

**ROCKET
SCIENCE**

Barnes
An analysis
of needs

Report by Rocket Science for
The Barnes Fund

April 2021



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1. Foreword from The Barnes Fund

This report draws on a wide range of data and on the experiences of a diverse sample of local residents to tell the story of need within our community. The Barnes Fund concluded in late 2019 that we would like to commission such a report in 2020, our 50th anniversary year, both to inform our grant making programme and as a community resource. In the event the work was carried out at a time when experience of Covid-19 and lockdown had sharpened many residents' sense of both 'community' and 'need' and there was much that was being learned. At the same time, we have been keen to take a longer-term perspective – both backwards to understand what pre-existing data tell us about ourselves and forwards to understand hopes, concerns and expectations beyond the immediate health emergency. We hope that the very wide range of participants will recognise their voice in the resulting analysis, and that readers from across the community will feel that they have a resource on which to draw for some time to come.

Conducting a project of this kind involves a very large number of people. We are grateful first to those who accepted our invitation to come together to form a Steering Group for the work – Mgr Canon James Cronin, Priest at St Osmund's Catholic Church and representative of Churches Together in Barnes; Sue Jepson, Headteacher at Barnes Primary; Ian Lang, Chair of the Castelnau Community Project; Simon Lawson, CEO of Citizens Advice Richmond; Matthew Purser, trustee at Barnes Community Association; and Revd Stephen Stavrou, trustee at FiSH. They have each given time and energy to the project in an exceptionally busy period and the work has benefitted enormously from their input. Second, we are grateful to the 41 representatives from local organisations who came together in focus groups to discuss need in Barnes; to a number of others who shared their views separately; to the 12 residents who took on the challenge of being trained as peer researchers; and to the 110 residents who agreed to be interviewed by them. The report could not have been written without their willingness to provide frank feedback, thoughts and ideas. And finally, we are grateful to Rocket Science, who were chosen by the Steering Group based on their expertise and relevant experience to carry out the research on our behalf, who rose to the challenge of doing everything remotely (online or via the phone) and who have listened to, questioned, and directed us all before bringing the work together in this report.

Data is always changing, and there will for example be a new census to look at in a year or so. Based on all that is set out here, it is clear that Barnes feels to very many like a strong community, with many amenities and voluntary organisations, but equally that there is more to do to facilitate a sense of inclusion for all and to meet the range of needs that persist. We hope that the wide range of specific ideas put forward in this report, combined with the more over-arching 'calls to action', will provide a basis for residents and organisations (including The Barnes Fund) to share ideas and to collaborate on new approaches going forward.

Sarah Wilson
Chair, The Barnes Fund
June 2021



2. Executive summary

The Barnes Fund commissioned this research to gain a greater **understanding of need across the Barnes community**. The insights drawn from the research will contribute towards shaping the wider vision of The Barnes Fund in its 50th year and improve the targeting of funding towards those in need.

Building on the voices of residents and stakeholders, this research is also intended to provide a useful resource for the Barnes community in shaping services, supporting collaboration across sectors and improving lives for people in need. With this in mind, The Barnes Fund invited six key community stakeholders to come together to steer the research – drawn from the local community association, local schools and churches, a local community centre, citizens advice and a major local voluntary organisation supporting older people.

Conducted between January and April 2021 and almost entirely virtually (online and by phone), this research has explored the needs of residents and their views of the services provided using a mixed methods approach including:

- A detailed desk-based review of data and evidence
- Extensive consultation with **55 local stakeholders from 50 organisations**
- Using Barnes residents and training them as peer researchers, to interview **110 Barnes residents** to ensure authenticity of residents' voices
- Endeavouring to capture the voices of less easy to reach groups through our engagement with stakeholders and through the approach taken to recruitment and training of peer researchers
- Using an iterative approach to test and explore emerging findings with stakeholders through workshops and discussion groups.

The findings and insights generated from the research have informed this report which sets out an analysis of need by theme and type of resident and which concludes with a set of suggested calls to action to help shape how stakeholders and the community can respond to need. The following summarises the main issues identified, but detail is captured within the main body of report.



The needs analysis seeks to understand broad and wide-ranging need in the Barnes area. As the project progressed seven key themes emerged:

Issue:	Finding:
Community, connection and belonging:	<ul style="list-style-type: none">• There is a strong sense of belonging and community among Barnes residents - 90% of peer research interviewees agreed that they felt they belong to the Barnes community• Whilst the geography of the local area creates a 'village feel' to Barnes, this can also be isolating for some residents• Residents and stakeholders felt that there was a strong Barnes resident voice across a range of activities and services in Barnes. However, there was concern that the people that were most vocal, or most often heard were not representative of all Barnes residents.
Living in Barnes:	<ul style="list-style-type: none">• There are a wide range of community spaces, activities and services in Barnes - 81% of peer research interviewees were satisfied with their local leisure, sports and cultural activities and 85% were satisfied with their local amenities• Barriers to accessing local services included: affordability; not knowing what is available; cost of childcare; and services not being targeted at specific groups• On amenities, stakeholders and residents noted that there is a relative lack of shops in the north of Barnes, a lack of affordable shops for those with lower incomes; no bank; and currently only one post office. There are plans for a second post office to open which will be welcomed by residents• Transport, already an issue with some feeling cut off or unable to access amenities or local services, has become a major concern with the closure of Hammersmith Bridge• Safety was not a major concern for Barnes residents - 96% of peer research interviewees reported feeling safe or somewhat safe in the local area
Income finances and employment	<ul style="list-style-type: none">• Barnes is often perceived solely as a place of affluence. However, the Barnes and Mortlake and Barnes Common wards each exhibit areas of deprivation. These are relatively dispersed within Mortlake and Barnes Common ward, and more concentrated in Barnes ward



	<p>where part of north Barnes is amongst the 40% most deprived local areas in the country.</p> <ul style="list-style-type: none">• Barnes ward has the second highest child poverty rates in Richmond-upon-Thames – one in ten, rising to one in four after deducting housing costs.• The number of occasions that individual residents from SW13 accessed the Richmond Foodbank has doubled between 2018 and 2020 - to 330 occasions• In the SW13 postcode area the number of people claiming Universal Credit more than doubled between January 2020 and January 2021 to 789 claims• Local stakeholders are concerned that access to income and employment-related advice and guidance often happens at crisis point rather than earlier to enable prevention• Residents want more information about employment opportunities; local work experience opportunities; and help with finding work
Mental health, physical health and disability:	<ul style="list-style-type: none">• Loneliness, isolation and stress were considered important mental health issues in Barnes, particularly for young people and older residents• Across the borough, depression is the health issue which has seen the greatest annual increase for adults; the mental well-being of 15 year olds is the fourth worst in London; and long waiting times for mental health services can cause additional stress and barriers• Dementia is a significant physical health concern - Barnes is one of the top four wards in London for the proportion of residents dying with dementia as the underlying cause of death - a total of one in ten of all deaths in the area• For adults in the borough, there is a significant incidence of smoking, failure to eat five fruit and veg a day, drinking alcohol at an increasing or high-risk level and being overweight. In Barnes, the incidence of obesity in young people is growing – to one in five in Year 6 in the Barnes ward.• One in ten residents in Barnes are living with a limiting long-term illness or disability.• Disabled people, particularly those with multiple physical or mental health issues, report a lack of holistic support.



Housing:	<ul style="list-style-type: none">• While about 60% of housing is owner-occupied, Barnes has more social housing than Richmond-upon-Thames (about 17%).• Affordability of housing is a key issue, affecting the demographics, diversity and range of occupations of those living locally.• Quality of rented housing can cause issues for some, which is exacerbated by poor access to repairs and maintenance• 'Hidden homelessness' is seen as the most frequent form of homelessness in the area, but rough sleeping seems to be a growing area of concern• In 2020 SPEAR worked with 7-8 rough sleepers in Barnes and 25 individuals accessed SPEAR emergency accommodation in Barnes
Connectivity and digital inclusion:	<ul style="list-style-type: none">• Overall Barnes has a high level of internet literacy and engagement but there are concerns about older residents access and confidence in using the internet, as well as financially disadvantaged residents, residents with limited English language skills and those experiencing homelessness• Issues with connectivity can relate to hardware but increasingly relate to poor or limited digital skills and capability
Education and training:	<ul style="list-style-type: none">• On school provision, Barnes has three primary schools, in each of which three quarters or more of the students are meeting national expectations in reading, writing and maths at the end of key stage two.• At secondary level, there is a concern that some children in the north of the Barnes ward are not within the geographic catchment area for the nearby borough secondary schools and are therefore at risk of delays in receiving a secondary school place and/or being allocated a place some distance away.• On attainment, Richmond displays the highest GCSE attainment gap of all London boroughs between disadvantaged school children and those not facing a disadvantage (data from 2017).• For children with special educational needs, there is a need for additional support and residents asked for more signposting to existing services• There is a need for more local adult or post-education training opportunities



A range of ideas, priorities and suggestions are developed in line with key findings and are drawn out in each of the individual Chapters of the report. The following 'calls to action' aim to provide overarching and structural recommendations for the community to act on, including local stakeholders and local organisations. These calls to action were developed by the project steering group and Rocket Science in response to the findings of the research and provide a framework to inspire action and change across Barnes. Further explanation of each is provided in the [final Chapter](#) of the report.

- **Ensuring co-design and co-creation of services routinely happens** would help to empower individuals so that they feel they have a say in what goes on in the community. This will in turn encourage people to make use of services and activities.
- **Prioritising co-location of services** would encourage a focus on prevention, rather than crisis support, by making it easier to signpost residents to relevant services informally if warning signs are seen.
- **Building more specific capacity within the community** would be beneficial by developing a network of expert residents to support groups with particular issues e.g. digital inclusion and housing maintenance.
- **Maximising community information sharing** would help local residents and stakeholders learn from each other about what services are on offer and what else is needed.
- **Facilitating more collaboration between groups**, including connecting with local partners, would improve services most efficiently where residents have suggestions for change
- **Developing more affordable and accessible** services that are targeted at particular groups would help all to feel that there is 'something for them'



3. Context and Methodology

Background and purpose of the work

The Barnes Fund¹ commissioned this assessment to gain a greater understanding of need across the Barnes community. The insights drawn from the assessment will contribute towards the wider vision of the Barnes Fund in its 50th year and improve the targeting of funding towards those in need. Beyond the work of the Barnes Fund, this report aims to be a useful resource for the whole community in enabling organisations to address need and collaborate to improve local services. Its content has been developed in partnership with a wide variety of residents and representatives from local organisations.

The Barnes context

Barnes is an area in the North-East of Richmond-upon-Thames borough and located in the South-West of London. 'Barnes' as referred to in this report covers the area in which The Barnes Fund operates; the SW13 postcode along with some streets in SW14 and SW15. It therefore includes Barnes ward and a large proportion of Mortlake and Barnes Common ward.²

The following map shows The Barnes Fund area (outlined in orange) and the two wards, Barnes and Mortlake and Barnes Common, referred to throughout this research (outlined in black):

¹ See The Barnes Fund website [here](#) for more details about the Fund

² For the purposes of this review, data for the latter ward has been included in full where it is not possible to identify Barnes separately



Figure 1 Map of The Barnes Fund area in orange and Barnes and Mortlake and Barnes Common wards in black

While Barnes lies within Richmond-upon-Thames, over 90% of the areas' borders adjoin other London boroughs: Wandsworth to the south east, Hammersmith and Fulham to the north and Hounslow to the north west. Therefore, in normal times, residents access many local amenities and services outside the borough.

Approximately 21,700 people live in Barnes and Mortlake and Barnes Common. The age structure differs across the area. Barnes and Mortlake and Barnes Common both have a higher proportion of people over 45 than London. However, Mortlake and Barnes Common has a slightly young population; there is a higher proportion of people aged 25 to 44 and young children under 14 living in this ward, while there are relatively few 25 to 44 year olds living in Barnes ward³.

³ <https://www.datarich.info/population/report/> (data source used throughout paragraph), 2020



Barnes ward has a high proportion of over 45 year olds, Mortlake and Barnes Common ward has higher proportions of 25-44 years old and under 14s

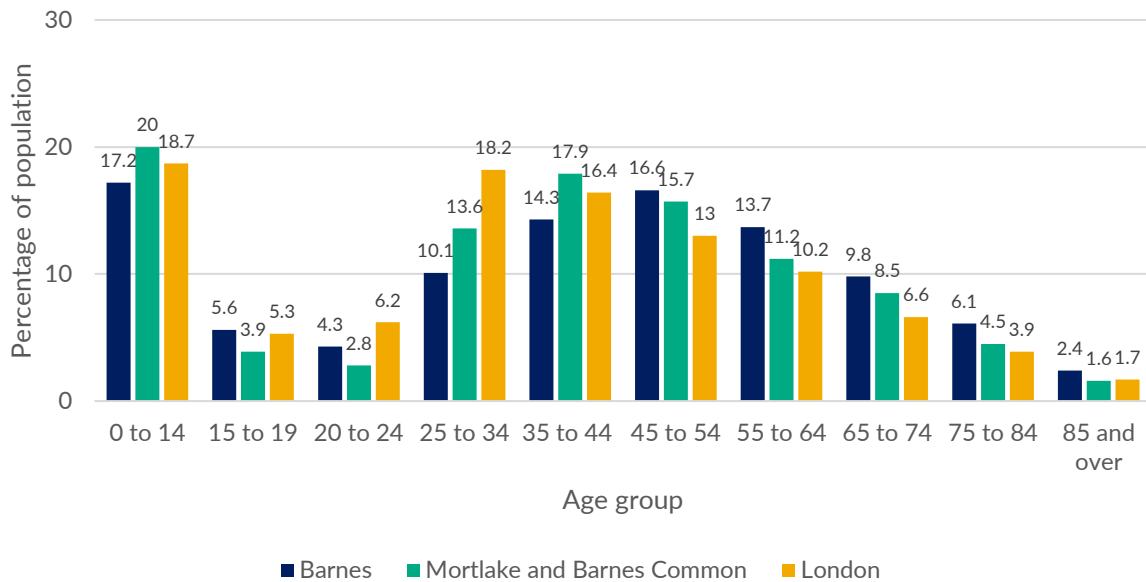


Figure 2 Age of population, Greater London Authority

Ethnicity: At the time of the 2011 census, around two thirds of residents were from White: English/Welsh/Scottish/Northern Irish/British backgrounds (66% in Barnes ward and 72% in Mortlake and Barnes Common). There are a higher number of people (20%) who identified as 'White: Other/ White: Irish' in the Barnes ward. This includes 2.5% White Irish as well as a significant Swedish population (who chose to live in Barnes due to proximity to the Swedish School). In line with the rest of Richmond borough, 10-15% of the population is Black/African/Caribbean/Black British, Asian/Asian British, or from mixed/multiple ethnic groups.

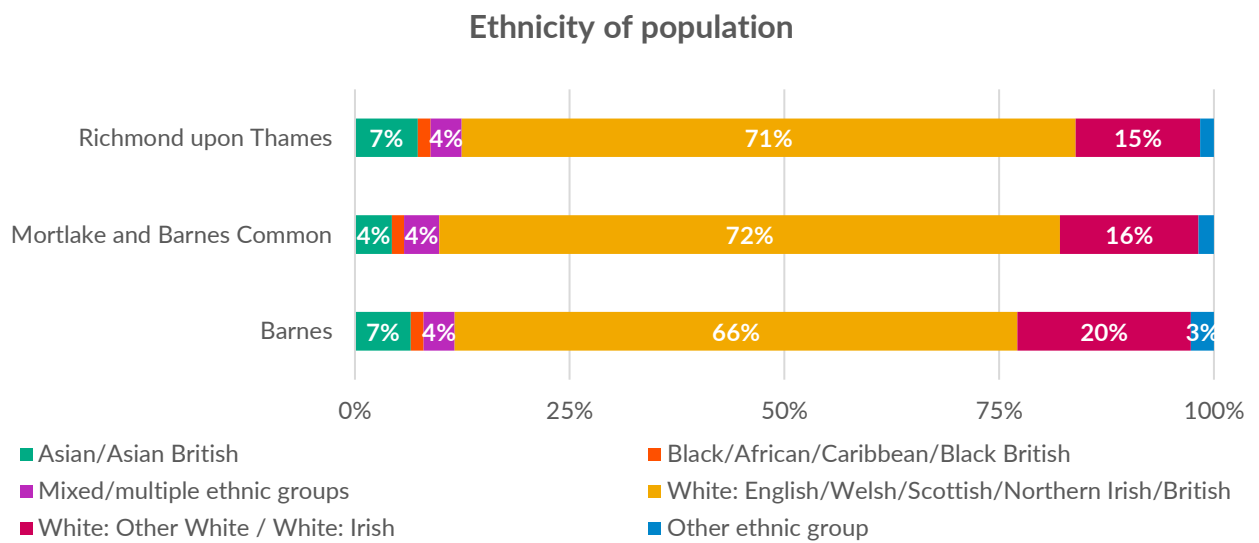


Figure 3 Ethnicity of population

Language: The majority of residents (90%) speak English as their main language at home. Where another language is spoken, it is often European – 6.2% in Barnes ward and 4.1% in Mortlake and Barnes Common ward. Whatever languages are spoken at home, there is an important minority of residents who do not speak fluent English.⁴ It is notable that information from local schools suggests the number with English as a second language is now higher among their children than the 2011 census data shows. This can be found in more detail in the [Education Chapter](#).

Affluence: Barnes is often **perceived as a place of affluence**. However, the area is not home to the neighbourhoods in the Borough with the least deprivation; and the two wards each exhibit areas of relative deprivation - relatively dispersed within Mortlake and Barnes Common, and more concentrated in Barnes where the North-West Barnes LSOA⁵ is amongst the 40% most deprived LSOAs in the country. Moreover, residents, whether relatively affluent or not, are varied and have a wide range of needs, including some that are more hidden and difficult to address⁶.

⁴ <https://www.datarich.info/population/report/> (data source used throughout paragraph), 2011

⁵ LSOA refers to Lower Layer Super Output Area which is a geographic hierarchy used for reporting small area statistics in England and Wales. North-West Barnes LSOA refers to the LSOA Richmond upon Thames 001G.

⁶ https://dclgapps.communities.gov.uk/imd/iod_index.html#, 2019

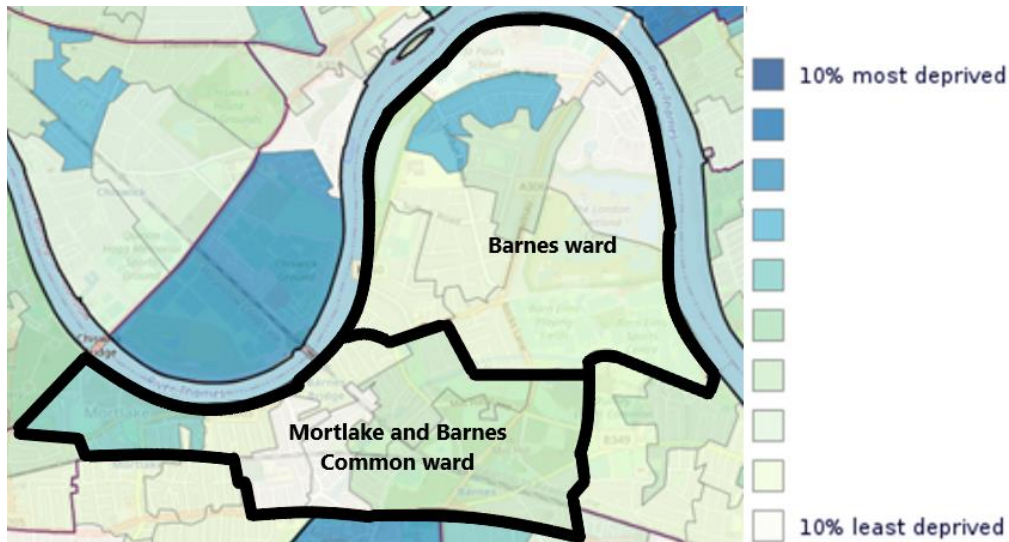


Figure 4 Map of affluence in the two wards⁷

Barnes is an attractive place to live and has a popular housing market⁸; however, this leads to **expensive housing and living costs**⁹ while the incomes of residents do not necessarily reflect the costs associated with living in the area.

The higher proportion of **older residents** in Barnes ward¹⁰, brings about a particular set of needs, including mental health and wellbeing related concerns (such as loneliness and isolation) and physical health concerns (such as dementia and mobility issues).

Young people living in Barnes also face challenges: Despite those in school generally attaining high grades across the borough¹¹, this is not necessarily consistent across all groups with those from lower income backgrounds often falling behind their peers¹². Instances of mental ill health and poor mental wellbeing are also notable among young people across the borough, as are some specific physical health concerns like growing rates of obesity¹³.

⁷ https://dclgapps.communities.gov.uk/imd/iod_index.html#, 2019

⁸ <https://pdf.euro.savills.co.uk/uk/residential---other/spotlight-barnes-and-east-sheen-2016.pdf> , 2016 ; <https://www.propertywire.com/news/property-prices-in-prime-outer-london-see-highest-rise-in-five-years/> , 2020

⁹ <https://www.homesandproperty.co.uk/property-news/london-house-prices-property-boom-2020-a140695.html> , 2020

¹⁰ <https://www.datarich.info/population/report/> (data source used throughout paragraph), 2020

¹¹ <https://www.trustforlondon.org.uk/data/gcse-attainment-borough/> , 2019

¹² <https://www.trustforlondon.org.uk/data/19-year-old-attainment-gap/> , 2019

¹³ <https://www.datarich.info/wp-content/uploads/2018/04/Richmond-Story-2017-18.pdf>



Methodology

Rocket Science applied a five-stage methodology. The methodology is briefly described here and can be found in more detail in [Appendix 1](#).

1. **Desk review:** Rocket Science **collected and analysed over 60 data sources** relating to need in the area. This included evidence from a range of public databases and reports. Where possible, it included ward-level data for both Barnes and Mortlake and Barnes Common. Richmond-upon-Thames-specific, London-specific and UK wide data has also been used where data has not been available or has not been broken down to a more granular level, or as a source of comparison. Sources include information supplied by local voluntary and community sector organisations and stakeholders, and evidence gathered through relevant keywords searches.
2. **Stakeholder focus groups:** Rocket Science held six focus groups under the following themes: Community, recreation and leisure; At risk groups and hidden need; Children, young people and families; Health, wellbeing and carers; Older people; and Poverty, housing and debt. These sessions consulted **41 representatives from local organisations**, listed in [Appendix 2](#). Discussions focused on need in Barnes; support and services available to residents; and directions for future service provision.
3. **Peer research with Barnes residents:** 12 Barnes residents were recruited as peer researchers. This group was trained in social research techniques and involved in a process of co-designing research questions. Following this, each peer researcher was asked to conduct 10 interviews with other residents in the community. **110 in depth one-to-one interviews with Barnes residents** were completed by the group of peer researchers. Both the peer researchers and those they interviewed were intended to be a cross-section of Barnes residents and a full analysis of the characteristics of both the peer researchers and those they interviewed is given in the [Appendix 3 and 4](#).
4. **Targeted interviews:** Peer research interview findings were analysed to identify any gaps in insight from the research process to date. Following this analysis, Rocket Science conducted **12 targeted interviews with Barnes stakeholders**. They are also included in the list in [Appendix 2](#). The Councillors from the Barnes and Mortlake and Barnes Common wards were also consulted once initial key findings were identified to gain their input and ensure no obvious gaps in local need were missing from the research.



5. **Analysis and reporting:** Results from each stage of the research were analysed to pull out key themes and findings, presented at key stages to The Steering Group and then at the end to The Barnes Fund. These have been written up in this report.

Before discussing needs within the area, it is important to note that needs discussed are not comparable and should not be ranked against one another. This report should be used to broadly understand need in the local area, to understand how services currently meet need and where gaps in services and support exist.

When conducting needs analyses, it is also important to recognise limitations of the research and that there are certain groups who are less easy to reach for various reasons. Some examples include limited English language, digital access and connectivity or a lack of engagement with local community and/or services. The methodology adopted mitigated these limitations by consulting from a large and diverse range of key stakeholders, each of whom address various different needs in the local area. A diverse range of peer researchers were also recruited from across the local area and training was conducted to help them to identify a diverse cohort of interviewees. Peer research was conducted without interviewees needing to rely on digital methods which helped to limit potential participation barriers specifically relating to digital exclusion. This was done to ensure voices of less easy to reach groups were included.



Residents' lives

During the peer research phase, residents were asked to rate various elements of their lives as green, amber or red. We have removed 'not applicable' responses where interviewees either thought the question irrelevant to them or chose not to answer, so raw numbers differ. An overview of how residents' rate different aspects of their lives can be seen below. Each topic is discussed in more detail in the relevant Chapters throughout the report.

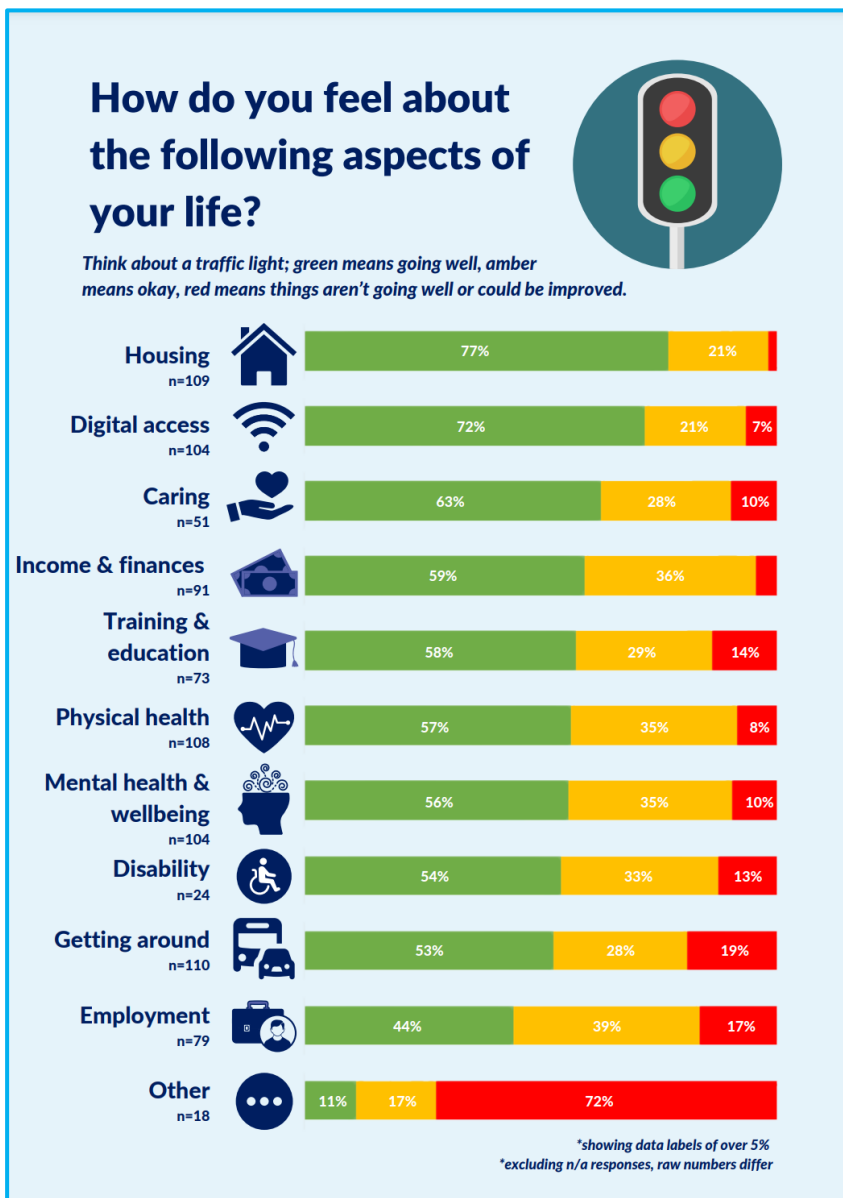


Figure 5 Traffic light visual of residents' lives



**We provided an Other option in case we had missed an important aspect of life in Barnes which respondents felt they wanted to comment on. Only 18 residents chose to comment on the Other option. Topics spoken about differed; the only topic raised multiple times was the closure of Hammersmith Bridge (n=9). Findings relating to the closure of the Bridge have been covered in the [Transport](#) section of Chapter 4, Living in Barnes.*

Each peer research interviewee then was asked to select three of these themes to discuss in detail, meaning the sample size for both quantitative and qualitative data on each section within the full body of this report varies and is less than the overall number of interviewees. There are examples where respondents ranked themselves 'green' or 'amber' but still wanted to raise significant concerns regarding the situation in Barnes. There are also examples of issues which do not rank poorly overall but are an issue for specific sub-sets of residents. For each of these themes, respondents were asked what needs exist relating to the topic chosen, to rate the extent to which local services in Barnes meet these needs, and how services could be improved to support these needs. The data on the extent to which services meet different need is included in the analysis within the relevant Chapters.



