



# *Place Shaping and the voluntary sector in Hoe St & Wood St*

## A Community Profile of Hoe St & Wood St Better Neighbourhoods area



For further information contact: Peter Musgrave  
Neighbourhood Engagement Officer  
Working in Hoe St & Wood St Better Neighbourhoods Initiative Area  
Voluntary Action Waltham Forest  
Peter@voluntaryaction-wf.org.uk - 0208521 0377  
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**Who for:** LBWF Regeneration Team; VAWF Board; BNI team Hoe St / Wood St; local councillors; Statutory, Voluntary and Community organisations in and around Hoe St- Wood St



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## Forward

Voluntary Action Waltham Forest (VAWF) is committed to the participation and representation of the voluntary and community sector in strategic partnerships that influence the services of the communities, and the future, of Waltham Forest. Our current commitment to Place Shaping through our 'Community Network' meetings and those of other voluntary and community sector networks is another example of this work

In 2007, VAWF was invited to participate on behalf of voluntary and community sector (VCS) organisations into the Local Strategic Partnership's (LSP's) Better Neighbourhoods Initiative and then specifically to carry out a project in the Hoe St Wood St area of the borough. That is the subject of this community profile. It outlines the social conditions of the area and makes recommendations for long term actions relevant to the needs of voluntary and community organisations and residents in this locality- where I myself am a resident.

We wish to thank all those who generously supported us by contributing information and viewpoints and for the efforts of the staff team involved. At VAWF, we shall ourselves be examining this report to see how it can influence our future operations and policy making. In early 2008, we will develop some initial activities to address the issues this profile raises. We intend to build on this report and we wish to understand what a range of stakeholders, but particularly statutory agencies, will continue to invest in the development of the residents of Hoe Street / Wood Street.

We are concerned that the approach to young people's work seems largely to be ASBOs and dispersal orders and not enough about engaging with young people and developing the services they want.

There is also a need to develop tenant and resident associations, so that they can participate in planning and providing services and are not just a means of reporting repairs and defects.

It is quite clear from the profile that a long term community development programme is needed, and that Waltham Forest Council ( and other statutory agencies) need to engage with the VCS to develop much more relevant local services for children and young people and for older people too. We ourselves intend to invite other organisations to work with us to form consortiums with well constructed funding bids to address these issues

This report will make a useful contribution to the discussion of priorities both in Hoe St and Wood St and in other disadvantaged areas of the borough.

We also offer this report as a contribution to 'place shaping' in the borough and commend it to the sector for study and discussion in order to identify future actions that could be taken by voluntary and community organisations working alongside their partners.

Neil Collins  
Chair of Voluntary Action Waltham Forest



## Executive summary

1. This community profile assesses the issues and needs of people living in and around the Better Neighbourhoods Initiative areas of Hoe St and Wood St Wards. It analyses the current strength of voluntary and community organisations and the contribution they are making to an area, (section 4) that contains some of the poorest residents in the borough. This is based on a thorough description of the geography of the area (section 2) and of the wide range of people, living in considerable disadvantage in the estates of the priority neighbourhoods.

2. Voluntary Action Waltham Forest carried out this work with funds from the Safer and Stronger Communities Block of Local Area Agreement's (LAAs) through LBWF to assess what should be the contribution of the voluntary and community sector to this area of the borough, which had received comparatively less regeneration emphasis in the past.

3. The findings of the report (section 5) are that there are many issues which are causing frustration for residents. These include a basic lack of recreation facilities for children and young people. There are gaps in the way longstanding problems in the area can be addressed, such as repairs to roads and housing stock, maintenance of green and public space. The underlying deep frustration among residents is leading to a resigned apathy and a lack of trust in the process of change.

4. Although there are many voluntary organisations in the vicinity of Hoe St / Wood St, there are very few which are making an impact in the priority neighbourhoods. Local community groups struggle with a lack of good facilities, especially community buildings available nearby for meetings and events. Faith communities stand out for the impact they are making; tenant and resident associations require much more support if they are to fulfil a role.

5. The conclusion (section 6) is that a long term approach is needed over the next 3-5 years to address the under-confidence of local residents. No regeneration of the area will succeed that does not address the relation between Ascham Homes as the main social landlord of the priority estates to its local residents and to the local authority.

6. The key recommendation (section 7) is that a genuinely participatory, community development project be set up in the area. It needs to be set up to engage with local residents and voluntary organisations in ways that overcome their frustrations. Work is needed to build up the strengths of the voluntary and community sector, including faith groups, as a means of addressing the disadvantage of the area. Partnerships through the extended schools programmes and investment in the community buildings run by the voluntary sector are needed to equip the myriad community groups in the area with the meeting spaces they need. In the short term a range of workshops is needed to enable all this to be properly explored in open and transparent ways. It should address the funding needs of projects to overcome these problems (Appendix D)

7. Voluntary Action wishes to thank the large number of individuals and agencies who have helped in the preparation of this community profile and to join forces with all those people local and borough wide, statutory and voluntary who wish to make a difference to those in the most disadvantaged parts of the borough.



## Next Steps following the Community Profile

This report has been prepared by VAWF on the basis of our engagement with local people and organisations and we feel under obligation to report back on our findings. We will organise a meeting early in the New Year.

We will need to hear from the Council on behalf of the LSP, who commissioned this report and hear whether the findings and approach adopted is something they can sign up to and deliver.

Subject to consultation on above points, VAWF will seek with you and other stakeholders to implement the recommendations, particularly around adopting a long term community development approach. We will then seek to replicate this work in other parts of the borough.

### Short-Term

#### **Ensure endorsement from the LSP i.e. statutory and private sector partners and the voluntary sector**

This report will be presented to:

- Satwant Pryce, head of Policy and Partnerships
- Stephanie McEvaddy, manager of Local Strategic Partnership (LSP)
- Tracey Thompson, head of the Better Neighbourhoods Initiative.
- Other stakeholders within LBWF council, the NHS and the Police and particularly those units responsible for regeneration policies and programmes, other senior council officers and councillors for discussions as to how to take the recommendations in this report further, and what additional recommendations can be included.

Discussions will explore how to ensure the implementation of recommendations beyond March 2008 and the rolling out of good practice so far to other Neighbourhood Management Areas in Waltham Forest.

### Scoping interventions

- A meeting will be held early in 2008 open to any organisation interested to discuss its findings. Council officers and councillors should be invited to discuss what short-term interventions are needed emerging from the profile for the area, by whom, that will contribute to the development of the communities that reside in it.

### Consultations leading to consortium development

- VAWF will also begin further consultations with the VCS on the findings of this report early in 2008 This should include borough wide Black, Asian and Minority Ethnic (BAME) organisations and the various VCS Networks e.g.
  - Children and Young People Service Providers Network,
  - Health and Social Care Consortium,
  - Environmental Network,
  - Advice Providers Forum,
  - Community buildings, etc.
- Other consultations by VAWF will continue with (Tenant and resident associations (TRAs) and faith groups in the area.





- Cohorts of voluntary and community organisations working in HSWS will then be convened to themed workshops as this will create the opportunity to explore how organisations can work together and to develop consortiums and other partnership arrangements for the improvement of social conditions in HSWS.

#### **Ongoing developmental support by VAWF**

- VAWF will continue to deliver to March 08 on a range of measures including fundraising assistance and the development of infrastructure and resources in HSWS area.

## **Medium and Long-Term**

#### **Building bonding and bridging social capital.**

- VAWF will continue to build trust, gather further information and data, consolidate contacts with local residents and VCS organisations over the next six to twelve months and develop proposals for new community development projects in the area. Projects, which develop out of this, will be long term.

#### **Bridging social capital**

- Community development training will be given for VCS organisations, local people and their partners, in order to equip them to take part in community projects.

#### **Overcoming alleged apathy**

- The Project will use participatory and affirming planning tools (such as appreciative enquiry) in order to increase community engagement.

#### **Community Anchor Organisation**

- VAWF will work with other partner organisations to create a community anchor organisation in the Hoe St / Wood St (HSWS) area.

#### **Working between big organisations and little organisations**

- VAWF will work with (branches of ) larger voluntary organisation to enter into partnerships with small organisations in the Hoe St / Wood St (HSWS) area.

#### **Support services for Tenant and Resident Associations (TRAs)**

- VAWF will offer support services to TRAs and other small community organisations in HSWS.

#### **Environment and public space**

- LBWF (London Borough of Waltham Forest) will work with Ascham Homes and other local organisations in HSWS to improve public spaces, including green spaces and play spaces in HSWS.

#### **Improving the public space around the estates**

- The LBWF Youth Service will work with VCS organisations and other stakeholders – eg the Police to run diversionary community activities in public places, such as Attlee Terrace and Marlowe Rd estates for children and young people, such as football and basketball competitions and holiday play-schemes.



### **Youth work and children's work**

- More children and young peoples work is desperately needed in the HSWS area. A consortium of statutory and voluntary sector organisations will meet to plan both long and short-term responses to these needs.
- Further research to firmly establish the needs of children and young people will be carried out by local voluntary youth organisations with the support statutory organisations and the children and young peoples network.

### **Work with communities of interest**

- VAWF will link more actively with the work of organised communities of interest such as the Faith Communities Forum in the borough to ensure that active local groups in HSWS get the support they need to carry out their work in the community.

### **Contributions of faith groups**

- Larger communities of interest such as faith organisations in HSWS could support small VCS organisations by mentoring training and partnering them to carry out their work. This includes making their buildings available for community use

### **Programmes for community buildings**

- Together with the Change-up strategy in the borough, VAWF will co-ordinate support to VCS organisations running community buildings (including faith organisations) in HSWS through offering appropriate training in staff development, building management and bid writing (such as that offered by Community Matters)
- Ascham Homes will create community rooms on estates especially Attlee Terrace where residents can hold their TRA meetings.
- Local schools as part of the extended schools services provision will find ways their buildings can be made available for use by VCS organisations at affordable rents during evenings and weekends.

### **Pre Olympic Volunteering**

- CLASS will work with VCS organisations to develop their pre-Olympic volunteering training programme – Personal Best – as part of community leadership work with local residents

### **Defining boundaries for community development work**

- Working with in consultation with the VCS, the LSP will take care in drawing up the boundaries of future regeneration programmes that these are relevant to the social realities of the local area.

### **Directories websites and infrastructure**

- VAWF will develop further the [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk) website to carry useful information about the HSWS area and link this to other useful sources of community information including LBWF, Better Neighbourhoods Association (BNI), the Observatory and the websites of other VCS organisations.

### **Long-term funding for development of the VCS sector in HSWS**

- Both capital and revenue investment is needed in HSWS to fund the proposals in these recommendations. VAWF will convene funding workshops to enable VCS





organisations to address their funding needs. The LSP will invest in VCS organisations as lead organisations for the regeneration of disadvantaged neighbourhoods such as HSWS.

**Stages of development of voluntary organisations in HSWS and need for a capacity building plan**

- VAWF will do further work in 2008 to assess the strength of the VCS in the HSWS area and to develop a relevant capacity building support programme there, (as outlined in appendix 4).



## **Part One: Introduction: Engaging with the Better Neighbourhood Initiative in Hoe St- Wood St.**

### **1.1. Context of BNI**

Voluntary Action was awarded a contract to deliver the following outputs in the Hoe St / Wood St Better Neighbourhood's Initiative (BNI) priority area.

- To secure £50k secured for joint working
- To set up 4 consortia working programmes based on neighbourhood priorities established
- To produce 1 Neighbourhood Management Area (NMA) profile produce
- To organise 2 Neighbourhood 'events' held to bring Voluntary and Community Sector (VCS) and residents together e.g. recycling or 'clean up' events
- To establish infrastructure established to maintain joint VCS working and NMA activity
- To provide additional resources available in the neighbourhood
- To produce a project evaluation report

#### **1.1.2 Objectives**

The overall objectives of the project as defined by LBWF are to

- Increase the amount and effectiveness of VCS activity
- Establish VCS consortia / join up VCS activity
- Connect VCS activity with local people
- Increase the amount of VCS resources and facilities
- Build social capital / cohesiveness

**1.1.3** There is a dedicated team of BNI workers who are carrying out activities such as Health Promotion, Worknet, Cleaner Safer Greener, Educational Attainment and general community engagement. VAWF worked alongside the BNI team, over the past two months to make contact with as many VCS organisations and other local agencies as possible, and to understand the neighbourhood working area as much as possible.

This Community Profile report attempts to incorporate as much as possible of what we have learnt about the issues raised and to make some suggestions about how they might be addressed. Most of the data collected has not been presented in this kind of format before and so adds value to the knowledge we have about the area.

We intend to hold a seminar later in December 2007. This is to discuss the findings of this Profile and to make plans to carry out the other aspects of the project, as mentioned above. We are interested to receive comments /views from voluntary organisations and people living or working in Hoe St / Wood St. We want to know what activities you would like to see voluntary and community sector organisations engaged in and how you can take part in the programme we will be carrying out. Information about all this, including this profile will be displayed on our website : [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk).

We are particularly keen now in thinking about what are the implications for the long term of our work in Hoe St - Wood St and in other disadvantaged neighbourhoods. This includes putting together partnership funding applications. Some of the biggest issues to



have emerged are around the needs of children and young people and how to build strong tenants and residents organisations capable of representing those living in the area and meeting places for voluntary groups to carry out their activities.

## **1.2. Terms of Reference (TOR) for Community Profile**

### **1.2.1. Objectives**

To produce a Community Profile,(CP) carried out during August –October 2007 looking into the needs and strengths of the Hoe St / Wood St (HSWS) Better Neighbourhoods area (BNI) and to find out what might be the responses of *Voluntary and Community Sector Organisations*(VCS) in relation to those needs and opportunities. Outputs could include documentation such as formal report, website linkages and directories and databases of interested organisations

To inform VCS engagement in future programmes of work in HSWS

### **1.2.2. Areas of work to be included in the Community Profile**

- To get a clear picture of the nature of the disadvantage of the Hoe St-Wood St area (HSWS) and why it is considered the most severe in the borough and what implications this might have for VCS organisations seeking to serve in the area(see section 2 and 3).
- To find out what existing research has already been carried out and seek to summarise what that is (see sections 2 and 3 + appendix).
- To look at strengths, resources and needs of VCS organisation in and around the area (including Networks and possibilities for partnership working). To learn about the needs of VCS organisations that might feed in to other work of VAWF, such as our funding advice service and training programme ( see section 4).
- To identify what and where are the Community and Voluntary groups in and around the HSWS BNI area and to input this data into maps and directories.
- To examine the extent of VCS activity in HSWS and to make recommendations for longer term VCS engagement in the HSWS area.
- To identify experiences of VCS organisations in engaging with the BNI and to see what lessons can be learned from it for the future, both in HSWS and in other poorer parts of the borough
- To find out about other providers of services to/ with VCS organisations in the area, (eg Ascham Homes) and what they are able to provide, what are the gaps and what role might VAWF or other VCS orgs might have in the short, medium or longer terms.
- To consider what are the Community buildings and meeting spaces available for local VCS groups
- To make suggested recommendations for follow-up action required by agencies such as LBWF, VAWF, the BNI team, local VCS organisations and other VCS organisations e.g. borough wide one or specific interest ones.

As part of the contact-making work to build up a range of people who become the basis of a directory of interested and involved organisations (section 4). The range of people/orgs have to contact in HSWS BNI to include: Local Councillors; Ascham Homes; BNI officers and other statutory providers,plus those providing voluntary delivery services in the area, including small community organisations e.g. TRAs, churches and faith groups, extended schools / schools; community buildings ( see acknowledgements).



### 1.2.3. Report production

This would be in the form of a report, with recommendations, uploadable onto [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk). This will become either a discussion or a policy document within VAWF and possibly used for future planning. It will be shared with other organisations, first within the BNI team (see recommendations).

As part of [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk), VAWF to set up a web presence for VCS engagement in BNI areas, starting with Hoe St Wood St this is to include a diary section, events and links to venues data bases and maps, locating VCS orgs, and community buildings.

## 1.3. Purpose of this report

- To highlight issues that will help to focus and use more effectively resources for increased VCS activity in the area.
- To influence those who may make future decisions about working in disadvantaged areas of the borough and to encourage VCS organisations that are already at work there or who could be encouraged to re-divert their work there, to know how to access the information that is already available to them.
- To be of use to those in the VCS who are not used to using statistics. To encourage them to make use of the information collected in their own project planning, business planning, partnership work and funding bids.

### 1.3.1. Who this community profile is for

This community profile is aimed at firstly

1. The LBWF REGENERATION DEPARTMENT
2. The Chief Officer and board members of VAWF
3. Voluntary and Community Sector organisations already working or interested in working in the Hoe St Wood St area, including representatives of local people
4. Team members of the BNI in Hoe St Wood St.
5. Other agencies making decisions about future engagement *post BNI* in the HSWS area and in the other most disadvantaged wards / SOA's in the borough.
6. Local councillors

### 1.3.2 Jargon and abbreviations

This report tries to avoid over use of a lot of jargon and abbreviations. Where possible these are explained in the glossary in the appendix 1.

SOA - Super output areas

BNI - Better Neighbourhoods Initiative

HSWS – Hoe St / Wood St

VCS – Voluntary and Community Sector

LBWF – London Borough of Waltham Forest

VAWF – Voluntary Action Waltham Forest

TRA –Tenant and Residents Association

NMA – Neighbourhood management Area

LSP – Local Strategic Partnership

LAA – Local Area Agreements

BAME – Black, Asian and Minority Ethnic

ASBO – Anti Social Behaviour Order



## **1.4. Limitations of this report and approach taken**

It has only been possible to scratch the surface of what are the needs of the area and the amount of VCS activity going on there. The reality is that there is a lot more there to discover and many more groups not yet contacted. This includes faith groups drawn from Black & Asian Minority Ethnic (BAME) communities. Pakistani and other Muslim communities in the vicinity of the area also feature less in this report, in part because this community settled in the area in the terraced housing surrounding the BNI areas and they are less likely to be council housing tenants.

There are also limitations in the extent of our connections to work going on in relation to Health and Social Care and Employment and Enterprise themes- though in the latter the VCS input and impact is very small anyway, because very few of these groups are able to secure government contracts

Further we have to admit how little we have yet gained in meetings with local residents and finding out their view points, as distinct from the views of local agencies. It has been hard to feel we are getting at the real issues and sometimes it has felt we are pretentious, outsiders approaching residents who seem to be *impenetrable* and hard to reach. We are not yet grasping what the poverty is all about because we are still not asking the people themselves – this needs to be the next step. There is a need for a long term project that does this more effectively.

### **1.4.1. Ethical issues**

How far it is fair to identify, name and describe in detail the poorest areas of the borough in such a way that people from outside could exploit the information for purposes outside this report?

As this report was being prepared the concept of '*Place Shaping*' is being put forward in the borough. We hope this report contributes to that discussion.

## **1.5. Research Methods used**

1. Looking at hard data available from statistics and report, including the 2001 census (see bibliography)
2. Observations based on regular visits to the area at different times of day to see what is happening, by foot, bicycle and public transport.
3. Attending meetings in the area and talking to workers and volunteers in local agencies (see acknowledgements)
4. Making use of research already carried out ( see bibliography)
5. Individual conversations with a large number of individuals, residents and VCS organisations

## **1.6. Thanks and acknowledgements**

A lot of people have helped in the production of this report. Their names are mentioned in the Appendix B



## Part Two: The Community setting of Hoe / St Wood St BNI

(Observations and Description of the Hoe St Wood St Better Neighbourhoods Initiative Working area)



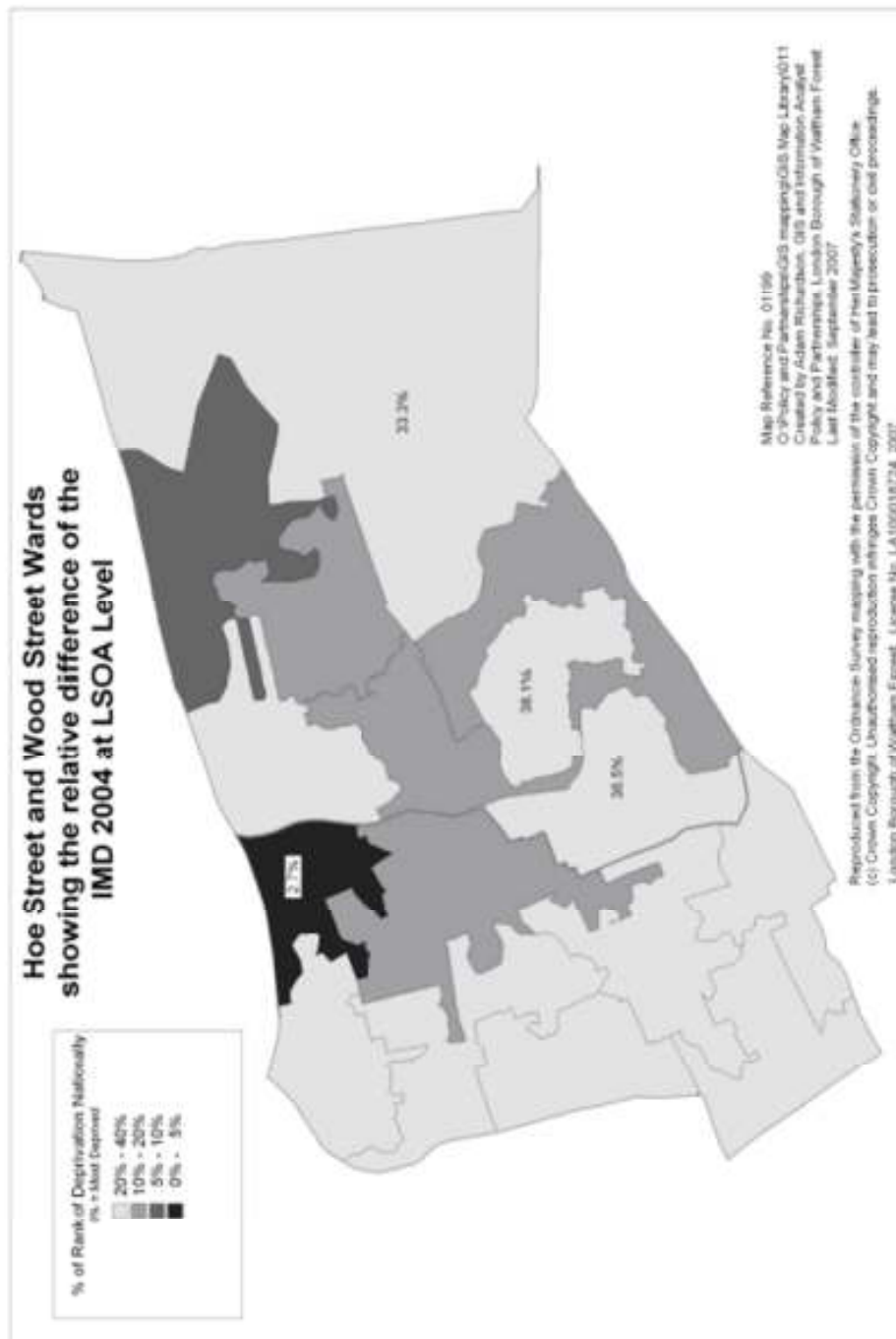
### 2.1.Introduction

This section of the community profile provides information, impressions and statistical analysis of the working area. It is an adapted and expanded version of the profile carried out by Mary Ann Hester and members of the Observatory Team for LBWF as part of the baseline data for the BNI. VAWF would specifically like to thank Mary Ann and Adam Richardson for the help they have provided in preparing charts, maps and other information for this section of the profile. We have attempted to provide a more detailed presentation of their original data and to make the account more readable for a lay audience. We have also interpreted the data in the light of conversations with other people and based on observations from visits in the field. The author takes full responsibility for the way information is interpreted here. Much of the statistical information on which it is based can be found in the appendices. Some of the issues summarised here are covered in more detail in other parts of this report.



