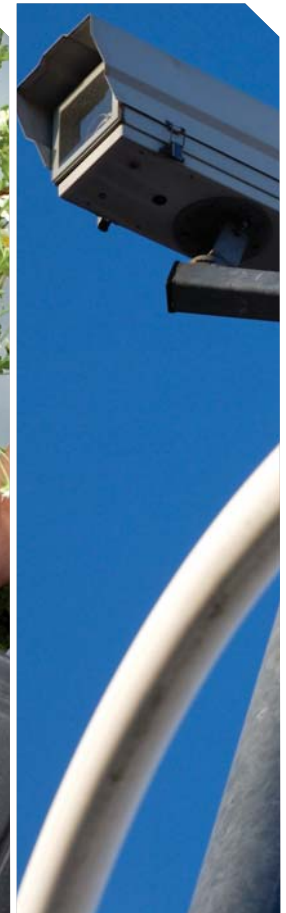


our
Wandsworth

Our Wandsworth 2018

the Sustainable Community Strategy for Wandsworth



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1

Introduction

Councillor Edward Lister
Leader of Wandsworth Council and
Chairman of the Wandsworth Local
Strategic Partnership



As Chairman of the Wandsworth Local Strategic Partnership (WLSP) and Leader of Wandsworth Council I very much welcome the production of the Sustainable Community Strategy - **Our Wandsworth 2018**.

Our Wandsworth 2018 is the culmination of many months of work by the WLSP partners. It pulls together a very comprehensive picture of our borough today and a shared vision of the Wandsworth we want to see in ten years time.

2018 may seem a long way off and we face rapid economic and environmental changes. Nevertheless, we have been able to identify jointly with residents and stakeholders the things we'd like to see improve over the next few years, and the things we value and want to protect.

Some of the WLSP's commitments like improving the transport infrastructure and tackling long-term health issues like diet will take time to achieve. However, the strategy is very clear about our ambition for the borough and doesn't shy away from some of the difficult challenges ahead. For example,

- **We are a busy inner-London borough with pressure on space and for housing** - but we know residents want to preserve our parks and open spaces.
- **We have good levels of tolerance and respect** - but we know people worry about being a victim of crime.

- **We are recycling more than ever** - but we know the challenge of climate change brings questions about our broader environmental behaviour.

With the publication of the **Our Wandsworth 2018** we now have a blueprint that we will work together to achieve. We have recognised how activity and effort in one area or organisation impacts on another - for example, improving the educational attainment of teenage girls is an effective way of reducing the risk of teenage pregnancy .

The publication of the strategy itself is a huge step forward. It is a very visible sign to our residents and stakeholders of our plans for the next ten years. It is more than this though. It is also a tool for holding each of us to account because it contains a range of targets against which we can be measured. It is ultimately a test of how well we as partners can respond to the needs of our local community and the challenges ahead.

We will be reporting regularly on our progress so residents can see for themselves how well we are co-ordinating our efforts and making the most effective use of our joint resources.

I look forward to our journey to 2018 and to the safer, healthier, more prosperous and sustainable Wandsworth we want to enjoy.

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Wandsworth Local Strategic Partnership



The WLSP was set up in 2001 as the 'premier partnership' in the borough. The WLSP has 25 members drawn from the public, private and voluntary and community sector. Its main aim is to improve the quality of life in the borough and its vision is to make Wandsworth:

'A place which is safer, healthier, more prosperous and sustainable – a good place to live and work now and a better place in the future.'

The members of the WLSP recognise that some of the big challenges facing the borough cannot be tackled by one organisation alone. As a result all WLSP members have signed up to work in partnership to:

- Prepare and implement the Sustainable Community Strategy: our blue print for a better borough.
- Co-ordinate the planning and delivery of services where possible.
- Ensure that the views of local residents, businesses and other stakeholders are reflected in the plans for the future.
- Monitor performance carefully and hold partners to account.
- Feedback to the community on progress and performance.

By 2018 the WLSP would like to see its vision realised and each partner has made a commitment to support the Sustainable Community Strategy, which is known as **Our Wandsworth 2018**.

Councillor Edward Lister

Leader of the Council

Councillor Maurice Heaster

Deputy Leader of the Council

Councillor James Cousins

Executive Member for Regeneration and Community Safety, Wandsworth Council

Councillor Mrs Kathy Tracey

Executive Member for Children and Young People's Services, Wandsworth Council

Councillor Tony Belton

Leader of the Opposition, Wandsworth Council

Chief Superintendent Stewart Low

Borough Police Commander, Metropolitan Police Service

Ms Ann Radmore

Chief Executive, Wandsworth PCT

Ms Velena Gilfillian

Deputy Director of Public Health

Ms Joyce Roberts

Partnership Director, Learning and Skills Council, London Central

Ms Jashoda Pindoria

External Relations and Communications Manager, Kennington Park Job Centre Plus

Mrs Marlene Price

Borough Residents' Forum

Mr Douglas Shanks

Chamber of Commerce

Mr Denny Gray

Wandsworth Environment Forum

Mr Mike Smith

Balham Town Centre Partnership Board

Clapham Junction Town Centre Partnership

Mr Chris Wyatt

Putney Town Centre Partnership

Reverend Jim McKinney

Roehampton Partnership

Mr Indrajit Patel

Tooting Town Centre Partnership

Ms Susan Roscoe-Watts

West Hill Improvement Group

Mrs Lillias Gillies

Older People's Network

Mrs Jackie Coward

WPPA, Children and Young People's Network

Ms Sylvie Chrzanowska

Community Safety Network

Ms Gail Walker

Director Vocational Learning, South Thames College

Mr Jason Edgington

Director, Wandsworth Care Alliance

Mr David Mears

Chair, Wandsworth Voluntary Sector Development Agency

3

Understanding the SCS



What is a Sustainable Community Strategy?

The Sustainable Community Strategy (SCS) sets a vision for the future of Wandsworth and outlines key priorities to achieve this vision over the next ten years. The SCS is known locally as **Our Wandsworth 2018**.

The Government requires every local area to draw up an SCS. The council, as community leader, coordinates this process but all key partners in the borough must be involved in agreeing the vision and priorities for the future. The SCS has to set out clearly how all partners will improve the economic, social and environmental health of the borough in the long-term in a way that contributes to sustainable development in the UK.

Sustainability is a very important part of the SCS - it means achieving physical, economic and social developments in ways that do not compromise environmental resources and quality. It refers to immediate and future impacts and to preventing global as well as local environmental damage.

As well as setting out the challenges ahead and how we must tackle them, the SCS must include some hard targets so we can measure how successful we have been in achieving our vision. The WLSP can use the SCS to help co-ordinate its activities and make sure everyone is working towards the same goals.

Who is the SCS for?

The vision for Wandsworth 2018 comes from residents and partners on the WLSP. **Our Wandsworth 2018** is therefore an important document for everyone living and working in Wandsworth. It gives the local community something to measure long-term progress against. For those with specific responsibility for making the improvements set out in **Our Wandsworth 2018**, like the Primary Care Trust or the council, it will be a key document for guiding the development of policies and services.

How was Our Wandsworth 2018 developed?

The WLSP prepared it using two main sources of information:

- **A detailed analysis of local needs, circumstances and performance.** This has been prepared using a range of data from the Census, national and local performance indicators and needs analyses carried out for specific services or organisations such as the Joint Strategic Needs Assessment for health and social care. As well as setting out an accurate picture of Wandsworth now, it also identifies the main challenges facing the borough over the next ten years. This very detailed analysis, called the Profile of Wandsworth, is available on the council's website.

- **The views of residents, businesses, stakeholders and partners.**
The WLSP has used extensive information taken from consultation and market research over the last two years to make sure **Our Wandsworth 2018** reflects the aspirations of local people.

Consultation arrangements

The WLSP has used the views of local residents, businesses and stakeholders to decide the main strategic priorities for the borough and to inform the way we tackle them.

The council carries out regular major surveys of residents views and the WLSP has used these as the foundation of the SCS. These surveys include the 2006 Residents' Survey and the 2007 Best Value Survey of residents. In addition, smaller local surveys targeting particular client groups or services have also been taken into account.

The WLSP also commissioned some additional consultation to make sure the SCS was up to date and reflected residents views of the moment. This additional consultation included:

- An on-line questionnaire accessed via dedicated web pages on the council's website. The pages contained the background to the SCS, a summary of each of the key priorities, a complete version of the Profile of Wandsworth and an online questionnaire.
- The same questionnaire was sent to key stakeholder organisations in the borough, including members of the WLSP. Stakeholders could submit written comments if they wished.
- A qualitative workshop for WLSP members themselves.
- Three qualitative workshops for residents.

The main results of the consultation are shown on pages 15 and are included throughout this document.

How will Our Wandsworth 2018 make a difference?

The SCS sets the overall strategic direction of the borough in the next ten years. It paints the 'big picture' of Wandsworth in 2018 to guide the WLSP in its work. It sets out the strategic priorities for the borough which are then translated into very detailed plans for specific areas. These then set out the actions and targets which need to be achieved in the short to medium term.

There are detailed plans for all the strategic priorities. For example, the Children and Young People's Plan, which is reviewed annually, explains the actions partners agencies will take to address a wide range of issues from behaviour management to sport and play and move towards the 2018 vision for children and young people. These detailed plans are carefully monitored by partnerships working to the WLSP. These detailed plans are referenced throughout this document and all can be accessed via the council's website.

In addition, the WLSP has agreed a special set of targets with the Government, known as the Local Area Agreement. These tough targets promise big improvements in performance in key areas like cutting crime and reducing carbon emissions in return for a small Reward grant from the Government.

The WLSP has the overall task of making sure progress is on track. It will receive regular reports on performance. The thematic partnerships which support the WLSP, like the Crime and Disorder Reduction Partnership or the Wandsworth Employment and skills Partnership, will also be responsible for ensuring targets are achieved.



Diagram showing the relationship between different plans and strategies
(Illustrative only - not all plans shown)

4

A profile of Wandsworth

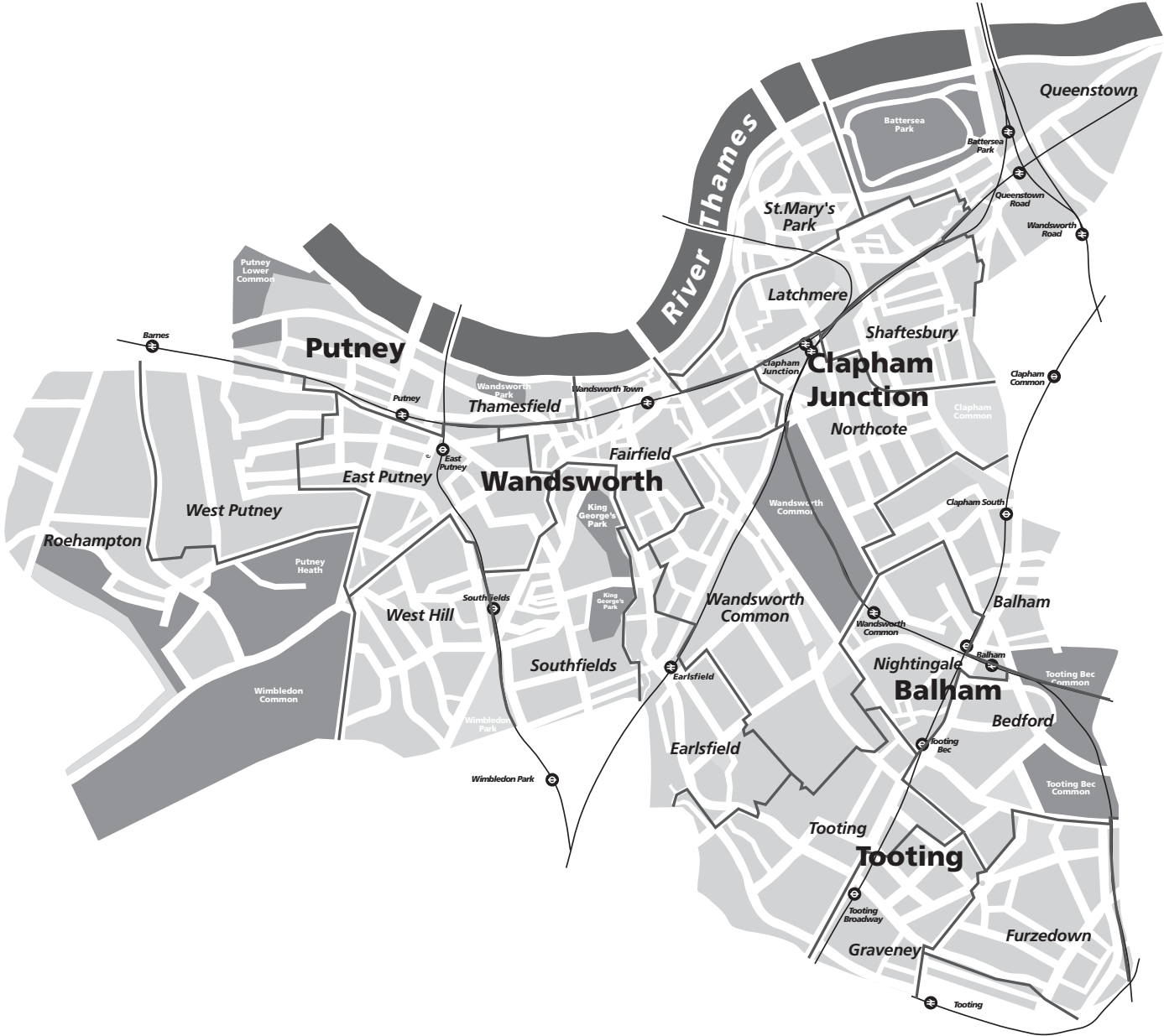


Wandsworth is the largest inner London borough, stretching from central London at Vauxhall out to the edge of Richmond Park in the west. It comprises 20 wards. The Borough includes a diverse range of communities. There are five town centres: Clapham Junction, Balham, Tooting, Wandsworth, Putney and smaller district centres at Earlsfield, Southfields, and Roehampton. These give focal points and identity to the communities that make up the borough.