This report

The remainder of this report covers needs in Barnes under the following themes:

- Chapter 4: [Community, connection and belonging](#) including community engagement, integration and inclusion
- Chapter 5: [Living in Barnes](#) including community services and spaces, amenities, transport and safety
- Chapter 6: [Income, finances, and employment](#) including income, debt and finances related issues, employment opportunities and access to services and support
- Chapter 7: [Mental health, physical health and disability](#) including prevalent health related issues and local health services
- Chapter 8: [Housing](#) including affordability, quality of housing and homelessness
- Chapter 9: [Digital inclusion](#) including digital access and improving connectivity
- Chapter 10: [Education and training](#) including educational provision and support within Barnes and special educational needs.
- Chapter 11: [Calls to action](#) to provide ideas for how stakeholders and the community could respond to need

Each Chapter will begin by setting out a context to the topic, including any background data. Then findings from the stakeholder consultation and peer research interviews are combined in analysis of the key issues raised relating to each topic. Often key findings are identified by the frequency in which they have emerged throughout the research. However, when looking at need it is important to remember it is not necessarily comparable as some need may be more or less frequent, but these can still be harmful to residents. Therefore, there are instances where key findings have been drawn from particularly poignant insights or have been brought to our attention by local stakeholders with specific insight or knowledge of a particular area of need.

Throughout we refer to those spoken to in the stakeholder engagement or gap analysis interviews as “local stakeholders” and those contacted in the peer research stage as “Barnes resident”.



4. Community, connection and belonging

This chapter on community, connection and belonging is split into 3 sections:

- Key factors contributing to residents' sense of community
- Community engagement
- Integration and inclusion in the community and local services

Community cohesion is defined by the Local Government Association as a community where:

- There is a common vision and a sense of belonging for all communities;
- The diversity of people's different backgrounds and circumstances is appreciated and positively valued;
- Those from different backgrounds have similar life opportunities; and
- Strong and positive relationships are being developed between people from different backgrounds and circumstances in the workplace, in schools and within neighbourhoods.¹⁴

Positively, there is a **strong sense of belonging and community among Barnes residents**. When asked, 90% of peer research interviewees agreed that felt they belong to the Barnes community (n=99), 46% strongly agreed (n=51) and 44% somewhat agreed (n=48). Only 10% somewhat disagreed (n=10) and no one strongly disagreed.

'There's an amazingly strong sense of community!'

Local stakeholder

¹⁴ <https://www.london.gov.uk/sites/default/files/communitycohesionactionguide.pdf>



Key factors contributing to residents' sense of community

Context

According to The Ministry of Housing, Communities and Local Government, fundamental elements to building a sense of belonging within a community include reaching newcomers who are looking for something to sign up to, existing residents who feel marginalised and who need to be supported to adapt to change, and existing residents who lack pride in their neighbourhood. The use of geographical features and key buildings, parks and other symbols are highlighted as crucial ways of engaging with residents.¹⁵

Richmond Council see that the borough as having “high quality character and heritage”, noting that the borough is made up of a series of distinct villages, each of which have unique characteristics. The Council notes that the local community of each village is “unique, recognisable and important to the community and to the aesthetic of the borough as a whole”. Ensuring these individual and distinct features of each village are respected and built upon are central when thinking about future development plans in the area.¹⁶

Long term residents felt a stronger sense of belonging

Long term residents: Almost three quarters of those interviewed had lived in Barnes for over 15 years (74%, n=81). As would be expected, a higher proportion of those who have lived in the area for a longer period of time ‘strongly agreed’ that they felt they belong to the Barnes community, 51.9% of those who have lived in the area for over 15 years, compared to 31% of those who have lived in the area for 15 years or less.

¹⁵<http://www.tedcandle.co.uk/publications/042%20building%20a%20local%20sense%20of%20belonging%20DCLG%202009.pdf>

¹⁶https://www2.richmond.gov.uk/docs/LocalPlan/local_plan_publication.pdf



Over half of residents living in the area for over 15 years strongly agree that they feel they belong to the Barnes community

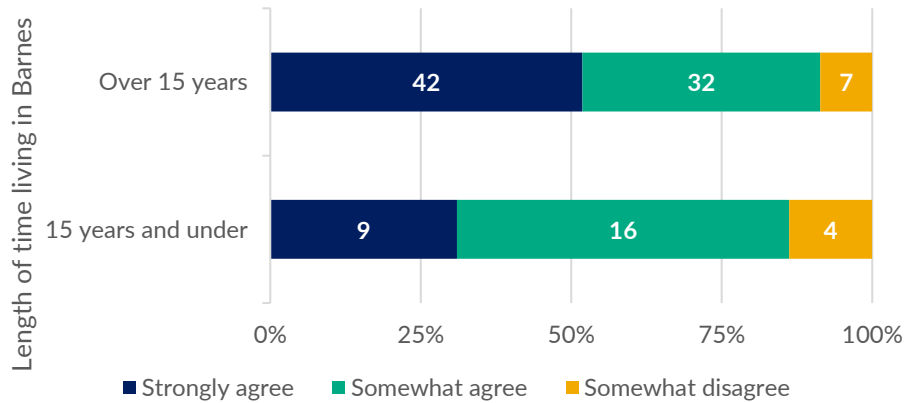


Figure 6 To what extent do you feel you belong to the Barnes community? (total responses, 110)

Of those who felt a sense of belonging in Barnes, this often stemmed from either the length of time they have been living in the area or engagement with the community through work and volunteering or through taking part in community activities, visiting facilities and engaging with organisations:

"I have lived here all my life. I take part in community events. I know the area well and I know people well. I was at school here. I am very much engaged in community events."

Barnes resident

"I am involved in a multitude of community projects. I know many people in Barnes having lived here so long."

Barnes resident

"People tend to live here for a long time. Strong family ties and friendship. Work done by people on screen and others bolsters that sense of community."

Local stakeholder



The geography of Barnes both improves and obstructs connectedness

The geography of Barnes is seen as one of the area's unique features. It is situated in a bend in the River Thames meaning the area is bordered by the river to the North, East and West. When it comes to building a sense of community, the geography has been highlighted as both a positive and negative. Whilst the geography of the area contributes to the overall "village" feel of Barnes, it can also make the area somewhat isolating for some residents. The inability to leave the area easily or access nearby areas can contribute to feelings of isolation. This has only been exacerbated by the recent closure of Hammersmith Bridge.

"There's amazingly strong sense of community... the geography means we have a geographical integrity which helps."

Local stakeholder

"The geography definitely helps with [feelings of] community. It's incredible, I've never experienced anything like it."

Local stakeholder

"The geographical context of [the] area is important... [it's been] exacerbated by the Bridge being closed... [it's] made people more isolated."

Local stakeholder

Community engagement

Context

During the Covid-19 pandemic there has been a rise in community engagement on social media. Neighbourhood WhatsApp groups around the Barnes area have become commonplace. Of the 139 streets in the SW13 area, 84 have WhatsApp groups (covered by BCA volunteers)¹⁷. Both Barnes ward and Mortlake and Barnes Common ward have seen residents

¹⁷ Notes from the BCA , 2020



signing up to their respective Covid-19 Mutual Aid Facebook groups, a total of 125 members across the two wards (63 in Barnes and 62 in Mortlake and Barnes Common).

Volunteering is also seen a key measure of community engagement. A high proportion of Richmond-upon-Thames residents engage in volunteering across the borough, with 28% having done voluntary work in the past year in 2016. This makes Richmond-upon-Thames the borough with the 11th highest volunteering rates across London, higher than the London average and England with an average of 24% each.¹⁸ Local stakeholders note that older members of the community tend to be most active in volunteering in the local area.

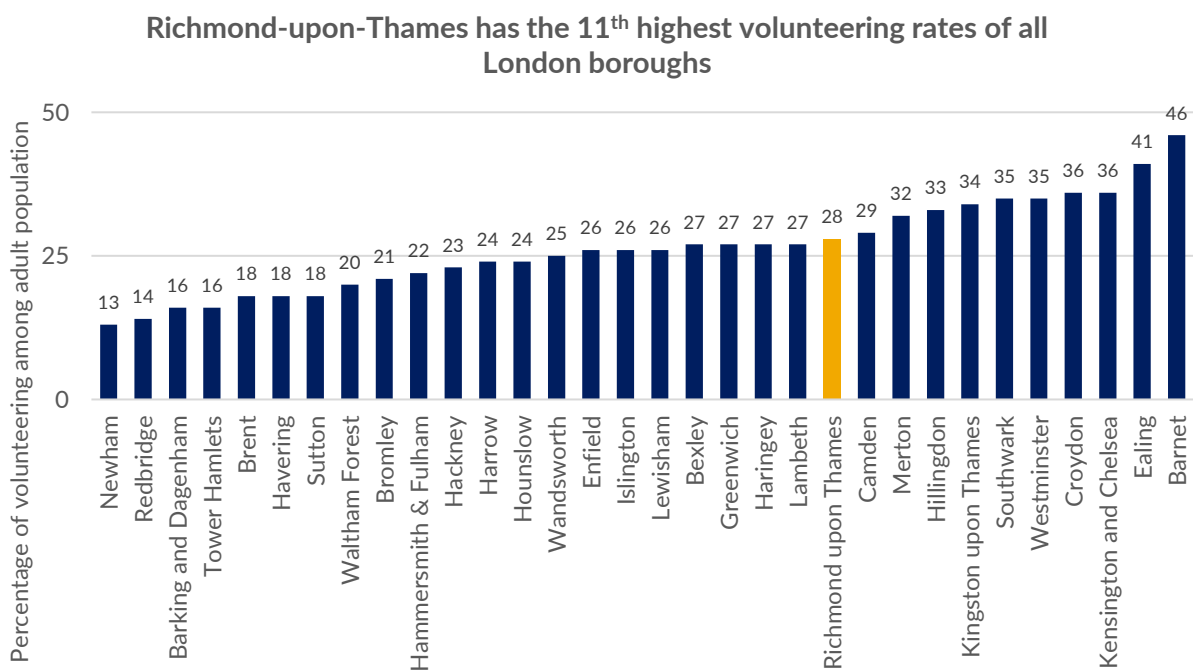


Figure 7 Volunteering rates across the London boroughs, London Datastore

During co-production of the peer research questions, the peer researchers highlighted that understanding community engagement was difficult to quantify as community can mean different things to different people. While some may feel a strong sense of community engagement due to speaking to neighbours and attending community activities, others may develop a sense of community engagement by chatting to shop keepers or being part of a local WhatsApp group.

¹⁸ <https://data.london.gov.uk/dataset/volunteering-work-among-adults-borough> , 2016



The role of technology in community engagement

Community engagement is generally perceived as being relatively high and is something that has been particularly noticeable during the Covid-19 pandemic. Overall, people felt the pandemic had illustrated a willingness to give among members of the community and had fostered a “sense of good neighbourliness and community support”.

“Positively, over the past year there has been a sense of good neighbourliness and community support. Going forward we need to find out how we match those with the time to volunteer or who have the financial resources to give with the need [that exists] ... [The] advantage is that Barnes has a strong sense of identity so there’s a lot to build on there.”

Local stakeholder

Most residents connect with the community by speaking with their neighbours and seeing people out and about in the local area

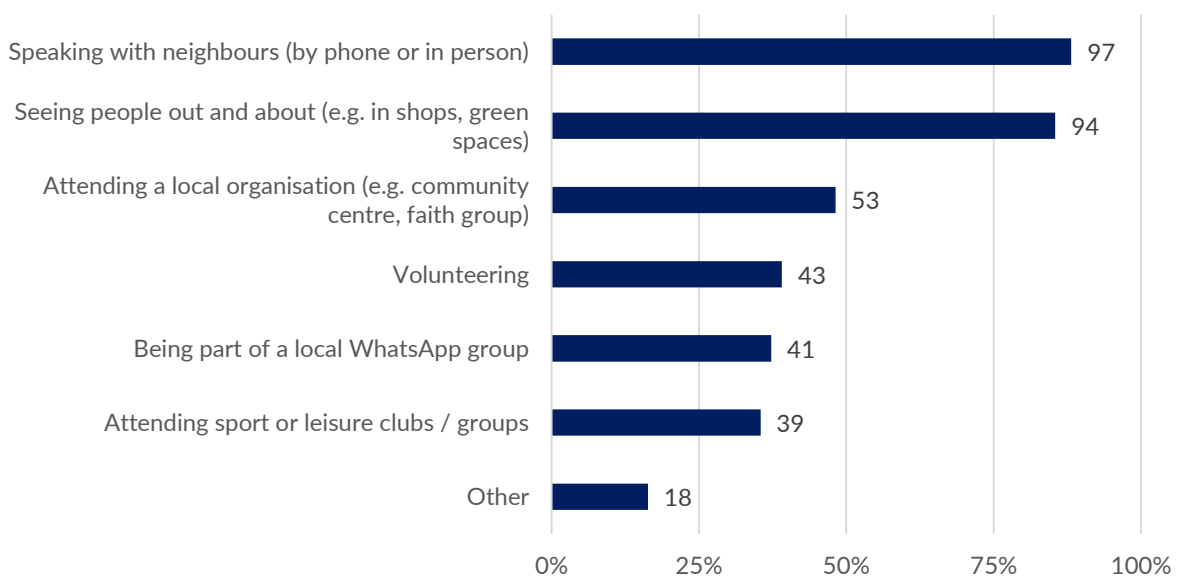


Figure 8 In which ways do you connect with your local community? (total responses, 110)

Many stakeholders highlighted the importance of WhatsApp groups during Covid-19 for keeping neighbourhoods updated and connected (regarding pandemic related news in particular) - 37% of the peer research interviewees were part of a local WhatsApp group.



With the rising prominence of technology as a form of keeping in contact, it is important to ensure that these new technological developments do not exclude those who are [less connected or digitally capable](#).

“In Barnes we have an elderly community so it's important to keep older people connected. [It is] important to keep them involved in... WhatsApp groups which have been set up but might exclude older people. Some people have lived here 30 or more years but now need to be cared for.”

Barnes resident

However, as discussed in more detail in Chapter 6 on [mental health](#) below, restrictions during Covid-19 lockdowns have been isolating for some members of the community. Services have also been less capable of identifying community needs as previously this tended to occur informally, e.g. when service users visited services in person. Older residents in particular have been feeling cut off from the community and services. It will be important for services to remember this when lockdown eases and services begin to open up. The pandemic will have had varying impacts on members of the community and certain groups, including elderly residents (particularly those from Ethnic Minorities), may be more cautious about reintegrating back into the community. It will be important to support these groups as services begin to open up by understanding that other forms of support need to remain in place for those who are less likely to feel comfortable resuming in-person support.

“Older single people ... all of a sudden couldn't go out and [had] no support networks around them.”

Local stakeholder

“When lockdown eased and things opened up... only three members came to our service. They feel more vulnerable and less comfortable coming back out.”

Local stakeholder



Integration and inclusion in the community and local services

Context

In March 2018, the Mayor of London released the Social Integration Strategy which set out to promote effective social integration in the London boroughs. The definition of social integration used here is:

“Social integration is the extent to which people positively interact and connect with others who are different to themselves. It is determined by the level of equality between people, the nature of their relationships, and their degree of participation in the communities in which they live.”

Key aspects to this initiative are promoting shared experiences and building relationships; supporting Londoners to increase participation in the community and be active citizens; and, promoting equality by tackling barriers and inequalities.¹⁹

A sense of division

There is a **perceived divide between the north of the area and the rest of the area**. This is one of the main barriers to community cohesion within Barnes. Residents and stakeholders felt that there was a strong Barnes resident voice across a range of activities and services in Barnes. However, there was concern that the people that were most vocal, or most often heard were not representative of all Barnes residents. This is mirrored by the more general perception of Barnes as an area of affluence, despite there being pockets of relative disadvantage. Similarly, those from ethnic minority backgrounds can experience a reduced sense of inclusion.

¹⁹ https://www.london.gov.uk/sites/default/files/final_social_integration_strategy.pdf



"I'm not a typical Barnes resident - I'm not wealthy."

Barnes resident

"[Local stakeholders] need to extend [our] knowledge of Barnes community north towards Hammersmith Bridge."

Local stakeholder

"[Barnes is] not as open to ethnic backgrounds [and has a] strongly British voice [which is] not [reflective] of the people who live in Barnes."

Barnes resident

Divides are seen between those living in social housing and those living in privately owned or rented accommodation.

"For the residents that we deal with in Barnes, it's [about] connecting into their community... If you live in social housing, you are somewhat separate from the big houses and the other side of Barnes."

Local stakeholder

Despite the issues highlighted around community connection across Barnes, spaces like Castelnau Community Project and PowerStation were highlighted as hugely beneficial spaces which promote community building in their local areas.

"There is relative social deprivation but [there is] still a community. A support foundation is needed to lift the talent that is there."

Local stakeholder

Barriers to the community engagement and community services

Research conducted by Multicultural Richmond in the Barnes area has found that a higher proportion of their service users wanted to get engaged in community activities when compared to the wider local community. Coming from a different background was described as a factor which affected some residents' sense of belonging.



"[Being from a] completely different background and nationality limited my communication with other Barnes members within the community."

Barnes resident

"People [need] to understand more about other people's experiences, educate people about different cultures and backgrounds... [It is important] to integrate people into the community and make it a more integrated community... [People] feel alone."

Local stakeholder

Some people who have **English as an additional language** and limited English language skills may be less able to access support and can be reliant on their children for interpretation, sometimes at young ages.

"People whose first language isn't English [are the] most isolated groups within social housing."

Local stakeholder

"Parents are trying to support their children [with schoolwork] but might not understand the work that they are trying to facilitate. They [children] have to take on a level of responsibility, a parent role, to interpret... Almost like a young carer."

Local stakeholder

Services do not always engage with the people who may need them the most. One barrier highlighted by multiple organisations was around **issues of pride and the reliance on people to come forward to ask for help** when it is needed. This was often linked to feelings of stigma associated with accessing certain support services, for instance food banks. To address this, those consulted suggested the need for greater collaboration and communication between existing local services and organisations.

"You have people with grand, lavish lifestyles and others who can't access support and services that they need. I feel that we are supporting the same group year on year and not the people who are really struggling."

Local stakeholder



“The perception is that there has got to be more need out there than I’m seeing. Why are they not coming? It’s not that there is a lack of need, but somehow, we’re not building bridges between organisations and that need [which exists in the community]. How do we pick up people who are invisible? There is lots of willingness [to help] and lots of need but there is a disconnect there...”

Local stakeholder



5. Living in Barnes

This chapter is split into four themes:

1. Community services and spaces
2. Amenities
3. Transport
4. Feelings of safety

Community services and spaces

Context

Indoor community services are recognised as important elements of community; as part of the London Community Response in November 2020, the £750,000 'Community Spaces at Risk' fund was announced. This fund aims to help protect grassroots cultural centres, social clubs, youth, education and other spaces that are locally rooted and critical for supporting vulnerable groups during the pandemic.²⁰ Sadiq Khan expressed that "Community and cultural spaces have been invaluable beacons of hope, support and comfort to so many Londoners during the pandemic. They are providing an essential resource for our local communities, offering a safe and familiar place to support each other and delivering vital services following a decade of austerity."²¹ There are a range of indoor community spaces in Barnes including two community centres (Castelnau Community Project and Power Station); a centre at Barnes Green particularly used for events for older people; two cultural venues (OSO Arts Centre and the Olympic Cinema); and church halls.

Outdoor community spaces are also considered to be beneficial for the community. Outdoor spaces were described by the Commission for Architecture and the Built Environment (the government's advisor on architecture, urban design and public space) as important for communities because "parks, green spaces, public squares, streets, allotments, woodlands and

²⁰ <https://www.london.gov.uk/what-we-do/arts-and-culture/cultural-infrastructure-toolbox/culture-risk-0/community-spaces-risk-fund>

²¹ <https://www.london.gov.uk/press-releases/mayoral/mayor-announces-fund-to-protect-londons-spaces>



waterways all link up to create networks of public spaces that provide benefits to local communities beyond just those who use the individual spaces.”²² Outdoor community spaces in Barnes include Barnes Green; Barnes Common; two sets of allotments; and number of recreation grounds.

There are a wide range of community activities and services

There are a **wide range of community activities and services in Barnes** including leisure and sports activities, arts centres and outdoor spaces, alongside a thriving charitable/voluntary sector that provides varying support for residents.

“The choice is amazing.”

Local stakeholder

This was reflected in the responses of Barnes residents, who mentioned **over 40 different spaces** when asked which community spaces they had accessed in the past 18 months. In the co-design of research questions with peer researchers, it was felt to be useful for residents to define what they see as community spaces. Broadly community spaces were considered as any spaces in which the community could come together, or which the community valued. This included outdoor spaces such as parks, walking paths and playgrounds, as well as indoor services such as community centres, pubs and cafes, and local leisure services. Of these spaces, the most commonly mentioned were Barnes Common, the Thames Towpath and Barnes Green.

²² https://www.designcouncil.org.uk/sites/default/files/asset/document/community-led-spaces_1.pdf



The top four most accessed community spaces in Barnes were all outdoor public spaces

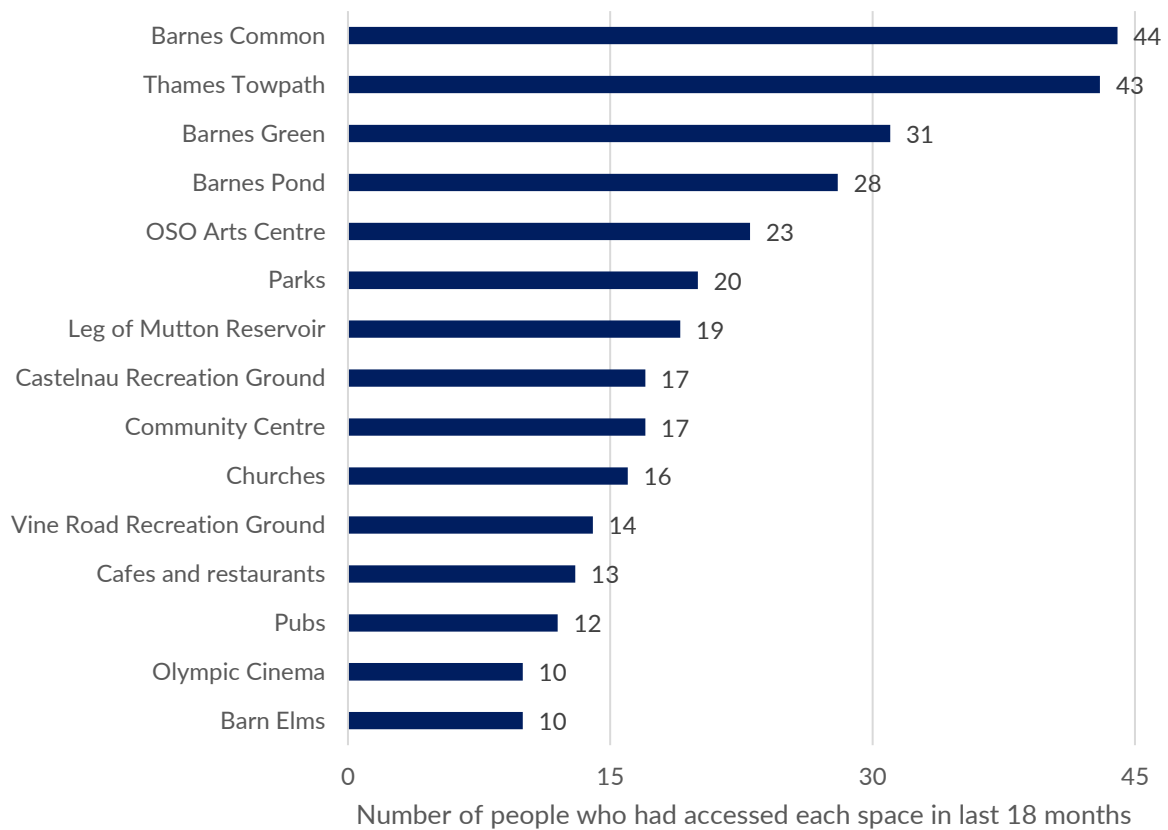


Figure 9 Which community spaces have you accessed in the past 18 months? (total responses, 110)

65% (n=71) of interviewees reported that there were not any community-based spaces or activities that they have not accessed in the last 18 months but would have wanted to and over four fifths (81%, n=88) of interviewees were satisfied with their local leisure, sports and cultural activities. Of these, 38% (n=41) were very satisfied. The 18 month time period includes 12 months of various Covid-19 lockdown restrictions with various spaces having closed as a result. Therefore, it is important to note that this is likely to have skewed the data on use of indoor and outdoor spaces somewhat. However, the high number of outdoor and open spaces is noted as contributing to improved wellbeing among some residents.



81% of interviewees were either somewhat satisfied or very satisfied with the local leisure, sports and cultural activities in their local area

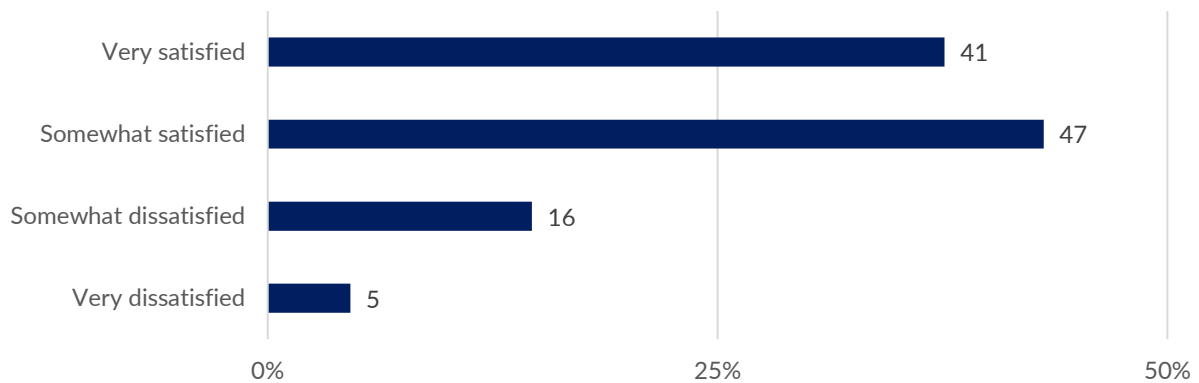


Figure 10 How satisfied are you with Barnes as a place to live? (total responses, 110)

Barriers to accessing services

Where issues around access to services existed, this was put down to factors including:

- **Communication, ability to engage people and awareness:** In many cases stakeholders felt that the reason people were not engaging with local services was because that they did not know about them.

“The gap is not so much provision but it’s letting people know.”

Local stakeholder

- **Cost of childcare:** The time and monetary cost of childcare was highlighted as a reason for young parents not being able to access community and leisure activities.

“Cost of childcare [is a barrier] even if adults do want to attend. That is one key disincentive, organising and payment before even leaving the house. Not just about membership payments but there are additional costs and time restrictions.”

Local stakeholder

- **Affordability:** Lack of disposable income to spend on leisure was cited as another reason some people did not access these services. Although many services reduced their prices to make them more accessible for certain groups of people, this was often still considered too much to spend on an extracurricular activity.



- **Accessibility:** Many activities accessed by residents in Barnes take place outside of the area. The closure of Hammersmith Bridge has made it harder for residents to access these leisure and cultural activities. This was highlighted as particularly difficult for older people or those with mobility issues.

"I find it hard to commute to go to other areas for these facilities - it is like a day trip!"

Barnes resident

- **Services not meeting needs of specific groups:** Residents and stakeholders felt that services were not targeted enough for particular groups. Examples of groups who were not fully catered for in relation to leisure, cultural and sports activities were girls, mothers, teenagers and people with disabilities. There is also a need to provide less traditional services and activities for young people in the local area, particularly those who tend to 'shun' traditional services such as youth clubs.

"[She] enjoyed playing for the local football team when [she was] younger but had to go elsewhere for her age group when she got a bit older."

Barnes resident

"[It would be good to have a] group for younger mums to actively doing things with their children, then they would start to chat and discuss things that are hard for them.

We've got parents in early 20s, there's not really anything for them that relates to them. It would be hard to get them to some classes [that we already run]. There is nothing in Barnes for that age group of 20 up to say 30."

