

## ANNUAL REPORT

March 2010

### What is the Local Strategic Partnership?

The Richmond upon Thames Local Strategic Partnership (LSP) brings together the public, private, voluntary and community sectors to improve the quality of life for all those who live, work or visit the borough. There are six thematic partnerships working under the LSP umbrella, these focus on specific priorities (e.g. crime, health, young people etc.) reporting back to the LSP on progress throughout the year. There are also five consultative groups who advise the partnership on specific issues, faith, disability, race equality, the environment and the voluntary sector.

The LSP is responsible for the development and delivery of the Richmond upon Thames, Community Plan 2007 - 2017, which was developed by partners in consultation with local communities. It sets out the shared vision for the borough until 2017 and is available at: [http://www.richmond.gov.uk/community\\_plan\\_2007\\_to\\_2017](http://www.richmond.gov.uk/community_plan_2007_to_2017).

The following identifies the achievements of the last year, for each of the priorities of the Community Plan.

### Priority 1: Tackling disadvantage and reducing inequality

#### The picture in Richmond upon Thames

Although the borough is relatively affluent, with high levels of satisfaction in the area, not everyone enjoys the same opportunities. Intelligence from the Borough Profile, the Index of Multiple Deprivation (IMD) and the Report of the Director of Public Health on Health Inequalities, provide the partnership with a collective view of the challenges faced in tackling disadvantage across the borough. We used this information to identify the five geographical areas within the Borough that are the most disadvantaged relative to the borough average and where partnership work could make the biggest impact:

- > Ham
- > Heathfield
- > Hampton Nursery Lands
- > Mortlake
- > Castelnau

These five areas experience rates of economic activity lower than the borough average, with lower skills levels and poorer mental and physical health. Demographically, they have a higher proportion of disabled people, black and minority ethnic groups, lone parents and older people.

### **What we are doing**

The Partnership wants to reduce the gap between the most disadvantaged residents within these five areas and the borough average.

Community development work in these areas is beginning to show results; the Place survey 2009 (available at: [http://www.richmond.gov.uk/home/community\\_and\\_living/neighbourhood\\_information/local\\_strategic\\_partnership/the\\_place\\_survey.htm](http://www.richmond.gov.uk/home/community_and_living/neighbourhood_information/local_strategic_partnership/the_place_survey.htm)) indicated that residents are starting to feel more involved in local decision-making, giving them more say and influence on what happens within their communities.

### **Capacity building with the Ham and Petersham SOS**

The Ham and Petersham SOS is a local neighbourhood care group offering support and services to vulnerable people in Ham and Petersham. Volunteers provide transport services, befriending, social contact, information and support to local older people or people with disabilities. Many people use the service to get to GP appointments, pick up prescriptions or to enable them to attend social events.

Up until 2009 the SOS had been entirely run by volunteers; when the volunteer coordinator was ready to step down, with no one wanting to take the role on, there was concern that the vital services offered to the community through the group may decline. This was resolved by the appointment of a paid coordinator, (funded through Richmond Council for Voluntary Service) who has been successful in increasing the capacity and reach of the organisation, allowing more people to access its services.

### **Affordable Housing**

Increasing the availability of affordable housing within the borough is a key priority for the Local Strategic Partnership and challenging targets have been set. Richmond upon Thames is characterised by both a shortage of development land and high land values that make the delivery of affordable housing difficult to achieve. The economic down turn has placed added pressure across the housing sector. One hundred and eighty five affordable units were delivered during the period 1<sup>st</sup> April 2008 to 31<sup>st</sup> March 2009. This was achieved through the collaborative efforts of various organisations including Richmond Housing Partnership, Places for People, Richmond upon Thames Churches Housing Trust, London and Quadrant and others (see table below). Much of the funding was supplied by the Homes and Communities Agency (HCA).

Our anticipated development programme for 2009/2010 has been reduced as a result of the economic downturn delaying the start of building work. To try to reduce the affect of this, Richmond upon Thames has developed its own low cost home ownership product called 'Richmond First' to replace the 'My Choice Home Buy' product that has been ended by the Government. Richmond Housing Partnership have continued to work to

ensure the 'Extra Care Housing' scheme started on site during 2009, it is expected to complete in the summer of 2010. To ensure the supply of family sized accommodation, the Borough has also entered into partnership with Network Housing Group (NHG) to acquire properties for social rent. London Borough of Richmond upon Thames (LBRuT) funding has been agreed to extend the scheme but this is subject to NHG submitting a successful bid to the HCA.