A third of the borough's land area is occupied by residential properties, many within one of the forty five conservation areas. A quarter of the borough's land is open space, much of this in the form of large areas of heath and common. The quality of much of the townscape and easy access to open space together with the proximity to central London make Wandsworth an attractive place to live.

In order to plan for the future, the partners on the WLSP have to have a good understanding of the borough now. They have prepared a detailed 'Profile of Wandsworth' which is available on the Council's web site. This chapter highlights some of the key features of the people and places of Wandsworth. More details can also be found under the each of the priorities for the future in this document.

Wandsworth, town centres and wards



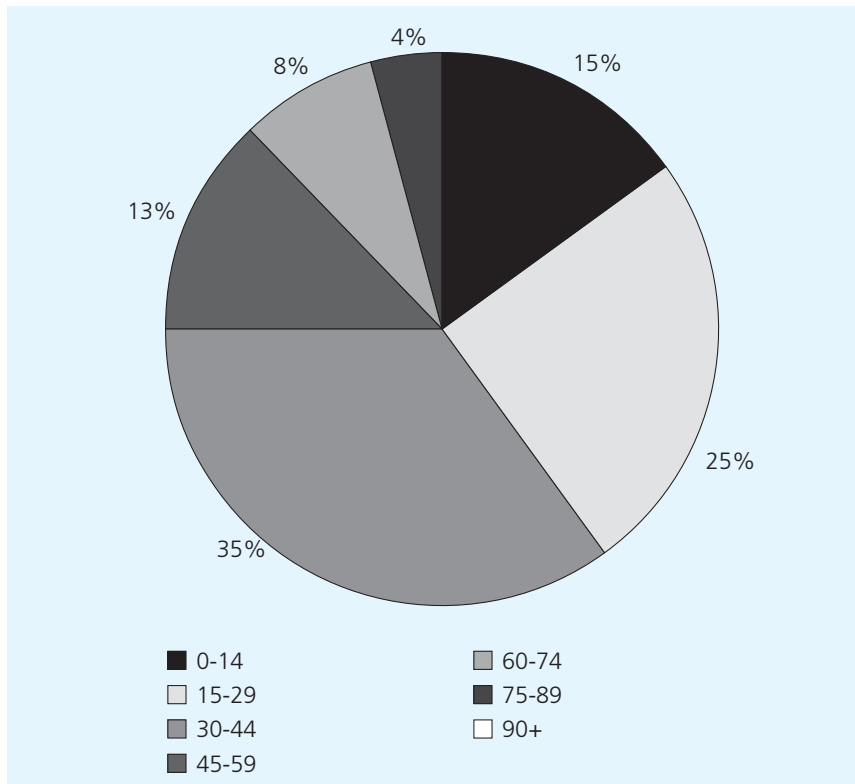
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People

- In 2006, the resident population was estimated to be 279,000, which represents an increase of 6.4% on 1991.
- Wandsworth has a mobile population with high levels of residents moving both into and within the Borough.
- The age structure of residents differs significantly from both the national and Greater London average. The 20-39 year age group represents 48% of the population compared to 28% nationally and 36% in Greater London.

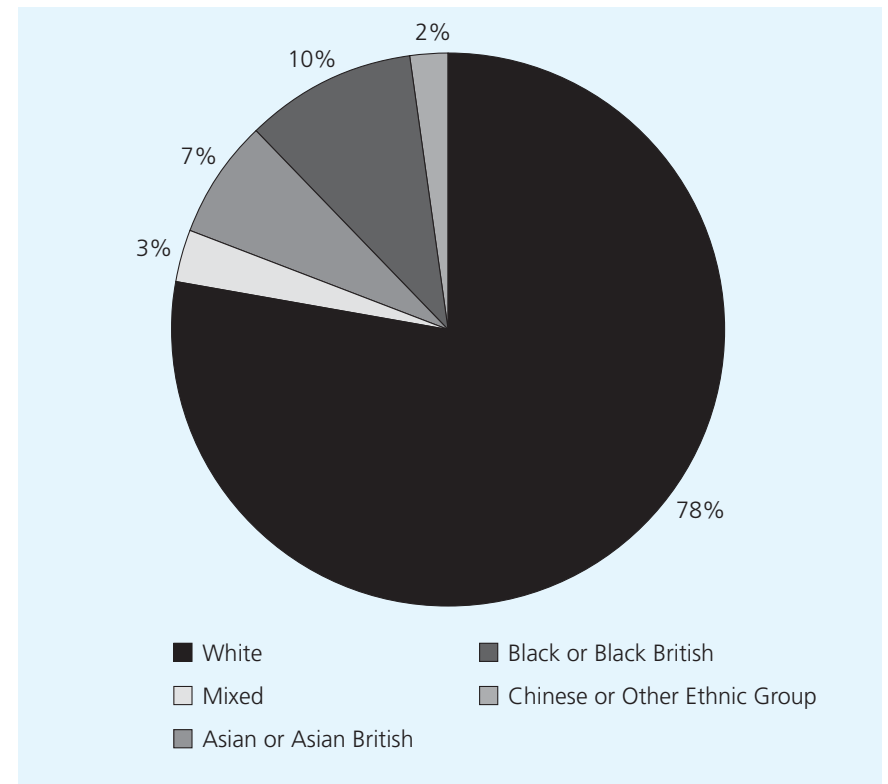
- The skills structure of Wandsworth also varies from the national picture with 50% of the working age population in Wandsworth qualified to NVQ Level 4 or above. This is twice the national average. However, 13% of the working age population have no qualifications, which is the same as the national average.
- The 2005 ONS mid-year estimates showed that residents from ethnic minorities account for one in five of the Wandsworth population and one in three of the under 16s. Wandsworth's non-white population is therefore below the Greater London average of 30%.

Wandsworth by age 2007 (estimate)



Source: Population Estimates Unit, ONS: Crown Copyright 2008

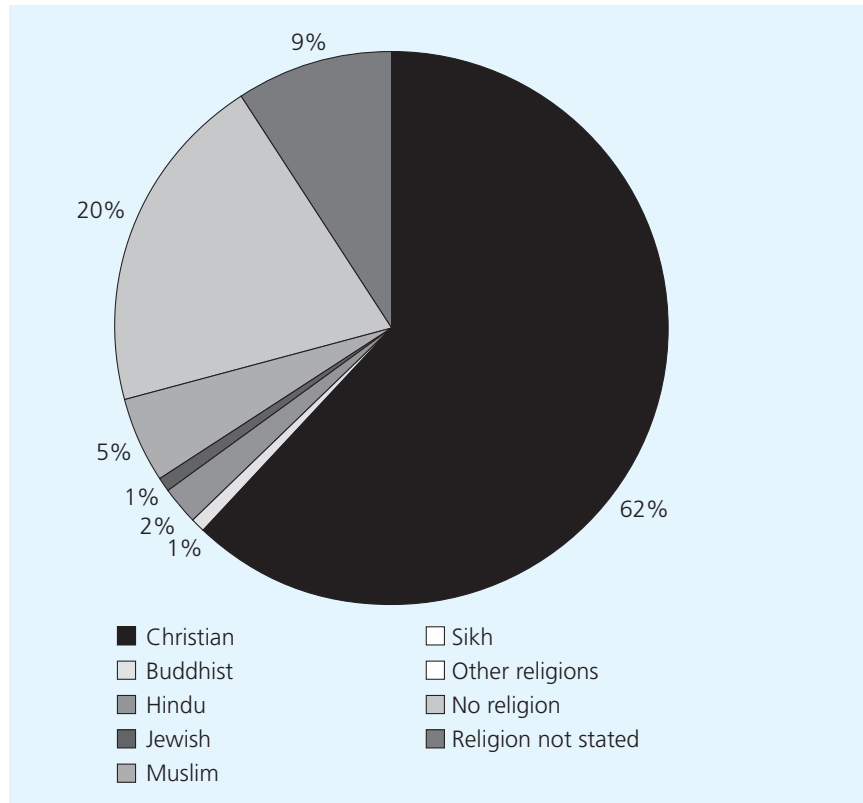
Ethnicity of Wandsworth 2001



Source: 2001 Census, National Statistics website: www.statistics.gov.uk

– A large number of faiths are practised in Wandsworth.

Religion of Wandsworth 2001

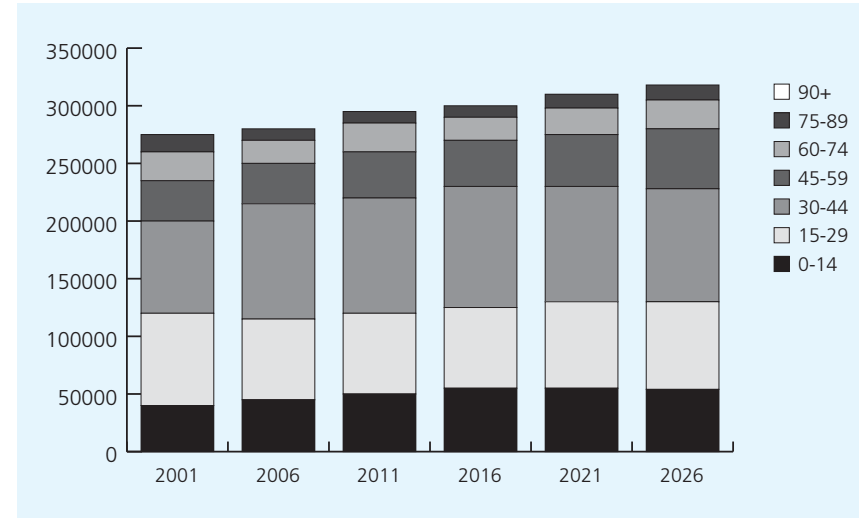


Source: 2001 Census, National Statistics website: www.statistics.gov.uk

– The Greater London Authority population estimates forecast that the population of Wandsworth will increase 4% by 2016, however the projected increase is not evenly spread across the Borough. The population of Queenstown ward is estimated to increase by over 25% by 2016, with the populations of St Mary's Park and Thamesfield wards are estimated to grow by around 15%. This reflects the longer term impact of riverside residential

developments. However, there are decreases in population forecast in Roehampton, Shaftesbury and Furzedown.

Wandsworth population to 2026



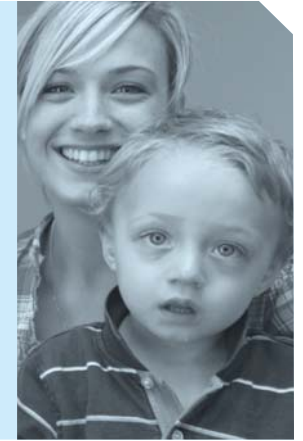
Source: Population Estimates Unit, ONS: Crown Copyright 2008

Places

- Wandsworth is an attractive place to live with a generally prosperous community, but parts of the Borough show significant levels of deprivation. According to a study conducted by Local Futures Wandsworth ranked 128th out of 408 local authorities in terms of deprivation and 10th in terms of prosperity but this masks substantial variations across the Borough.
- The most recent analysis identified that the wards of Latchmere, Queenstown, Roehampton and Tooting all exhibit significant deprivation across most, if not all dimensions of deprivation.
- The least deprived wards are Thamesfield, Wandsworth Common and East Putney.

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Residents' views of Wandsworth



The council and its partners on the WLSP talk regularly to residents, businesses and stakeholders using a variety of techniques.

Overall 85% of Wandsworth residents say they are satisfied with the local area as a place to live and just 7% are dissatisfied. Compared with Londoners at large they are markedly more satisfied and less dissatisfied. Despite this positive result, there is still room for improvement.

Residents have told us that the most important things in making an area a good place to live are the levels of crime, clean streets, public transport and parks and open spaces. All of these issues feature highly in **Our Wandsworth 2018**.

However, the 2007 residents' survey showed that residents view traffic congestion as a big problem (14%), followed by crime (10%), the level of pollution (8%) and affordable decent housing (7%). 29% of residents also view anti-social behaviour as a slight problem followed by crime (27%) and affordable decent housing (23%). The SCS has priorities all these areas for long-term action.

Although Wandsworth is a busy urban area, it is encouraging to note that residents also believe it is a cohesive community. In 2006, 83% of residents said that Wandsworth is a place where people from different

backgrounds get on well together. This is 5% higher than the inner London average. We want to ensure that the priorities in the SCS build on this good result and ensure that Wandsworth 2018 remains a cohesive community where respect and tolerance are commonplace.

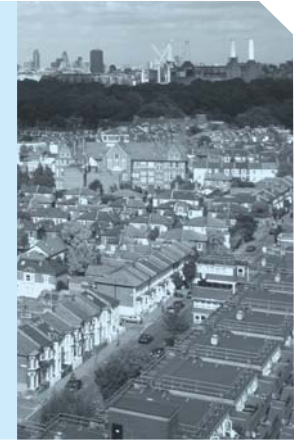
The workshops held in May and June 2008 with residents supported the direction of the SCS. They also gave a clear picture of some of the issue concerning residents now. These included:

- The disrespectful behaviour of some children and young people and the negative impact of this behaviour, particularly on older people.
- A desire for more local police in the community.
- A greater emphasis on energy saving within the home to support overall environmental activity;
- More action to address traffic congestion.
- Promoting active citizenship and building community spirit. (This also includes residents getting involved - taking responsibility for children's behaviour, participating in volunteering, managing waste and recycling).