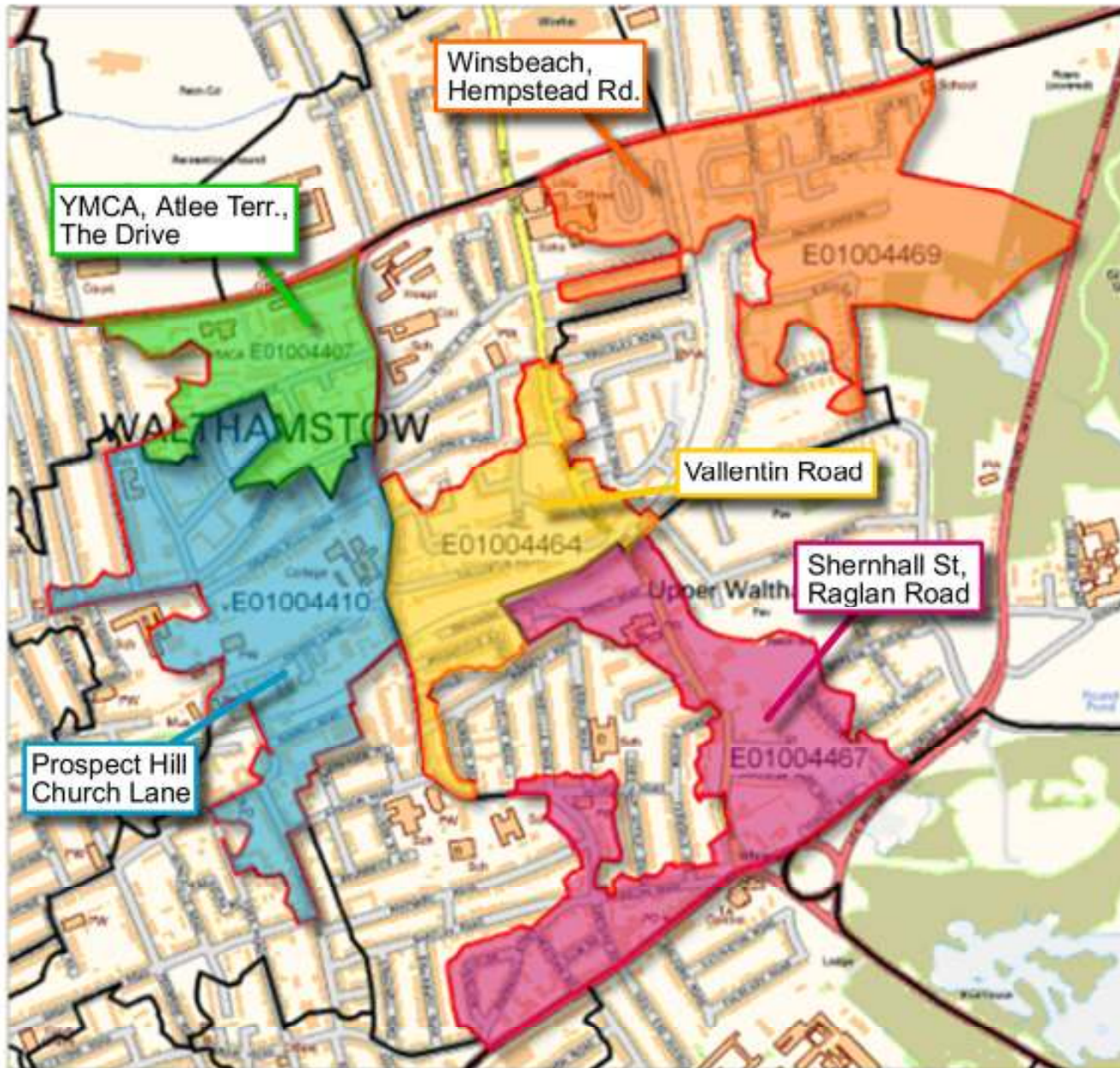


2.1.2 Map 2 shows the *super output areas* of Hoe St and Wood St areas. Super output areas (SOAs) are smaller areas of about 1,500 people from which the government nationally is able to collect statistics. In this map, we can see the statistics from the index of multiple deprivation (IMD) and put onto a map format. The area shaded black is now being considered the poorest SOA in the borough and is within the top 3% most 'deprived in the country'. (called the *Drive* in this report) The other dark grey areas are other SOAs within Hoe St- Wood St which are in the top 20% of deprivation indices in the country and part of the BNI programme. On the map, we can also see other SOAs, (shaded light grey) which are relatively more affluent, but still (at 35%) below the national average.



Map 3

## Hoe Street / Wood Street Priority Neighbourhood



Map Reference No. 00947  
O:\SS\GIS mapping\GIS Map Library\009  
Created by Adam Richardson, GIS and Information Analyst

Map 3 shows the outline boundaries of the five SOAs within Hoe St Wood St. These are described in more detail below (see section 2.2). These are the five small areas that have been targeted by LBWF as the basis of their Better Neighbourhood Initiative (BNI)



## 2.2 The geography of the Hoe Street/ Wood Street BNI working area

As map 3 shows, Hoe Street/ Wood Street Priority Neighbourhood contains five Super Output Areas, covering an area of 81 hectares. Two are in Hoe St and three are in Wood St. This BNI Priority Neighbourhood comes across as a series of irregular and jagged shapes, that bear little relation to the lie of the land and to where things fit in. It is situated to the south of Forest Road down to Lea Bridge Road with an easterly border near Wood Street and a westerly border near Hurst Road. It also consists of an additional unconnected area at the eastern end of Forest Road, along to Wood Street and south to Avon Road, with the allotments to the east.

The SOA in the northeast corner of Hoe Street Ward around The Drive is the most deprived SOA in Waltham Forest, ranking in the worst 3% of areas in England for the combined Index of Multiple Deprivation 2004. The North East of Wood Street ward is in the worst 6-10% and the other 3 SOAs of the area ranks in the worst 11-20% for Multiple Deprivation. See section (G)

The five SOA's making up the Hoe Street/ Wood Street Priority Neighbourhood are:

### 2.2.1. Hoe Street: Prospect Hill – Church Lane (E01004410)

This area runs from The Drive to Orford Road and includes Church Hill Road, Summit Road, and Church Lane and part of Attlee Terrace and Prospect Hill. Shernhall Street acts as its border to the east. This SOA has the greatest number of older people and the highest percentage of white British.



### 2.2.2. Wood Street: Vallentin Road (E01004464)

This SOA runs east of Shernhall Street between Turner Road and Rosslyn Road, eastward to Wood Street and includes Marlowe Road, Vallentin Road and most of Brookfield Avenue and part of Browning Road.



### 2.2.3. Wood Street: Shernhall St - Raglan Rd (E01004467)

This SOA is bordered by Lea Bridge Road to the south from Shernhall Street to the west up to Forester Drive to the east. Its eastern boundary travels north up Fyfield Road between Greenway Avenue and Wood Street and then west along the railway line to the middle of Browning Close then south along Wood Street to Raglan Road and west above Butterfields Road. Whipp's Cross Hospital is just outside the boundary to the east.



### 2.2.4. Wood Street: Winsbeach – Hempstead Road (E01004469)

This SOA runs south of Forest Road to Fyfield Road and includes Winsbeach, Hillside Gardens and Bistern Avenue. Wood Street Library is included on its western flank with the allotments at its most easterly point.







### **2.2.5. Hoe Street: YMCA Attlee Terrace - The Drive (E01004407)**

This SOA stretches from Hurst Road in the west to Shernhall Street to the east and includes The Drive and most of Attlee Terrace and Prospect Hill. It includes a large housing stock managed by Ascham Homes (approx 19 blocks). The remaining housing is owner occupied or privately rented. This area also runs parallel to Forest Road opposite Waltham Forest Town Hall. It is identified as the poorest SOA in borough (see map 2, section 2.3) so it gets priority attention in this profile.



**2.2.6.** These 5 little SOA areas do not exist on their own. They are situated in neighbourhood housing areas all of which have their own histories, geographies and *social ecology*. The areas of social housing – the estate blocks - are set amidst areas of terraced housing and owner occupied housing – much of it socially very different to these council blocks. These areas are in stark contrast to more attractive or high profile bordering areas around eg Town Hall, the Village, the area around St Mary's Church.

**2.2.7.** This in itself adds to the isolation of the blocks in the HSWS context. They are blocks lived in by individual tenants or leaseholders – not vibrant and interacting social areas – this was confirmed by the '*residents' survey*'. There is a low level of community participation and a high level of anti-social behavior. A resident expressed this as: '*Ascham Homes says – that's a resident's problem – you deal with it yourselves*'.

The estates seem invisible. People from outside don't know they are there. They straddle the hillsides, built as linear strips, rather than as wholes. It is an area that is largely unknown and hidden from view for most people. The street Atlee Terrace is not a turning most would not need to or choose to take. The Drive, - *as a road* - with its fine trees has a rather distinguished look and cuts a pleasant outlook. When the Drive - *as an SOA* - is lumped together with Walthamstow 'Village' as part of Hoe St Ward it gets disguised both as to the true nature of its needs and as to what it is about.

**2.2.8.** Unlike South Leytonstone and Leyton, this area has not been a focus of any previous regeneration programmes and hence work here has a *start from scratch* emphasis to it. As we will discuss in section three, the voluntary and community sector is more underdeveloped in the HSWS BNI when compared to the BNI areas south of the borough. Organisations tend to have their offices *based* near here, rather than their operations serving here- with the exception of faith groups.

**2.2.9.** The BNI area also contains a high proportion of borough's homeless through two important hostels run by VCS organisations:

1. YMCA Hostel for homeless young people
2. The Branches night shelter for rough sleepers



## 2.3 Attlee Terrace - The Drive: The specific situation

**2.3.1.** The housing in Attlee Terrace and The Drive was built in the 1950s, on a site that used to contain big houses. It is situated on a hill that goes down on one side to Hoe St and the other to Shernhall.

**2.3.2.** Tenants Associations in the area were well organised in the 70s. The Drive TA had block reps on it. Meetings were held at the Welcome Centre including some big meetings, bingo and regular summer outings. Over 60s events also used to run by the Leisure Services dept. The TAs seemed to dwindle in the 80s, when reps stopped collecting subs – so social interaction also declined. The homes for sale programme was introduced which had added to the decline in tenant participation. The transfer of ownership to Ascham Homes in the 90s has been a further factor (both good and bad).

**2.3.3.** The estate is now undergoing a lot of further disruption with a lot of major building works, including structural underpinning and asbestos removal. The likely costs of this are a source of great anxiety for leaseholders.



Flats on Attlee Terrace are currently selling on the open market for £143,000 by Spencer's Estate agents. One wonders if possible buyers are notified about the subsidence work and asbestos work needed around there. As the advert for sales says: *'Investing in UK sales – how to make fast profits with less / no money – buy to let London'*

Attlee terrace, prospect Hill, E17. A one bedroom flat on the first floor offered to the market chain-free. The accommodation comprises one double bedroom, bathroom, kitchen and large reception room. This property would make an ideal first-time purchase or a great rental investment in the agents opinion. Both Wood Street and Walthamstow Central Stations are close by, as are the local amenities along Wood Street and Walthamstow High Street . Call 020 8509 6677 to view.

**2.3.4.** As defined by the government's indices of multiple deprivation, the Attlee Terrace / the Drive estates is now the most deprived super output area in the borough, but were once among the most sought after flats in the borough. This designation '*most deprived*' SOA in the borough is a relatively recent label to have been acquired, by the Drive SOA. It did not come about until statistics could be isolated at super output level rather than ward level. In *ward* terms Hoe St Wood St is not seen as poor as the wards of South Leytonstone and Leyton, which have a more obviously 'poor' feel about them and which have received on that basis long term capacity building and regeneration support over many years.

**2.3.5.** The garage issue is further evidence of loss of resources to the area. There is no space for youth to congregate and the area has been served with a dispersal order, which is a dampener on social interaction (cf Section 5.7), needlessly criminalising the young and cementing divisions between social' and antisocial residents.



### **2.3.6. Specific situation of people living on the Drive SOA**

- 19% have a limiting long-term illness
- 29% provide unpaid care for more than 50 hours per week
- 39% of all people of working age are claiming a key benefit, compared to a borough average of 18%
- 13% on job seekers allowance, compared to borough average of 4%
- 14% on incapacity benefit compared to 7% borough
- 41% of working age claimants that are male (as a proportion of the male working age population)
- 58% Percentage of claimants aged 16 to 24 (as a proportion of the population aged 16-24).

Of income support claimants

- 65% 25-49
- 65% female
- 95% are single
- 40 been claiming 5+ years

Large child age populations

- 11% under 5s
- 12% 5 -15

( source government statistics)

## **2.4. Observations and Description of the BNI area**

**2.4.1.** In this section we describe the physical boundaries, including railway lines, major roads, hills and hillsides. This whole area is the most hilly part of the borough, south of Forest Rd. As the maps 1-3 show, there are some very distinct social and natural boundaries demarkating the 5 estates from each other and from other parts of the borough.

The five super output areas are divided from each other by the Chingford railway line, meaning they are physically quite isolated from each other.



Photo; flats in Bisterne Ave

Just looking at the maps, what comes across is the lack of cohesiveness of the area from a community development point of view [ see Recommendations]. These are basically 5 distinct little areas set within the context of these two wards. So, it is not easy to get a grasp of the BNI area as one single whole and its identity as a target, working area is baffling. (The 4 other BNI areas in the borough are much more cohesive as geographical areas). This immediately raises the question whether an





approach based on targeting very small postcode areas is viable and how *ethical* it is to identify specific areas for attention, which could lead to labeling them negatively rather than improving them positively.

2.4.2. The estates have no obvious cohesive identities of their own. There are no tenant halls and community centres (with the exception of the Hydro). So TRAs have to hold meetings at some distance from the blocks. Even if this is geographically only 400 yards, socially it is like moving into a new area.



Photo – the Hydro tenant hall in the Winsbeach area

Most of the blocks of flats that characterise the BNI areas have a drab look. In many cases especially Attlee Terrace and Marlowe Rd security doors are not installed. Public space is not attractively tended to.



Wood Street shopping area

2.4.3. Wood St shopping area is the only natural street that would appear to join up the estates and give a cohesive centre to the area – but as Katherine Green's photo essay and oral history project has identified, the area has lacked any regeneration emphasis. The kind of town centre development / status that have occurred in Leyton and Leytonstone is lacking here.



The real centre of most of the area is probably outside the area altogether around Hoe St and Selbourne Walk/ High St. It is rare to find people congregating and talking together around the estate blocks. People keep very much to themselves – and even specific events such as those organised by Groundwork are not-yet- inducing residents to come out and mix together, in any numbers.

## 2.5. Types of Housing in the area



This Priority Neighbourhood contains 3,303 households and is more densely populated than the Waltham Forest average at 88 people per hectare. However, Hoe Street ward is on average more densely populated than this at 105 people per hectare. Planning application data from Waltham Forest Council suggests that Hoe Street and Wood Street ward have seen increases of about 130 households in each ward from 2001 to 2006.

Less than a third of homes are privately owned. The percentage of homes rented from the Council is three times the borough average, accounting for nearly half of all housing in the area. Most of these flats are owned by LBWF while, managed by Ascham Homes. This ownership difference creates problems for tenants when responsibility for repairs gets passed between LBWF and Ascham Homes. One person called this *'the stuff that falls between the cracks'* [See section 5.6].

2.5.1. Although the SOA areas do have some streets of Victorian terraced houses with small front gardens, it mainly consists of low-rise blocks of flats with small amounts of communal gardens. Nearly three quarters of all housing in this Priority Neighbourhood are purpose built flats or converted houses; this is nearly three times the average for Waltham Forest.

2.5.2. As already mentioned, these estates of council type housing are extensive in this area and the blocks of flats are also hidden from view and unknown. Individual blocks nestle amidst terraced streets and other types of *'better'* housing. Looked at in a ward context, for both HS and WS, 41% of the housing stock consists of purpose built flats. This is the highest in the borough. In contrast these wards have below the average for terraced houses and semi-detached houses.





2.5.3. Key features include the following (see Dr Foster's report appendix describes these as)

- Tenants of public housing in inner city areas, with a high proportion belonging to minority communities; F36
- Young families and singles of varied ethnic descent, in high density, pleasant urban terraces; D27
- Disadvantaged families with children on very low incomes, typically living in low rise council estates. G41

2.5.4. The flats are predominantly clumped together in the vicinity of Forest Road along The Drive, Hylands Road, and an area between Turner Road and Vallentin Road. Most shops along Wood Street also have one-storey flats above them. Most flats are in low-rise developments with only 3% of people living above the 5<sup>th</sup> floor. There is a 20-storey block of flats called Northwood Towers off Vallentin Road. On Bisterne Avenue there are two large blocks of flats owned by Ascham Homes currently undergoing modernisation or rebuilding.

2.5.5. There are some streets of council built *houses* on Wigram Square, Butterfields and off Church Lane, where there are also some recently built homes. The average household size is slightly lower than the borough average, but because of the high number of flats and bedsits the overcrowding rate is higher than average with one in four of all homes being overcrowded, compared to the borough average of one in six. The 2001 Census found the percentage of vacant dwellings to be just lower than the borough average.

At ward level, there is a much higher rate of households without central heating, compared to the borough average, though this is not likely to apply to the council flats. The 2005 housing condition survey found that in both Hoe Street and Wood Street the levels of homes in a 'non-decent' condition was just a little better than the borough average. The main problems with 'non-decent' homes in Waltham Forest relate to old properties, either owned or privately rented, in disrepair or with poor thermal comfort.



Photo: flats in Winsbeach Estate





## 2.6. Transport, Shopping and Green Space

### 2.6.1. Transport links

Transport links are fairly good with Wood Street Station located in the middle of the neighbourhood. It is on the Chingford to Liverpool Street train line, giving direct access to Liverpool Street Station and the option to change to the Victoria Line underground at Walthamstow Central. There are many buses passing along, through or near the area (e.g. W12, W16, 230, 123, 275) along Wood Street, Hoe St, Forest Rd Lea Bridge Road and Shernhall Road, providing transport to Walthamstow Central, Clapton and Wood Street Station.

### 2.6.2. Shopping

There are many shops along Wood Street and Lea Bridge Road, mainly small independent retailers of fast food and general goods. There are also a few businesses along Summit Road, Beulah Road and Shernhall Street. There are some light industrial areas on Eastern Road, Vallentin Road and Church Lane, mainly relating to the sale or repair of motor vehicles. Wood Street seems to have declined as focus for shopping and as a community centre / hub – as was highlighted by the oral History Project exhibited at the Vestry House Museum in the summer. (cf Katherine Green's book *Wood St, E17* - [www.katherinegreen.co.uk](http://www.katherinegreen.co.uk).)

### 2.6.3. Green space

The flats along the Drive are set in grassed areas, with mature trees. There is the small Bisterne Avenue Park and there are two small green areas on Wood Street and the centre of Wigram Square and the Allotments to the far North East of the Priority Neighbourhood. Under Cleaner, Safer, Greener money has been spent to improve some of these sites



*Photo: the extent of green space in Marlow Rd Estate*

(In theory) The area is in very close proximity (less than a mile) to large areas

of green space with the Forest to the east and the Town Hall complex, Pool and Track, Lloyd Park and the George Monoux College grounds to the north. There is a cricket ground and tennis courts in the neighbourhood, off Greenway Road. But how accessible are these areas to local people with young children or to young people travelling on their own? And who would be able to use these areas – such as cricket pitches and tennis courts? The cricket pitch / tennis court have a private keep out sign on their gates.



Although the Epping Forest and Whipps Cross ponds are about a mile from the majority of the BNI areas (and closer to Winsbeach and Raglan road) they are bordered by major road and rail boundaries and involve people in moving into quite socially different types of areas. Regular visits through these open spaces confirm that though they constitute valuable green space and a lung for the city, they are not being used by many residents of BNI areas and are mainly used by dog walkers, or car users.

Looking at the issue of green space and childrens' play space around The Drive - Attlee Terrace/ and Marlowe Rd areas are important. A study of the map reveals that except for quite small play parks, there is no easily accessible green space for children within 15 minutes walk of these estates and without crossing Forest Road – which is a major road and social boundary. The public spaces near the blocks have signs telling children not to play in them. Dispersal orders are in operation and this is also a deterrent to play.

The area is actually seriously disadvantaged in terms of safe, accessible play space for children and those who intend to build yet more housing in the vicinity of Attlee Terrace – and in the long run on the Warwick school site – should think seriously about the effect of this lack of space in terms of children's negative behaviour – and look in terms of major roads and other barriers to be crossed to access open space. The photo here shows the limited extent of play space around Attlee Terrace.

*If every child matters* in priority neighbourhoods, where everybody is living in flats, every inch of green space where children can play in safety is critical and needs to be addressed (c.f. part 4 plays area in Attlee terrace and the garage issue).

This is also an area where big change is occurring to the secondary school system over the next 2 years. In 2008, Warwick Boys School will amalgamate with Aveling and moving to a new purpose built



PFI financed site behind Homebase. At the same time, Walthamstow Girls School occupy the Warwick Boys School site while their own building is refurbished. After that the Boys school site is likely to be redeveloped, probably for new housing.

Place Shaping and the voluntary sector in Hoe Street & Wood Street.







