

Community Audit for Feltham, Bedfont & Hanworth



The Community Audit took place between January – December 2018

Project Funded by



Love later life

Age UK Hounslow is a charitable company limited by guarantee and registered in England and Wales (Registered Charity Number: 1061681 and Registered Company Number: 3340029). Age UK Hounslow is an Appointed Representative of Age Concern Enterprises Limited, which is authorised and regulated by the Financial Services Authority for insurance mediation.

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

COMMUNITY AUDIT FOR FELTHAM, BEDFONT & HANWORTH

CONTENTS

1. PREFACE pp 2 with phases of audit described

2. THE AUDIT pp 3-4

- a) AREA OF STUDY & STATISTICAL BACKGROUND
- b) TRANSPORT AND MEANS OF GETTING ABOUT IN THE AREA AND BEYOND

3. STUDY AREA DESCRIBED pp 4-8

General note re walkabout and subsequent engagement

- 1. FELTHAM
- 2. BEDFONT
- 3. HANWORTH
 - West of A316
 - East of A 316

4. ISSUES AND OBSERVATIONS ARISING FROM WALKABOUT, QUESTIONNAIRES AND INTERVIEWS pp 8-20

- a) WALKABOUT OBSERVATIONS
- b) MEETING & INTERVIEW FEEDBACK
- c) QUESTIONNAIRE METHODOLOGY & ADMINISTRATION
- d) COMMUNITY AUDIT QUESTIONNAIRE RESPONSES

LIKES - DISLIKES – WISHES

- e) SUMMARY OF QUESTIONNAIRE RESPONSES

5. SUGGESTIONS FOR WAYS FORWARD FOR THE LOCAL COMMUNITY-pp 19-21

6. THE ROLE OF AGE UK HOUNSLOW pp 22

7. EXAMPLES OF SIGNAGE pp 23-24

APPENDICES TO ACCOMPANY REPORT pp 25-28

- 1. CAST TEAM & VOLUNTEERS
- 2. COMMUNITY AUDIT QUESTIONNAIRE
- 3. COMMUNITY AUDIT RESPONSES BY GENDER/ AGE BAND/ ETHNICITY

<p>This report is based largely upon a physical exploration of the area between January – March 2018 and meetings, telephone calls and desktop research, which took place until late December 2019. As far as possible information has been verified at the time the report was written in December. Age UK Hounslow takes no responsibility for inaccuracies resulting from any ongoing changes during the audit period.</p>

An executive summary of the report is available.

1. PREFACE

In anticipation of Age UK Hounslow's (A UK H) 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

The Community Audit includes the following

- A physical 'street by street' exploration of the area noting possible future engagement
- Interviewing relevant stakeholders & attending Community focussed meetings
- Assessing physical community assets or initiatives that may exist or are being planned or community led services that may have an uncertain future because of premises needs
- Develop and analyse options for possible social action within the Community Audit area (or nearby)
- Produce a draft report and present it to stakeholders with an intention of delivering final report to a larger audience and setting up a group to manage the community legacy.

The project was headed up by members of the Senior Management Team at A UK H but also involved A UK H volunteers who were offered opportunities to engage in the process and gain experience and training.

It is also hoped in the longer term that volunteers resident in the study area will be encouraged to contribute to the management and delivery of the Community Audit findings and help manage the legacy of the report.

A Community Audit Steering Team was set up to oversee the progress of the project. After an initial meeting it was agreed that this group would function on an 'as needed' basis with electronic communication. It is hoped that they will contribute towards the presentation and dissemination of the final report
[APPENDIX 1 CAST TEAM & VOLUNTEERS]

2. THE AUDIT

a) AREA OF STUDY & STATISTICAL BACKGROUND

The area of enquiry for the Community Audit is in the 5 westernmost wards in the London Borough of Hounslow (LBH): Bedfont; Feltham North; Feltham West; Hanworth Park; Hanworth. (Also known as West Area Locality): Within these 5 wards there are statistically higher measures of deprivation, poverty and poor health for the borough as a whole and rank amongst the 20% most deprived wards across Greater London with some pockets called 'Local Super Output Areas' (LSOAs) subject to much higher levels of deprivation.

For the West Area Locality as a whole the following statistics apply.

19% of children are living in poverty in West Area Locality compared with 17% across England

- 3% of households lack central heating in West Area Locality compared with 3% across England
- The overall crime rate is lower than the average across England
- 14% of people have a limiting long-term illness in West Area Locality compared with 18% across England
- 24% of people have no qualifications in West Area Locality compared with 22% across England
- 44% of people aged 16-74 are in full-time employment in West Area Locality compared with 39% across England
- 27% of households have no car in West Area Locality compared with 26% across England
- The % of people 'satisfied with their neighbourhood' (69.4%) is lower than the average across England (79.3%)

This data should be treated with caution as there is significant variation between the 5 wards and there are pockets of high deprivation in some *categories*

For statistics in greater detail please access the information provided by LBH

<http://insight.hounslow.gov.uk>

The area is greatly influenced by the proximity of Heathrow Airport positively in terms of employment and Business opportunities and negatively in terms of traffic congestion as well as the obvious environmental impact of one of the largest/ busiest airports in the world. Hounslow as a whole (including the study area) has a high rate of population turnover with many people moving in and out of the area to/from other areas of the UK as well as a high pattern of migration from overseas. Currently there is a high proportion of green open space in the locality and there are numerous trading estates- many serving the infrastructure needs of Heathrow. The main retail shopping area is Feltham High Street with a fair mixture of shops in Bedfont but Hanworth has fewer shops other than those for basic needs (either side of the A 316).

For the purpose of this study the area has been treated as 3 separate 'villages': Bedfont; Feltham; Hanworth (with some local disagreement about where Bedfont ends and Feltham begins) and Hanworth has effectively become two areas split by the A316/ M3 extension

b) TRANSPORT AND MEANS OF GETTING ABOUT IN THE AREA AND BEYOND

The Piccadilly line serves this part of the borough with one station Hatton Cross just outside the study area. Several bus routes radiate from or terminate at Hatton Cross and connect to various parts (490, 285, 90, H25, H26). Main road routes mainly run in an E – W direction (M4; A4; A30; A314; A315; A316/M3) - the A312 is the main route which crosses the area in an N-S direction). Despite the E-W nature of the roads there is no single bus route from the study area to the eastern end of LBH. Although of a meandering nature the H25 & H26 bus routes do connect several housing estates and developments with Feltham Centre and Hatton Cross- an important feature for many who do not have access to a car.

Railway services call at Feltham Station which is a major line connecting with Reading and beyond in a westerly direction and Waterloo for central London. Currently there are major works at Feltham Station and this has caused severe traffic disruption in the area with Feltham town seemingly less well connected

Although car ownership is lower than the national average the whole area is dominated by parking needs with some CPZ in place.