Local stakeholder

Improving access to services can be achieved through the following:

- **Utilising what already exists and improving communication about what is on offer:**
Rather than focusing on coming up with new spaces and services it is important to think about how what already exists can be used most effectively and how this information can be shared. Suggestions of how to increase communication included using local faith groups to reach out to and connect with the community, funding and hiring more youth leaders to engage with young people and keeping community resources such as magazines up to date and relevant.



“[There is] great provision but it’s making sure everyone knows about it and everyone can access it.”

Local stakeholder

- **Improving links between organisations:** Part of putting out effective communication about what is on offer requires groups to be connected and coordinate activities. This would consist of organisations regularly keeping other similar organisations up to date on the types of activity they are offering to make sure that a range of people were being targeted and duplication of activities was not taking place. This could be facilitated by a voluntary and community sector forum for people to share ideas, or through helping organisations to form connections with groups that are most relevant to them. This would also provide space for organisations to share resources and deliver services collaboratively.

“I like the idea of these groups being more connected... a regular forum, keeping communication open. [I think it would] help moving forward for many things, [it would be] beneficial for community.”

Local stakeholder

- **Developing more affordable and accessible services that are targeted at particular groups:** Money, accessibility and residents feeling like spaces and services were ‘not for them’ were considered key barriers to support. Therefore, it is important that community spaces and services enable easy access and feel inclusive to all members of the community to ensure that they are open to as many residents as possible. To ensure people feel that there is something for them, it will be important to put on events targeted at specific groups to increase engagement.

Amenities

Context

Whilst Barnes is rich in activities, it is lacking in local amenities, for example food shops and cafes, that are considered ‘affordable’. Those wishing to access shops that they consider more affordable need to travel elsewhere which takes time and money. In terms of grocery



shopping, there are small branches of Tesco and Sainsburys, smaller independent shops and an M&S supermarket and a soon to be opened Co-Op. There is no bank in Barnes and whilst there used to be three post offices, there is now only one (though a new one is set to open in Verdun Road, North Barnes).

High satisfaction with local amenities but still some issues

Positively, 85% (n=94) of interviewees were either 'somewhat satisfied' (55%, n=61) or 'very satisfied' (30%, n=33) with their local amenities. Despite this satisfaction, there were a number of issues relating to amenities raised by stakeholders and residents.

The lack of affordable amenities in the area excludes those with lower incomes. Local shops were described by residents as "not accessibly priced", "too expensive", "extortionately priced" and "for the wealthier people". This highlighted the need for less expensive basic amenities such as food. Having large supermarkets was suggested as one way to do this.

"Prices are more in Barnes for exactly the same thing somewhere else."

Barnes resident

This was felt to be of particular concern **in North Barnes where there was a lack of shops compared to other parts of Barnes.** As a result, people would typically cross Hammersmith Bridge to access these affordable amenities.

"It can be isolating especially for those on lower incomes. There are no affordable places to go, not even [an] affordable coffee shop. They all cater for more affluent residents. Access for poorer people is limited; that tends to be major barrier for people in Barnes. Amenities are seen as 'not for them' which can affect isolation and mental health [and make people] feel cut off from the local community."

Local stakeholder

"People in North Barnes may use amenities (e.g. visiting, shopping in Savers, etc.) in Hammersmith which isn't possible now!"

Local stakeholder



Some key amenities do not exist at all in Barnes or that require improvements including a bank, an improved or new post office and more affordable food shops.

“Two post offices have closed which puts a strain on the remaining one.”

Barnes resident

While it was felt to be important to support smaller independent shops, this was not considered a financially viable option for all residents. Stakeholders spoke of the importance of changing the makeup of local amenities and planning ahead for times when people will likely spend more time locally as a result of Covid-19.

“Looking five years ahead; will people be spending more time locally? How can we plan for that? The Brewery development would mean there will be more people in the local area. The council may have this on their register (some doubt it), but it could be positive or a challenge. It will be a big change in the near future. “

Local stakeholder

Transport

Context

Barnes has two local train stations: Barnes Station and Barnes Bridge Station. Barnes does not have any local underground stations and residents would typically travel to Hammersmith Tube Station to access the Piccadilly, Hammersmith & City, Circle and District lines. However, the closure of Hammersmith Bridge has meant that this transport link is no longer as accessible for Barnes residents. Local bus services have also been impacted by the closure of the Hammersmith Bridge meaning they have had to form alternative routes.

Hammersmith Bridge closed to motor vehicles on 10th April 2019, and to pedestrians, cyclists, and river traffic on 13th August 2020. Preceding these closures, the bridge carried 22,000



motor vehicles a day and 16,000 pedestrians and cyclists and hundreds of boats travelled underneath it.²³

The closure of Hammersmith Bridge has had a large impact on residents of Barnes and Richmond-upon-Thames as a whole. Hammersmith and Fulham Council have, for example, described the impacts of the closure on school children: “more than 1,000 school children from several London boroughs must now make a longer journey every day. The problem is especially acute for students as well as teachers and other commuters living in the borough of Richmond-upon-Thames, but also impacts students from across West and Southwest London who attend schools on both sides of the Thames.”²⁴ All sections of the community have been affected in their daily lives, as many crossed the bridge to access shopping or medical services, and to travel to work. The closure has had a particular impact on people with disabilities, for example for those living in Barnes but needing to travel to other parts of London for work.²⁵

Current issues with the ability for residents to get around the local area

When rating their ability to get around the area, over half (53%, n=58) of peer research interviewees selected green.

²³ <https://www.lbhf.gov.uk/transport-and-roads/hammersmith-bridge-all-you-need-know-and-latest-updates>

²⁴ <https://www.lbhf.gov.uk/articles/news/2020/10/council-makes-urgent-request-extra-buses>

²⁵ https://www.theguardian.com/business/2021/feb/14/london-bridges-are-falling-down-how-politics-has-failed-the-capitals-crossings?CMP=Share_AndroidApp_Other

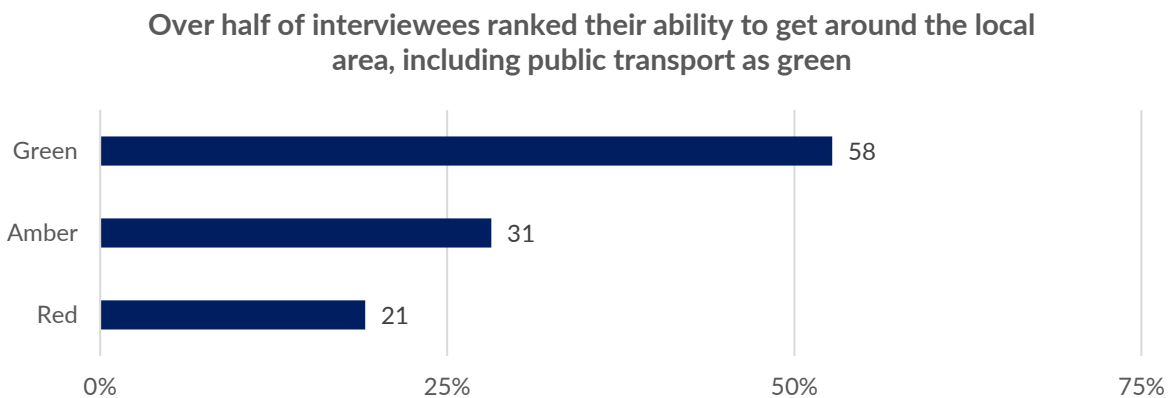


Figure 11 Traffic light: Your ability to get around the local area (including public transport) (total responses not including N/A, 110)

However, when asked to what extent transport related needs were met by local services only 7% (n=4) of interviewees that chose transport as a theme for further discussion felt that all transport-related needs were met by local services.

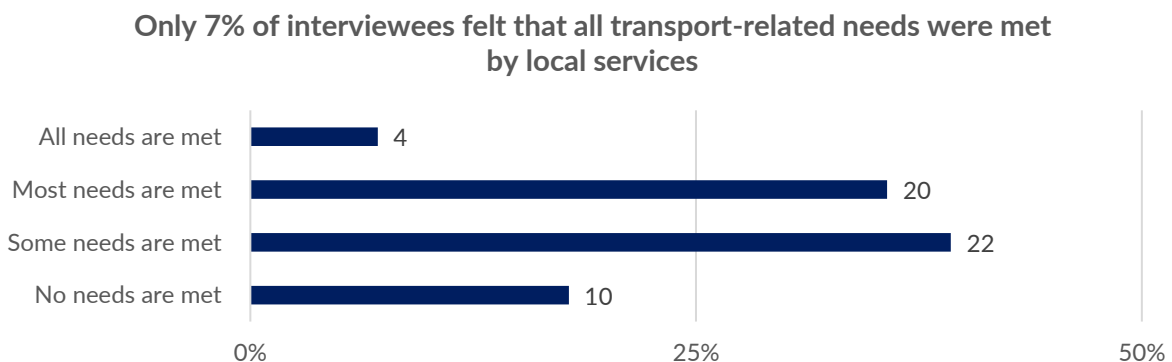


Figure 12 Do you feel that there are appropriate forms of transport and facilities to enable residents to get around? (total responses: those who chose transport as one of their three topics to discuss further, 56)

Three of the key issues relating to transport are:

- Residents reported feeling cut off due to Barnes' [geographical location](#) and the closure of Hammersmith Bridge. In some cases this led to feelings of isolation

"Geographical context of area is important... [This is] exacerbated by [the] bridge being closed, [which is] not a short-term thing, therefore it's long-term. It's made people more isolated and the network of support has been impacted."

Local stakeholder



- Residents of North Barnes were **unable to access [local amenities](#)** due to the closure of Hammersmith Bridge and difficulties travelling to other parts of Barnes

“As a North Barnes resident, I was very satisfied [with transport] until the Bridge closed. Now the Castelnau post office has closed and it’s been empty and no one wants to take it on due to the lack of people passing. To get to the post office we have to go into Church Road in Barnes because Hammersmith is not accessible.”

Barnes resident

“Barnes is a beautiful residential area, it is resource sparce. North Barnes is very cut off; the majority of people there were going over the Bridge to shop, access GPs and go to the tube. The shops there [in North Barnes] are not going to support needs of people there.”

Local stakeholder

- **Young people** were unable to easily get to secondary schools located outside of Barnes and faced more difficulty in socialising

“Those who attend schools north of the river it’s been a massive impact! Socially for teens it’s been a blow too”

Local stakeholder

Crime and safety

Context

Despite being a relatively safe borough with a relatively low crime rate compared to others around London, Barnes ward and Mortlake and Barnes Common are areas within Richmond-upon-Thames that see higher rates of many types of **crime and violence** than the average across the borough.²⁶

²⁶ <https://www.datarich.info/crime-and-community-safety/report/view/a83261463ace4fea814fc6364e52dbc8/E05000525/> , March 2020 – February 2021



The following map shows the Crime Domain within Barnes. The Crime Domain²⁷ measures the risk of personal and material victimisation at local level²⁸:

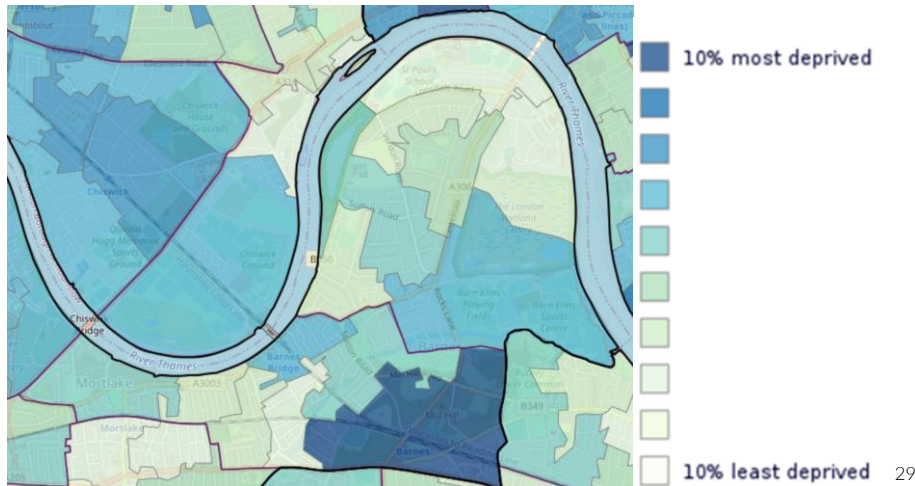


Figure 13 Crime Domain

Anti-social behaviour, violence and sexual offences and vehicle crime are the most common types of crime across the two wards. Barnes ward sees higher rates of anti-social behaviour and theft than the Richmond-upon-Thames average and Mortlake and Barnes Common Ward. On the other hand, Mortlake and Barnes Common sees higher rates of all other crime, with vehicle crime, burglary, bicycle theft, criminal damage and arson, public order and drug crime being higher than the average across the borough.³⁰

In Richmond-upon-Thames, six of the last seven months (since May 2020, during national lockdowns) have seen above average rates of incidents of **domestic and sexual violence**³¹. Mortlake and Barnes Common specifically has seen 95 incidents, the third highest number of incidents within the borough, reported from May to November 2020³². During Covid-19,

²⁷ This takes recorded crime rates for violence, burglary, theft and criminal damage, applies shrinkage procedures to the four rates and then uses factor analysis to generate weights to combine indicators into the Crime Domain Index

²⁸ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/833951/loD2019_Technical_Report.pdf , 2019

²⁹ https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019

³⁰ <https://www.datarich.info/crime-and-community-safety/report/view/a83261463ace4fea814fc6364e52dbc8/E05000525> , March 2020 – February 2021

³¹ <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/domestic-and-sexual-violence-dashboard> , November 2020

³² <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/domestic-and-sexual-violence-dashboard> , November 2020



domestic violence and abuse is a growing area of concern across the country³³. Lockdowns have forced people to stay at home in possibly dangerous situations with limited access to support whilst also worsening other issues (e.g. financial concerns and job security)³⁴.

³³ <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabuseduringthecoronaviruscovid19pandemicenglandandwales/november2020> , November 2020

³⁴ <https://www.refuge.org.uk/refuge-reports-further-increase-in-demand-for-its-national-domestic-abuse-helpline-services-during-lockdown/> , 2020



Anti-social behaviour was the category with the most frequent incidences of reported crime in the Barnes ward and Mortlake and Barnes Common ward

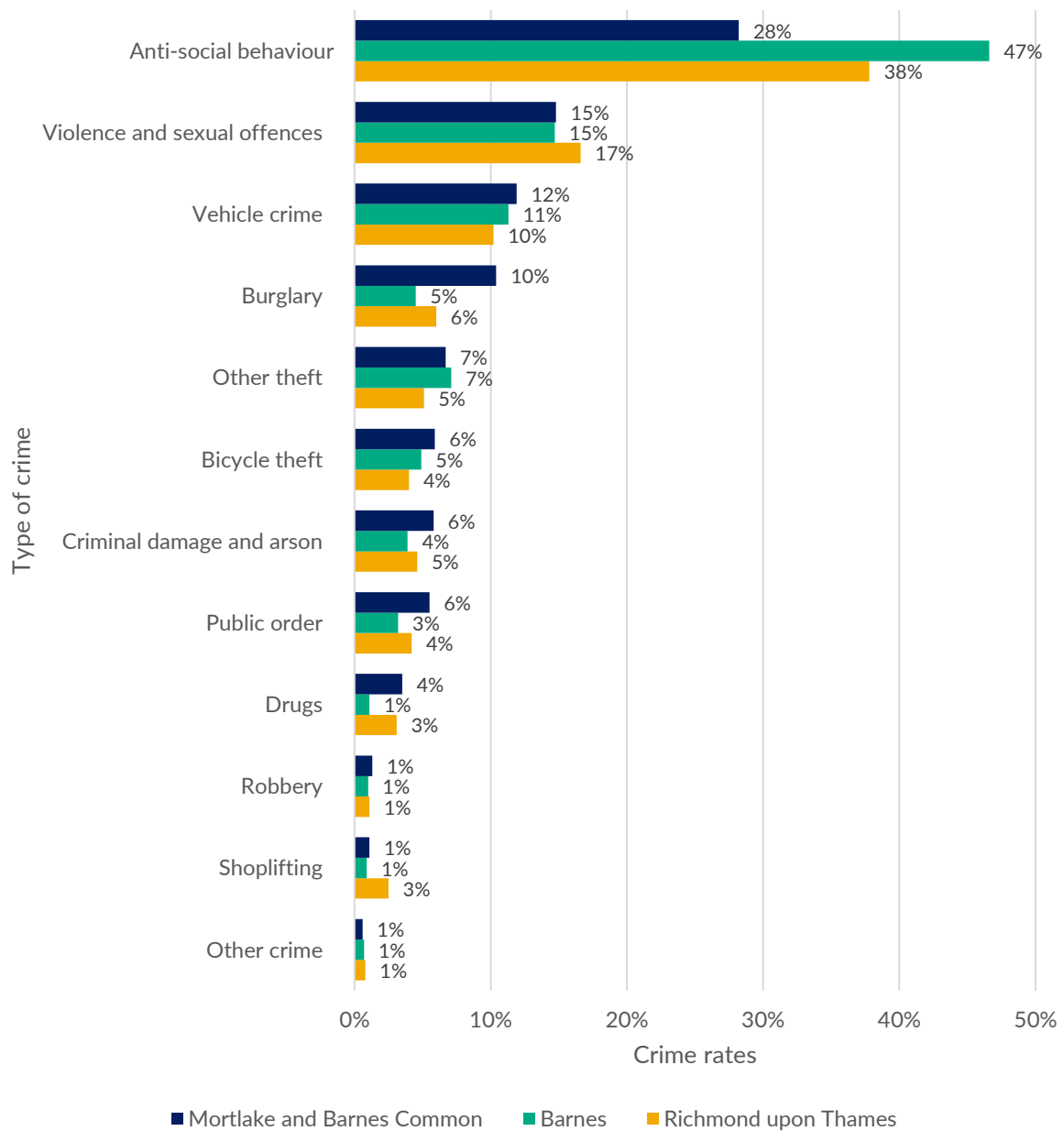


Figure 14 Crime rate in the area, DataRich³⁵

³⁵ <https://www.datarich.info/crime-and-community-safety/report/view/a83261463ace4fea814fc6364e52dbc8/E05000525>, March 2020 to Feb 2021



Feelings of safety in the local area are strong among residents

Safety was not a major concern for Barnes residents. 96% of peer research interviewees reported feeling 'very safe' (55%, n=60) or 'somewhat safe' (41%, n=45) in their local area. Out of 110 interviewees, no one gave a response to the question of how feelings of safety could be improved.

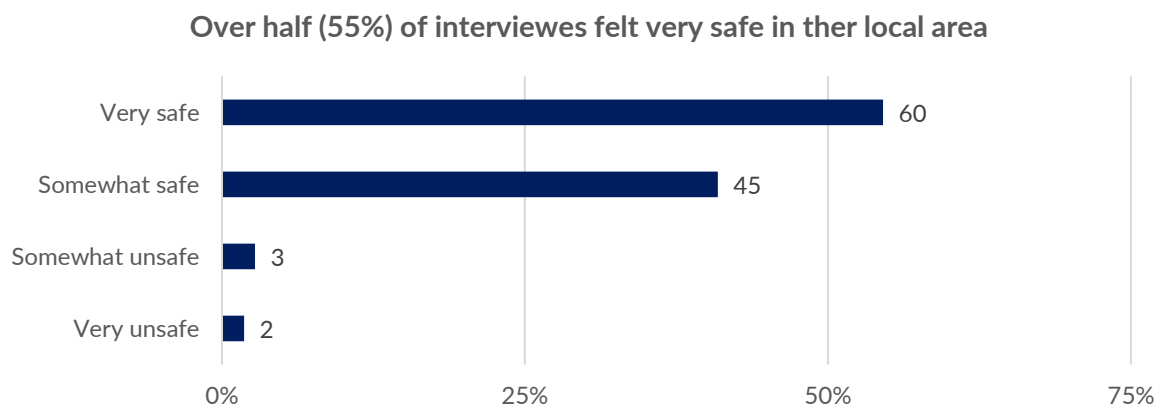


Figure 15 How safe do you feel in your local area? (total responses, 110)

Young people living in Barnes were seen to have fewer concerns relating to safety compared to other young people in London.

"[When you] talk to people locally you can see they feel the benefit of Barnes. Young people have a cushion living there, there is a temptation to mimic what you see on social media but young people don't have threats like gangs etc. which families find comforting on the estate. It's comfortable to play outside on the estate which is really different to other areas of London."

Local stakeholder

However, others highlighted that some young people experience issues relating to gangs and drugs. One stakeholder explained that young people in varying financial situations might be taking drugs, however those from more deprived backgrounds may be experiencing intersecting challenges relating to drugs. In particular, there was a concern that whilst young people from more affluent backgrounds may have private spaces within their homes to experiment with drugs, young people from more deprived backgrounds may not have equivalent safe spaces. Additionally, the financial impact of buying drugs is greater on young people with less money.



“There is a juxtaposition in terms of drug use in [the] borough between young affluent children compared to those from a more deprived background [in relation to safety and financial situation]... [To support these young people] we need a long-term approach and short-term solution in mind as well.”

Local stakeholder

Domestic abuse was mentioned by stakeholders as a concern in Barnes. There are services available locally that offer support to people experiencing domestic abuse, for example advice around reporting to police, civil options if the person does not want to go down the criminal route, links to solicitors and advice around housing and access to refuge accommodation. For those with more complex needs support offered includes access to domestic abuse support focusing on mental health or drug and alcohol support.³⁶ However, these services have faced funding cuts over the last ten years and an increase in demand throughout the pandemic. Despite an increase in funding due to government emergency Covid-19 funds, this has “been insufficient to cope with higher demand” and is “only available on a short-term basis, meaning that some of the additional refuge space made available in response to the first national lockdown in April 2020 will likely cease to exist in 2021.”³⁷ Therefore despite there being services providing support for people experiencing domestic abuse, they do not have sufficient funding or capacity to provide for all those in need.

³⁶ It is important that people are referred to domestic abuse specific support focusing on these different areas, rather than generalist support which may not have the expertise to support people experiencing domestic abuse.

³⁷ <https://wbg.org.uk/analysis/uk-policy-briefings/spring-budget-2021-violence-against-women-and-girls/>



6. Income, finances, and employment

This section is split into the following sub-sections:

- Income and finance related needs, including food poverty, accessing advice and guidance, and the impacts of Covid-19
- Access to employment opportunities

Context

Despite Richmond-upon-Thames being a relatively wealthy borough, pockets of deprivation exist in Barnes. At ward-level these are seen mostly in Mortlake and Barnes Common but further broken down these are also apparent in Barnes ward (e.g. North-West Barnes LSOA which is in the 30-40% most deprived neighbourhoods in England)³⁸. High housing and living costs are an issue for some residents. The North-West Barnes LSOA ranks as the fifth most deprived neighbourhood in Richmond-upon-Thames, ranking in the bottom four neighbourhoods in terms of education and skills (second most deprived), employment (third most deprived), income affecting older people (third most deprived), and health (fourth most deprived).³⁹

The following map shows overall deprivation within Barnes:

³⁸ https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019

³⁹ https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019

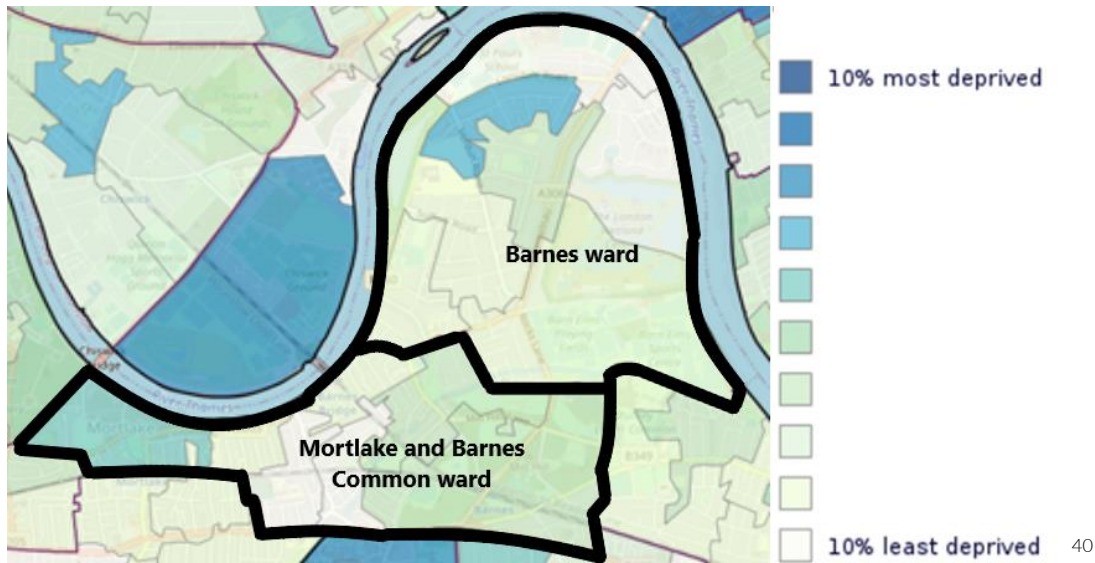


Figure 16 Overall deprivation

While Richmond-upon-Thames remains the London borough with the lowest rates of children living in poverty⁴¹, at a ward-level Barnes ward has the second highest child poverty rates in Richmond-upon-Thames, with over one in ten children living in poverty before deducting housing costs (10.9%) increasing to over one quarter after deducting housing costs (28%)⁴². Overall, in Richmond-upon-Thames 7.7% of primary school children are known to be eligible for and be claiming free school meals (lower than the London average - 16.5%, and the Outer London average - 13.6%), this rises to 9.9% amongst those in secondary schools⁴³. More detail on free school meal eligibility at local schools can be found in the [Education and Training Chapter](#).

⁴⁰ https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019

⁴¹ <https://www.trustforlondon.org.uk/data/boroughs/richmond-upon-thames-poverty-and-inequality-indicators/> , unclear

⁴² https://www.richmond.gov.uk/media/15295/children_young_people_needs_assessment.pdf , 2019

⁴³ <https://data.london.gov.uk/dataset/pupils-eligible-free-school-meals-borough> , 2019



The following map shows income deprivation affecting children within Barnes:

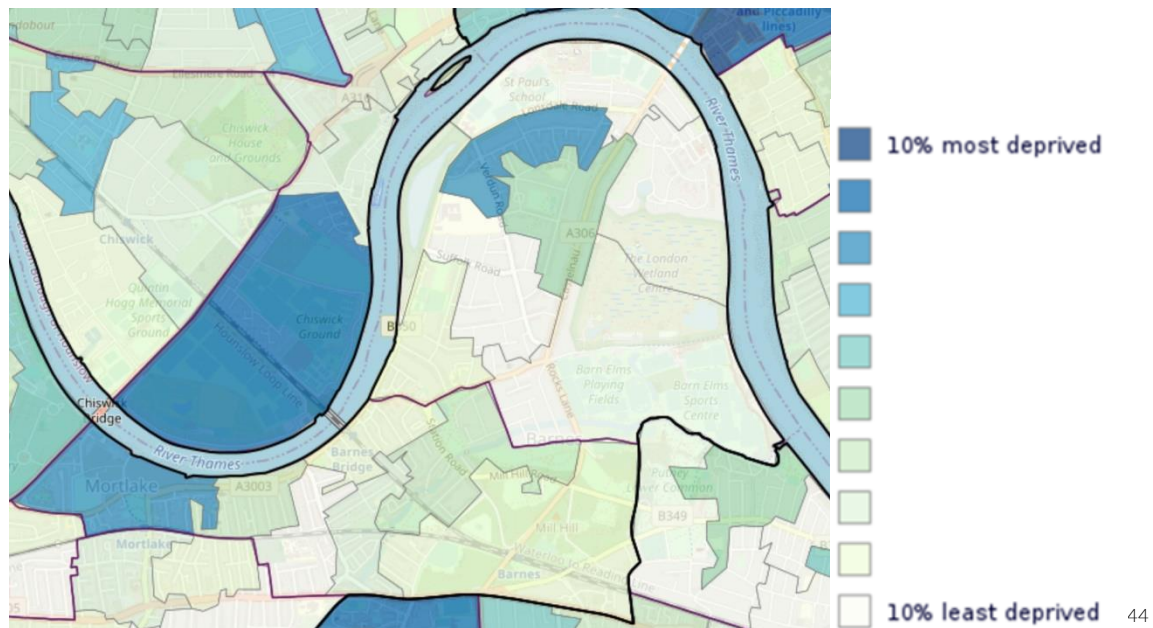


Figure 17 Deprivation affecting children

According to local **foodbank provider**, Vineyard Community, individual residents from SW13 accessed the Richmond Foodbank, either by visiting the foodbank or receiving food parcels, on 330 occasions in the past 12 months, a rise from 194 in 2019 and 157 in 2018⁴⁵. Stakeholders note that specific numbers in need are hard to quantify due to independent foodbank schemes in the area for which we do not have data, and issues of shame and stigma presenting additional barriers. Additionally, residents of Richmond are able to use foodbank vouchers outside of the borough, but it is suspected that the number of people who do this is low. This data does however show us that need in the local area has been growing over the past three years between 2018 and 2020.