The WLSP has listened to these comments and has agreed to include action to address them either in the SCS itself or in the detailed action plans which support it.

6

Our vision for Wandsworth 2018



In the light of feedback from residents and partners and following a careful analysis of the borough today and the challenges and dilemmas it faces in the future, the WLSP is setting out its vision to make Wandsworth 2018:



7 Wandsworth 2018: our priorities for action



In order to make its vision a reality, the WLSP has set out the action that it needs to take to address the challenges of the future and to make tomorrow's Wandsworth a place where individuals and communities can achieve their full potential.

These priorities for action are:

- Making Wandsworth safer.
- Improving the local environment and transport.
- Building a prosperous community.
- Ensuring children and young people meet their full potential.
- Improving health and social care including services for older people.
- Meeting housing need.
- Supporting active citizens and good neighbours.

Underpinning these priorities is a set of principles shared by all members of the WLSP. Because these principles affect all aspects of the life of the borough and because they are vitally important to the achievement of the priorities above, they have a special status and are known as 'cross-cutting' priorities.

Cross-cutting priorities

1. Equality

The vision of the Wandsworth Local Strategic Partnership is to improve the quality of life for everyone living and working in Wandsworth. As such it is committed to working with partners, suppliers and the local community to promote equality of opportunity and ensure a strong sense of community cohesion across the borough.

This means the individual organisations which make up the WLSP share a commitment to equal opportunities as providers of services to the borough's residents and businesses and, in some cases, as employers. This commitment is set out in the WLSP's own equality statement.

The WLSP takes a leading role in promoting understanding and respect amongst the borough's diverse communities and in narrowing inequality gaps. In particular, it wants to ensure that no one living, working or visiting the borough experiences discrimination because of their disability, gender, race/ethnicity and other dimensions of disadvantage and discrimination including age, sexuality and religion or belief.

In practical terms this means:

- Building a commitment to equality into its strategic aims.
- Integrating the principles, strategies and practice of equal opportunity into its work.
- Ensuring partners tackle discrimination and harassment in employment, service planning and provision.
- Ensuring that all partners understand their duty to promote good relations, challenge stereotypes and promote equality of opportunity.
- Using data to identify barriers for residents and developing plans to tackle them.

You will find examples of action to support equality throughout this document, for example:

- Setting up personalised learning programmes to improve the educational attainment of boys and pupils from some black and ethnic minority groups.
- Launching the British sign language interpreting service.
- Tackling unemployment in the most deprived areas of the borough.

2. Sustainability

The concept of sustainability lies at the heart of the Sustainable Community Strategy. It is widely accepted to mean:

- balancing and integrating the social, economic and environmental components of a community,
- meeting the needs of existing and future generations, and
- respecting the needs of other communities in the wider region or internationally to make their communities sustainable.

But building a sustainable Wandsworth doesn't just mean being environmentally friendly. Sustainable communities are places where people want to live and work, now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life. Integrating the principles of sustainability into the mainstream life of the borough therefore impacts on a wide range of issues.

Although tackling climate change by reducing our use of carbon and adapting to new climate patterns is absolutely crucial, sustainable communities also need a well coordinated approach to other issues like:

- keeping the local environment clean and creating attractive and welcoming parks, play areas and public spaces,
- giving local people a say in the decisions affecting them,
- supporting local businesses and services,
- improving health by encouraging and supporting healthy lifestyles, and
- tackling inequalities particularly in deprived areas of the borough.

Throughout this document you will find examples of the WLSP's commitment to sustainability, for example:

- Supporting the borough's five town centres to offer local, independent and accessible shopping and leisure.
- Promoting car clubs.
- Piloting new waste management techniques - pyrolysis - to reduce waste for landfill.

What does a 'sustainable community' look like?

Active, inclusive and safe	Fair, tolerant and cohesive with a strong local culture and other shared community activities.
Well run	With effective and inclusive participation, representation and leadership.
Environmentally sensitive	Providing places for people to live that are considerate of the environment.
Well designed and built	Featuring quality built and natural environment.
Well connected	With good transport services and communication linking people to jobs, schools, health and other services.
Thriving	With a flourishing and diverse local economy.
Well served	With public, private, community and voluntary services that are...
... fair for everyone	Including those in other communities, now and in the future appropriate to people's needs and accessible to all.

Government guidance

3. Involving local people

The WLSP as a whole and as individual members recognise that the engagement of local residents, businesses and service users plays an essential part in achieving the vision for Wandsworth.

Residents, businesses, service users and others are already involved in lots of ways:

- Through formal market research or consultation about services, policies and this Sustainable Community Strategy.

- As partners on different groups guiding the development of local services like Integrated Children's Centres.
- Talking to councillors at ward surgeries so they can represent the views of the local community.
- Acting as mystery shoppers to provide a real life view of services and the way they can be improved.
- Planning their own care services.

This strategy commits all partners to strengthening the involvement of local people, businesses and users in the most appropriate way. The WLSP has already signed up to a Local Participation Strategy which undertakes, amongst other things, to provide, as far as possible, opportunities for all those with an interest in issues under discussion to have a voice. It will do this in such a way that no one is prevented from having a voice. The aim is to ensure the inclusion of diverse perspectives, including those of black and ethnic minority groups. Particular care will be taken to ensure that children, young people and parents for whom English is a second language, those with a physical disability, learning needs, literacy problems and others who do not generally participate are able to express their views in the most appropriate ways.

The Government has now introduced a statutory duty for the council, called the 'duty to involve', and this too will influence the opportunities available for local people to have a say about the local community and the way it works.

4. Older people's issues

Wandsworth has a smaller population of older people than the London average. Nevertheless this group of residents has needs and expectations which cover a wide range of services and are reflected in all the SCS priorities for the future.

Many people are living longer and rightly expect to maintain their independence and quality of life for as long as possible, knowing that should they require access to more intensive care in their later years then suitable high quality provision will be available locally. Consultation indicates that older people want to have access to a broad range of activities including walking in parks, visiting leisure centres and participating in lifelong learning opportunities, and that a higher proportion of residents aged 75+ state a preference for the continuation of dedicated facilities and programmes. As a result all WLSF partners have a role to play in ensuring that the needs of older people are addressed, particularly in providing and developing preventative services. These can be described as those which:

- prevent or delay the need for high cost care as a result of ill health or disability due to ageing; and/or
- promote (and improve) the quality of life of older people and their inclusion within society and community life,

... so that an older person can sustain independence, maintain control and live with dignity.

Over the last 12 months a significant amount of work has been carried out to develop a comprehensive approach to meeting the needs of older people.

The council, the Primary Care Trust, the police and voluntary sector groups have worked with older people in the borough to identify how to support independence and well-being in later life.

As a result there are ambitious action plans in place to make improvements in the seven key areas of the life of an older person:

- Health and Healthy Living.
- Housing and the Home.
- Neighbourhood.
- Social Activities, Social Networks and Keeping Busy.
- Getting Out and About.
- Income.
- Information.

In delivering this preventative approach in Wandsworth we will encourage and support a range of services to help local people to improve their quality of life by providing opportunities for them to exercise choice and help maintain independence.

Throughout this document you will find examples of action planned or in place to achieve this such as:

- healthy ageing programmes for health promotion, exercise, active days and similar activities;
- Improving safety for older people e.g. reducing distraction burglary.

5. The voluntary and community sector

Wandsworth has an active voluntary and community sector (VCS) befitting a large and diverse inner London borough. The VCS comprises a wide range of organised activity from large-scale national charities through to small local community groups.

The VCS performs a number of important roles in the borough:

- providing voice for under represented groups,
- campaigning for change,
- promoting enterprising solutions to local challenges, and
- delivering local public services.

The VCS are playing an increasing role in contributing to policy making in the borough. They are also valued partners on the many partnerships in the borough alongside the public and private sectors. They now have a strengthened position on the WLSP.

As a result, it is clear that the sector will continue to have an important role in helping to identify community needs, providing innovative solutions to meet these needs and maximising voluntary effort to manage and deliver services.

Partners on the WLSP have signed up to a Voluntary Sector Compact which helps guide the way we work together.

Throughout this document you will find examples of VCS activity which is helping to achieve the vision for Wandsworth, for example:

- Contributing to the range and quality of services for older people.
- Identifying and supporting volunteers to be active citizens.
- Tapping into the new Wandsworth Community Fund to sustain their work.

8

Making Wandsworth safer



Wandsworth today

Wandsworth is one of the safest places to live in London, with a total crime rate per 1000 population and serious and violent crime rate that are consistently the lowest in Inner London. The main types of crime experienced by residents are violence against the person, street crime, residential burglary and theft from and of motor vehicles. A large proportion of these 'acquisitive crimes' are known to be related to supporting illegal drugs use. Incidents of acquisitive crime and anti-social behaviour, which also affect some housing estates, tend to be clustered around the borough's five busy town centres and transport hubs, including Clapham Junction, which is the busiest over-ground station in Europe.

Domestic violence represents a significant proportion of violence against the person, over 25% in 2006/07. Co-ordinated multi-agency work to support victims and witnesses of domestic violence including robust action from the police to investigate offences and bring offenders to justice is increasing the number of convictions and importantly delivering a reduction in the number of repeat victims.

The police, council and other agencies work together very effectively through the Crime and Disorder Reduction Partnership (CDRP). This holistic, partnership approach has resulted in reductions in offence rates locally. Wandsworth's CDRP has been recognised nationally for its excellent partnership working including tackling distraction burglary and launching London's first community justice court in Roehampton. Like many London boroughs Wandsworth has seen an increase in concern about gangs and knife crime, especially with regard to young people. As a result an in-depth analysis of youth crime was conducted in 2007/08. Although this found no clear evidence of any large increase in 'gang-related' behaviour, this is an area that we need to keep under the review. A multi-agency Violent Crime Group is now in place to target those involved in organised crime and serious violent offending, provide early intervention, support those at risk and to work to reduce their influence over others.

Residents' views

Over many years residents have told us that crime and community safety is one of their top two priorities in both the long and short term. Reflecting the low levels of crime, fear of being a victim of crime is much lower for residents in Wandsworth than in the majority of London boroughs. A survey in 2007 showed that 12% of respondents said they were very worried about becoming a victim of crime. Since fear of crime has a negative impact on quality of life, it continues to be a priority for action. Anti-social behaviour, including vandalism, graffiti, drunk and rowdy behaviour and intimidation also worries residents. The CDRP's 2008 'Face the Public' consultation identified further concerns, including the perceived trend toward greater violence among young people.

Improvements in the last three years

The number of offences of 'violence against the person' such as wounding and common assault, has declined year on year and at 14.1 offences per 1000 residents is lower than the rate of violent crime for our family of similar boroughs.

Street crime has fallen year on year over the past three years to 4.1 offences per 1,000 residents.

20 Safer Neighbourhood Teams have been rolled out throughout the borough to provide community reassurance policing.

The CCTV network has been expanded to be one of the largest in London.

Action to tackle anti-social behaviour has been strengthened.

The number of drug users in treatment has increased by over 50%.

A dedicated support worker for young victims of crime has been provided.

A targeted Distraction Burglary Service has been introduced and No Cold Calling Zones installed.

The Lesbian Gay Bisexual and Transgender Forum has been launched to help tackle hate crime.

The Domestic Violence Advocacy Service and Multi Agency Risk Assessment has been introduced.

Spark to Life, an award winning programme to deal with youth crime, has started.

A street pastors scheme is tackling problems associated with the late night economy.

Challenges in the next ten years

The Crime and Disorder Reduction Partnership has to remain flexible to deal with changes in crime trends as they occur. For example, developing intelligence sharing and multi agency action to combat serious violent crime such as knife and gun crime.

However we do know that in the next ten years:

- The forecast increase in resident population, including any status-less and transient people, will put pressure on police and community safety resources. Where new communities develop, we will work with them to understand their needs and concerns and deliver our policing and community safety service accordingly.
- The benefits of an expanding night-time economy will need to be viewed against the policing and community safety challenges that they are likely to present.
- Wandsworth needs its fair share of London’s police and other community safety resources and the flexibility to match resources to local demand.
- We need to challenge the perception gap between actual levels of crime and the fear of crime. We can do this by maintaining and building the confidence of the community in its police force and wider community safety partnership and ensuring the police and other emergency services stay visible and accessible in all neighbourhoods.
- We need to focus on the victims of crime. Restoring confidence in the justice system will depend critically on victims and witnesses of crime being supported appropriately.
- We will need to ensure the capital remains a secure place for those who live and work here. We will ensure our work supports Government strategies in tackling terrorism and violent extremism and that it is built on a foundation of community confidence and co-operation.

- Identity theft and internet fraud will require increasing vigilance and new prevention techniques.
- The importance of ensuring that services are accessible, accountable and responsive to the community and offer a streamlined customer focus will demand new ways of working in partnership. We more than ever need to engage local communities, including the third sector, in the planning and implementation of community safety and policing.
- The need to integrate neighbourhood policing and core police activities with the planning and service delivery of the wider community safety partnership activities.

Our vision is to keep Wandsworth as one of the safest places to live, work and visit in London.

We want to:

- Keep cutting crime and reduce offending and re-offending rates.
- Build confidence and reassure the public to reduce the fear of crime.
- Develop neighbourhood policing at the heart of our efforts to cut crime further.
- Keep young people away from crime.
- Improve people’s experience of their contact with the justice system, especially victims and witnesses.
- Strengthen the partnership work between the council and the police to create strong and safe communities.
- Increase resilience to violent extremism.

