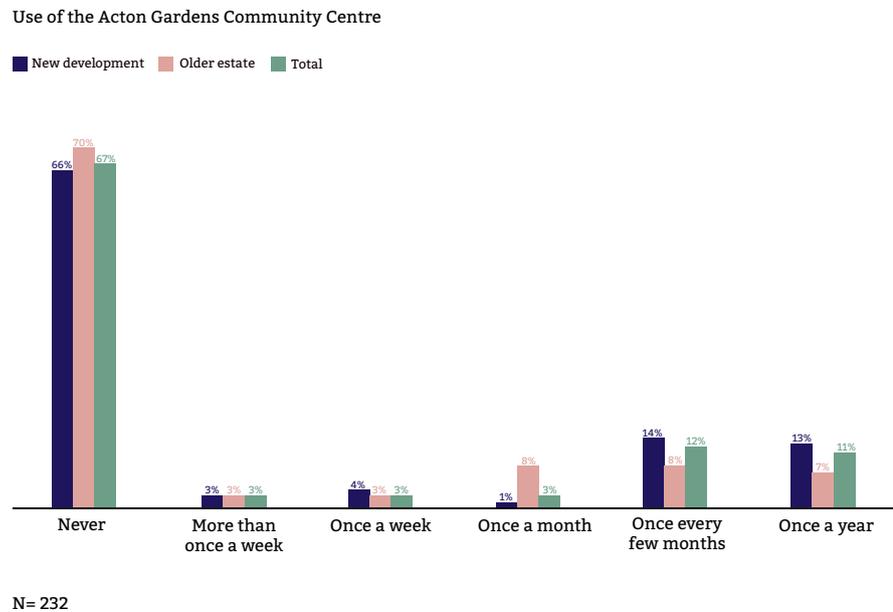
When asked about what was missing, parking was cited by both stakeholders and several residents. The limited parking on Acton Gardens compared to the main estate is resented by some.

Stakeholders voiced concerns about several important gaps in provision:

- activities for five to 15 year olds, activities for these age groups that took place in the old community centre have not been replaced
- public transport for people with mobility problems, it was suggested that the 440 bus could be rerouted
- benefits advice, and legal advice. This is seen as a growing issue, particularly as the financial impact of the pandemic hit residents. Law for All - that used to provide free legal advice has now shut
- a tenancy sustainment team, housing management officers are limited in their capacity to deal with complex needs, especially of temporary tenants.

The Community Centre: survey responses

The survey asked whether residents responding had used the Community Centre. Around two thirds had not, a minority used it once a month or more often. A larger proportion of people living on the new development used the centre than people living on the estate. This could reflect the location of the centre within the new development.



Stakeholder views: the Community Centre

The Acton Gardens Community Centre is now open. In the 2018 assessment, before it opened, stakeholders voiced concerns about whether the plans were fit for purpose and how changes might affect existing services. There were concerns about the affordability of the new space; how different groups that had 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; and the management of the Community Hub.

The 2018 assessment concluded that getting the new Community Hub right is a priority, and that 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.

In 2020, the Acton Gardens Community Centre is seen as finding its feet and becoming established - however it has been shut during lockdown and only reopened with socially distanced activities over the summer. Stakeholders recognised that the centre is trying to work effectively across the different communities in the area.

Stakeholders described how the Community Centre is offering a range of activities and is well used, including by smaller groups that used other facilities demolished by the regeneration, and by residents for parties and funerals. Stakeholders report it is more versatile than former spaces, offering dance, yoga and Caribbean lunches. The diversity of users relates to services provided

and how much they cost. Baby yoga is more expensive so this attracts newer parents from private flats and neighbouring areas rather than people on lower disposable incomes. Street dance was described as bringing together local youth in from the estate and from outside the area. After-school clubs bring together a range of local people. Local hiring has helped cement the new centre in the community and overcome some suspicions of a new management organisation from outside the area.

Different stakeholders voiced different perceptions about its primary use, some saw it as being for families and children rather than new professional single residents, others saw it as being primarily aimed at social housing tenants. There is a perception that it could make better use of existing local networks. However good work was cited with other longstanding groups like the Acton Youth Association.

The cost of room rental was raised by several stakeholders as a barrier to use, stakeholders also acknowledged however that the community centre needs to raise income through renting space. Its location at the bottom of a residential block is seen to limit its potential for celebrations like weddings that could be noisy.

There were some criticisms of the process of moving groups from the spaces they occupied in the past to the new centre. One stakeholder commented: “a lot of groups didn’t survive the journey and many didn’t survive the move from the temporary space to the new centre ... there has been a loss of networks, continuity and momentum as a result.” For example, the South Acton Social Club declined to use the space for their weekly bar. Many groups that operated on the estate previously had a broad catchment - attracted to the area because of its low rent commercial property. An older people’s group that brings together a Caribbean community that used to dominate the estate describe how most of their members are now living elsewhere. For them the location of the centre, away from the bus route, can be a problem, although they do use it for weekly meetings. Many organisations that previously had their own space have needed to change how they work, and adapt to sharing a space.

The Community Centre has ambitions to do more about employability and to become a hub for the whole estate. A new Acton Gardens Development Trust is being set up to ensure the independent sustainability of the centre.

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:

7.1 Willingness to act

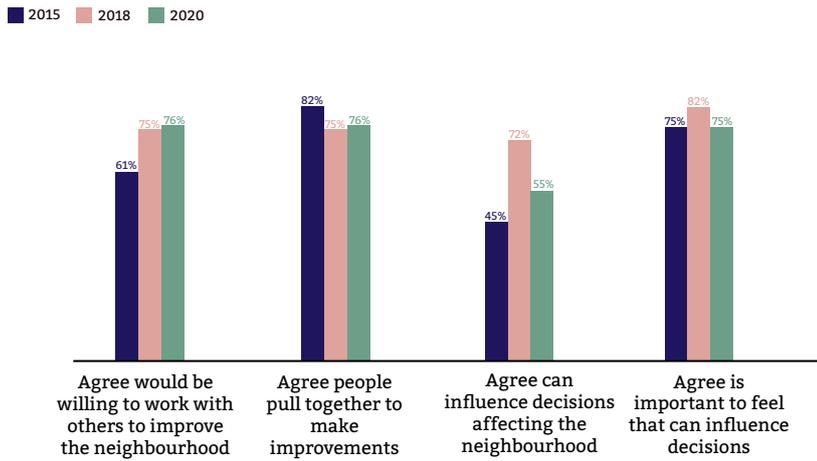
7.2 Ability to influence

The limitations of the 2020 data mean that this analysis is less detailed than in 2018 or 2015. This section highlights issues where the data indicates clear patterns and describes these as trends rather than giving precise data. The full data tables are in appendix 3.

Key findings

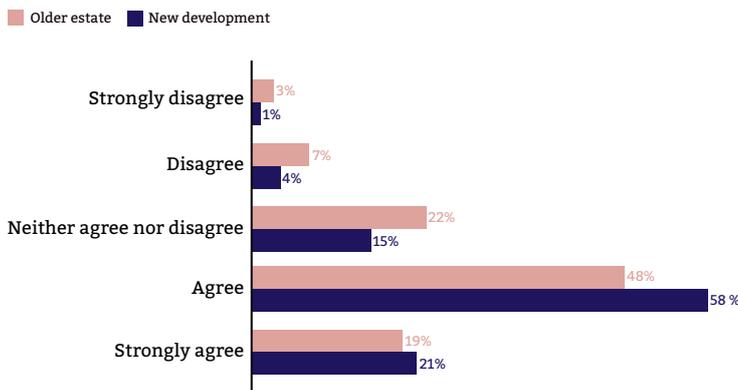
- Fewer people reported feeling that they could influence decisions affecting the area in 2020 than in 2018. Similar numbers felt that they would be willing to work with others to improve the neighbourhood, or and that people pull together to make improvements.
- People living in the older estate were slightly less likely to think it is important for them to be able to influence local decisions, however the sense of ability to influence decisions was similar across the two groups.
- Residents are becoming more active in organising their own activities and initiatives, from Facebook groups to the Mutual Aid Group set up in late March.
- Existing structures for engagement and consultation may need to be reviewed to make sure they meet the more complex needs of a maturing community. Options could include a more strategic role for the Community Board, and consideration of how smaller units of resident representation and activism (from formalised groups to online groups) could play a role.