Cyclists have a mixture of dedicated cycle paths, shared paths, designated road routes and several main roads with no particular provision. Cycling around the area is currently a challenge as it consists of a hotchpotch of all kinds of provision hopefully this will be resolved in some part if the current proposals are carried forward as part of. London Borough of Hounslow Third Local Implementation Plan - November 2018. Cycle use is lower than other parts of the Borough

The area does have a wide network of pavements alongside streets and roads as well as many footpaths between housing areas. Sometimes the lighting and general environment pervading the latter make them 'no go areas' particularly at night time. Overall maintenance of pavements is variable- some areas have benefitted from extensive footway upgrades in the past 2 years. Some crossings are not satisfactory with limited and long pause between crossing times and some intersections are best avoided e.g. A312/ A315; Junction at Bridge Pond opposite Feltham Station- (thankfully to be improved under the current work plan) and lack of pelican crossings off any exit from Apex Corner.

3 STUDY AREA DESCRIBED

General note re walkabout and subsequent engagement

As part of the walkabout the following community facilities were noted. 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

There are 14 GP Practices in the area- information about these can be accessed via

www.hounslowccg.nhs.uk/about-us/our-gp-members.../gp-practices-by-locality.aspx

In general, most schools and GP practices are within easy reach of the majority of areas where population numbers are highest.

Edward Pauling sheltered scheme has been included as at the time of writing activities were on offer to older people living in the locality

Facilities noted during the walkabout have been presented as 3 tables which follow.

Website and general contact numbers have been shown. All websites shown are currently available but some are not as current as they could be. Personal contact information is not shown but AUKH can ask them to contact you. The walkabout served as the basis for subsequent engagement or enquiry

a) FELTHAM

GROUP/ ORGANISATION	CONTACT DETAILS
3 Alley Cats	Debbie Bowron – see text for details
Bedfont Lane Community Centre	0208 844 0784 or AUKH can make contact on your behalf
Christ Church	Re- opening January 2019
Faggs Road Allotments	No details
Feltham & Hounslow Sea Cadets	www.sea-cadets.org/felthamhounslow 0208 890 6700
Feltham Arts	www.felthamarts.org 0208 844 1802
Feltham Assembly Hall	www.hounslow-leisure.com
Feltham Community Development Association (FCDA)	info@fcda.org.uk 0203 774 4926
Feltham Constitutional Club	0208 890 3812
Feltham Evangelical Church	www.felthamevangelicalchurch.org.uk 0208 844 0352
Feltham Gun Club in New Road Feltham	No details
Feltham Library	thecentrefeltham.co.uk/feltham-library 0208 890 3506
Feltham Railway Club	0208 751 3319
Friends of Bridge House Pond	www.bridgehousepond.org.uk
Hounslow Islamic Relief Association HIRA	www.hira.org.uk
Hounslow Urban Farm	hounslowurbanfarm@hotmail.co.uk 0208 831 9658
Hounslow West Mencap	0208 890 1617
Manor Place - Labour Club	Due for Demolition?
Oasis Church	www.oasisfeltham.co.uk 0208 844 1948
Open Door Project now run by Phoenix?	Phone number 0208 844 0309
Riverside Vineyard Church-	www.riversidevineyard.com 0208 890 3535

Rose Park Nursery	roseparknursery.co.uk 0208 893 2825
Royal ancient order of Buffaloes (ROABV) in Sunbury Road Feltham	No details
Salvation Army	www.salvationarmy.org.uk/feltham 0208 890 8195
Sparrow Farm Residents Association	Phone: Phone number 0208 890 1996. Or AUKH can make contact on your behalf.
Sportac Aerobatic Gymnastics Club	www.sportacacrobatics.co.uk
St Albans Day Nursery	stalbandsdaynursery.com 0208 707 1683
St Dunstan's Church	www.stdunstansfeltham.org.uk 0208 890 2011
St Lawrence's RC Church	www.saintlawrences.org.uk · 0208 890 2367
Tribe Gym	www.tribeonegym.co.uk
World Zoroastrian Organisation	Shahpur F Captain contact@w-z-o.org

b) BEDFONT

GROUP/ ORGANISATION	CONTACT DETAILS
Bhakti Yoga Institute 07554 446739	bhaktiyogainstitute.com 0208 890 9525
Airport Church Revival Centre	blrcentre.co.uk/locations/airport-church-revival-centre 0208 844 1563
Bedfont & Feltham Football & Social Club	www.bedfontandfelthamfc.co.uk 0208 890 7264
Bedfont and Hatton Royal British Legion	britishlegion.org.uk/branches/Bedfont 0208 890 6857
Bedfont Community Centre	CLOSED for safety reasons
Bedfont Lane Community Centre	www.facebook.com/pages/Bedfont-Lane-Community-Centre 0208 844 0784. Or AUKH can make contact on your behalf.
Bedfont Library 020 8583 5548	Staines Road, Hounslow, TW14 8DB
Bedfont Public Hall/ The Alphabet Pre School	www.thealphabetpreschool.co.uk 0208 890 8887
Bedfont Sports Club	www.bedfontsportsclub.co.uk 0208 831 9067
Bensington Court/ ILAYS friendship & Wellbeing Club	0208 890 5385

Bethany Church	www.bethany-church-middlesex.com 0208 751 2647
Bumbles Pre-school Nursery	AUKH can make contact on your behalf
Calvary Baptist Church	www.facebook.com/calvaryfgbaptist 0208 844 2152
Church of God Assembly	churchofgodassembly.org AUKH can make contact on your behalf
Fairholme Estate/ Elizabeth Jane Jones Charity	nlucas@ejjcharity.org.uk 0208 890 7711
Hatton Lane allotments	No details
Little Dreams Day Nursery	littledreamsdaynursery.co.uk 0208 707 3984
Nature Reserve BA	At end of Cains lane
Salvation Army	www.salvationarmy.org.uk/feltham 0208 890 8195
Scout Hut	Hawkes Road, off Bedfont Lane, TW14 9NJ
South Bedfont Playgroup	sbplaygroup@aol.com
Southville Community Centre / Age UK Hounslow	www.ageuk.org.uk/hounslow 0208 560 6969
Southville Methodist Church	southvillemethodistchurch.co.uk 0208 890 2783
St Mary's Church & Church Hall	stmarysbedfont.org.uk 0208 751 0088
Stoneywall Community Centre	CLOSED – Currently used by School's Library service



Bedfont Community Centre (left pic)
no longer in use.