Our three-year plans

By 31 March 2011 we will:

- Reduce re-offending rates amongst young people and adults.
- Reduce the percentage of people who feel worried about becoming a victim of crime.
- Tackle anti-social behaviour including around housing estates.
- Reduce vehicle-related crime.
- Strengthen our support for victims of domestic violence in Wandsworth.
- Protect young people from crime and reduce youth crime offending and reoffending rates.
- Tackle crime and disorder in Tooting Town Centre.
- Further increase the number of drug users in effective treatment.
- Work with our businesses to reduce business crime.

We will achieve this by:

- focussing activity on the small number of prolific offenders who are responsible for the major proportion of offences locally,
- using all the measures at our disposal against perpetrators of anti-social behaviour,
- continuing to develop targeted prevention work with the most vulnerable people, including people with special needs,
- continuing support for the advocacy and witness support service and young victims support work,
- using No Cold Calling Zones and outreach through roadshows and other events to prevent and deter distraction burglary,

- working with Town Centre Managers and Safer Neighbourhood Teams to target prevention and awareness campaigns,
- holding a series of victim and witness conferences with a focus on anti-social behaviour and hate crime issues,
- working with young offenders on community reparation schemes and those who are drug users, and
- rolling out with young people the interactive DVD resource pack about gangs, weapons, drug possession and robbery, made with local young people.

Our long-term plans:

- Developing an intelligence-led problem-solving approach for effective crime reduction and community safety.
- Increasing the opportunities for public views and priorities for action to be captured.
- Integrating neighbourhood policing activities with the planning and service delivery of the wider community safety partnership.
- Working with young people to reduce their vulnerability to crime and the threat of organised violence and drug dealing.
- Working closely with all partners to reduce youth crime and increase diversionary opportunities.
- Developing a borough-wide approach to addressing the community safety needs of vulnerable people, including people with special needs and disabilities;
- Developing partnership working with a wider range of third sector organisations and expand volunteering opportunities.
- Securing a fair share of resources for policing and community safety in Wandsworth and achieving maximum value for money.

- Improving planning and training to build resilience to the threat of violent extremism.
- Increasing access to information for residents about what is being done to tackle crime, anti-social behaviour and crime reduction locally.

Who will lead on this work?

The Wandsworth Crime and Disorder Reduction Partnership will lead on this work with the support of the Wandsworth Local Strategic Partnership.

As joint Chairmen of the CDRP, the Borough Police Commander and the council's Chief Executive have lead responsibility for delivery, with the support of other partners. The Virtual Crime Network will play a lead role in coordinating the involvement of the third sector with the LSP and CDRP.

How will we judge our progress?

The work of the CDRP is driven by national priorities set out in the National Crime Strategy ('Cutting Crime – A New Partnership 2008-11'), the National Community Safety Plan (2008-11) and 'Saving Lives; Reducing Harm; Protecting the Public – An Action Plan for Tackling Violence 2008-11'. It is also driven by regional priorities set out in 'Policing London 2008-11 Business Plan' (MPA).

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP.

The Annual Strategic Review and Assessment of Crime and Disorder will provide a year on year analysis of changes in patterns and trends of crime and disorder across partner agencies and drive the annual review of the Crime and Disorder Reduction Partnership priorities for action.

We will also use the Public Service Agreement targets, the National Indicator Set, Assessment of Police and Community Safety and self-assessment tools to ensure that we are moving towards our vision.

Progress reports against the LAA, the National Indicator Set, APACS and self assessments (including Section 17 compliance) will be regularly reviewed by the Community Safety and Disorder Working Group and its Partnership Operations (Tasking) Group and submitted to the WLSP and CDRP.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in the Wandsworth Crime and Disorder Reduction Partnership Plan 2008-2011 and annual reviews (from 2009) and the Wandsworth Asset Management Plan. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

9

Improving the local environment



Wandsworth today

Although Wandsworth is a busy inner London borough, the natural environment is one of its major assets. There are over 650 hectares of park and open space, including Battersea Park, Wandsworth and Tooting Commons and Putney Heath, and 8km of Thames riverside. We know residents find them one of the best things about living in the borough providing opportunities for sport and physical exercise, informal relaxation, festivals and children's play.

Despite its predominantly urban environment, over 27 habitats and some 1,600 different species have been recorded. The borough is home to 29 plant and animal species that (are listed as 'Priority Species') for London due to their scarcity, rarity or importance. These include peregrine falcons, black redstarts, smelt and bats. The borough has a good reputation for street cleanliness and supporting biodiversity. Nevertheless, the quality of the local physical urban environment is still a key concern. A high density of people, houses and traffic also means that in some places noise nuisance, air pollution, abandoned vehicles, litter, graffiti and flyposting can affect residents' sense of safety and wellbeing and the desirability of neighbourhoods.

Over the last few years, we have all become more aware of climate change and the need to manage our impact on the environment. There is evidence of greater effort to minimise waste and increase re-use, composting and recycling in order to reduce the consumption of raw materials and save energy. Considerable progress has been made in increasing recycling levels following the introduction of the orange sack and bank recycling schemes. However, the amount of household waste collected continues to increase in line with national trends. In 2007/08, for example 109,000 tonnes was collected compared to 103,000 tonnes the previous year. This equates to 391 kg per resident. Whilst significant, Wandsworth's figures have always been amongst the lowest 25% for London boroughs.

The principles of sustainability are being built into planning and building requirements, so the borough can meet projected needs for housing, business, community services and infrastructure whilst protecting the quality of the built and the natural environments. The borough's Local Development Framework Core Strategy is a key part of this approach as it strengthens policies on promoting sustainable development, sustainable design, low carbon development and renewable energy, promoting good quality design and protecting and enhancing the environmental quality of the borough.

Residents' views

Residents have told us that clean streets and high quality parks and open spaces are two of the top factors in making Wandsworth a good place to live. Traffic congestion and speeds, pollution and local environmental quality, like litter, are the main environmental concerns. More recently, residents have also said they are more willing to take positive action on a wide range of environmental issues like waste reduction by buying goods with less packaging; getting off junk mail lists; and buying recycled products. This reflects a growing general concern and awareness about the impact of climate change and global environmental issues.

There is also concern that new developments, with the parallel pressure for the extension of existing dwellings, may damage the environment, particularly in residential areas and open spaces.

Improvements in the last three years

Introducing the orange recycling scheme and increased recycling and composting rates from 17.5% in 2003/04 to over 24% in 2007/08.

Reducing CO₂ emissions from the council's own premises by nearly 26% from 1990 levels.

Increasing the council's use of renewable electricity to over 56%.

Producing 15 action plans for parks and open spaces with local residents.

Completing the major restoration programme for Battersea Park and the regeneration of Furzedown Recreation Ground.

Opening up further stretches of the Thames riverside.

Launching a Groundwork Trust project in the borough to develop, fund and implement more local environmental projects.

Providing a free air quality forecasting service (airTEXT).

Providing an electric vehicle charging point.

Completing the Wandsworth Open Space Study and a Strategic Flood Risk Assessment.

Challenges in the next ten years

Our population is set to increase and this will put more pressure on physical and social infrastructures, parks and open spaces. The London Plan requires high levels of provision of land for new housing, including affordable housing, that must be met by London boroughs. This council has expressed concerns that these are unsustainable levels of growth and may be beyond the capacity of the borough. However, we need to make sure that these high levels of development occur in ways that enhance the built and natural environment and secure maximum benefit for residents and the environment, through and high quality design and planning agreements with developers.

The biggest environmental challenge doesn't just affect Wandsworth. The threat of climate change is real and everyone living and working in Wandsworth has a role in tackling it. The Climate Change Bill will require future governments to cut carbon dioxide pollution by 60% by 2050, with binding interim targets every five years. The council policy is currently approved at 25% reduction by 2010 from the 1990 base.

Carbon emissions across the borough need to be reduced by cutting energy and transport use, reducing consumption and waste. Low carbon energy sources, fuel-efficient and alternatively-fuelled vehicles and zero carbon developments will become more commonplace. The borough will also need to prepare to adapt to the impacts of climate change which could be significant, given that much of the borough is on a flood plain. There will be greater risks of flooding, hotter drier conditions and more extreme weather events. Trees, parks and open spaces will become more important to provide shade and cooling, whilst surfaces will need to be designed to absorb heavy rainfall and provide sustainable urban drainage systems.

Work to preserve the borough's biodiversity will be important in the face of pressure for development and climate changes.

The proposed expansion of Heathrow airport will result in non-stop noise throughout the day for many communities in south and west London. The expansion from 480,000 to 702,000 flights a year is equivalent to a new airport the size of Gatwick. As well as noise, there will be other environmental impacts, such as increased traffic, pollution and carbon emissions. As the expansion is primarily to accommodate short haul flights, this council favours a high speed rail strategy, such as the High Speed North proposal which will link London and Edinburgh, as well as providing direct connections from other parts of the UK to a network of European cities.

Work to improve local air quality and reduce exposure of residents to poor air quality, implementing a green fuelling infrastructure within the borough.

There is a need to tackle the growing amount of waste that is being produced and currently ending up in landfill.

Our vision is to make Wandsworth a community of active global citizens living within environmental limits in attractive high-quality environment.

We want to:

Tackle climate change by reducing carbon emissions and adapting to its effects.

Promote sustainable transport and actions to improve air quality
Encourage waste reduction, re-use, composting, recycling and recover energy from waste.

Reduce consumption and our global impact through procurement.

Promote sustainable development through planning and resource management and require more sustainable building designs and techniques.

Conserve and enhance the varied character, heritage and appearance of the borough.

Maintain healthy, clean and attractive urban environments.

Protect and enhance existing open spaces and the natural environment to meet residents needs and provide wildlife habitats.

Ensure that land is safe and that any risk from contaminated land is controlled.

Reduce exposure to noise nuisances.

Our three-year plans

By 31 March 2011 we will:

- Increase levels of household recycling and composting to 28.5%.
- Reduce energy use in council premises by 10% by 2010 from a 2000 baseline.
- Reduce our direct and indirect carbon emissions from energy and transport.
- Work together to prepare action plans to adapt to the challenges and opportunities of climate change.
- Increase the value of wildlife habitats by bringing 15 locally important sites into active ecological management.
- Adopt strengthened spatial policy within the Local Development Framework to control development within the borough.
- Improve local air quality and reduce exposure to harmful air pollutants.
- Ensure land is safe and that contaminated land does not pose a risk to health.
- Manage open spaces to provide activities locally which improve the health and well being of residents and ensure that they are welcoming and accessible for all.

We will achieve this by:

- Continuing to invest in energy efficiency measures and low carbon solutions in our premises, public buildings and on our housing estates.
- Assessing the risks and opportunities posed to us by climate change and producing a prioritised adaptation plan.
- Piloting a pyrolysis technique to treat non-recyclable waste produced on housing estates - thus reducing vehicle movements and the amount sent for landfill or other disposal.
- Securing high quality new buildings and spaces through the planning process that provide maximum benefit to the borough. These will include: the redevelopment of Battersea Power Station, the former Ram Brewery site, Wandsworth Town Centre and New Covent Garden Market
- The provision of an electric vehicle charging point infrastructure within the borough to encourage car drivers to drive less polluting vehicles where walking, public transport or cycling are not convenient.
- Working with schools and others to reduce vehicle idling, particularly outside schools.
- Testing of vehicle emissions and taking action to remove the worst polluters from our roads.
- Implementing an air quality action plan.
- Working with WLSP partners to develop joint carbon reduction initiatives.

Our long-term plans

- Further reducing carbon emissions from our 2009 baseline.
- Developing resilience to the effects of climate change.
- Ensuring the current flight limit at Heathrow is maintained and challenging proposals for a third runway and any other expansion plans.
- Increasing recycling and composting still further to meet tough national targets - 45% by 2015 and 50% by 2020 and continuing to work with partners on revising the joint municipal waste management strategy.
- Overseeing the successful implementation a new energy from waste and energy recycling plant.
- Making sure housing development is of good quality, sustainable design, employing the latest innovations energy reduction and on site renewable energy, where appropriate.
- Working with partners to develop Wandle Valley Regional Park. This will increase access to the riverside and provide thousands of acres of connected green space along the length of this historic and scenic river.
- Ensuring that wildlife habitat is managed and reinstated to encourage both the retention and reintroduction of native species, such as the water vole, in line with biodiversity action plans.

Who will lead on this work?

Wandsworth Council and WLSP partners, particularly Wandsworth Environment Forum.

How will we judge our progress?

- Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP.
- We will also use the National Indicator Set to ensure that we are moving towards our vision of a greener Wandsworth.
- Progress reports against the LAA and the National Indicator Set will be submitted to the WLSP.
- Residents' attitude surveys and feedback from parks users and local groups will also provide important information.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in the council's Environmental Policy and the Local Development Framework on the council's website. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

10

Improving transport



Wandsworth today

Transport links in Wandsworth are generally good and many residents and businesses value the borough's accessibility by road, rail, bus and tube.

The borough's accessibility does come at a price. A total of 937 million vehicle kilometres are travelled on Wandsworth's roads per annum (2007), among the highest of any central London borough. Wandsworth, Putney and Chelsea Bridges are among the busiest Thames crossings during the morning peak period. As a result road traffic congestion on the borough's highways remains a major issue. As well as causing travel delays, traffic congestion it produces air pollution. As such it is a hazard to health as well as being a contributor to global warming.

The borough's underground and overground stations do offer a high capacity rail service, which primarily serves central London. However, many of these services are operating at capacity in the peak periods and measures are required to increase capacity to meet both existing and future predicted demand.