## Part Three: The People who live in and around the Hoe St / Wood St BNI area.

This section will try to describe who are the people that live in this area, including their strengths and need. We will make use of available statistical data to help us do this. (Further data is available in the appendices.) The population living in this Priority Neighbourhood was 7,151 people living in 3,303 households, according to the 2001 Census. The residents of the area are slightly older than the borough average, with far more residents over 65 years of age, (is this true) but less residents in the 45-64 year age group.

### 3.1. Age structure

Charts 1 and 2 show the age structure for the HSWS area.

Firstly there are above borough and ward averages of over 65's, and under 5s and 5-9 year olds. The below average figures for teenage children are likely to have been reversed since these figures are calculated from the 2001 census, which was six years ago.

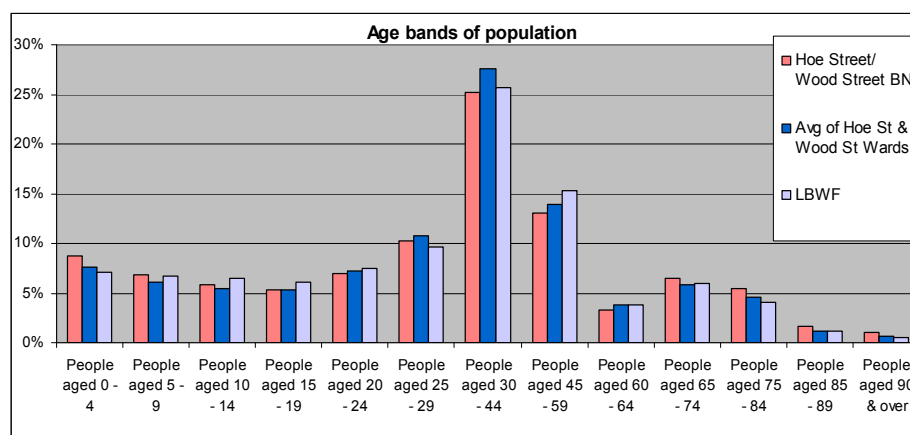


Chart one: age structure of HSWS BNI, compared to borough average

**3.1.2.** There is a below average middle age population, showing that by and large families whose children have grown up are no longer priorities for social housing.

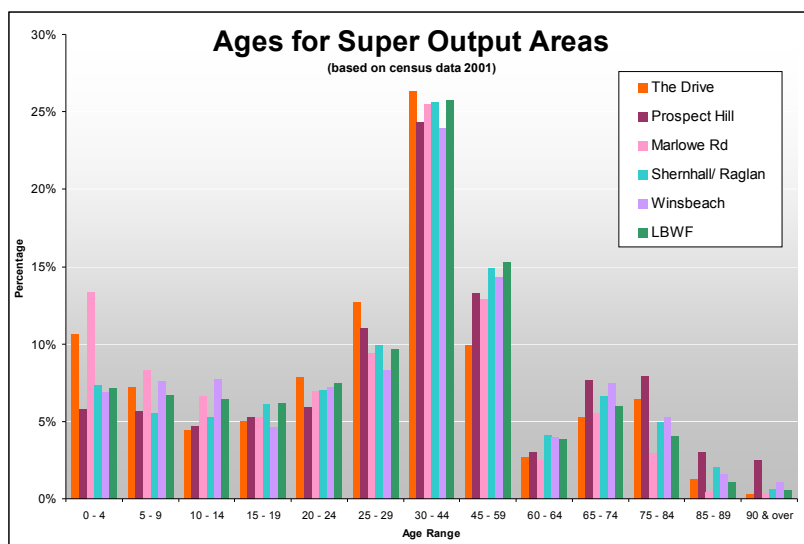


Chart 2: differences between BNI areas for age structure

It is important also to realise that there are differences within the five SOAs in terms of age structure. As shown in chart two, Prospect Hill and Winsbeach SOAs have by and large an older age group, incl Over 65s. The Drive and Marlowe Road in contrast contain higher child age populations.



**3.2.3.** These charts also show that by and large the estates lacks the middle age group of residents. Although the child age population reflects the borough average – the difference here lies that children are living in flats not designed for them, often in quite serious overcrowding and in households headed by lone parents.(see chart 3)

Hoe street/ Wood Street Priority Neighbourhood (PN)		Number in PN	PN %	LBWF	% difference
Population	Total number of residents	7,151		218,341	
Age bands	0-17 years	1,749	24.5%	24.0%	1.9%
	18-24 years	655	9.2%	9.8%	-6.5%
	25 - 44 years	2,531	35.4%	35.4%	0.0%
	45-64 years	1,169	16.3%	19.1%	-14.4%
	65 and over	1,047	14.6%	11.7%	25.1%

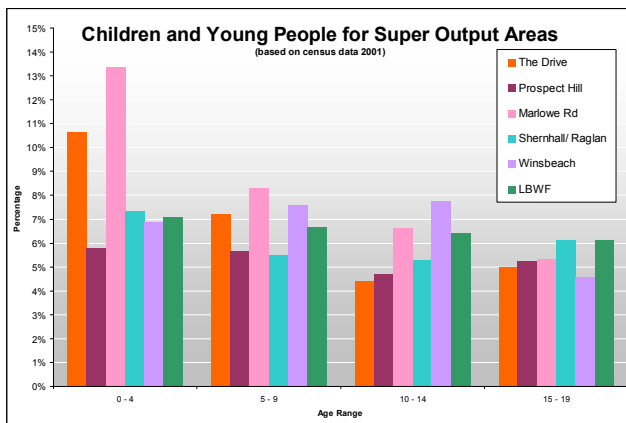


Chart 3: under 19 population of BNI area.  
This shows that the BNI area is well above the borough average for children, especially at the under 10 age group. (with the exception of the Prospect Hill SOA)

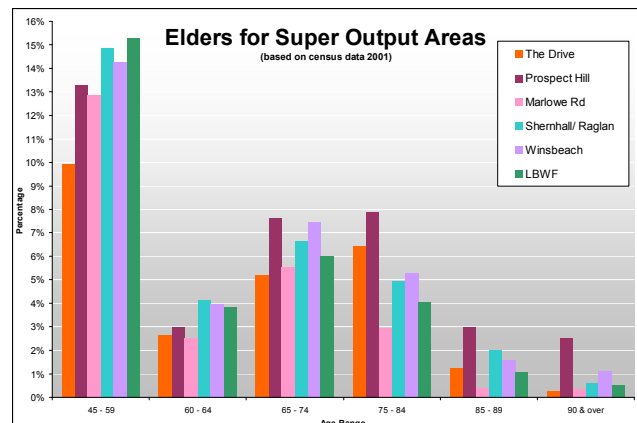


Chart 4: the over 45 population for HSWS. This chart indicates that Propect Hill particularly and Winsbeach contain above average % of retired people.

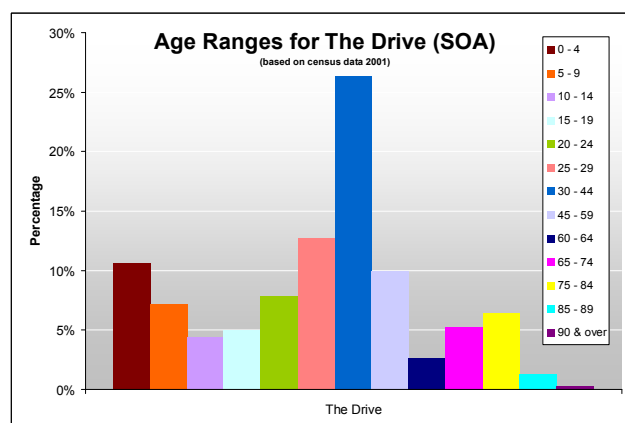


Chart 5: age groups living in the Drive.  
This chart shows clearly that the Drive is an area where a lot of children and young people live with their parents and there are relatively fewer people over 45.



### 3.3. Lone Parents

The previous section has established that there are high populations of children and young people living in HSWS BNI area.

Charts 6 and 7 show that these children are living in lone parent families much above the borough average, particularly in the Drive and Marlowe Rd. Table I establishes that these families are far less likely to be in full time or part time employment.

<b>Table 1: Hoe street/ Wood Street Priority Neighbourhood (PN)</b>		<b>Number in PN</b>	<b>PN %</b>	<b>LBWF</b>	<b>% difference</b>
All lone parent households with dependent children	All lone parent households with dependent children	455	13.7	8,518	9.4
	Lone parents in full-time employment	106	23.3%	28.5%	<b>-18.2%</b>
	Lone parents in part-time employment	63	13.8%	15.4%	<b>-10.4%</b>

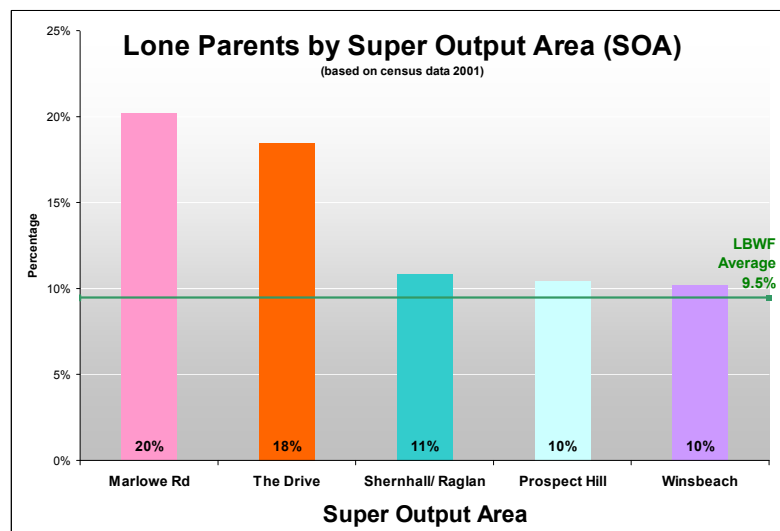
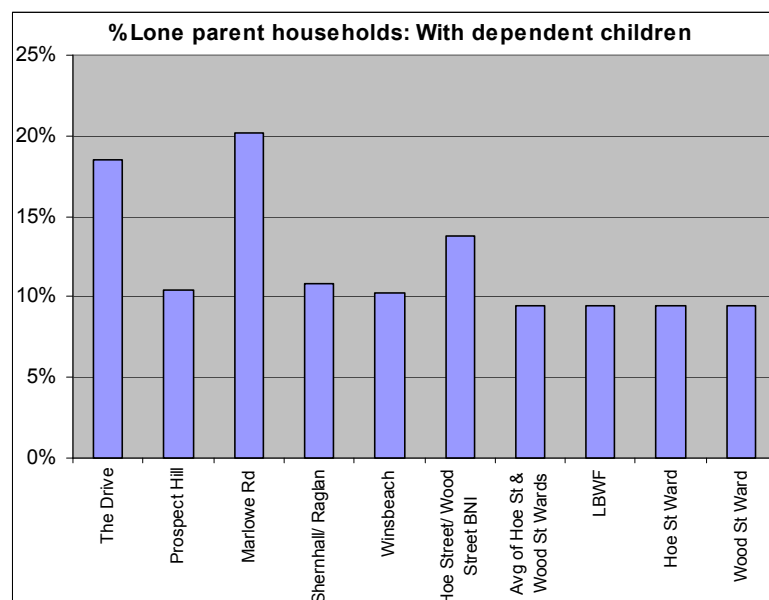


Chart 6: lone parent families

Chart 7: lone parent households with dependent children



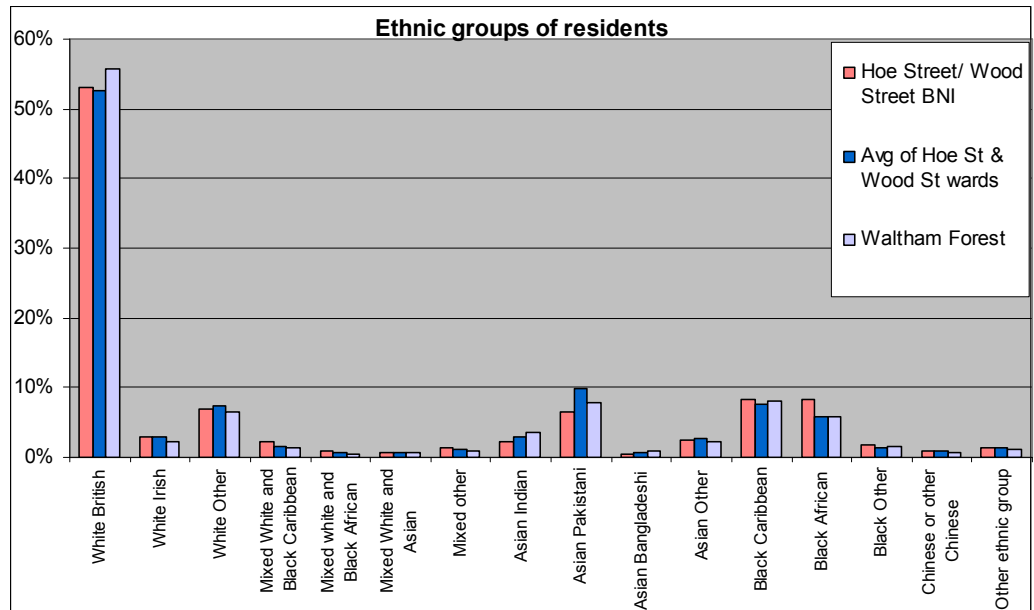
[Both wards have highest levels of one person household's 39% / 37% cf WF 33%]



### 3.4. Ethnicity

For a broad based neighbourhood project it is important to emphasise that the programme is open to everyone, as is the case in the BNI and the work of Tenants and Residents Associations (TRAs). When considering VCS engagement it is important to understand the ethnicities of the different residents in the local area, because a large number of the VCS organisations in the borough have been formed to meet the needs of specific ethnic minority groups.

**3.4.1.** At this stage of the project it has not been possible to identify if there are major trends going on as to who lives in these SOAs, except to say that this is a very multi racial area, with a wide range of ethnic groups represented here and that this is broadly in line with the borough and



ward averages (See chart 8). This is confirmed in conversations with local schools which have a wider range of ethnicities and language groups on their school roles.

**3.4.2.** As chart 8 shows, at first sight this area contains a sizeable white British population 53% – but this population is more likely to be in the older age group, broadly in line with the borough average. (Only in the Prospect Hill SOA is there are substantially higher white British populations.) There are above average mixed white and black Caribbean groups, below average Pakistani and above average black African residents.

**3.4.3.** The child age population is more likely to be drawn from minority ethnic groups and to be living in over crowding. The Black African communities is much higher than the average for Waltham Forest and this is made up of a wide range of ethnic groups from many African countries of origin, with Somalis being one significant group.

The percentage of people of Pakistani ethnic origin is lower than the borough average. This seems to reflect that the housing stock in the BNI area is made up of flats and that the Pakistani community settled in the area in the 60s and 70s they were less likely to be able to get into council housing and managed to purchase their own terraced housing over many decades. N.B. There is a more substantial Pakistani community in surrounding SOAs – and in LBWF questions have been raised about community cohesion issues in relation to this, particularly since ‘the arrests’ in August 2006.



**3.4.4.** There are also slightly more people from Other White backgrounds living here, compared to the percentage for the borough. Residents of this area are slightly less likely than the borough average to state their religion as Muslim and slightly more likely to state they are of no religion. Muslim communities include Pakistani, Somali and Nigerian people

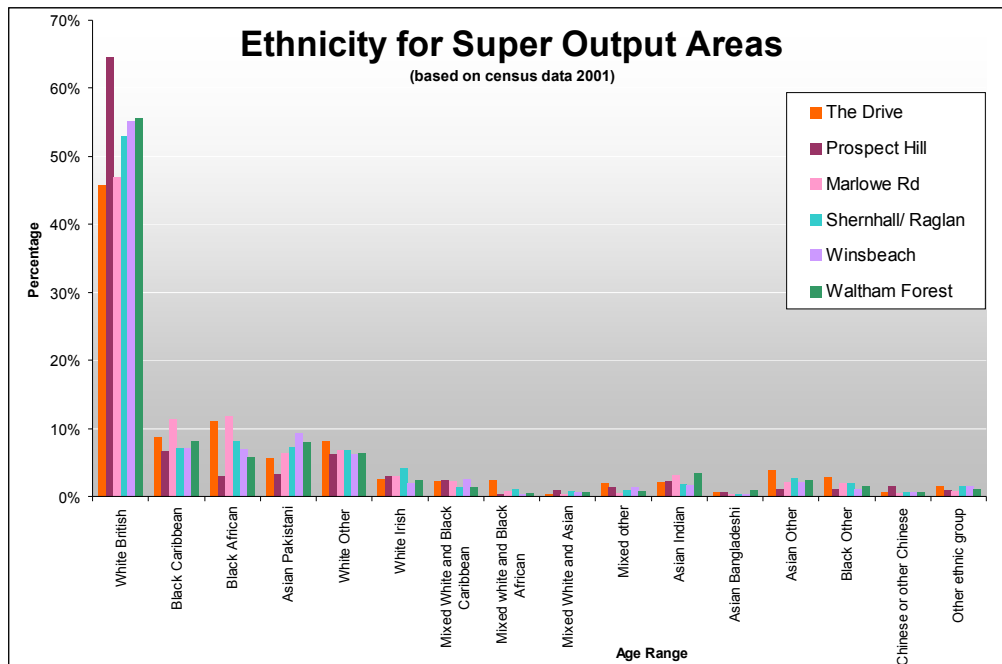


Chart 9: Ethnic breakdown of SOAs.

There is a significantly higher than the borough average population of Black African and Black Caribbean residents living in Marlowe Rd (especially) and also in the Drive.

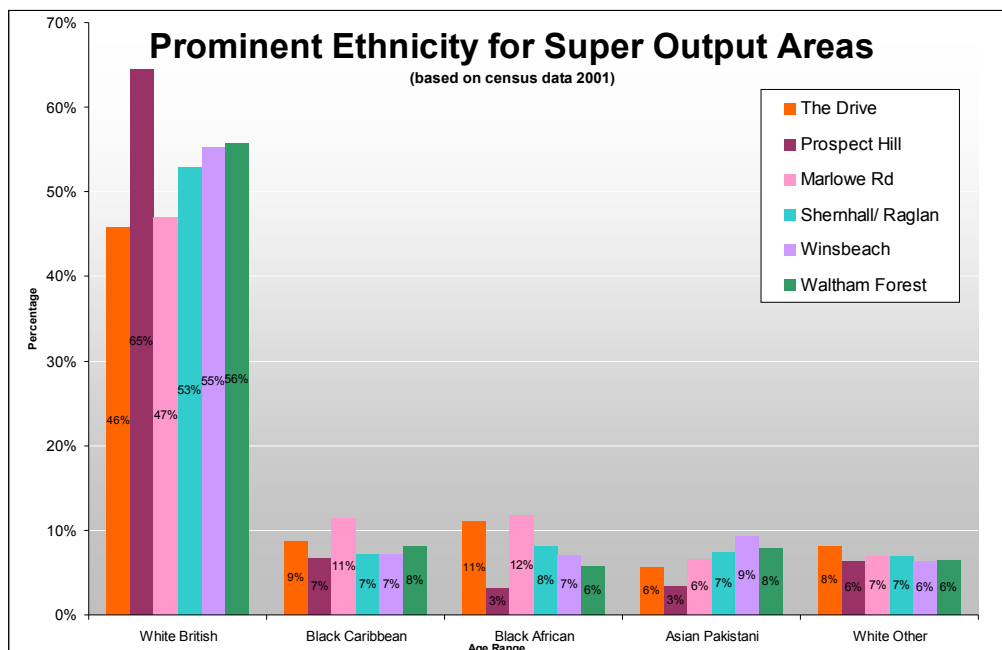


Chart 10

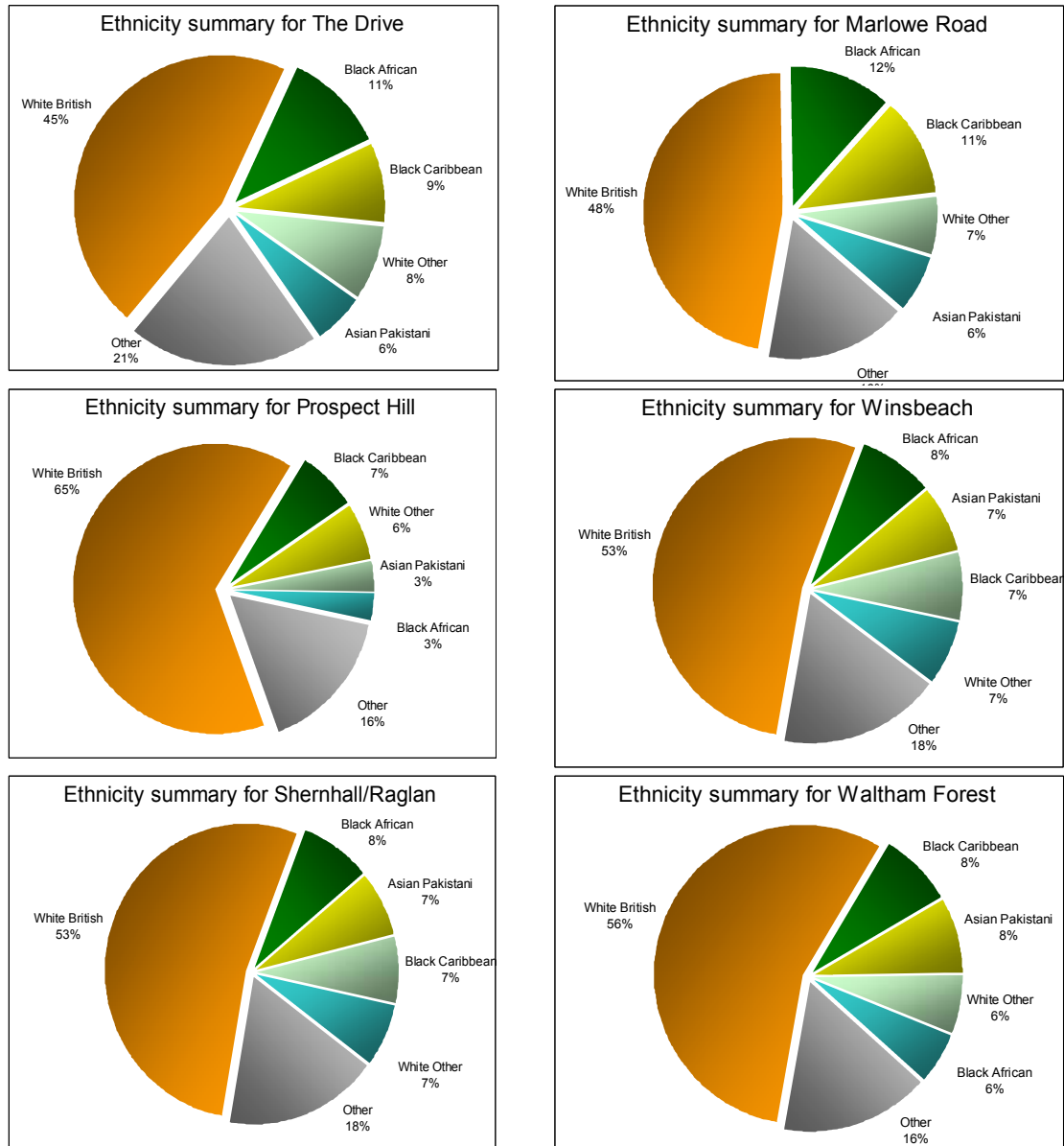


### Chart 11: Ethnic Breakdown for each SOA.

In chart 11, the ethnic breakdown of each SOA is displayed separately in pie chart format. These pie charts confirm:

1. A broad similarity with the borough average
2. Some significant differences in the make up of Marlowe Rd in contrast to Prospect Hill.