Voice and influence indicators, by year



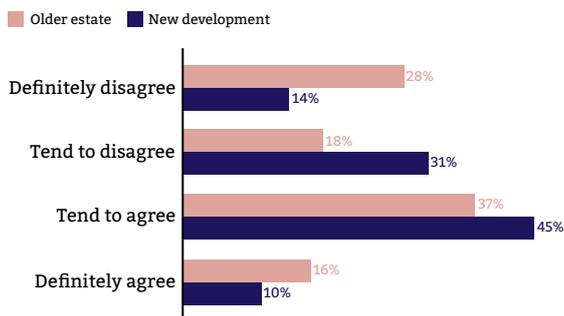
N= 209-219 2020, N=323-342 2018, N = 198-251 2015

Willingness to work together with others on something to improve my neighbourhood, new development vs older estate, 2020



N=223

Importance of influencing decisions in your local area, new development vs older estate, 2020



N=211

7.1 Willingness to act

Questions

1. I would be willing to work together with others on something to improve my neighbourhood
2. People in this neighbourhood pull together to improve the neighbourhood

A similar number of people in 2020 and in 2018 said they would be willing to work with others to improve the neighbourhood, and felt that people in the neighbourhood pull together to improve the neighbourhood.

There were few notable differences between responses from people living on the older estate, and those living in the new development when asked about perceptions of whether people pull together to improve the neighbourhood. People living in new homes were slightly more likely than people living in the older estate to give negative responses when asked whether they would be willing to work together with others on neighbourhood improvements.

7.2 Ability to influence

Questions

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

Fewer people reported feeling that they could influence decisions affecting the area in 2020 than in 2018, and more said that they could not. Fewer people also said that it was important for them to influence decisions affecting the area in 2020 than in 2018.

People living in the older estate were slightly less likely to think it is important for them to be able to influence local decisions, however the sense of ability to influence decisions was similar across the two groups.

Stakeholder views: Voice and influence

The community board divides opinion among stakeholders. It is seen as good in bringing together stakeholders and increased representation from new residents is welcome, and it is described as a place that brings together people from different tenures and backgrounds. However there is a perception that discussions in this forum are skewed towards the older estate. Some residents see it as a place to make suggestions, which sometimes get taken up. Some see this as part of a fair process, others voice concerns that it is a “shop window for the developers to sell their plans” with little real impact. Its role in giving out community chest funding is welcomed.

Stakeholders discussed various issues about the way that Acton Gardens is carrying out engagement as the engagement mechanisms mature over time. One view is that some (but not all) of the people involved in regeneration are less experienced, others wanted to see the community board develop a more strategic and powerful role. Questions were raised about whether the masterplan can be evolved over time, or whether it is “set in stone”. There was some criticism of the language used in engagement, that it was sometimes too professional or technical for many residents, and a wish for developers and new residents to come and meet the longer-standing residents organisations, like the Redbricks Residents Association and SARAG. One stakeholder commented that there was little opposition to the change in the masterplan in 2018, and increasing height and density, suggesting that this was partly because consultations were well handled.

Issues about L&Q’s responsiveness were raised by stakeholders and in survey responses. The defects team was said to be slow to respond and, at times, to lack urgency. L&Q’s national helpdesk is reported to make the service feel anonymous at times, there are calls for more local presence. This feeling was possibly heightened by the experience of lockdown when agencies were not physically present on the estate in the same way as before.

Community voice is developing in the new development, the active Acton Gardens Facebook group was mentioned several times by stakeholders and residents. This was described as having begun as a way of complaining about issues and snagging problems, but has become more proactive and is now a space for donating and sharing. Some suggested that this has potential to play a stronger social role, possibly orientated around blocks or smaller geographically discrete areas of the estate. The Acton Gardens Mutual Aid group that came together in late March demonstrates not only the wish, but also the capability, to take action in the local area.

There is a question about whether existing structures for engagement and consultation need to evolve to meet the more complex needs of a maturing community. This could include a more strategic role for the Community Board, and consideration of how smaller units of resident representation and activism (from formalised groups to online groups) could play a role.

Section 8: Amenities and Social Infrastructure

This section describes the results of the Amenities and Social Infrastructure assessment. This draws on the contextual interviews and the independent site survey carried out by Matter Architecture. 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.

This includes six indicators.

1. Community space
2. Transport links
3. Distinctive character
4. Local integration
5. Street layout
6. Adaptable space.

Indicators are based on CABE's Building for Life assessment tool, the industry standard for the design of new housing.

Key findings

- On the South Acton Estate since 2015, overall the quality of the built environment on the existing estate remained similar to previous years (Score in 2015 = 9/16; Score in 2018 = 8/16, score in 2020 9.5/16)
- In Acton Gardens the quality of the built environment in the first phases of Acton Gardens has slightly improved (Score in 2015 = 13/16; score in 2018 = 13/16, score in 2020 = 14/16)

This assessment was carried out on the completed phases 1, 2, 3.1, 3.2, 4, 5, 7.1 and 9.1, as well as the existing blocks that are yet to be demolished.

The assessment is based on two site visits on 24th June and 20th August 2020, and a review of documents: Acton Gardens Masterplan documents, Google Maps, TfL's PTAL data¹⁵, Ealing Council's website and Ealing Council's Development Strategy 2026 DPD.

The site visits were undertaken after the first lockdown had been lifted but constraints on social gatherings were still in place.

Photos illustrating the conclusions of the assessment are included at the end of this section.

¹⁵ sourced from <https://tfl.gov.uk/info-for/urban-planning-and-construction/planning-with-webcat/webcat>

Site survey scores 2020

Indicator sub-group	Score	Score
	older estate	new development
Provision of community space	2/3 0.67	3/3 1
Transport links	1/1 1	1/1 1
Place with distinctive character	0.5/1 0.5	1/1 1
Integration with wider neighbourhood	2/4 0.5	4/4 1
Accessible street layout and design	4/5 0.8	5/5 1
Physical space of development that is adaptable in the future	0/2 0	0/2 0
TOTAL	9.5/16 0.6	14/16 0.88

Scoring the site surveys

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 was RAG Rated:

≥ 0.75 = green

≥ 0.5 but < 0.75 = yellow

< 0.5 = red

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 cafés? (What kind? Are the facilities appropriate for the whole community?)
- Have the community facilities been appropriately provided?
- Is the public space well designed and does it have suitable management in place?

South Acton Estate

- *Score - 2015: 2.5/3, 2018: 2/3, 2020: 2/3 = decrease*
- The South Acton Estate continues to receive a slightly lower score than in 2015 because of the disruption caused by regeneration to the provision of community facilities.

Acton Gardens

- *Score - 2015: 2/3; 2018: 2.5/3, 2020: 3/3, = increase*
- Residents in Acton Gardens will also be affected by disruption to existing services, however they received a higher score because now there are more facilities, playgrounds and the new Community Centre that has opened.

See photos 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 41, 42, 43, 44, 45, 46, 47, 48, 49

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, 2018: 1/1, 2020: 1/1 = no change*
- *Score for Acton Gardens - 2015: 1/1; 2018: 1/1, 2020: 1/1 = no change*

As in 2015 and 2018, both areas received a positive assessment because of the strong existing transport infrastructure in the wider area. South Acton rail station to the south, Acton Central 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.