c) HANWORTH
West of A 316

GROUP/ ORGANISATION	CONTACT DETAILS
All Saints Church	www.allsaintshanworth.com 0208 894 9330
Allotments near Adrian Hall Snakey Lane	No details
Baitul Wahid Mosque for Ahmadiyya Muslim Community-	no tel #, only generic Ahmadiyya community website
Crane Park Children's Centre	craneparkcc@hounslow.gov.uk 0208 583 5866
Eddies Social Club	eddiedefreitas1.wixsite.com/eddies-social-club 0208 898 3944
Gospel Hall	www.hanworthgospelhall.org 0208 979 4723
Hanworth Air Park Leisure Centre & Library	www.fusion-lifestyle.com/centres/hanworth-air-park-leisure 03454566675 - Still Current?
Hanworth Library	hanworth.library@hounslow.gov.uk 0208 583 5554
Hanworth Methodist Church	victoriamitchelllucker@btinternet.com 0208 973 1880
Hanworth Villa FC	www.hanworthvilla.co.uk
Hanworth Village Hall	0208 844 0406 all enquiries visit 131 Hounslow Road 7pm - 8 pm Mondays
Hanworth YC	CLOSED
Jehovah's Witness	0208 893 4399 only generic Jehovah website
Nakshatra Hall Hindu Worship	07788 560001
Oriel Community Resource Centre	0208 898 0730 - Now used by Hounslow Housing. Community facilities available?
Royal British Legion	britishlegion.org.uk/branches/Hanworth 0208 898 0449
Royal Naval Association & Club	https://www.royal-naval-association.co.uk/ 0208 894 9696
St Georges Church	www.s-george.org.uk - 0208 844 0457
St Georges Day Nursery	0208 831 9980
Staines Rugby Club	www.stainesrugby.uk 0208 890 3051
Tudor Estate Residents Association	terahanworthpark.btck.co.uk

HANWORTH

East of A 316

GROUP/ ORGANISATION	CONTACT DETAILS
1 st & 4 th Hanworth Scout hut also used by Slimming World*- contact	AUKH can make contact on your behalf
Church Road allotment	No details
Kempton Nature Reserve	corporate.thameswater.co.uk/.../kempton-nature-reserve 01932 782292
Royal British Legion	0208 538 3842
St Richards Church	www.strichardshanworth.org 0208 898 0241
Stables nearby with livery and pony hire etc.	No details
Sunbury Power League	www.powerleague.co.uk/5-a-side/london/sunbury-thames 0203 823 3266
Swann House	Former NSPCCC Centre

4 ISSUES AND OBSERVATIONS ARISING FROM WALKABOUT, QUESTIONNAIRES AND INTERVIEWS

i. WALKABOUT OBSERVATIONS

The walkabout was conducted between January and March 2018 by a volunteer with 20 years professional experience in this kind of community enquiry. The same volunteer has been resident in the study area for 40+ years. From observation the following features particular to this area emerged.

- Generally, very poor community signage throughout the area - exceptions are Feltham Police Station and A UK H Shops at Bedfont & Hanworth. A UK H hopes to work in partnership with Hounslow Homes to improve the situation in areas where they operate. It would be no exaggeration that this is one of the poorest signage areas amongst 12 odd studied by the volunteer across London.
- Significant community support is offered by churches and faith groups in the area. As well as being responsible for or providing space for early childcare or parent toddler groups it is possible to join a coffee morning and companionship nearly every weekday somewhere in a church in the area. There are 2 local food banks supported or run by churches/ faith groups. Looking at the wide range of activities on offer at churches and faith centres local people young and old (and in between) would be much poorer served without their support. They also include distinct groups not only for their faith needs but include pastoral support and information e.g. –Somalian, Polish; Black African and Pilipino at St Lawrence RC Feltham Ukrainian at All Saints C of E and various Middle Eastern at HIRA
- 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 looking safe pleasant places to be with litter dumped, burned out scooters/ motor bikes and clear presence of drug dealing.

- e) Road crossings are often not pedestrian friendly.



An unwelcoming tunnel link (left pic)

ii. MEETING & INTERVIEW FEEDBACK

The following list summarises the interviews & meetings attended.

DATE	GROUP	PURPOSE
13.1.18	Bridge House Pond Group	Local Information + meet some BHPG Volunteers
18.1.18	M.P Reception at Cranford Community College	Networking
31.1.18	Local Cllrs. Sam Christie & Alan Mitchell	Local information & Contacts
12.1.18 & var	CEO (now retired) + Chair FCDA	Local information
8.3.18 & var	Rev Sergiy Diduk + Churchwardens	Set up meetings with groups using church. Local information
8.3.18	CCG Feltham area meeting	Introduce CA + contacts & information
16.3.18	CAST Group	Initial meeting
22.3.18 & 22.11.18	Bedfont, Feltham & Hanworth Area Forum	Ditto + feedback & interim report
4.4.18	Hanworth Methodist Church	Group Questionnaire
4.4.18	Sparrow Farm Residents Group	Ditto
6.4.18	Chris Durkin, Hounslow Chamber of Commerce	CAST Member + Information
10.4.18 & var	Nigel Lucas – CEO, Elizabeth Jane Jones Charity (Fairholme Estate)	Subsequent meeting with residents 17.5.18 - Q's completed
12.4.18	Taru Jaroszynski LBH Policy & Scrutiny Manager	Wealth of statistical information provided + other contacts

16.4.18	St Mary's Church Bedfont Darby & Joan Club	Q's completed
19.4.18 & var	Riverside Church	Attended drop in sessions Q's completed
21.4.18 & subsequent sessions	John Hepple - youth worker Hanworth Youth Club	Information met group Q's completed
25.4.18	Ruth Wood & Charlotte Skinner Feltham Arts	Volunteered to distribute questionnaires during festival
25.4.18	Claire Grainger, interim Operations Manager Healthwatch	Information
30.4.18	Heathrow Airport Listening Event	Local information + Subsequent meeting with Beverley Savage, Community Engagement Manager 9.5.18
2.5.18	Fr. John Byrne, St Lawrence R.C. Church Feltham	Local information + Subsequent meeting with Women's group 18.6.18 for Q's completed
6.6.18	Chris - British Legion Hanworth	Information about area to east of A316
13.6.18	Iche Amadi - LBH Policy, Scrutiny & Intelligence Manager	Contact with officers working in west of borough
12.7.18 & subsequent dates	Community Mental Health Team and Hounslow Council's Asset/ Community Connections Team	Information exchange
5.7.18	A UK Group at Hanworth Youth Centre	Local information - Questionnaires already submitted
19.9.18	CCG AGM	Local information
25.9.18	Roseann Connolly – Autism Hounslow	Local information + Contacts
27.9.18	Hounslow Residents Forum Association	Contacts
12.10.18	Neighbourhood Watch N. Feltham	Local information
13.10.18	iFHAB Inaugural meeting	Local information + Contacts
20.11.18	Geoff Hugall, LBH Planning Manager (West Area)	Information
30.10.18 &	Asian Ladies Group	Information + Questionnaires

subsequent date		completed
10.11.18	Bedfont Lane Community Centre – Carol Cattemull	Information + Questionnaires completed by Dance Group
23.11.18	Feltham Local Patient Participation Group	Meeting abandoned but information & Q's completed by 4 group reps.
7.12.18	Omer El-Hamdoon, Feltham HIRA Association	Volunteered to distribute questionnaires

From these meetings and interviews the following points emerged. Please note that any interview or comment made by anyone attending the meetings has been treated on a non- attributable basis and that the summary/ interpretation is the sole responsibility of the Community Audit Team at A UK H.

