Woking Borough Council

Social Inclusion and Community Cohesion Strategy

16th December 2004

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Introduction

Woking Borough Council has for many years recognised that there are residents of the borough who have, for various reasons, greater difficulty in taking an active part in the society in which they live. The Council has done much already to support these residents through initiatives that are both area based and/or targeted at specific groups at risk of exclusion.

This strategy supports both the vision and values of the Council and the community aims as contained within the Community Strategy for Woking. It will guide and inform Council services and partner organisations which aim to deliver local and national policy objectives.

Woking Borough Council is committed to ensuring that all the people that make up the communities within the borough can play as full a part as they wish in their community and that no one, no matter what their circumstances, should be excluded from doing so.

Vibrant sustainable communities are essential to both maintain and improve the quality of life for the population of Woking and tackling the root causes of social exclusion, in particular, discrimination and lack of opportunity, is an essential part of the vision of a successful, prosperous and cohesive society. A sustainability appraisal summary is attached at Appendix 4.

Aim of the Strategy

The aim of this strategy is to minimise the risk of social exclusion in the borough.

This strategy will identify key priorities for action and provide direction as to where efforts and resources need to be concentrated in order to improve the quality of life for those most at risk and to continue with measures that build community cohesion.

The key priorities identified within this strategy are :

- Geographical areas with the highest levels of deprivation
- Community cohesion
- Residents with low skills and no qualifications
- Children & young people
- Residents over 65
- Residents with long-term illness

The top priorities are : geographical areas with the highest levels of deprivation, community cohesion and residents with low skills and no qualifications. Addressing these top priorities will have the greatest impact on reducing the gap between the least and most disadvantaged areas as measured by the indices of Deprivation.

What is Social Inclusion & Community Cohesion

The term social inclusion aspires to tackling the exclusion of individuals, neighbourhoods, districts and communities of interest. The term refers to the inability of individuals to participate effectively in economic, social, political or cultural life such that alienation and distancing from mainstream society occurs.

The Government has defined social exclusion as :

'a shorthand term for what can happen when people or areas suffer from a combination of linked problems such as unemployment, poor skills, low incomes, unfair discrimination, poor housing, high crime, bad health and family breakdown.'

It is important to understand that social exclusion is not the same as poverty. It is often caused by poverty but there are people living above the poverty line who can be socially excluded, for example frail older people. The term social exclusion seeks to capture the less tangible aspects that we associate with being poor, such as low morale, isolation from social or spiritual networks or cultural resources.

Whilst there are close links to poverty, money can often alleviate an individuals problems, for example, in being able to pay for professional care, social inclusion encompasses larger issues such as citizenship and developing stronger communities.

The pace of modern life, family members scattering, people relocating making it difficult for young people to get secure housing where they grew up, the widening gulf between IT literate and those who have little or no knowledge of IT skills, the closure of local services and the dependence on the car, can make communities very different to what they were a generation or two ago, when social and family networks were stronger.

Social exclusion affects everybody, not just those directly experiencing these difficulties. It is economically inefficient, it can affect peoples health and that of the next generation, resulting in increased costs of welfare and health services, which may impact on society as a whole by escalating problems such as crime and drugs.

Community Cohesion is perhaps more difficult to define and therefore measure. We have seen the results elsewhere in the country when it breaks down and the resultant strife and disharmony between groups within communities.

Community cohesion breaks down not from the presence of differences amongst groups of people in our communities but from social, economic and environmental problems, which undermine feelings of trust and security. Community cohesion is strongest where people have the opportunity and the capacity to participate in their community as fully as they wish and on an equal basis with others. It is therefore integral to addressing the risks associated with social exclusion.

A cohesive community is one where:

- there is a common vision and a sense of belonging for all communities;
- the diversity of people's different backgrounds and circumstances are 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 in the workplace, in schools and within neighbourhoods.

Vulnerable groups

Social exclusion, as outlined previously, can affect anybody. However, certain groups are at greater risk. For example national data shows that 22 per cent of the population live in low income but that proportion rises to:

- 30 per cent of children
- 41 per cent of people where the head of the household is from an ethnic minority
- 29 per cent of people in a family with a disabled person

Of course not everybody in these groups is in poverty or suffering from disadvantage, but some may suffer from multiple risks of disadvantage.