These two SOAs adjoin each other. When placed alongside differences in age structure, it can be seen that the two different SOAs have very different social needs.







### 3.5. Religion

Hoe street/ Wood Street Priority Neighbourhood		Number in PN	PN %	LBWF	% difference
<b>Religions greater than 5%</b>					
Religion	Christian	4,091	57.2%	56.8%	0.7%
	Muslim	1,007	14.1%	15.1%	-6.6%
	No Religion	1,184	16.6%	15.4%	7.7%
	Religion Not Stated	606	8.5%	8.9%	-4.7%

### 3.6. Educational attainment

The Census 2001 shows that for levels of highest qualifications attained, adults living here are more likely to have no qualifications and slightly less likely to have higher qualifications. Key Stage attainment data of children living in the area and educated in Waltham Forest schools shows that GCSE attainment levels are just lower than the borough average. At Key Stage 3 the combined rate for passing all subjects is only a little lower than the borough average attainment and the best of all the five Priority Neighbourhoods. The three-year average for Key Stage 2 pass rates are quite low compared to the borough average, although almost the same as the borough average in 2005.

The percentage of full-time students living in this Priority Neighbourhood and those who were over 19 years of age and in full-time education are just slightly lower than the borough average. A snapshot of Connexions data, of the proportion of young people not in education, employment or training (NEET), shows this Priority Neighbourhood to have a much higher rate than the borough average.

Deprivation for Education and Skills shows no SOA's in the top 20%, although the two SOA's next to Forest Road are ranked in the worst 20-30% on this measure. Only 23 of 145 SOA's in the borough rank this high on Deprivation for Education and Skills.

### 3.7. Health

According to the 2001 Census self-rated health is more likely to be 'not good' and more households contain someone with a limiting long-term illness than the average for Waltham Forest. Infant mortality is twice the borough average in Wood Street ward and the same as the average in Hoe Street ward. Teenage conceptions in Hoe Street and Wood Street ward are much higher than the borough average.

Life expectancy for women is very slightly worse than the borough average in Hoe Street but better than average in Wood Street. Male life expectancy is second lowest in the borough in Hoe Street and average for the borough in Wood Street.

Mortality rates for coronary heart disease and stroke show the level to be almost twice the average for England and Wales in Hoe Street and slightly better than the borough average in Wood Street. Mortality for Cancer in Hoe Street is about average for the borough, and better than average in Wood Street.

The Indices of Deprivation 2004 shows that there are three SOA's ranked in the worst 11-20% for Health Deprivation and Disability and this Priority Neighbourhood contains one of the two areas in the borough ranked in the worst 10% nationally. Barriers to housing and services deprivation is worse than the borough average with one SOA in the worst 5% and two in the worst 6-10%, the other two are in the 11-20% range.



(Cf Dr Foster's report)

### **3.8. Liveability and Crime**

The overall crime rate is slightly higher than the borough average in Hoe Street and slightly lower than borough average in Wood Street. The burglary rate in 2005/06 was much higher in Hoe Street and very slightly higher in Wood Street, than the borough average.

Envirocrime levels for 2005/06 in Hoe Street and Wood Street ward were slightly lower than the ward average for the borough, but the levels of graffiti enforcements were double the average in Hoe Street ward and the number of abandoned or untaxed vehicles very slightly higher than the borough average in Wood Street ward.

The 2004 Crime, Disorder and Drugs Audit maps show that Hoe Street/ Wood Street Priority Neighbourhood had slightly higher than average levels of robberies around Walthamstow High Street. There were a couple of high intensity hotspots for domestic violence, and areas with higher than average levels of homophobic and racial crime incidents near St Mary Road and to the north of Wood Street station.

There was an area with high levels of residential burglaries around the railway line near Folkestone Road. The stealing of motor vehicles levels are higher than average, especially just north of Wood Street station. There was a hotspot for arson near Church Lane and another near The Drive. Disturbance in a public place showed two hotspots, one in north Hoe Street ward near The Drive and the other at the north end of Wood Street. There was a hotspot for disturbance in a licensed premise around Wood Street/Waverly Road.

Social Disorder calls to police for 2005/06 were generally low numbers in this Priority Neighbourhood except for an area around Wigram Square/ Wood Street library. Deprivation in the Living Environment is high with all SOA's ranking in the worst 20%, including one in the worst 5% and one in the worst 11-20%. Crime and Disorder Deprivation is high with double the borough average number of SOA's in the 0-5% and 11-20% range: with two SOA's in the worst 0-5% and two in the 11-20% range.

### **3.9. Hoe Street & Wood Street Safer Neighbourhoods Team (SNT)**

Hoe Street and Wood Street each have a dedicated team of one Police Sergeant, two Police Constables and three Police Community Safety Officers who cannot be assigned to other duties. These teams patrol the streets of their ward and involve the community in finding local solutions to crime in the area. There were also 6 Street Wardens based in Hoe Street and 2 in Wood Street patrolling throughout the day and they are tasked with addressing a range of issues from street crime and anti-social behaviour through to environmental problems such as fly-tipping and graffiti. These posts were highly regarded in the area for the effectiveness in building social capital, but have since been cut.

The work of the local police is highly regarded in both wards, and in the absence of an effective youth service in the area, they take on roles more similar to detached youth workers. They seem to know the young people in the area very well.

### **3.10 Worklessness**

The residents of the area are less likely to be employed or a full-time student and are far more likely to be economically inactive than is average for Waltham Forest.



In this Priority Neighbourhood households with no adult in employment are more common and lone-parents are less likely to be employed than in many areas in Waltham Forest. Recent and historic benefit claimant data shows that residents of this area are twice as likely to be claiming Job Seekers Allowance or a lone parent claiming Income Support and more likely to be claiming Incapacity and Severe Disablement Allowance than the borough average.

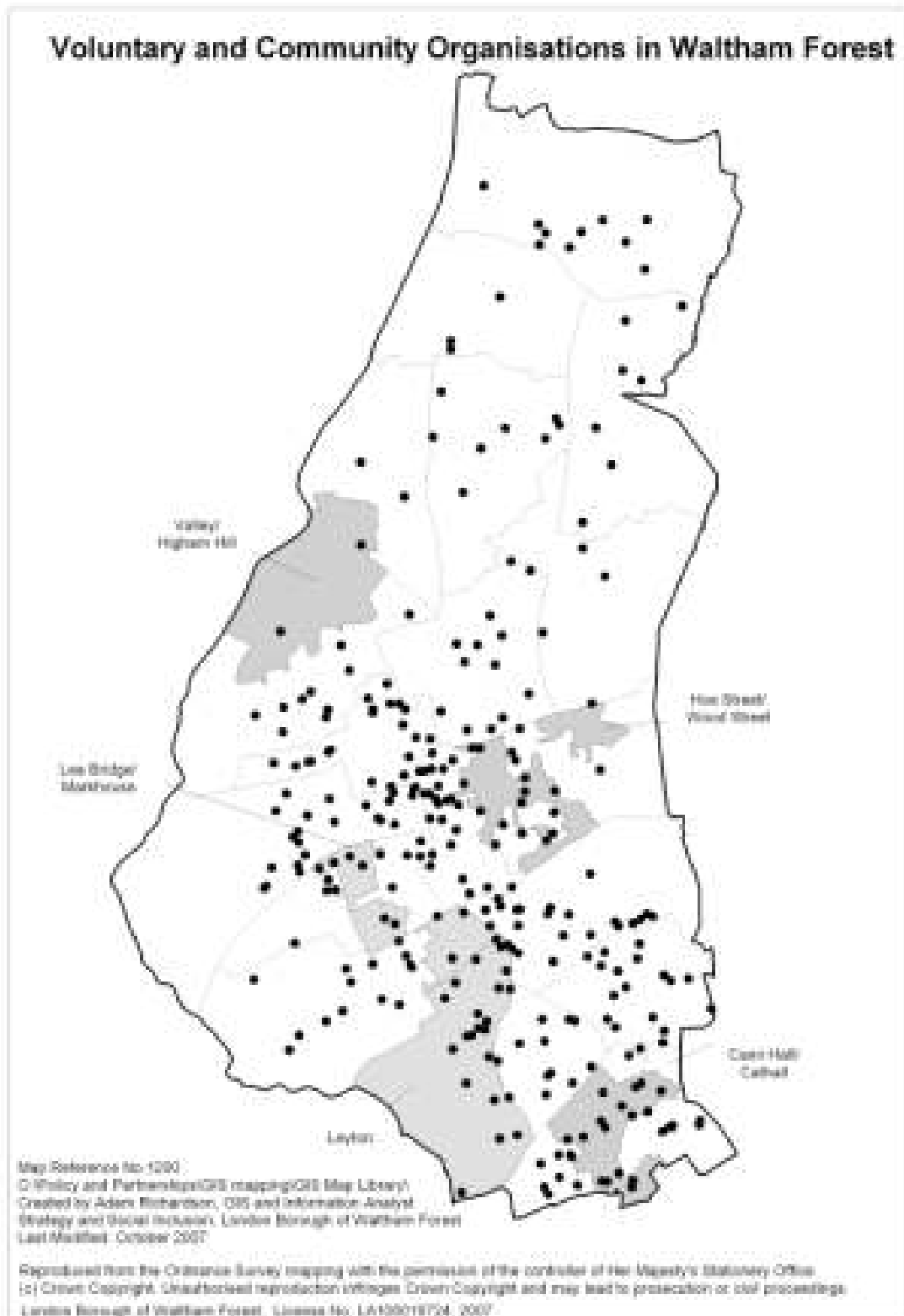
The Indices of Deprivation 2004 domain of Employment Deprivation highlights the north east of Hoe Street Ward as containing the only SOA in the borough in the worst 5% and two SOA's in the worst 11-20%. For Income Deprivation, three SOA's are in the worst 5% deprived nationally and the other two are ranked in the worst 11-20%. For the sub-domains of Income Deprivation Affecting Children, two SOA's rank in the worst 5% and two in the worst 6-10%. Income Deprivation Affecting Older People is high, with all SOA's in the worst 20% including one in the worst 5%.

Place Shaping and the voluntary sector in Hoe Street & Wood Street.





## Part Four: The Voluntary and Community Sector in and around Hoe St and Wood St Area



Map 4: Comparative map of Voluntary organisations in different parts of the borough. (Please note: dots just indicate where VCS orgs are registered as being based. There could be several organisations all in one community buildings; these would only show up as one dot)[so unclear](#)





This section assesses the strengths, resources and needs of voluntary and community organisations in and around the area. This will include looking at following categories of organisation: Faith Groups, Community Buildings, Voluntary Organisations And Community organisations, including Tenant and Residents Associations. Much information in terms of data has already been collected by the Better Neighbourhood's team in two documents: *Places of Worship* and *Community Groups and volunteering* and so will not be repeated here. These documents can be consulted on the BNI website and on [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk). Much of the information analysed here is taken from the group search function on the frontlineonline website.

#### **4.1. Strengths, resources and needs of VCS organisations in and around the area**

Map 4 on the previous page shows how voluntary organisations registered on VAWF's database are distributed throughout the borough. The shaded areas on the map also show the 5 designated BNI areas. In relation to Hoe St -Wood St, while there are many dots around the shaded area, there are few within it. There are many more dots around the shaded areas within the Leyton and the Cann Hall Cathall BNI areas. Is this because there have been many years of regeneration programmes in the south of the borough so that voluntary organisations there have had their '*capacity built*' more than in the Hoe St – Wood St area? Or are there other explanations for this.

#### **4.2. What Voluntary and Community Groups are there in the Area?**

Map 5 marks all the voluntary and community organisations listed as based in and around Hoe St Wood St area, that are registered on Voluntary Action's database. A key (table 1) to these organisations can be found below. Above, we discussed how the VCS sector in this priority area is underdeveloped compared to areas further south in the borough, which have been subjects of longer established regeneration programmes dating back many years.

But a glance at the map indicates that the wider area is rich in voluntary groups. There are actually over 100 groups listed in the key. In addition there are many other organisations not based in this area who do work within it, \*(Groundwork, Forest Recycling Project and Age Concern to name but 3) or other organisations based in the area but not linked to VAWF – including some faith organisations and informally organised community groups including TRAs. In terms of the sector, the amount of voluntary groups in and around Hoe St Wood St is as many as anywhere else in the borough.

What is inarguably weaker is that the amount of groups based literally within the narrowly defined BNI SOAs – the priority neighbourhood - which (as described in section 3) are basically blocks of council houses, is very small. These blocks have never received priority attention from the council. A team of dedicated community workers dedicated to developing the TRA community groups is needed. The Community Advice and information Services Unit of Ascham Homes would need to give more dedicated support to serve that function effectively.



Those TRAs that do exist in the area are not registered with VAWF. There are possibly 3 or 4 of them and they are mostly struggling to keep going and to engage effectively with other local residents. They get some help from Ascham Homes community development team, including a six monthly newsletter for residents. There is a need for a basic level service to TRAs to help them to get up and running –The community anchor concept promoted by Community Matters nationally may help in this context. Support which had been offered by a BNI community development worker to the Hydro TRA was enthusiastically received. Attlee TRA has requested help to do basic community development work there.

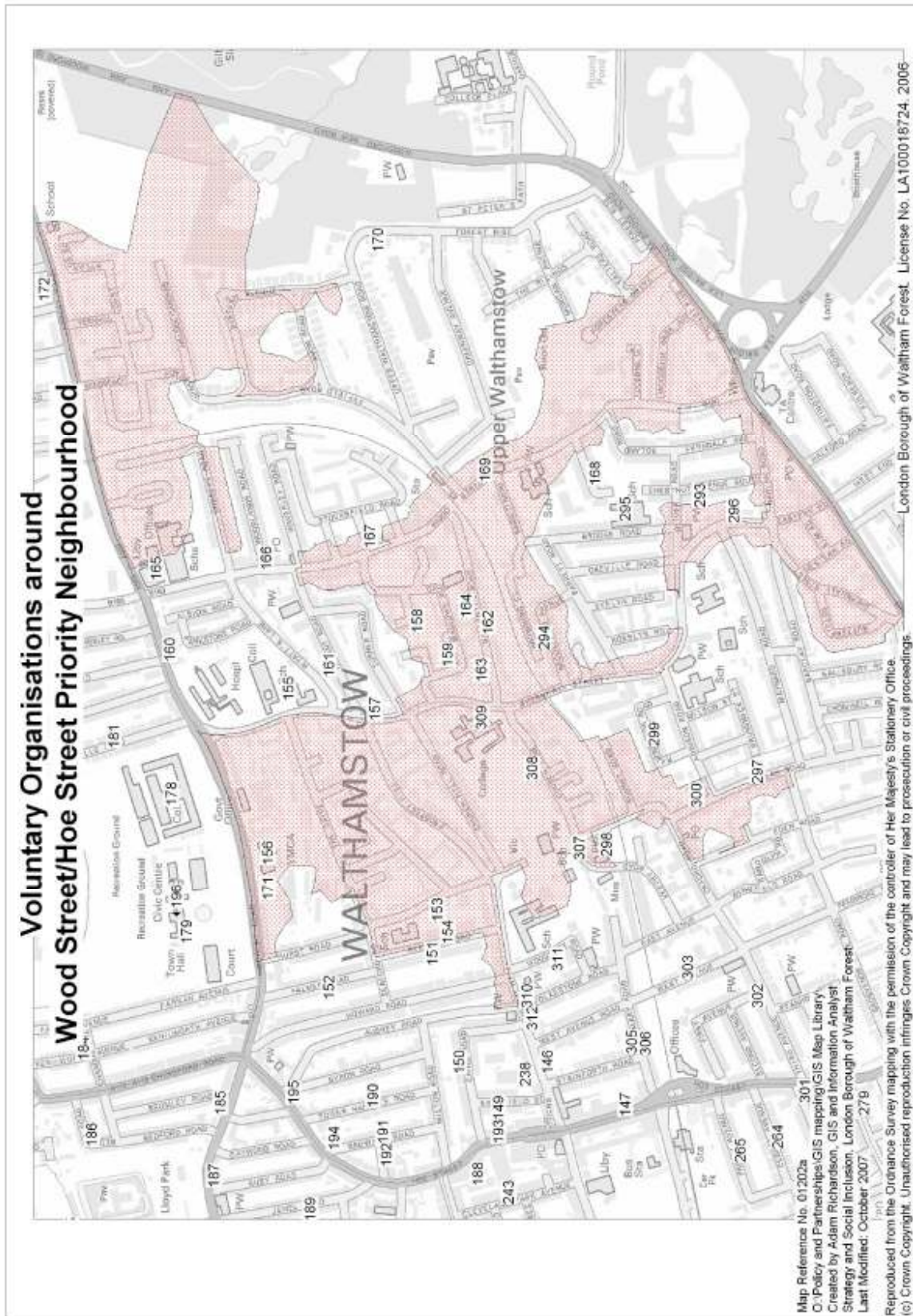
**4.2.2.** Unlike other parts of the borough these estates do not have well-equipped and funded community centres built into them, like the Epicentre in Leytonstone. Other community buildings and organisations will be described below, but they are not essentially locally based residents organisations and they are from outside the specific BNI area.

**4.2.3.** Many organisations which are based in the broadly E17, Walthamstow area use this as their *office* base, but their work is actually borough wide, for which they need a centrally located office. The amount of service they provide is actually quite limited in the BNI area. Groups are unlikely to work in these areas unless they have a specific contract with the statutory sector. These contracts are seldom awarded to local groups and tend to go to the larger organisations.

**4.2.4** The majority of organisations coming to VAWF for advice are mostly new and emerging BAME groups, which are seeking to represent a specific ethnic group within the borough. Mostly these groups are absent from the list in the key. The number of ethnic groups living in the borough and in this working area is very diverse and without obvious concentrations of ethnic groups. The membership of ethnically based VCS organisations is also spread out far and wide across the borough. There are very few BAME organisations that could attempt to provide a meaningful service to their members in a small area like HSWS BNI area. Perhaps this is something that the BME alliance needs resourcing to do. The only ethnic communities we have been able to establish where this might be a realistic possibility are the Somali Community and the Afro-Caribbean community.

**4.2.5.** The way those BNI boundaries are drawn up mean that the needs of longer established communities such as Pakistani groups are excluded from the process, by the fact that they live mostly in owner-occupied terraced housing, very close to but not in the BNI. This needs urgent attention in drawing up future regeneration programmes. The vast majority of the 26 VCS groups that VAWF are contracted to specifically help by the council are absent in this working area. This makes it harder for VAWF to make a strategic response to this working area, so that different areas of that VAWF's strategic work can act together in congruence. Almost none of VAWF's priority capacity building and contracted help is with VCS orgs based in this area.

Few of the 100 organisations listed in the key are in receipt of funding from the council to carry out their work. What is weak is funding dedicated to locally based grass roots organisations, which are operating to develop the local area around HSWS. The kind of organisations likely to pick up LSP / BNI contracts are large organisations such as Groundwork. This is an East London wide organisation, which is doing good work around community engagement in the BNI area. But in a sense it is money that is going out of the local economy area, not supporting a local group to deliver a service.