Within Barnes ward and Mortlake and Barnes Common ward 3,391 individual issues were brought to Citizens Advice relating to **benefits, debt and housing, often stemming from inadequate pay** between April 2020 and February 2021⁴⁶. Excluding miscellaneous or 'other' issues which accounted for 730 issues, the top four most frequent issues raised included:

⁴⁴ https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019

⁴⁵ Vineyard Community, 2020

⁴⁶ Citizens Advice, Key Stats – Barnes wards, April 2020 to February 2021



1. Issues with benefits and tax credit (646)
2. Universal Credit (503)
3. Debt (353)
4. Housing (320)⁴⁷.

The most frequent benefit issues were relating to Personal Independence Payment (213) and top debt related issues were rent arrears from housing associations (35) and fuel debts (31)⁴⁸. A higher proportion of debt issues were raised in Barnes ward and Mortlake and Barnes Common ward combined (10%) compared to within the wider borough (7%), with housing association rent arrears the biggest debt issue.

Citizens Advice have seen an increase in advice issues in both Richmond-upon-Thames and the Barnes wards in the ten months to February 2021. There are some key differences when looking at who is accessing Citizens Advice support in Barnes compared to Richmond-upon-Thames:

- A much higher number of advice issues per client were raised in Barnes (over 7 per client) than for the whole service (4.5 per client), although both figures are higher than last year. This suggests that residents of Barnes and Mortlake and Barnes Common wards who access Citizens Advice services have more complex and multi-faceted needs as they require advice and support from the service on particularly large numbers of issues.
- Barnes and Mortlake and Barnes residents accessing Citizens Advice services more frequently report living with a disability or long-term condition compared to Richmond-upon-Thames (36% cf. 27%), which could be due to the fact the area has a higher proportion of older residents or that the incidence of disabled people needing Citizens Advice support is greater for older age groups. Higher rates of access to Citizens Advice services are in line with the national trend. Workers living with a disability across the UK now earn approximately 20% less than non-disabled workers⁴⁹ and unemployment rates

⁴⁷ Citizens Advice, Key Stats – Barnes wards, April 2020 to February 2021

⁴⁸ Citizens Advice, Key Stats – Barnes wards, April to November 2020

⁴⁹ TUC, Disability pay and employment gaps report, November 2020



for those living with a disability in London been consistently approximately 27% higher than those without a disability since 2007⁵⁰.

- Black, Asian or Ethnic Minority groups represent 14% of Barnes ward residents and 12% of Mortlake and Barnes Common ward residents, yet they make up 30% of those who are accessing Citizens Advice services from the local area. This indicates that this group is more likely to seek to access Citizens Advice than other groups in the area. While this may indicate that need is greater among this group, it could also indicate that they are better at seeking support and advice.

The following map shows the Employment Domain within Barnes. The Employment Deprivation measures the proportion of the working-age population in an area involuntarily excluded from the labour market:

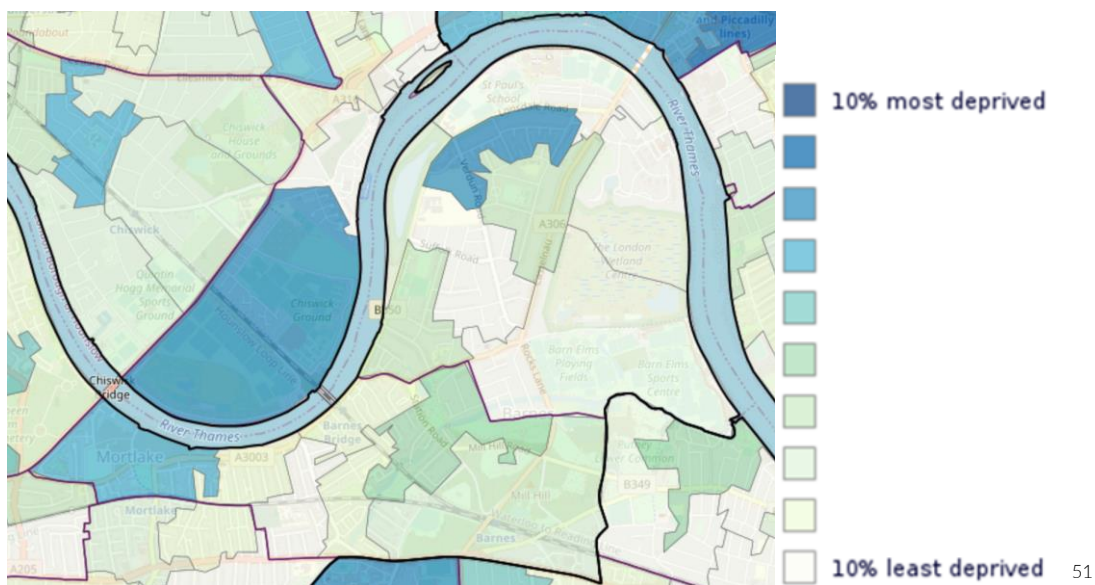


Figure 18 Employment Domain

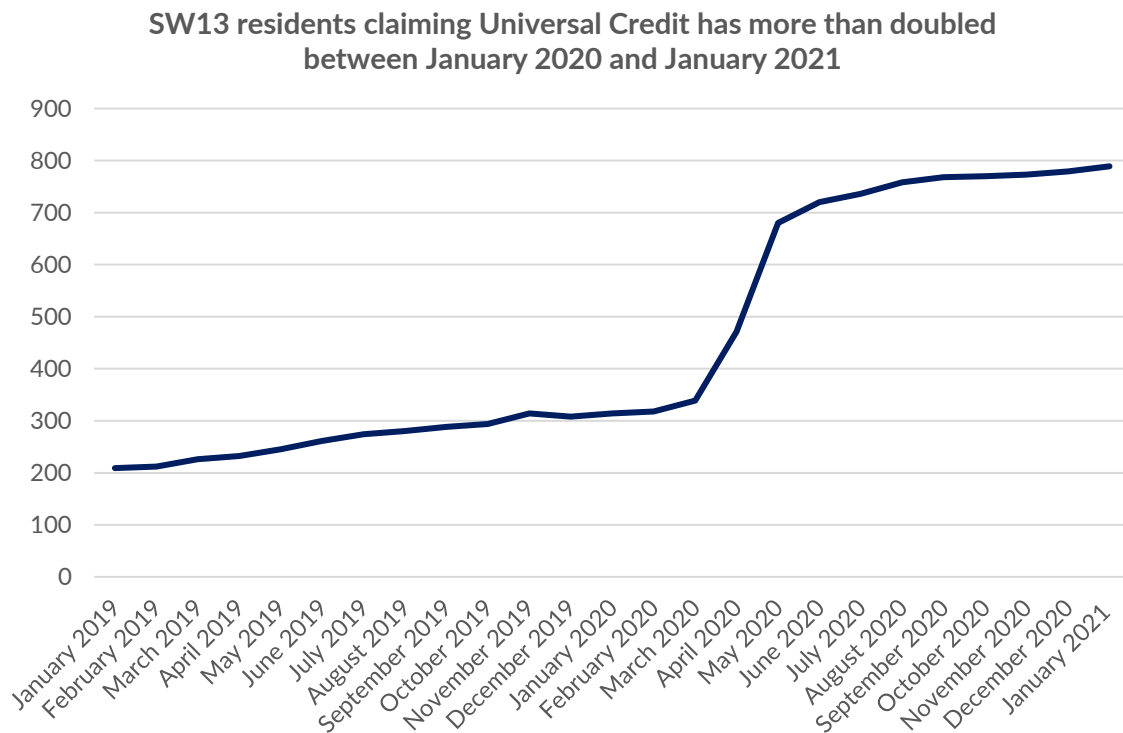
In Richmond-upon-Thames, those in the wealthiest 80th percentile of employees earns three times that of those at the 20th percentile, giving it the third highest pay inequality in London,

⁵⁰ Equality and Human Rights Commission, The disability pay gap, 2017

⁵¹ https://dclgapps.communities.gov.uk/imd/iod_index.html#, 2019



while 7% of residents are currently accessing benefits⁵². In 2017/18, rates of unemployment in the area were relatively low, 1% in Barnes ward and 1.1% in Mortlake and Barnes Common⁵³.



54

Figure 19 Universal Credit claims in SW13

Unemployment is expected to increase across the borough as a result of Covid-19. In the SW13 postcode area Covid-19 has led to a **substantial increase in the number of people claiming Universal Credit**, more than doubling between January 2020 and January 2021 from 314 total claims in the area to, to a total of 789 claims⁵⁵. Citizens Advice saw 503 issues raised regarding Universal Credit between April 2020 and February 2021⁵⁶.

⁵² <https://www.trustforlondon.org.uk/data/boroughs/richmond-upon-thames-poverty-and-inequality-indicators/> , 2021

⁵³ <https://localhealth.org.uk/#bbox=515747,180145,11201,8426&c=indicator&i=t3.l term ill&selcogeo=E05000525&view=map15> , 2018

⁵⁴ StatXplore, People on Universal Credit in the SW13 postcode area, March 2021

⁵⁵ StatXplore, People on Universal Credit in the SW13 postcode area, March 2021

⁵⁶ Citizens Advice, Key Stats – Barnes wards, April 2020 to February 2021



Income and finance related needs

Over half (59%) of the peer research interviewees ranked their income and finances as green (n=54), a further 36% said it was amber (n=33) and only 4% said it was red (n=4). Stakeholders note that traditionally people tend to under-report money issues, so it is likely some did so here and n=19 chose not to answer this question.

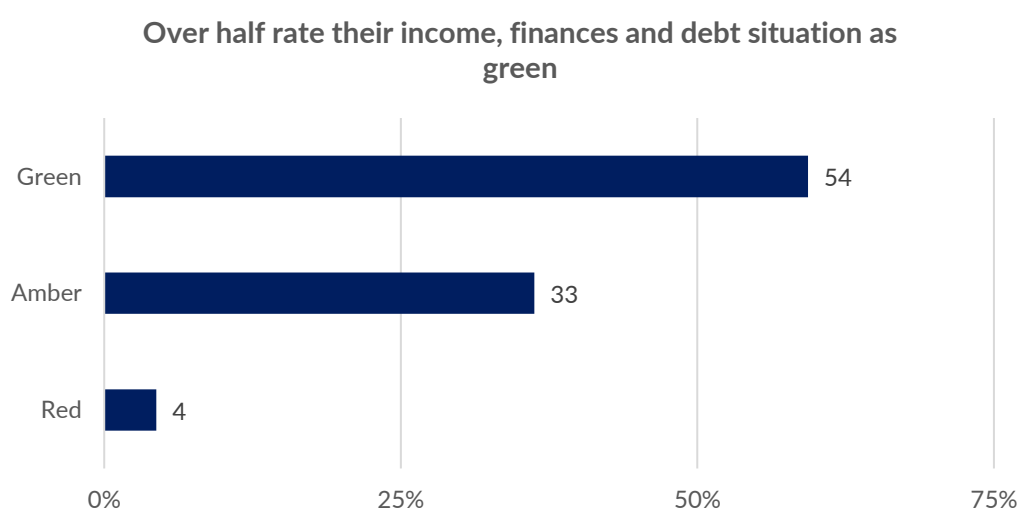


Figure 20 Traffic light: Your income and finances (including debt) (total responses not including N/A, 91)

Three key themes emerged in relation to income and finance related need in Barnes: food poverty; access to support, services, information and guidance; and the impacts of Covid-19.

Food poverty was an issue raised by stakeholders who note that specific numbers in need of and or accessing food provision services are difficult to quantify as a total picture as residents in need will often travel out of the area and visit foodbanks in other location. Issues around shame and stigma contribute to this when needing to access services addressing food poverty, also making this type of need hard to fully quantify. Suggestions around addressing food poverty involve incorporating foodbank services into other existing organisations e.g. providing food parcels to those who are accessing their local community centre for other purposes. When food provision was linked to services which provide other avenues of support this can also be an important connection for the services themselves to families in need. It enables



those services to note who may be in need of additional support and allows them to signpost those families to other support services.

“Barnes is an area of real contrast. At [our] workplace we have a food bank and a computer suite... this is what we deal with on a day-to-day basis.”

Local stakeholder

“Richmond is seen as affluent, but pockets of deprivation exist across the borough. It is hard for those experiencing deprivation. [They] struggle to access things. There’s a pride issue about accessing things like food banks... they are happy to pop to PowerStation to get food as they’re visiting the youth centre but may feel bad about going to a foodbank.”

Local stakeholder

Access to income and employment-related advice and guidance: Where local advice and guidance services exist, there are worries from both residents and local stakeholders that these do not adequately attract people who may be most in need of income-related support. Services are available that support those with financial needs at crisis points and non-crisis points, however those who are in non-crisis circumstances often do not access support or guidance which could help to prevent their situation escalating.

“There is Citizens Advice at the Castelnau Community Centre where the people who need a lot of help can get help but people on the margins often don't seek help.”

Barnes resident

“The Castelnau Community Centre needs more resources to be able to help people with needs and also to publicise more about what they can do to help. They are constrained by the available funds. If they had more resources, they could help a wider range of people rather than just those in extreme need. Ideally they should be able to prevent problems escalating.”

Barnes resident

Impact of Covid-19: Covid-19 has seen an increase in residents in the area claiming Universal Credit and being furloughed at work. It was suggested that residents may have had to move out of Barnes due to the cost of rent and living in the area and the additional financial strain as a result of Covid-19.



"I know people who have to move to the cheaper areas because they are on furlough and no longer can pay the rent in Barnes."

Barnes resident

"Covid is going to bring these things into sharper relief. The benefit cap is about to hit a lot of people who have been in work and have now been out of work for 9 months. There is a 9 month grace period that, for a lot of people, is about to expire."

Local stakeholder

In terms of how to improve the services and support that are available in the area of income, finances and employment, the following suggestions emerged:

- **Greater funding for existing services:** Firstly, it is key to ensure that services which already exist and support those struggling with their income and finances are adequately funded. These include organisations such as Citizens Advice and Castelnaud Community Centre.
- **Improved signposting between local stakeholders:** Improve signposting of existing support and services, including building greater awareness and collaboration between existing organisations. This will enable services to signpost their clients to other relevant support when needed.
- **Improve awareness among the community of existing services:** Ensure services are communicating their service offer effectively. This includes ensuring information about support on offer is available both online and in person.
- **Provision of reduced cost or free activities and support:** This could include reduced prices for extra-curricular activities for children from low-income families and financial help for things like day-to-day essentials.

Access to employment opportunities

Under half (44%) of the peer research interviewees ranked their employment situation as green (n=35), a further 39% ranked employment as amber (n=31) and 16% ranked it red (n=13).

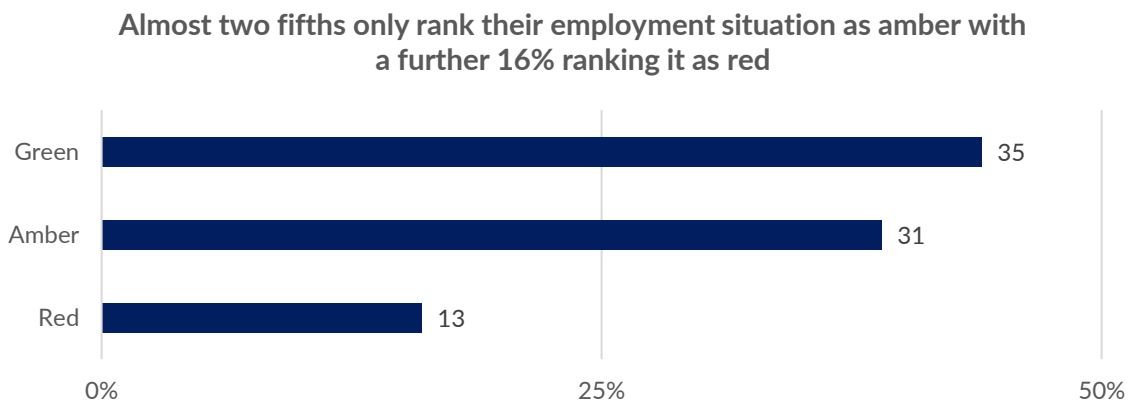


Figure 21 Traffic light: Your access to employment opportunities (total responses not including N/A, 79)

Employment related needs can be summarised by the following themes:

- **Support for local businesses:** Promoting the development of smaller, local businesses was highlighted as an area which would help to diversify the high streets and establishing a flourishing local economy to boost recovery. It was suggested that this would also enable more opportunities for young people to gain employment and work experience.
- **Accessibility and transport:** Often work opportunities are available outside of the area however transport can make it difficult to access these jobs. This is seen as an issue which existed before the closure of Hammersmith Bridge and has only been exacerbated since.
- **Accessing jobs through social connections:** There was a feeling that work opportunities could often be based on established social networks.

“Most things in relation to employment in Barnes involves nepotism and who you know not what you know so it is quite difficult to find employment. Also, low-income jobs are mainly done by people coming into the area or students.”

Barnes resident

When asked whether there were appropriate services to support employment related needs, one quarter (25%) of the peer research interviewees who chose employment as one of their topics to discuss felt that no employment-related needs were met by local services (n=6) and a further 54% felt that only some needs were met (n=13). One fifth (21%) felt that either all or most employment-related needs were met by local services (n=5).



One quarter feel that no employment related needs are met by local services, a further 54% feel that only some needs are met

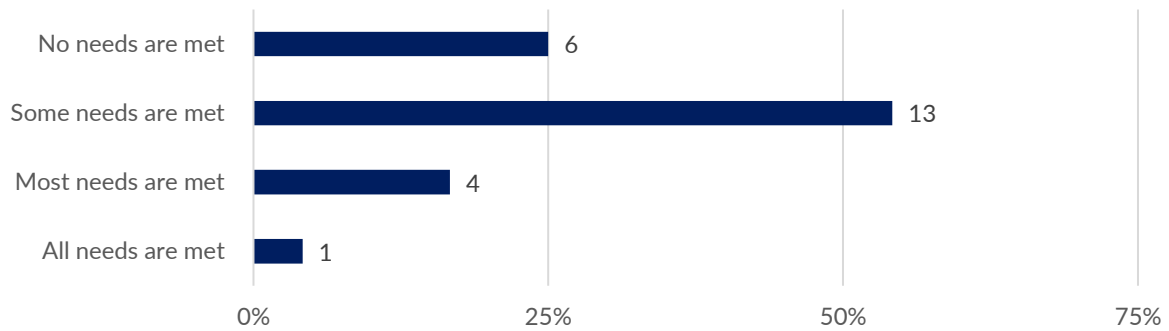


Figure 22 Do you feel that there are appropriate local services to support employment-related needs? (total responses: those who chose employment as one of their three topics to discuss further, 24)

In terms of how to best address employment related need, recommendations can be summarised as follows:

- **More information about opportunities:** An information centre or greater social media presence regarding opportunities in Barnes would help people know what employment opportunities are available in the area. This would also help residents who may not be as well connected to the community find opportunities. It is important to ensure this information is available online and in-person to improve accessibility.

"[We need] actual employment facilities and information for those who are not as well connected within the community."

Barnes resident

"We need a centre on the high street where these services are available, where apprenticeships and employment opportunities could be advertised."

Barnes resident

"[We need] more services for people. [There is] not enough information [and] not a place for young people to seek advice."

Barnes resident



- **Local work experience opportunities:** More work experience opportunities at local businesses should be made available for local people, particularly for younger residents and those with learning disabilities.

"There are no apprenticeships in Barnes. There could be opportunities at local businesses."

Barnes resident

"Local business could offer more work experience; a step into the working world that isn't too daunting."

Barnes resident

"[We need more] post 16 opportunities for people with learning disability[ies]. At the moment it is necessary to go out of Barnes, which in itself can be difficult and may get worse if traffic congestion increases. Work experience and job opportunities could be developed in Barnes, especially in local shops where our young people feel safe and are known."

Barnes resident

- **Help with finding work:** More help could be provided for those seeking employment, whether that is those entering the job market or those who find themselves out of work. Running local workshops to help with CV building, interview practice and general support in finding jobs could be beneficial. Specifically, there could be more support accessing and maintaining employment for those with a disability and/or additional needs and signposting to existing services which exist in other areas around the borough (e.g. Richmond & Wandsworth Work Match).

"[We need] workshops [on writing] CVs, employability, interview practice [and] help finding jobs."

Barnes resident

"[We should] develop a work scheme in Barnes for people with learning needs. It would make Barnes a more inclusive community by providing opportunities locally. These individuals have grown up going to the local schools but then there is nothing for them"



college related or work related in the community so they are forced out of the community rather than included.”

Barnes resident

- **Youth employment:** There were conflicting findings regarding youth employment in the area. There was a sense among some peer researchers there was a good range of job opportunities in the area (e.g. in pubs, cafes, local shops). However, others expressed dissatisfaction with the local job opportunities while others felt that these opportunities were not available equally. Providing targeted careers advice or developing mentoring opportunities would help young people access employment opportunities. Linking retired residents who tend to express a greater interest in volunteering and ‘giving back’ to the community with young people in need of assistance when seeking a job could be one way to utilise resource already in the local area.

“Many young people are unemployed but want a job however there's not much opportunity or availability.”

Barnes resident

Recommendations relating specifically to education and training opportunities in the local area are discussed in more detail in the [Education and Training Chapter](#) of this report.



7. Mental health, physical health and disability

This chapter separates out health related findings into three themes:

- Mental health
- Physical health
- Disability

The following map shows the Health Deprivation and Disability Domain within the Barnes local area. The Health Deprivation and Disability Domain measures the risk of premature death and the impairment of quality of life through poor physical and mental health. The domain measures morbidity, disability and premature mortality but not aspects of behaviour or environment that may be predictive of future health deprivation:

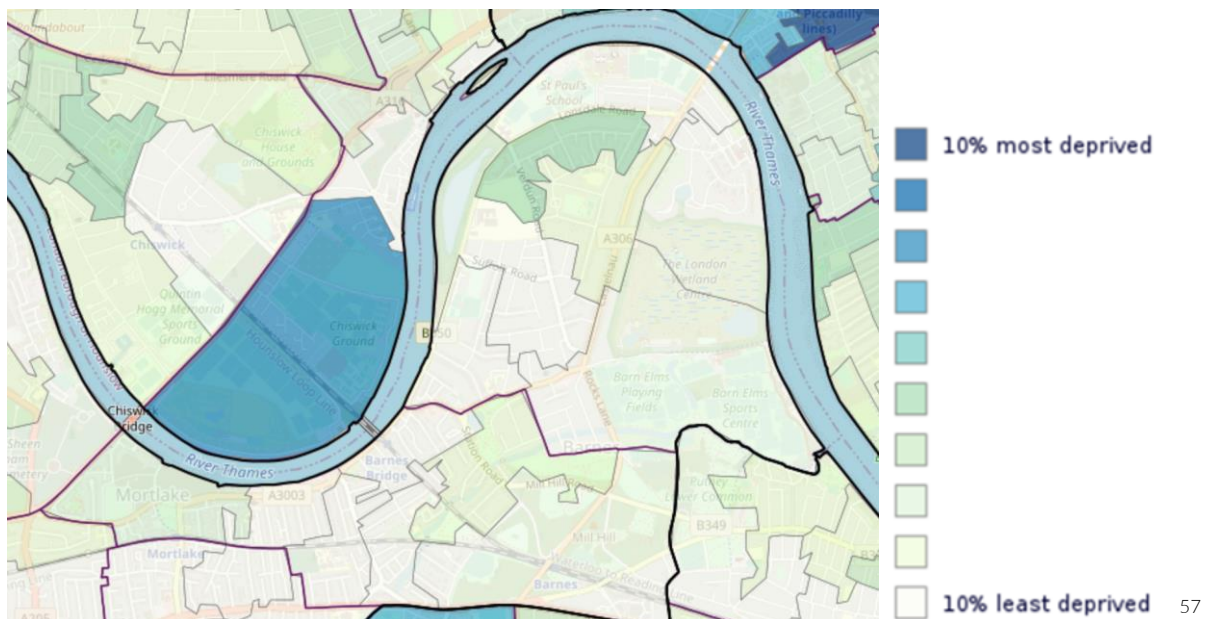


Figure 23 Health Deprivation and Disability Domain

In the local area there are a range of frontline medical services including two GP surgeries (Essex House Surgery and Glebe Road Surgery) and one dental practice (Castelnau Dentists).

⁵⁷ https://dclgapps.communities.gov.uk/imd/ioid_index.html# , 2019



Mental health

Context

Adults: One quarter (25%) of Kingston and Richmond adults present with a mental illness every year and, across both mental and physical major health conditions, **depression was the condition that showed the greatest annual increase** in both boroughs⁵⁸. In Richmond-upon-Thames between 2017 and 2019, **the rates of suicide rank tenth highest of all London boroughs** (9.21 per 100,000)⁵⁹. On the other hand, hospital stays for self-harm are lower in both Barnes ward and Mortlake and Barnes Common compared to the England average, 49.1/SAR⁶⁰ in Barnes and 54.9/SAR in Mortlake and Barnes Common compared to 100/SAR in England⁶¹, (however figures on self-harm specific for young people in Richmond-upon-Thames are significantly worse as detailed below). Covid-19 has **exacerbated existing health inequalities**⁶² and has negatively impacted both the physical and mental health of people across the country⁶³. Feelings of loneliness and isolation are estimated to have more than doubled since lockdown was first imposed from one in ten reporting these wellbeing concerns to one quarter⁶⁴.

Young people: Across the UK approximately one in eight young people aged 5 to 19 had at least one mental health disorder in 2017 with a notable increase in emotional disorders

⁵⁸ SW London CCG, 2018/19

⁵⁹ <https://data.london.gov.uk/dataset/london-health-inequalities-strategy-indicators> , 2021

⁶⁰ SAR: Standardised Admission Ratio (SAR) = MSOA Observed / Adjusted MSOA Expected admissions * 100. An SAR is a measure of how more or less likely a person living in that area is to have an emergency admission to hospital compared to the standard population, in this case England. The SAR is a ratio of the actual number of emergency admissions in the area to the number expected if the area had the same age specific admission rates as England, multiplied by 100. An SAR of 100 indicates that the area has average emergency admission rate, higher than 100 indicates that the area has higher than average emergency admission rate, lower than 100 indicates lower than average emergency admission rate.

(https://lginform.local.gov.uk/reports/lgastandard?mod-metric=3187&mod-area=E92000001&mod-group=AllRegions_England&mod-type=namedComparisonGroup)

⁶¹ <https://localhealth.org.uk/#bbox=515747,180145,11201,8426&c=indicator&i=t3.l term ill&selcodgeo=E05000525&view=map15> , 2018

⁵³ <https://www.england.nhs.uk/about/equality/equality-hub/action-required-to-tackle-health-inequalities-in-latest-phase-of-covid-19-response-and-recovery/> , 2020

⁶³ <https://publichealthmatters.blog.gov.uk/2020/09/09/mental-health-and-wellbeing-in-the-time-of-coronavirus-tracking-the-impact/> , 2020

⁶⁴ [https://www.mentalhealth.org.uk/coronavirus/loneliness-during-coronavirus#:~:text=Young%20people%20aged%2018%20to,44%25\)%20feeling%20this%20way](https://www.mentalhealth.org.uk/coronavirus/loneliness-during-coronavirus#:~:text=Young%20people%20aged%2018%20to,44%25)%20feeling%20this%20way) , 2021



(including anxiety, depressive, bipolar disorders) and those engaging in 'risky health behaviours' were significantly more likely to have a disorder⁶⁵. The Joint Strategic Needs Assessment and Annual Report of the Director of Public Health 'Richmond Story' report⁶⁶ for 2017-18 maps out some of the key wellbeing issues among Richmond-upon-Thames' younger population:

- Richmond-upon-Thames has the **3rd highest rate of hospital admissions for self-harm among 10 to 24 year olds** in London
- The **mental wellbeing of 15-year-olds in Richmond-upon-Thames are the fourth worst** in London
- The **highest borough in London for proportion of 15-year-olds engaging in risky behaviours**, most specifically, getting drunk (25%), smoking cigarettes (36%), smoking cannabis (19%) and engaging in multiple risky behaviours (22%).

