



Ealing Matters is a borough-wide alliance of residents' associations and community groups (including local conservation panels and neighbourhood forums). We formed in response to changes sweeping through the London Borough of Ealing that are trashing our heritage, disposing of our public assets and generally ruining the fabric of our communities in a way that residents find themselves increasingly powerless to resist.

Objectives

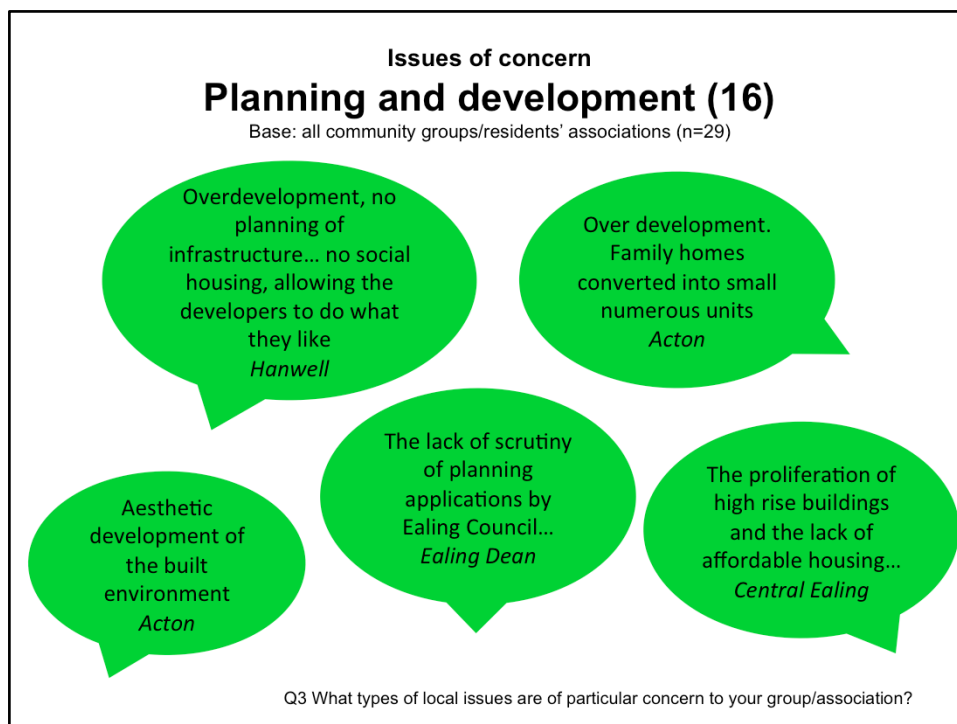
- To understand the issues of concern to LBE's community groups and residents' associations
- To determine which of those concerns we have in common

Prior to setting up Ealing Matters, a group of residents from Central and West Ealing and Hanwell invited as many local community groups and residents' associations as we could identify to take part in a survey. The aims of the survey were to allow groups from across the borough to give voice the issues of concern to them and to determine how much common ground there was between us.

How we did it

- Set up a questionnaire on surveymonkey.com
- Invited the Chairs of 62 community groups/residents' associations to participate
 - 44 by email on 3 December with reminder in early January
 - 18 by mail on 15 January
- Responses from 29 discrete residents' organisations
 - Multiple responses from one group averaged in the findings
 - Responses from the Ealing Green Party and four unaffiliated respondents excluded from this analysis

The survey was aimed at the Chairs of residents' associations and community groups across the borough. Some groups provided multiple responses. In these cases the response of the Chair only is included here in order to give equal weight to the groups rather than to individuals. In the case of multiple responses from members rather than the Chair, answers were averaged for the group. Responses from individuals without an RA/CG affiliation (including those with a political affiliation, e.g. the Ealing Green Party) have been excluded from this analysis.



The survey started by asking each respondent to describe in their own words those issues of particular concern to its members. Charts 4-9 contain an analysis of these issues in order of the frequency with which they were mentioned by the individual groups (the number in brackets in the title). The charts include verbatim comments that typify the types of comments received about each issue. Planning and development, mentioned by 16 of the 29 groups, was the topic that exercised the greatest number of residents' association/community groups.