See photos 7, 19

Place with 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, 2018: 0.5/1, 2020 = 0.5/1 no change*

The South Acton Estate has a distinctive character (particularly the Redbricks area of the estate). However the score for this indicator is low because of the poor relationship between buildings and public spaces and with the surrounding area.

Acton Gardens

- *Score - 2015: 1/1; 2018: 1/1, 2020 = 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 wooden cladding on phase 2, use of colour on phase 1 and use of landscaping helps create a distinctive character in places.

See photos 20, 21, 22, 23, 24, 25, 26, 27, 28

8.3 Integration with 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, 2018: 2.5/4, 2020 2/4 = decrease

Acton Gardens

Score - 2015: 2.5/4, 2018: 2.5/4, 2020 4/4 = increase

The new masterplan (2018) increased the number of homes to be built through redevelopment, from 2,350 to 3,800 homes; 50% of the new homes will be affordable (within this 40% will be social rented and 10% shared ownership). In

phases 7-11, 21% will be three or more bedrooms. Previous social sustainability assessments have found a wish among residents for larger homes to accommodate larger families, and for affordable homes. The larger number of socially rented homes has contributed to the higher score in this indicator.

The shops and facilities on Acton High Street are all in good walking distance, even from the furthest point of the regeneration. Once the development is complete there will be a straightforward route to these. These shops are varied and diverse and the central position of the Sainsbury's Local means it is a walking distance from all corners of the estate. It also has step-free access.

Play areas in the existing estate are less attractive for children and parents and carers, however the new West Park play area appears stimulating and interesting.

The new community centre is open and has been used as a focus for food distribution during lockdowns. It has become used by existing groups, including for older people, and appears to be able to cater to many diverse groups of different abilities, backgrounds and ages. The youth centre is in place but there are some tensions with residents living nearby. Before redevelopment it was in a more peripheral location, further away from residential areas.

The immediate surrounding areas of many of the existing housing blocks are fenced off, cul-de-sacs or used as carparks - for example at Corfe Tower, Harlech Tower and Beaumaris Tower. They do not facilitate engagement with the wider community, much of this disruption is linked to the process of redevelopment. This has contributed to the decrease in the score under this indicator for the existing estate.

Many of the new parks and green spaces, like West Park, Bollo Brook Park and the new central plaza, are open and are not obstructed, enabling engagement with the wider community as these spaces are clearly for all to enjoy. The landscaped areas to the south of site adjacent to South Acton station encourage engagement with planters that can be used as seats and wide, open spaces for gatherings as well as attractive landscaping.

See photos 10, 11, 21, 2329, 30, 31, 32, 34, 35, 36, 37, 38, 39, 40

8.4 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, 2018: 2/5, **2020 4/5 = increased**

Acton Gardens

Score - 2015: 5/5; 2018: 5/5, **2020 5/5** = no change

It is very easy to become disorientated walking through some parts of the older estate. Many of the apartment blocks look identical, the names of some blocks are not very visible from a distance, some of the smaller street networks lead to dead ends and cul-de-sacs without any throughway to the other side and wayfinding can become confusing. One helpful feature in wayfinding on the old estate is the large murals on the side of some buildings. Some of the streets serving the previously existing blocks are dead ends cutting off access to main roads or do not allow for access to continue to the other side of the block.

Wayfinding is relatively straightforward in the newer areas of the development. The new buildings have good relationships with the streets they sit on and the differences in façade treatment of the new buildings also help with legibility. The streets of the new scheme weave into the existing network comfortably.

Bollo Bridge Road, running through the middle of the estate, is a relatively busy road for traffic compared to the other roads in the development. There are on-street parking spaces provided and many of the old blocks provide carparks, the majority of which were full. Many of the new blocks also provide a carpark with courtyard platform above.

There are no designated cycle lanes on the site, however the roads are calm enough to be cycle-friendly. Cycle storage can also be found outside some of the older blocks of the estate such as at Jerome Tower. The new blocks provide cycle storage, which seems to be well-used.

All public spaces and pedestrian routes in the new and old areas of the estate appear to be overlooked and feel safe except for a temporary alleyway created by the hoarding around phase 6.2 and the fencing around Berrymede school.

The pavements and paths of the new and old are generally wide enough with room for two people to walk side-by-side or for wheelchair or buggy-use. All crossings are access-level allowing all users to cross the road safely. All the parks and community facilities also have level access along with many of the entrances to homes.

See photos 18, 22, 23, 29, 31, 34, 35, 36, 37, 38, 39, 40

8.5 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 (building, spaces or structures), either internally or externally.

South Acton Estate

2015: 0/2, 2018: 0/2, 2020: 0/2 = no change

Acton Gardens

2015: 0/2; 2018: 0/2, 2020: 0/2 = no change

There is no apparent indication that adaptations, conversions or extensions are possible in the apartment block buildings. Provided it is allowed in the leasehold agreement, there may be more scope for residents living in the new terraced houses to extend or adapt their homes.

Much of the external landscaping within the wider scheme appears fixed and does not seem to allow for any future scope of adaptations by residents unless agreed with management of the property.

The external communal courtyards and gardens do offer some scope for resident participation - the communal spaces have planters and greenery that residents can maintain or adapt it if they wish to do so (but still would need permission to do so). The new allotment spaces also give those residents who have an allotment the opportunity to customise a plot of land.

See photos 8, 16, 24, 25, 26, 27, 28, 41, 42, 43, 44, 45, 48

Photographs that informed the site survey



1. New Sainsbury's Local



2. South Acton Recreation Grounds



3. Avenue Road Park



4. Small LEAP play adjacent to Jerome Tower



5. Berrymede School on site



6. New dental practice on site



7. South Acton Station



8. New allotments



9. New Montessori nursery and pre-school



10. West Park



11. Acton Community Centre



12. South Acton Recreational Grounds southwest entrance



13. Litter around benches in Avenue Road Park



14. Date for improvements to park being advertised



15. Public green in older estate



16. Landscaping towards south of site



17. Public art in newer part of estate



18. Artwork on the side of an older building



19. Temporarily closed 440 bus stop



20. Character of older estate



21. Entrance to carpark for Corfe, Harlech & Beaumaris Towers



22. Character of older estate



23. Character of low-rise blocks of older estate



24. Phase 1 cladding



25. Jerome Tower



26. Brick cladding new building



27. Phase 2



28. Newer buildings of phase 7



29. Towerblocks adjacent to Avenue Road Park



30. Entrance to LEAP play next to Jerome Tower



31. Phase 7.1 overlooking Avenue Road Park



32. Phase 4 overlooking West Park



33. Planters to the south of site



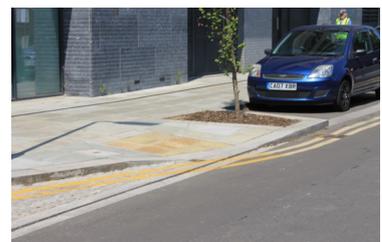
34. Phase 6.1 good relationship to street



35. Dead end in older part of the estate



36. Bollo Bridge Road



37. Lowered Pavement



41. Phase 1 courtyard



42. Phase 2 courtyard



43. Phase 3.1 courtyard



46. Phase 5 Courtyard



44. Phase 6.1 courtyard



45. Phase 3.2 communal garden



47. Phase 9.1 courtyard



48. Phase 7.1 communal garden



49. Acton High St

Section 9: The experience of COVID-19

South Acton, like the rest of London, has been dramatically affected by the COVID-19 pandemic. This research captures the impact of the first lockdown from March to July 2020, describing experiences over the summer of 2020 as restrictions incrementally lifted. Although the virus itself may become less of a problem, the social and economic aftershock will affect the community for years to come.

In March when the lockdown was announced the work of agencies stopped abruptly. Many residents began working at home, schools closed, and people began to use the area intensively in unprecedented ways. The Acton Gardens Mutual Aid group was rapidly set up by residents, using WhatsApp, and quickly attracted 150 members, under the umbrella of the borough-wide group Ealing Together. The mutual aid group distributed food from the Felix Project to vulnerable people across the estate. The youth centre was central to this, it became the hub for the self-organised group. Young people from the youth centre and the South Acton Youth Association became involved in distribution and making up food packages.