Mental health among young people is such a major concern, that the Richmond upon Thames Voluntary Fund have selected four charities that support people with mental health issues (Off the Record, Richmond Borough Mind, Dose of Nature and Marble Hill Playcentres) for additional funding from a £100,000 fund for 2021/22⁶⁷.

Loneliness and isolation are also growing concerns among young people, particularly during Covid-19 pandemic, which has seen those aged 18-24 being the most likely age group to report experiencing loneliness since the first lockdown began⁶⁸. Research carried out among young people in Richmond-upon-Thames during lockdown found the two most common concerns were 'increased mental health and wellbeing concerns' and 'increased loneliness and isolation'⁶⁹. Although specific mental health figures for young people are not available at ward-level, this was felt to be a significant issue for young people by our stakeholders, discussed further in the upcoming sections of the report.

Older people: Chances of experiencing poor mental health and wellbeing, particularly feelings of **loneliness and isolation**, are exacerbated by factors such as living alone, being aged 75 or

⁶⁵ <https://files.digital.nhs.uk/A6/EA7D58/MHCYP%202017%20Summary.pdf> , 2017

⁶⁶ <https://www.datarich.info/wp-content/uploads/2018/04/Richmond-Story-2017-18.pdf> , 2017-2018

⁶⁷ https://www.richmond.gov.uk/news/press_office/campaigns_and_events/richmond_upon_thames_voluntary_fund/make_a_difference_to_the_chosen_charities

⁶⁸ [https://www.mentalhealth.org.uk/coronavirus/loneliness-during-coronavirus#:~:text=Young%20people%20aged%2018%20to,44%25\)%20feeling%20this%20way](https://www.mentalhealth.org.uk/coronavirus/loneliness-during-coronavirus#:~:text=Young%20people%20aged%2018%20to,44%25)%20feeling%20this%20way) , 2021

⁶⁹ UK Youth Movement, The impact of COVID-19 on young people and the youth sector, 2020



older, having poor health and/or living with a disability⁷⁰. As an area with high numbers of elderly residents living on their own this is likely to impact residents of both Barnes which has 35% of older people living alone and Mortlake and Barnes Common which has 44.6%, both of which are above the average in England of 31.5%⁷¹. Feelings of isolation and loneliness have worsened during to the Covid-19 pandemic with lockdowns and limitations placed on people's movements. Local charity FiSH, which has over 400 registered users across Barnes, Mortlake and East Sheen, conducted a survey to understand how their service users were coping during Covid-19 lockdown which found that over half of their service users had previously relied on FiSH transport when attending events and activities when open, illustrating the importance of transport provision when planning future provisions for older residents⁷².

Carers: Richmond-upon-Thames also has a high number of paid **carers** in the borough, providing social care for over 2,100 residents, and an estimated 15,000 unpaid carers⁷³. The number of unpaid carers is expected to have grown significantly since the pandemic started, reports indicating an increase of nearly 50%⁷⁴. Care work is another factor which increases chances of experiencing poor mental health and wellbeing, particularly feelings of loneliness and isolation⁷⁵.

Prevalent mental health issues in Barnes

Over half of interviewees (56%, n=58) rated managing their mental health and wellbeing as green, and 10% (n=10) rated this as red.

⁷⁰ <https://www.datarich.info/wider-determinants-of-health/loneliness-and-isolation/> , 2015, reviewed 2018

⁷¹ <https://www.localhealth.org.uk/#bbox=510392,179676,14572,14049&c=indicator&selcodgeo=E02000784&view=map7> , 2018

⁷² FiSH Autumn 2020 service user survey, 139 total responses, 2020

⁷³ https://www.richmond.gov.uk/media/18458/adult_social_care_how_we_have_done_2018_19.pdf , 2018-2019

⁷⁴ Impact of COVID-19 on unpaid careers in Richmond, October 2020

⁷⁵ <https://www.datarich.info/wider-determinants-of-health/loneliness-and-isolation/> 2015, reviewed 2018

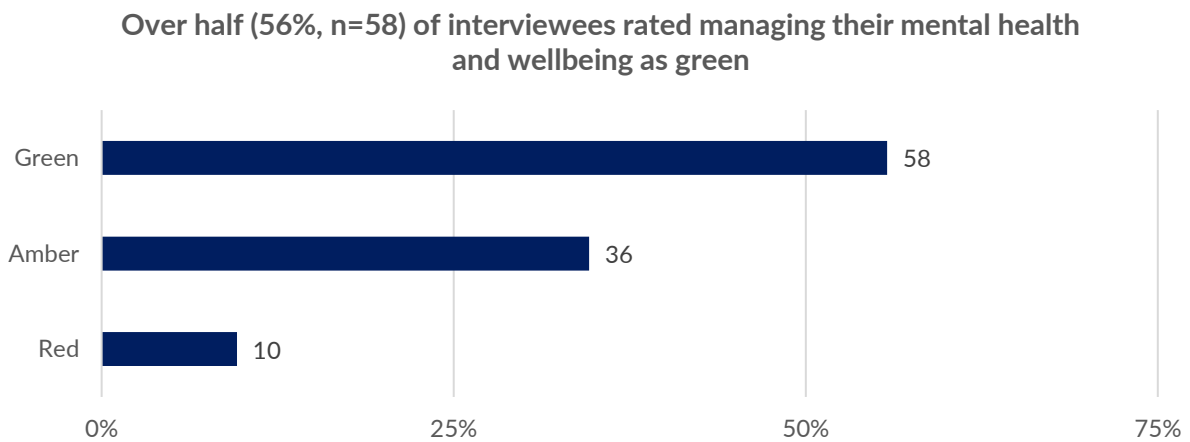


Figure 24 Traffic light: Managing your mental health and wellbeing (total responses not including N/A, 104)

Alongside this feedback, a range of mental health issues were raised as important needs in Barnes. This section outlines some of these key issues. **Loneliness, isolation and stress** were considered important mental health needs **for older Barnes residents**. Stakeholders reported high rates of older people living alone and the impacts of Covid-19 on older residents who have not engaged socially with their communities since the beginning of the pandemic. It was felt that Covid-19 would have a long-lasting impact on levels of anxiety and confidence because older people have lost the habit of going out and seeing other people. When lockdown is lifted, some people will be keen to go back to socialising and taking part in activities and this may lead to heightened feelings of isolation for those older people that are not ready for this.

“We have quite a lot of older people in the community who are isolated. There are lots of services but what is there to ensure people don't fall through the cracks[?] Older people don't always have the tools to access services for mental health. There is more of a focus on their physical health. A lot of people don't have family nearby because their children have moved away due to the price of housing.”

Barnes resident

Barnes stakeholders voiced **hidden mental health conditions** as a concern. It was explained that the numbers of known youth mental health issues were worrying across the borough, but this meant there were even more that were probably unknown or undiagnosed. Another explained



that there were many cases of parents with mental health conditions that were hidden and not talked about.

“A lot of parents are diagnosed with depression and anxiety, but we have had parents with more severe mental unwellness and diagnosis e.g. schizophrenia. [They are] very hidden and not talked about.”

Local stakeholder

Covid-19 had exacerbated mental health issues by reducing peoples’ support networks. Covid-19 was considered to have created issues around bereavement, as people were experiencing these feelings more regularly without the typical coping methods or processes of engaging with grief, for example organising funerals (during lockdown).

“The issue of bereavement; at present there is more of it... [We] need to keep bereavement on the front burner as it leads to so much pain and distress.”

Local stakeholder

Long waiting times are another key issue for several groups including asylum seekers, refugees and young people. Stakeholders working with asylum seekers and refugees spoke of the long waiting times for housing and employment support lead to worsened mental and physical health. It was reported by a stakeholder that for young people, the average waiting time for Child & Adolescent Mental Health Service (CAHMS) was one year and this was set to increase following lockdown.

“As a support worker it’s not realistic to say I will [refer] you to CAMHS and you’ll be seen. It’s that honesty [that is important]; I’ve referred you to CAMHS but they won’t see you till next year or year after, in the meantime you can go to this service.... It’s about being honest”

Local stakeholder



Access to mental health support and services

Amongst peer researcher interviewees, one third of those that chose mental health and wellbeing as a topic to discuss (32%, n=10) felt that most mental health and wellbeing needs were met by local services and none (n=0) felt that all needs were met.

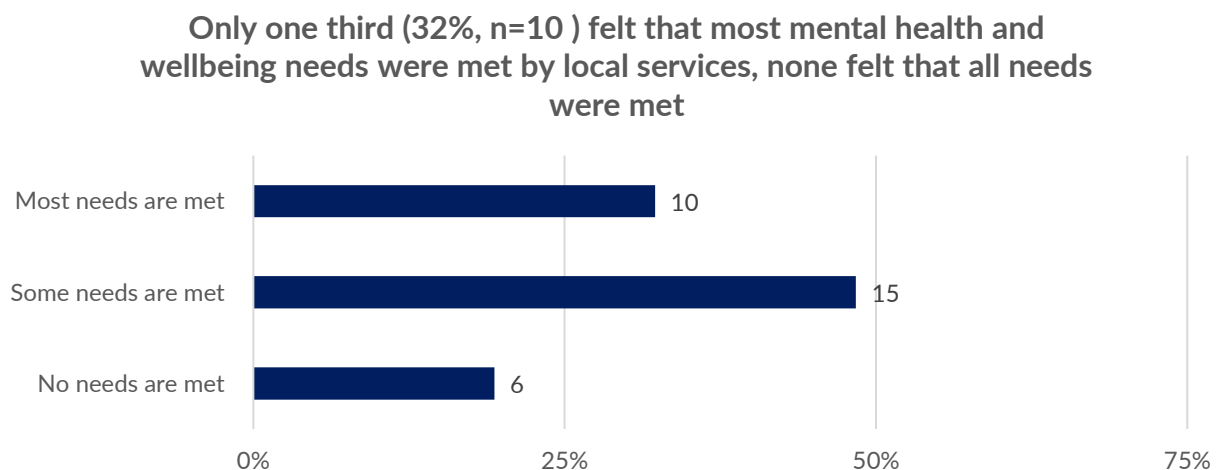


Figure 25 Do you feel that there are appropriate local services to support mental health and wellbeing-related needs? (total responses: those who chose mental health and wellbeing as one of their three topics to discuss further, 31)

Suggestions for how local mental health support could be improved included:

- **More communication about what is on offer:** For people to be able to access services, they need to have a clear sense of what is available. This should include non-medical mental health support, for example arts-based activities that focus on improving wellbeing.
- **Providing Barnes residents with financial support as this is often a cause of stress:** Mental health issues in some cases are arising from stress caused by financial problems, therefore to combat this financial support could act as a preventative method
- **Developing mental health support targeted at young people, young parents and children:** Young people were identified as a group that are dealing with high rates of mental health issues in the area and waiting lists to CAHMS were reported as long. To tackle this, it would be important to develop more targeted mental health support that young people could access in a timely manner. It is also important to provide options for interaction with healthcare services e.g. over the phone, in person or via video consultation.



- **Seeking out people who are experiencing loneliness:** Loneliness was considered to be one of the major mental health issues facing Barnes residents. Rather than expecting people to come forward with this, it is important to reach out to residents, particularly those living alone to make sure that their needs are not hidden.
- **Providing a point of contact to talk about mental health that it is local and informal:** Stakeholders mentioned the importance of having a first port of call to speak to about mental health and wellbeing.
- **Increase co-location of services and develop support hubs:** For example, making use of community centres and services to provide support and create networks: This can allow services to form relationships with people and signpost them to services that they might not otherwise access e.g. as people are attending the food bank, community workers could engage them in a discussion about mental health.
- **Supporting social prescribing link workers⁷⁶ to understand the local voluntary and community sector landscape and utilising them to signpost residents:** It can be a challenge for healthcare workers to understand both traditional health pathways and the wide variety of services offered by the voluntary and community sector. Part of the role of link workers is to signpost residents onto the relevant services.
- **Developing supportive relationships within the community and amongst peers:** Suggestions for how this could be facilitated included running workshops on active listening in schools to teach young people how to start conversations about mental health and actively listen to their peers.
- **More funding into mental health support:** For any of the above changes, it was acknowledged that funding would be necessary to implement these ideas and bring about change to mental health support in Barnes.

⁷⁶ Social prescribing link workers help to reduce health inequalities by supporting people to unpick complex issues affecting their wellbeing. They connect people to community groups and help the person to develop skills, friendships, and resilience.



Physical health

Context

While Richmond-upon-Thames borough is healthier on average than England as a whole, life expectancy is lower for those living in the more deprived areas of Richmond-upon-Thames than in the least deprived areas of the borough (6.5 years lower for men, 2.6 lower for women), which include areas of Barnes and Mortlake and Barnes Common⁷⁷.

The life expectancy for males and females in both wards are quite similar, for males 82.7 in Barnes and 82.8 in Mortlake and Barnes Common and for females 86.7 and 86.8, respectively. Incidents of death by most diseases is not significantly different than the England value (SMR/100⁷⁸) or performs better:

- All causes: Barnes 76.3/SMR, Mortlake and Barnes Common 72/SMR
- All types of cancer: Barnes 93.8, Mortlake and Barnes Common 101.4 SIR⁷⁹ / per 100
- Strokes: Barnes 64.6/SMR, Mortlake and Barnes Common 83.7/SMR
- Circulatory disease: Barnes 77.1/SMR, Mortlake and Barnes Common 69.3/SMR
- Coronary heart disease: Barnes 70.7/SMR, Mortlake and Barnes Common 66.7/SMR
- Respiratory diseases: Barnes 83.5/SMR, Mortlake and Barnes Common 56.3/SMR

⁷⁷ <https://fingertips.phe.org.uk/static-reports/health-profiles/2019/E09000027.html?area-name=Richmond%20Upon%20Thames> , 2020

⁷⁸ Standardized Mortality Ratio (SMR) is a ratio between the observed number of deaths in an study population and the number of deaths would be expected, based on the age- and sex-specific rates in a standard population and the population size of the study population by the same age/sex groups. The SMR is used to compare the mortality risk of a study population to that of a standard population. It is especially applicable where the two populations have dissimilar age distributions, and in cases where direct age standardization may not be appropriate because the study population is small, or when lack of age-specific mortality rates precludes calculation of directly-age-standardized mortality rates. https://ibis.health.state.nm.us/resource/SMR_ISR.html

⁷⁹ A standardized incidence ratio (SIR) is the most appropriate statistic to examine cancer incidence in a small area, such as a community or a census tract. For example, an SIR might be used to determine whether prostate cancer occurred more frequently than expected in Boston, compared to Massachusetts as a whole. An SIR is the ratio of observed cancer diagnoses in an area to the number of expected diagnoses multiplied by 100. <https://matracking.ehs.state.ma.us/Health-Data/Cancer/sirs.html#:~:text=An%20SIR%20is%20the%20ratio,inappropriate%20use%20of%20the%20Statistic.>



Dementia in Barnes ranks in the top four wards in London where the highest proportion of residents died with dementia as the underlying cause of death (a total of one in ten of all deaths in the area)⁸⁰.

In Barnes ward, 2.1% of births are considered low weight births compared to 2.6% in Mortlake and Barnes Common, lower than the London average of 3.1% but higher than the Richmond-upon-Thames average of 1.77%⁸¹. Hospital stays for alcohol related issues are significantly lower than the England average (100/SAR) in Mortlake and Barnes Common (59.3/SAR) and Barnes (70.4/SAR).⁸²

Engagement in the four risk behaviours identified in the Joint Health and Wellbeing Strategy in 2016 in Richmond-upon-Thames is significant. Overall, 17,000 (12%) adults smoke, 68,000 (47%) adults in Richmond-upon-Thames do not eat five fruit & vegetables per day and finally 38,000 (26%) adults in the borough drink alcohol at an increasing or high-risk level. It is estimated that over 65,000 (45%) adults living in Richmond-upon-Thames are overweight or carrying excess weight⁸³.

Young people in Richmond-upon-Thames report high levels of inactivity with 61% claiming to be inactive for seven or more hours per day; **obesity** levels double between Reception and Year 6⁸⁴. In Reception Year, obesity levels are low among children (4.9% in Barnes and 4.8% in Mortlake and Barnes Common) but by Year 6 figures almost double in Mortlake and Barnes Common (8.7%) and rise to one in five in Barnes (20.3%)⁸⁵. While a lack of physical exercise has a direct effect on physical health it can also be damaging to people's mental health and

⁸⁰ <https://www.datarich.info/health-conditions/dementia/> , 2019

⁸¹ <https://data.london.gov.uk/dataset/london-health-inequalities-strategy-indicators> , 2021

⁸²

https://localhealth.org.uk/#bbox=515747,180145,11201,8426&c=indicator&i=t3.l.term_ill&selcogeo=E05000516&view=map15 (data used throughout paragraph) , 2018

⁸³ https://www.richmond.gov.uk/media/10997/joint_health_and_wellbeing_strategy_2016-21.pdf , 2015

⁸⁴ <https://www.datarich.info/wp-content/uploads/2018/04/Richmond-Story-2017-18.pdf> , 2017-2018

⁸⁵

https://localhealth.org.uk/#bbox=515747,180145,11201,8426&c=indicator&i=t3.l.term_ill&selcogeo=E05000516&view=map15 , 2018



wellbeing⁸⁶. Exercise has been impacted by Covid-19 and national lockdowns in 2020-21 which have limited people's movements and forced recreational and leisure facilities to close.

Older people: Richmond-upon-Thames as a borough has the second highest proportion of people over 80 in London⁸⁷. Barnes has 35% of older people living alone and Mortlake and Barnes Common has 44.6%⁸⁸. Older residents are more likely to be living with long-term health conditions which affect their daily life and in London approximately 52% of over 65s are disabled⁸⁹. In Richmond-upon-Thames, it is predicted that by 2033 the number of households occupied by someone suffering from dementia is set to increase by 44% (a further 889 households) and households occupied by people with mobility problems is set to rise by a further 39% (7,239 more households)⁹⁰.

Carers: Carers are a group who have specific health needs and who are more at risk of experiencing both physical ill health and poor mental health and wellbeing. In 2020, over one third of carers in Richmond-upon-Thames have seen their GPs for health issues within the past year⁹¹. According to Richmond-upon-Thames's 2011 Census data carers are almost twice as likely as non-carers to report that their health is poor (20% cf. 11%)⁹². This is particularly true of older carers, and in Richmond-upon-Thames the number of carers aged over 65 is increasing more rapidly than general carer numbers⁹³. Carers have the burden of dual conflicting needs, as they carry the responsibility for the health and wellbeing of the person, they provide care for but also often have health concerns of their own⁹⁴.

⁸⁶ <https://www.mind.org.uk/information-support/tips-for-everyday-living/physical-activity-and-your-mental-health/about-physical-activity/> , TBC

⁸⁷ https://www.richmond.gov.uk/media/18458/adult_social_care_how_we_have_done_2018_19.pdf , 2018-2019

⁸⁸ <https://www.localhealth.org.uk/#bbox=510392,179676,14572,14049&c=indicator&selcodgeo=E02000784&view=map7> , 2018

⁸⁹ <https://www.ageuk.org.uk/london/about-us/media-centre/facts-and-figures/> , 2011

⁹⁰ https://www.richmond.gov.uk/media/14283/housing_market_assessment_draft_report_june_2016.pdf, June 2016

⁹¹ https://www.richmond.gov.uk/media/18967/richmond_carers_strategy_2020.pdf , 2020

⁹² https://haveyoursay.citizenspace.com/richmondasd/carers-strategy-19/supporting_documents/Richmond%20Carers%20Needs%20Assessment%20FINAL.pdf , report published 2019, data used from 2011

⁹³ <https://richmondccg.nhs.uk/wp-content/uploads/2019/09/Richmond-health-and-care-plan.pdf> , 2019

⁹⁴ <http://www.rplc.org.uk/docs/OnTheEdge.pdf> , TBC



Physical health needs

56% of interviewees rated managing their physical health as green, and only 8% rated this as red.

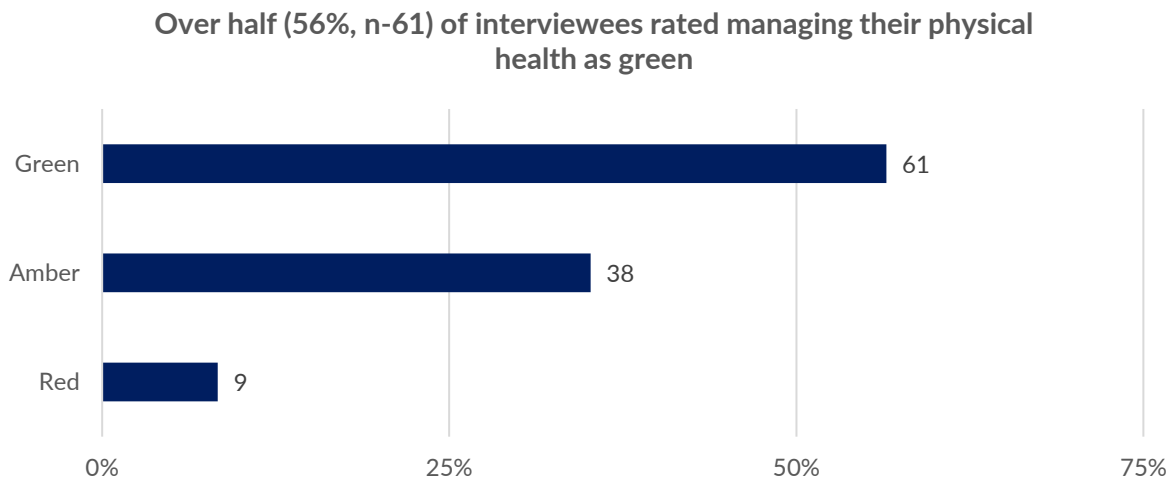


Figure 26 Traffic light: Managing your physical health (total responses not including N/A, 108)

Despite these positive results, a range of worries about the physical health needs of Barnes residents were raised including:

- **Long term impacts of Covid-19 for those with physical health needs:** People with physical health needs have not been able to exercise as much due to lockdown, in many cases leading to their conditions worsening. There was also a worry that lockdown will have meant people were “sitting on health needs” rather than trying to deal with them.

“Service users with conditions like Parkinson’s, they need to keep moving and exercise is really important. The last nine months [I have] been keen to make sure access to physical exercise is important as otherwise there will be rapid deterioration and then a big backlog of awful conditions.”

Local stakeholder

“What we are all worried about is the effects of Covid on general health... People will have been sitting on health needs... The next year or so is going to be a lot of work.”

Local stakeholder



- **Older residents waiting until crisis point to reach out for help with physical health needs:** Due to Barnes' higher proportion of older residents, the physical health needs of older residents are prevalent. Stakeholders spoke of older residents in Barnes not reaching out for support in a timely manner meaning when they did come forward, health issues were often worse.

"[There is] lots of pride in Barnes. I know of [an older] couple. I've known them for [over 10 years] and watched them deteriorate and their families are not there to see it. They are too proud to ask for help. [The question is] how to engage people without them feeling they are losing pride by accessing services."

Local stakeholder

- **Concerns around people caring for those with physical health needs:** There were some concerns about unpaid carers in Barnes, particularly 'double carers'; two people who both have physical health needs and care for each other. This was considered to be common amongst older couples in Barnes. Additionally, concerns were raised about carers who were having to shield to make sure the people they care for are safe and protected from Covid-19. This in many cases meant carers were not getting the breaks or respite they typically would have pre-Covid. Carers were considered to have unique needs because of the "added pressure to juggle multiple people's health and wellbeing" and "often put[ting] themselves at the bottom of that lists" (Barnes stakeholder).

"[I'm] worried about people who are caring for people with dementia and are stuck in all the time. [There are] stories about people getting aggressive and people needing to talk about their experiences but [they] don't want the person they are with to hear them so they end up hanging up."

Local stakeholder

"[We have] double clients who look after each other who come to [us] much later than they should have. They come when they are 90+ but have been caring for each other for years without any help... [People are] coming to services only at the point of crisis, not before."

Local stakeholder



Access to physical exercise facilities and services

As well as these issues around physical health needs, there were concerns around physical health services in Barnes. While 45% (n=14) of those interviewees that chose physical health as a topic for further discussion felt that most physical health-related needs were met by local services, only 10% of these interviewees felt that all of these needs were met by local services.

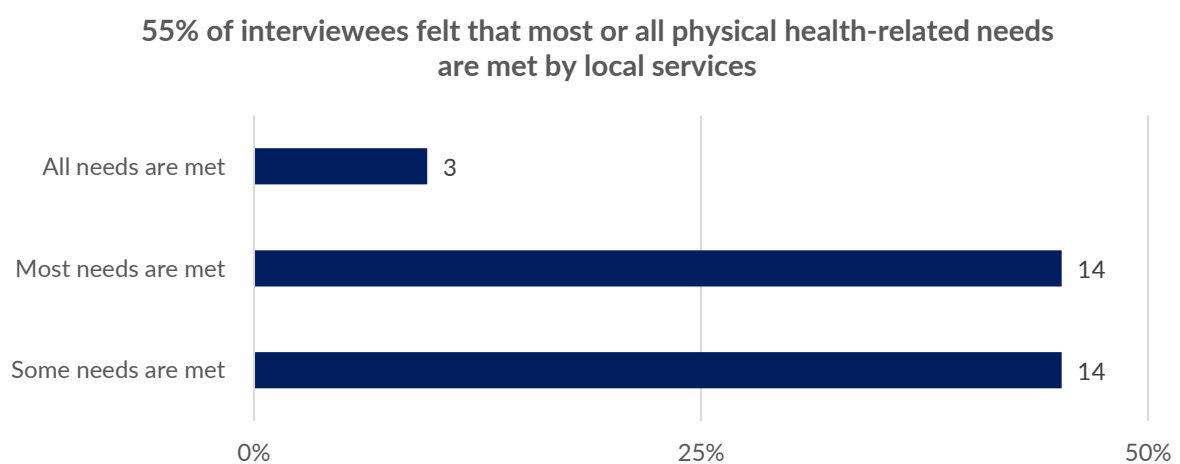


Figure 27 Do you feel that there are appropriate local services to support physical health-related needs? (total responses: those who chose physical health as one of their three topics to discuss further, 31)

Issues raised around the local services available included:

- **Lack of specific physical health services and people feeling that services are not for them:** Stakeholders and residents spoke of services on offer in Barnes not being specific enough to age groups meaning people would end up feeling like they did not fit in due to activities being too broad.

“Lots of people were [50+ meaning they were within] the age group [to take part in the activity]. In Barnes [the cohort] is a lot older than the 50+ age... [This meant they] didn’t feel it was for them due to difference in age groups... People feel the services aren’t there for them! 50-100 [age group for a service] is just too large.”

Local stakeholder

- **Unaffordable activities:** The expense of physical health services (e.g. sports clubs) was again mentioned as a barrier to access. Interviewees explained that they would often



have to leave Barnes to access affordable activities. Some stakeholders explained that they provided subsidised activities, however others explained that this reduction would not be enough to incentivise people who were struggling financially to attend.

"A lot of people will go to other areas to get good facilities at a reasonable price. We need more in Barnes and [for it to be] at a good price, unlike what is already here."

Barnes resident

"Lots [of Barnes residents] want to do exercise but are financially excluded. even a fiver [can be too much], for example if you're on benefits."

Local stakeholder

- **No local gym:** Peer research interviewees believed that there was no gym in the Barnes local area, and gyms nearby were often viewed to be expensive.

To help support Barnes residents with the physical health needs mentioned and the issues around service provision, the following suggestions for improvements were mentioned:

- **Easily accessible transport is key to ensure people with mobility issues can access services:** Providing accessible transport to physical health services, as is done by FiSH, was considered "absolutely essential" to avoid people being unable to access services.

"In an ideal world you would have a [team] of workers who were titled travel companions. When people are isolated there is often a place they could go, but they are often very intimidated about going alone [or] too anxious to go. [It's a] vicious circle; they don't go and then they become more isolated and then [they become] more anxious to go. Having someone to take you [would] make it easier."

Local stakeholder

- **Collaboration and communication between services to improve relevance and awareness of what is on offer:** The more services communicate, the more they will be able to develop a targeted offer to the residents of Barnes based on needs and avoid overlap. Reaching out to residents in a more directed way will mean awareness of services increases and will take the onus off the people in need having to reach out for



help. The more residents are reached, the more service providers will understand what health needs they have. As this information is gathered, more targeted provision of services can be developed.

“Information sharing of what is out there is most important, [it] takes that element of having to seek help out.”

Local stakeholder

- Increase affordability of local physical health services to remove financial situation as a barrier to access: Stakeholders suggested more affordable classes could be targeted at specific groups, for example those with long term health conditions or carers.