1. Generally, there is a reduction in provision of affordable community space in the locality. Several community facilities have closed or being redesignated for other use. Often on investigation this is because local residents have ceased to operate as a committee responsible for a building- possibly the case for Bedfont Community Centre in Hatton Road Others include: Stoneywall Community Centre on Grove Village Estate and Oriel Community Resource Centre. It was not possible to speak with local residents about this. Other centres also indicated that they felt under threat- especially if the property was owned by LBH. During the course of the study Hanworth Youth Club closed and the various user groups (not only youth) are relocating elsewhere wherever possible. The removal of the Housing services office in Bedfont Lane to Oriel Estate also raised some comment in terms of reduced accessibility.
2. Reduction in youth service provision. Many people feel this will result in increased numbers of disengaged youths around the local estates. The perception is that this will exacerbate issues relating to young people who are often seen as a threat and held responsible for vandalism and general anti-social behaviour. The final position regarding Scouting facilities was not clear at the time of final report preparation but this was a frequent topic of conversation during interviews and meetings attended.
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. This non- engagement also seems to have an effect upon volunteering in the area. Several groups rely upon increasingly older volunteers with no uptake of younger volunteers to take on volunteering tasks that many older volunteers feel less able to do.
4. Although hard to assess as it was difficult to gain direct access to TRA Secretaries or Chairs it seems as if the local TRA's are not as numerous or proactive as they are in other areas of Hounslow. This was certainly the case when we visited the TRAF meeting at the Civic Centre on 27th September 2018.
5. Similarly, the CCG Local Patient Participation Group has recently lost its impetus- a meeting due to be held at Feltham Health centre was postponed on the day it was due to take place and we were only able to speak with 4 LPPG Members who turned up.

6. Only one Neighbourhood Watch meeting was attended (N. Feltham Ward). Although an informative meeting only a few of the 51 Ward NW's turned up. This level of participation is apparently lower than similar meetings held in the central and eastern parts of the Borough. This meeting was unusual in that it only included input from the Metropolitan Police - No member or officer of the council attended so no direct information about issues covered by the Council's Enforcement Officers was available. The logistics of officers covering all 5 NW meetings is a challenge but occasional attendance would help alleviate this situation.
7. This issue of disengagement (possibly accompanied by feelings of abandonment) also is reflected within the Voluntary Sector. Hounslow Community Network (HCN) - the support body for Community and Voluntary Sector organisations in the borough has a disproportionately low membership in the study area. From the HCN data base total membership of 353 general membership includes only 28 memberships in the study area (sub divisions: social care 1 out of 37; Health 4 out of 129). Even allowing for duplication between the various sub divisions and pan Borough service delivery by some membership groups/ organisations this is very low representation. Two sources felt that HCN did not engage with or understand many of the issues faced in the west part of the borough. Some organisations were not aware of its existence.
8. Possible reduction in open green space with plans to build additional social housing- often with no local community knowledge of immediate provision or evidence of necessary infrastructure support for the increased population (e.g. school places and high patient numbers for local GP's). This was an area surrounded by rumour and speculation. A meeting with the West Area Planning Manager for the Council confirmed this and it was agreed that any subsequent 'planning stories' would be passed by him to see if any planning applications were in the pipeline.
9. Traditionally a white working-class area there has been a steady arrival of BAME members from a wide number of countries together with white eastern European members of EEC countries and Somalian and Nepalese - to some extent there has been some acceptance and integration with the local population but it is still a generally unwelcoming environment for 'incomers' who possibly do not have nearby members of their race or culture living in the area. The local area has also seen a recent increase in residents from 10,158 to 12,159 and still growing. Already mentioned is the positive role taken by local churches and faith groups in supporting the incoming population.
10. Social isolation for all ages and cultures was mentioned throughout the whole area. (Also identified in the 'Loneliness & Social Isolation in LBH' Report – March 2017.) This report identifies some high risk 'loneliness' areas within the catchment area.
11. The presence of a determined group of drug dealers often from outside the local area. This has a negative impact on residents' feelings of safety and creates 'no go areas' especially outside daylight hours e.g. Feltham Park and many of the 'back alleys' prevalent throughout the area.
12. Uncertainties regarding the proposed Feltham Masterplan- at the moment the status of this plan is unclear in local people's minds- there seems to have been little engagement and lack of up to date information. Again, for residents aware of this regeneration initiative (many were not even aware of its existence) this is a topic surrounded by rumour and speculation. It is a separate initiative from the West of Borough Local Plan reviews. Hopefully there will be an opportunity for LBH to untangle the purpose and direction of the 2 developments at forthcoming consultative sessions planned for the end of January 2019.[for details see https://www.hounslow.gov.uk/info/20167/local_plan/1545/local_plan_reviews] This informal consultation is being prepared for the formal consultation in **April- May 2019**

This rather gloomy assessment of described conditions and local attitudes should be offset by the presence of some definite 'Community Champions' whose efforts are to be celebrated. By no means a total summary of the positives that are within the community the following examples deserve particular mention.

- The Friends of Bridge House Pond and their sterling efforts to renovate Bridge House Pond - an area of public gardens opposite Feltham Station which had suffered years of neglect.
- The Hanworth Park House Group- with plans to save this historic building from dereliction.
- iFHaB (Improving Feltham, Hanworth and Bedfont)- one of its principal aims is to provide a pool of knowledge and resources to residents of the 5 electoral wards that make up Feltham, Hanworth and Bedfont; to help improve their immediate locality or the iFHaB area in general. At present for additional community issues facing the originator and guiding force for iFHaB this initiative is on hold. Hopefully the iFHaB will recommence in the near future- it has the potential for creating greater community co-operation and understanding in an area frequently referred to as 'information poor'
- ALLEY CATS. 3 neighbours faced with an underwhelming unattractive alleyway between Rochester Avenue and Raleigh Road decided to make some improvements and turn a 'no go area into a community asset by adding art work covering up old graffiti and some up-cycled planters done by the children. As a result, there are regular neighbours' gatherings from both sides of the alley and a, "neighbours what's app" group, has been created to share activities, and things happening locally for families with children It has also made the area safer- if someone thinks they have heard something untoward in the alley, it takes one message, and it can be checked out by neighbours together.
- A local resident has set up a group to support those living with autism (Autism Hounslow) - as well as meeting in one another's houses they organise BBQ's at the Faggs Lane allotments
- The Local Support for the Travellers at Station Estate Road also deserves a mention The Facebook group supporting this petition to successfully retain their existing premises numbered 9760 and included a significant number of local residents many of whom were not from the travelling community.