Map 5: Voluntary organisations in and Around Hoe St Wood St





**Table 1: Key to Voluntary or Community Groups in Hoe St/Wood St area, listed on map 5 (and which are registered on Voluntary Action's Database as of August 2007.)**

Voluntary organisations in blue are in **Hoe Street** and in **Yellow** are **Wood Street**. Inclusion in this table does not indicate they are active in HSWS BNI programme

146	Barnardo's Jigsaw	172	Interwood Soccer School	197	Every Voice Matters
147	Ashlins Natural Health	173	Institute of Gravity Technology	198	Walthamstow Home School Support Project
148	Pakistan Forum	174	Dyspraxia Foundation London (North) Support Group	290	East London Out Project
149	Waltham Forest Asian Arts Council	175	Victory Outreach	291	Solomon Music Academy
150	Waltham Forest Thuso in South Africa Cairo Road & Eastfield Road Residents Group	176	North & South Chingford Pensioners Association	292	Graces and Joyce International (Specialist Services) St Stephens Church Friendship Stephen House Youth Hostel
151	St Marys under 5's and Friends	177	The Magic Roundabout Day Nursery	293	Shernhall Pre-School
152	Waltham Forest Primary Care Trust	178	Equalities. BME National Council of Disabled People and Carers WF People First	294	Help Aid Limited Windows Films
153	Cuddles Day Nursery	179	Early Years Parents Group Waltham Forest Savers Credit Union Ltd, WF Open Spaces & Nature Conservation Group, Waltham Forest Community Councils, Waltham Forest Open Spaces and Nature Conservation Group, Local Strategic Partnership	295	Warwick Community Centre
154	East London Harmony Books	180	Walfair	296	Kidz Club
155	Holy Family College	181	New Life Refugee Network	297	One North East (London)
156	Forest YMCA of East London Redemption Worldwide Church	182	Waltham Forest Young Parents Project Spruce Hill Pre-School	298	Asian Health Care Project
157	The Parish of Walthamstow	183	Wadham Pre-School	299	The Amir Khusro Society Walthamstow Toy Library & Play Centre
158	Tucibambe Agricultural Co-operative	184	Walthamstow Creche	300	Tom Thumb Nursery
159	Marlowe Community Centre	185	Arts Council Waltham Forest William Morris Gallery	301	Rize Up Youth Rising Beaumont Breakaway The Children's Group Waltham Forest Family Services Unit Walthamstow
160	Africa Foundation Stone Basantu Outreach Project Waltham Forest Churches Night Shelter	186	Peterhouse Parent and Toddler Group	302	Home Energy Efficiency Training
161	Blackhorse and Standard NW Morris	187	Worth Unlimited for Waltham Forest	303	Friends of Vestry Road & Wingfield Parks Gillian Miller Service Users Forum
162	LADDERS	188	Music Arts & Culture Arteast Project Integria Lydiard Group Red Onion Community	304	Marsh St & Trinity Playgroup
163	Wood Street Drop In Centre	189	Religious Society of Friends	305	Somali Positive Action Network
164	Magnolia Promotions	190	Forest Philharmonic Society	306	African Vision
165	Ascham Homes	191	Pyramid Scheme	307	The Welcome Centre Parish of Walthamstow The Village Pre-School
166	Toddle In	192	WF Carers Tamil Community Housing Association Ltd	308	Walthamstow Village Festival
167	New Citizens Voice	193	The Health Works Complementary Health Centre	309	Holy Family College
168	Lloyd Park Monday Club (OAP)	194	Walthamstow Trades Hall & Institute	310	Waltham Forest Dyslexia Association
169	Plough Inn Theatre	195	Akhtar-ziai Literary Trust Hoe Street Club and Institute	311	Church Hill Nursery School and Hoe Street Children's Centre
170	St Peter-in -the Forest Church	196	Partnerships and Community Development	312	Waltham Forest Black Mentor Group
171	Crossroads Care Attendant Scheme				



Of the 100 or so groups shown in map 5, very few of them are active in the BNI programme. But still Map 5 / Table 1 does show the sheer variety of VCS engagement in the broader E17 HSWS area. It includes all types of organisations including those listed in the table below

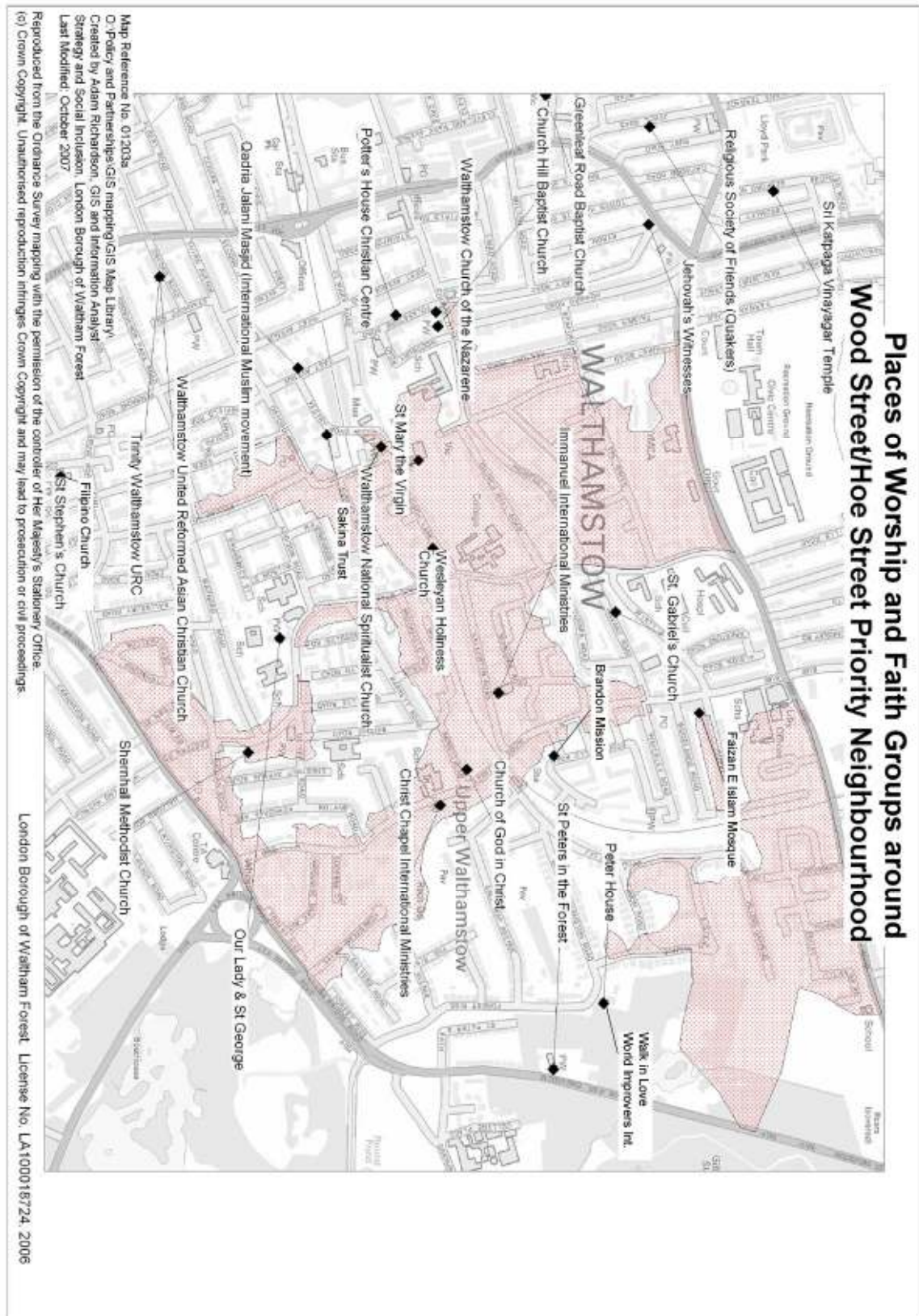
**Table 2: Types of VCS orgs active in Hoe St Wood St area**, with examples of groups we have contacted who have links with BNI programme

<u>Branches of national organisations</u> e.g. YMCA/ Worth/ CAB	<u>Social enterprise and community interest companies</u> e.g. Soul Project	<u>Tenant and resident associations</u> Attlee TRA Hydro TRA	<u>Supplementary Schools</u> e.g. Africa Foundation Stone Somali School Link
<u>Borough wide organisation having E17 as their office base</u> e.g. Every Voice Matters HEET	<u>Community Buildings</u> e.g. Asian Centre St Gabriels Welcome Centre	<u>Sports groups</u> e.g. Leyton Orient Community sports	<u>Faith organisations</u> including churches e.g. St Mary's Church, Shernhall Methodist
<u>BAME organisations</u> e.g. Somali Women's Assn  Tucibambe	<u>Nurseries, Playgroups and preschools</u> e.g. Cuddles Day Nursery Shernhall pre-school	<u>Equalities groups</u> e.g. ELOP WF People First	<u>Health organisations</u> e.g. WF Asian Seniors Asian Health Care Project CADISAP
<u>Arts, music</u> e.g. Solomon Music Academy Plough in Theatre Dance group at St Gabriels	<u>Environmental organisation</u> e.g. HEET EL Organic Gardeners Groundwork	<u>Refugee Groups</u> e.g. Basantu Outreach Project New Life Refugee project	<u>Children's and Youth groups</u> e.g. St Mary's Youth Outreach project

**4.2.7.** There are also branches of well established national organisations such as YMCA and Worth Unlimited with the bases near the BNI area, who are actively engaged in partnership work around needs of children's and young people's work in the BNI. There are other organisations, including the Citizens Advice Bureau, who have clients coming to their Centre for advice on issues such as debt repayments and problems with benefits. They also have a contract to help Ascham Homes residents. The Waltham Forest Credit Union will have some members in the area. The Churches night shelter is based within the BNI. HEET as part of their energy efficiency work have clients in the area and carry out work such as asthma referrals – including damp and condensation in council housing properties, home fire security etc.

**4.2.8.** Recently, the Soul Project relocated itself to a large warehouse in Wood St, and opened up a family Centre. It is operating as a community interest company and has been very well received in the area, by a range of providers including schools.





Map 6: Faith Groups and Places of Worship around Hoe St Wood St.



Map 6 shows that the area is well served by faith groups. These are more fully described in the directory Places of Worship and so not reprinted here. This map also gives a good indication of where community buildings are located in the area- (though there are some important community buildings run by VCS groups, including Hydro Centre, Asian Centre, William Morris CC and most recently the Soul Project.)

#### **4.3. Faith Community Organisations**

As discussed above, the VCS sector, as located in the priority neighbourhoods is poor. There are hardly any strong local and grassroots type organisations that are dedicated to serving the local community and the estates here. The exception is in faith groups, such as churches, which appear as well organised, numerically strong, and vibrant in their activities. Faith communities also have community buildings, which they make available for community use. (See map 6) These are generally well used, though on the edges of the estates. Family centres such as the Welcome Centre St Gabriel's and in Havant Rd are used by small, sometimes unregistered community groups.

**4.3.1.** It was not possible to visit all the faith groups in the short period of this Profile and thus to identify how many of them are serving the residents of this area rather than having their building in this area, to which eclectic congregations are travelling at some distance. But as map 6 clearly indicates there is a wide range of buildings of all faiths groups and organised by many different ethnic communities. Below are notes on visits to Church of England Parishes, which as well as being places of worship, hold significant buildings available for community use. In relation to local regeneration programmes, faith groups are important to consult, though it is not entirely clear how far these have members drawn from within the priority estates, rather than from the surrounding neighbourhoods. They have a good awareness of local issues.



St Gabriel's Family Centre



**4.3.2.** Faith communities have demonstrated they have a long term commitment to the local area and have been around a long time- (over 1000 years in St Mary's case, while other African Churches have only recently purchased a building around here). They are interested in *legacy* issue and will be still around long after the latest regeneration programme – in this example BNI has come and gone.

Both St Mary's Church (200 members) and St Gabriel's (50 members) Anglican Churches fall within the Walthamstow Anglican Team. They have predominantly white, yet multiracial congregations. This Anglican Parish is developing a youth work response to the area and to working within the BNI. They have internally financed and appointed a youth worker to do outreach into the most disadvantaged estates of the area. She is also carrying out further research into the needs of children and young people in the BNI area. This Project is open for wider collaboration and links have been made with the YMCA, Worth Unlimited and BNI. This is undoubtedly tackling a top issue of the area

**4.3.3.** St Mary's Church also runs the Welcome Centre – which is the nearest available community building for Attlee terrace. Although geographically it has the feel of being more part of the Village, local groups have been using it for their meetings (including Attlee terrace TRA) since its redevelopment over 20 years ago. Recently new space has been developed at St Mary's C of E school, which is part of the edge of the Drive itself. St Gabriel's Family Centre is a modified set of church buildings, with a variety of community rooms for hire. It is the nearest community building for Marlowe Rd Estate and several small local groups use its facilities.



The Welcome Centre

**4.3.4.** Shernhall Methodist Church is an active church with over 200 members drawn from African and Caribbean communities. Its racial justice committee runs an active black history month programme and the church hosts a steel band and youth choirs. They have identified the needs for more youth facilities for young men. There is also an active Roman Catholic Church in the area. The Catholic Church has extensive educational facilities in the area in the form of a secondary school and two primary schools, which serve a wide catchment area for Catholic families stretching throughout and beyond the borough boundary, but including the local children too.



**4.3.5.** Peterhouse, run by St Peter's in the Forest, is another Anglican Church Centre close by to the Winsbeach area of Upper Walthamstow, which makes its premises available to a variety of statutory and voluntary events and is seeking new uses for the Centre after 2010.



Photo: Peterhouse

#### **4.4. VCS community resources centres and buildings**

As well as the services run by faith groups, which have been outlined above, there are a number of other organisations in and around the area, which offer services which can be accessed by community groups and young people. These all have specific needs in relation to funding for redevelopment and to pay for staff to make their space available for more hours and to create better partnership arrangements. Their specific, different geographical locations, also affect how they can serve the local communities. Most VCS community buildings are hampered by poor car parking facilities, but are serviced by the good public transport bus and train links in the area.

**4.4.1.** There are other community buildings such as the Asian Centre and William Morris Community Centre, which are doing significant work, but which are socially outside the BNI. The Asian Centre is located in the Village, but has useful facilities that could be used more by groups in the BNI area. Its 'Asian' name disguises the fact that it is open to all groups to use and it is seeking funding to develop its building.

**4.4.2.** William Morris Community Centre houses a lot of community organisations, some of which have contacts in the area, such as the Afro- Caribbean Elders' Association and Somali Women's Association. It is over 800 yards from the BNI and in another ward. A lack of imagination in drawing up the programme boundaries of new regeneration programmes such as BNI means that centres such as these are left outside of the working area. Their inclusion inside the programme area - and their having more resources allocated to supporting them would have made a difference both to neighbourhood work and to the significance and sustainability of those Centre's themselves. In the case of the BNI this is because the boundaries are drawn up just around the identified poorest SOAs- which are nationally defined small areas [see conclusions and recommendations].

The Forest YMCA also has rooms available for community use.

#### **4.5. Community Facilities available to VCS organisations through school buildings and the extended schools agenda**

Map one locates where schools are in relation to the HSWS BNI. Schools are also an important part of the potential scope that VCS organisations have got to operate within, in HSWS. VCS organisations need to take schools seriously and to learn how their work can work together and vice versa.



**4.5.1.** There are an above average amount of schools in this area, because 5 denominational schools are located here. (Anglican, Catholic and Adventist) Schools retain significant amounts of the available public, playground, and community space in the area. The schools contacted were interested to meet with and work with the VCS and were already doing so in many ways.

**4.5.2.** As described elsewhere, they already do house some voluntary organisations on their premises; they welcome links with groups working with specific ethnic communities, e.g. Somalis. How this can all be geared up to enable fairly weak local VCS organisations to work better with schools will require more than good will. The evidence is that schools will find it easier to work in partnership with smarter larger e.g. sports organisations who deliver to their curriculum needs, than more locally based groups. A deliberate programme would be needed to change this direction.

**4.5.3.** Schools around the area have voluntary organisations who use their premises. For instance WF Dyslexia Assn uses Walthamstow Girls School, making use of its suite of technology resources. But this is a borough wide response to the needs of parents and children about an important borough wide problem, not a local HSWS initiative. Other groups like WF Asian Seniors have been based at Warwick Boys Schools in the Youth Centre. Over several years this has led to the development of a service that does respond to needs in Walthamstow area, but not exclusively here. That group is now looking for new premises as that site's use is being reconfigured. This group was also selected to run an exercise class as part of the BNI health promotion programme.

**4.5.4.** Woodside School is developing good links with local groups, through its parents meetings and has working links with a Somali supplementary school. The hub, a new space in St Mary's C of E school is available for community use. The cluster of schools in the extended schools programme meet to discuss their community engagement and are open to working with voluntary organisations. Schools are not yet thinking of how they can work seriously with VCS organisations (especially those without paid staff) , rather than how they can operate their extended schools programmes. As explained elsewhere these will be seriously curtailed as the Warwick School site is reconfigured and then taken out of service.

**4.5.5.** Extended schools cluster now includes St Mary's C. of E, Warwick Boys, Holy Families, Churchill Nursery and Children's Centre and Henry Maynard Schools, The attempt VAWF made to work with extended schools at George Mitchell School in October 2007, would need repeating in this (and other) areas, with careful contact making with schools and VCS organisations to explore the benefits of partnership working [see recs. ]

#### **4.6. General conclusions around community buildings**

It is not true that there are no community buildings in the area. There are plenty of buildings. The problems are that there no community meeting rooms on the estates themselves, that VCS community buildings lack the finance to develop them further and to finance them to keep them open more hours. There are control issues and unequal power imbalances between schools and VCS organisations in terms of the extended schools programme, which have to be addressed before good partnerships can develop. The change of use the Warwick Boys Site will be a loss to the area





All sectors, including schools and VCS organisations need the funding to employ staff to keep community buildings open for longer hours. Perhaps what would be most helpful is a funded pilot project involving one school and one community building which could pioneer better partnership working arrangements

#### **4.7. Some examples of existing provision going on within the BNI**

**4.7.1.** Groundwork East London are carrying out a community engagement Project around Attlee Terrace and the Drive. This includes an Oral history Project involving young people interviewing older people and an Allotment Project on a site behind the town hall. This community engagement work is a slow process. But one good practice example was an event on Attlee Terrace – on 6.10.07; which involved particularly young people, but also reps of the TRA and a few parents. But this takes a long time. This will engage with residents eventually. This approach could be extended to include funding to local groups to carry out this kind of work. Or better still for Groundwork to work in partnership with local community groups

Cf Their approach is spelled out in their document *People, Places, and Prosperity* – Groundwork East London. Being able to have some of the other services they offer, would also be useful for greening up the public spaces around the estates, which look so drab

#### **4.7.2. Youth work provision**

As will be explained in section 5, youth issues are a priority in this area and there is very little provision now from the statutory services. In effect the closure of Warwick Boys Club Youth centre happened 5 years ago and the space was let out to other organisations. A detached work service had stopped some time ago, so the only current provision is run by VCS organisations. This now includes:-

1. Youth club run by YMCA one night a week – some local Young people from the Drive attend and Marlowe Rd attend
2. Youth work run by St Mary's Church – eg Friday Club for children on the estates. Since the appointment of a detached / outreach worker. With the ongoing outreach work entailed, this kind of work is likely to expand and is one of the main bright spots going on now. This research carried out by Detached YW –is very important, and needs supporting
3. Worth Unlimited 's bus is also moving into HSWS BNI areas of most need, working primarily with most the disaffected youth, who are in the NEET category (Not in education, employment or training)
4. Recently The Soul Project has moved into Wood St and this could become a youth work resource for the area.



## Part 5: Issues raised through carrying out this community profile

### 5.1. The aims of the BNI and the work of the VCS

An early BNI document claimed that the programme aimed to

- Narrow the gap between the most disadvantaged areas and the rest of the borough
- Facilitate the involvement and engagement of residents
- Involve local residents in identifying and solving local problems
- Improve the delivery of services

#### 5.2.1. Community Engagement within the BNI programme

While it is clear that VAWF and the voluntary sector in general should support such aims, it is necessary to examine how far community engagement has been fulfilled within this programme. While it is possible to flag up this issue here, but not possible to resolve it. Over the last 12 months questions have been raised about how decisions were / or were not made re BNI. These include:

- the lack of consultation, including the absence of procedures for residents to comment on and shape the programme. (e.g. in HSWS there is a BNI service providers forum, but no place for residents to comment on what happens)
- the length of time it took for the programmes to get started,
- the way major decisions were taken by council officers, without any real opportunity to question these
- the amount of programme budget used for salaries – eg on costs of LBWF officers marginal to the BNI area programming
- the way consultants have been contracted to produce reports and the sums spent on this. This has specifically focused on criticisms of the Dr Foster's Report, as reported in the WF Guardian newspaper.

#### 5.2. 2. Difficulties in getting resident engagement

One resident in another BNI area asked

*'Why LBWF wishes to operate in this way, and what exactly it fears from involving residents, remains a mystery. But the fact that there has been so little attempt at meaningful engagement, and such confusion about the basic facts, is surely, once again, reprehensible.'*

As stated in the introduction, VAWF was requested to make a 6 month's engagement in Hoe St Wood St on a starting from scratch basis. It has proved very difficult to for us to engage meaning fully with residents, in a new area, while trying to analyse the work at the same time, in order to prepare this profile.

Some of the key questions this has raised for us are put, rather than answered in the appendix and considered further in the conclusions and recommendations.

**5.2.3.** There is serious question to how far VCS orgs (incl TRAs) have been adequately consulted about the design of the BNI and this report broadly corroborates the legitimacy



of the concerns raised, while appreciating the quality of good work being done on the ground by BNI staff. There is need to properly resource VCS orgs (incl TRAs) to take part in consultation activities. On the other hand in the BNI working area of HSWS, the VCS is underdeveloped and it is not yet easy to engage with them in the design of any future regeneration programme. And not clear whether any VCS organisation can genuinely represents the residents of the regeneration area.

### **5.3. BNI activities are for individuals**

The BNI programme is organised into specific component parts. Some of the work has been subcontracted out to VCS organisations, including community engagement and Worknet to Groundwork. Visits to BNI health activities included programmes run by Cadisap and Leyton Orient Community Sports. We have noticed that those these activities take place in the area, they are not of the area. People attending these classes are travelling across the borough from each BNI area to come to them. Few if any attendees are local to the centre. There is no strict requirement that they have to be from the post codes.

**5.3.1.** There is no approach *to the area, as a whole*. It is individuals being referred to it. This does not mean that the activities are not good, nor that those who come are not being helped. But it is not addressing issues as defined by the people themselves at a neighbourhood level, nor working with groups in the community.

### **5.4. Other difficulties for getting real Resident engagement**

On the estates there are long standing tenants. One official described 'disgruntled, white older tenants', some of whom have been associated with TRAs and are seen as 'unrepresentative'. Some people have lived here a very long time and have no chance of living anywhere else. Another official described 'people living with unresolved neighbour disputes, which have gone on for years. In some of these disputes Ascham homes are seen as biased and not easily able to help to resolve them'. There is probably a need for a neighbourhood mediation service.

Other are new tenants, who may bring an ethnic dimension of diversity, qualifying for social housing for various reasons, including being lone parents with children. They are sometimes living in overcrowded accommodation and may be struggling with language.

There are also different interests and perspectives of Lease holders and tenants.

### **5.5. Issues for TRAs and for VAWF's work with TRAs**

The Drive used to be seen as the most popular estate in the borough, with an active TRA over many years. – now it is seen as having gone down hill. There is a newly formed TRA on Attlee Terrace, but meetings are mostly attended by lease holders (see section below on Attlee Terrace.) Hydro TRA seems to have been re-injected with new life, with the support of a CDO from BNI team and newsletter are circulated, meetings held and a fun day planned.

**5.5.1.** There is inevitably an ambivalent relationship of TRAs to Ascham homes as their landlord and this affects VAWF. Would VAWF be acting in partnership with Ascham Homes and or supporting TRAs to become more independent from the landlords, sometimes in situations of conflict?



## 5.6. Ascham homes

Ascham Homes are the landlord for most of the residents of the HSWS BNI area. They are called an 'Arms length management organisation' and they manage the social housing on behalf of LBWF. There is widespread frustration, including from residents and local workers with how Ascham Homes is managing this role, eg around rubbish collection etc. (Are they behaving as public sector servants or with private sector interests? Do ALMOs behave differently than other Housing Associations in the borough, when responsibility is taken?).