Issues of concern

Lack of Council engagement with residents (8)

Base: all community groups/residents' associations (n=29)

Lack of support to
residents
Hanwell

Unhelpful,
unresponsive LBE
officers and
councillors
West Ealing

Ealing Council's
arrogance/disregard of
ratepayers/ views. Taking
major decisions without
full consultation with
ratepayers
North Ealing

Lack of response or
communication with
the Council
East Acton

Overall hideous lack
of service from Ealing
Council and lack of
support from two out
of three councillors
North Acton

Q3 What types of local issues are of particular concern to your group/association?

Issues of concern

Respect for CAs and heritage assets (8)

Base: all community groups/residents' associations (n=29)

Conservation areas,
local heritage,.... and
loss of local
character
Central Ealing

The conversion of
the Town Hall into
a boutique hotel
Central Ealing

Maintaining our
local heritage
West Ealing

Preservation and
protection of the
Conservation Area
Chiswick

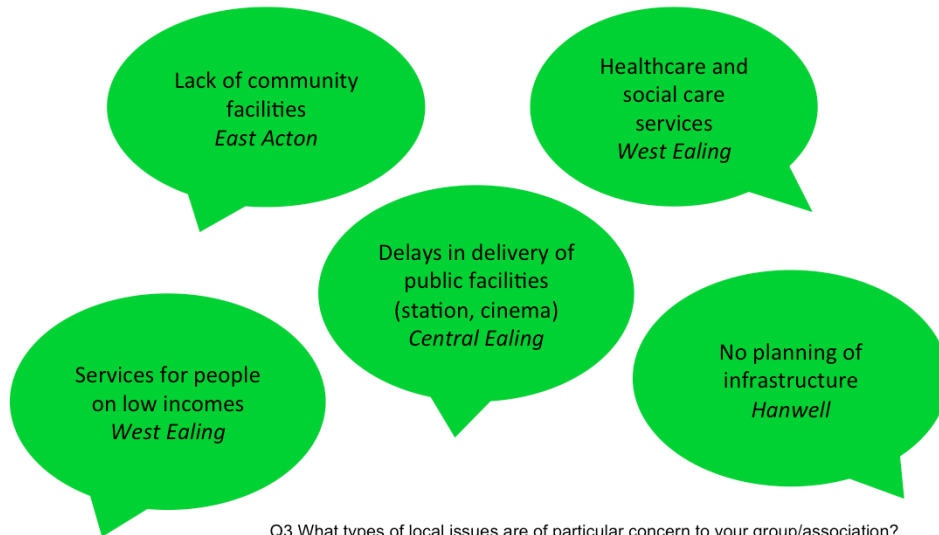
Overdevelopment
within a
Conservation Area
Ealing Dean

Q3 What types of local issues are of particular concern to your group/association?

Issues of concern

Lack of new infrastructure/loss of services(8)

Base: all community groups/residents' associations (n=29)



Q3 What types of local issues are of particular concern to your group/association?

Issues of concern

Traffic and parking (8)

Base: all community groups/residents' associations (n=29)

Car parking
West Ealing

Traffic in residential
roads/failure of
Council to take
holistic approach to
traffic management
Central Ealing

Parking issues (incl.
gardens being turned
into off-street parking
despite no dropped
kerb and vehicles
blocking the pavement
East Acton

Speeding traffic and
no pedestrian
crossings in... a 20
mph zone
North Acton

Q3 What types of local issues are of particular concern to your group/association?

Issues of concern
Green spaces (7)

Base: all community groups/residents' associations (n=29)

Loss of green spaces
Acton/Hanwell

Encroachment on
Haven Green
Central Ealing

Council has actively
opposed protection
of green spaces
Acton/Hanwell

Neglected public
spaces and wildlife
habitats
Ealing

Selling off of public green
open space to a private
property developer for a
huge housing development.
This is being used to build a
new leisure centre
Gurnell

Q3 What types of local issues are of particular concern to your group/association?