Children
Children are particularly at risk of low income. Whilst, in recent years, there have been significant falls in the proportion of children in low income households, children in lone parent families remain much more likely to live in low income households compared with other children. Children in workless families also face a much higher risk of low income. Other at risk groups include children living in large families, those from ethnic minority groups, and disabled children.

Large families
The risk of living in a low income household increases with family size for children in both couple and lone parent families. Among couple families, large families are twice as likely as small families to be out of work. They are also likely to face poorer incentives to work, for example overcoming the practical barriers such as finding affordable childcare.
Just under half of those children in low income families are from large families (three or more children).

Ethnic Minority communities
The United Kingdom draws great strength from ethnic diversity. However, people from some backgrounds still face substantial disadvantage in certain areas. For example, over six out of ten working-age adults from Pakistani or Bangladeshi backgrounds are in low income. This is approximately four times the average rate for all people of working age. Access to services may also be more difficult. For example, the Royal National Institute for the Blind reports that the take up of specific sight loss services for people from ethnic minority communities with sight loss is low, with strong evidence of significant unmet need. The additional unemployment risks and earnings gaps inevitably lead to further material disadvantage.
It is often the case that specific issues impact differently on different ethnic groups. For example, while Pakistani/Bangladeshi women are twice as likely as women generally to have no educational qualifications, children from an Indian background show little educational disadvantage.

Disabled people
The employment rate for disabled people is significantly below the level for the wider population. The risk of being in low income for a working-age person living in a household containing a disabled adult is twice that of a person in a household with no disabled adult.

Older people
From national data, around one in five pensioners are in low income households, and a high proportion of those (17 per cent) live in persistent low income. They are more likely to live in substandard or difficult to heat accommodation. Fear of crime and

difficulties with transport may also affect older people more than others. Older pensioners can face particular challenges – the over 75's are at significantly higher risk of low income than younger pensioners.

Social exclusion is a complex phenomenon. It is multi-dimensional, and can pass from generation to generation. Social exclusion includes poverty and low income, but is a broader concept and encompasses some of the wider causes and consequences of deprivation.

Multiple disadvantage, area deprivation and intergenerational impacts

Multiple disadvantage
The problems of social exclusion are often linked and mutually reinforcing. It is often difficult to disentangle the causes and consequences. The risk of social exclusion is highest for those with multiple disadvantages. The table below illustrates this through the example of worklessness or non-employment. The likihood of being out of work increases with the number of disadvantages experienced by an individual. For example, more than 50 per cent of those with three or more labour market disadvantages are non-employed, compared with 3 per cent without any of these characteristics.

Likelihood of non-employment amongst multiple disadvantaged groups
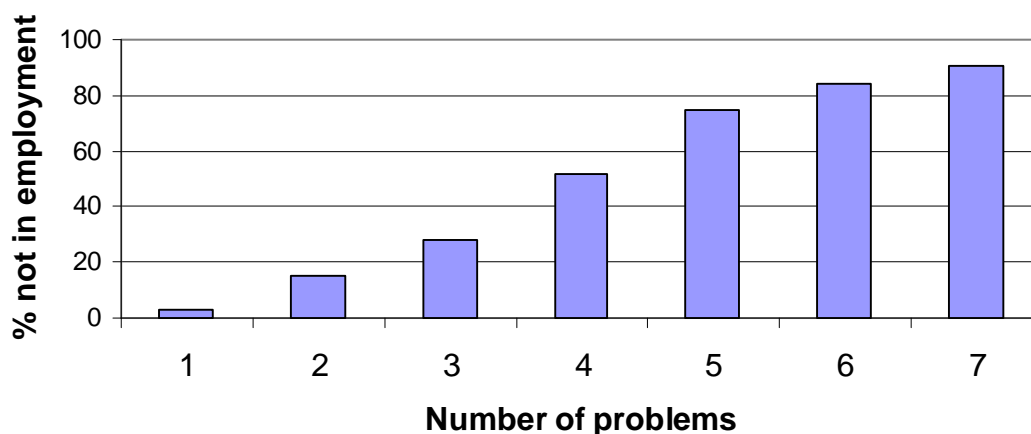
Source: Berthoud, 2003

Disadvantages counted

Being a lone parent or a single person	**Being over 50**
Having low qualifications or skills	**Being from an ethnic minority group**
Having a physical impairment	**Living in a region of high unemployment**

We need to renew our efforts to achieve equality of opportunity, recognising that some groups are harder to reach and last to benefit from initiatives to tackle social exclusion. As these initiatives help people improve their circumstances the pool of people who remain will inevitably be those who are harder to help.