Disability

Context

Overall, in Richmond-upon-Thames, approximately 11.5% of people report having a disability or health problem, impacting their lives either ‘a lot’ or ‘a little’. Approximately one tenth of residents in the Barnes area are living with a limiting long-term illness or disability, 11.1% in Barnes ward and 10.4% in Mortlake and Barnes Common⁹⁵. This is a lower proportion than England as a whole (17.6%)⁹⁶. In Barnes, 160 16-74 year olds are registered as disabled (2.14%) and in Mortlake and Barnes Common this number is 189 (2.3%)⁹⁷. In the borough, there are 550 people registered as deaf or hard of hearing, 370 were registered blind and 260 were partially sighted⁹⁸.

Estimates based on Census data suggest that among residents aged 18-64 in the borough 9,180 people (7.6%) are living with a moderate physical disability and 2,673 (2.2%) are living with a severe physical disability. When looking at learning disabilities, approximately 3,621

⁹⁵<https://localhealth.org.uk/#bbox=515747,180145,11201,8426&c=indicator&i=t3.l term ill&selcogeo=E05000516&view=map15> , 2018

⁹⁶ <https://www.datarich.info/groups-and-communities/disability/> , published 2014, reviewed 2017

⁹⁷ https://www.richmond.gov.uk/media/12994/borough_demographics_equality_analysis_jan_2014.pdf , January 2014

⁹⁸ <https://www.datarich.info/groups-and-communities/disability/> , published 2014, reviewed 2017



people (2.8%) aged between 15 and 64 years are believed to be living with a learning disability, and of these 770 (22.3% of those with a learning disability) have a moderate or severe learning disability^{99,100}.

Children and young people: There are 829 children with an additional need registered who are residents of the borough. Autism is common amongst children with additional needs; according to a local charity, 52% of the children that are registered with them and have an additional need in Barnes ward have a diagnosis of Autism.¹⁰¹

Needs relating to living with a disability

Excluding those who responded not applicable, **over half (54%, n=13) of peer research interviewees with a disability rank their experience of living with a disability as green**, 33% (n=8) select amber, and 13% (n=3) select red. 24 (22%) interviewees ranked their experience of living with a disability, with the rest selecting not applicable.

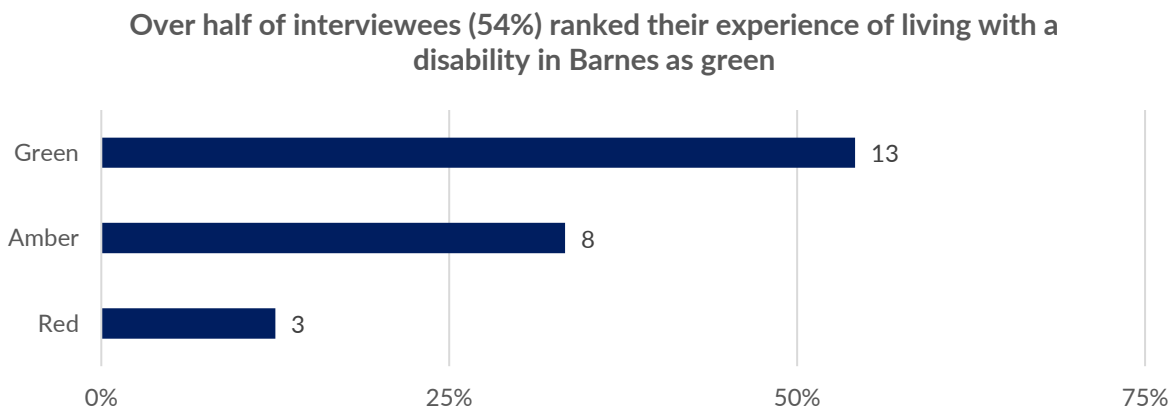


Figure 28 Traffic light: Living with a disability (total responses not including N/A, 34)

Needs relating to disability that were identified include:

- **Lack of holistic support**, particularly for people dealing with multiple physical or mental health issues

⁹⁹ <https://www.datarich.info/groups-and-communities/disability/>, published 2014, reviewed 2017

¹⁰⁰ <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalescotlandandnorthernireland>, June 2020

¹⁰¹ All data in this paragraph is from Skylarks Charity



“Not a whole bunch of disabled people but those who are don't always have the support they need, [that] can be physical, mental and social”

Barnes resident

- **Difficulty accessing health services** due to them being too far away to easily and quickly travel to
- **Lack of access to leisure activities** meaning it was difficult for some individuals with disabilities to access parks and other local fun activities.

“More money should go into the local park so that children with disabilities [can] play and socialise”

Barnes resident

“Richmond Park was considered inaccessible if you had a disability or if you were an older person”

Local stakeholder

- **Disabilities related to old age** including dementia and physical disabilities. Cycle lanes were reported as negatively impacting the ability of people with mobility issues to get around the area.

Stakeholders explained that Covid-19 exacerbated the needs of people with special educational needs and disabilities leading to an increase in demand for counselling services:

“The services [we have] seen the biggest increase in has been counselling... the demand is huge. Anxiety about health during Covid is getting worse. This applies for both people with neuro disorders and their carers.”

Local stakeholder



Access to services to support people living with a disability

Of the six people who chose to discuss living with a disability further, two felt that most disability-related needs were met by local services, whilst one person reported that no disability-related needs were met by local services.

Suggestions for how support and services in relation to disability could be improved in Barnes included:

- More funding to support people with disabilities.

“Could have more... funding for carers as [I have] to rely mostly on family”.

Barnes resident

- More accessible local healthcare services

“Having had cancer I need weekly prescriptions, so a chemist closer to me would do wonders and for many around the community.”

Barnes resident

- More specific support for older people including transport to local activities for those with mobility issues.

“Transport for older people is absolutely fundamental, they don’t have the option of getting on their bike and the current situation has probably put them off taking public transport”

Local stakeholder

- A sensory room for people with disabilities, both to provide children and adults with disabilities with a local place outside of the home to go to, and to build up relationships with this group of people by providing them with something specifically useful.



8. Housing

The housing chapter is split into the following sub-sections:

- Housing stock and housing overview
- Affordability
- Quality of housing
- Repairs and maintenance
- Homelessness

The following map shows Barriers to Housing and Services Domain within Barnes. This measures the physical and financial accessibility of housing and local services:

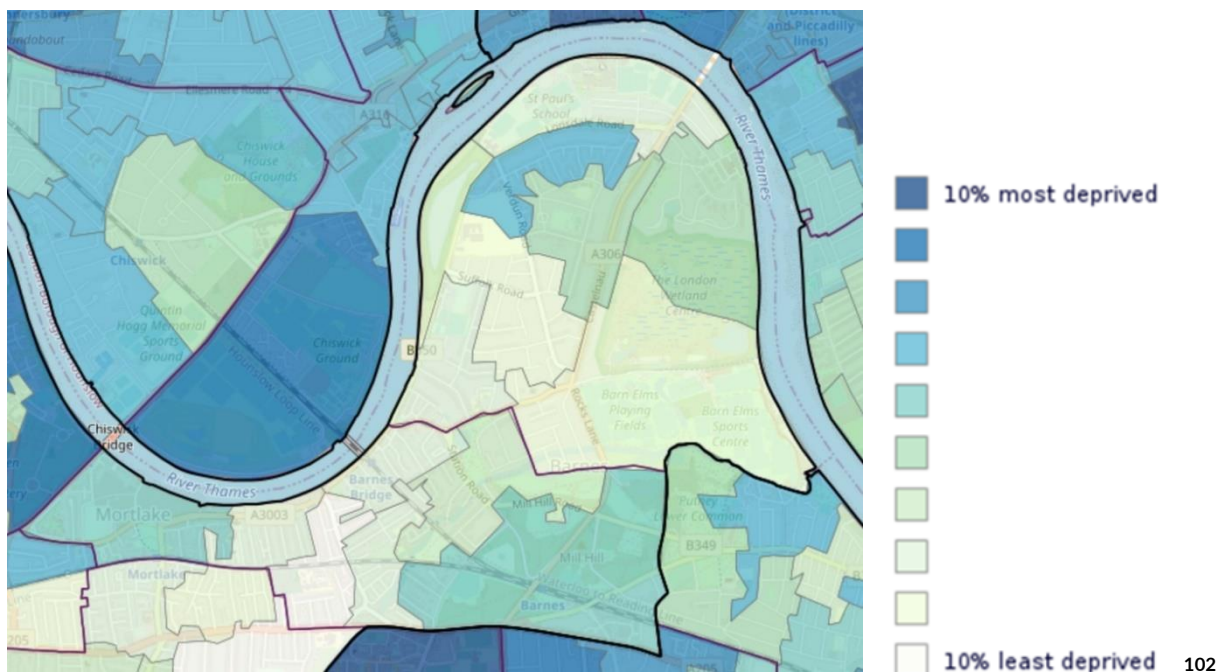


Figure 29 Barriers to Housing and Services Domain within Barnes

The range and affordability of a neighbourhood's housing has consequences for its demographic and social mix. In addition, housing quality can be critical for mental health and wellbeing, and any difficulties regarding communication can contribute to some residents feeling abandoned when housing-related services are not accessible. This is particularly true of

¹⁰² https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019



those who may in any case struggle to access services and more frequently feel somewhat isolated from the wider community, such as some of those with English as a second language. At the most extreme, some of those with English as a second language struggle to secure tenancy agreements at all and tend not to receive housing benefits / Universal credit, whether because of no recourse to public funds or a lack of awareness of rights to welfare.

"We found that [housing provider] did not communicate well with tenants and left them leaving isolated and abandoned, [especially] people who could not access other support or did not have the language to express what they needed."

Local stakeholder

Housing stock and housing overview

Context

Both Barnes ward and Mortlake and Barnes Common ward have a **higher proportion of social housing compared to Richmond-upon-Thames** as a whole. **Both wards do still have a significant proportion of homeowners** (taken as properties owned outright and those owned with a mortgage or loan), however this lower than Richmond-upon-Thames as a whole¹⁰³.

Social housing in the borough is provided by registered social landlords (rather than by Richmond-upon-Thames directly). In Barnes, the principle registered social landlords are Richmond Housing Partnership (RHP) and Paragon Asra (PA) Housing. In total, Barnes saw 15 landlord possession claims leading to orders and Mortlake and Barnes Common saw 20, both higher than the Richmond ward average of approximately 13¹⁰⁴.

¹⁰³ <https://www.datarich.info/housing/report/view/ac90f2ab6dac46f383d50a3c6aeb204d/E05000516>, 2011

¹⁰⁴ <https://data.london.gov.uk/dataset/mortgage-and-landlord-possession-actions-borough>, 2015



Barnes has a high proportion of properties owned outright whereas Mortlake and Barnes Common see more owned with a mortgage or loan

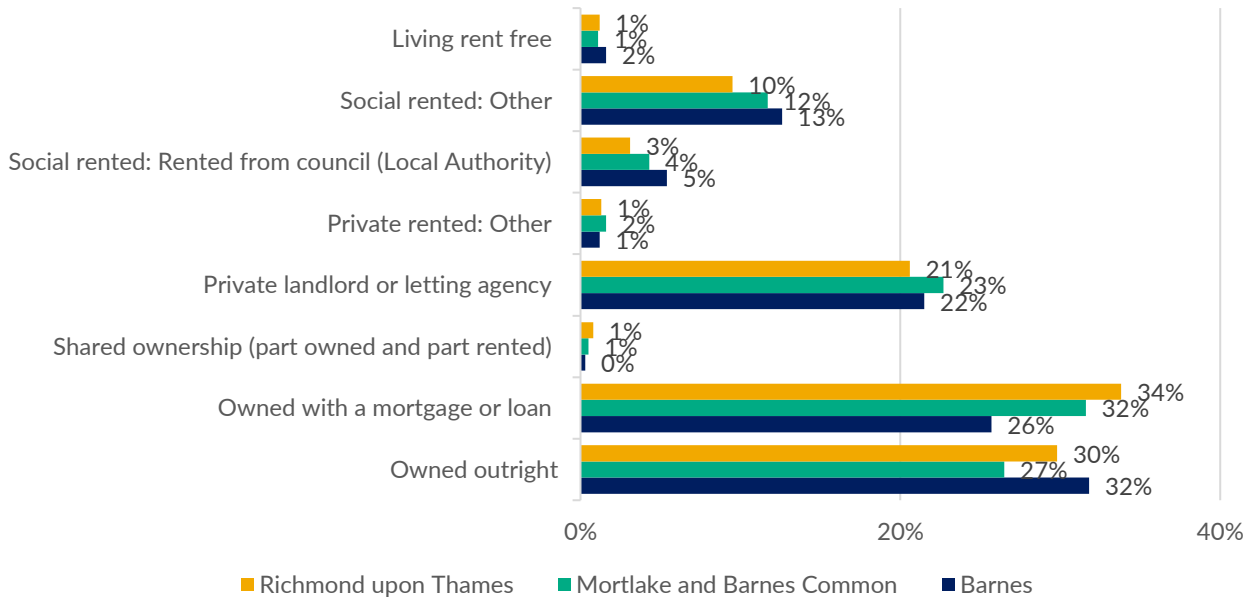


Figure 30 Property ownership, DataRich¹⁰⁵

[While Figure 30 above sees a small percentage of Social Rented: rented from the council (Local Authority), it is understood that this relates to housing supplied through registered social landlords rather than directly from the Local Authority].

Richmond-upon-Thames as a whole and Barnes ward specifically have a similar housing stock; **Mortlake and Barnes Common ward has a higher proportion of flats.** Barnes ward has a relatively high proportion of detached and semi-detached housing (6% and 23% respectively), similar to that seen in Richmond-upon-Thames (7% and 20% respectively) and higher than Mortlake and Barnes Common (3% and 8% respectively). Over half (51%) of housing in Mortlake and Barnes Common are flats or maisonettes, higher than Barnes ward (43%) and Richmond-upon-Thames (41%).

105

<https://www.datarich.info/housing/report/view/ac90f2ab6dac46f383d50a3c6aeb204d/E05000525/>, 2011



Barnes has a higher proportion of semi-detached and detached housing compared to Mortlake and Barnes Common

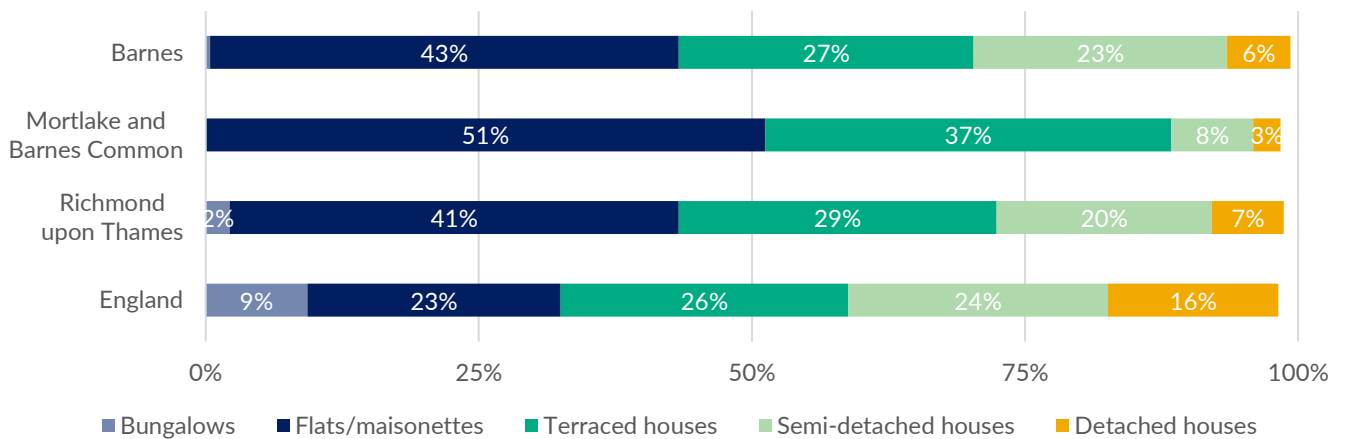


Figure 31 Property type, DataRich¹⁰⁶

Richmond Housing Partnership (RHP) is the housing association managing the largest number of social housing units within the Barnes area. RHP manages 798 properties in the SW13 postcode area, the majority being one to two bed flats and two to three bed houses. Types of tenure are one of five:

- Affordable Rent Fixed Term Tenancy (n=40)
- Assured – Social Rent (n=701)
- Five Year AST (n=52)
- Keyworker tenancy (n=3)
- or Shared Ownership (n=2)¹⁰⁷.

High satisfaction with housing but worries about housing-related need

Many peer research interviewees were sufficiently worried about housing issues in general to want to talk about this issue even though they were relatively satisfied with their own housing.

¹⁰⁶

<https://www.datarich.info/housing/report/view/ac90f2ab6dac46f383d50a3c6aeb204d/E05000525/>, October 2019 – September 2020

¹⁰⁷ Information provided by Richmond Housing Partnership, 2021



Compared with other aspects of their lives on which they were invited to comment, the highest proportion of peer research interviewees ranked their housing situation as green (76%, n=84). Despite this, a high number still chose to discuss housing in more detail (n=33), suggesting that while some were happy with their own housing they still wanted to discuss local support and provisions for housing related needs in more detail.

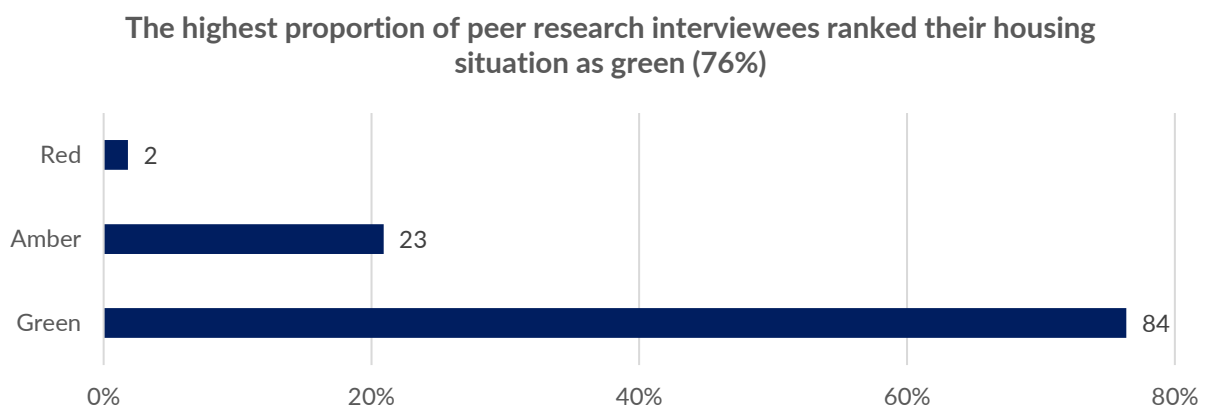


Figure 32 Traffic light: Housing (total responses not including N/A, 110)

Affordability

Context

Rising house prices and living costs are key indicators of need with 56% of Londoners' incomes being spent on housing costs on average¹⁰⁸. House prices in Richmond-upon-Thames indicate that costs connected with living in the area have been changing, with private sector house prices in Barnes ward rising by 14% between 2019 and 2020 which is now 6% above the previous property price peak which occurred in 2015¹⁰⁹. Property prices in Mortlake and Barnes Common rose even more substantially, costing on average 20% more than 2019, up 11% from the previous peak in 2018¹¹⁰.

¹⁰⁸ https://trustforlondon.fra1.digitaloceanspaces.com/media/documents/Londons_Poverty_Profile_2020.pdf , 2020

¹⁰⁹ <https://www.rightmove.co.uk/house-prices/barnes.html> , 2020

¹¹⁰ <https://www.rightmove.co.uk/house-prices/mortlake.html> , 2020



The difference between household income and median house price in the borough and the two wards specifically shows this¹¹¹:

	Median house price:	Median household income:	Mean household income: ¹¹²
Richmond-upon-Thames:	£535,000	£53,470	£76,610
Mortlake and Barnes Common:	£746,500	£50,100	£70,740
Barnes:	£1.36million	£55,450	£80,160

Figure 33 Median house price, household income and mean income

The average rent for RHP properties ranges from £105.18 for a one bed to £174.94 for a 6 bed+.

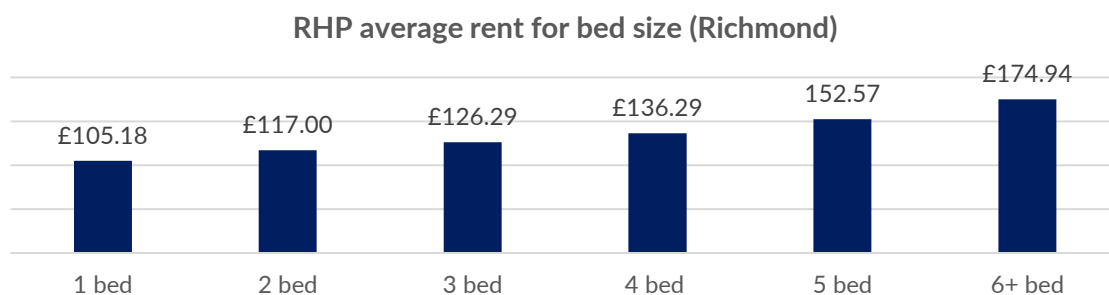


Figure 34 RHP average rent price for bed size, Richmond Housing Partnership

Comparing median house prices with household income in the table above shows the extent to which house purchase is unaffordable for many in the two wards. While mean and median household income is similar in Barnes ward to the rest of the borough, the average house price is far higher, making the Barnes ward especially expensive for many residents wishing to buy and rent private property.

Averages in this analysis are challenging in that both the high price and high level of income in the area masks households where income is much lower. From the data available it is difficult to make any more specific judgements on affordability and where this is impacting communities

¹¹¹ <https://data.london.gov.uk/dataset/ward-profiles-and-atlas> , 2015

¹¹² <https://data.london.gov.uk/blog/gla-household-income-estimates/> , 2012/2013



most. However, we can make assumptions based on typical income levels and the extent to which this could impact on the income to rent ratio described further on.

There are two ways of thinking about affordability for those households with lowest incomes. The first is considering that there are nearly 800 households in the area claiming Universal Credit. The income ceiling for support on Universal Credit is £23,000 in London, which means that if people are in social housing, the rents might be manageable. But if they were in private rented accommodation this would be unaffordable for them.

The second way of thinking about affordability is understanding the jobs that residents do. Our analysis of occupations across Barnes shows that residents of North-West Barnes LSOA are more likely to be employed in traditionally low-paid occupations including caring, retail and hospitality (35%, n=236) compared to the Barnes ward average (15.1%, n=769) and the Mortlake and Barnes Common ward average (14.4%, n=863) – the latter two sectors most impacted by Covid-19¹¹³. For example, the average hourly pay of a care worker in London is £9.22¹¹⁴, below the London Living Wage¹¹⁵. Although not providing definitive evidence of need around affordability, it is reasonable to assume that households in the area that are on low incomes, in insecure work and not in social housing will find private renting challenging.

Additionally, The Smith Institute suggests that households should not spend more than 35% of income on housing if that housing is to be deemed affordable. Figure 35 is a housing affordability index for Barnes ward, Mortlake and Barnes Common ward and Richmond-upon-Thames. This compares median household income to average monthly rent price. It shows that the private rented accommodation across the borough is generally not affordable for Universal Credit claimants and those earning similar amounts to Universal Credit claimants, £23,000 where average rent accounts for 83.5% of their average income. Conversely, social rent is affordable for residents on this income (27.5% of average income). Private rented accommodation is deemed affordable compared to median household income in both wards – slightly more expensive for those privately renting in Mortlake and Barnes Common ward (accounting for 38% of income) than those in Barnes ward (35%).

¹¹³ <https://www.nomisweb.co.uk/query/construct/summary.asp?reset=yes&mode=construct&dataset=974&version=0&anal=1&initset=> , 2011

¹¹⁴ https://www.payscale.com/research/UK/Job=Care_Worker/Hourly_Rate/8a7bddb3/London

¹¹⁵ <https://www.linkedin.com/pulse/good-work-care-conundrum-caroline-masundire/>



	Median household income:	Universal Credit capped income:	Average social rent (2 bed): ¹¹⁶	Social rent affordability percentage (median household income):	Social rent affordability percentage (max UC income):	Average private rent (Richmond-upon-Thames):	Average private rent affordability percentage:	Average private rent affordability percentage (max. UC income):
Richmond-upon-Thames:	£53,470	£23,000	£6,324	11.8%	27.5%	£19,200	35.9%	83.5%
Mortlake and Barnes Common:	£50,100	£23,000	£6,324	12.6%	27.5%	£19,200	38.3%	83.5%
Barnes:	£55,450	£23,000	£6,324	11.4%	27.5%	£19,200	34.6%	83.5%

Figure 35 Household affordability

Separately, The Smith Institute also calculated that the minimum income required to be below the 35% threshold for a mortgage on an average priced home in Richmond-upon-Thames would be £146,698¹¹⁷.

¹¹⁶ Average monthly social rent calculated by multiplying RHP weekly social rent price for a 2 bed property by 4.5

¹¹⁷ <http://www.smith-institute.org.uk/wp-content/uploads/2016/12/Pricing-Londoners-in-not-out.pdf>



High housing costs disproportionately affect certain groups

Affordability is one of the key issues relating to housing raised by both local stakeholders and peer research interviewees. House purchase is unaffordable on accepted measures, and this causes problems for the old, the young, and in terms of diversity. The pricing out of individuals typically disproportionately affects BAME communities.¹¹⁸ It can also mean that key workers, including for example, carers cannot afford to live in the area and have to travel in instead. Social and private rented housing is more affordable, although in current conditions we can expect more people to lose their rented accommodation as debts mount up, as discussed further in the [Income and Finances Chapter](#).

It was raised by stakeholders and residents that the lack of affordable housing impacted the diversity and inclusivity of Barnes. When asked what could improve housing in Barnes a number of responses provided related to cost.

"[There needs to be] more affordable housing, this will improve diversity in the community."

Barnes resident

Affordability is seen as impacting certain groups more than others:

- **Younger residents:** For residents who have left their family homes they grew up in and are looking to move out, affordability is seen as an issue and hinders them from remaining in the area.

"[We need] more affordable housing which young people could actually afford. Something like the current sheltered housing bungalows but for young people, like starter housing."

Barnes resident

"[There should be] more low rent accommodation (especially for youngsters)."

Barnes resident

¹¹⁸ <https://www.runnymedetrust.org/uploads/publications/pdfs/ASenseOfPlace-2012.pdf> , 2012



“Younger people could not afford to live in Barnes now. Younger people who grow up or are born in Barnes are forced to leave Barnes, as Barnes is only affordable to people on very good incomes. You need affordable or social housing to allow people options for private renting in the area.”

Barnes resident

- **Older residents:** Some felt that high house prices could essentially ‘price out’ older residents who may not be able to afford to stay in the area. There is both an issue with the type of housing available in Barnes, typically larger houses designed for families, and also affordability, as often older residents cannot afford to remain in the area when they feel it is time to move homes.

“Property rich and cash poor. Many people in this category [are] caught where downsizing is impossible because [there is] no suitable housing; [there is] no or limited amount of housing for people as they get older and frailer, or [for people] with disabilities that has ease of access.”

Barnes resident

“What do you do when someone has grown out of their accommodation and need to move? There are no one bed facilities in the area and of course they [older residents] don’t want to move. Bedroom tax and land is just so expensive!”

Local stakeholder

- **Asylum seekers and refugees:** Stakeholders working with asylum seekers and refugees spoke of the long waiting times for housing and employment support lead to worsened mental and physical health

Quality of housing

Context

According to Richmond Housing Strategy 2018 to 2023, there are instances where basic standards are not met and it is important conditions in these instances are improved, although



much of the private rented sector housing is good quality. The Council's Environmental Health Officers (Private Housing) intervened in issues relating to 275 privately rented properties across Richmond-upon-Thames in the year preceding the strategy development following issues regarding disrepair and/or poor conditions. In total 180, required a formal inspection and hazard assessment.

Typically, Houses in Multiple Occupation (HMO) are traditionally more at risk of being in poor condition and/or being under poor management. In total 1,157 households with overcrowding points exist on Richmond-upon-Thames's housing queues^{119, 120}.

Poor quality housing and problems with housing maintenance, including slow repairs

Issues were raised around the **quality of some housing** in Barnes, including rodent infestations, mould, damp, asbestos, and poor insulation. In cases, **issues were not addressed due to poor access to maintenance or slow repairs.**

"[There are] rodent infestations and a lot of trouble with mould, and I've heard of other infestations as well... It's really hard to know where to start..."

Local stakeholder

These problems were amplified for groups who tend to feel less able to access services and/or have additional health complications. There was also a fear that these issues tended to disproportionately affect those who were already disadvantaged financially and only further amplified any economic disparities in the area.