One stakeholder commented, “it’s really impressive the way the community came together. Residents, youth association, and the youth project. It clicked overnight”. Residents who came forward to set up and run the Mutual Aid group had not previously involved in the community as activists. Stakeholders described how other residents sewed PPE.

The food distribution moved to the Community Centre, taking advantage of the larger space. This rapid repurposing was seen as a short-term measure to deal with the crisis, rather than setting up a permanent food bank. The Mutual Aid group took referrals from the Acton Youth Association, United Anglo Caribbean Society, Ealing Together, Ealing Council social services, self-referrals and referrals by neighbours. Some volunteers, including young people, lived outside the estate but had strong ties to the area or to the youth centre.

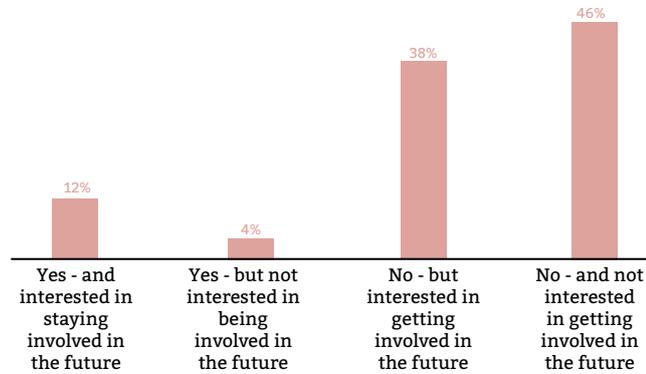
A third of residents surveyed had given help to families, friends or neighbours not living with them. They reported that they offered more support during the pandemic than before. Only a minority of people who were surveyed were involved in volunteering or support groups during the pandemic, but a substantially larger number were interested in getting involved in the future.

Stakeholders articulated a wish to build on the WhatsApp group in the future, to use it as a base for social activities as well as mutual aid. There is a wish to continue to capture the energy, sense of community and spirit going forward.

The pandemic revealed the existence of a large group of people in the area who are financially vulnerable. During the first lockdown over 300 food parcels a week were distributed - and this need grew in the November lockdown. Stakeholders described how COVID exposed a food poverty issue that already existed, and how many people who had been just about getting by through shopping around for bargains, and working in the informal economy, were no longer able to rely on these strategies. Only a minority of residents surveyed reported using food banks, however around four in ten reported a loss in income as a result of COVID-19. Residents who took part in the survey who lived

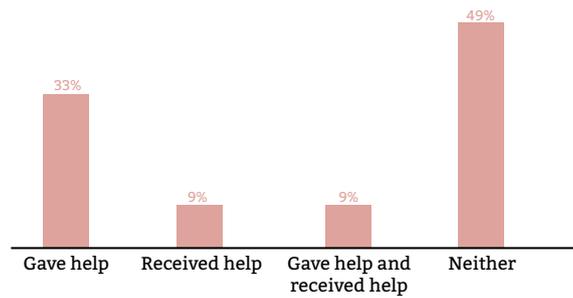
on the older estate were more likely to experience a drop in income than people living on Acton Gardens.

Involvement in support groups/volunteering in lockdown



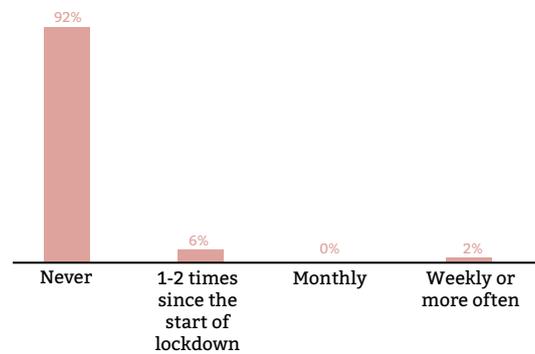
N=212

Help from family, friends or neighbours not living with you during lockdown



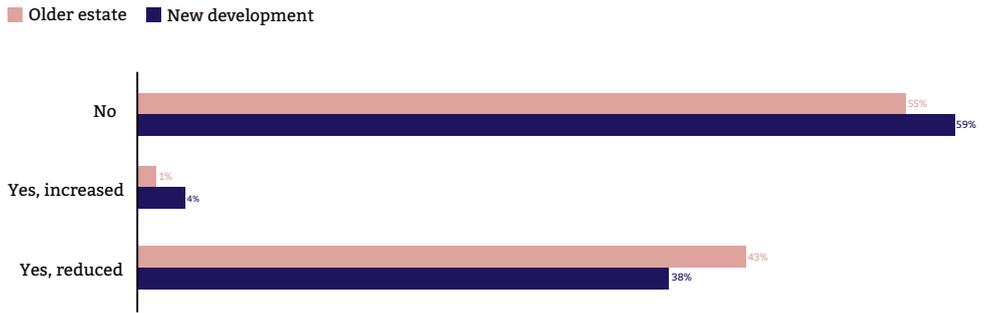
N=222

Using food banks during lockdown



N=216

Has your monthly household income been impacted by COVID-19?



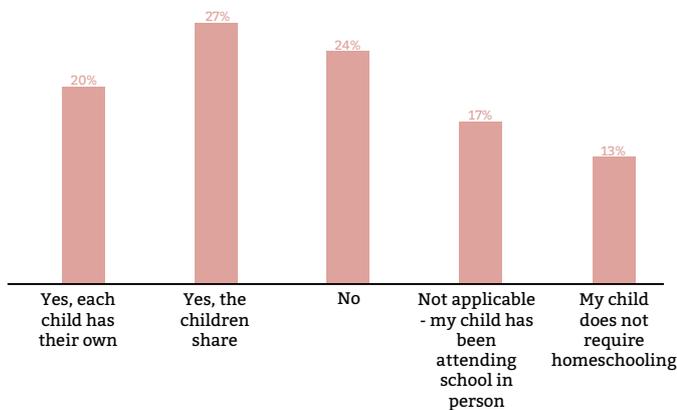
N=121

From the start of July Acton Gardens Community Centre reopened, with a new priority on activities that supported wellbeing and mental health, and activities for children. New projects including dance, ballet and a table tennis club were set up.

During lockdown the youth centre, the Acton Gardens Mutual Aid Group, the Acton Youth Association and social services were active on the estate. Older people’s activities closed down, services for vulnerable people went online. People missed these supports and the waves of lockdowns since the summer will have exacerbated this. There are concerns about how vulnerable families and individuals are coping. Ealing Council was described as being less proactive than some other London boroughs in galvanising support or supporting the third sector to deal with the new demands of COVID-19.

The pandemic has exposed other practical needs, for computer equipment for families, and for internet access, which is poor in some new buildings. A quarter of survey respondents said they did not have enough equipment to support their children’s home education, another quarter said that their children were sharing devices and laptops, which many schools believe is not enough to support home schooling. Overall, half of families surveyed reported that they did not have the right equipment to support their children and young people’s education.

Access to laptops and devices for home schooling



N=139



rege

Conclusion

Conclusion and recommendations

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 2020 research explores the area and residents' experiences during crisis, as the community deals with the impact of the pandemic on their health and their social and economic wellbeing. 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 third social sustainability study of South Acton showed that the residents continued to share strong bonds of support and neighbourliness, and feel a strong sense of belonging and connection to the area. The 2018 assessment revealed that residents of the new housing were feeling more comfortable with their neighbours and the area than two years before. The third assessment showed how this neighbourliness and social solidarity has been challenged by the pandemic and how, in the new development, neighbourliness has been put under strain. It continues to reveal a gap in everyday experience between social housing tenants and private owners and renters.