Although not subject to a comprehensive analysis there is a wealth of community space and facilities available for hire from all the secondary schools in the area and the majority of primary schools provide a varied mixture of breakfast clubs, after school schemes and holiday play schemes. The latter stand well alongside similar provision by churches and faith groups several of whom have made their premises available for parent/ toddler and early years provision. There are also a range of activities that are organised in the 3 libraries in the area. Particularly interesting is the ambition of Reach Academy to take on a significant community role.

From observation and comment the role of meeting places such as cafes and other commercial outlets should not be ignored. Several of our interviews took place in coffee bars and the opportunity for people to socialise, share concerns and exchange advice is significant. It is often especially relevant for specific nationalities who use cafes that meet their language and general cultural needs e.g. The Portuguese Café Porto Madeira by Feltham Park has 50% of its users from that country with some 25% of them having limited written/ spoken English. The Polish Store Polianna in Bedfont with Polish language notices. Adrian Hall Garden Centre- café is very popular with older members of the community who are able to drive/ offer lifts to neighbours and friends.

iii. QUESTIONNAIRE METHODOLOGY & ADMINISTRATION

As shown in [APPENDIX 2 COMMUNITY AUDIT QUESTIONNAIRE] the enquiry is open ended with respondents asked to:

- Name 3 things you like about Feltham/ Bedfont/ Hanworth'
- Name 3 things you don't like about Feltham/ Bedfont/ Hanworth
- Make 3 **positive** wishes for Feltham/ Bedfont/ Hanworth

Questionnaires were either given out as a specific visit to a group or some groups volunteered to distribute and collect the questionnaires. We also asked visitors to SCC or participating groups at SCC to complete the questionnaires. An online version was also available via iFHaB.

Some forms were returned unmonitored for complete responses and as a result some information about gender, age and ethnicity was not provided and it was sometimes not clear if the response was about one of the 'villages' or the whole study area. We abandoned the village approach for all questionnaires except some that were specific to Hanworth as these were relevant to our growing awareness that this was a particularly isolated area- especially east of the A 316. Nevertheless, an attempt was made to get a good cross section response across the geographic area, gender, ethnicity and age bands. A breakdown of respondents has been included as [APPENDIX 3 COMMUNITY AUDIT RESPONSES BY GENDER/ AGE BAND/ ETHNICITY]

In all 314 questionnaires were received for analysis.

Analysis of the questionnaires was broadly based upon the model described by

Kristin M. Jackson & William M. K. Trochim Cornell University –

2002 [Concept Mapping as an Alternative Approach for the Analysis of Open-Ended

Survey Responses]. The team of volunteers working on this task (Acknowledged in

Appendix 1) all sifted through 40 questionnaires and devised the following categories. It

was seen as an important part of this study that the categories reflected the areas seen

as important within the community. Final analysis was undertaken by all 3 volunteers with one volunteer responsible for working with A UK H Staff on the final summary of questionnaire data.

. In addition to completed questionnaires observations about the area and current issues of note were gathered informally on a non- attributable basis as the audit team made their way around the study area or attended meetings or met groups listed in Section 4b of this report

iv. COMMUNITY AUDIT QUESTIONNAIRE RESPONSES

LIKES

CATEGORIES	COUNT
TRANSPORT	147
OPEN SPACES	115
SHOPS	111
FRIENDS, FAMILY, COMMUNITY SPIRIT	77
COMMUNITY FACILITIES including CHURCH CLUBS & LIBRARIES	53

ACTIVITIES FOR YOUNG PEOPLE & CHILDREN	51
INCLUSIVE COMMUNITY (i.e. MULTI - RACIAL)	33
GYM & PHYSICAL ACTIVITIES	22
STATUTORY PROVISION - Schools, Police, Council, GP surgeries	19
ENTERTAINMENT/ COMMERCIAL MEETING PLACES including CINEMA, PUBS & CAFÉ	13

Notes Libraries were not included in statutory provision although a service provided by LBH. Activities for Young People & Children did not include mention of any churches so all church community activities were included in Community Facilities. It was possible to include a separate category of inclusive Community where direct reference was made to positive multi-cultural ethos. Some of the score for friends, family & community spirit may also be part of this category- not possible to determine.

DISLIKES

CATEGORIES	COUNT
LITTER, FLY TIPPING & RUBBISH COLLECTION (only a few POOR STREET CLEANSING)	124
CRIME/FEELING UNSAFE/ASB including youth misbehaviour and drugs	117
HEAVY TRAFFIC & POOR PARKING FACILITIES	77
PERFORMANCE OF STATUTORY SERVICES - principally LBH but some mention of police few for health and none for Fire & Ambulance	59
EXISTING COMMUNITY FACILITIES high for reduction of YOUTH FACILITIES - see NB	58
POOR VARIETY OF SHOPS	43
OVERCROWDING	41
TRANSPORT - mainly buses - see NB	34
POT HOLES including general condition & PAVEMENTS	30
NOISE (various but little mention of AIRCRAFT)	30
BAD DRIVING, INCONSIDERATE PARKING	25

Notes. Although the categories relating to Bad driving, Inconsiderate Parking & Heavy Traffic & Poor Parking Facilities are closely linked these were separated as one relates to physical conditions (Heavy Traffic & Poor Parking Facilities) whilst the other category (Bad driving, Inconsiderate Parking) relates to people's behaviour.

NB Various issues regarding the Hanworth area east of A316 have been dealt with separately.

WISHES

There is a wide variety of wishes- several related to alleviating some of the dislikes above. The following list relates to the most frequently mentioned with other connected wishes included as part of the category description.

CATEGORIES	COUNT
Community Facilities and Activities [Youth facilities frequently mentioned; Public Toilets; Improved play provision for children; Community events (including firework display); Creation of Community Hubs; More Yoga Classes; an all-purpose Public Hall; Hanworth Park House as a community facility)	147
Improvements in current public transport provision+ wishes for future developments (Extension of 116 to Staines & 235 beyond Brentford; Improved seating and information at bus stops; Wish for the road improvements around Feltham Station to be finished asap; Interestingly only mention of Heathrow Airport (no third runway) but some mention of future transport infrastructure plans- e.g. Rail Station at Bedfont)	95
Improved Performance from Statutory Bodies [specific mention of: A more responsive Council; Increased services from the Council generally with specific mention of Road and Path repair and Social Services; Weekend GP Service (Already in place but not known?); increased Medical Drop in facilities; Physical improvements to surgeries	86
Stronger Police Presence/ Crime Reduction/ Feeling safe. [Several references to drug dealing; illegal/ noisy motorbikes/ scooters]	72
Cleaner Streets/ Fewer Litter Louts [Street cleaning not seen as a result of poor performance from Street Cleaning Operatives – hardly mentioned in questionnaires but praised verbally in several instances with general despair regarding litter louts- not always synonymous with young people! This category includes an improvement in recycling facilities including Space Waye and weekly collections reintroduced	57
No additional Buildings at expense of loss of Open Space. Some difficulty with this category - often no mention of additional housing but several wishes relating to retention of open spaces & park improvements e.g. Lighting; seating	54
Greater variety of independent shops & Restaurants (Replacement PO's - Sparrow Farm & N. Feltham mentioned & Banks- Bedfont, N. Feltham & Hatton Cross (latter just outside study area) included in this category) Greater variety of restaurants- not just fast food)	42
A mixed category: Increased parking for businesses and Public (7); Better physical information systems (2); Employment (3); Financial investment (3) Retain distinct nature of the 3 'villages' (2); environmental concerns (4)	21

Note 3 & 4- Q's responses show a clear distinction between Police Presence and Police Performance which received little mention in category 3, No mention in this category (or 'likes' dislikes') for Fire and Ambulance services.