Area deprivation
The causes and consequences of social exclusion cluster in particular areas, with the same areas tending to have the highest level of disadvantage across a number of issues – for example in employment, education, housing, or health. Clear inequalities exist between different areas of the country and between different neighbourhoods within these areas. Difficulties are compounded where there are poor services such as fewer shops, poorly performing schools and fewer doctors surgeries. For example, the difference in life expectancy between the highest and lowest local authority district is 8.5 years for men and 6.8 years for women. Seventy per cent of all people from ethnic minorities live in the 88 most deprived local authority districts (compared to 40 per cent of the general population).

A large proportion of those where the head of household is either unemployed (33 per cent) or economically inactive (29 per cent) live in the 10 per cent most deprived wards. This means that targeted area-based action can help reach those at risk of social exclusion, though it is important to recognise that many disadvantaged people lived outside deprived areas.

Intergenerational Impacts
Social exclusion adversely affects those experiencing it, but it can also pass from generation to generation and affect life chances. Children's futures are still affected by the circumstances of their parents. Limited opportunities are not just experienced by those suffering the most extreme disadvantage; people within relatively strong communities not traditionally seen as excluded can also experience disadvantage and poor opportunities that cascade down the generations. It is known, for example, that:

- There is a significant association between parental income and children's education, and subsequent earnings. Children growing up in low-income households are likely to earn lower wages as adults.
- A baby boy born into the professional classes can expect to live over seven years longer than one born into the bottom social class.
- Of all children receiving free school meals, 23 per cent gain five or more GCSE's at A*-C, compared with 54 per cent of all children.
- The likihood of becoming a teenage mother was almost ten times higher for a girl whose family was in the lowest social class in 1999 compared to the highest social class.
- The death rate for the babies of teenage mothers was 60 per cent higher than for babies of older mothers and they are more likely to have low birth weights.
- Only 15 per cent of young people from unskilled social backgrounds begin higher education by the age of 21, compared with 79 per cent of young people from a professional background.

Any intervention is therefore not just about those who suffer multiple disadvantages and may therefore be excluded from mainstream society. It is also more broadly about promoting equality of opportunity in all our communities for those who don't have the chances which others take for granted.

The cost of social exclusion

Social exclusion can be devastating for individual's lives and their children's life chances, but it also inflicts huge costs on the economy and society at large, for example through:

Costs to the individual
- Individuals not realising their educational potential: a teenager from a deprived neighbourhood is five times more likely to go to a failing school and less likely to achieve good qualifications compared to their peers.
- Higher risks of unemployment: adults with poor basic literacy and numeracy skills are up to five times more likely to be unemployed or out of the labour market than those with adequate skills.
- Poorer physical health: men born into the bottom social class are likely to live seven years less than those in the professional classes. Poorer diets, lack of opportunities for exercise and higher rates of smoking and drug use are seen amongst deprived groups of people.
- Crime and fear of crime both disproportionately affect the most deprived communities. The sale of drugs, with the associated crime and anti-social behaviour that underpins drug use, adds to the decline of communities and exacerbates social exclusion.

Costs to the taxpayer
- Expenditure in 2001/02 on Income Support, Housing Benefit and Council Tax Benefit and non-contributory Jobseeker's Allowance totalled £30.7 billion.
- The annual cost of school exclusions to the public services has been estimated at £406 million.
- For every homeless person staying in hospital because they have no other accommodation, the country spends £900 - £1,000 per week
- An Audit Commission report calculated that if one in ten young offenders received effective early intervention the annual saving would be in excess of £100 million.