Development/Scheme	Units	RSL	Funding
Sandy Lane	79	A2	HCA
Brunel Phase 2	45	RuTCHT	HCA
Powdermill Lane	15	RuTCHT/Inquilab	HCA
Strawberry Hill Road	6	RHP	RHP
My Choice Home Buy	30	L&Q	HCA
Own Home	5	PfP	HCA
Acquisitions	2	RHP	RHP
Right To Acquire	2	RHP	-
DIYSO*	1	Bush	LA
<b>TOTAL</b>	<b>185</b>		

## Priority 2: Being the greenest borough in London

### The picture in Richmond

Our vision is to set a regional and national example by making Richmond upon Thames the greenest borough in London. In particular, we will set the standard for reducing domestic and business energy consumption, and also transport emissions.

We define "greenest" in two ways:

- our actions on sustainability, reducing the borough's carbon footprint
- by having high quality parks and open spaces.

Reducing our carbon footprint is a real challenge for the borough as Richmond upon Thames has the second highest domestic carbon footprint in London per capita and despite a strong record on recycling, sends a considerable amount of domestic and commercial waste to landfill.

### What we are doing

Partners are working to change the behaviors of those who live and work in the area to improve the environment, through influencing choices on travel, energy use and recycling among other issues. Innovative initiatives such as the CO2 parking emissions scheme have raised the profile of the green agenda across the borough and refined waste collection systems, including food waste, are all helping to move this forward. Reducing waste by publishing reports like this one on the internet instead of producing expensive paper copies which then require circulation and delivery, all help to reduce carbon emissions and costs.

## **Award Winning Parks**

The borough is lucky enough to have many splendid parks, these are used by residents not just from the borough, but from neighbouring boroughs as well, which stimulates the local economy. In 2009 seven of our parks achieved green flag status, as listed below. With the help of our partners and local communities we hope to add another three in 2010.

Achieving this is not easy, every park or green space the borough puts forward is judged on the following criteria:

- How welcoming a place it is
- The sustainability of the park or green space
- Conservation and heritage
- How involved is the local community
- Is it healthy, safe, and secure
- Clean and well maintained

We are keen to involve members of the community in any development activities relating to the parks. To achieve this we have established partnership groups called 'Friends' who are part of the consultation and decision making process in relating to the parks.

## **Green Flags Awarded 2009**

- Twickenham Green
- Hatherop Park
- Palewell Common and Fields
- York House Gardens
- The Kings Field
- Terrace Gardens and Buccleuch Gardens
- Richmond Green

## **Richmond upon Thames also won:**

- The best park in London at Terrace Gardens.
- The best cemetery in the country.

## **Reducing flood risks**

The most significant short term risk from climate change faced by Richmond upon Thames is flooding. The Environment Agency estimates that over 5,700 properties in the borough are already at significant risk of flooding from the River Thames and its tributaries and this is set to increase as a result of climate change. The LSP monitors progress against a set of actions agreed with the Environment Agency to ensure Richmond is as protected as possible against flooding.

At the preventative end of the scale the council produced a Strategic Flood Risk Assessment (SFRA), which was signed off by the Environment Agency. This document is now used to inform planning application decisions for proposed new developments in flood risk areas.

If despite all our efforts, if flooding does occur, the multi-agency flood plan (MAFP) is now in place.. This will be used by partner agencies to ensure a coordinated, effective response to any major flooding.

### **Priority 3: The safest London borough for all our communities**

#### **The picture in Richmond**

We are meeting our Community Plan commitment for Richmond upon Thames to be the safest London borough. We have:

- The lowest number of crimes per person
- The second lowest level of serious acquisitive crime, with residential burglary down by 7% over the past two years
- low levels of both serious and less serious assaults, with the lowest number in London
- significant improvements in residents' perceptions of anti-social behavior in recent years – perceptions on most measures are better than other London Boroughs

#### **What we are doing**

Meeting our commitment for Richmond to be the safest London borough requires constant focus, and streamlined partnership working, which is driven by the Community Safety Partnership on behalf of the LSP, ensuring that police activity is supported wherever possible by other partners' actively working to reduce crime. Youth engagement projects, improved transport links, organised and focused media campaigns all assist in keeping Richmond safe.

Despite these successes, there is an ongoing need to ensure that the fear of crime reflects the very low levels of crime in the borough. Significant community engagement activity, for instance through the Safer Neighborhood Teams, is undertaken to address these perceptions.