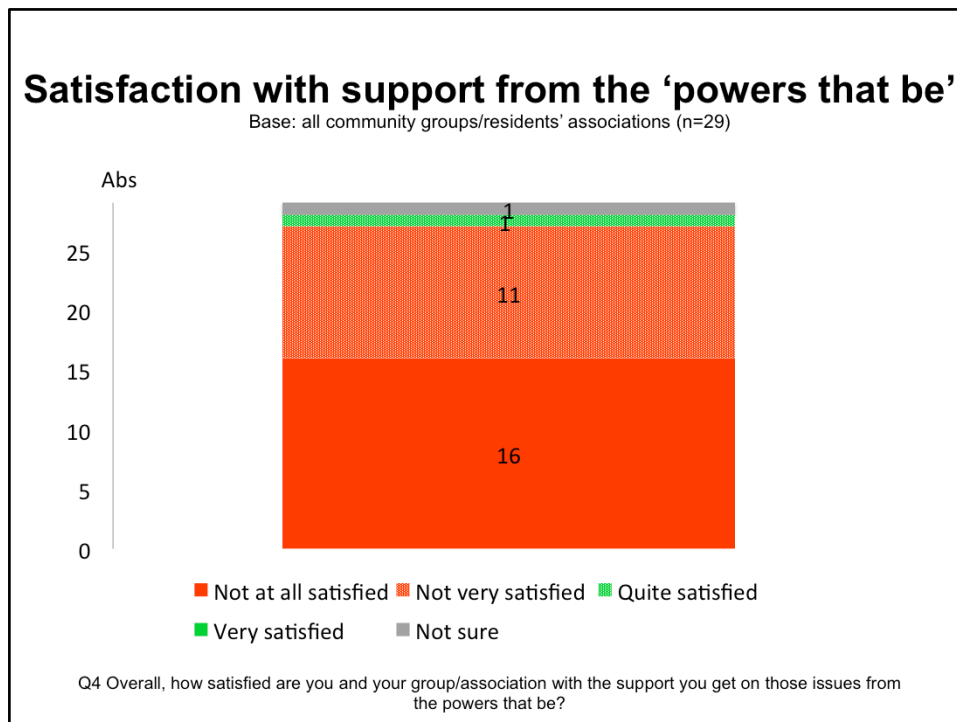
Other issues of concern to local groups

Base: all community groups/residents' associations (n=20)

- Antisocial behaviour (6)
- Quality of local environment (4)
- Lack of affordable/social housing (3)
- Rubbish and litter (3)
- High street decline (2)
- Local economy (2)
- Lack of Arts provision (2)
- Licensing, Heathrow expansion, enforcement, community events, promotion of late night economy (1 each)

Q3 What types of local issues are of particular concern to your group/association?

The numbers in brackets indicate the number of groups mentioning each issue.



When asked how satisfied they were with the support they received on the issues they raised from the 'powers that be', only one group expressed moderate satisfaction. Virtually all of the remainder were dissatisfied to some extent, while 16 were 'not at all satisfied'. This question used the vague term 'powers that be' given that not all of the issues raised in the previous question were the responsibility of a single organisation.

Reasons for dissatisfaction with the 'powers that be'

Base: all community groups/residents' associations (n=29)