Controlled parking zones (CPZs) now cover all of the borough's town centres and other areas where demand for parking would otherwise exceed the supply of available kerb space. They help to manage the

competing demands of different user groups and are particularly beneficial in areas where demand for shopping or leisure parking conflicts with residents' needs. They also help to restrain traffic in areas well served by public transport, while providing essential parking and servicing facilities. They will however continue to be introduced only in areas where respondents have supported their introduction following a public consultation process.

The council actively supports large scale investment in public transport and this is a key objective in the Local Implementation Plan and a policy in the Core Strategy. The Core Strategy promotes regeneration opportunities in locations where public transport can address additional travel requirements.

It also contains a range of actions including promoting the need for robust travel plans for all major developments and the provision of car clubs within new and existing residential developments.

Residents' views

In the 2007 Wandsworth residents' survey, traffic congestion was considered to be a "big problem" by a higher percentage of residents (14%) than any other issue. Concern was also expressed about traffic speeds and the level of pollution, which is seen - at least in part - as a result of traffic. However, there has been a slight reduction in the

percentage of residents seeing traffic congestion and speeds as problems since 2005. The 2007 survey also revealed that 68% of residents were satisfied and only 3% dissatisfied with actions being taken to reduce traffic speeds.

When asked how transport had changed since a year ago, respondents to the 2007 survey tended to agree that bus and rail services had improved (respectively, 58% and 52% agreed), it was safer and more pleasurable to walk (52% agreed) and cycle (43% agreed), and that it was harder to park a car (54% agreed). Less than 5% of respondents disagreed with any of these statements.

Improvements in the last three years:

Reducing the percentage of principal roads where maintenance should be considered from 12.7% to 5.25%.

Ensuring 100% of repairs requiring emergency works were carried out within 24 hours on roads and pavements.

Reducing the percentage of pupils travelling to school by car from 30% to 25%.

Achieving a doubling of car club membership in Wandsworth to 3,500 members, in the first year of a partnership with private operator Streetcar, leading to an estimated 150 residents getting rid of their own car and a further 950 deferring purchase of a new car.

Working with schools to implement travel plans at three-quarters of borough schools by April 2008.

Challenges in the next ten years

Transport issues affect not just Wandsworth but the wider London region. There is a forecast 40 per cent surge in demand for public transport by 2025. This is equivalent to an extra four million journeys a day. In the same period London's population will grow by 800,000 - equivalent to a city the size of Leeds - and a growth in jobs by 900,000.

The public transport infrastructure, particularly the rail and underground networks, is struggling to cope. The predicted population increase in London together with the predicted sharp rise in jobs in inner London will exacerbate this problem. This is a regional problem and investment in public transport is a matter for regional and central Government.

The Mayor's Transport Strategy proposes zero growth in traffic across inner London and town centres. Traffic volumes in Wandsworth rose by approximately 4% between 1993 and 2001 but were relatively stable during the latter half of this period. There has been a 9% fall in traffic between 2001 and 2007 but the overall amount of traffic remains very high, and as traffic levels fall, the released capacity could be taken up by new vehicular trips, especially if this is seen to be accompanied by a decrease in congestion and faster journey times. Our challenge is to ensure that traffic levels do not start to increase over time and that suitable alternatives to the private car are available.

As the effects of climate change are likely to become more significant, measures will need to be taken to mitigate these effects and reduce the use of fossil fuels. In addition, we will need to ensure that there is a sustainable relationship between development of the borough and transport so as to minimise the need to travel.

Our vision is to see a transport system that is safe and efficient and has proper respect for the environment.

We want to:

Integrate, improve and expand public transport facilities.

Restrain non-essential vehicular traffic through demand management and reduce dependence on the car and encourage a shift to more environmentally friendly modes of transport.

Ensure developments – especially those that generate large numbers of trips – are sited in locations that are currently or planned to be accessible by public transport, on foot and by cycle.

Promote robust travel plans for all major developments, to minimise private car use associated with the development.

Promote car clubs in new and existing residential developments, providing residents with access to a car for essential car journeys but discouraging car use for other trips.

Further reduce road casualties to meet targets set by the Mayor of London by 2010.

Expand provision of cycling infrastructure and create better conditions for cycling.

Our three-year plans

By 31 March 2011 we will:

- Continue to develop walking, cycling and public transport as viable and safe alternatives to the private car.
- Maintain and improve accessibility to the transport system for everyone.

- Reduce the number of people killed or seriously injured on the roads.
- Encourage walking and cycling to school through implementation of school travel plans.
- Promote car club membership as an alternative to car ownership.
- Reduce the need for travel through greater travel awareness and use of local services and facilities.
- Provide effective and enhanced enforcement of traffic and parking restrictions.

We will achieve this by:

- Station improvements to provide improved passenger facilities and accessibility. In particular, creating a more accessible approach to Clapham Junction station by redesigning the street scene, providing more direct crossings, and better interchange with buses.
- Working with Network Rail and the train operators to promote improvements at Earlsfield, Wandsworth Town and Putney stations.
- Reducing the impact of through traffic in Wandsworth High Street so it becomes an attractive place for pedestrians to enjoy.
- Completing a programme to make all bus stops in the borough accessible.
- Working with all schools in the borough to help them produce effective school travel plans.
- Lobbying for the ability to use Oyster pre-pay on all rail services in London at the earliest opportunity.
- Working with Transport for London (TfL) and bus operators to ensure that improvements are made to bus services and associated infrastructure.

Our long-term plans

- Supporting large-scale investment in major public transport infrastructure schemes like:
 - Linking to Tramlink and the London Tram Network.
 - Crossrail 2, which would link SW London with NE London and have a route via Clapham Junction.
 - East London Line Extension Phase 2 which would make it possible for commuters from Clapham Junction to get to Canary Wharf with just one change at Canada Water.
 - The Airtrack project which would provide a direct link from Waterloo via Clapham Junction to Heathrow Airport.
- Working with TfL, the rail industry and private development partners to develop Clapham Junction Station as a major transport interchange, fit for the twenty-first century through improvements to the station including a new entrance in St John's Hill, lifts to the platforms and improved bus/rail interchange facilities.
- opposing large-scale road building as unsustainable.

Who will lead on this work?

Wandsworth Council, in conjunction with TfL, public transport providers and business.

How will we judge our progress?

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP.

We will also use the National Indicator Set to ensure that we are moving towards our vision of a greener Wandsworth. Progress reports against the LAA and the National Indicator Set will be submitted to the WLSP.

Many of the issues identified above will also be monitored as part of the annual Local Implementation Plan reporting procedures.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in the council's Local Implementation Plan, Environmental Policy and the Local Development Framework. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

11

Building a prosperous community



Wandsworth Today

Over the last ten years there has been a major transformation in Wandsworth's economy. It is now a relatively prosperous London borough with overall high rates of business formation, relatively high levels of employment, well qualified and skilled residents working in well-paid professional and managerial positions.

However, there are still significant pockets of deprivation (predominantly in Roehampton, Battersea and Tooting). Wandsworth is particularly fortunate in having five distinct and vibrant town centres - Balham, Clapham Junction, Putney, Tooting and Wandsworth. These have a wide range of choice in shopping; are well served by public transport and are readily accessible to people living and working in the borough. They are also key locations for leisure and entertainment. The five town centres are the preferred locations for large-scale retail developments. Alongside the town centres, there are 8 local centres and 25 important local parades.

The structure, location and size of business and industry in Wandsworth has changed radically over the last thirty years. Heavy industry and utilities have left the Thames riverside.

Manufacturing has also largely disappeared, replaced by logistics, catering, financial and other business services. There are also now a significant number of media and creative companies being based in Wandsworth. Wandsworth is predominantly a small business economy with the majority of businesses employing ten or less people. Wandsworth also has a high rate of self-employment which is higher than both the regional and national averages.

Over three quarters of the Wandsworth population are economically active of which over 90% are in employment with the remainder looking for employment. This means that the percentage of the working age population in employment in Wandsworth is above the London average. Around 10% of working age residents claim a working age key benefit, which is below the London average.

However, an overall improvement in unemployment in the borough masks some worrying trends. Whilst the Job Seekers Allowance (JSA) claimant count has decreased, the proportion of people claiming other benefits, such as Incapacity Benefit, is increasing. Unemployment in the borough's most deprived wards has also worsened in comparison with the borough's overall unemployment position.

Tooting, Battersea and Roehampton are the borough's "priority neighbourhoods" and have been subject to specific and targeted action to reduce inequalities. However, although there are three super output areas (SOAs) in Wandsworth in the 20% most deprived on each of the three deprivation indicators (Income, living environment and crime and disorder) the borough is not eligible for special Government funding to tackle these problems.

The benefits of a vibrant cultural sector to the local economy are significant, particularly in the borough's five town centres where cultural activities increasingly complement retailing and personal services.

The views of businesses

The 2007 Business Survey, conducted in December 2007 and January 2008, showed that business confidence in Wandsworth has declined slightly, dropping back to the level reported in 2004 with around one in three businesses expecting to expand in the next year or so.

The predominant concerns of businesses in Wandsworth relate to two key issues – parking and business rates. The proportion of businesses concerned about parking issues has increased significantly since 2005, while business rates are now the primary concern of almost a quarter of businesses, many of whom feel their rates are too high and offer poor value for money. There are increasing concerns over congestion charging. The 2012 Olympic Games and the Battersea Power Station are regarded as major business opportunities.

Improvements in the last three years:

Increasing the number of economically active adults by 14,100 (an increase of 9%).

Increasing the employment rate from 73% to 77%.

Reducing the no. black residents aged 16-24 claiming JSA by 3% to 9.4%.

Bringing over £30 million of regeneration funding into Wandsworth.

Maintaining a high levels of net VAT registered business formation of between +4.5% and 5%.

Maintaining or improving the vacancy rates and rental levels in our town centres.

Setting up a multi-agency employment and skills partnership to tackle inequality in employment.

Challenges over the next ten years

It can be difficult to predict economic patterns in the long-term but we do know that:

- Evidence is emerging of the significance of the current economic downturn. The borough is vulnerable because of the dependence (direct and indirect) of many households on the financial, business and property sectors for their income. Working with partners, the council will seek to support the prosperity of the borough and its residents.
- With national planning policies appearing to be moving in favour of the big stores there is a risk that this will force many of the borough's small independent shops, which are seen by many as one of the attractions of the borough, to close or relocate. Support for out of town stores also poses a potential threat to our town

- centres, where there are a mix of large stores and smaller, independent shops. The growth in internet shopping will also undermine the retail sector. There is also a risk to the local services such as pharmacies and post offices.
- Although all the town centres are generally thriving, they would all benefit from some redevelopment, intensification and modernisation of floor space to make them attractive to modern retailers and to meet the changing needs of the borough's (young) population.
 - Battersea Power Station is a celebrated international iconic building and significant regeneration opportunity. It is estimated that employment could total 3,000 people during construction and when the Battersea Power Station development opens, up to approximately 9,000 new jobs could be created. Other major developments in the pipeline in the Battersea area (eg New Covent Garden Market) will reinforce the importance of this area with the greatest concentration of jobs in the borough.
 - The expansion of Roehampton University and redevelopment of Queen Mary's Hospital offers an opportunity to regenerate Roehampton and making the area more attractive. More workspace for small businesses is required to grow the area's business base, an essential ingredient in the area's regeneration plan.
 - Higher levels of deprivation tend to be associated with lower the levels of business start-up. Therefore, one of the greatest impacts on regenerating the borough's deprived areas will come from private investment and the expansion of the business base in the borough's three priority areas. This will prove a difficult challenge when there is strong pressure for 'employment' land to be used for residential development.
 - A key labour market concern is to ensure that young people are equipped for the London's future labour market where it is estimated that up to half of all jobs will require NVQ Level 4 or above by 2020. Unless skills improve across the workforce and borough there will be an increased polarisation between those with and those without high level skills.

- Whilst the number of Jobseekers Allowance (JSA) claimants has progressively reduced over the last 15 years, there are now more lone parents on Income Support than people on JSA and those on Incapacity Benefit have always formed the largest group of claimants. Important changes are being made to both Incapacity Benefit and Income Support from Autumn 2008 onwards. These changes will be critical to the success of Wandsworth achieving targets for reducing the number of claimants.
- There is a knock-on impact of this worklessness on child poverty. 26% of Wandsworth children are living in households where nobody is working, which is a higher proportion compared to the rest of England, but still lower than London.

Our vision is to build a prosperous and vibrant community with five distinct town centres, a wide range of opportunities for new and existing businesses and a successful regeneration programme tackling areas of inequality and worklessness.

We want to:

Encourage a viable and prosperous economy in Wandsworth, particularly with respect to small enterprises.

Maximise the economic potential and vibrancy of our town centres.

Co-ordinate and deliver targeted regeneration programmes in our priority neighbourhoods (Queenstown, Latchmere, Roehampton and Tooting wards) to reduce poverty and economic and social exclusion.

Reduce worklessness in Wandsworth.

Develop the skills of Wandsworth's adult workforce and improve opportunities for lifelong learning.

Secure significant funds from the partners, stakeholders, private and public sectors to enable the above priorities to be implemented.

Our three-year plans

By 31 March 2011 we will:

- maintain the current high rate of new VAT registration by businesses, and increase the number of businesses in Battersea, Roehampton and Tooting.
- maintain low vacancy levels of commercial properties in our town centres.
- attract significant new investment into our priority neighbourhoods, older industrial areas and town centres.
- reduce the claimant rate for Wandsworth to 8% and the claimant rates in Latchmere; Roehampton; Queenstown; West Hill; Furzedown; Tooting; and Graveney by 70%.
- narrow the gap between the overall 16-24 years claimant rate and the rate for black JSA claimants.
- reduce the proportion of lone parents on income support by 0.3%.
- reduce the proportion of claimants on incapacity benefit by 0.89%.
- increase the number of people qualified to at least NVQ level 2 or higher to 73%.
- agree a multi-agency Child Poverty Strategy.