A critical task for the regeneration programme will continue to 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.

The local community reacted fast to the pandemic and came together in the Acton Gardens Mutual Aid Group and other solidarity activities. There is potential to harness this energy in the future. The pandemic has also revealed the fragility and precarity of many residents lives, and increasing concerns about financial stability. Supporting this vulnerable community will be critical in the coming years.

It continues to be important to ensure that the whole of the redeveloped estate - including those living in both the new and older housing - is taken through regeneration positively and that parts are not left behind, and that all start to benefit from the changes that will take place.

Recommendations for Acton Gardens LLP

As in previous assessments, a set of recommendations for Acton Gardens LLP and partners working on the estate has been drawn from the findings of the research, focusing on those areas where there is most potential for agencies involved in the regeneration to take action to improve the quality of life for residents.

1. The community board should be reviewed to explore how it can become more strategic, involve more residents and link more effectively to informal on- and offline networks in both the older estate and within the new development.

2. The energy and commitment revealed by the community response to COVID-19 needs to be supported and nurtured, so new networks and groups continue to support residents during the pandemic and afterwards. This also has the potential to become the foundation of new groups and activities that bring together people from different tenures and backgrounds.
3. It is important that Acton Gardens LLP works with partners to address food poverty now, and over coming months and years while the economic impact of the pandemic plays out; and also to understand how financial issues are increasingly colouring the decisions and attitudes of many residents.
4. There is an appetite to see more retail and social facilities in the development that are used by different demographics, this informal social infrastructure can also help support social integration.
5. There is a need to develop a long-term strategy for the provision of social infrastructure that meets the needs of the entire community, balancing activities that are best provided in a central hub and those that are most effective when more dispersed.
6. It is important to continue to support long-term council tenants and leaseholders, and to be aware of the stress and challenge to their wellbeing that the process of moving can bring.



Appendix

Appendix 1: Benchmarks

Benchmarks - Acton Gardens and South Acton Estate, 2015, 2017

KEY:	
SCORES:	
-1 = STATISTICALLY 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 = STATISTICALLY BETTER THAN COMPARABLE AREAS (Statistically significant responses above the benchmark = green)	

This is the average score for all the questions under each indicator.

	2015				2017				2020			
S&C CRITERIA: LOCAL IDENTITY												
Acton Gardens new homes	total SA_1A	Comparable area	Difference to comparable area	0	total Acton Gardens	Comparable area	Difference to comparable area	1	total Acton Gardens	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	81%	51%	29%		91%	57%	34%		81%	52%	28.2%	
Feel like I belong to this neighbourhood	61%	58%	3%		92%	61%	31%		63%	58%	6%	RESOLVING DATA ISSUE
Importance of where you live to sense of who you are I think of myself as similar to the people that live in the neighbourhood	90%	72%	18%					Data not available to benchmark	52%	43%	9.3%	NEW QUESTION
Older estate	total SA_1D-I	Comparable area	Difference to comparable area	1	total South Acton Estate	Comparable area	Difference to comparable area	1	total South Acton Estate	Comparable area	Difference to comparable area	1
Plan to remain resident of this neighbourhood for a number of years	85%	51%	33%		83%	57%	27%		83%	70%	12.9%	
Feel like I belong to this neighbourhood	86%	58%	28%		88%	61%	27%		80%	58%	22.5%	
Importance of where you live to sense of who you are I think of myself as similar to the people that live in the neighbourhood	94%	72%	22%					Data not available to benchmark	69%	43%	25.8%	NEW QUESTION
S&C CRITERIA: LINKS WITH NEIGHBOURS												
Acton Gardens new homes	total SA_1A	Comparable area	Difference to comparable area	0	total Acton Gardens	Comparable area	Difference to comparable area	1	total Acton Gardens	Comparable area	Difference to comparable area	0
If I needed advice I could go to someone in my neighbourhood	51%	43%	8%		88%	45%	42%		49%	40%	9.1%	
I borrow things and exchange favours with my neighbours	44%	34%	10%		39%	36%	2%		43%	36%	7%	
I regularly stop and talk with people in my neighbourhood	44%	56%	-12%		70%	57%	13%		49%	51%	-2%	
Friendships in my neighbourhood mean a lot to me	51%	51%	0%		67%	53%	14%		57%	50%	7%	
Most people can be trusted or you cannot be too careful with people	39%	38%	1%					Data not available to benchmark				Data not available to benchmark
People from different backgrounds get on well	85%	81%	4%		98%	81%	17%		81%	81%	0%	
Residents in this local area respect ethnic differences between people	89%	87%	1%					Data not available to benchmark				Data not available to benchmark
Older estate	total SA_1D-I	Comparable area	Difference to comparable area	1	total South Acton Estate	Comparable area	Difference to comparable area	1	total South Acton Estate	Comparable area	Difference to comparable area	1
If I needed advice I could go to someone in my neighbourhood	80%	43%	37%		71%	45%	26%		76%	40%	36.1%	
I borrow things and exchange favours with my neighbours	42%	34%	8%		57%	36%	21%		51%	36%	14.9%	
I regularly stop and talk with people in my neighbourhood	76%	56%	21%		87%	57%	30%		72%	51%	20.8%	
Friendships in my neighbourhood mean a lot to me	81%	51%	31%		82%	53%	29%		80%	50%	30.3%	
Most people can be trusted or you cannot be too careful with people	12%	38%	-26%					Data not available to benchmark				Data not available to benchmark
People from different backgrounds get on well	90%	81%	9%		87%	81%	6%		93%	81%	11.3%	
Residents in this local area respect ethnic differences between people	92%	87%	5%					Data not available to benchmark				Data not available to benchmark
S&C CRITERIA: WELLBEING												
Acton Gardens new homes	total SA_1A	Comparable area	Difference to comparable area	1	total Acton Gardens	Comparable area	Difference to comparable area	1	total Acton Gardens	Comparable area	Difference to comparable area	0
Have you recently felt that you were playing a useful part in things?	93%	81%	11%		99%	85%	14%		77%	82%	-5%	
Have you been feeling reasonably happy?	95%	84%	12%		92%	86%	6%		69%	82%	-13.3%	
How dissatisfied or satisfied are you with life overall?	93%	65%	28%		90%	71%	19%		76%	69%	7%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	90%	77%	14%		96%	70%	26%		79%	70%	8.4%	
Older estate	total SA_1D-I	Comparable area	Difference to comparable area	1	total South Acton Estate	Comparable area	Difference to comparable area	0	total South Acton Estate	Comparable area	Difference to comparable area	-1
Have you recently felt that you were playing a useful part in things?	86%	81%	5%		66%	85%	-19%		63%	82%	-18.2%	
Have you been feeling reasonably happy?	89%	84%	5%		83%	86%	-4%		69%	82%	-13.4%	
How dissatisfied or satisfied are you with life overall?	86%	65%	21%		85%	71%	14%		49%	69%	-19.7%	
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	88%	77%	12%		90%	70%	20%		83%	70%	12.9%	
S&C CRITERIA: FEELINGS OF SAFETY												
Acton Gardens new homes	total SA_1A	Comparable area	Difference to comparable area	0	total Acton Gardens	Comparable area	Difference to comparable area	1	total Acton Gardens	Comparable area	Difference to comparable area	-1
How safe do you feel walking alone in this area during the day?	100%	96%	5%		92%	96%	4%					Data not available to benchmark
How safe do you feel walking alone in this area after dark?	95%	64%	31%		98%	76%	21%		66%	76%	-10.9%	
Compared to the country as a whole do you think the level of crime in your local area is...	46%	52%	-6%		71%	30%	41%					Data not available to benchmark
Do you worry that you or someone who lives with you may be a victim of crime									43%	54%	-11.0%	NEW QUESTION
Older estate	total SA_1D-I	Comparable area	Difference to comparable area	0	total South Acton Estate	Comparable area	Difference to comparable area	0	total South Acton Estate	Comparable area	Difference to comparable area	0
How safe do you feel walking alone in this area during the day?	97%	96%	1%		99%	93%	6%					Data not available to benchmark
How safe do you feel walking alone in this area after dark?	81%	64%	17%		93%	76%	16%		76%	76%	0%	
Compared to the country as a whole do you think the level of crime in your local area is...	42%	52%	-10%		29%	26%	3%					Data not available to benchmark
Do you worry that you or someone who lives with you may be a victim of crime									56%	54%	2%	NEW QUESTION