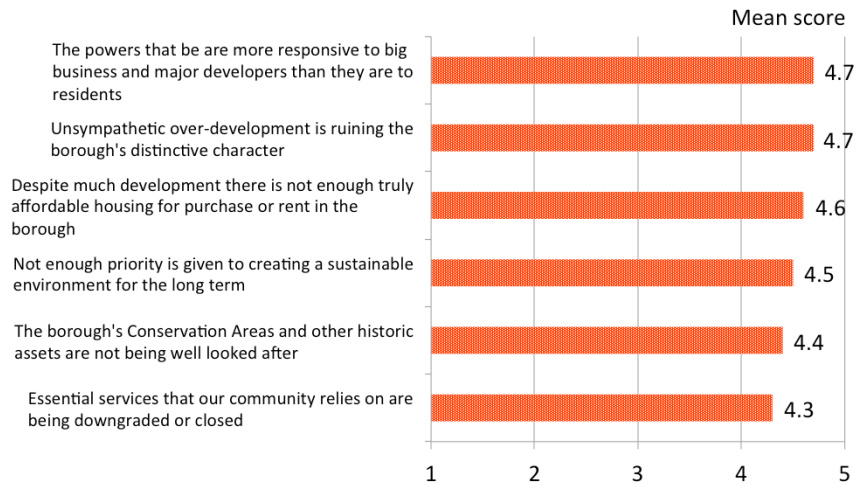
- Insularity of the Council and other public service bodies (e.g. Network Rail, TfL)
 - Unwilling to engage/poor at working with local organisations
- Council too pro development
 - Don't take account of local group views outside the reconstruction area
 - Over commercialisation of public spaces
- Residents ignored/squeezed out
 - Lack of timely consultation
 - Emails, phone calls, objections ignored
 - Comments not taken seriously
 - Residents lied to
 - Worse still where resident area split between Councils (e.g. Old Oak Common)
- Majority of councillors unhelpful (with some exceptions)
 - Don't respond to emails, phone calls
 - Don't hold surgeries
 - Don't attend community group meetings despite being invited (e.g. CCA AGM)
- Council officers (with some exceptions)
 - unavailable, resist resident engagement
 - unsupportive, hostile
 - often appear incompetent, little follow-up
- Calls into question whether they have the best interest of residents at heart
 - Groups in the Old Oak Common area of North Acton in particular feel marginalised

Q5 Why do you say that?

Respondents were given the opportunity to describe the reasons for their satisfaction/dissatisfaction at Q4. Since the responses to that question were overwhelmingly negative, only the reasons for dissatisfaction have been analysed here. Overall they related to the failure of Ealing Council (primarily) and other bodies to engage with the community.

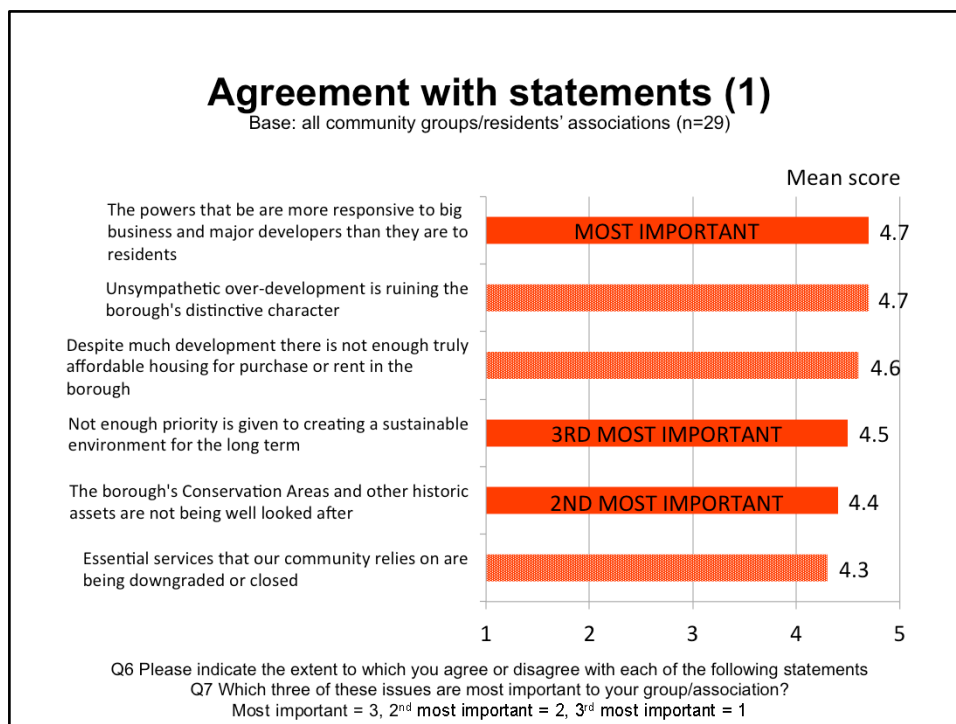
Agreement with statements (1)