Responses to dislikes and wishes included 15 racist comments counterbalanced by 4 anti-racism wishes.

v. SUMMARY OF QUESTIONNAIRE RESPONSES

Transport is the clear 'Like' for the area. Most comments were in respect of the transport hub. The railway station and the convergence of numerous bus routes were main factors here and, allowing for the current disruption around the railway bridge and forthcoming developments the 'hub effect' will receive even greater enhancement. Several interviewees said that easy means of getting out of the area is a positive (!!) but generally public transport links are a real asset for the area- it is somewhat surprising that this feature is not flagged up more often when trying to promote the area (House agents and Chamber of Commerce take note!). The offset of 34 dislikes mainly relates to bus routes. In a way the very existence of routes which reach otherwise relatively isolated estates with basic shopping facilities (e.g. Sparrow Farm & Butts Farm) and make their meandering way to Hatton Cross Underground is a problem which would be a greater problem if the routes didn't meander! Nevertheless, overcrowding on the H25 during school begin and end times often deters people from using the service during these times. Several pleas for the 116 to continue to Staines and for the 235 to go as far as the far eastern end of the borough (Chiswick). A lack of a single bus route is frequently mentioned by A UK H members who have to make 2/3 bus journeys to visit us at SCC. Hopefully the London Borough of Hounslow Third Local Implementation Plan - November 2018.will take these issues on board and in addition ensure a more consistent approach to cycle routes in the area. For more information follow this link <https://haveyoursay.hounslow.gov.uk/traffic-and-transport/hounslows-local-implementation-plan/>

Open spaces are certainly liked by many respondents. Possibly this should from the information provided be more closely aligned to the clearly defined areas such as Feltham Park, Hanworth Park, Crane Park and other regularly visited areas which are popular dog walking areas. Much of the remaining space is brownfield areas- some temporarily used for grazing or others simply left as they are. There is a tension between the need to keep these spaces and the local fear that many will give way to housing needs. Again, back to the rumour principle. Hopefully this can be clarified at the West of Borough Local Plan consultative session.

Looking back to an earlier document 'An Environmental audit of the Western Area of Hounslow- Land Use Consultants 2006' it is hoped that many of the positive recommendations made can still be included in current planning. Overcrowding is also a consideration in issues relating to open spaces but further enquiry would be needed here as this possibly relates to high density high rise residential developments in existing built areas

Often linked with open spaces were issues connected with people's strong fears for their safety (dislikes 2nd highest 117) - Feltham Park is a particular case in point - from observation it seems as if felling trees has not provided any reassurance. There were one or two criticisms of the alacrity with which mature trees are cut down in the area.

- It is encouraging to see a high score for Friends, Family & Community Spirit {4th in 'Likes' ranking) - this is somewhat at odds with the official statistic [The % of people 'satisfied with their neighbourhood' (69.4%) is lower than the average across England (79.3%)]. To be fair the latter may also relate to a range of other factors. It also gives a more positive message regarding unwelcoming environment mentioned earlier.

Generally retail opportunities are popular although this could be enhanced by a greater variety of shops e.g. Bedfont has more barber/hairdressing outlets than the local population size would seem to merit! The loss of

banking facilities in Bedfont and Hatton Cross together with the closure of the sub PO in N. Feltham are detrimental to the area

Respondents certainly feel strongly about litter and fly tipping- top ranking in the 'Dislikes' category and included 5th in the wishes category (scores 147 & 57 respectively). From observation during the walkabout and subsequent discussions the street cleaning services is not significantly included in the criticism- in fact they are to be admired for their efforts in combatting the generally anti-social behaviour of litter louts and fly tippers. Several instances of major fly tipping were observed across the area. Hounslow Highways do respond to reports of waste deposited on non-private land and a visit to their website is the best course of action- we met several people who were not aware of this service- signs warning litter louts and fly tippers of penalties are prominent throughout the area but the message regarding reporting does not seem to be common knowledge. It was possible from the responses to separate littering and fly tipping from general ASB and criminal behaviour. It is unfortunate that several residents feel that it is solely a problem for the council to solve as rates have been paid towards this service.

If the dislikes of litter/ fly tipping and crime/ ASB and Bad Driving and inconsiderate parking are combined and treated broadly as criminal behaviour (total score 266) it can be seen that crime (and fear of crime) are a considerable downturn to the quality of life experienced in the area. Another significant feature of criminal behaviour is that related to drug dealing-and crime driven by drug use. It is unfortunate that this is often directly related to youth- from general conversations, observation and attendance at a local Neighbourhood Watch meeting this activity is also in the hands of not so young people some not so local either.

Community facilities presents a complicated picture. It features 5th in the 'Likes' category and if activities for young people and children are included the score reaches a high 'Like' of 104. Yet it ranks 5th in the dislikes category (58) and is the clear top score (147 for the 'Wishes' category). Several factors were identified:

All Community Facilities at Council owned premises are under review or decisions have already been made (e.g. the closure of Hanworth Youth Centre w.e.f. December 2018; The loss of existing Community facilities on Sparrow Farm Estate); Current discussions regarding future provision of premises for many Scouting facilities.

It was possible from the clear statements made in the responses to separate this issue from general comments regarding wishes for improved performance from statutory bodies (i.e. in this instance LBH improvements.) Another factor in this area is the 'Rumour Factor' until the Council makes clear statements about the future for several community buildings this situation will prevail (e.g. Bedfont Community Centre in Hatton Road; Stoneywall Centre, Grove Village- currently used by schools Library service but possibility of return to Community use?; The uncertain status of Feltham Assembly Hall now that HIRA are not part of earlier lease proposals; Continued community use of Oriel Community Centre alongside Hounslow Housing.

The wish for more community space for young people featured highly in the top ranking wishes category and the dislike surrounding reductions in community facilities - often this was expressed in terms that could be summarised as 'providing young people positive activities'. This 'solution response' outweighed the statements that described young people as the problem.

Activities are part of the conflicted picture. The likes activities for young people and children combined with gym and physical activities (combined score 73) contrasts with the overwhelming wish for more facilities and activities (147). Further research would be needed to see if this is related to affordability, proximity or variety

Several of the wishes were couched in terms that suggested a greater desire (and need) for activities and events that brought people together. In discussion this was supported by many who mourned the loss of events such as the Hanworth Carnival

Again, in respect of activities and facilities the major part played in the whole area by faith groups has to be mentioned.