V&I CRITERIA: WILLINGNESS TO ACT

Acton Gardens new homes	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.	66%	70%	-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%	-1%	
Have you taken part in any of these groups? (aggregate)	7%	10%	-3%	
People in this neighbourhood pull together to improve the neighbourhood	78%	54%	24%	
During the last 12 months, have you done any voluntary work?	10%	18%	-8%	

Older estate	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%	70%	14%	
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%	4%	3%	
Have you taken part in any of these groups? (aggregate)	7%	10%	-4%	
People in this neighbourhood pull together to improve the neighbourhood	83%	54%	29%	
During the last 12 months, have you done any voluntary work?	10%	18%	-8%	

total Acton Gardens	Comparable area	Difference to comparable area	0
77%	64%	13%	
15%	32%	-17%	See NOTE 1
99%	49%	50%	Data not available to benchmark

total South Acton Estate	Comparable area	Difference to comparable area	0
73%	64%	9%	
16%	32%	-17%	See NOTE 2
82%	49%	33%	Data not available to benchmark

total Acton Gardens	Comparable area	Difference to comparable area	1
79%	62%	17.4%	
			Data not available to benchmark
			Data not available to benchmark
71%	49%	21.8%	
			Data not available to benchmark

total South Acton Estate	Comparable area	Difference to comparable area	1
67%	62%	5%	
			Data not available to benchmark
			Data not available to benchmark
68%	49%	18.8%	
			Data not available to benchmark

V&I CRITERIA: ABILITY TO INFLUENCE

Acton Gardens new homes	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)	2%	6%	-5%	
Do you agree or disagree that you can influence decisions affecting you local area?	30%	40%	-10%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	87%	73%	14%	

Older estate	total SA_1D-I	Comparable area	Difference to comparable area	0
In the last 12 months, has any organisation asked you what you think about (sporting facilities, cultural facilities, environmental facilities)	2%	6%	-4%	
Do you agree or disagree that you can influence decisions affecting you local area?	48%	40%	8%	
How important is it for you personally to feel that you can influence decisions affecting your local area?	73%	73%	0%	

total Acton Gardens	Comparable area	Difference to comparable area	1
			Data not available to benchmark
58%	34%	25%	
66%	64%	3%	

total South Acton Estate	Comparable area	Difference to comparable area	1
			Data not available to benchmark
80%	34%	47%	
93%	64%	29%	

total Acton Gardens	Comparable area	Difference to comparable area	1
			Data not available to benchmark
55%	34%	21.5%	
80%	64%	16.0%	

total South Acton Estate	Comparable area	Difference to comparable area	1
			Data not available to benchmark
54%	34%	20.2%	
61%	64%	-3%	

NOTE 1 Not possible to test for statistical significance
 NOTE 2 Not possible to test for statistical significance

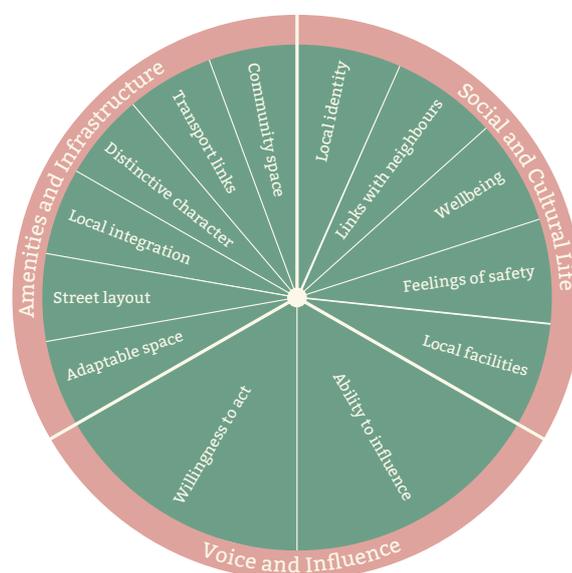
Appendix 2: method for assessing social sustainability

The research draws on previous work, by Social Life and Professor Tim Dixon (of the University of Reading) in 2012, to devise and test a social sustainability measurement framework for The Berkeley Group¹⁶. 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, a 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

¹⁶ 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/>

These questions all replicate questions used in national surveys, so data can be compared to other areas. For the Social and Cultural Life and Voice and Influence dimensions, questions have been taken from national surveys supported by government and research councils. For the Amenities and Infrastructure dimension, questions have been taken from Design Council CABE'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 can 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 two national surveys: the Understanding Society Survey¹⁷ and the Community Life Survey¹⁸. These both ask questions about residents' perceptions of the places they live in. We have selected questions from USS and the Community Life Survey that shed light on the social sustainability of small areas.

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 areas¹⁹. 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 are based on 60 variables from the 2011 Census data. These fall into five categories:

- demographic (age, ethnicity, population density)

¹⁷ for more on USS go to www.understandingsociety.ac.uk

¹⁸ for more on the Community Life Survey go to www.gov.uk/government/collections/community-life-survey

¹⁹ for more on area classifications go to www.ons.gov.uk/methodology/geography/geographicalproducts/areaclassifications/2011areaclassifications

- 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).²⁰

Matching national survey data to small areas OAC classifications enables us to map survey data to output areas (when it is appropriately coded).



Map of OAC categories in Acton

The 2020 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 Wave I and Community Life survey 2016-17.

²⁰ or more on output areas go to www.ons.gov.uk/census/2001censusandearlier/dataandproducts/outputgeography/outputareas

Questions used for benchmarking for the 2020 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
Do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	Community Life Survey 2016-17, 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 in this neighbourhood	USS 2015-16, Special License Access
I plan to remain 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 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 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 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 2016-17, Special License Access
Can you influence decisions affecting your area?	Community Life Survey 2016-17, Special License Access
How important is it for you personally to feel that you can influence decisions affecting your area?	Community Life Survey 2016-17, Special License Access
How often do you feel lonely?	USS 2015-16, Special License Access
How often do you feel isolated from others?	USS 2015-16, Special License Access
How well would you say you yourself are managing financially these days?	USS 2015-16, Special License Access

Appendix 3: Data tables

How long in total have you lived on the South Acton Estate?	156	71	
	New development	Older estate	Total
Less than 6 months	5.8%	2.8%	11
At least 6 months but less than 1 year	5.8%	0.0%	9
At least 1 year but less than 2 years	14.7%	4.2%	26
At least 2 years but less than 5 years	29.5%	8.5%	52
At least 5 years but less than 10 years	12.8%	18.3%	33
10 years +	31.4%	66.2%	96
How much do you know about plans for Acton Gardens to regenerate the South Acton estate?			
	156	71	
	New development	Older estate	Total
A lot	13.5%	14.1%	31
Some information	50.6%	35.2%	104
A little	28.2%	33.8%	68
Nothing	7.7%	16.9%	24
How successful is the South Acton Estate regeneration in improving residents quality of life?			
	140	58	
	New development	Older estate	Total
Very successful	26.4%	15.5%	46
Quite successful	61.4%	53.4%	117
Not very successful	10.7%	22.4%	28
Not at all successful	1.4%	8.6%	7
Have you attended any meetings or events at South Acton or Acton Gardens in the past 12 months?			
	150	71	
	New development	Older estate	Total
Yes	20.7%	18.3%	44
No	79.3%	81.7%	177
Have you received the Acton Gardens newsletters about the regeneration in the past 12 months?			
	153	71	
	New development	Older estate	Total
Yes - I read them	71.9%	63.4%	155
Yes - but I don't read them	15.7%	29.6%	45
No	12.4%	7.0%	24
How important is it for you personally to feel that you can influence decisions about the Acton Gardens regeneration project?			
	152	67	
	New development	Older estate	Total
Very important	31.6%	25.4%	65
Quite important	46.1%	26.9%	88
Not very important	17.8%	32.8%	49
Not at all important	4.6%	14.9%	17
What aspects of the regeneration project are most important to you?			
	159	71	
	New development	Older estate	Total
Housing mix	16.4%	15.5%	37
New health facilities	47.2%	35.2%	76
Minimising disruption from building work	44.0%	36.6%	135
Improving street layouts and lighting	54.1%	39.4%	159
New community facilities	50.3%	45.1%	114
New facilities for young people	40.3%	49.3%	134
Availability of new housing for South Acton residents	25.2%	50.7%	112
Improving community safety	61.6%	50.7%	100
Improving quality of open spaces	69.8%	67.6%	99
Improving housing quality	52.8%	71.8%	118
Affordability of housing	40.3%	76.1%	96