Base: all community groups/residents' associations (n=29)



Q6 Please indicate the extent to which you agree or disagree with each of the following statements
Strongly agree = 5, Agree = 4, Neutral = 3, Disagree = 2, Strongly disagree = 1

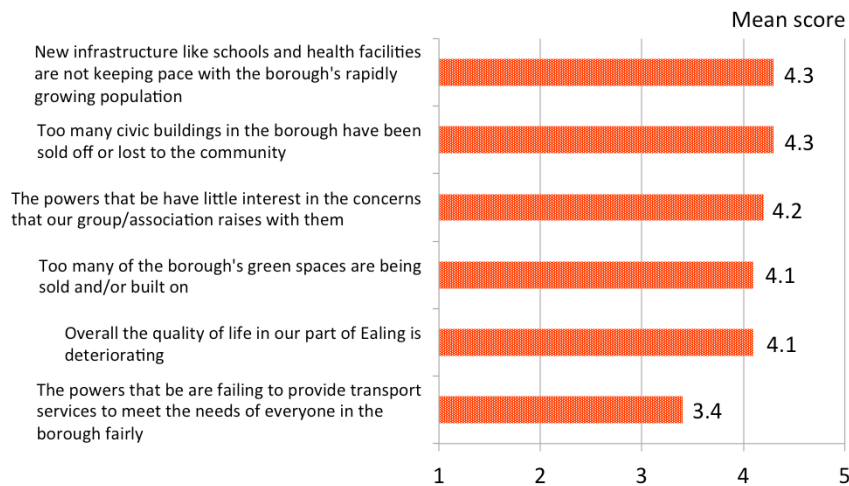
The following questions attempted to quantify some of the key issues by asking respondents to agree/disagree with a series of twelve statements. Responses were scored to reflect the intensity of agreement/disagreement and then averaged across all respondents. In the system used, a score of 3 is neutral. Anything above that marks agreement, and anything below marks disagreement. This chart ranks the six statements with the strongest level of agreement across all respondents.



After indicating their agreement/disagreement with each of the statements at Q6, respondents were asked to nominate in order of importance the three issues contained in the statements that were most important to their group. Individual scores were assigned and then cumulated and the solid red bars show the results.

Agreement with statements (2)

Base: all community groups/residents' associations (n=29)



Q6 Please indicate the extent to which you agree or disagree with each of the following statements
Strongly agree = 5, Agree = 4, Neutral = 3, Disagree = 2, Strongly disagree = 1

This chart shows the second tranche of statements and their scores and should be read with the previous two charts. To be noted is the fact that the lack of new infrastructure and the loss of civic buildings ranked equally with the downgrading or loss of essential services shown on the previous chart. Also noteworthy is the fact that all the statements attracted considerably more agreement than disagreement.

Ways forward

- Find statutory or other levers to oblige the 'powers that be' to listen and act
- Employ solicitor on a retainer who might be able to address a problem in legal terms by taking Council to judicial review
- Publicity to name and shame, e.g. successful in getting hoardings at Lido junction moved
- Offer positive constructive solutions
 - Housing strategy the prioritises people in the borough and social housing, cf Islington Council
- Work together to make the powers that be listen
 - Ensure that the alliance is borough wide taking in otherwise marginalised communities
- Need more support from local people, not just the 'usual suspects'
- Work with the Ealing Green Party

Q9 Do you have anything else you would like to add?

Respondents were given a final opportunity to add anything else they wanted to in this open ended question. This attracted a wide range of comments, many of which had already been covered in the preceding parts of the questionnaire. For this reason, this chart focuses on comments that had not been previously made, in particular how Ealing Matters could work to change things.