One worker reported

*There is no concern for tenant involvement in the Housing Department from the top to the bottom. The LBWF are not bothered to monitor Ascham Homes as to whether tenants are getting a good service or not. The Housing Department don't know the ethnicities of the residents living on their estates.*

**5.6.1.** There may be a need to examine the contract between LBWF and Ascham Homes carefully to ensure clear responsibilities and accountabilities are spelled out. One leaves responsibility for issues to the other in the public spaces around the estates. People talk about *One hand not knowing what the other is doing* and *'the stuff that falls between the cracks'*. As a result there is cynicism about Ascham Homes. How the contract between LBWF and Ascham Homes is managed is a crucial issue both for residents and for those attempting to achieve changes in the area.

**5.6.2.** For instance the questions of shrub maintenance, lighting and repairs to roadways in the immediate vicinity of the estates is a source of concern. The estate's roads are full of potholes, which never get repaired. When asking questions about this, people immediately find that there is no clear agreement between Ascham Homes and LBWF as to who is responsible for attending to these issues. They just *fall between the cracks*.

One person said

*"There are so many hoops to go through, such a rigid chain of command, such a culture of delay that it seems as though nothing can ever be done round here."*

Workers attending the HSWS service providers forum frequently express deep frustration about working in this area. One police officer said 'We are fighting a losing battle' round here. Another example is the cockroaches in Marlow House. The police report it, nothing happens. Other workers ask: *'How does anything happen round here? How do issues get reported and acted upon by housing department?'* If they experience such frustration it must be more difficult for local residents.

**5.6.3.** The perception in the community about Ascham Homes is that community engagement is a low priority for them. The newsletter gets abandoned or delayed. And community development staff gets sidetracked to answering resident's repairs queries. There is low attendance to football programmes they organise. VAWF were told it could not have the names of TRA reps because of 'data protection'.

## 5.7. Garage strategy and Attlee Terrace



**5.7.1.** There are a lot of garages around Attlee Terrace. Repairs to the garages in poor condition were not carried out and as a result the garages were slowly removed from the community's use, including a loss of garage income to the LBWF. Now it is the Council's plan for the garages to be pulled down and for East Thames Housing to build dwellings for 106 people in their place. Several consultation meetings have been held to discuss this, but hardly any residents turn up.

**5.7.2.** However, ironically, just behind the garages, is a newly created, badly needed play park for the local children. This was renovated and visibly launched in August 2007 by Safer Cleaner Greener as part of the BNI. However may have to be lost to make way for the new housing development and it would be dug up. Very important play space would be lost. It is important that people do have housing, but there is also an urgent need for play and recreation for young people.

**5.7.3.** The issue of public, green and play space around Attlee Terrace is important for the welfare of the area. Decisions were made to build the houses and contracts have been issued to East Thames Housing before any consultation had happened.

## **5.8. Perceptions around the environment, public space and Place Shaping**

Issues around green space and the environment have been discussed throughout the report, especially sections 2 and 5. It is not really possible to consider developing improvements to the lives of local residents without considering the needs for improving how the environment looks. Perception about the public space around the estates is a critical issue. Marlowe Road Estate was described as a very unsafe area to some tenants and their children.

### **5.8.1. Fear on Marlowe Estate**

Some childcare workers reported about *fear* on Marlowe estate.

*Last Sunday, (Sept 07) a boy was beaten up on the estate and left bleeding. In front of the whole block. Everyone could see what was going on. No one dared to phone the police – and no one did. The youth on ASBOs, know when the community police are off duty and come on the estate then, especially at weekends. Children are afraid to go out even on the balconies to play. They stay in their flats. The place is changing the whole time. Other tenants don't speak English. There is no communication. The youths are high on drugs. There are no youth clubs in the area. What is needed in the area is a long term approach, not a quick fix. People who can do youth work and community development. Committed people. Youth advocacy  
A person comes out of prison to live back in the area. So he gets no benefits for 3 months. He gets depressed and into drugs. So he ends up back into prison. The whole entourage of agencies that circulate the case all fail to deal with the issue/ the person"*

Yet the Wood St Play Park only one hundred yards from the Marlowe Road Estate was described positively by one mother with 2 under five children was becoming a safe area for play for kids, since its renovation.

She said it is





*“Lovely space for all ages. There is equipment for all ages. New equipment has made it better. Local users now feel able to come to it. I don’t feel intimidated by teenagers. It is becoming a ‘public space’. Older kids are ‘playing’ not ‘vandalising’”*

What makes it a successful space needs examining?

**5.8.2.** Are there events that could take place in the public spaces that could help people to reclaim the space and gain confidence in it?

## **5.9. Are People in the Hoe St / Wood St areas *apathetic* about taking part in community activities?**

**5.9.1.** The picture that emerges from the Better Neighbourhoods Initiative Survey’s – interim quantitative report – by Dave Ruston, (known as the resident’s survey on p.31) is of a passive community not actively engaged in decision making, volunteering or participation. The passivity of the over 65s is most marked. This picture of passivity and alleged apathy is not one easily ‘fixed’ by quick fix programmes like the BNI- but needs a much longer term programme.

Maybe people are fatigued by all the promises that do not materialise. One local worker said:

*‘It’s much more complicated than just frustration with youth misbehavior - there a whole complicated system of relationships that leads people to apathy. People want to know what is the benefit of participating in events – e.g. the garages issues and the way consultation has been handled or not’*

**5.9.2.** Agency workers talk about leafleting the whole estate and then getting no response to their leaflets. This is reported by a number of agencies – e.g. Leyton Orient, Groundwork.

If the area is more apparently *apathetic* than other areas, more work is needed to identify the factors involved in this, so that a clearer picture emerges of the barriers to community involvement. Why don’t people get involved? What would it take for people to get involved? Who is describing them as apathetic? What are the feelings underneath the apathy? In particular there should be more pro-active conversations with residents to assess their needs and aspirations and to allow people’s frustrations to be heard and then to ensure there is adequate provision of services to meet their needs.

One TRA representative observed

*“There is a low uptake to events or initiatives put on for the residents. There are a plethora of initiatives flown in from outside. Everyone is targeting the estate now. But no-one has asked people on the estate what they need, before providing a new service. There is no history of community engagement. It is hard to get people to respond. People don’t respond to leaflet, fliers newsletters etc- we have tried all that. So much paper work is circulated from Ascham Homes and other agencies that no one reads it”*

*“We want someone to help us to do door to door knocking on the estate to find out what people want. There is a need for a basic community development programme, which starts right from the beginning. I attended the Pilates course, - which was excellent but I was the only one from the estate attending it.”*



This is an argument for social development as distinct from just economic development.

Other reps explained that

*“At one TRA meeting several residents did come to the meeting, but they were so angry, expressing their frustration to the police, saying ‘we’ve said it before so many times. But no one is listening to us. No one does anything about our complaints.’ So they have given up, thinking there is no point doing anything.”*

*‘The low participation of residents is due to perceptions about crime and anti social behaviour. There are broken windows that never get repaired. The whole estate has a bad look to it. There is every kind of anti social behaviour going on: Burglaries – my flat was attacked five times in 2 weeks’*

*‘Drugs; people hanging around the stairwells; noise nuisance; domestic violence; and prostitution- all these things are going on.’*

*“The neediest groups on the estate are the old people and the mothers with young children. There is a need for workers to visit these groups and to invite them to meet together and to form groups for them, which can be affiliated to the TRA and seen as something the TRA has achieved. There is a lot of unemployment, why not train local people on the estate as CD workers. The estate needs community spaces and landscaped gardens”*

**5.9.4.** The general theme to emerge is extreme *apathy*, frustration or anger of local residents and tenants on the estates. But what this apathy is really about needs to be found out. Some other more positive experiences of community engagement activities have been reported by other agencies and bodies. For instance when Wood side School has a parents event sometimes 200 parents attend it; this is a very local state school close to Marlowe Rd. Churches have vibrant services attended by local people. A recent black history month celebration held at Shernhall Methodist Church was very well attended. St Mary’s new youth Project is being well received and residents are gradually joining in Groundwork’s programme.

#### **5.10. Issues for African and Caribbean and Organisations and communities in the area**

Issues for African Caribbean organisations and communities in the area need considering. Statistics show that there is an above average African and Caribbean communities in the area, including substantial numbers of children and young people. Yet there are no obvious examples of work carried out by organisations drawn from these communities, outside the programmes of faith communities.

#### **5.11. Youth issues and the needs of Children and Young people**

**5.11.1.** The needs of Children and young people stand out as the key issue of this profile. This is confirmed by the reports of the police safer communities teams, In the BNI resident’s survey by Ruston (tables 3.2 and 3.3) this is identified as the key concern of local residents and in the BNI’s *detached youth work business case* document a specific case for youth provision was articulated. The statistics in section 3 confirm the presence



of large numbers of young people. However, little is provided in the local area for the benefit of YP, in view of the concerns raised about their negative behaviour.

**5.11.2.** There is very little for Young People who live on the estates to do. They have made specific requests for a place to go and meet each other – like a youth club – and these have been confirmed by other organisations such as the police. Both Marlowe Road and Attlee Terrace have dispersal orders placed on them to discourage young people congregating there and carrying out anti social behaviour. While this may move them away from the estates, it does not really solve the problem and is inoperable when the police are off duty. The local police are very concerned about the needs of young people and are frustrated that gestures and suggestions they have made (such as having Basketball coaching as a diversionary activity) can't get through the bureaucracy.

**5.11.3.** The police have indicated that in different parts of Hoe St Wood St there are different groups of young people congregating from different ethnic groups and different territorialities. That different groups do not cross their territorial boundaries was observed by a teacher at Warwick Boys School, who observed there is no safe meeting place for young people outside the schools.

**5.11.4.** The LBWF Youth Service agreed that *'there is desperate need for more work with young people'*. An officer said there used to be a lot of detached work with young people in the area but now is finished and has been moved elsewhere. Warwick Youth Centre closed five years ago (though the site is still available for any project running up until June 08 for renting, provided the costs of caretaker can be met)

Local workers have also identified that there is a particular provision gap which those ages 9-13 are falling through before they are eligible for youth services, which needs to be met. There is also a need for events with and at local schools

**5.11.4.** A more detailed description of the problems for children and young people (as seen by young people themselves, by residents and by agencies) is needed.

## **5.12. School catchment areas, faith based schools and the BNI**

As map one shows, the areas surrounding the BNI estate areas contains a range of schools. Most of the schools are working together in a cluster to do with extended service so they are able to share their experiences and make joint plans together.

**5.12.1.** Four of them are faith schools – St Mary' C of E , St Helen's, St Mary's RC and Holy Families RC Secondary, (plus the Hylands SDA school). In the context of a programme directed at the poorest part of the borough what needs to be explored is the relation of church schools to non church residents and how to develop local strategies in relation to this. Is a faith based school not able to make an active contribution to the children living on its door step in the BNI area unless they are members of that faith?

**5.12.2.** Their selection policy for pupil admissions is to be open to children of that faith within the borough and beyond and not to the needs of the children living nearest to them. While from observation these are quite multi racial schools they do not reflect the make of the communities living nearest to the schools, who are not active in that faith group. So St Mary's C of E Schools serves the needs of church goers in the borough – that is what its terms of reference state.



**5.12.3.** At primary school level children have to travel quite long distances to their school – e.g. Henry Maynard and Woodside. On the other hand, St Mary's School now has a new facility, called the Hub, close to the Attlee terrace. They want to be more actively involved in the local community. The school intends that this facility could be available for local groups to use. It could be used for a breakfast club available for local children to use. It is already being used for Pilates classes within the BNI health programme.

Another issue facing schools in the area is the disposal of the Warwick Boys School site and the development of PFI initiatives – for the new ownership of schools by private sector and the loss of school sites and the traditions surrounding them – to the housing development issues.

One school teacher identified that there were gaps where VCS organisations could work with schools in the following areas:-

- Developing schools councils / student voice/ consultation with young people
- Opening a centre, staffed by schools – for children excluded on the 6<sup>th</sup> day
- Places for young people to go – 'hanging out places'
- Peer Mediation in schools – needed in the borough

## **5.13. Debt, poverty issues and the Credit union**

**5.13.1.** In an area considered the poorest in the borough it would be expected to find people living with severe debt problems. The local CAB manager explained that a lot of people in the area are in long term poverty. They have problems with old debt / chronic debt, getting their benefits revised and getting into disability benefit. People on low incomes face problems with tax credits / over payments.

**5.13.2.** People living on benefits might benefit from membership of credit union. There is a possibility of group membership of credit union in BNI areas, linked to TRAs, agencies like CAB could be funded to do outreach eg with lap tops, with targeted door knocking on the estates with appointment system about debt. The Credit Union could do group work on estates with BNI residents to encourage them to join credit union.

**5.13.3.** There seems to be an intractability of the poverty people experience. They come to see no way out of their poverty. It is linked to:- the low incomes, the inequality with what is around in other more wealthy neighbourhoods, to the environmental poverty discussed around green space, the over crowding suffered by lone parents with dependant children in one bedroom flats. This all leads to the apathy and lack of desire and ability to participate described above.

In addition there are issues around how homeless people, including rough sleepers and crack users in Wood St and other people on the edge link in to neighbourhood projects. Some of the most marginal homeless people in the borough live in this BNI area

A Poverty Hearing of the kind advocated by Church Action on Poverty could be useful in this area.



## **5.14. Volunteering**

There is in the borough a high profile given to campaigns to increase volunteering (including the council's new volunteering strategy). The results of this profile indicate that volunteering is unlikely to be a success in the Wood St/ Hoe St neighbourhoods until residents have had successful experiences of two earlier steps of personal engagement

1. Being a user of a group
2. Being a member of a group and taking up roles in group

Where volunteering may work well is in places like schools – cf Woodside, where parents have already experienced a sense of belonging in the institution and feel safe enough to take part in its request - cf residents survey p.21. There needs to be some analysis as to why people over the age of 65 (see Residents Survey) show a low interest in volunteering – since this age group is often the backbone of the voluntary sector. One possible new initiative could be around Pre-Olympic Volunteering, working in partnership with CLASS.

## **5.15. BNI catchment areas and VCS buildings**

**5.15.1.** As described in section 2, the BNI catchment areas are very specific and precisely targeted to the postcodes where people live. But VCS premises / community buildings, in this BNI are typically outside these catchment areas. This can be seen clearly from the maps (4 & 5) of VCS orgs and faith groups.

**5.15.2.** This means that the BNI neighbourhood area estates are poorly served by community buildings. There are few community buildings right inside the BNI area, except the Hydro Centre. There is a great need for rooms available for tenants to hold meetings. Lack of meeting places / tenant's rooms within the BNI neighbourhoods is a key issue under developing the development of resident's associations.

**5.15.3.** It is not unusual to find that the location of VCS premises is rarely considered when drawing up boundaries for regeneration programmes, but it is a major impediment to successful VCS engagement. To not be included in the catchment area of a major regeneration programme is to be excluded from it, psychologically. As an example – William Morris Community Centre on Greenleaf Rd is about 800 yards from the BNI area, but some of the groups based there e.g. the Somali Women's Assn and the Afro-Caribbean Elders Assn and even the Diabetic Assn could have a good contribution to make in working with people in that area.

**5.15.4.** However, there are a lot of VCS community buildings around the vicinity of the area, including long established faith buildings like Peterhouse, St Gabriel's and the Welcome Centre, the Asian Centre and William Morris Community Centre. Now there are also more recent faith groups from BAME communities, as well as the newly set up Soul Project in Wood St. (This can be seen clearly in the map of places of worship)

**5.15.5.** Many of these buildings are in need of redevelopment or new sources of funding to develop the ways they use their space. More resources are also needed to enable centres to have the funds to employ staff to keep the buildings open for longer hours and to be able to have more than one group in the building at the same time (which in itself can lead to community cohesion).



Place Shaping and the voluntary sector in Hoe Street & Wood Street.





## Section 6: Conclusions

### 6.1. Need for long term approaches

One of the main conclusions of this report is that much more work is needed to find out what residents themselves really feel and would like from regeneration of their area. So it is hard to be definitive about the future, based on this report. For VCS organisations, such as VAWF being engaged at neighbourhood level like HSWS, they should look towards the long term, rather than a short-term basis. The value of short-term interventions such as this one carried out by VAWF is to look at how it can contribute towards the development of relevant, coherent longer-term strategies for working with local residents organisations and for community engagement.

### 6.2. Resident Engagement

In spite of the rhetoric of the LSP about engaging with local residents, it is hard to see evidence for this coming from the BNI programme in its present manifestation, though other aspects of the LSP's work may be having a wider impact.

Any future neighbourhood renewal or regeneration project that VAWF takes part in should be based on genuine, bottom up approaches and participation from the outset. VAWF's reputation should not be staked on any other approach even if its statutory partners have to do this or other non representative VCS orgs get major contracts instead of [us]. This is based on a principle of community engagement that VAWF should be committed to out of its long experience of community empowerment work.

There is no point in doing anything else, because the other approaches don't work. VAWF needs to move away from short-termism to a more solutions focussed approach.

On the other hand in HSWS, the VCS is underdeveloped and it is not yet easy to engage with local residents in the design of any future regeneration programme. However a series of workshops following the launch of this profile could help this process ( see recommendations and appendix 4).

### 6.3. Catchment areas of regeneration programmes and the VCS

The way boundaries are drawn up can be a deterrent to VCS organisations participating in programmes like BNI. Since engaging with voluntary organisations is one aspect of achieving resident engagement, the question of how VCS orgs are to be included within regeneration programmes needs to be thought about at the drawing up stages of new initiatives (although VCS groups can provide services to the community even if not based within them, they are less likely to be identified as part of the regeneration programme).

In relation to working in small geographical areas, such as SOAs, it is actually difficult to engage with the VCS sector for several reasons.

- a. The TRA movement is in disarray in this borough. There has been no sustained investment in creating vibrant TRAs within the Ascham Homes 'family'. Rather TRAs are seen by *Ascham Homes primarily as vehicle for reporting on housing repairs issues*, (not for independent and critically aware organisations, concerned with social developments in their areas).



- b. Due to past funding streams, most VCS organisations are organised at a borough level to be the Waltham Forest / ethnic /arts/ sports etc association. Comparatively few have been set up out of a concern for the needs of specific local areas. C.f, SLADA.
- c. New regeneration programmes are now focusing on SOAs and are picking the poorest SOAs to concentrate on. Where they exist programme boundaries should be made in an elastic way to allow organisations outside play a role in addressing issues in the HSWS better Neighbourhood area. (For instance two prominent VCS community buildings are outside the boundary of these BNI areas- William Morris and Asian Centre. Yet both could have had a significant contribution to play in it)
- d. Although it is good to concentrate resources where they are most needed, this does not always make sense from a community development point of view, for instance in terms of youth needs. There are clearly 'hot spots all over the HSWS area. And there are issues of youth territoriality. But clearly it is not enough to slap dispersal orders on different blocks so that young people are moved around the area. What is needed is a comprehensive approach to the needs of young people throughout this area.
- e. Statistics indicate that the SOAs of HSWS have a below average number of Pakistani residents. Since 'the arrests' of 2006, there has been a concern about young Pakistani young men living in Walthamstow, who do not show up in the BNI, but who have real needs in this area.

#### **6.4. Relation of Ascham Homes to LBWF**

As discussed in section 5.6 how the contract between LBWF and Ascham Homes is managed is a crucial issue both for residents and for anyone who attempts to do anything in the area. There is a need to examine how responsibilities and accountabilities are spelled out between LBWF and Ascham Homes. This is an issue that should be explored further by the local councillors. A good result from this could do more than anything else to overcome resident frustration, build trust and engage resident's interest in their estates and public places.

#### **6.5. The need for a long term community development programme**

What the Hoe St / Wood St area needs is a well thought through community development programme, based on taking seriously the issues raised in this report. This would build on the strengths of the local people and on the achievements that have been made of existing programmes, including the BNI...

Each of the 5 BNI estates in HSWS is different and these factors need to be better understood. It is important not to separate off these estates entirely from the neighbourhoods they are part of. At the same time, while seeking to address the needs of the wider neighbourhoods as whole, it is important not to forget the identified needs of the SOAs which are the most disadvantaged.

There is a need for a long term, 3 to 5 years strategy, which can provide sufficient investment in the infrastructure needed to get a community development programme going, without expecting big learning outcomes in the first two years.



## **6.6. Key issues**

Priority issues which need urgent attention as identified by this project are.

1. The development of a holistic community development programme and service for the area, including services for TRAs
2. Needs of Youth/ Young people (The LBWF should return to its support for youth service in HSWS, especially around antisocial behaviour)
3. Needs of children
4. Engagement with over 60s age group, in way that brings them together with other younger age groups

These will be outlined in more detail in the recommendations

## **6.7. Community development and community engagement**

There is a lack of awareness about the need for community engagement, in the area, both in the programme design and in resident response to this. This needs to be fully addressed in any future neighbourhood based work.

Real community involvement of local people is needed to shape and steer the project and to make decisions about resources. In the short term it will not be easy to address this. Any new programme should also seek convergence with the long term outcomes, in health and employment, which are being pursued by the PCT and the Job Centre Plus.

There needs to be two approaches:

1. Promoting interagency co-operation and consortium building type work working with VCS organisations, bringing them together as a broader coalition. This could include a focus on particular needs such as young people
2. At neighbourhood level, for the voluntary sector to make a difference would require a second tier organisation to have an additional service, specially tailored to the needs of small local community and residents groups, such as TRAs. This would be a form of community empowerment and infrastructural work. It could help small groups in a range of ways and would include the 'soft' skills around building confidence, leadership and communication as well as the 'hard' skill areas such as funding, constitutions and finances of groups and how to run an organisation.

## **6.8. Needs of Tenant and Residents Associations (TRAs)**

A new kind of approach with additional resources are needed to develop work with TRAs. For instance to provide training designed just to these groups at times suitable to them. They may also need help to get residents to become active members of the TRA. In the initial stages groups need and are requesting 'more handholding' till they get established. This is part of the basic process of community development support. This community capacity building work is needed in the short term, perhaps for 6 months, if TRAs are to develop fully. This would need an additional flexibility in development worker's time, so they could attend meetings of community groups (including in the evenings or weekends) to help them to develop their organisational capacities. This is not to supplant the group's independence or to lead to dependence on the infrastructure organisation. At a later point they may need help to form a federation of TRAs.

There clearly is a need for services targeted specially on estates, for instance specifically to Tenant and Resident Associations. This would have to be a new form of infrastructure



work. As far as possible this should be done in partnership with Ascham Homes Community Development Team.

As a process of work is undergone with several groups at the same time, it is possible that they may want to develop a local federation of community groups (or TRAs) but this is not something that should be imposed at the beginning, but should emerge organically.

This kind of function is clearly needed in Hoe St Wood St, but is probably needed throughout the borough, if a team of trained community workers could be engaged to eventually extend their role into other areas. It could also be possible to eventually recruit and train local community workers from the estates.