#### **Youth Police Liaison Groups**

All the police Safer Neighborhood Teams have developed Youth liaison groups, Barnes run theirs in conjunction with the local Scouts Association, although the meeting is advertised and open to young people from outside of the Association, the meetings are chaired by one of the older youths, local issues are discussed and highlight priorities that need to be tackled.

The police then focus activity on these agreed priorities and report back at the next meeting where other issues are identified and become the focus for the next round of activity.

Recent example of concerns raised was knife crime. In response police officers visited youth clubs in the area, giving personal advice in relation to knife crime

## **The Youth Crime Conference 2009**

The Youth Crime Conference is an initiative of the Community and Police Partnership. (CPP). The event is funded by the CPP through their funding from the Metropolitan Police Authority (MPA) and the Council.

The first Youth Crime Conference was held in 1994 and the format for the day has changed dramatically since that time. The 15th event was held in February 2009 and the title was “Your Crowd – Your Safety”. Through drama scenarios, workshops and presentations, over 200 young people considered the impact of:

- street crime
- antisocial behaviour
- stop and search
- peer pressure
- criminal damage
- the effects of alcohol

Partners work together to ensure that the event provides the students with appropriate information and that they have an enjoyable and constructive day. Planning for the 2010 Youth Crime Conference is already under way.

After the initial introductions the schools go in to groups for Ice Breakers sessions before the Workshops commence. Police officers and others working in the Youth Offending Team or other areas of the Youth Service act as facilitators.

The views gained from this conference are used by partner agencies to inform their planning process. It allows them to find out and in some instances understand the concerns that young people have about the borough and take appropriate action to address the issues. The local Policing Plan incorporated some of these issues, which demonstrates the value and influence the conference has for local people.

*Out of 83 responses 92 percent thought the day was either excellent or good.*

## **Priority 4: Growing up in Richmond upon Thames**

### **The picture in Richmond**

Richmond upon Thames is a safe, green, vibrant borough for children and young people to live in. The new Children and Young People’s Plan (CYPP) 2009-2013 builds on the Community Plan priorities with a specific focus on areas of ongoing challenge, which includes improving educational attainment at secondary schools, ensuring excellent safeguarding practice and reducing teenage pregnancies.

### **What we are doing**

The London Borough of Richmond upon Thames is working in partnership to realise a vision for excellence through putting children and their families first.. The effective Children’s Services partnership delivers a range of services to young children to ensure

the best possible start to life and education. The Children's Information Service provides families with information, advice and access to childcare and nursery education. This start provides children with a platform for improved life chances. These children then progress to primary school education in one of the highest achieving boroughs.

### **Activities for young people**

Since 2007 there has been ongoing improvement in the Borough's positive activities programme. The TellUs survey 2008 shows that 83% of young people were participating in positive activities across the borough. This is the highest performance in London and fourth highest nationally. At the same time there has been a reduction in the number of first time entrants to the Youth Justice System. The two examples below highlight the diversity of activities available.

#### **Bookstart**

Bookstart provides all young children in Richmond upon Thames with free books to enjoy with their parents. The scheme is led by the Council's library service working in partnership with health visiting teams in NHS Richmond. Health visitors present parents and carers with their first baby Bookstart bag at their child's eight month health check; a second bag of books follows at 18 months and a third Bookstart Treasure Box is given to every child when they start their nursery education. Each bag or box contains books, nursery rhymes, and an invitation to become a member of the library, and reading advice to encourage young children's love of books and shared reading. The library service supports the scheme by running regular rhyme-time and story-time sessions in libraries as well as the popular Bookstart Book Crawl which rewards children with stickers and certificates for regularly visiting the library to choose and read books.

#### **Explorers**

Orleans House Gallery has a strong track-record of engaging children and young people with the arts, and was short-listed for the prestigious Art Fund Prize in 2009 for the work it leads in this area with partner agencies in Richmond upon Thames. Over four days in October 2009, 13 vulnerable young people (and first-time visitors to the Gallery) worked with the poet, Ross Sutherland, to write poetry based on the Gallery's Sir Richard Burton collection. The group investigated the English explorer's paintings, sword, pistols, "housewife" sewing kit, fez, slippers and a first edition of his epic translation of *A Thousand Nights and a Night*. The group also produced their own illustrated book of poetry and accompanying DVD, working with the artist Nathalie Palin. Explorers were part of the Young Cultural Creators programme funded by the Museum, Library and Archive Council with additional support from the Youth Opportunities Fund.