We will achieve this by:

- offer financial assistance to eligible small independent businesses in our town centres and older industrial areas to help them invest and expand.
- work with developers to help bring forward key development sites, such as Battersea Power Station, Springfield Hospital, or 28 Hildreth Street in Balham to create more employment space, especially business incubator space in most deprived parts of the borough (e.g. Roehampton and Battersea).
- implement the Small Business Concordat to make contracting with the council easier.
- carry out various environmental schemes in each of the five town centres.
- implement the action plan for Northcote Road.
- attract new investment into Tooting.
- support the work of Wandsworth Town Centre partnership to complete regeneration of Southside Shopping Centre and to link the town centre to the Riverside Quarter.
- prepare plans and seek a development partner to regenerate the centre of Roehampton.
- through the Employment and Skills Partnership, work with our partners (DWP, Jobcentre Plus and the LSC) to increase the effectiveness of their mainstream programmes and target wards with high numbers of working age benefit claimants.
- work to make sure our employment and skills provision is progressively more integrated, and provide increased access to learning for claimants.

- encourage employers to employ claimants and promote the value of training to both employers and claimants.
- plan joint work with the Primary Care Trust and GPs to provide appropriate health care and other support for those that are on inactive benefits, as well as working with employers to encourage the retention of staff with health problems.
- support 'Pathways to Work', operated by Work Directions, for new entrants to IB/ESA (and those from IB who volunteer) and the new Flexi New Deal operator, once appointed.
- appoint a delivery partner to seek funds and then provide help young black male unemployed to get work and stay in work.
- focus future skills provision on those disadvantaged in the labour market.
- prepare a case to the Government to allocate some funds to regenerate non-Working Neighbourhood Fund boroughs such as Wandsworth.
- Examining the scope for regeneration and improvements to the Battersea High Street Market and Battersea High Street/Battersea Park Road area.
- Tackling health, crime and employment issues in Tooting.
- Implementing the Roehampton Regeneration Framework comprising 28 projects, including proposals to enhance retail provision; create a regenerated centre for Roehampton, construct a business incubation hub; and improve access.
- Ensuring that the five town centres continue to be the focus for shopping, and other complementary activities, including business, cultural, leisure and entertainment uses.
- Extending the concept of the Job Shop to other deprived parts of the borough.

Our long-term plans

- Generating a further 3,000 new businesses by 2020.
- Creating 15,000 (net) new jobs by 2020.
- Providing 31,500 square metres (net) of new retail space in the five town centres by 2015 and 51,000 by 2020.
- Providing at least an additional 100,000 square metres of employment space, on top of the space approved at Battersea Power Station, with most development concentrated either around the Wandle Delta area or in Nine Elms.
- Supporting the Covent Garden Market Authority (CGMA) to bring forward plans to ensure that an operational composite market is at the core of any new development at NCGM.

Who will lead on this work?

The Employment and Skills Partnership, serviced by the council's economic development office.

How will we judge our progress?

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP. We will also use the National Indicator Set to ensure that we are moving towards our vision of a safer Wandsworth.

Annual reports against the LAA and the National Indicator Set will be submitted to the WLSP.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in Local Development Framework Core Strategy, Annual Report of the Economic Development Office, Roehampton Regeneration Framework, Wandsworth Town Centre Business Plan, Balham Town Centre Business Plan, Clapham Junction Town Centre Business Plan, Putney Town Centre Business Plan, Tooting Town Centre Business Plan and the Wandsworth Adult and Community Learning Development Plan 2007-10. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

12

Children and young people



Wandsworth today

There are nearly 58,000 children and young people living in Wandsworth today, making up about 18% of our population. They come from a diverse range of social, ethnic, cultural and economic backgrounds with different interests, needs and abilities.

Wandsworth has successful schools with 15% identified by Ofsted as outstanding and a further 34% as good. Its early years provision is innovative and also categorised as outstanding. The number of pupils coming into Wandsworth schools from other boroughs is higher than Wandsworth residents going to schools in other boroughs.

The Wandsworth Youth Work Service is one of the best funded in London. It provides ten full-time and seven part-time clubs either run direct by the council or by voluntary clubs with funding from the council.

The borough has a mixture of affluent areas and pockets of severe deprivation which impacts on the life chances and well being of children, particularly in the early years.

The borough's school population is significantly more ethnically diverse than the local community, with over 61.4% of pupils in maintained secondary schools and 56% of pupils in maintained primary schools being from black or minority ethnic backgrounds.

At any one time there are around 170 children and young people subject to a Child Protection Plan and 250 children looked after by the council due to the impact of abuse, neglect or because of parental illness or disability. The attainment of children in care has improved significantly but there is still more work to be done to make sure they have the same life chances as other children.

In 2006, 84.7% of the total children and young people in the borough attended local schools. In 2008, over 28% of pupils in schools in Wandsworth had an identified special educational need.

Educational results are improving across all stages, especially at GCSE. We are focusing on improving the attainment of those groups of children and young people whose results currently don't match those of their peers.

Whilst health outcomes for children and young people in Wandsworth are generally excellent there are concerns about levels of teenage pregnancy - rates for under-16s and under-18s remain above the London average despite significant reductions of over 18% in the last ten years. The other areas for improving health outcomes are infant immunisations, childhood obesity and sexual health.

A targeted approach to prevention and diversion has meant that the number of young people both offending for the first time and reoffending has continued to decline. Diverting young people from crime is still a top priority. The preventative partnership work in tackling gang related behaviour and local concerns about anti-social social behaviour has been recognised as excellent practice.

The council has received the top grading from Office for Standards in Education (Ofsted) for the overall effectiveness of children's services. The council and its partners have been working hard to further develop joint planning, and better coordinated and integrated services for children and young people, like those available in the new integrated children's centres (ICCs).

The views of children, young people and their families

Children and young people in Wandsworth tell us that they feel healthy and have opportunities to engage in sport and exercise. In the future they would like to see more of these, including more and free access to swimming pools and gyms for children under 16, improved play facilities in parks particularly for older children and more opportunities to take part in sport within and outside schools. Children and young people would also like to more support and advice on emotional and sexual health issues.

Overall levels of crime in Wandsworth remain low compared with other inner-London authorities, however, young people and their parents continue to tell us that fear of crime is one of their top concerns. Children and young people have raised concerns in relation to bullying, gang culture and safety on transport. Some parents also report fears of bullying and concerns about drug use.

Wandsworth parents believe that their children enjoy school and were making good progress, and want their children to continue in education beyond the age of 16. Most children and young people in Wandsworth enjoy school, but would like to see more opportunities to stretch themselves educationally and better support for children and young people with a learning difficulty and/or disability.

Specialist services are viewed as important, as is study support and adult learning. However there are some barriers to these services which include lack of information, limited flexibility in location and hours of access and lack of engagement due to eligibility criteria.

Parents tell us that while there are plenty of places for play and recreation locally, children and young people would like more things for teenagers to do. They believe this would be helped by better youth facilities.

To help them continue on the path to success, young people want greater access to career advice and improved services for their parents such as more childcare, better housing for families living in poverty and help to improve levels education across the community.

Improvements in the last three years:

Reducing under 16 and under 18 teenage pregnancy rates by 21% and 18% respectively.

Reducing the number of young people who were victims of crime by 19% and decreasing youth on youth crime by 20%.

Reducing the rates of children and young people looked after by over 30%.

Wandsworth is now among the top 15 most improved authorities in the county in national tests at age 11.

Significantly reducing the number of fixed term exclusions from schools.

Decreasing the percentage of young offenders who re-offend by 18.4%.

Increasing the percentage of children leaving school with 5 GCSEs A* to C to its highest level ever at 61%, in particularly improving the percentage of looked after children achieving 5 GCSEs from 69% to 89%.

Reducing the percentage of young people not in education, employment or training (NEET) to its lowest level of 5.4%.

Increased the percentage of young people achieving recorded and accredited outcomes by 4% and 7% respectively.

Challenges over the next ten years

In our rapidly changing social and economic environment, the need for preventative early support to vulnerable families is likely to increase.

Recognising and supporting the central role parents and carers play in improving outcomes for children will be a key driving principle underpinning the design and delivery of services to all children and young people in Wandsworth. Services will be developed on the basis of participation by parents, carers, children and young people to respond quickly to a wide range of diverse needs, at an earlier stage.

There will be greater expectations from children and their families that services will be delivered in a more joined up way, with multi-agency teams working increasingly in local neighbourhoods.

Improving a wide range of health outcomes will be vital if children and young people are to enjoy their childhood and achieve their full potential. Action to promote healthy lifestyles will be critical in tackling obesity, the risks of smoking, alcohol and drugs misuse and improving sexual health.

Keeping children and young people safe in their homes and local communities will be a key challenge as our society develops and changes. Developing children and young people's understanding of the dangers posed within and outside the home and how to respond to them, including the increasing role of electronic communication and access to information, will be priorities for the partnership.

Educational achievement is critical in an increasingly competitive world of work. We will build on improved educational standards in Wandsworth to ensure that attainment levels continue to rise, and we narrow the gap for vulnerable groups and their peers, especially in national tests and public examinations at age 7, 14 and 18.

The Government is committed to a national target for eradicating child poverty within a generation. The aim is to half it by 2010 and eliminate it by 2020. Significant challenges remain due to the large variations in overall economic and income related deprivation in Wandsworth, with significant pockets of deprivation as well as high levels of affluence. Action to develop a Child Poverty Strategy will be coordinated through the Children's Trust Arrangements.

Initiatives such as extended schools and major investment by the Government in the fabric of schools over the next 10-15 years will mean the school environment will change significantly. Not only will better facilities support world class learning, they will also increase the access to a range of other services for children, young people, their families and the wider community.

Our vision is for every child and young person to achieve their full potential and enjoy a healthy, safe, stable and happy life. In addition, we want them to be active citizens who take responsibility for their action and who respect others.

We want to:

Enable children and young people to make informed decisions and life choices.

Support parents to ensure the best outcomes for their children.

Involve parents, carers, children and young people in the development and delivery of services.

Promote equality of opportunity and access for all children and young people.

Prioritise early intervention and prevention based on need.

Promote choice wherever possible.

Safeguard children and young people and reduce bullying, accidents and seek to prevent abuse.

Work in partnership to improve services.

Ensure accessible, well co-ordinated and integrated services.

Deliver accessible, responsive and integrated services of high quality.

There should also be well-targeted early intervention and support for all those who need it.

The three-year plan

By March 2011 we will:

- Improve the engagement and participation of and consultation with children and young people, their parents and carers.
- Work together to alleviate the impact of poverty on the outcomes of children and young people.
- Further reduce the under 18 conception rate.
- Improve the range and quality of services for disabled children.
- Improve children and young people's safety and well being by reducing levels of violent crime, exclusion and bullying.
- Improve overall standards and narrow the gap in achievement between vulnerable pupils and their peers, at ages 7, 11, 14, at GCSE and by age 19, especially in English and Mathematics.
- Increase the percentage of pupils in Wandsworth achieving at least 5 GCSEs (or equivalent) at grades A*-C including English and Maths and increase qualification levels by age 19.
- Reduce first time entrants to the Youth Justice System and re-offending rates.
- Increase attendance at youth centres.
- Improve access to high quality parenting support.
- Increase the number of schools offering extended services.

We will achieve this by:

- Extending young people's sexual health services.
- Building two bigger and brighter youth centres.
- Establishing more targeted youth support teams for 13 to 19 year olds.
- Continuing a major capital programme to build state of the art schools offering a full range of post-16 opportunities, extended school facilities that engage the local community and leading edge ICT that enables 'anytime, anywhere learning'.
- Working with schools to identify and include children and young people who are vulnerable in the full range of curriculum activities.
- Improving the quality of young people's learning by establishing personalised learning programmes, rooted in effective assessment and targeted to the needs of specific groups such as boys, ethnic minorities or under-performing groups.
- Continuing to expand the well established diversionary and positive activities through targeted and universal services to children and young people at risk of offending.
- Establishing Young People's Forum(s).
- Improving information, advice and guidance for young people about their futures.
- Improving services for parents, particularly those who are unemployed or on low income, to engage them and their families more effectively in learning and access to health and community facilities.
- Increasing access to childcare.

Our long-term plans

- Improving outcomes for children and young people including narrowing the gap in achievement between vulnerable pupils and their peers and reducing children and young people living in poverty.
- Driving forward the joint planning and commissioning of services with Children's Trust partners.
- Building the capacity for multi-agency approaches and better integrated working across the Children's Trust partners.
- Establishing a coordinated approach across Children's Trust partners to supporting parents.
- Embedding within the services the safeguarding of children and young people, and the promotion of children's welfare.
- Implementing the preventative strategy, focusing on services which will enable earlier intervention and develop the wellbeing of children and young people.
- Building a coordinated approach across Children's Trust partners to the development of and working with the voluntary sector.

Who will lead on this work?

The council's children's services department will lead on this on behalf of the Children's Trust.

How will we judge our progress?

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the multi-agency Wandsworth Local Strategic Partnership (WLSP).

We will use the National Indicator Set and the targets in the Children and Young People's Plan to monitor progress in achieving the vision of the partnership.

Annual reports against the LAA and the National Indicator Set will be submitted to the WLSP.