Cost to the economy
- A lack of skilled workers: educational underachievement and shortages of relevant skills have a direct impact on the supply of talented individuals in the workforce, contributing to the productivity gap between the United Kingdom and its international competitors.
- Lack of customers: low income or benefit dependency can reduce the nations spending power.

Is Social Exclusion an issue for people living in Woking?

Surrey is perceived as a pleasant and extremely prosperous county as are the towns and districts within. Woking is no exception to this and the Borough enjoys a reputation as a thriving and vibrant town with an excellent economy and transport links.

The national trends shown in Appendix 1 are important as the 2001 census data for Woking reasonably mirrors that of the nation as a whole and therefore Woking is likely to reflect these national demographic trends. The key statistics for Woking compared to England & Wales are shown in Appendix 2.

There are of course differences and these tend to reflect the "North South Divide" by Woking having better than average health, economic activity, qualified residents and low crime figures. However, Woking also has higher than average property prices which brings the additional difficulty of affordable accommodation for key workers and first time buyers.

2001 Census
The population of Woking on Census day 2001 was 89,840 . From this data the number of Woking residents, within vulnerability groups potentially at risk of social exclusion, can be determined. These groups, and their numbers within Woking, are listed in the table below:

Number of residents	Vulnerability Group
13,101	Residents aged over 65
7,816	Residents from non-white ethnic groups
11,679	Residents with limiting long-term illness
8,175	Residents providing unpaid care
1,617	Residents unemployed
12,708	Residents with no qualifications
20,921	Residents (excluding retired) economically inactive
1,540	Residents claiming Disabled Living Allowance
4,776	Households with pensioners living alone
1,705	Households with lone parents with dependent children
1,366	Households without central heating
5,578	Households with no car or van

Whilst not all the residents contained in the above groupings will be experiencing social exclusion there will be significant numbers that are at risk. The level of risk will vary depending on individual circumstance and those at greatest risk are where several of the above vulnerabilities apply.

There are some fairly large numbers contained within these groups at risk of experiencing social exclusion, in particular residents aged over 65, those with long-term illness and those with no qualifications. In the case of the number of residents with no qualifications this represents some 20 per cent of the total population aged 16 to 74 within Woking. The risk to this group of suffering social exclusion is high due to the likelihood of poor basic skills being greater in this group. This in turn will impact on their ability to access services and employment and directly affect their income level. Those that are in employment, and the current employment rates indicate that many will be, are also likely to be in low paid work which again puts them at a greater risk of falling into poverty.

Whilst it must always be remembered that social exclusion can occur anywhere and across all soci-economic groups, those at highest risk are where multiple factors apply. The causes and consequences of social exclusion cluster in particular areas, with the same areas tending to have the highest level of disadvantage across a number of factors such as employment, education, housing and health.

As has been previously discussed the risk of exclusion increases with the number of problems that an individual faces and one of the most important measures of this is the Indices of Deprivation. The 2004 Indices of Deprivation now has the ability to pinpoint small pockets of deprivation previously masked by surrounding affluence – a Surrey wide issue.

Indices of Deprivation 2004
Woking, although rated as an area of low deprivation in national terms (Woking is in the top 10 per cent of the least deprived areas in the country), does contain areas and issues that are masked by the high levels of affluence. There are pockets of disadvantage and exclusion, sometimes concentrated in small areas, that make it harder and more resource intensive to reach those affected.

The Council has for many years recognised this fact and the work of the Sheerwater/Maybury Partnership is well documented and an example of the benefits of area based initiatives. In 1995 the wards of Sheerwater and Central and Maybury (now one ward, Maybury & Sheerwater) were the two most disadvantaged areas not only in Woking but in Surrey as a whole. They also ranked in the 20 per cent most deprived wards nationally. The 2004 Indices of Deprivation demonstrates the improvements achieved over time for these areas and Woking no longer has any area ranked in the 20 per cent most deprived areas nationally, nor does it any longer contain the most disadvantaged area within Surrey.

The 2004 indices of deprivation contains data at a sub-ward level in areas referred to as Super Output Areas (SOA's). These SOA's contain a population of approximately 1500 people and identify those areas that are experiencing factors that increase the risk of social exclusion and disadvantage. The total number of SOA's contained within the borough is 61.