¹¹⁹ Housing queues occur when people apply for social housing but are placed on a waiting list. Even if you qualify for housing you are likely to have to wait before you are able to move. There are different types of queues, those on higher priority queues will be allocated housing more quickly whereas those on general needs queues may wait for a number of months of years before allocation.

¹²⁰

https://www.richmond.gov.uk/media/16179/housing_and_homelessness_strategy_2018_to_2023.pdf, 2018



“Those homes were very badly insulated; they were old and damp. When people were moved in very little was done to them. People moved in with carpets with mould on them. One woman was moved in with asbestos, she had heart and respiratory problems and was scrubbing them to try and [get them] clean.”

Local stakeholder

“[Social housing providers] need to pay more attention to [their] residence[s] and what they need doing. These houses are very old so a lot of the time they do need attention from workers, but it rarely gets done.”

Barnes resident

One fifth of those who discussed housing in more detail feel no services exist to support housing related needs and over half feel that only some exist

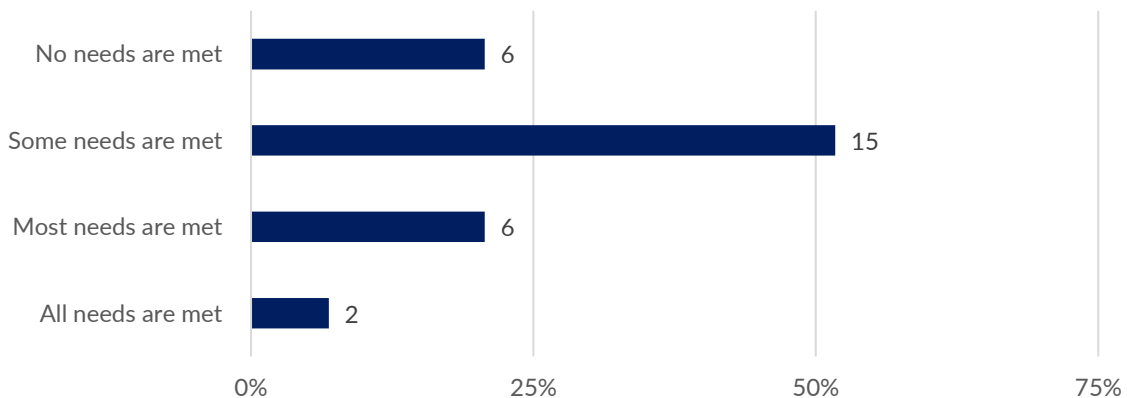


Figure 36 Do you feel that there are appropriate local services to support housing-related needs? (total responses: those who chose housing as one of their three topics to discuss further and excluding blanks, 29)

During the past year, the pandemic has reduced access to repairs, maintenance or other support services. Relationships between tenants and housing providers can sometimes be fraught, with communication not always being made easy.

“I am getting a lot of problems at the moment with clients with quite serious repairs problems who can't get them done at the moment because of the Covid.”

Local stakeholder



Suggestions to improve support include:

- **Having a general, centralised support service** to help facilitate better communication between tenants and other services. Suggestions included a call centre so as not to exclude those who struggle with digital access.
- **Signposted support:** Some indicated that better signposting of support services was needed. Often there is a sense that residents may not be aware of what services are available to help support their housing related needs.
- **Local advice centres:** Provision of more local advice centres in the Barnes area specifically. This would help if residents struggle to travel to other areas within the borough to access housing support.

Homelessness in the area

Context

The primary reason people in Richmond-upon-Thames find themselves **experiencing homelessness** is because of tenancies ending in the private rented sector (41%)¹²¹. Richmond-upon-Thames residents are increasingly reporting that they are building up priority debt and falling into arrears which can ultimately lead to eviction from their home¹²². In fact, issues raised at CAB Richmond in Barnes ward and Mortlake and Barnes Common ward together see a higher proportion of debt issues than those from Richmond-upon-Thames as a whole (10% cf. 7%), with housing association rent arrears being the biggest debt issue¹²³.

Between 2014/15 and 2016/17, the number of **rough sleepers** in Richmond-upon-Thames had increased by 7% and this is likely to have increased as homelessness has become progressively more prevalent across the UK¹²⁴. Richmond-upon-Thames also seems to have more rough sleepers than other similar boroughs – as an example, between July and September 2020 there have been 23 rough sleepers identified, higher than Kingston (15) and Sutton (1)¹²⁵. In 2020 SPEAR worked with 170 rough sleepers across Richmond-upon-Thames, with 7-8 being

¹²¹ <http://www.rplc.org.uk/docs/OnTheEdge.pdf> , TBC

¹²² Citizens Advice, Key Stats – Barnes wards, April to November 2020

¹²³ Citizens Advice, Key Stats – Barnes wards, April 2020 to February 2021

¹²⁴ <https://www.datarich.info/wp-content/uploads/2018/04/Richmond-Story-2017-18.pdf> , 2017

¹²⁵ <https://data.london.gov.uk/dataset/chain-reports> , 2020/2021



identified in the Barnes area¹²⁶. This is comparatively low compared to the rest of the borough, but there are concerns around hidden homelessness needs which exist that are less easy to identify and quantify. A further 25 individuals have accessed SPEAR emergency accommodation in Barnes¹²⁷.

‘Hidden homelessness’ a problem and rough sleeping is on the rise

‘Hidden homelessness’ is seen as the more frequent form of homelessness in the area according to local stakeholders. This is typically people who are either “sofa surfing” (without a stable base) or those in inappropriate accommodation. Covid-19 has exacerbated existing issues, with some living situations becoming untenable and unsustainable, for instance if now all family members are working from home. Likewise, Covid-19 has also exacerbated other issues relating to housing including households living together who are increasingly dysfunctional and under greater pressure due to the pandemic, including people living in situations where they or a family member are at risk of abuse. While difficult to quantify, there is a belief among stakeholders addressing issues relating to homelessness that hidden homelessness and housing needs are relatively high in comparison to the rough sleepers in the area, which is a need that is easier to recognise when it does occur.

While instances of **rough sleeping are low** in Barnes, they do occur, and there has been a **growing number in need of local homelessness services**. The largest contributors to circumstances of rough sleeping are loss of job and/or loss of tenancy.

“We seem to have a hard core of six [rough sleepers] across our sites, but [numbers] have been as high as sixteen.”

Local stakeholder

“There needs to be better support for those who have little and the homeless. Recently there have been some homeless [people] around and they need further support.”

Barnes resident

¹²⁶ Information provided by SPEAR, 2020

¹²⁷ Information provided by SPEAR, 2020



In terms of needed support, the following was sought:

- **Holistic support:** It is important to also address rough sleeping in a holistic and multi-agency way, addressing other impacts such as negative effects on mental health and adopting a trauma-informed approach to addressing homelessness.
- **Provide re-skilling opportunities:** Support and funding is needed to reskill people who have lost their jobs to ensure rough sleeping numbers do not continue to rise.

“People we work with need accommodation, but they need all the other support that goes around it, for example, mental health needs, but the supply isn’t there. They [are] all connected. People need more intensive support and more specialist provision.”

Local stakeholder

During the pandemic, government policy meant those experiencing homelessness were moved to temporary accommodation outside of the local area. While positive in providing shelter, this further isolated those experiencing homelessness socially, losing whatever support networks they had (e.g. mental health support, access to GPs)

“Rough sleepers who have been offered emergency accommodation from government have been moved out of borough to hotels, for example, in Hammersmith. People are socially isolated. People don’t want to be sleeping rough, but at least there was a network of support [in their local area]. Now [they are] isolated, not allowed to leave, [they] don’t have a GP or local mental health support. People are scattered...”

Local stakeholder



9. Digital inclusion

The following chapter is split into the following sections:

- Digital access and connectivity
- Improving connectivity

Context

As a whole, Barnes and Mortlake and Barnes Common have high levels of internet literacy and engagement. Each neighbourhood within these two wards classifies according to the Internet User Classification¹²⁸ as either:

- **'e-Professionals'**: high levels of Internet engagement, experienced users, daily engagement with the Internet
- **'e-Veterans'**: frequent and experienced users of the Internet, second highest levels of Internet access at work after the e-Professionals users, engagement with the Internet using multiple devices and in a variety of ways¹²⁹

The only neighbourhood in SW13 that is classified differently is the North-West Barnes LSOA, classified as 'e-Mainstream', described as follows:

*"Geographically, the Group is usually located at the periphery of urban areas or in transitional neighbourhoods. Their level of engagement is average across most attributes, characterising the typical user"*¹³⁰.

Access to the internet is a key concern among older residents of the Barnes area. FiSH, which has over 400 registered users across Barnes, Mortlake and East Sheen, found in a survey

¹²⁸ The 2018 Internet User Classification (IUC) is a bespoke classification that describes how people living in different parts of Great Britain interact with the Internet. The IUC provides 10 unique profiles of neighbourhoods based on a number of characteristics.

¹²⁹ <https://data.cdrc.ac.uk/system/files/iuc2018userguide.pdf>
<https://maps.cdrc.ac.uk/#/geodemographics/iuc18/default/BTTTTFT/13.783046663826818/-0.2300/51.4801/>, 2018

¹³⁰ <https://maps.cdrc.ac.uk/#/geodemographics/iuc18/default/BTTTTFT/13.783046663826818/-0.2300/51.4801/>, 2018



conducted in Autumn 2020 that only 61% of FiSH service users have internet access. A further 34% felt they would like help to use their devices more frequently and 13% indicated they would like to trial a mobile phone or electronic device¹³¹.

Digital access and connectivity

The majority of peer research interviewees were satisfied with their digital access and connectivity. In total 72.1% rated their connectivity green (n=75), a further 21.2% rated it amber, and just 6.7% rated it red (n=7).

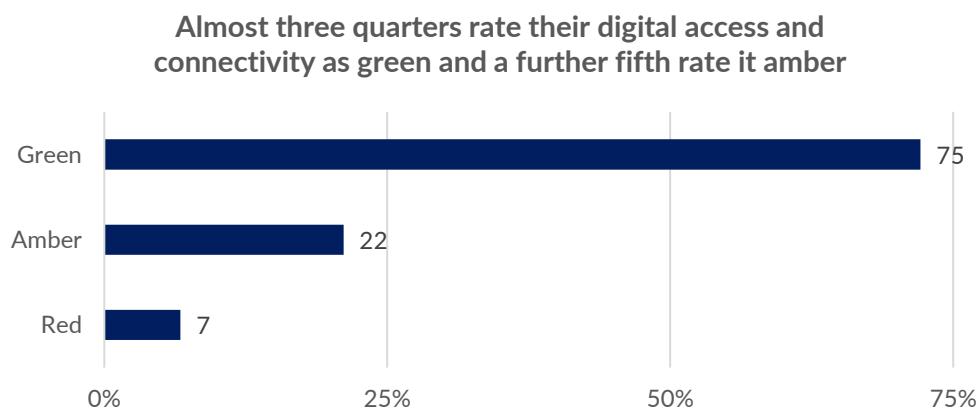


Figure 37 Traffic light: Digital access and connectivity (total responses not including N/A, 104)

Improving connectivity

There are many ways connectivity can be impacted for Barnes residents, including **digital literacy and capability**, **access to hardware** (e.g. laptops, mobile phones, other electronic devices) and **access or willingness to purchase broadband**.

“No one has really thought [about the need for]... the internet, a laptop, enough laptops for a family; these are now essential utilities, like water, gas and electricity. People can’t participate without them and they’re being asked to all the time. For some of them the only way to get online is in a library and a lot of them are closed at the moment.”

Local stakeholder

¹³¹ FiSH Autumn 2020 service user survey, 139 total responses, 2020



The **impact of Covid-19 on experiences of digital exclusion** is considerable. Services and support across the country have adopted online methods of delivery and, where possible, activities have moved predominantly online. This means that issues around digital inclusion have been compounded due to lockdown restrictions, deepening the digital divide further.

"We try to make it simple but this [accessing digital services] is still a source of struggle for older populations... accessibility issues are now connected with digital exclusion issues. They are now all interconnected."

Local stakeholder

There are particular groups who were mentioned as being the most in need when discussing digital access.

Firstly, as evidenced by the FiSH survey results, **older residents** are highlighted as a key group with distinct needs regarding internet access and connectivity. This age group tends to have lower levels of digital literacy in general. One stakeholder stressed the importance of maintaining telephone contact to ensure services and communication remained accessible for those who both did not want or did not feel comfortable going online. It seems being connected to the internet is declining as the main digital challenge for older residents; however, awareness and training is needed to ensure older residents are able to use technology safely and securely.

"The very elderly have no digital connectivity which they find frightening, and [means they are] left behind as everything is online."

Barnes resident

"Some older people don't have the latest devices so sometimes can't stay connected or get the information they need. [This] could be socially or things such as online shopping."

Barnes resident

"Older people aren't digital but the standard today is that everyone has to be digital."

Local stakeholder



Digital access for younger, financially disadvantaged residents: During Covid-19 this has been an issue that has been brought to the fore as a lack of digital access will have an adverse impact on those younger residents who do not have sufficient equipment or broadband to access education. Responses during lockdown to ensure school aged children were equipped for home-schooling has meant that perhaps this area of need, while significant during lockdown, has now been somewhat addressed. Over and above those supplied by the Borough, The Barnes Community Association have distributed approximately 230-250 re-purposed / donated laptops to children without proper digital access during lockdown. In addition to this, The Barnes Fund awarded grants for 12 devices (e.g. laptops and Chromebooks) and 25 sets of headphones to school aged children. It is worth noting that while many in need will have been identified and supplied with hardware during these initiatives, it is possible that numbers were underestimated due to a variety of reasons, including feelings of stigma felt by families, families not wanting to take resource away from families they feel have greater need.

“For all generations we need to connect better and communicate what’s on offer, how to help and where to go.”

Local stakeholder

Concerns were also raised around groups who are already typically social excluded, including those experiencing **homelessness** and some residents **with English as a second language**. According to local homelessness charity SPEAR only 4% of their client group have digital access. The facilitation of ESOL (English as a second language) classes and ensuring these were accessible in-person was mentioned as a means of improving connectedness and engagement among those with limited English language skills.

“Facilitate ESOL groups... People who don’t have computers can’t do things like this. [It’s a way of] being connected and being engaged. There’s a whole load of stuff available but that whole group of people is totally excluded.”

Local stakeholder



10. Education and training

The education and training chapter looks at the following sub-sections:

- The need for additional education and training support
- Education opportunities, choices and transition points
- Special educational needs
- Adult education and vocational training opportunities
- Improving access to education and training opportunities

Context

School provision

At present, there are eight¹³² privately owned nurseries in Barnes, offering a variety of provision and hours. In addition, Barnes Primary and Lowther Primary each have a nursery for children from age 3, and Barnes Children's Centre (located in Mortlake) provides outreach services at Lowther Primary in north Barnes.

The Barnes area has three primary schools, Barnes Primary School, Lowther Primary School, and St Osmund's Catholic Primary School. In 2019, three quarters or more students at each primary school are meeting the national expectations in reading, writing and maths at the end of key stage two (93% at Barnes Primary School, 78% at Lowther Primary School and 75% at St Osmund's Catholic Primary School). Barnes Primary School also sees over two fifths of students achieving a higher standard than expected (42%)¹³³. (Some pupils also attend primaries outside Barnes.)

At secondary age, the nearest school is Richmond Park Academy (RPA) in neighbouring East Sheen. However, the geography of Barnes is such that pupils living in the northernmost streets have in recent years increasingly fallen outside the catchment area of nearby secondary schools

¹³² Google search, checked against local knowledge

¹³³ <https://www.compare-school-performance.service.gov.uk/compare-schools?for=primary&tab=map> , 2019



in the borough, including RPA. Alternative secondary schools are significantly less accessible, particularly since the closure of Hammersmith Bridge.

Barnes is home to three independent schools: The Harrodian School (age 4-18); The Swedish School (age 6-16) and St Paul's School (boys aged 7-18)¹³⁴. In addition to receiving pupils from Barnes, many travel from outside the area to attend these schools.

Indicators of young people's needs

According to 2019 data, **Barnes ward has the third highest proportion of children with SEN support or EHCP of all wards in Richmond-upon-Thames**, a total of 14.7% of the pupils in the ward (78 pupils). This is a higher proportion than the Richmond-upon-Thames average of 12.4% (2,643 pupils). In Mortlake and Barnes Common the proportion of pupils with SEN is slightly lower at 11.2% (138 pupils)¹³⁵.

In schools across the borough the most common needs among students with SEN are¹³⁶:

Primary schools:	Secondary schools:	Special schools:
Speech, language and communication (292 pupils)	Specific learning disability needs (385 pupils)	Moderate learning disability (102 pupils)
Specific learning disability (263 pupils)	Social, emotional and mental health needs (276 pupils)	Autistic spectrum (48 pupils)
Moderate learning disability (246 pupils)	Moderate learning disability needs (125 pupils)	Social, emotional and mental health needs (17 pupils)
Social, emotional and mental health (211 pupils)	Speech, language and communication needs (120 pupils)	Severe learning disability (17 pupils)
Autistic spectrum (129 pupils)		

¹³⁴ <https://reports.ofsted.gov.uk/provider/27/102948> , 2019

¹³⁵ https://www.richmond.gov.uk/media/15295/children_young_people_needs_assessment.pdf , 2019

¹³⁶ <https://www.datarich.info/wp-content/uploads/2018/03/Newsletter-Issue-19.pdf> , 2016



Below is a summary of Pupil Premium pupils, pupils eligible to FSM, those receiving SEN support, those on EHCP, and those with EAL/ESOL (English as an additional language/English as a second language) in local schools. The figures relate to all pupils attending the respective schools.

	Pupil Premium	Free School Meal eligibility	Special Educational Needs support	Education and Health Care Plan	English as an additional language/with English as a second language
Barnes Primary¹³⁷ <i>Total pupils = 504¹³⁸</i>	4%	3%	12%	4%	12%
Lowther Primary¹³⁹ <i>Total pupils = 368¹⁴⁰</i>	19%	17%	7%	3%	39%
St Osmund's Primary¹⁴¹ <i>Total pupils = 191¹⁴²</i>	7%	6%	14%	4%	40%
Richmond Park Academy¹⁴³ <i>Total pupils = 880¹⁴⁴</i>	32%	19%	15%	4%	22%

Figure 38 Information provided by the local schools directly, via their websites or via other sources, all data is from 2020/2021

It is important to note that Adverse Childhood Experiences (ACEs) can also present additional educational needs for children and young people. These were not identified in the research but

¹³⁷ Information provided by Barnes Primary and on the school website, 2021

¹³⁸ <https://www.get-information-schools.service.gov.uk/Establishments/Establishment/Details/102902> , 2021

¹³⁹ Information on the Lowther Primary webpage

¹⁴⁰ <https://www.get-information-schools.service.gov.uk/Establishments/Establishment/Details/102892> , 2021

¹⁴¹ Information on the St Osmund's Primary webpage

¹⁴² <https://www.get-information-schools.service.gov.uk/Establishments/Establishment/Details/102919> , 2021

¹⁴³ Information provided by Richmond Park Academy , 2021

¹⁴⁴ <https://www.get-information-schools.service.gov.uk/Establishments/Establishment/Details/136208>



that is not to say that they do not exist in the local area and often then can remain hidden due to factors such as stigma, worries about re-traumatisation or a lack of awareness and knowledge of what ACEs in fact are.

Attainment of young people

Attainment is not evenly achieved across different groups of young people within Richmond, with the borough being ranked sixth worst out of 32 London boroughs for low GCSE attainment of free school meal pupils, according to the London Poverty Profile 2015¹⁴⁵. Separate data on this point is not available for Barnes, but the relative shortfall for this group may also be true in this part of the Borough. Richmond displays the highest GCSE attainment gap of all London boroughs between disadvantaged school children and those not facing disadvantage (a 31 percent point gap in 2017)¹⁴⁶.

In Richmond schools, attainment among students with SEN is generally lower, with levels of early years foundation stage learning development classified as 'good', being substantially lower among children receiving SEN support¹⁴⁷ (10%) compared to those receiving no SEN support (68%).¹⁴⁸ In Richmond secondary schools at GCSE level, attainment of 5+ A*-C grade GCSEs is lower amongst students receiving SEN support (41%) and those with SEN Statements (21%) compared to those receiving no SEN services (84%)¹⁴⁹. Across England, there is a larger attainment gap for pupils with special educational needs (SEN) than any other group; 53.2% for those with no SEN needs identified and 31.2% for those with SEN needs¹⁵⁰.

¹⁴⁵ https://trustforlondon.fra1.cdn.digitaloceanspaces.com/media/documents/2015_LPP_Document_01.7-web.pdf, 2015

¹⁴⁶ https://trustforlondon.fra1.cdn.digitaloceanspaces.com/media/documents/LPP_2017_full_report.pdf, 2017

¹⁴⁷ When discussing SEN support this is not the same as EHCP. EHCP provides a legal right to support from the Council whereas SEN support is available to all who need it.

¹⁴⁸ <https://www.datarich.info/wp-content/uploads/2018/03/Newsletter-Issue-19.pdf>, 2016

¹⁴⁹ <https://www.datarich.info/wp-content/uploads/2018/03/Newsletter-Issue-19.pdf>, 2016

¹⁵⁰ https://educationendowmentfoundation.org.uk/public/files/Annual_Reports/EEF_Attainment_Gap_Report_2018_-_print.pdf



Adult education provision and local skills training

No adult education establishments exist specifically in the Barnes local area. The main provider of adult education in the borough is the Richmond and Hillcroft Adult Community College (RHACC) which is based in Richmond town. Others include, Esher College, Kingston College, Richmond-upon-Thames College, St Mary's University, West Thames College, Childcare College, Richmond University, The Open University, Kingston University, Brooklands College and Hawk Training¹⁵¹.

The following map shows Education, Skills and Training Deprivation within Barnes. This domain measures the lack of attainment and skills in the local population:

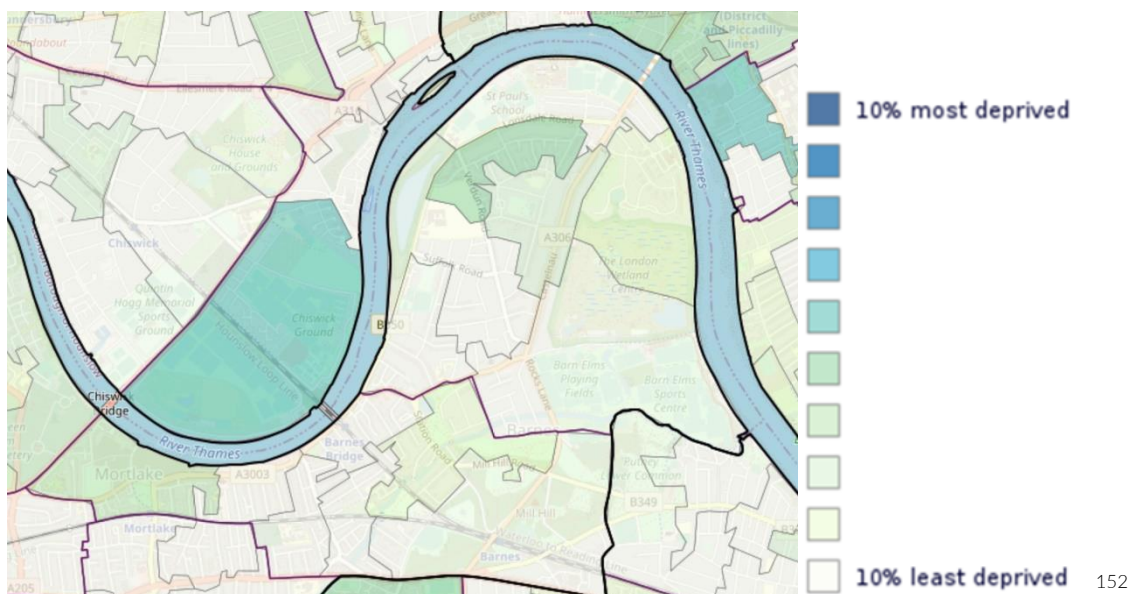


Figure 39 Education, Skills and Training Deprivation

People in Barnes and Mortlake and Barnes Common tend to have a higher level of qualification than those in Richmond as a whole¹⁵³.

¹⁵¹ https://www.richmond.gov.uk/adult_and_community_education , 2021

¹⁵² https://dclgapps.communities.gov.uk/imd/iod_index.html# , 2019

¹⁵³ <https://www.datarich.info/children-and-young-people/report/view/3b4976610e12427abb0412464a88d17e/E05000525/> , 2011



The need for education and training support

Overall, excluding those who answered not applicable, the majority of peer research interviewees rate their education, training and skills situation as green (57.5%, n=42). However, 13.7% rate it red (n=10) and a further 28.8% rate it amber (n=21).

Almost one third of respondents rate their education, training and skills situation as amber. Over a tenth rate it red

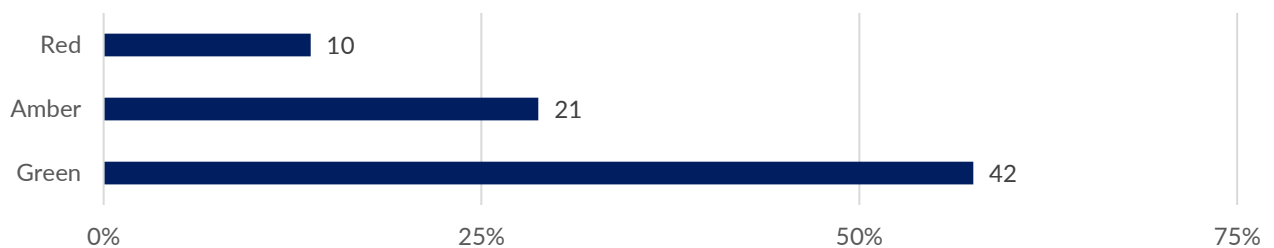


Figure 40 Traffic light: Your training and education situation/ access to training and education opportunities (total responses not including N/A, 73)

Most peer research interviewees who decided to speak in more depth about education and training opportunities in the local area felt that only some needs relating to educational and training needs are currently addressed by local services (52%, n=13). A further 16% felt that no needs are met (n=4). Only one third (32%, n=8) felt that most or all needs are currently met.

Over half feel that only some education or training related needs are met by local services

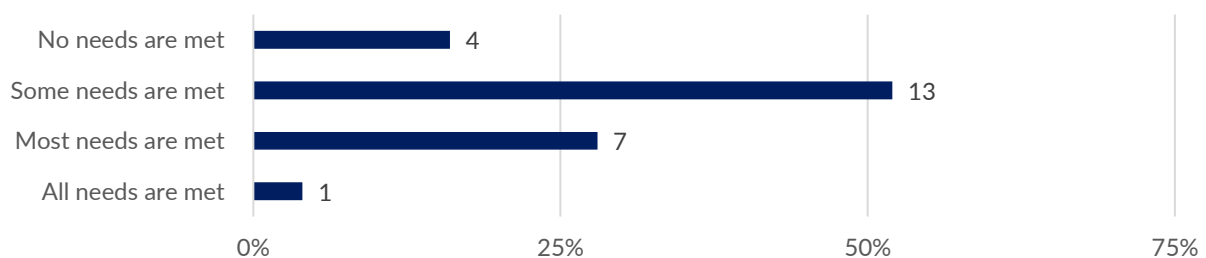


Figure 41 Do you feel that there are appropriate local services to support training and education-related needs? (total responses: those who chose education and training as one of their three topics to discuss further, 25)

When looking specifically at access to local training and education opportunities, 63% feel that Barnes residents cannot access these opportunities (n=15), while only 38% felt they can (n=9).



Education opportunities, choices and transition points

Education opportunities and choices can be divisive in the local area. Some residents feel there is a socio-economic split at primary level. At secondary level, the nearest secondary school (RPA) is just outside Barnes and its geographical catchment area increasingly does not include the northern most streets in the Barnes ward. This means some children in the north of Barnes risk not receiving a place at the local secondary school on National Offer Day, however these issues have historically been resolved by September when school begins. Whilst there are no state secondary schools in Barnes, there are three independent schools. This means some more affluent families may be able to access a secondary school in Barnes whereas others have to travel outside the immediate area, and some an increasing distance.

"There are local primary and secondary schools but not colleges, unis and apprenticeships. For people with more money it's not too bad but those who don't have as much they may have to miss out on certain things."

Barnes resident

"Education is socio-economically divided as richer, more privileged families enter St. Osmund's rather than Lowther primary school."

Barnes resident

Our stakeholders identified transition points within the education pathway as a time of key risk. This can be a time of change for young people and can cause additional issues or needs to emerge. This is compounded for those with special educational needs. Stakeholders also identified that, outside school, some young people lacked 'things to do'.