## **Safeguarding people**

The LSP is the accountable body for safeguarding, this includes children and adults, both the Health and Wellbeing Partnership (adults) and the Children and Young People's Trust Board (children) report into the LSP on this important issue.

Two Multi Agency Safeguarding conferences were held in 2009. The first conference in June to coincide with World Elder Abuse Day was jointly funded by LBRuT and NHS Richmond. Focusing on financial abuse, it was attended by over 130 delegates. An invitation to address local solicitors on safeguarding was as a direct result of this conference and was delivered electronically in September.

The second conference titled 'Keep Safe, Keep Well' was held in September and attended by 191 people. This event focused on people with a learning disability, their carers and staff. A range of speakers and events supported service users to identify different types of abuse and showed them where to get support. A Safeguarding course has also been developed and jointly funded in conjunction with Richmond Adult Community College. The event focused on informing and helping people with learning disabilities to understand how to protect themselves from abuse and what to do when they feel they are or may be being abused.

## **Priority 5: A healthy and caring Richmond upon Thames**

### **The picture in Richmond**

People living in the borough are amongst the healthiest in the country, with longer life expectancy than the national average. While this is great news, it also places pressure on the partnership to make sure that adequate services exist to help people stay healthy for longer.

### **What we are doing**

There are opportunities for the partnership to be more effective in the way it co-ordinates key prevention messages in relation to health. This would help to increase rates of screening across various communities, where some of the average rates are slightly below national averages, e.g. Chlamydia screening, cancers screening, vascular checks.

Increasing people's awareness of what is available, and where, is a key challenge. One way to achieve this is through information events where people can talk to experts and obtain advice on different issues. One such event was held in October, with more than 150 residents aged 50 and over attended the "Full of Life" information fair at York House.

The fair was the centre piece of the borough's Older People's Week celebrations, coinciding with Older People's Day, a nationwide celebration of older people's contribution to the community held annually on the 1 October.

With over 30 stallholders from across the partnership spectrum including the voluntary sector, transport, social care, health services and others, they gave advice, information and various free samples to those who attended.

The Fair also saw the launch of 'Lifelong Opportunities – Ageing Well in Richmond upon Thames', a strategy which outlines the Council's vision to improve the quality of life for older people in the borough by enabling them to:

- Make a positive contribution and feel valued and included
- Have access to appropriate information and advice
- Enjoy living in good, safe neighbourhoods and be able to get out and about
- Keep healthy and active
- Be able to access high quality care and support services when necessary

## **Outreach Healthy Living Programme**

Outreach is an important element of the service provided throughout the Borough with particular emphasis on the 5 areas of relative deprivation.

Age Concern Richmond upon Thames works with the council's Community Development Officers, NHS Richmond and local community groups including churches, community centres and schools to provide services with a particular emphasis on social inclusion for those people who are experiencing isolation and loneliness. From a health perspective activities in Mortlake have include:

- |                                            |                           |
|--------------------------------------------|---------------------------|
| • Health Checks/medication reviews monthly | The Old bakery            |
| • Nutritional advice fortnightly talks     | The Old bakery            |
| • Chiropody service monthly                | The Old bakery            |
| • Tea dances fortnightly                   | The Guide Hall Alder road |
| • Exercise class weekly                    | The Old bakery            |

## **Quotes from Service Users**

*"This service has changed my eating habits and as a result I feel so much better and have lots more energy"*

*"A very useful local service as we have no local pharmacist"*

This type of initiative has a direct impact on the long term health of residents while at the same time reducing the longer term funding required by people who didn't have the opportunity to identify issues as early as they otherwise might have.

## **Priority 6: A vibrant and prosperous Richmond upon Thames**

### **The picture in Richmond**

Once the potential impact of the recession on Richmond was identified, the LSP took a very active role to lead on recession recovery in the Borough. Through one of its thematic partnerships, the Business Skills and Economic Partnership (BSEP), a working group was established to co-ordinate and develop a recession action plan. This was

aimed at helping companies and individuals to overcome the worst effects of recession; as well as to identify issues that may be barriers to longer term recovery.

### **What we are doing**

Key initiatives include skills development courses, encouraging local shopping, promoting tourism and addressing impacts in disadvantaged areas. There is considerable focus on improving collaboration, provision of information for individuals and businesses, supporting employment and return to work, benefit and business rate relief take up, inward investment and many other targeted initiatives.