Which of the following facilities and services would you most like to see at Acton Gardens?	159	71	
	New development	Older estate	Total
Allotments	28.3%	12.7%	63
Cycle paths	45.3%	23.9%	86
Nursery	20.8%	23.9%	88
Youth facilities	24.5%	33.8%	177
Outdoor gym	27.7%	35.2%	128
Doctor's surgery	49.1%	38.0%	164
Community spaces	37.1%	40.8%	54
Play areas	34.0%	45.1%	89
Sports facilities	47.2%	47.9%	109
Public seating	35.8%	56.3%	69
Open space	54.7%	57.7%	97
Green space	72.3%	69.0%	105
Local shops	78.0%	74.6%	50
Overall how satisfied or dissatisfied are you with your local area as a place to live?	159	71	
	New development	Older estate	Total
Very satisfied	27.7%	23.9%	61
Quite satisfied	50.9%	59.2%	123
Neither satisfied nor dissatisfied	13.2%	11.3%	29
Quite dissatisfied	6.9%	4.2%	14
Very dissatisfied	1.3%	1.4%	3
How satisfied are you with the quality of health facilities in your local area	143	67	
	New development	Older estate	Total
Very satisfied	7.0%	20.9%	24
Satisfied	33.6%	52.2%	83
Neither satisfied nor dissatisfied	28.7%	10.4%	48
Dissatisfied	21.0%	11.9%	38
Very dissatisfied	9.8%	4.5%	17
How satisfied are you with the housing choices in the local area?	153	62	
	New development	Older estate	Total
Very satisfied	17.0%	11.3%	33
Satisfied	50.3%	43.5%	104
Neither satisfied nor dissatisfied	24.2%	12.9%	45
Dissatisfied	5.9%	21.0%	22
Very dissatisfied	2.6%	11.3%	11
How satisfied are you with the quality of sport and leisure facilities in your local area?	149	64	
	New development	Older estate	Total
Very satisfied	5.4%	10.9%	15
Satisfied	27.5%	34.4%	63
Neither satisfied nor dissatisfied	32.2%	31.3%	68
Dissatisfied	24.8%	20.3%	50
Very dissatisfied	10.1%	3.1%	17
How satisfied are you with the facilities in your local area to socialise with friends and family?	154	70	
	New development	Older estate	Total
Very satisfied	7.8%	17.1%	24
Satisfied	39.6%	40.0%	89
Neither satisfied nor dissatisfied	24.0%	21.4%	52
Dissatisfied	16.9%	11.4%	34
Very dissatisfied	11.7%	10.0%	25

How often did you visit the new Acton Gardens community centre (opened in spring 2019) before the Covid-19 lockdown	159	71	
	New development	Older estate	Total
Never	66.0%	70.4%	155
More than once a week	2.5%	2.8%	6
Once a week	3.8%	2.8%	8
Once a month	1.3%	8.5%	8
Once every few months	13.8%	8.5%	28
Once a year	12.6%	7.0%	25
To what extent do you agree or disagree that it is easy to be physically active in Acton Gardens and the South Acton Estate?	151	67	
	New development	Older estate	Total
Strongly agree	15.2%	14.9%	33
Agree	53.0%	67.2%	125
Neither agree nor disagree	19.2%	9.0%	35
Disagree	12.6%	9.0%	25
Does your child/do your children have an outdoor space or facilities where they can play safely?	53	32	
	New development	Older estate	Total
Yes	94.3%	40.6%	63
No	5.7%	59.4%	22
How satisfied are you with the quality of facilities for children and young people aged 0 to 4 years old in your local area?	21	14	
Very satisfied	14.3%	7.1%	4
Satisfied	57.1%	57.1%	20
Neither satisfied nor dissatisfied	14.3%	28.6%	7
Dissatisfied	9.5%	0.0%	2
Very dissatisfied	4.8%	7.1%	2
How satisfied are you with the quality of facilities for children and young people aged 5 to 11 years old in your local area?	19	15	
	New development	Older estate	Total
Very satisfied	21.1%	6.7%	5
Satisfied	31.6%	40.0%	12
Neither satisfied nor dissatisfied	26.3%	20.0%	8
Dissatisfied	21.1%	26.7%	8
Very dissatisfied	0.0%	6.7%	1
How satisfied are you with the quality of facilities for children and young people aged 12 to 15 years old in your local area?	14	12	
	New development	Older estate	Total
Very satisfied	14.3%	0.0%	2
Satisfied	21.4%	50.0%	9
Neither satisfied nor dissatisfied	21.4%	0.0%	3
Dissatisfied	35.7%	41.7%	10
Very dissatisfied	7.1%	8.3%	2
How satisfied are you with the quality of facilities for children and young people aged 16 to 18 years old in your local area?	7	6	
	New development	Older estate	Total
Very satisfied	0.0%	16.7%	1
Satisfied	28.6%	33.3%	4
Neither satisfied nor dissatisfied	14.3%	0.0%	1
Dissatisfied	57.1%	33.3%	6
Very dissatisfied	0.0%	16.7%	1
How satisfied are you with schools in the local area?	44	31	
	New development	Older estate	Total
Very satisfied	15.9%	41.9%	20
Satisfied	54.5%	35.5%	35
Neither satisfied nor dissatisfied	22.7%	12.9%	14
Dissatisfied	4.5%	6.5%	4
Very dissatisfied	2.3%	3.2%	2

How satisfied are you with childcare provision in the local area?	14	10	
	New development	Older estate	Total
Very satisfied	14.3%	10.0%	3
Satisfied	28.6%	60.0%	10
Neither satisfied nor dissatisfied	35.7%	0.0%	5
Dissatisfied	14.3%	30.0%	5
Very dissatisfied	7.1%	0.0%	1
How important or unimportant is where you live to your sense of who you are?	155	69	
	New development	Older estate	Total
Very important	33.5%	26.1%	70
Quite important	43.9%	52.2%	104
Not very important	14.8%	15.9%	34
Not at all important	7.7%	5.8%	16
I plan to remain a resident of this neighbourhood for a number of years	149	65	
	New development	Older estate	Total
Strongly agree	28.9%	35.4%	66
Agree	51.7%	35.4%	100
Neither agree nor disagree	10.7%	7.7%	21
Disagree	4.7%	7.7%	12
Strongly disagree	4.0%	13.8%	15
I feel like I belong to this neighbourhood	156	70	
	New development	Older estate	Total
Strongly agree	20.5%	38.6%	59
Agree	42.9%	41.4%	96
Neither agree nor disagree	18.6%	15.7%	40
Disagree	15.4%	2.9%	26
Strongly disagree	2.6%	1.4%	5
The friendships and associations I have with other people in my neighbourhood mean a lot to me	154	71	
	New development	Older estate	Total
Strongly agree	21.4%	31.0%	55
Agree	35.7%	49.3%	90
Neither agree nor disagree	23.4%	14.1%	46
Disagree	14.9%	4.2%	26
Strongly disagree	4.5%	1.4%	8
If I needed advice about something I could go to someone in my neighbourhood	155	71	
	New development	Older estate	Total
Strongly agree	12.9%	22.5%	36
Agree	36.1%	53.5%	94
Neither agree nor disagree	21.9%	9.9%	41
Disagree	23.2%	7.0%	41
Strongly disagree	5.8%	7.0%	14
I borrow things and exchange favours with my neighbours	156	71	
	New development	Older estate	Total
Strongly agree	12.8%	12.7%	29
Agree	30.1%	38.0%	74
Neither agree nor disagree	20.5%	12.7%	41
Disagree	26.3%	31.0%	63
Strongly disagree	10.3%	5.6%	20
I regularly stop and talk with people in my neighbourhood	158	71	
	New development	Older estate	Total
Strongly agree	15.2%	33.8%	48
Agree	34.2%	38.0%	81
Neither agree nor disagree	16.5%	11.3%	34
Disagree	25.3%	7.0%	45
Strongly disagree	8.9%	9.9%	21