TRAs need to have clear parameters in relation to LBWF and Ascham Homes, so they can have independence from the landlords. The implications for VCS organisation is that in engaging with local residents, they need to begin a new bottom up approach. For this negotiating entry and building trust with residents, existing TRAs and Ascham homes is essential.

#### **6.9. Focusing on Super output areas**

An approach to neighbourhood work that narrowly focuses on small SOAs can never work well for the voluntary organisations, because as a sector we are organised in different ways and dispersed all over the borough either on the basis of specific needs (eg dyslexia) or ethnic groups

However VCS orgs need to get wiser, so they are able to understand the statistical information available at SOA level. Even the approach taken in Dr Foster's report seems to validate the importance of working *across* sectors through specific segments eg ethnic groups. This approach is compatible with the way that the VCS operates.

An approach is needed that recognises the needs of the poorest SOAs (which in this borough are nearly all social housing estates), but which does not separate them off from their surrounding neighbourhoods, and which realises that residents' networks extend much wider than this.

#### **6.10. Recognising existing social networks**

Different ethnic communities have their own networks, for instance different African and Caribbean networks do not fit into estate networks, and extend in specific directions culturally and organisationally. That is part of the challenge of inviting the diverse, multi-cultural VCS to be informed about and to join in neighbourhood projects.

To focus on geographical neighbourhoods without understanding the networks that people belong to is naïve and does no justice to how people behave

#### **6.11. Overcoming *apathy***

Much of this report (section 5) has identified the alleged *apathy* and lack of engagement of local residents, there is evidence of people's fantastic talents to organise events and express themselves, in safe and exiting ways. Some of these are currently being carried out by faith groups. There are many examples of this kind of innovation in the BNI area for instance Black History Events held in October / November 07 and a Fun Day in Attlee Terrace.





Labels such as *apathy*, such as used to describe an area, need examining more carefully in terms of resident's strength of resistance to the kinds of programmes offered them so far. A much more 'appreciative' approach is needed by all voluntary organisations seeking to work in the area. This would start with and build upon people's positive strengths.

#### **6.12. Extended schools**

Work also needs to be done to build the links with schools and the VCS and to build on the social capital they have built up. Initiatives such as those for extended schools, which have schools grouped into clusters, do not seem to be clear about how to work with voluntary organisations. Schools need to understand that Many VCS organisations are understaffed or have voluntary workers.

#### **6.13. Faith groups**

The secular VCS organisations need to take a more serious appreciation of the work of faith groups at the neighbourhood level. And faith groups such as churches which may have worked out vision and mission statements lodged on their websites, need to lay these out alongside the work of what other VCS organisations are doing.

#### **6.14. Community buildings**

The immediate BNI estates area are poorly served by a lack of meeting places / tenant's rooms within the estates themselves. This is a key factor leading to the under development of resident's associations. There is a great need for rooms available for tenants to hold meetings.

However, it is not true that there are no community buildings in the area. There are plenty of buildings. The problems are that there no community meeting rooms on the estates themselves, that VCS community buildings lack the finance to develop them further and to finance them to keep them open more hours. There are control issues and unequal power imbalances between schools and VCS organisations in terms of the extended schools programme, which have to be addressed before good partnerships can develop. The change of use the Warwick Boys Site will be a loss to the area

All sectors, including schools and VCS organisations need the funding to employ staff to keep community buildings open for longer hours. Perhaps what would be most helpful is a funded pilot project involving one school and one community building which could pioneer better partnership working arrangements

**6.15. The development of an 'Anchor organisation'**, which uses a community building and builds links with a wide range of community groups is needed, as promoted by national organisations such as Community Matters and *bassac*. (see recommendations)

#### **6.16. Meeting the needs of children and young people**

A more detailed description of the problems for children and young people (as seen by young people themselves, by residents and by agencies) is needed but is beyond the scope of this report.



We are not claiming that youth needs here are worse or any different in this area to other parts of the borough, but it is important that they receive attention at this time. Together with a feasibility study being carried out in Leytonstone, for the Faith Forum, this should be on the agenda of the newly formed Children's and Young People's network to consider in a more measured way.

Further research is required into what young people's needs are, and what type of responses would be most useful. Detached work seems an obvious method that could be helpful. In terms of the VCS this assessment should lead to a funding application based on partnership working.

#### **6.17. Stage of development of voluntary and community organisations**

Although, as described in section 4.2, we have mapped the existence of VCS organisations around HSWS, there has not been time to identify the key features and make up, including their stage of development in terms of accommodation, income size of staff etc (See rec 7.19). To do this would require a deeper project.

#### **6.18. Funding for development of the VCS sector in HSWS**

Few HSWS VCS organisations are on the priority list VAWF has with LBWF for capacity building of the sector. This needs to be addressed by VAWF offering more funding support to organisations in this area.

Place Shaping and the voluntary sector in Hoe Street & Wood Street.





## Section 7: Key Recommendations and Next Steps

### 7.1. Short-Term: Ensure buy-in from the LSP i.e. statutory sector partners and the voluntary sector

This report will be presented to a number of stakeholders within LBWF, particularly those units responsible for regeneration policies and programmes, other senior council officers and councillors for discussions as to how to take the recommendations in this report further, and what additional recommendations can be included. Discussions can explore for example how to roll out good practice so far to other Neighbourhood Management Areas in Waltham Forest.

- A meeting will be held early in 2008 open to any organisation interested to discuss its findings. Council officers and councillors should be invited to discuss what the investment needs are for the area that will contribute to the development of the communities that reside in it.
- VAWF will also begin further consultations with the VCS on the findings of this report early in 2008. This should include BAME organisations in Hoe St / Wood St, and the various VCS Networks e.g.
  - Children and Young People Service Providers Network,
  - Health and Social Care Consortium,
  - Environmental Network,
  - Advice Providers Forum, etc.
- Other consultations by VAWF will continue with TRAs and faith groups in the area.
- By bringing together the above cohorts of voluntary and community organisations we will create the opportunity to explore how organisations can work together and to develop consortiums and other partnership arrangements for the improvement of social conditions in HSWS. These consultations will be in the form of themed workshops on the priorities as above i.e. health and social care; children; young people, community buildings, etc.
- VAWF will continue to deliver to March 08 on a range of measures including capacity building and the development of infrastructure in HSWS area.

### 7.2. Engaging with VCS orgs in designing any future regeneration programmes

- *The LBWF / LSP will consult the VCS at an early stage in future regeneration projects*
- The BNI area of HSWS is (like other parts of the borough) clearly a place of social need with opportunities for regeneration work.
- Regeneration cannot effectively take place without adequately consulting local people. Part of this includes consulting with VCS organisations active in local areas. This will include faith groups and (Tenant and Resident Associations) TRAs and BAME organisations.



- In the design of future regeneration projects, the LSP and LBWF need to adequately consult with the VCS at an earlier stage in the planning process. VAWF are one obvious conduit through which this consultation could take place. But all voluntary organisations need to be adequately resourced to take part in consultation, which involves the design of new programmes.

### **7. 3. Long term measures: For agencies interested in long term community development work**

- VAWF will continue to build trust, gather information and make contacts with local residents and VCS organisations over the next six to twelve months as a basis for developing proposals for new community development projects in the area. Projects, which develop out of this, will be long term.
- Following from conclusion I, as a prelude to any further project planning that Voluntary Action gets associated with, we will spend time going to the area and finding out what people want. This can't be done in a hurry, but if we are serious about this kind of work, we need to spend several months gathering information, building trust and getting to know local people and building this into the bid writing process.
- Part of that time would involve putting together programme proposals that incorporate what local people want and would be willing to take a lead in organising, with the support and encouragement of well wishers from the voluntary sector and statutory sector. We will be encouraging people themselves to say what they want – following a bottom up approach.
- A basic re-orientation is needed to '*look and listen first*' and not to have a pre-formed agenda about what has to be done, to avoid duplicating what is already going on and to increase the identification with the needs of the area. Future projects have to be locally rooted and come out of a long term commitment to better neighbourhoods, based on real relationship building. Links need to be made to wider networks – these are international in HSWS, not just parochial. VCS organisations should carefully avoid becoming subcontractors to the badly thought out projects of others, defining our own objectives, carefully, even if this takes time.
- Voluntary Action will look to making longer term projects that empower other VCS orgs to become skilled in a wider range of areas of capacity building.

### **7. 4. Developing a local HSWS Community Development Strategy**

- *Community development training will be given for VCS organisations, local people and their partners, in order to equip them to take part in community projects.*
- The need for a basic ground level community development service has been identified by several people at different levels including LBWF regeneration officers, BNI staff and the TA chair. What this means in practise needs spelling out more clearly and carefully in terms of : approach needed; timescales offered; what kind of service is available, why and for whom?





- In order to carry out community development work, people will need both training and educating in and through practical project working. Suggestions for this are found in the workshop's section.(appendix four). It would be helpful to make links with national organisations such as Community Development Foundation, Federation of Community Development Learning or Community Development Exchange to run community development seminars. This will help the key players to agree a common strategy for Community Development that will underlie the approach to community development in Hoe St Wood Sr over the next five years 2008 -2012.
- This would be to ensure that the plans we are making for Hoe St/ Wood St are based on solidly constructed community development practise. This would also mean the project is based on *building bonding and bridging social capital*.
- Part of this long term commitment includes defining clearly the objectives that would be needed for a Business Plan over a 3-5 year period (Some of this is spelled out in the workshop programme section).

#### **7. 5. Overcoming alleged apathy**

- *The Project will use participatory and affirming planning tools (such as appreciative enquiry) in order to increase community engagement.*
  - In thinking about how to overcome the apathy that is alleged to exist in the BNI area it would be appropriate to take the kind of approach adopted by the New Economics Foundation based on using appreciative enquiry – c.f.  
The greatest assets in our communities in terms of sustainability are the passions and values of the people in them. At this time these remain largely untapped. (cf. [www.pluggingtheleaks.org](http://www.pluggingtheleaks.org); & [www.local-alchemy.net](http://www.local-alchemy.net); & [www.neweconomics.org](http://www.neweconomics.org)).
- This is based on a positive approach to promoting participation.

#### **7. 6. Dealing with the issues for black communities,**

- *VAWF will specifically include BAME organisations in its consultation work.*
- In order to deal with the issues and needs of BAME communities, including African and Caribbean communities in HSWS, projects need to consult with organisations focused on these communities. Currently these are organized on a borough wide basis, without specific local projects. VAWF and their partners need to find out what are the passions for BAME communities in HSWS that will motivate people to participate in their own development.

#### **7. 7. Community Anchor Organisation**

- *VAWF will work with other partner organisations to create a community anchor organisation in the HSWS area*
- It could be help to create a community anchor organisation in HSWS, carrying out partnership work at the neighbourhood level – possibly linked to a local community building, such as the Asian Centre and with the help of national organisations such as Community Matters or bassac. (for information see:- [http://www.communitymatters.org.uk/membership/members/docs/Comm\\_Alliance\\_web.pdf](http://www.communitymatters.org.uk/membership/members/docs/Comm_Alliance_web.pdf))



#### **7. 8. Working between big organisations and little organisations**

- *VAWF will encourage (branches of ) larger voluntary organisation to enter into partnerships with small organisations in the HSWS area.*
- It would be really helpful if branches of big organisations eg YMCA and Groundwork could be encouraged in their work with smaller organisations, especially groups of very, local people, so that the money stays in the local economy.

#### **7. 9. Support services for Tenant and Resident Associations (TRAs)**

- *VAWF will offer support services to TRAs and other small community organisations in HSWS.*
- VAWF will consider running support services (including) for TRAs based in HSWS. As far as possible this will be linked in to the work of the Community Development team at Ascham Homes. Some of this will be about appropriate training courses. Some can be linked to being an Anchor organisation available to local TRAs. (cf conclusions).

#### **7. 10. Environment and public space**

- *LBWF will work with Ascham Homes and other local organisations in HSWS to improve public spaces, including green spaces and play spaces in HSWS.*
- More needs to be done to improve the look and feel of the public spaces around Marlowe Rd Estate and Attlee terrace. This involves real public consultation.
- LBWF needs to get Ascham homes together with other departments which manage space. Through the BNI, LBWF needs to invite Ascham Homes to find out if it is interested or not in environmental improvements to the public spaces around their estates and interested to work with voluntary sector organisations on this. An organisation like Groundwork East London would be well placed to lead on such a development. But other more local organisations might be interested to develop a programme that provides local employment and training and also provides environmental improvement ( c.f. for instance the horticultural work of Ellingham Enterprises).

#### **7. 11. Improving the public space around the estates**

*The LBWF Youth Service will work with VCS organisations and other stakeholders – eg the Police to run diversionary community activities in public places, such as Attlee Terrace and Marlowe Rd estates for children and young people, such as football and basketball competitions and holiday play-schemes.*

- As well as improvements to the look of the environment, events are needed that help the local people to reclaim and use their community spaces. For example running football and basket competitions, as proposed by the local police would be very helpful. Playschemes run by youth workers and the kind of community engagement work already carried out by Groundwork or other organisations are needed to help to



make space feel safer for local families. The way dispersal orders are being created may be deterring the good gathering that is necessary to build up the social capital. Creating safe play space for children near to their homes is a key issue.

#### **7.12. Youth work and children's work**

- *More children and young peoples work is desperately needed in the HSWS area. A consortium of statutory and voluntary sector organisations will meet to plan both long and short-term responses to these needs.*
- *Further research to firmly establish the needs of children and young people will be carried out by local voluntary youth organisations with the support statutory organisations and the children and young peoples network.*
- As noted in the conclusions, this is the key issue to arise from the Community. Profile. There is a great need for more provision for both children's and youth work. More research into what is needed must be carried out, as coming out of St Mary's Parish and commissioned by BNI ( cf detached work case.) This research also needs to include the local Pakistani youth community as well as local African and Caribbean communities.
- The statutory youth service needs to take this seriously, and will renew their active presence and work in this area, but they will accept and support the role of the VCS including faith groups in creating new forms of provision.
- Children and Young people's (CYP) work issues are not necessarily more important in this area compared to other parts of borough, but this report will be on the agenda of the newly formed Children's and Young People's Network to consider in a more measured way.
- There is a need for a permanent youth club in the area, but it is also important to run youth type sporting, musical and cultural events, making use of public spaces in and around the estates. A regular programme of Playschemes will be developed to provide the opportunity that through training and support involve local carers in running them.
- Further research is required into what young people's needs are, and what type of responses would be most useful. Detached work seems an obvious method that could be helpful. In terms of the VCS this assessment should lead to a funding application based on partnership working.

#### **7.13. Work with faith groups**

- *VAWF will link more actively with the work of the Faith Communities Forum in the borough and should ensure that active local faith groups and other community organisations get the support they need to carry out their work in the community.*
- Faith groups may be some the only active groups on the ground at neighbourhood level, and have useful resources of people and buildings. In HSWS, they have a



unique contribution to make in terms of community links, resources, needs, strengths and local credibility on the ground.

- VAWF will take the diverse, faith sector more seriously and engage with them on their social agendas. Structurally VAWF will link in with the faith Forum more deliberately.
- VAWF will consider how would faith communities like to be treated, supported and regarded as a distinctive and valuable part of the VCS. This includes VAWF working on agendas faith groups have themselves identified based on their presence in a local area, and not being afraid to challenge them when their objectives are unclear (or exclude others).

#### **7.14. Contributions of faith groups**

- *Larger faith organisations in HSWS could support small VCS organisations by mentoring training and partnering them to carry out their work. This includes making their buildings available for community use.*
- *Faith groups (and other organisations) with community buildings will be offered training course, by Voluntary Action about developing their buildings for community use.*
- Some faith groups are numerically strong in Hoe St / Wood St with good links into the local neighbourhood. As well as thinking how they would like to make a difference to their local areas as whole, it could be they could think about their long term commitment to supporting the small VCS organisations in the area, for instance by offering to provide training, mentoring and partnership work to other VCS organisations in its area. This is more than about letting their buildings at a *cheaper* rate, but asking questions of how the faith groups can relate / have a mission to VCS organisations in its area.
- Faith groups could look at their resources in HSWS and at how they could use them more effectively to work in partnership with other VCS organisations for the benefit of local residents. For instance a local black church might be able to work with a borough mental health project for a specific ethnic group.
- Faith groups having community buildings would benefit from courses which help them to look at how their buildings can be further developed for community use (cf Catalytic Converters / Building on Faith training courses).

#### **7.15. Pre Olympic Volunteering**

- *CLASS will work with VCS organisations to develop their pre-Olympic volunteering training programme – Personal Best – as part of community leadership work with local residents.*
- An initiative in the new year for the 16+age group in the Hoe St Wood St area around Pre Olympic Volunteering,(now called Personal Best) in partnership with CLASS possibly through Woodside School. This could be linked into a community leadership course that VAWF are planning with Birkbeck University that we also may be able to



hold in HSWS. VAWF is currently in talks with Birkbeck College to put on their Community Leadership Programme in Waltham Forest in partnership with us.

#### **7.16. Programmes for community buildings**

- *As part of the Change-up strategy in the borough, VAWF will co-ordinate support to VCS organisations running community buildings in HSWS through offering appropriate training in staff development, building management and bid writing (such as that offered by Community Matters).*
- *Ascham Homes will create community rooms on estates especially Attlee Terrace where residents can hold their TRA meetings.*
- *Local schools as part of the extended schools services provision will find ways their buildings can be made available for use by VCS organisations at affordable rents during evenings and weekends.*
- There is the need to strengthen the work of VCS organisations running community buildings in the area. In the absence of public sector buildings in the area, and the delays to availability of extended schools in the short term due to rebuilding programmes, and in recognition of the important work of faith groups in making their centres and halls available the strategy should be to strengthen the work of these groups in providing facilities in the area.
- One key area of support is training and development of staff to run buildings and there are a number of sources of such training, from organisations such as Community Matters, and Faith Communities themselves. (see workshop programme) It would be helpful to help community buildings to work towards their *Visible* quality standard.
- There will be an exploration of the possibilities of working with extended schools clusters in Hoe St /Wood St , similar to the attempt VAWF made to work with extended schools at George Mitchell School in October 2007. This would need careful contact making with schools and VCS organisations to explore the benefits of partnership working
- Community meeting rooms on the estates themselves need to be created where residents can hold meetings.
- All sectors, including schools and VCS organisations need the funding to employ staff to keep community buildings open for longer hours. A funding proposal is needed to meet the needs of specific social groups that builds in rent for space as part of the budget. Perhaps what would be most helpful is a funded pilot Project involving one school and one community building which could pioneer better partnership working arrangements.

#### **7. 17. Defining boundaries for community development work**

- *Working with in consultation with the VCS, the LSP will take care in drawing up the boundaries of future regeneration programmes that these are relevant to the social realities of the local area.*





- The HSWS BNI area is not a cohesive area. The way the boundaries are drawn are not natural and do not make it easy for either a local neighbourhood based community development project, nor for voluntary sector engagement. The natural boundaries for a community development project need to be thought through carefully, in conjunction with VCS organisations and the known needs of the area.

#### **7.18. Directories websites and infrastructure**

VAWF will develop the [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk) website to carry useful information about the HSWS area and link this to other useful sources of community information including LBWF, BNI, the observatory and the websites of other VCS organisations.

- A special section of [www.frontlineonline.org.uk](http://www.frontlineonline.org.uk) will be created to carry information about Hoe St Wood St area. The Website needed to be interlinked with other websites eg LBWF, observatory, BNI, neighbourhood statistics etc and other useful sources of information on community engagement. As much as possible of the information collected in this project should be put on the website and so available for VCS organisations to make use of. Good work re existing directories needs to be recognised, but these need to be constantly updated.
- The project should also help to create websites for smaller VCS orgs in HSWS area and provide an infrastructure for those working in the area.

#### **7.19. Stages of development of voluntary organisations in HSWS and need for a capacity building plan**

- VAWF will do further work in 2008 to assess the strength of the VCS in the HSWS area and to develop a relevant capacity building support programme there, (as outlined in appendix 4).
- It was not possible during this community profile to gain substantial information about the stage of development most VCS organisations are now at in Hoe St /Wood St. There is a need for VAWF to identify a new project which focuses on establishing the feature of the VCS in the area including the stages of development, strengths and status of voluntary organisations in the area, in terms for instance of: accommodation, income, numbers of staff and volunteers, quality standards, how well they are networked. VAWF's *AKtion Kit* could help in this. This new project could then make a capacity building programme for voluntary organisations linked to the standard capacity building support that VAWF can offer.

#### **7.20. A programme of events workshops and training**

- VAWF will develop a programme of training and events for local VCS organisations and local residents (as outlined in appendix 4).
- Both in the short term, up until March 2008 and in the long term, over the next 3-5 years, VAWF along with any other interested providers, should offer a programme of workshops training and events to voluntary organisations and local residents. This programme would be part of the way the issues identified in this report can be addressed. Examples of possibilities are contained in the appendix F.



### **7.21 Funding for development of the VCS sector in HSWS**

- *Both capital and revenue investment is needed in HSWS to fund the proposals in these recommendations. VAWF will convene funding workshops to enable VCS organisations to address their funding needs. The LSP will invest in VCS organisations as lead organisations for the regeneration of disadvantaged neighbourhoods such as HSWS.*
- The issues raised in this report have obvious cost implications, including big *capital* funding in terms of refurbishment of buildings, *ongoing revenue* funding eg to employ staff to enable buildings to be open longer and smaller grants for projects, along with training costs. In the short run, Voluntary Action will convene workshops as in 7.20 and in appendix D that can enable organisations to look at their funding needs and what action they can take to address these.



## **Appendix A – Jargon and Glossary**

This report has been written so that a different reader would be able to understand that data more easily. So we have tried to make the document as simple as possible. This Glossary attempts to explain jargon and acronyms that we have used. This report has been written so that a different generation of readers would be able to understand that data more easily.

SOA - Super output areas

IMD - Index of Multiple Deprivation

BNI - Better Neighbourhoods Initiative

HSWS – Hoe St/ Wood St

VCS – Voluntary and Community Sector

LBWF – London Borough of Waltham Forest

VAWF – Voluntary Action Waltham Forest

NEET – Not in education, employment or training

TRA –Tenant and Residents Association

NMA – Neighbourhood management Area

LSP – Local Strategic Partnership

LAA – Local Area Agreements

BAME – Black, Asian and Minority Ethnic

ASBO – Anti Social Behaviour Order



## Appendix B – Thanks and Acknowledgements

VAWF would like to thank and acknowledge the following individuals and organisations who have helped in the preparation of this community profile. They have contributed their knowledge and experience of the area and the issues within the better Neighbourhood programme. The views expressed in this report remain the author's and VAWF apologise for any errors made.