### **Providing support during the recession**

In August and early September following data collection and analysis, two leaflets were produced, each giving specific advice and contacts relating to help in managing the impacts of the recession. Addressed to individuals and businesses across the borough, several thousand copies of these leaflets were broadly distributed in mid-November 2009. Copies are available electronically at [www.racc.ac.uk](http://www.racc.ac.uk)

Seminars held in September to help executives who are unemployed or are facing redundancy were so successful that plans were announced for a second round early in the New Year. The series of three seminars were specifically targeted at senior managers or professionals affected by the recession and more than 70 per cent of those who took part had already been unemployed for three to six months. Advice was given on understanding the interview process from the applicant's point of view, networking and deciding on a personal action plan.

It is however very early to measure the impact and outcomes delivered by these actions and the response to the recession will continue to be a priority for the LSP.

### **2012 Olympics, boosting the local economy**

The LSP established the 2012 Olympic and Paralympics Group to maximise the potential benefits they might bring to the borough. Richmond has a direct rail link to Stratford and therefore provides relatively easy access to the Olympic site.

An early success has been to secure an agreement to accommodate the South African Olympic squad at St Mary's University in the build up to the games. The squad will take up residence several months prior to the games, using the facilities at the university and other local sites, then move on to the Olympic village just prior to the commencement of the games.

## Priority 7: Improving access and participation

### The picture in Richmond

Our vision as expressed in the Community Plan is of a community where everyone has access to quality public services that meet their local needs.

### What we are doing

Age Concern Richmond upon Thames manages three Social Centres located in different areas within the borough. Various activities are delivered at these centres by partners from the statutory and voluntary sector ensuring that people who use the centres have easy and direct access to a range of services. Partners include: NHS Richmond, the South West London and St George's Mental Health Trust, LBRuT Housing Department and Voluntary Sector organisations, such as Ethnic Minority Advisory Group, FiSH (Friendship, Independence, Support & Help - a neighbourhood voluntary care scheme serving Barnes, Mortlake and East Sheen) and the Richmond Community Support Service Consortium.

Examples of activities include:

- Health and healthy living screening and advice – Provided by a qualified and registered Keeping-Well Nurse to check blood pressure, discuss medication, medical problems, diet or any other problems
- Hearing Assessments – free hearing assessments provided by a local qualified and accredited Hearing Aid Audiologist, who is a member of the Hearing Aid Council and a Fellow of the British Society of Hearing Aid Audiologists
- Chiropody service – provided by a local qualified and accredited chiropodist
- Falls Awareness and advice sessions – provided by trained practitioners from Richmond Council
- Home security – ACRuT's Handyperson Service provides safety and security checks in people's homes and fits security devices such as key safes. ACRuT is also a member of the Community and Police Partnership. The local Community Safety Officer visits BGC on a regular basis to give advice and presentations.
- Low vision clinics

In Ham a number of different exercise classes are held, some on a weekly basis, enabling local people to access things they wouldn't otherwise be able to.

Exercise class weekly  
Computer classes  
Digital Camera workshops  
Talks monthly

Redknapp House Ham  
Ham library  
Ham library  
Ham library

## Quotes

*"It is so nice to meet up with other people, I have made friendships and now have people to talk to"*

*"I have enjoyed the beginner's course so much I will be moving on to the improvers"*

## Conclusions

The LSP has had a successful year; this is supported by the findings of the Audit Commission through their Comprehensive Area Assessment (CAA), which was very favourable, (*insert hyperlink*) highlighting positive activity across the partnership arena within the borough. There is however still a long way to go to develop what is a maturing partnership, to its full potential and ensure it acts as a catalyst for drawing together the activity of all partners so that they not only complement each other, but maximise effectiveness, reduce duplication and improve efficiency.

2010 will see the refresh of the Community Plan, providing the opportunity for partners and the community to ensure the priorities are redefined to better reflect the challenges faced by Richmond upon Thames following the economic down turn. This refresh in itself is a major piece of work and will form the basis of future partnership activity across the borough.

## Further Information

Anyone wanting to find out more about the LSP can do so via the internet at [http://www.richmond.gov.uk/home/community\\_and\\_living/neighbourhood\\_information/local\\_strategic\\_partnership.htm](http://www.richmond.gov.uk/home/community_and_living/neighbourhood_information/local_strategic_partnership.htm)

Contact: Chris Channer, Partnership Manager at [chris.channer@richmond.gov.uk](mailto:chris.channer@richmond.gov.uk).