I would be willing to work together with others on something to improve my neighbourhood	156	67	
	New development	Older estate	Total
Strongly agree	21.2%	19.4%	46
Agree	58.3%	47.8%	123
Neither agree nor disagree	15.4%	22.4%	39
Disagree	3.8%	7.5%	11
Strongly disagree	1.3%	3.0%	4
To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?	148	67	
	New development	Older estate	Total
Definitely agree	25.0%	44.8%	67
Tend to agree	56.1%	47.8%	115
Tend to disagree	13.5%	3.0%	22
Definitely disagree	5.4%	4.5%	11
I think of myself as similar to the people that live in this neighbourhood	152	70	
	New development	Older estate	Total
Strongly agree	9.2%	15.7%	25
Agree	42.8%	52.9%	102
Neither agree nor disagree	31.6%	20.0%	62
Disagree	11.8%	8.6%	24
Strongly disagree	4.6%	2.9%	9
How safe do you feel walking alone in this area after dark?	154	68	
	New development	Older estate	Total
Very safe	18.8%	35.3%	53
Fairly safe	46.8%	41.2%	100
A bit unsafe	27.9%	14.7%	53
Very unsafe	6.5%	8.8%	16
Do you ever worry about the possibility that you, or anyone else who lives with you, might be the victim of crime?	144	68	
	New development	Older estate	Total
Yes	56.9%	44.1%	112
No	43.1%	55.9%	100
Do you agree or disagree that you can influence decisions affecting your local area?	140	67	
	New development	Older estate	Total
Definitely agree	10.0%	16.4%	25
Tend to agree	45.0%	37.3%	88
Tend to disagree	31.4%	17.9%	56
Definitely disagree	13.6%	28.4%	38
How important is it for you personally to feel that you can influence decisions in your local area?	149	62	
	New development	Older estate	Total
Very important	30.9%	21.0%	59
Quite important	49.0%	40.3%	98
Not very important	18.1%	32.3%	47
Not at all important	2.0%	6.5%	7
To what extent do you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood?	134	53	
	New development	Older estate	Total
Definitely agree	14.9%	13.2%	27
Tend to agree	56.0%	54.7%	104
Tend to disagree	21.6%	17.0%	38
Definitely disagree	7.5%	15.1%	18
Have you or someone in your household been involved in local support groups or volunteered in your neighbourhood since the beginning of lockdown?	143	67	
	New development	Older estate	Total
Yes - and interested in staying involved in the future	13.3%	9.0%	25
Yes - but not interested in being involved in the future	3.5%	4.5%	8
No - but interested in getting involved in the future	42.7%	28.4%	80
No - and not interested in getting involved in the future	40.6%	58.2%	97

Since the beginning of lockdown, did you give help/support or receive help/support from family, friends or neighbours who do not live in the same house/flat as you?	150	70	
	New development	Older estate	Total
Gave help	34.7%	30.0%	73
Received help	6.0%	12.9%	18
Gave help and received help	9.3%	10.0%	21
Neither	50.0%	47.1%	108
How often has your household used a food bank, or similar service, since the beginning of lockdown?	147	67	
	New development	Older estate	Total
Never	91.8%	92.5%	197
1-2 times since the start of lockdown	4.8%	6.0%	11
Monthly	0.7%	0.0%	1
Weekly or more often	2.7%	1.5%	5
Has your monthly household income been impacted by COVID-19?	142	69	
	New development	Older estate	Total
Yes - reduced	38.0%	43.5%	84
Yes - increased	3.5%	1.4%	6
No	58.5%	55.1%	121
How well would you say you yourself are managing financially these days?	148	70	
	New development	Older estate	Total
Living comfortably	29.1%	2.9%	45
Doing alright	40.5%	28.6%	80
Just about getting by	23.0%	48.6%	68
Finding it quite difficult	5.4%	14.3%	18
Finding it very difficult	2.0%	5.7%	7
Do you have sufficient access to computers, laptops and tablets for your child/children's homeschooling?	86	51	
	New development	Older estate	Total
Yes, each child has their own	19.8%	21.6%	28
Yes, the children share	22.1%	33.3%	36
No	22.1%	27.5%	33
Not applicable - my child has been attending school in person	17.4%	13.7%	22
My child does not require homeschooling	18.6%	3.9%	18
Have you recently been feeling reasonably happy, all things considered?	152	71	
	New development	Older estate	Total
More so than usual	6.6%	4.2%	13
About the same as usual	62.5%	64.8%	141
Less so than usual	21.7%	22.5%	49
Much less than usual	9.2%	8.5%	20
Please say which you feel best describes how dissatisfied or satisfied you are with the following aspects of your current situation. "Your life overall"	152	71	
	New development	Older estate	Total
Completely dissatisfied	1.3%	1.4%	3
Mostly dissatisfied	5.9%	5.6%	13
Somewhat dissatisfied	10.5%	18.3%	29
Neither satisfied nor dissatisfied	5.9%	25.4%	27
Somewhat satisfied	27.0%	31.0%	63
Mostly satisfied	38.2%	18.3%	71
Completely satisfied	11.2%	0.0%	17
Have you recently felt that you were playing a useful part in things?	138	63	
	New development	Older estate	Total
More so than usual	8.0%	1.6%	12
About the same as usual	68.8%	61.9%	134
Less so than usual	12.3%	28.6%	35
Much less than usual	10.9%	7.9%	20

How often do you feel isolated from others?	149	69	
	New development	Older estate	Total
Never	25.5%	24.6%	55
Hardly ever	28.2%	26.1%	60
Some of the time	34.2%	39.1%	78
Often	12.1%	10.1%	25
How often do you feel lonely?	151	69	
	New development	Older estate	Total
Never	33.1%	34.8%	74
Hardly ever	31.8%	20.3%	62
Some of the time	28.5%	36.2%	68
Often	6.6%	8.7%	16
Where do you use the internet?	159	71	
	New development	Older estate	Total
Work	57.9%	26.8%	111
Public access point (like a library)	6.3%	7.0%	15
School or college	1.9%	4.2%	6
Mobile internet access	66.7%	73.2%	158
Home Wi-Fi connection	93.1%	78.9%	204
I don't use the internet	2.5%	4.2%	7

The research team

The report was written by Nicola Bacon, with research and analysis by Christina Bayram and Alix Naylor. Professor Tim Dixon acted as academic reviewer.

The online and door to door survey were carried out by Savanta ComRes, using questions developed by Social Life. The site survey was carried out by Matter Architecture.

Social Life is a social enterprise, created by The Young Foundation in 2012 to become a specialist centre of research and innovation in 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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