The 2004 Indices of Deprivation show that for the multiple index (IMD Score) Woking has no single Super Output Area within the 20 per cent most deprived areas when compared nationally. The lowest scoring area being in the 27th percentile with 72 per cent of the SOA's for Woking scoring in the top 20 per cent (least deprived) nationally.

The table below demonstrates the spread of scores for this multiple index across the borough's 61 SOA's.

Indices of Deprivation 2004 IMD Score
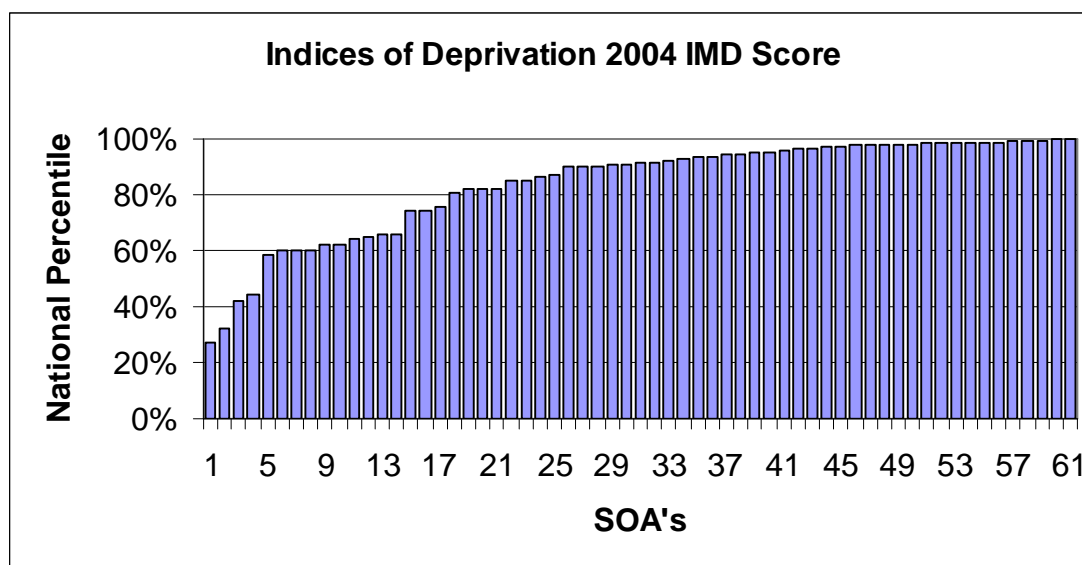
(0% most deprived 100% least deprived)

Whilst those areas of Woking that score poorly in this index cannot be compared to some inner city areas, which are subjected to much more severe deprivation, residents living within them will often feel the disadvantages they face much more strongly due to their relative position within an extremely affluent borough.

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Maybury & Sheerwater	The Dartmouth Avenue area of Sheerwater
2	Goldsworth East	Lakeview

The multiple index is derived from seven domains of deprivation and weighted as shown in the table below:

Domain	Weighting
Income deprivation	22.5%
Employment deprivation	22.5%
Health deprivation and disability	13.5%
Education, skills and training deprivation	13.5%
Barriers to Housing & Services	9.3%
Crime	9.3%
Living Environment	9.3%

Each of the above domains is made up of a number of indicators, which reflect different dimensions of deprivation. The Index is based on 37 indicators in total and provides a comprehensive guide to those areas that are at greatest risk of social exclusion.

The individual domains provide a further guide to the issues that areas face and what would need to be tackled in order to improve. The relative positions of the Woking SOA's for each of these domains is shown in Appendix 3.

Whilst Woking cannot be described as suffering from significant deprivation the two areas within Maybury & Sheerwater (Dartmouth Avenue) & Goldsworth East (Lakeview) are significantly below the average level for Woking and therefore residents within these areas are at a higher risk of suffering social exclusion.

Considering the numbers at risk within the vulnerable groups listed earlier and the rankings of some of the Super Output Areas from the 2004 Indices of Deprivation, the risk of social exclusion occurring is clearly an issue for Woking. Social exclusion is driven by a complex interplay of demographic, economic, social and behavioural factors that are linked and mutually reinforcing. It is cumulative and often intergenerational. The risks of social exclusion are not evenly shared but concentrated in the poorest individuals and communities.