Environmental concerns (not including earlier comment on open spaces) received low mention. Surprisingly the 30 mentions of noise only had a few references to aircraft noise- in fact it is difficult from the sample survey to gather that a major international airport is on the doorstep! However, the 77 dislike score relating in large part to traffic congestion is from subsequent discussion linked to the proximity of Heathrow. Only 4 environmental wishes were received. The most content group for immediate living environment were the residents of Fairholme Estate. These officially designated almshouses with 70 or so dwellings and community hall and an age range between newly arrived infant and nonagenarian are seen by their residents as ‘an Oasis of Peace’

Respondents impression of services and service delivery by statutory bodies, particularly LBH, is largely critical. The small score of likes (19) is largely offset by dislikes (59). from the specific responses it was possible to separate out some additional dislike areas and some portion of the heavy traffic poor parking facilities could be related to council performance as could most of the pot holes/ pavements/ roads category. (Did the central government’s recent identification of funding for potholes inflate this figure?).

Generally, the few mentions of schools and health services were evenly balanced in terms of likes/ dislikes. It was surprising that neither attracted much comment- in the case of schools this may be a reflection of the older age bias of the questionnaire sample.

It was also possible in the wishes section to distinguish between police performance (Included in the 3rd ranking category) and police presence (4th category). From meetings attended it would seem that budgetary constraints have affected police presence or visibility.

In some defence of the negative impression of Council performance it must be seen alongside the current challenging central government budgetary constraints they have to face. What comes over strongly in these questionnaires and subsequent discussions and meetings is local perception that the council is under performing and that the western end of the borough is often overlooked. This area will be considered in the conclusion to this report



Unattractive Graffiti (left pic)



Attractive Mural (left pic)

What is not mentioned

The problem with open ended questions is that the research cannot direct respondents towards local issues identified by previous research, statistical data or by observations made whilst the walkabout and interview stages for this research took place.

The area has a poor health profile – a low proportion of responses made any reference to health provision. Working with the CCG, A UK H is conducting separate research in this area.

The area has very poor physical information systems- only 2 mentions were made amongst the wishes- but possibly many of the ‘Rumours’ & ‘No one bothered to tell us’ will persist in the absence of printed notices and public signage. Thankfully ‘Hounslow Matters’ is still distributed across the Borough and a recent update regarding the traffic & Transport improvements has been posted through all doors. Libraries do make a good effort but Feltham Library is hampered by insufficient display space and at least one other local library seems to have no proactive approach to removal of out of date information. (out of date notices in libraries, community centres and sign boards do give a bad impression and add to the ‘not care for us’ perception.)

In fairness electronic information is good (only if the effort to seek relevant information is made!). Apart from various websites maintained by statutory bodies and many of the larger local charities and faith groups (the latter two can be variable in community content and currency) the local recently launched initiative iFHaB which enhances the good communication available on the Feltham Community- Public Facebook page is to be encouraged and supported.

5. SUGGESTIONS FOR WAYS FORWARD FOR THE LOCAL COMMUNITY

One of the principal objectives of this study was to create a ‘Community Legacy’. At best this study can only be a snapshot in time and it has 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 [see earlier ref. for website]
- London Borough of Hounslow Third Local Implementation Plan (Transport plans- which interestingly incorporate for the first time a dimension towards local population wellbeing and general health) [see earlier ref. for website]
- Heathrow airspace & future Operations Consultation [www.heathrowconsultation.com] with a response deadline for this phase of 4th March 2019]
- Smaller local planning applications still in progress e.g. that are underway or imminent e.g. Development of a children’s zoo and adventure park on Hounslow Heath
- Ongoing developments at Feltham Railway Station and immediate catchment

As several of the following involve multi agencies they can only be suggestions rather than recommendations.

In light of the evidence gathered through this community audit it is suggested:

- Local community organisations need greater support than offered at present by Hounslow Community Network (HCN) or the various Third Sector Volunteer bodies. To achieve this more robust second tier support for Voluntary, Community and Social Enterprise and Faith groups (termed collectively as the VCSE sector in Hounslow) needs to be in place. There is strong evidence that there are enough concerned local people to make this possible but they will need ongoing support. This could happen if an organisation (or close partnership of organisations) took the lead and sought resources (through charitable trust funding or corporate support or (less likely in the present climate of central government-imposed austerity) via public sector sources (LBH & Hounslow CCG). Possibly this Community Audit would strengthen the ‘case for support’ for this initiative.

- Although the above-named public-sector bodies may find financial support difficult it would be beneficial in many instances for them to specifically explore with the VCSE sector 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. It would be good to see stronger working evidence of the Compact between the VCSE sector in Hounslow and Hounslow's local Strategic Partnership (via Hounslow Together) and Hounslow CCG [‘Working better together- a Compact for Hounslow – LBH & Partners 2018]
- 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. Often this perception is fuelled by poor direct information systems and mechanisms for engagement and leads to a contributory culture of rumour about plans for the area. Locally elected councillors must play a key role in this process. Often this will need a commitment towards meeting people where they are and help taking them towards a pace they will want to be- it will need a sustained concerted effort towards the true principles of community development and co-production. It will need to be conducted (on all sides) within a transparent process that dispels myth, rumour and prejudice. Saturday Councillor Surgeries and the local Area Forum are not enough!
- More needs to be done to alleviate the feelings of isolation and loneliness within the community. Local faith groups are to be commended for their efforts- but in a secular society there has to be provision for people of no faith or conflicted faith to have access to facilities that are welcoming and help build peoples sense of belonging. This in turn can lead towards formerly isolated unconnected people having a greater commitment towards their neighbours and the area they live in or joining in with an activity that has a common purpose or interest.
- The above suggestions are not to be seen as entirely the responsibility of the statutory sector. It was encouraging in October to see 20+ local organisations and residents (and members of LBH Social Services Advanced Social Work Team + 2 Local Ward Councillors) come together on a Saturday to support the launch of the iFHAB. From a recent meeting it is understood that additional volunteers are needed to sustain this initiative, keep the positive momentum evident during the day and encourage even more local groups to join in.
- One particular locality issue needs to be highlighted. This is in respect of the part of Hanworth to the east of the A316. This area is severely limited in terms of community facilities or even a café to socialise (not one place to buy a coffee- even the remaining public house is no more!). The Royal British Legion Branch does play a significant role and St Richards Church would like wherever possible to extend the community use of its facilities. Nevertheless, 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

Footnote to observations. It is hoped that these observations will lead towards engagement between the wide range of bodies from the public, business and third sector and concerned residents and help provide a focus for meaningful community development and neighbourhood support in the 5 westernmost wards in the borough. Age UK H is willing to play a role in this process and in the following concluding section outlines ways in which its current lease of Southville Community Centre can contribute towards this.