"Young people as teens become less willing to engage in anything that marks them out as different which makes the trajectory worse. The move into secondary and a larger environment with added personal responsibility causes underlying issues [to] then begin to trip people up. Understanding [the] pathways into work and asking to differentiate in terms of learning and understanding is huge and impactful. But [this] needs to be done in a way that doesn't 'other' the person who needs it."

Local stakeholder



"Lack of things for teenagers to do (make that 8 years to 25) especially for those who shun 'organised youth clubs'."

Local stakeholder

Special educational needs

Local stakeholders reported that both Richmond-upon-Thames and Barnes specifically have lots of services on offer to support children and young people with special educational needs and their families. Many groups in the local area are active and provide a vital lifeline to families in need of support, particularly at the point of initial concern or diagnosis. Stakeholders felt that services and support for young people with special educational needs should be **tailored to their individual needs** as well as the needs of their wider support networks (e.g. families, guardians, teachers). Engaging with the parents and guardians of children with additional needs is a key aspect to understanding the individual and distinct needs of each child or young person.

"Support is needed for parents and professionals. If [we] can support them they can really then in turn support the young person which is very empowering... when you have neuro-conditions, it's hard to identify them – they are very complex. They are not a cookie cutter. No two ADHD children present the same. Co-morbidities often as well which makes requirements complex."

Local stakeholder

"The ability to engage [families, parents and schools] positively, in cases I've witnessed, is the lifeline to being brought into community and understanding strategies moving forward."

Barnes resident

Stakeholders and residents felt that due to school closures during Covid-19 lockdowns, many children with special educational needs who were learning online have found themselves falling further behind their peers educationally. Issues identified by families and professionals include deteriorating behaviour among some children and especially teens with ADHD, varying levels of engagement by schools and health and SEND services being under pressure which delayed



some diagnosis waiting times, but these are reported to have substantially improved recently.

¹⁵⁴ Variation in engagement by schools may be due to personal circumstances, complexity of need and the fact that confirming a diagnosis is a complex process that needs support for professionals and parents. Alternatively, some children with special educational needs who attended school during lockdown benefited from smaller group sizes.

According to local schools, offering speech and language support is challenging. Most schools are only able to access speech and language support if a child or young person has an EHCP which means that those who do not have one can find it challenging to get support. However, there is greater awareness of the issue and training and support for practitioners to help with speech and language for pupils.

A local organisation supporting children with speech, language communication and sensory needs, estimate that 20% of their enquiries to help families with young children with neuro-diverse children were from the Barnes area which is an increase from 8% in 2016. The increase in membership could represent different factors, including a growing need for the services provided or greater visibility of the organisation in the local area¹⁵⁵.

Recommendations include providing more **advice and support** for parents of children with special needs and **increased signposting to existing resources**.

“More availability of advice and support for parents of children with special needs to access appropriate education - that can be for primary and secondary schools. There isn't appropriate school provision around here.”

Barnes resident

Some local schools commented on issues with obtaining additional support in specific areas where they are unable to provide sufficient help in school (from the class teacher or other school staff) to meet a child's needs. Some noted that they can struggle if a child is in need of additional support but does not currently have a formal diagnosis. If a diagnosis leads to creation of an EHCP, which entitles parents to name a preferred school, they also noted that

¹⁵⁴ ADHD Richmond

¹⁵⁵ Information provided by Action-attainment, 2021



the school concerned may then conclude that it can't meet a child's needs. This might be an appropriate conclusion, but they noted that it created further delays for children needing to access suitable education.

"[It's] tricky to address students who have no diagnosis but also do have needs."

Local stakeholder

Adult education and vocational training opportunities

Adult education and vocational training opportunities in the local area appear to residents to be limited. Suggestions to overcome barriers to training opportunities include the following:

- **General adult training services and opportunities:** General comments include not believing there to be any local training and education opportunities. One peer research interviewee requested an adult education class to be run in the local area.

"As far as I am aware there are no adult education classes in Barnes."

Barnes resident

"You would have to look mainly outside of Barnes [for training and education opportunities], not too far but I wouldn't say there is anything right on your doorstep."

Barnes resident

- **Specific training for adults or older residents looking to increase their employability:** More services and provision for the older generations, including education and employability training. This includes IT training for members of the community who are not as digitally equipped. This will help older generations retrain, further their educational attainment and open up employment opportunities. Provision of some practical skills building classes would also be a good idea, including to improve digital capability and literacy.

"After education, employability or help for older generations who may not have [many] educational qualifications [is needed]."

Barnes resident



"[We] need training for people to get back into work after a period of being out of work, especially now when lots of people have been made redundant. [We also need support] for women who have been on a career break for a long time, for example as a carer or with young children."

Barnes resident

"[We need] more opportunities and information, especially for people who are not experts in the IT area and not everyone has access to computers etc. Also, our nearest library is in Castelnau and it is very outdated."

Barnes resident

- **More information about existing opportunities:** Some more specifically felt they were not aware of any opportunities and did not know how they would find out about any that do exist.

"I do not know if they exist or how to find out about them."

Barnes resident

"I don't really know, I wouldn't know where to start looking in the local area. Perhaps the Castelnau Centre would have advice. It is probably available in the Richmond area rather than in Barnes."

Barnes resident

"[There is] not enough information about existing opportunities."

Barnes resident

- **Greater opportunities, support and services for lower income households:** Some felt that both education and training opportunities can be "exclusive" and geared towards those with more financial capital. More free training opportunities and provisions would ensure opportunities were available to a wider group within the Barnes community. Transport was also mentioned as a factor which could obstruct certain groups from



accessing opportunities in the Barnes area and means many feel the need to leave the area to access similar opportunities.

"[There is] not much information or support. There is a perception in Barnes that everyone is rich which leads to low-income groups being excluded."

Barnes resident

"Some wealthier people in Barnes can, but the vast majority have to travel out of [the] area."

Barnes resident

- **More vocational training opportunities:** More practical and vocational training opportunities are also needed.

"[We need more] practical training for example, hospitality."

Barnes resident

"There is a need for more free or low-cost vocational courses in the community."

Barnes resident

Improving access to education and training opportunities

In light of the needs identified relating to education and training opportunities in the local area some general cross-cutting suggestions emerged. These include:

- **Subsidised travel to education and training opportunities outside of the area:** Some mentioned needing to take transport out of Barnes to access opportunities which are only available to more wealthy Barnes residents. Those from less affluent families feel the need to travel out of Barnes to access opportunities, some interviewees suggest financial help to enable travel would open up certain opportunities for them.

"[You] can't always get the education you want or need locally, so [you] may have to travel further but [you] don't have the money to, or [it] takes too much time so [you] can't get a job so [then you] don't have enough money."



Barnes resident

"Most Barnes people are educated and go onto higher education and/or a degree but may not be able to afford it or get there or worry about the debt."

Barnes resident

- **The need for greater funding:** The need for more funding of services was also mentioned. This would allow more classes, services and education opportunities to be made available to residents, particularly for lower income families. Investing in community centres to allow them to set up classes to address the needs of their cohorts. Providing bursaries to help less affluent residents access education opportunities would also improve accessibility to different opportunities.

"[We need] more funding."

Barnes resident

"[There is] not as much funding into [the] local community centre to bolster and educate younger generation on crime".

Barnes resident

- **Provision of ESOL (English as a Second Language) classes** for those hoping to develop their English language skills. Some residents with English as a second language may also struggle with their education and training due to the additional hurdle of completing classes and training in a language you are not a native speaker in. Provision of more ESOL classes and language centres would be beneficial along with improving signposting to existing resources.

"If you have that additional hurdle of not having language [skills] you are very disadvantaged. There can be a lot available, but you can't access it."

Local stakeholder

"More language centres as English is not my first language. More support is needed."

Barnes resident



11. Calls to action

Introduction

The range of ideas, priorities and calls to action are developed in line with key findings drawn out in the individual Chapters of the report. These calls to action aim to provide an overarching theme for the community to act on, including local stakeholders and local organisations.

The following table includes calls for action that draw on findings from each of the themes discussed within the report:



Putting residents in control

Issue 1:	Impact on the people in Barnes	Call to Action
<p>Residents in need feeling that things are being done for them, not with them leading to feelings of disempowerment and disengagement. Part of this is due to the perceptions that different groups of people in Barnes have of each other. North Barnes is often described as an area of need, which misses the strengths of the community and what they have to offer. This perception also risks increasing the existing divide between those in need and the more affluent residents of Barnes.</p>	<p>Residents and stakeholders felt that services were not targeted enough for particular groups, and impacted on needs. This can lead to feelings of isolation amongst these groups, and cause them to go outside of their local area to find services.</p> <p>In relation to leisure, cultural and sports activities, girls, mothers teenagers and people with disabilities were identified as groups who were not fully catered for.</p> <p>There is a perceived divide between the North of the area and the rest of Barnes and a main barriers to community cohesion. While people feel that there is a strong Barnes resident voice, this is not fully representative of all Barnes residents. This is mirrored by the more general perception of Barnes as an area of affluence, despite there being pockets of relative disadvantage and for groups which can have hidden need and be excluded.</p>	<p>Co-design and co-creation of services: Giving residents a voice and role in the design and delivery services needs to become the norm and would help to empower individuals so that they feel they have a say in what goes on in the community. This will in turn encourage people to take part in services and reduce the number of services which don't meet the needs of specific groups.</p> <p>Additionally, it is important to challenge the perceptions people have of groups in the community and to ensure that the language being used to describe them is strengths-based.</p>



Making services accessible

Issue 2:	Impact on the people in Barnes	Call to Action
<p>Residents are waiting until crisis point to ask for help meaning they are not managing earlier on and are not getting help when needed. In turn, this means more intensive support is needed at the point of crisis.</p>	<p>Examples were given of people in Barnes waiting until crisis point to come forward with issues, for example double carers. This was often put down to pride and linked to feelings of stigma associated with accessing certain support services (ie food banks).</p> <p>Additionally, Covid-19 has meant people are not accessing services because of social distancing. This removes the opportunity for frontline workers to spot changes in service users, or challenges they may be facing. This used to happen informally. Residents are less likely to be signposted into the service they need and more likely to continue managing alone.</p>	<p>Co-location of services: Providing accessible and 'stigma free' spaces where services can co-locate would encourage a focus on prevention, by making it easier to signpost residents to relevant services informally if warning signs are seen. This will enable people supporting residents to build trust, have informed conversations and signpost to other help and advice. For example, as people are attending the food bank, community workers could engage them in a discussion about mental health.</p> <p>Co-locating services could also help to deal with some of the issues associated with residents having to travel long distances for basic services due to the closure of the Bridge. This will also go some way to address the 'information' needs of frontline workers on the range of services and support on offer for residents.</p>



Harnessing local talent and community spirit

Issue 3:	Impact on the people in Barnes	Call to Action
<p>Isolated actions are not enough to provide holistic support for residents. Ongoing support with trusted individuals is needed for residents to feel supported and tackle the challenges they are facing.</p>	<p>To support members of the community who are digitally excluded, residents and stakeholders felt that courses were not enough. They felt they would also need a trusted person they could go to ask questions.</p> <p>Housing was another area in which it was felt Barnes residents did not have the ongoing constant support needed to deal with problems. This was particularly a concern for older people living alone, who may not know who to turn to in moments of need relating to housing quality and maintenance.</p>	<p>Network of expert residents: One of the many positives of Barnes is the potential social capital of its residents and appetite for volunteering. This could be achieved by developing a network of expert resident volunteers who could support groups with particular issues. By providing informal and regular assistance these residents could provide out of hours or adhoc support eg for those who are digitally excluded.</p> <p>Examples of support could be training young people to support older residents to develop their digital skills. There are many professionals and business leaders living in Barnes as expert residents they could also be useful for providing young people with targeted careers advice or developing mentoring opportunities.</p> <p>Linking retired residents who tend to express a greater interest in volunteering and 'giving back' to the community could really add value and complement services in the local area.</p> <p>It will also help bring communities together and perhaps create greater connections between the 'north' and 'south' of Barnes.</p>



Better information sharing

Issue 4:	Impact on the people in Barnes	Call to Action
<p>Despite there being a wide range of services and opportunities available in Barnes, many people do not know what is on offer or how to find out about the types of services that are available.</p>	<p>Stakeholders felt that the reason people were not engaging with local services was because that they did not know about them, rather than because they were not available.</p> <p>This means both that residents are not accessing support for issues that they would want help with, and that voluntary and community organisations are putting time, effort and resources into organising services that people do not know about. This risks local organisations duplicating services and not learning from each other.</p> <p>As well as services, a lack of information meant people did not know about opportunities available in Barnes, for example training and employment opportunities.</p>	<p>Community information sharing: Enabling better information sharing would help local residents and stakeholders learn from each other about what services are on offer and what else is needed. This would consist of organisations regularly keeping other similar organisations up to date on the types of activity they are offering to make sure a range of people were being targeted.</p> <p>This could be facilitated by a voluntary and community sector forum for people to share ideas, or by helping organisations to form connections with groups that are most relevant to them. It is important that this information is available online and in-person to ensure accessibility.</p> <p>Improved communication will also help inform residents especially those that are not as well connected in the community about what services are on offer locally. More information about opportunities in Barnes e.g. through an information portal or on social media would help people know what employment, leisure and education opportunities are available.</p>



Foster and invest in collaboration

Issue 5:	Impact on the people in Barnes	Call to Action
<p>There is a wealth of resources in Barnes and nearby that could be further utilised by local organisations. This can be done by local organisations collaborating and working together to improve their service delivery, including referrals, support and joint bidding.</p>	<p>Working in isolation means that local organisations are having to do more work, both to figure out what need is, design services and deliver them.</p> <p>This is particularly difficult in services that are under-resourced, understaffed or underfunded.</p>	<p>Collaboration: Facilitating greater collaboration between groups and connecting with local partners and business (e.g. universities and schools for reskilling and retraining) would help to improve services and have targeted offers for residents.</p> <p>For example, schools, local businesses and local voluntary and community organisations could work together to offer young people in need local work experience opportunities. Improved collaboration between social prescribing link workers and local voluntary and community organisations could help tackle health related needs in Barnes.</p> <p>By creating better connections with each other services may be able to make the case for more investment and support and potentially join forces to bid for funding and contracts.</p>



Accessible and affordable services

Issue 6:	Impact on the people in Barnes	Call to Action
<p>Affordability and accessibility of services came up across all the themes in the needs analysis demonstrating that these are two key factors that need to be considered in the design and delivery of services in Barnes.</p>	<p>Lack of disposable income to spend on leisure was cited as a reason some people did not access these services in Barnes. Although many services reduced their prices to make them more accessible for certain groups of people, this was often still considered too much to spend on an extracurricular activity. The time and monetary cost of childcare was also highlighted as a reason for young parents not being able to access community and leisure activities.</p> <p>Many activities accessed by residents in Barnes take place outside of the area. The closure of Hammersmith Bridge has made it harder for residents to access these leisure and cultural activities. This was highlighted as particularly difficult for older people or those with mobility issues.</p>	<p>Affordability and accessibility: Developing more affordable and accessible services that are targeted at particular groups would help all feel that there is 'something for them'.</p> <p>It is important that community spaces and services enable easy access and feel inclusive to all members of the community to ensure that they are open to as many residents as possible. To increase accessibility services should be designed with the needs of people with mobility and transport issues in mind.</p> <p>Increased affordability was mentioned as especially important for physical exercise facilities and services to remove financial situation as a barrier to access. More affordable classes could be targeted at specific groups, for example those with long term health conditions or carers. We should also use our community assets and open space better to have 'pop-up' cafes and activities which could be more affordable.</p>



Appendices

Appendix 1: Methodology

Rocket Science developed a seven-stage methodology with an overall emphasis on engaging both residents and relevant stakeholders in the local area. This approach incorporated the Steering Group of key Barnes' stakeholders and ensured that they were meaningfully involved throughout the project. These stages involved: an inception meeting and planning stage; a desk review of relevant literature; stakeholder engagement in the form of six themed focus groups; peer research, engaging with residents in the community; gap analysis interviews to ensure we did not miss out any key voices within the community; analysis and reporting; and finally, presentation of the report. In total during the fieldwork stages, we spoke to 182 local stakeholders and Barnes residents.

This methodology was adopted as it was felt it would provide the most in depth understanding of need in Barnes in the time given, combining quantitative data with qualitative understanding and insight. The desk review allowed for a detailed analysis of resources and data relating to Barnes and Richmond-upon-Thames. This review provided background and context for the following fieldwork. Starting fieldwork with stakeholder focus groups meant key areas of need could be identified through speaking to people who had experience working with people in need in Barnes. The peer research approach was used because this method puts the community which the research is about at the heart of the research, and empowers the individuals involved to shape the project and see it as their own.

Desk review

In December 2020 and January 2021, desk research was conducted, to draw together available quantitative data on Barnes (including where relevant on the Barnes and Mortlake and Barnes Common wards). The review included:

- An outline of the area and its population, providing an outlook both on the demographic and socio-economic context of the local area
- Information available on the challenges residents in the area face



The findings from the desk review are outlined throughout the report in the Context section of each Chapter.

Stakeholder engagement and consultation

In January 2021, Rocket Science held a series of six focus groups with representatives of key stakeholder organisations in the local area. In total we spoke to 41 people from 39 organisations. These organisations consisted of: five organisations working with young people and families; two organisations working with older people; two organisations working with carers; four health organisations; six organisations working with people with disabilities and special educational needs; three housing and homelessness organisations; five churches; seven community and advice centres; and five arts and leisure organisations.

These focus groups were themed around emerging findings identified in the desk research. The themes were as follows:

1. Community, recreation and leisure
2. Youth needs
3. Needs of older residents
4. Health and wellbeing
5. Poverty, housing and debt
6. 'At risk' groups and hidden need

Structured discussions were facilitated by members of the Rocket Science team amongst attendees on the following topics:

- Sense of community in Barnes and the needs of residents
- Support and service provision in the local area
- Looking to the future to understand what changes stakeholders would like to see occur in Barnes

At the end of our discussions, participants also provided their views on the following stages of the methodology including asking whether they would be happy to share peer research recruitment details with members of their cohorts.



The findings from the focus group are included throughout the report in the relevant Chapters.

Peer research

Following the focus groups, a flyer detailing information about the role of peer researchers was circulated to all those who had attended the focus groups. Focus group attendees were asked to nominate people they knew as peer researchers. In some cases, attendees circulated the information about the peer research opportunity more widely.

A total of 18 residents from the local area, from varying backgrounds and areas of Barnes and Mortlake and Barnes Common, signed up to become peer researchers in February 2021. 13 of these completed training and 12 of these peer researchers went on to conduct interviews. Demographics on peer researchers can be found in [Appendix 2](#).

The peer researchers attended two 1.5 hour training sessions in March 2021. These sessions included the following elements to ensure that the peer researchers were well-equipped to conduct one-to-one interviews:

- An introduction to The Barnes Fund local needs consultation and peer research as a research method
- An exploration of the main research themes which had emerged from the desk review and the focus groups with stakeholder
- The development of a co-designed interview topic guide to be used in the peer research: peer researchers were invited to suggest alterations to questions and ensure that the language of questions would be understood by peers
- Practical interview techniques and practice interviews: including tips for conducting a good interview and recruitment methods to ensure diversity of interviewees. Training included information on the importance of reaching out to a diverse group of research participants to increase the relevance of results.
- Social research ethics training: including safeguarding, consent, confidentiality, data protection, diversity and inclusion and ensuring accuracy.



Following the training, peer researchers were given three weeks to each conduct 10 interviews which on average lasted approximately 30 minutes but ranged from approximately 20 to 60 minutes each. Interview responses were submitted by peer researchers using the online survey platform SurveyMonkey. Peer researchers were able to practice using Survey Monkey before beginning fieldwork and were given support with the platform throughout the fieldwork time, if needed. This meant that peer researchers had to have access to and the ability to use a technological device e.g. phone, tablet or laptop, and to fill in and submit a survey form online. This was a limitation of the research because people who did not have access to, or the ability to use, a technological device were unable to participate as peer researchers. To mitigate this limitation, in focus groups questions about digital exclusion and the needs of people who are digitally excluded were asked of stakeholders and service providers.

Peer research interviews covered the following topics:

- Sense of community and belonging
- Barnes as a place to live, including: satisfaction with the local area, feelings of safety and community spaces
- Housing
- Caring responsibilities
- Living with a disability
- Managing physical health
- Managing mental health and wellbeing
- Employment situation and opportunities
- Education, training and skills situations and opportunities
- Income, finances and debt
- Digital access and connectivity
- Ability to get around the local area (including public transport)

A total of 110 interviews were completed and gathered data was analysed by Rocket Science. The analysis of responses is presented throughout this report. Demographics of the peer research interviewees are listed below in [Appendix 3](#).



Gap analysis interviews

Overall, we conducted an additional 14 interviews (including one group session) with key local stakeholders. These stakeholders included four community and advice organisations, three schools and nurseries, three health organisations, two arts and leisure organisations, and one housing organisation and one interview with members of local government.

- 6 were conducted following our focus groups with key stakeholders to ensure that we had spoken to certain stakeholders unable to make the focus group scheduled time
- A further 8 were conducted following the completion of the peer research once gaps in data had been identified through analysis



Appendix 2: Organisations engaged with the Barnes: An Analysis of Needs 2021 report

The following organisations participated in focus groups or interviews with Rocket Science during the Barnes Analysis of Needs 2021 project. Thank you to all of those who took part for giving up your time to contribute to this work. We hope that this will be a useful resource for you and members of your community.

- A local independent domestic violence advocacy service
- Achieving For Children - Barnes Children's Centre
- Achieving For Children - Powerstation Youth Centre
- Action-attainment
- Activity Station charity
- ADHD Richmond and Kingston
- Age UK
- Barnes Community Association
- Barnes Literary Society
- Barnes Methodist Church
- Barnes Music Society
- Barnes Primary School
- Barnes Women's Institute
- Castelnau Centre Project
- Citizens Advice Richmond
- Councillors from the Barnes and Mortlake and Barnes Common wards
- Crossroads Care
- FiSH Neighbourhood Care
- Friends of Barnes Common
- Friends of St Mary's Barnes
- Glass Door Homeless Charity
- Holy Trinity Church, Barnes
- Home-Start Richmond Kingston and Hounslow
- Inner South West London Samaritans
- Integrated Neurological Services (INS)



- KICK
- Local Health Services
- Lowther Primary School
- Mid Mediation & Counselling
- Mortlake Community Association
- Multicultural Richmond
- Off The Record
- OSO Arts Centre
- PA Housing
- Richmond Borough Mind
- Richmond Carers Centre
- Richmond Foodbank
- Richmond Housing Partnership
- Richmond Mencap
- Richmond Park Academy
- Richmond upon Thames Library Service
- River Thames Boat Project
- RUILS
- Skylarks Charity
- SPEAR Housing Association
- St Mary's Church, Barnes
- St Michael's Church, Barnes
- St Osmunds RC Church, Barnes
- Sunshine Nursery
- The Holly Lodge Centre
- The Swedish School
- Welcare



Appendix 3: Peer researcher demographics

Age	Number	Proportion
16-18	1	8%
18-24	6	50%
35-44	2	17%
45-54	1	8%
65-74	1	8%
N/A	1	8%

Figure 42 How old are you?

Self-described ethnicity:	Number	Proportion
African and White	1	8%
Caucasian	1	8%
White	1	8%
White British	6	50%
White European	1	8%
White and Black Caribbean	1	8%

Figure 43 How would you describe your ethnicity?

Gender	Number	Proportion
Female	8	67%
Female but open	1	8%
Male	3	25%

Figure 44 How would you describe your gender?



Location of residence in Barnes:

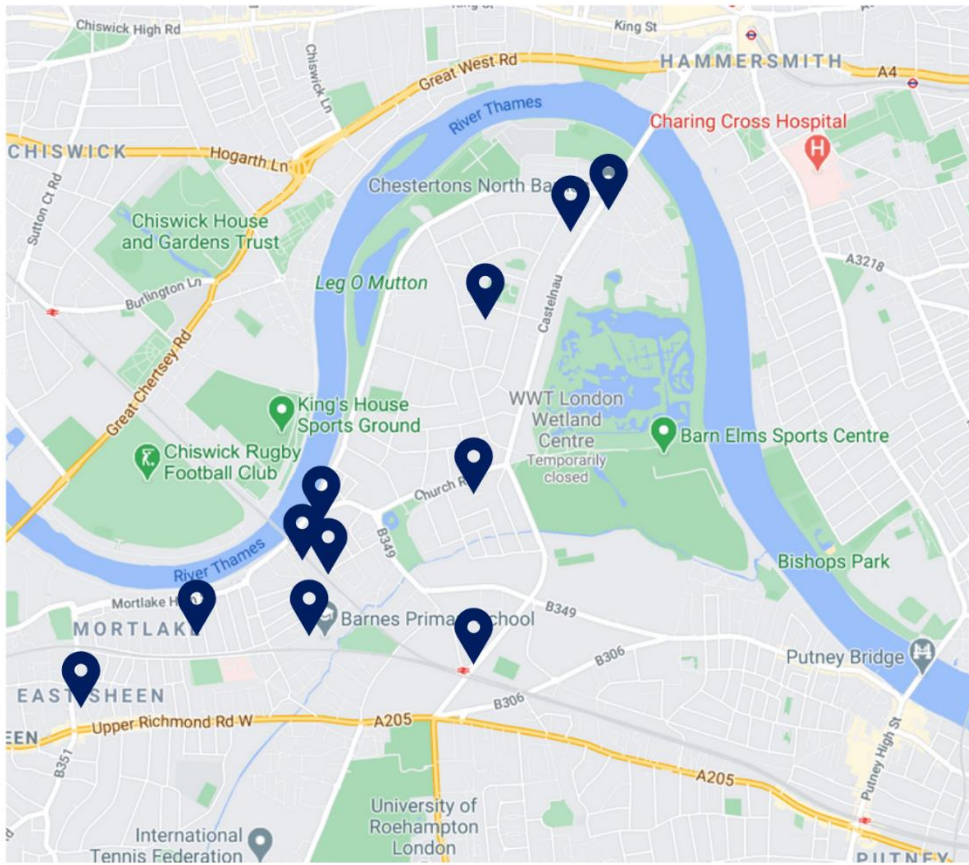


Figure 45 Which part of Barnes do you live in?



Appendix 4: Peer research interviewees demographics

Age	Number	Proportion
13-18	7	6%
18-24	36	33%
25-34	2	2%
35-44	11	10%
45-54	21	19%
55-64	12	11%
65-74	11	10%

Ethnicity	Number	Proportion
Any other Asian background	2	2%
Any other Black, African or Caribbean background	1	1%
Any other Mixed or Multiple ethnic background	2	2%
Any other White background	12	11%
Asian or Asian British - Indian	2	2%
Asian or Asian British - Pakistani	2	2%
Black, African, Caribbean or Black British - African	5	5%
Black, African, Caribbean or Black British - Caribbean	1	1%
White - English/ Welsh/ Scottish/ Northern Irish or British	76	70%



White - Gypsy or Irish Traveller	1	1%
White - Irish	2	2%
White and Black African	1	1%
White and Black Caribbean	2	2%

Gender	Number	Proportion
Female	71	65%
Male	38	35%
Woman	1	1%

Religion	Number	Proportion
Any other religion	6	5%
Christian	57	52%
Hindu	1	1%
Jewish	2	2%
Muslim	2	2%
No religion	42	38%

Living with a disability or long term health condition?	Number	Proportion
Yes	15	14%
No	90	82%
Prefer not to say	5	5%

Years living in Barnes	Number	Proportion
Up to 5	5	5%
6 to 10	12	11%
11 to 15	12	11%



Over 15	81	74%
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Caring responsibilities ¹⁵⁶	Number	Proportion
Yes - parent/guardian	28	25%
Yes - unpaid carer	13	12%
No	70	64%

Occupation ¹⁵⁷	Number	Proportion
Full-time work	29	26%
Part-time work	22	20%
In education or training	28	25%
Volunteering	19	17%
Retired	19	17%
Not in employment, education or training	8	7%

Living situation	Number	Proportion
Living independently	12	11%
Living with a partner/spouse	17	15%
Living with family	77	70%
Living with non-family members (e.g. friends, house share)	3	3%
Other	1	1%

Accommodation type	Number	Proportion
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¹⁵⁶ Please note interviewees were able to select more than one option which is why percentages add up to over 100

¹⁵⁷ Please note interviewees were able to select more than one option which is why percentages add up to over 100



Owner occupier	57	52%
Private renter	17	15%
Social renter	27	25%
Other (please specify)	9	8%



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