Priorities

From the indices of deprivation 2004 and the Census data for 2001 the following priorities have been identified. Whilst it is understood that ideally all risks of social exclusion should be addressed equally, there are finite resources available. Therefore the priorities identified are those that can make the greatest impact for residents at greatest risk and those that will have the largest influence on reducing the gap between high and low scoring areas as measured by the indices of deprivation.

1. Geographic areas

The Indices of Deprivation 2004 clearly identify those areas that are subjected to multiple disadvantage and contain many of the vulnerable groups identified earlier .

SOA's within the ward of Maybury & Sheerwater, dominate across the majority of domains within the indices particularly the Dartmouth Avenue area. Lakeview, in Goldsworth East ward, follows closely behind.

Low income, lower employment, poor health, poor education, low skills & training all prevail within these areas and these factors are interrelated. Compared to the majority of Woking these two areas are significantly disadvantaged and therefore priority areas for intervention. The experienced gained from the Sheerwater/Maybury Partnership, a Government, private sector, public sector funded partnership, taking an holistic approach to addressing the issues of social exclusion in the ward of Maybury & Sheerwater, can inform any intervention in these priority geographic areas.

2. Children and young people

Children will be particularly at risk of social exclusion and poverty within the above two areas as these areas contain the highest numbers of young people under the age of 10 within Woking, more than twice that of the majority of other Woking SOA's; these areas also score poorly under the income domain of the indices of deprivation. Child poverty is therefore a priority social inclusion issue for Woking and also high on the Government's list of priorities. Two other areas with high child numbers are Knaphill and Byfleet. These areas do feature to a lesser extent in the indices of deprivation under the domains of Income and Education and would also benefit from initiatives specifically targeted at this vulnerable group.

Local research within the areas of Maybury & Sheerwater and Lakeview (MVA survey 2001: Capacity Building – Research into community needs and perceptions and the Lakeview residents survey 2003) also identified the needs of younger people. In both these surveys residents raised concerns relating to young people within their local community such as anti-social behaviour, lack of amenities for young people, affordability of existing facilities, transport difficulties and the young /old divide.

3. Community Cohesion

The census data details the spread of ethnic minority groups within Woking. With the exception of Asian minority groups, all are fairly evenly distributed across the borough. The areas containing significant numbers of Asian minority groups are the wards of Goldsworth East and Maybury & Sheerwater, with by far the largest Asian minority population residing within the Maybury & Sheerwater ward.

The Community Cohesion report of the Independent Review Team chaired by Ted Cantle, following the incidents occurring within Bradford, Oldham and Burnley in 2001, informs much of the current work on community cohesion. Whilst there are perhaps some similarities with these communities and the Asian communities within Woking there are significant differences and there is absolutely no expectation of any

such events occurring within Woking. Indeed many of the recommendations from the Independent Review Team's report are already in place in Woking and the Council continues with measures that build community cohesion to ensure that such communities do not become segregated and therefore at a higher risk of experiencing social exclusion.

A cohesive community is one where:

- there is a common vision and a sense of belonging for all communities;
- the diversity of people's different backgrounds and circumstances are 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 in the workplace, in schools and within neighbourhoods.

4. Major vulnerability groups

For the majority of the vulnerability groups, identified on page 6, the two SOA's already mentioned have a higher proportion of residents within each of these vulnerability groups, thus area based initiatives will help to support these groups at greatest risk of social exclusion. However, it must be remembered that there will be vulnerable individuals, such as the elderly (residents over 60) and other minority groups, that are dispersed fairly evenly across the borough and these are likely to be harder to reach as a consequence.

Borough wide initiatives will also be required to ensure that the risk of social exclusion for such individuals is minimised.

The vulnerability groups containing the largest numbers are :

Residents aged over 60

With increasing life expectancy and a slowing down of the birth rate the increase in the elderly population, and their related issues, have been known for some time. There are already many initiatives targeted at this vulnerable group and these will need to be sustained and improved upon to keep pace with the growth of this group and to minimise the risks of exclusion. Whilst this group are fairly evenly spread throughout the Woking SOA's those elderly residents living within the most disadvantage areas, as identified by the indices of deprivation, will be at the highest risk of experiencing exclusion.