6. THE ROLE OF AGE UK HOUNSLOW

One of the outcomes of this report is for A UK H to develop a clear action plan for services and facilities to be provided by A UK H at Southville Community Centre. Since our move last February, we have been pleased with the delivery and footfall we have managed to achieve. The move from Montague Hall in central Hounslow to Southville Community Centre has presented its challenges- particularly in terms of public transport links but we now achieve a footfall of 450 + on a weekly basis (compared with 850 at Montague Hall). A view of our activities and services planner can be accessed via our website

www.ageuk.org.uk/hounslow/activities-and-events/activities. This shows a wide range of services for an equally wide range of community groups. Also, as several visitors have commented we attract a wide age range of participants and we are pleased that many of the activities which include our elder members have the added bonus of intergenerational engagement- this is a great benefit to our elders who often used to speak of being ‘passed by’ by other age groups. It also enhances a significant understanding between generations. Our membership is from a wide faith base- this was recently recognised at a ceremony where we were given a London Faith and Belief Community Award.

As with all charities A UK H has to look at this in terms of sustainability. For all the good intentions behind our timetabled activities (and simply providing a place for people to socialise over a chat and a cuppa) it takes considerable financial resources to provide this community benefit and A UK H will need to ensure from a mix of the following options that all the good things at Southville Community Centre can continue:

- Necessary funds are raised through an ongoing programme of grant application alongside the fewer opportunities to secure funding from statutory bodies.
- Part use of the premises under our management by other organisations (Third, Statutory or Business sector) who have the financial ability to make a significant contribution towards the running costs of the building.
- Raising funds via a proactive donation and legacy policy (e.g. Our recent successes with crowdfunding.)
- Corporate support- financial or ‘in kind’- we are grateful to our corporate partners who have supported our move to Southville Community Centre.
- Continued operation (and possible expansion) of income from our ‘Community’ retail shops (3 at present)

Having presented this financial background A UK H 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.

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.

7. EXAMPLES OF SIGNAGE

Poor Signage





Helpful Signage



THE CONTENT OF THIS REPORT HAS BEEN COMPILED BY MAC DOWNES, CHAIR OF TRUSTEES OF AGE UK HOUNSLOW AND BEVERLEY FYFE, CEO OF AGE UK HOUNSLOW WITH THE SUPPORT OF THE FOLLOWING PEOPLE

APPENDIX 1 CAST TEAM & VOLUNTEERS

CAST TEAM

Henry Gewanter- Vice - Chair, Hounslow Community Network (HCN)

Feltham Community Development Association (FCDA)- initial support from CEO then Chair of Trustees
Mike Foston

Catherine Tobin - Project Officer, Reach Academy Feltham

Jennie Tweedy- Reach Academy Feltham

Chris Durkin - Hounslow Chamber of Commerce

VOLUNTEERS

Sam Christie- Former Hounslow Councillor, assisted with contacts and the report draft.

Charlotte Skinner - Arts Programme Manager, Feltham Arts) assisted with

Nigel Lucas – CEO, Elizabeth Jane Jones Charity (Fairholme Estate)) completion of

Jan Henson- as above) questionnaires Carol Cattemull -
Bedfont Lane Community Centre)

Omer El-Hamdoon Executive Manager Feltham HIRA Association)

Lynne Dalglish & Peter Edwards- local residents, assisted with the analysis of the questionnaires

Mike Foston- Questionnaires re iFHaB website

APPENDIX 2 QUESTIONNAIRE

Community Audit for Feltham, Hanworth & Bedfont.

Dear Resident

As part of this project we are seeking responses to the questionnaire on the back of this page.

We would be most grateful if you would spend a few minutes completing the questions and returning it to the volunteer responsible for this session or [your electronic response can be sent to mac.downes@outlook.com](mailto:mac.downes@outlook.com).

Please let us know if you would like additional questionnaires for a neighbour, friend or relative who lives in the local area and might be interested in filling one in.

All responses will be collated and included in a report which will be available early in 2019

Many thanks for your co-operation!

Yours sincerely

Mac Downes

Chair of Trustees for Age UK Hounslow

COMMUNITY AUDIT QUESTIONNAIRE

Please tell us 3 things you like about Feltham/ Bedfont/ Hanworth.

1.

2.

3.

Please tell us 3 things you don't like about Feltham/ Bedfont/ Hanworth

1.

2.

3.

Make up to 3 **positive** wishes for Feltham/ Bedfont/ Hanworth

1.

2,

3.

Please may we have the following information- it will remain anonymous and complies with current Data Protection legislation

Age band	Up to 11years	12- 24	25-40	41-60	61-75	75+
Please tick						

Gender.....Ethnicity.....Post Code.....

THANK YOU!

APPENDIX 3

Community Audit Responses by Gender/ Age Band/ Ethnicity

TOTAL Q'S = 314			
FEMALE	MALE	NO ENTRY	TOTAL
208	77	29	314

N.E. = NO ENTRY for all tables

FEMALE BY AGE BAND							
<12	12-24	25-40	41-60	61-75	75+	NE	TOTAL
0	13	20	30	70	72	3	208

MALE BY AGE BAND							
<12	12-24	25-40	41-60	61-75	75+	NE	TOTAL
0	15	10	20	17	11	4	77

N.E BY AGE BAND							
<12	12-24	25-40	41-60	61-75	75+	NE	TOTAL
0	0	0	4	4	10	11	29

FEMALE BY ETHNICITY											
W BRITIS H	INDIAN sub continent *	AFRI CAN WHIT E	AFRIC AN BLACK	AFRO CARRIBE AN	POLIS H	IRIS H	CHIN A	ARA B	MIXE D	N .E	TOT AL
153	19	1	7	1	3	3	1	2		18	208

*All Indian sub-continent statistics includes self-entry as British Asian and Nepalese

MALE BY ETHNICITY											
W BRITIS H	INDIA N sub contine nt	AFRIC AN WHITE	AFRIC AN BLACK	AFRO CARRIBE AN	POLIS H	IRIS H	CHIN A	ARA B	MIXE D	N .E	TOTA L
59	6	0	5	0	0	0	0	4	2	1	77

N.E BY ETHNICITY											
W BRITIS H	INDIA N sub contine nt	AFRIC AN WHITE	AFRIC AN BLACK	AFRO CARRIBE AN	POLI SH	IRIS H	CHIN A	ARA B	MIX ED	N .E	TOT AL
6	1	0	0	1	0	0	0	0	0	2 1	29

N.B All 314 completed Qs have not been cross referenced to gender, age band or ethnicity. Total entries have been cross referenced to the categories devised by the Audit Volunteers following the model proposed by KRISTIN M. JACKSON & WILLIAM M. K. TROCHIM Cornell University – 2002[Concept Mapping as an Alternative Approach for the Analysis of Open-Ended Survey Responses].