



Southville Community Centre  
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**Registered Charity Number:** 1061681

**Company Number:** 3340029

**COMMUNITY AUDIT FOR FELTHAM, BEDFONT &  
HANWORTH  
EXECUTIVE SUMMARY**

Project Funded by



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*Registered Office: Southville Community Centre, Southville Road, Feltham, Middlesex, TW14 8AP*

In anticipation of A UK H's planned move from Montague Hall to Southville Community Centre which took place in February 2018 we were funded by Heathrow Communities Fund to conduct a Community Audit of the area to assess:

- What other community facilities exist in the area?
- What community needs could be met at Southville Community Centre

Included as part of the report

- a) Area of study & statistical background
- b) Transport and means of getting about in the area and beyond

Following a walkabout, community facilities were listed by name and contact details- This list does not include GP Surgeries; TRA's (unless with identified premises or accessible notice boards); Sheltered Housing; Schools; Care/Nursing Homes; Cafes & Pubs.

Observations during the walkabout noted the following:

- Very poor community signage throughout the area
- Significant community support is offered by churches and faith groups in the area
- The effect of the major road and bridge works alongside Feltham Station.
- Considerable Open Spaces and rear alleyways to garages at rear of premises- not always safe pleasant places
- Road crossings are often not pedestrian friendly

A list of 34 people/ organisations interviewed and meetings attended was included

From these meetings and interviews the following points emerged. All are on a non- attributable basis and the summary/ interpretation is the sole responsibility of the Community Audit Team at A UK H

In summary:

1. A reduction in provision of affordable community space in the locality- with examples and possible reasons given
2. A reduction in facilities for youth service provision- with possible consequences.
3. Feelings of abandonment by local people and local community groups leading to a culture of disengagement with service providers particularly in the statutory sector. Possible link with reduced volunteering in the area.
4. Difficulty gaining direct access to TRA Secretaries or Chairs
5. Concerns about the sustainability of the CCG Local Patient Participation Group
6. Possible inclusion of LBH Officers or members at Neighbourhood Watch meetings
7. Low local membership of Hounslow Community Network - the support body for Community and Voluntary Sector organisations in the borough
8. Possible reduction in open green space with plans to build additional social housing- subject to much local rumour and speculation
9. A recent increase in residents from 10,158 to 12,159 and still growing. - to some extent there has been some acceptance and integration with the local population but it is still a generally unwelcoming environment for 'incomers.' The positive role taken by faith groups noted.
10. Some high risk 'loneliness' areas within the catchment area. Also reported in a recent LBH report
11. The presence of a determined group of drug dealers, often from outside the local area, has a negative impact on residents' feelings of safety and creates 'no go areas'
12. Uncertainties regarding the proposed Feltham Masterplan & West of Borough Local Plan. Hopefully clarity will emerge from the planned consultative sessions.

On a positive note, initiatives such as The Friends of Bridge House Pond; The Hanworth Park House Group; iFHAB; ALLEY CATS; Autistic Support; The Local Support for the Travellers at Station Estate Road have been mentioned. Also, the community space and support for local people offered by secondary and primary schools (The latter for a range of after school, breakfast and holiday schemes) as well as faith centres is mentioned. The importance of commercial cafes as meeting places- often for specific nationalities should not be overlooked.

An open-ended questionnaire completed by 314 local people identified Likes; Dislikes; Wishes. The most noted were:

<b>LIKES</b>	<b>DISLIKES</b>	<b>WISHES</b>
Transport	Litter	Community Facilities and Activities - esp. youth
Open Spaces	Crime/Feeling unsafe	Improvements in current public transport provision & infrastructure.
Shops	Heavy Traffic/ Parking	Improved Performance from Statutory Bodies
Friends, Family & Community Spirit	Performance of Statutory Services	Greater Police Presence/ Crime Reduction/ Feeling safe.

These results were accompanied by an extensive summary with some interpretation. This included areas that were not mentioned in the responses but seemed pertinent to the area studied i.e.

- The poor health profile in the area and low awareness of health provision- this is being followed up in a separate study by A UK H commissioned by the CCG.
- The area has very poor physical information systems- possible contributory factor in the local 'Rumours' & 'No one bothered to tell us' scenarios
- The recently launched iFHAB initiative which enhances the good communication available on the Feltham Community- Public Facebook page is to be encouraged and supported.

#### Suggestions for ways forward for the local community- using this study as a 'Community Legacy'

These need to sit alongside initiatives and plans that are already underway or at the consultative stage e.g. West of Borough Local Plan and Feltham Masterplan; London Borough of Hounslow Third Local Implementation Plan (Transport); Heathrow Airspace & Future Operations Consultation; Ongoing developments at Feltham Railway Station; Smaller local planning applications underway or imminent.

The suggestions:

- Greater or alternative support than offered at present by Hounslow Community Network (HCN) or the various Third Sector Volunteer bodies. A need for more robust second tier support for Voluntary, Community and Social Enterprise and Faith groups (VCSE groups) in the study area.
- Stronger working evidence of the Compact between the VCSE sector in Hounslow and Hounslow's Local Strategic Partnership (via Hounslow Together) and Hounslow CCG enabling viable means of co-production of services and support for the western area of the borough where social deprivation, poor health profile and fears of criminality remain challenges.
- The public sector- particularly LBH needs to make a committed concerted effort to dispel the local constituents' perceptions of disengagement and lack of care by the local authority. A perception often fuelled by poor direct information systems and mechanisms for engagement. Locally elected councillors must play a key role in this process. This needs to be conducted (on all sides) within a transparent process that dispels myth, rumour and prejudice.

- More needs to be done to alleviate the feelings of isolation and loneliness within the community. Positive role of faith groups recognised.
- Additional volunteers are needed to sustain to support iFHaB and keep the positive momentum evident during the launch day and encourage even more local groups to join in.
- Hanworth to the east of the A316. This area is severely limited in terms of community facilities. This area does call for particular attention and action- especially as facilities to the west in Hanworth (via fairly busy or unwelcoming routes) have also been reduced or have an uncertain future.

### The role of Age UK H

A description of our progress since our move from Montague Hall to Southville Community Centre including our future role offering a community facility within the local area for other age groups and our desire to promote intergenerational activity.

In order to sustain this community role, we need:

- Necessary funds via grant application and our proactive donation and legacy policies
- Part use of the premises under our management by other organisations who have the financial ability to make a significant contribution towards the running costs of the building.
- Corporate support- financial or 'in kind'
- Income from our 3 'Community' retail shops- 2 in the local area
- A UK Hounslow would like to contribute in a significant way towards ensuring that many of the community gaps and issues raised in this report can be overcome by providing 'The place to be' for communities within the study area and beyond.

In conclusion we do not see this happening in splendid isolation at Southville Community Centre. This study has revealed strengths and facilities within Feltham and Hanworth- as well as in Bedfont that we can build upon, form partnerships and help meet many of the community challenges raised in this study.

A UK H Community Audit Team

January 2019