Residents with limiting long-term illness

There are 11,697 Woking residents identified in the Census within this vulnerable group, a substantial number, who will be at a high risk of experience multiple disadvantage. E.g. low income, access to services, low skills, unemployment etc. Again the largest numbers of such individuals at risk cluster in those areas already identified within the indices of deprivation.

Residents with no qualifications

Woking residents with no qualifications equate to 20 per cent of the population aged 16 to 74 i.e. 1in 5. Many of these individuals will fall within several of the vulnerability groups and as such face multiple disadvantage. They are likely to be on low income with a high risk of experiencing social exclusion as a result. The individuals most at risk will be clustered in those SOA's already identified by the indices of deprivation. This can be seen from the two domains of the indices of deprivation, i.e. income & education skills and training, where the two lowest scoring SOA's are the same in each case. This is a priority issue for Woking both for sustaining its economic

success and for reducing the incidence of poverty and the consequential disadvantages this brings to individuals.

Role of the Council

The Council has a duty to prepare a Community Strategy and a power to promote the social, economic and environmental well-being of their communities and has a leading role to play in promoting an inclusive and cohesive society.
The Community Strategy has been developed in conjunction with the Local Strategic Partnership. This partnership, of which the Council is a key member, brings together key public service providers, as well as business and the voluntary and community sectors, to develop and implement the Community Strategy.
The Community Strategy provides an important vehicle for the Council, and partners, to mainstream anti-poverty and social inclusion, through the full range of services including education, housing and health.

Consultation of the local community and of service users is now an integral part of the Council's way of working. The Council has been working with partners, including voluntary and community groups, to find ways of involving not only community representatives but also disadvantaged individuals, often called the "hardest to reach".

The Council is a key player in local neighbourhood renewal strategies and a catalyst for economic regeneration. Regeneration is not just about new town centres and business parks it is also about delivering the sort of area that people want. It is about housing, schools, childcare, leisure facilities, parks, entertainment, the working and social environment all of which the Council has a leading role in planning, procuring and developing.

The Council's aims are clear and specific in wanting to secure the social, economic and environmental well-being of the borough for **all** those who live and work within it. The Council's vision and values statement, published in Spring 2003, reinforces this aim and informs the work of the whole Council and clearly demonstrates that the Council cares about the communities it serves. The Council's priorities are clear and rooted in the Community Strategy with the top priorities being **decent and affordable housing, the environment and the contribution that leisure and community services make to health and well-being.**

Taking the Strategy Forward

Social exclusion is driven by a complex interplay of demographic, economic, social and behavioural factors that are linked and mutually reinforcing. It is cumulative and often intergenerational and the risks of social exclusion are not evenly shared but concentrated in the poorest individuals and communities.

The Council recognises that co-ordinated multi-agency working can deliver positive outcomes and make real differences to local communities. Indeed if the priorities identified in respect to social inclusion for residents are to be successfully addressed then it is only by working in partnership with other public agencies, the private sector, the voluntary & community sector and the community itself will this be achieved.

The Council will continue building its partnership working in order to meet the aim of this Strategy and minimise the risk of social exclusion occurring. The Local Strategic Partnership continues to develop and provides the opportunity for the joined up working needed to address the priority issues for Woking that impact on social exclusion.

The Council has, for some considerable time, taken an holistic approach in addressing social exclusion and targeted activities within geographical areas of need and has clearly demonstrated that, by working together, involving **all** the stakeholders and building capacity across **all** sectors, can sustainable improvements be made.

Any action to tackle disadvantage must start by aiming not to rescue people when they fail but to help them succeed. The Council firmly believes that empowering people to participate will create grass root support systems and assist the building of sustainable communities.

The Council will continue to build on its experience to help build the capacity of various organisations, groups and individuals in order to work with the Council to enable the voluntary and community sector become stronger. Establishing strong, robust support organisations such as Woking Association of Voluntary Service and Citizen's Advice Bureau will be key to achieving this.