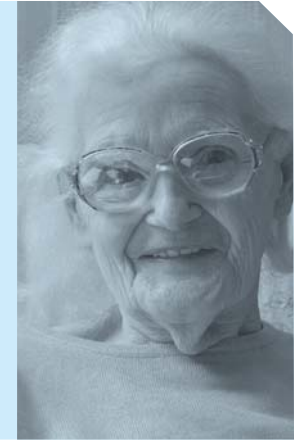
How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in the Wandsworth Children and Young People's Plan. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

13

Improving health and social care



Wandsworth today

In recent years major health gains have been made for residents in Wandsworth in terms of adding years to life (increasing life expectancy) and adding life to years (decreasing the burden of disease).

On average, men in Wandsworth live shorter lives than those in England as a whole, but female life expectancy is similar to that of England. Life expectancy in Wandsworth is increasing overall more rapidly than the national rate of increase. However, patterns differ across the borough, with life expectancy in Latchmere ward being significantly below that in other parts of the borough.

For the majority of the Wandsworth population (aged 20 to 44), the health needs and healthcare priorities are mainly related to lifestyle-associated risks and diseases.

The biggest factors influencing health are the decisions individuals take about their lifestyle, with the most significant factors being diet, physical activity, smoking and alcohol consumption. The proportion

of the Wandsworth population who are physically active is significantly above the national average and the modelled estimate of adult obesity is 14.2%, well below the national average of 23.6%. However, just over 23.5% of pupils in Year 6 are obese. Estimated smoking rates are close to the national average, whilst the estimated proportion of binge drinkers in the population is somewhat above the London average but significantly below the national average. Wandsworth does not differ significantly from London or national averages in relation to the proportion of hazardous or harmful drinkers.

The high numbers of young adults in the borough's population generates a correspondingly high demand for family planning and other sexual health services. The prevalence of HIV in Wandsworth in 2005 was 3.5 times that seen nationally and one and a half times the rate across South West London.

In common with most inner-city areas, Wandsworth has significant numbers of alcohol and substance misusers seeking treatment, with the latest estimates showing 2953 problem users of crack or opiates resident in Wandsworth, approximately one third of whom are currently receiving structured drug treatment. Around 40% of those

arrested for acquisitive crime are regular crack or heroin users. Local mental health services have identified a significant issue around mental health service users who also misuse drugs.

Almost a quarter of Wandsworth's adult population report not having good mental health. Almost three quarters of these also report symptoms of mental ill health. The majority of people with mental health problems are supported to live independently.

There are many other adults within Wandsworth who need care, help and support in their daily lives to maintain their independence. Local people have a wide range of needs from physical disabilities and sensory problems affecting sight, hearing or speech through to the impact of old age.

The council is funding social care support for 2711 people between the ages of 18 to 64. Of these 632 are in residential or nursing homes and 2079 are being supported to live at home through various forms of support that includes home care, day services, meals provision and a range of services designed to promote independence.

Estimates based on the 2001 Census show that over 6.6% of the population are looking after or assisting someone who is sick or disabled in Wandsworth. In acknowledgement of the growing role of (and demands on) such carers, the council has a strong commitment locally to supporting carers and has recently taken steps to reinforce and broaden the remit of the Wandsworth Carers' Strategy Group.

Wandsworth Teaching PCT is responsible for commissioning health services on behalf of the borough's population, as well as an additional 58,700 who are registered with Wandsworth GP practices but live outside the borough, a total of 328,000 people.

Improvements in the last three years:

Introducing a new emergency support scheme for carers.

Increasing the number of clients receiving Direct Payments by 300%.

Supporting more people with learning disabilities and people with mental health problems to live in the community.

Increasing access for patients to stop smoking services through GP referral.

The development of an exercise on referral programme which saw over 1,200 people during 2007/08.

Supported self help tools and resources launched successfully, eg, Mood Manager DVD and books on prescription.

Extending GP surgeries opening hours to evenings and weekends.

Ten weight management programmes for young people were delivered across the borough in 07/08.

St John's Therapy Centre opened in 2007, bringing together staff and services from the PCT, St Georges Healthcare NHS Trust and South West London and St George's Mental Health Trust into one modern therapeutic environment.

Residents' views

According to the 2001 Census 74.6% of Wandsworth residents described their health as 'Good' and 7.2% said their health was 'Not good' compared to 70.8% and 8.3%, respectively, in London.

The National Patient Survey 2008 highlighted that many of our patients can report positive experiences with the use of health services in Wandsworth. Satisfaction was reported in: availability of appointments; punctuality of services; GPs listening to patients and involving them in decisions about their care and treatment; confidence and trust in their doctor; being treated with respect and dignity.

This survey also highlighted areas that the PCT will need to focus on to improve patient experience. These include: more effective distribution of the "Guide to Local Health Services"; satisfaction levels of patients relating to the main reason for visiting their GP or dentist; opening times of primary care practitioners; communication and advice.

Challenges in the next ten years

– The predicted population growth within the borough is likely to place additional demand on both health and social care services. In addition, developments in medical technology mean that an increasing number of babies with severe and complex needs are surviving into adulthood. Projections indicate a significant continuing increase in the number of people with learning disabilities who will require services. The same will be true for people with mental illness as the overall incidence of severe mental illness grows within the population.

- The borough currently has a very young and mobile population. If this trend continues, the challenge to the health service and local government in Wandsworth is how to reach a young population (53% between the ages of 20 and 44) which is highly mobile and highly educated (50% of adults with University degree) with the right message and the right services at the right time.
- In contrast to the national trend, the overall number of older people is predicted to decline although those remaining in the borough are likely to be less well off and, potentially, may have higher dependencies. Additionally, the number of older people with dementia and mental health problems is predicted to increase within the borough.
- There will be a big challenge in reducing health inequalities across the borough.
- There is already a shift in emphasis in social care to make it personalised with a focus on early intervention and prevention. This will mean that every person requiring care and support will have choice and control over how, when and by whom that support is provided. However, much more needs to be done to achieve this transformation.
- There is also evidence that both social trends and service developments will have an impact on the number of carers available.
- Wandsworth is committed to reducing residential care placements, largely out of borough for people with more complex needs. The increase in supported living placements in Wandsworth will mean that there are greater general and specialist health demands within community services.

Our vision is for Wandsworth to be a place where people lead active, independent and healthy lives supported by high quality, person-centred health and social care.

We want to:

Improve the life expectancy over and above the expected trends and focus on greater health gain for those in deprived wards.

Ensure Young People will enter adulthood in a state of health that enables them to reach their full potential.

Improve the quality and responsiveness of services that address mental well-being, sexual health, drugs, alcohol and obesity.

Improve access to, and the responsiveness of, GP and other primary care services.

Improve the quality of services for people living with complex and/or long-term conditions.

Transform social care to achieve the personalisation of social care.

Focus on early intervention and prevention.

Develop support for carers.

Continue to shift the focus of services away from institutional forms of care (residential and day care) into community and mainstream services.

Transforming social care means: every person requiring social care, irrespective of their illness or disability, will be supported to:

Live independently.

Stay healthy and recover quickly from illness.

Exercise maximum control over their own lives.

Participate as active and equal citizens, both economically and socially.

Have the best possible quality of life, irrespective of illness or disability.

Retain maximum dignity and respect.

Our three-year plans

By March 2011 we will:

- Improve sector-wide neo-natal service integration.
- Stem the increase in childhood obesity, particularly amongst school children in Year 6.
- Reduce the rate of teenage pregnancy rate to 32 per 1,000 girls aged 15-17 by 2010.
- Enable 1,222 smokers in deprived wards to quit smoking with the help of the NHS Smoking Cessation Service by the end of 2010.
- Increase the number of problem drug users in effective treatment by 27% between 2007/08 and 2010/11.
- Effectively find and manage cases of both high blood pressure and high cholesterol.
- Deliver integrated preventative services through mainstream provision.
- Increase the capacity for preventing and treating long-term conditions in primary care.

- Help more adults with learning disabilities and mental health needs into employment and to live in stable settings in the community.
- Increase the number of people who have direct control over their care by having personal budgets and Direct Payments.
- Increase the capacity to prevent and postpone the need for people to seek formal support with their care.
- Increase the support for informal carers.
- Provide better re-ablement for older and disabled people who need support to maximise their independence.
- Reduce the number of people whose discharge from hospital is delayed because appropriate alternative services are not available in time.
- Increase the proportion of mothers who breastfeed.
- Piloting Practice Based Commissioning initiatives to treat high blood pressure and high cholesterol in primary care.
- Training health visitors to encourage mothers to breastfeed.
- Completely restructuring how we offer services for vulnerable adults in line with the Government's personalisation policy.
- Implementing a preventative strategy relating to the care and support of older people.
- Improve the services we offer to informal carers to improve their quality of life.
- Replacing Roehampton hostel for people with learning disabilities with more suitable homes for people.
- Changing day services for people with learning disabilities and people with mental health problems so that they are more aligned with everyday mainstream services available to the whole community.
- Introducing a new START service that will give intensive support at home for people who need care so that their independence is maximised.
- Improving early intervention with young people with a mental health problem.
- Ensuring that good crisis and home treatment services are offered to mentally ill people to reduce hospital admissions and offer more intensive care.

We will achieve this by:

- Working with SW London PCTs to implement the recommendations of the PCT's review of maternity services.
- Delivering the MEND programme to target weight reduction and increased physical activity in school children.
- Reconfiguring family planning and sexual health services to increase integration and improve access.
- Implementing smoking cessation initiatives to target 'hard to reach' groups in deprived wards.
- Continuing to implement the teenage pregnancy strategy, focussing on work with vulnerable girls.
- Developing a programme of outreach work to engage hard to reach drug users in treatment.

Our long-term plans

- Implementing an alcohol strategy, increasing the provision of brief intervention services for hazardous and harmful drinkers and offering a strengthened and more integrated service for dependent drinkers.
- Prioritising investments in the more deprived areas with the aim of reducing the gap in life expectancy.
- Implementing a strategy on obesity, aimed at increasing the number of people undertaking recommended levels of physical activity and eating healthy, thereby achieving reductions in both child and adult obesity.
- Establishing a network of primary care centres across the borough to support a shift of diagnostic, outpatient and minor surgery services from hospital to community settings.
- Undertaking a major programme of physical improvements at St George's, underpinned by a strengthening of St George's role as the main centre for specialist acute services in South West London.
- By 2011 implementing the policy on 'Transforming Lives' for vulnerable adults, to have in place systems and services that will offer greater choice, control and self determination as well as refocusing services on prevention.

Who will lead on this work?

The council (adult social services, children's services, leisure and amenity services) and Wandsworth Teaching Primary Care Trust.

How will we judge our progress?

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP.

We will also use the National Indicator Set and other national indicators to ensure that we are moving towards our vision of a safer Wandsworth.

Annual reports against the LAA and the National Indicator Set will be submitted to the WLSP.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in:

- Learning Disability Strategy, Housing and support plan for people with learning disabilities 2007-2010.
- PCT's Commissioning Strategy Plan.
- Strategy for Individual Budgets and Self Directed Support.
- Joint Strategic Needs Assessment.
- Corporate Business Plan.
- Drugs Action Plan and Commissioning Strategy Plan.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth. See page 67.

14

Meeting housing need



Wandsworth today

Wandsworth has a reputation as an attractive place to live with good transport access, plenty of open space and efficient public services. Its popularity as a destination for homeowners and those renting, particularly young professionals and those with young families, is shown by the high level of migration both in and out of the borough.

It is estimated that some 18,000 dwellings (15% of the total housing stock) currently change hands each year. Of these more than half (9,800 dwellings) are estimated to go to existing Wandsworth residents and the rest to people moving into the borough.

The 2001 Census showed that 52% of the total number of 116,000 Wandsworth households were owner occupiers, 25% rented privately and 23% occupied accommodation rented from the local authority or a social landlord such as a Housing Association. The majority of Wandsworth households appear therefore to be entirely self reliant in meeting their housing needs without any involvement or on-going assistance from the council or other partners.

For those unable to purchase their own home, the council is the largest provider of social rented housing in the borough. The council owns about 17,206 tenanted properties, excluding sheltered

properties. There are council tenants and leaseholders in every ward in Wandsworth. The majority of the council stock, social rented and leasehold, is located in Latchmere, Roehampton, Queenstown and West Hill.

The council's housing stock is in very good condition and there are strong mechanisms for involving tenants and leaseholders in housing services.

Up to the year end March 2008 the council created an additional 147 affordable homes on its Housing Estates. All the Wandsworth properties have been funded through the council's innovative 'hidden homes' programme. This takes disused space on estates and converts it into good quality social housing.

In addition to this a substantial number of new affordable homes (at least 1,700 from 2008/09 onwards) are planned or in construction in the borough the vast majority of which are through partnership arrangements between Housing Associations and developers. Since 2001/02 6,308 (net) additional homes have been completed, an average of 1,051 a year. Between 2002 and 2006, 916 (net) affordable homes were completed as compared to a target of 1,000.

The numbers of households presenting as homeless in Wandsworth has fallen significantly in recent years with 2007/08 seeing the lowest number of presentations (1,279) since 1997/98. Acceptances have fallen in line with this reaching in 2007/08 their lowest level since 1998/99.

Residents' views

Surveys of tenants and leaseholders show good overall satisfaction with the management of the council's stock. Latest figures from the council's recent Housing Link survey reveal that 72% of tenants are satisfied or very satisfied with the housing department. This has increased by six percentage points (from 66% in the STATUS survey 2006).

In the wider population there is concern about the availability of affordable housing. For some this means that house prices are too high. For others it means that there aren't sufficient low cost house purchase options available. The percentage of residents who said that "affordable, decent housing" was a slight problem increased from 16% in 2005 to 23% in 2007.