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Kwenga Zela - Waltham Forest Congolese Assn;  
ELOG;  
Brian Kelly, Bojana , Steve Williams Forest Recycling Project– re: Give or Take;  
Kenya Londe – Tuche bambe;  
Dave Brown – Every Person Matters;  
Stephen Barnabis, Lorraine Whitehead – Soul Project;  
Valentin – Africa Foundation Stone;  
Fr Steven Saxby – St Peter's in the Forest and Area Dean of Waltham Forest;  
Rev Simon Heathfield – Walthamstow Parish;  
Cllr Eric Sizer; Cllr Saima Mahmud, Cllr Naz Sarker – Hoe St Ward  
Cllr Angie Bean; Cllr Richard Sweden – Wood St Ward  
Pam Grant, NAVCA – PiP;  
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Marian Waruguru – WF Faith Forum;  
Musa Ballikaya– Coordinator, Asian Centre / Visible/ Community matters (Norman Powell);  
Brigid Montgomery – Extended Schools Services;  
Mary Narkullah – Work Net HSWS BNI Team;  
Tracey Blackwell – Director of Services, YMCA;  
Maggie Brown – St Gabriel's Centre Manager ;  
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Nick Tiratsu - SLADA- correspondence  
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Sgt Craig McCann –Wood St Safer Neighbourhood Team + PCs James and David Joy Park / David McMullen – Credit Union  
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Rachel Macfarlane – Head of Walthamstow Girls School  
Sue Peacham – Churchill Nursery;  
Maxine Lafontaine - Hoe St Children's Centre Manager  
Matt Perry – Worth Unlimited  
Miriam - Somali Women's Association  
Steve Johnson – Walthamstow CAB



## Appendix C: Bibliography of Documents Consulted

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Walthamstow Parish documents

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LBWF , Strategy and Social Inclusion unit, *The English Indices of Deprivation 2004 for Waltham Forest*, January 2006

Walthamforestdeanery.org.uk, *Waltham Forest Deanery Vision – April 2006 –* useful statistical analysis at a parish level

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## Useful websites relevant to this community profile or to follow up after it

There are numerous documents on the better Neighbourhoods Initiative found on the [www.walthamforest.gov.uk/](http://www.walthamforest.gov.uk/) and then using the search facility, including <http://observatory.walthamforest.gov.uk/> - which is the starting point for government statistics and census information

[www.katherinegreen.co.uk](http://www.katherinegreen.co.uk)

[www.groundworkeastlondon.org](http://www.groundworkeastlondon.org)

<http://www.guardian>

[series.co.uk/walthamforestnews/walthamforestnews/display.var.1608246.0.anger\\_grows\\_at\\_stalinist\\_committee.php#comments](http://series.co.uk/walthamforestnews/walthamforestnews/display.var.1608246.0.anger_grows_at_stalinist_committee.php#comments))

<http://www.statistics.gov.uk/geography/soa.asp> - what are super out put areas

<http://observatory.walthamforest.gov.uk/> - ward level information

<http://www.walthamforest.gov.uk/hoe-street-ward-profile.doc>

<http://www.walthamforest.gov.uk/wood-street-ward-profile.doc> - But similar information is available for all wards

<http://www.walthamforest.gov.uk/index/community/research-and-statistics/2001-census-statistics/2001-ward-statistics.htm>

<http://www.guardian>

[series.co.uk/walthamforestnews/walthamforestnews/display.var.1608246.0.anger\\_grows\\_at\\_stalinist\\_committee.php#comments](http://series.co.uk/walthamforestnews/walthamforestnews/display.var.1608246.0.anger_grows_at_stalinist_committee.php#comments))

<http://83.244.183.180/NESS/WACG/wacg.htm>

The above link provides access to Dept of Work and pensions statistics

New Economics Foundation has useful websites based on using appreciative enquiry .

[www.pluggingtheleaks.org](http://www.pluggingtheleaks.org) ; [www.local-alchemy.net](http://www.local-alchemy.net); [www.neweconomics.org](http://www.neweconomics.org).

This is based on a positive approach to promoting participation.



## Appendix D: A Workshops programme Jan to Apr 08

Following the recommendation (7.20) for a programme of events workshops and training, below is a list of suggestions that could be considered by VAWF and their partners as an attempt to engage with other organisations and residents towards a long term future for the area. This programme would be part of the way the issues identified in this report can be addressed. The overall aims of all this work would be engagement with the local community that:-

- Increases the amount and effectiveness of VCS activity
- Establishes VCS consortia / join up VCS activity
- Connect VCS activity with local people
- Increases the amount of VCS resources and facilities
- Builds social capital / cohesiveness

Below are a list of examples of possibilities, which would need further discussion and planning.

1. **VAWF could focus its services in HSWS for a concentrated ten week period from Jan to Mar 08** on a temporary basis and then evaluating the impact of this experiment

This could include having the AGM in Wood St followed by a VAWF benefits of membership package and campaign, holding Funding advice, accounts, organisation development, ICT trouble shooting and Web development surgeries based in the local area, instead of at Alpha Business Centre. Other parts of VAWF's training programme could also be run here e.g. on communication skills. This does not mean that only HSWS groups can attend, or that normal services will not resume in April 2008. It is an attempt to localise, focus, concentrate and then evaluate how this has happened

2. **Evidence of need workshops**

Holding an *evidence of need* workshop could introduce VCS workers to the range of materials available for their planning work and for understanding of the context. This would look at the evidence of need collected in this profile and other documents and could be the basis for consortium funding applications to the Big Lottery and other charitable foundations. It could be linked to learning from the available information on the LBWF 'observatory'

3. **Project Planning and Business Planning Process**

Using this profile or other available information a workshop could be held to consider what would be needed for a 3 year project? This could include creating specific objectives or outcomes, using a project planning approach. Then it could be used as the basis for developing a business plan for a 3 year project . It could be looked at as a partnership approach and could be linked to a consortium funding applications workshop of the type developed by LVSTC called 'partnerships for funding', specifically focused around HSWS

4. **Hold funding workshops in Hoe St Wood St**

As well as broader larger consortium type bids, VAWF could hold a series of funding seminars in the local area looking at specific types of funding, including

- Small grants- for example through a Workshop on Awards for All –
- or small grants programme in for TRAs



- funding for sports activities or play schemes or youth work
- capital or revenue funding for community buildings

5. **Issues for black communities,**

A workshop in conjunction with the BME alliance that looks at what are the needs of BAME communities, What are the passions for BAME communities in HSWS and what can VSC organisations do about this

6. **A building on faith workshop**

This could be a workshop that specifically looks at the contribution that faith communities through their buildings and other resources can make to the development of their area.

It could also involve the Anglican Churches Adult Education programme called the Barking Programme and a module called Catalytic converters, produced at St Peter's Church. It could seek to involve other faith groups, as well as churches and build on the places of worship directory

7. **Training around running community buildings**

This could include inviting in trainers from Community Matters to run their 'Developing Your Community Buildings' 2 day course, and their *Visible* quality standard

8. **Participatory learning workshop**

In order to forward the concern for participation of residents in community development, it would be useful to make use of the training resource, located within NAVCA/ SKILD to run short events on participatory learning in action (PLA) This would also help to overcome short-termism with the kind of well planned workshop that allows people to say what they really want for their areas, build on people's cultural awareness, build self esteem and resident engagement. This could also be linked to proposals to develop a community leadership training programme (see rec. 7.15)

9. **Children and Young people's work**

In conjunction with the CYP's network, events could be held in the working area to do

- training for youth work
- Issues around Extended schools and the VCS, based on the model developed at George Mitchell School
- -Planning Play Schemes



## **Appendix E: Questions in need of more questions and further exploration**

This Community profile has raised so many questions – many of which there is no space to answer in this report. Some of them are listed here.

### **What are the resources of the local area?**

What are wider developments are going on – eg development of Hoe St /High St?

What is the specific situation re community buildings?

How to engage with borough wide / or wider organisations, who are developing a brief at neighbourhood level – eg African orgs?

What is the relation of larger orgs – eg Groundwork to smaller orgs and to community groups?

What structures are needed for conversations and how well people talk together across sectors and depts – eg VCS and BNI / up and down line managements?

### **How do we Negotiating entry into new communities?**

How do rough sleepers/ people on the edge link in to neighbourhood projects?

### **How to listen so local residents will talk and talk so local residents will listen?**

How can an approach around VCS orgs link to a specific project for TRAs?

Where do we start with TRAs and residents and how to develop a brand new approach with them rather than circulating around the broader VCS?

How to get TRAs going [from scratch] – what can they be set up to do

Whether local residents were effectively invited to participate in the design or delivery of the programme or consulted genuinely about identifying problems – and whether and how VCS orgs can help in this process?

### **How do decisions get made?**

- Who gets to be consulted?
- What is the consultation approach?
- How does the partnership happen?
- What are the partnership arrangements going on?
- How does the partnership work at the local level?

How to set up partnership working relations within the HSWS partnership police officers, work net, health workers – field level people, and Ascham homes

### **How to report on these topics**

What is VAWF's role on these issues?



## Appendix F: Public Space

Following from section 5.8.2 and rec 7.10 and 7.11

Are there events that could take place in the public spaces that could help people to reclaim the space and gain confidence in it?

A recent Joseph Rountree Report made the following conclusions

- Successful public spaces rely on people using them:  
*"People make places, more than places make people".*
- There is clear evidence of the importance of public spaces in successful regeneration policies and for creating sustainable communities.
- Spaces that successfully attract social activity are often banal in design, or untidy in their activities - such as [street markets](#) and [allotments](#). Designers need to be responsive to the **use** of public spaces, **not just aesthetics**.
- Strategies to solve **anti-social behaviour** by **moving it elsewhere** are likely to be **ineffective** and risk worsening local tensions.
- Public spaces should be **inclusive**, provide **opportunities for exchange** and **give users the ability to shape what happens there**.
- It is important that local people are consulted about what they want from the public spaces in their communities if these places are to deliver their full promise.

These comments seem very relevant to the public spaces around this BNI area





## Appendix G: Approach used

In a community development programme, the starting point is like the opening moves in a game of chess; it determines what kind of game will be played

Skills in Neighbourhood Work p.31

from "the siege of Troy"

My heart is moved by all I cannot save,  
So much has been destroyed.  
I cast my lot with those who,  
Perversely, age after age,  
With no extraordinary power,  
Reconstitute the world- **Seamus Heaney**

The approach underlying this report is captured by Lederach "the Moral Imagination"

I have come to believe that the 2 greatest tragedies that negatively affect *(community development work)*.... Arise principally from the lack of the discipline of stillness by those who come from outside with good intentions. These are (1) the inability to recognise and see what exists in a place that could have potential or is already building the web infrastructure of constructive change; and (2) stepping quickly toward action to provide short term answers to predetermined problems driven by a sense of urgency. In both cases the in situ web of change- people, processes, and relational spaces- are overlooked, ignored and diminished, or worse, replaced or destroyed.

Stillness flies in the face of common notions of getting something to change.....stillness is the stage that makes true listening and seeing possible.....stillness requires a commitment of patience and watchfulness. Its guideposts are these: Slow down. Stop. watch what moves around you. Feel what moves in you

Soul of place.....represents a kind of inner voice.... Calling out to understand the nature of the place where we find ourselves and the nature of our place in that location.....approach the context with care and respect. Walk carefully. Watch and listen to those who know the setting. Do not presume to know solutions or to provide preconceived recipes....recognise that no one person, no one process or project is capable of delivering and sustaining peace on its own. Adopt an attitude of constant learning.



## Appendix H: Data Summary

Variations from the borough average of between 10-25% are colour coded orange and those higher than 25% are coloured red. Most of the following data is from the 2001 Census as other sources of data are not often available at SOA level of geography. Where SOA level data is not available, ward level data was used. (LBWH Community Profile)

### Super Output Level Data

Hoe street/ Wood Street Priority Neighbourhood		Number in PN	PN %	LBWF	% difference
Population	Total number of residents	7,151		218,341	
Age bands	0-17 years	1,749	24.5%	24.0%	1.9%
	18-24 years	655	9.2%	9.8%	-6.5%
	25 - 44 years	2,531	35.4%	35.4%	0.0%
	45-64 years	1,169	16.3%	19.1%	-14.4%
	65 and over	1,047	14.6%	11.7%	25.1%
<b>Ethnic Groups greater than 5%</b>					
White	British	3,800	53.1%	55.7%	-4.7%
	Other White	493	6.9%	6.4%	7.5%
Asian or Asian British	Pakistani	460	6.4%	7.9%	-18.8%
Black or Black British	Caribbean	585	8.2%	8.2%	0.4%
	African	586	8.2%	5.8%	41.7%
<b>Religions greater than 5%</b>					
Religion	Christian	4,091	57.2%	56.8%	0.7%
	Muslim	1,007	14.1%	15.1%	-6.6%
	No Religion	1,184	16.6%	15.4%	7.7%
	Religion Not Stated	606	8.5%	8.9%	-4.7%
All people aged 16-74		4,967		159,041	
Economically active people aged 16-74	Employee Part-time	396	8.0%	9.2%	-13.1%
	Employee Full-time	1,749	35.2%	42.4%	-17.0%
	Self-employed	287	5.8%	7.4%	-21.5%
	Un-employed	401	8.1%	4.9%	64.0%
	Full-time student	172	3.5%	3.2%	7.8%
Economically inactive people aged 16-74	Retired	496	10.0%	9.4%	5.9%
	Full-time student	248	5.0%	6.0%	-17.2%
	Looking after home/family	466	9.4%	7.7%	22.6%
	Permanently sick/disabled	383	7.7%	5.0%	53.6%
	Other	369	7.4%	4.8%	54.1%
Full time Students over 19 yrs of age		246	4.7%	5.0%	-5.2%
Highest qualification attained of people aged 16-74	No/ low qualifications (below 5 GCSE)	2,356	47.4%	43.8%	8.4%
	Level 2 (2) (5+ GCSE A*-C)	833	16.8%	17.6%	-4.7%
	Level 3 (3) (2+ A levels)	375	7.6%	8.6%	-11.7%
	Level 4/5 (4) (degree)	1,091	22.0%	24.0%	-8.4%
	Unknown	312	6.3%	6.1%	3.1%
All households		3,303		89,788	
No adults in employment	With dependent children	407	12.3%	8.1%	52.7%
	Without dependent children	1,206	36.5%	25.8%	41.6%
With dependent children	All ages	955	28.9%	31.3%	-7.6%
	Aged 0-4	482	14.6%	13.7%	6.6%
With one or more persons with a limiting long-term illness		1,198	36.3%	32.0%	13.3%
All lone parent households with dependent children	All lone parent households with dependent children	455		8,518	
	Lone parents in full-time employment	106	23.3%	28.5%	-18.2%
	Lone parents in part-time employment	63	13.8%	15.4%	-10.4%



<b>Hoe street/ Wood Street Priority Neighbourhood</b>		<b>Number in PN</b>	<b>PN %</b>	<b>LBWF</b>	<b>% difference</b>
General Health of all people	Good	4,476	62.6%	68.6%	-8.8%
	Fairly good	1,800	25.2%	22.4%	12.2%
	Not good	875	12.2%	9.0%	36.5%
Education attainment of children living in the SOA's and educated in Waltham Forest	% of pupils achieving target levels KS2 2003-05	283	50.5%	60.3%	-16.2%
	% of pupils achieving target levels KS2 2002-04	263	50.2%	60.2%	-16.6%
	% of pupils achieving target levels KS3 2003-05	264	47.3%	51.0%	-7.1%
	% of pupils achieving target levels KS3 2002-04	249	47.8%	51.5%	-7.2%
	% of pupils achieving target levels KS4 2003-05	204	44.6%	47.3%	-5.7%
	% of pupils achieving target levels KS4 2002-04	185	46.0%	48.0%	-4.2%
	% of pupils achieving target levels All KS 2003-05	751	47.8%	53.1%	-9.9%
Connexions NEET data 31/03/06	% of pupils achieving target levels All KS 2002-04	697	48.2%	53.7%	-10.2%
	16-19yrs not in education, employment or training (NEET)	22	7.2%	4.8%	49.5%
Information Directorate, Job Centre Pus, Jan 2006	Job Seekers Allowance 2006 *	390	9.1%	4.4%	107.7%
	Incapacity and Severe Disablement Allowance 2006 *	535	11.5%	8.4%	36.7%
	Lone parent on Income Support (IS) 2006 *	355	8.3%	4.1%	102.9%
Department of Work and Pensions Benefits data at August each year	Incapacity and Severe Disablement Allowance 2005 *	465	10.9%	7.2%	51.3%
	Incapacity and Severe Disablement Allowance 2004 *	510	11.9%	7.5%	58.7%
	Incapacity and Severe Disablement Allowance 2003 *	490	11.5%	7.5%	53.2%
	Incapacity and Severe Disablement Allowance 2002 *	505	11.8%	7.4%	59.9%
	Incapacity and Severe Disablement Allowance 2001 *	495	11.6%	7.3%	59.3%
	Job Seekers Allowance 2005 *	375	8.3%	4.4%	89.4%
	Job Seekers Allowance 2004 *	345	7.7%	4.3%	76.8%
	Job Seekers Allowance 2003 *	360	8.0%	4.4%	81.7%
	Job Seekers Allowance 2002 *	315	7.0%	4.4%	59.3%
	Job Seekers Allowance 2001 *	350	7.8%	4.2%	86.2%
	Lone parent on Income Support (IS) 2005 *	365	8.6%	4.2%	103.6%
	Lone parent on Income Support (IS) 2004 *	365	8.6%	4.2%	103.7%
	Lone parent on Income Support (IS) 2003 *	390	9.1%	4.1%	121.3%
	Lone parent on Income Support (IS) 2002 *	370	8.7%	4.1%	113.1%
	Lone parent on Income Support (IS) 2001 *	350	8.2%	4.0%	102.5%

\* Calculated as a percentage of all 16-59 year olds from the 2001 Census

### Ward Level Data

The following information is provided for the two wards containing the Priority Neighbourhood, as Super Output Area level data was not available.

<b>Hoe street/ Wood Street Priority Neighbourhood</b>		<b>Ward Number</b>	<b>Ward %</b>	<b>LBWF</b>	<b>% difference</b>
Vital Statistics 2002-2004 (3 year avg)	Hoe Street - Births per ward 2002-2004	682		11,292	
	Deaths under 1 year of age in Hoe Street ward 2002-04	4		68	
		5.9 per 1,000		6 per 1,000	
	Hoe Street Infant mortality rate per 1,000 births	1,000		1,000	-1.7%
	Wood Street - Births per ward 2002-2004	669		11,292	
	Deaths under 1 year of age in Wood Street ward 2002-04	8		68	
		12.0 per 1,000		6.0 per 1,000	
	Wood Street Infant mortality rate per 1,000 births	1,000		1,000	100.0%
Teenage conceptions 2000-02 (3 year avg)	Hoe Street - teenage conception rate per 1,000 15-17 yr olds 2000-02	32	71.1 per 1,000	57.1 per 1,000	24.5%



<b>Hoe street/ Wood Street Priority Neighbourhood</b>		<b>Ward Number</b>	<b>Ward %</b>	<b>LBWF</b>	<b>% difference</b>
	Wood Street - teenage conception rate per 1,000 15-17 yr olds 2000-02	42	80.0 per 1,000	57.1 per 1,000	40.1%
Life expectancy 5 yr average	Hoe Street ward Male Life Expectancy in years 2000-04	73.3 yrs		74.7 yrs	-3.0%
	Hoe Street ward Male Life Expectancy in years 1999-03	73.4 yrs		74.6 yrs	-2.8%
	Hoe Street ward Female Life Expectancy in years 2000-04	79.1 yrs		79.7 yrs	-0.7%
	Hoe Street ward Female Life Expectancy in years 1999-03	78.2 yrs		79.1 yrs	0.4%
<b>Hoe street/ Wood Street Priority Neighbourhood</b>		<b>Ward Number</b>	<b>Ward %</b>	<b>LBWF</b>	<b>% difference</b>
Life expectancy 5 yr average	Wood Street Males Life Expectancy in years 2000-04	74.6 yrs		74.7 yrs	-0.2%
	Wood Street Males Life Expectancy in years 1999-03	74.6 yrs		74.6 yrs	0.0%
	Wood Street Females Life Expectancy in years 2000-04	80.1 yrs		79.7 yrs	0.5%
	Wood Street Females Life Expectancy in years 1999-03	80.6 yrs		79.1 yrs	1.9%
Standardised Mortality rate for CHD and Stroke under 75's 5 yr average	Hoe Street 2000-2004	178		128.9	38.1%
	Hoe Street 1999-2003	154.3		125.7	22.8%
	Wood Street 2000-2004	111.5		128.9	-13.5%
	Wood Street 1999-2003	101.1		125.7	-19.6%
Standardised Mortality rate for Cancer 5 yr average	Hoe Street 2000-2004	106.1		106.4	-0.3%
	Hoe Street 1999-2003	103.8		107.8	-3.7%
	Wood Street 2000-2004	85.9		106.4	-19.3%
	Wood Street 1999-2003	97.2		107.8	-9.8%
Changes in housing stock as at 2006 vs. 2001 Census	Hoe Street household changes from planning applications	128	2.5%	1.8%	36.2%
	Wood Street household changes from planning applications	131	2.5%	1.8%	39.0%
Housing stock % in 'non-decent' condition 2005 survey	Hoe Street percentage of homes in 'non-decent' condition		26.6%	29.6%	-10.1%
	Wood Street percentage of homes in 'non-decent' condition		26.8%	29.6%	-9.5%
Metropolitan Police Service - Overall crime rate per 1,000 population	Hoe Street FY 2005/06 crimes per 1,000 population	143.2		127.5	12.3%
	Hoe Street FY 2004/05 crimes per 1,000 population	131.3		124.3	5.6%
	Wood Street FY 2005/06 crimes per 1,000 population	114.5		127.5	-10.2%
	Wood Street FY 2004/05 crimes per 1,000 population	120.0		124.3	-3.5%
Envirocrime incidents recorded by LBWF Council FY 2004/05 and 2005/06	Hoe Street FY 2005/06	359	31.0 per 1,000 pop	75.9 per 1,000 pop	-59.2%
	Hoe Street FY 2004/05	602	52.0 per 1,000 pop	61.7 per 1,000 pop	-15.7%
	Wood Street FY 2005/06	310	27.4 per 1,000 pop	75.9 per 1,000 pop	-64.3%
	Wood Street FY 2004/05	547	48.3 per 1,000 pop	61.7 per 1,000 pop	-21.7%