Expected challenges over the next ten years

- Household projections indicate that by 2016 there will be 133,381 households in Wandsworth, rising to 141,423 by 2026. There is therefore a clear need for additional housing, of a variety of sizes and tenures, to meet the increased housing need this population growth will create.
- The alterations made to the London Plan, published in December 2006, set out new housing provision targets for London boroughs from 2007/08 to 2016/17. The new ten-year target for Wandsworth is 7,450 additional homes, with an annual monitoring

target of 745 additional homes. This target will only increase the housing stock in the borough by 6%. It is therefore crucial that the range and dwelling sizes available in existing stock is maintained, particularly family housing with gardens. It is also important to promote a reduction in the under occupation of large dwellings in the public sector, to encourage new developments that will facilitate this, to maximise the use of existing housing resources through programmes such as Hidden Homes and other conversion schemes and to bring empty properties back into use.

- For the first time in more than a decade, there is uncertainty over the immediate future of the housing market. The gap between the apparent levels of housing need and supply of affordable housing in Wandsworth for both social rented and assisted purchase properties continues to grow, supporting the substantial targets for both which are to be included in the Local Development Framework. In spite of this, the supply of new accommodation is unlikely to be sufficient to close the gap in the near future and the situation may worsen if the pace of new residential development slows.
- The current trends in reducing homelessness and the use of temporary accommodation need to be maintained and accelerated.
- Council's housing stock needs to be maintained at the Decent Homes Standard and further work needs to be undertaken to increase levels of decency in the private sector market.

Our vision is to maintain Wandsworth's reputation as a great place to live through supporting the provision of decent homes, new homes and, a mix of housing for the borough's growing population covering a range of needs but within a context of sustainability.

In order to achieve this our priorities are to:

Maintain and improve the borough's housing stock.

Maintain and improve the supply of affordable housing to own and rent.

Promote a range of housing options for a range of housing needs.

Maintain and improve community safety and the protection of the environment.

Encourage resident and stakeholder involvement in the delivery of a quality housing service.

Our three-year plans

By 31 March 2011 we will have:

- Repaired or improved an average of 10,000 council properties per year.
- Further improved the sustainability of the council residential stock by reducing energy consumption and improving thermal efficiency.
- Ensured that 1,221 affordable homes are built in Wandsworth.
- Reduced the number of homeless households occupying temporary accommodation by half to 400.
- Provided additional housing accommodation for older people and people with learning disabilities.

- Improved at least 960 non-decent private dwellings through a combination of grant aid and enforcement action.

To achieve these we will:

- Invest over £95m over the next three years.
- Prepare bids for further external funding of energy efficiency and empty property grants.
- Identify further opportunities to increase housing accommodation through additional Hidden Homes and by working with partner RSLs and developers.
- Intensifying our homeless prevention work in general and addressing in particular youth homelessness.
- Implement the Older People's Housing Strategy and action plan, including assessing the need for a Phase 4 of the Sheltered Housing Strategy and respond to housing needs from the NHS Campus re-provision.

Our long-term plans

- Review and improve the accommodation choices for older people and people with learning disabilities.
- Through the Hidden Homes initiative provide up to 300 new homes subject to the feasibility of schemes and future funding.
- At least one in three homes in developments of ten or more units will be affordable and a higher level will be encouraged where viable with 70% for social rent and 30% for intermediate housing.
- Seek improvements in the sustainability of new housing developments to achieve level 6 of the Code for Sustainable Homes over the longer term.

Who will lead on this work?

The council (housing and planning) and local Registered Social Landlords (RSLs) together with the council's planning service.

How will we judge our progress?

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP.

We will also use the National Indicator Set to ensure that we are moving towards our vision of a safer Wandsworth.

Annual reports against the LAA and the National Indicator Set will be submitted to the WLSP.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in Housing Strategy (2003), Housing Strategic Objectives (updated 2006), LDF Core Strategy, 2008 Housing Market Assessment and the council's Corporate Business Plan. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

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Active citizens and good neighbours



Wandsworth today

Wandsworth's unique character is reflected in its large population of 20-39 year old residents, a high rate of residents moving into and out of the borough and, although on the whole a prosperous area, several wards with high levels of deprivation. However, despite these challenges Wandsworth has remained a strong community with residents continuing the borough's tradition of embracing change and new arrivals.

Wandsworth is a very diverse borough and patterns of migration, right back to the Huguenots who fled persecution in France in the 17th Century, have made the borough a popular and distinctive community. Residents from an ethnic minority background make up one in five of the Wandsworth population and one in three of the under 16s.

In Wandsworth schools, the most frequently spoken languages spoken at home, other than English, are Urdu, Somali, Arabic, French, Portuguese and Spanish. A large number of faiths are practised too.

Christianity is the most practised faith and the borough also has significant numbers of Muslim and Hindu residents.

Although it is a big inner London borough, Wandsworth enjoys a sense of community and neighbourhood with each of its five town centres providing a focal point for shopping, business and recreation. Residents may also feel close links to smaller neighbourhood areas - whether their housing estate or street. Efforts have been made to ensure that these local areas stay clean and tidy and to promote good standards of neighbourliness.

The active sense of community found in Wandsworth is also demonstrated by the number of people contributing through volunteering. Levels of volunteering are viewed as an important indicator of active citizenship with direct benefits for both the local community and the personal development of the volunteer themselves. Thousands of local people give up their time each week to be active in their local community whether as parent governors, sports coaches or befrienders.

People do get involved and have a say in lots of other ways too. From casting a vote in local elections to joining a residents association, residents in Wandsworth help shape the borough today and tomorrow.

Taking part in culture and sport is another key ingredient for a happy and fulfilled life for many people. The borough's wide and varied cultural scene, encompassing the arts, sport, our heritage, libraries, parks and play, offers individuals and groups a great opportunity to broaden their intellectual and creative horizons.

Residents' views

Residents believe that Wandsworth is a cohesive community. In 2006, 83% of residents, 5% more than the Inner London average, said that Wandsworth is a place where people from different backgrounds get on well together. Over half the population think disrespect and lack of consideration is not a problem locally. Because residents feel that local communities are well-connected, they also feel that race relations are low down the list of priorities for improvement.

Although residents feel the council could do more to involve them in decision making locally, in a London context, Wandsworth residents feel more engaged than Londoners in general.

As part of the consultation on the SCS, residents also said they felt more could be done to promote active citizenship and building community spirit. This also included residents themselves getting involved more and taking responsibility for issues of concern like managing children's behaviour or recycling.

Improvements in the last three years include:

Over 120 young people from borough schools learning about faith and respect at Faith Direct events organised by the WLSP's multi-faith group.

Completing a 'Community Cohesion' audit for the borough, which identified no significant gaps.

Promoting volunteering with a special fair attended by over 400 residents.

Holding 184 citizenship ceremonies.

Launching a British Sign Language interpreting service.

Bringing together key partners to tackle unemployment amongst young men of Caribbean heritage.

Taking firm action to tackle anti-social behaviour on council estates, for example extending the micro-chipping of dogs.

Our vision is to keep Wandsworth a community of active citizens and good neighbours where a culture of respect and mutual support is commonplace.

We want to:

Strengthen the sense of community in Wandsworth.

Give people more opportunity to take an active part in local life.

Promote volunteering to harness the talent and experience of residents for the benefit of the wider community.

Keep our neighbourhoods clean and safe.

Expected challenges over the next ten years

- The predicted growth in population and the mobility of the population may make it difficult to get more people involved in their local community and to feel that there is still good community spirit.
- Respect for individuals, neighbours and the community as a whole can be compromised by anti-social behaviour. We need to be alert to trends where selfish and unacceptable activity blights the quality of community life.
- Some research has identified a loss of confidence and interest in public institutions and local democracy. This has been demonstrated by reduced participation in national and local elections.

Our three-year plans:

By 31 March 2011 we will:

- Increase the number of people volunteering in the borough, particularly those volunteering for 100 hours per year.
- Increase the number of residents who agree that Wandsworth is a place where people from different backgrounds get on well together.
- Narrow the gap in educational achievement and employment opportunities for key groups like young black men, white working-class boys and new arrivals.
- Provide state-of-the-art libraries in Tooting and Wandsworth town centres.
- Continue to promote democracy, particularly turn-out in local elections.

To achieve these we will:

- Actively promote volunteering opportunities and recognise the contribution volunteers make through the new Volunteering Award scheme
- Bring together residents of different faiths and no faith to increase understanding and facilitate increased joint working.
- Set up borough wide youth forums so young people can have a say in decisions affecting them.
- Use data effectively to target support at residents who are disadvantaged.
- Work with the police and the community to identify potential problems for community relations before they arise.
- Tackle anti-social behaviour on housing estates including noise, graffiti and dangerous dogs.

Our long-term plans:

- Working in partnership to narrow the gap between different groups in education and employment.
- Creating more opportunities for local people to get involved in service planning and policy decisions.
- Working towards improving the support infrastructure, including a fully accessible resource centre, for the borough's VCS.
- Promoting opportunities for young people to make a positive contribution.
- Encouraging more people to take part in sports and cultural activities.

Who will lead on this work?

The council with its WLSP partners.

How will we judge our progress?

Progress against our three-year plans will be measured via our Local Area Agreement (LAA), which will be overseen by the WLSP.

We will also use the National Indicator Set to ensure that we are moving towards our vision of a safer Wandsworth.

Annual reports against the LAA and the National Indicator Set will be submitted to the WLSP.

How can I find out more?

Detailed information on the actions that will be put in place to move towards our vision can be found in The Cultural Strategy, The Council's Participation Strategy, Voluntary Sector Charter and Local Compact, Crime and Disorder Reduction Strategy, Housing Policies. See page 67.

Additional information on Wandsworth Today and what our residents think can be found in the Profile of Wandsworth.

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List of plans



You can track the progress of Our Wandsworth 2018, and get a lot more detail about specific areas of activity, by looking at the following plans. All of these are available on the Council's website: www.wandsworth.gov.uk (unless stated otherwise)

Making Wandsworth Safer

Wandsworth Asset Management Plan

Crime and Disorder Reduction Partnership (CDRP) Partnership Plan (2008-11)

Crime and Disorder Reduction Partnership Strategic Assessment (2007/08)

Improving the Local Environment and Transport

Local Implementation Plan 2006 - 2011

Local Development Framework

Environmental Action Plan

Local Implementation Plan 2006 - 2011

The London Plan

Tree Strategy

Local Development Framework: core strategy- preferred options

Building a prosperous community

Local Development Framework: core strategy - preferred options

Annual Report of the Economic Development Office for 2006/07

Roehampton Regeneration Framework

Wandsworth Adult and Community Learning Development Plan 2007-10

Wandsworth Town Centre Business Plan

Balham Town Centre Business Plan

Clapham Junction Town Centre Business Plan

Putney Town Centre Business Plan

Tooting Town Centre Business Plan

Ensuring all children and young people meet their full potential

Children and Young People's Plan

Corporate Business Plan

14-19 Plan

Teenage Pregnancy Strategy

PCT Local Delivery Plan

Young People's Substance Misuse Plan

Road Safety Plan

Play Strategy

Connexions Delivery Plan Behaviour Support Plan

Youth Justice Plan

Children's Workforce Strategy

Joint Area Review

SEN and Inclusion Strategy and Implementation Plan

Improving Health and Social Care

Commissioning Strategy Plan

Teenage Pregnancy Strategy

Children and Young People's Plan

Housing and support plan for people with learning disabilities 2007-2010

Wandsworth Teaching Primary Care Trust's /

PCT's Commissioning Strategy Plan

Older People's Strategy

Adult Drug Treatment Plan

Meeting Housing Need

Housing Strategy (2003)

Housing Strategic Objectives (updated 2006)

Local Development Framework: core strategy - preferred options

2007 Housing Needs Assessment

Supporting Active Citizens and Good Neighbours

**Voluntary Sector Charter and Compact Participation Strategy
Wandsworth Compact**

Wandsworth Infrastructure Business Plan 2008-11

**Crime and Disorder Reduction Partnership (CDRP) Partnership
Plan (2008-11)**

Housing Strategy (2003)

Cultural Strategy

Sports and Physical Activity Strategy

Parks Management Strategy

Older people

Older People's Housing Strategy

Second thoughts on the older people's strategy

Older People's Housing Strategy

Older Person's Strategy Position Statement

Older People's Strategy

Equalities

Corporate Equality Plan

Wandsworth Local Strategic Partnership

The WLSP - who we are:

The five town centre partnerships (Balham, Clapham Junction, Putney, Tooting and Wandsworth)

Jobcentre Plus

Learning and Skills Council

South Thames College

Metropolitan Police

Wandsworth Borough Council

Wandsworth Teaching Primary Care Trust

Wandsworth Chamber of Commerce

Wandsworth Older People's Network

Wandsworth Children and Young People's Voluntary and Community Sector Network

Wandsworth Community Safety Network

Wandsworth Care Alliance

Wandsworth Voluntary Sector Development Agency

Wandsworth Environment Forum

Borough Residents' Forum

Roehampton Partnership

The chairman is the leader of Wandsworth Council, Cllr Edward Lister, and the deputy chairman is Chief Superintendent Stewart Low from the Metropolitan Police.

Find Out More

For more information on the plans in this document, go to www.wandsworth.gov.uk/ourwandsworth

or call 020 8871 6255

You can find out more about the Wandsworth Local Strategic Partnership at

www.wandsworth.gov.uk/wlsp



If you have difficulty understanding this in English, please contact:

Wandsworth Interpreting Service: (020) 8672 1043/3649

English

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Tamil

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Urdu

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To obtain a copy of either please telephone (020) 8871 7266 or email jkettle@wandsworth.gov.uk