Tackling social exclusion is integral to **all** the Council's activities and services and the diagram below shows the organisational approach the Council will take in support of social inclusion.
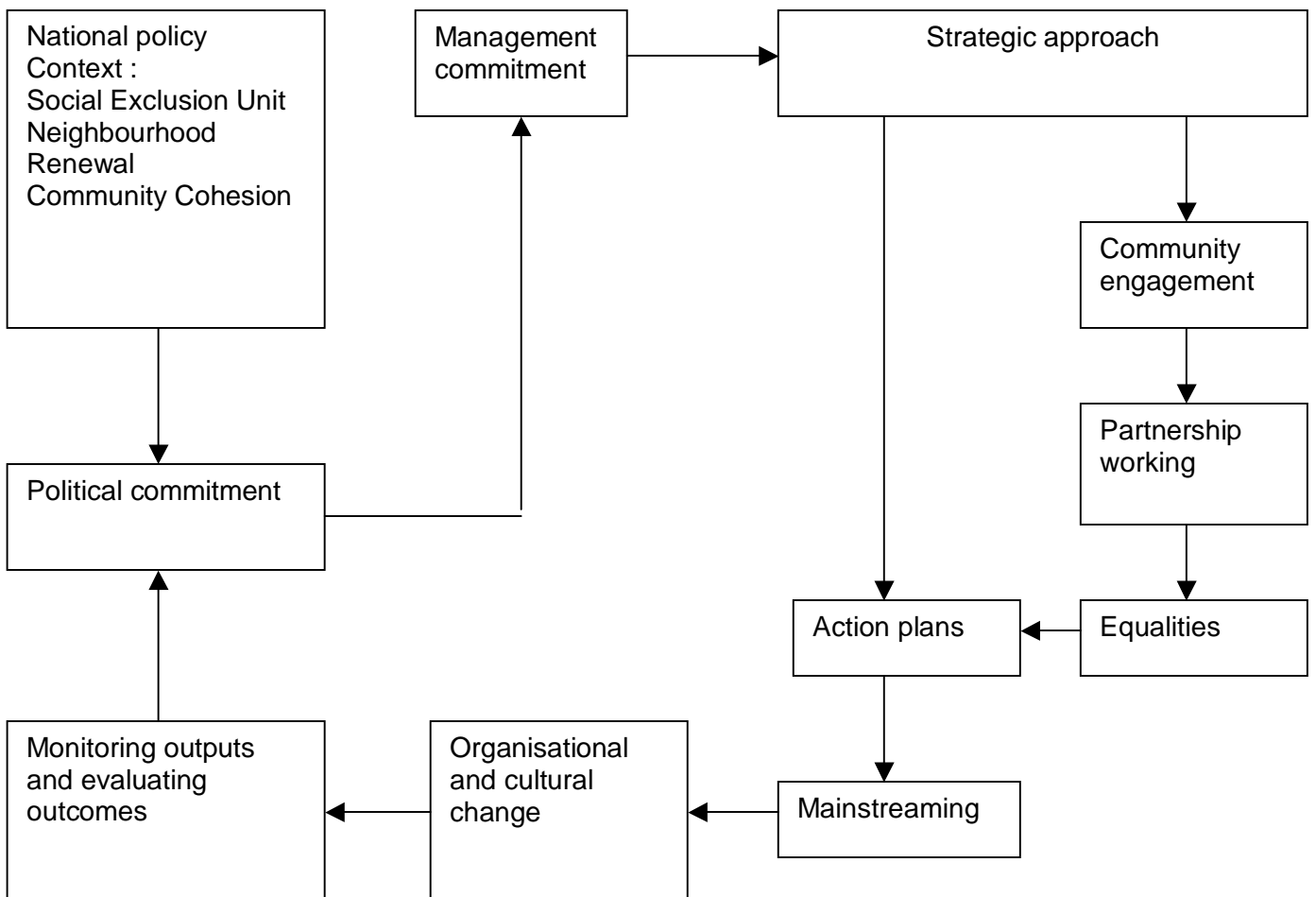
There are no "quick fixes" in reducing the incidence of social exclusion and it is therefore, by necessity, a long term ambition. Only by embedding social inclusion into all that the Council does; identifying social inclusion priorities and ensuring that

services take these into account when allocating resources, will real progress be made over time.

As previously stated the social inclusion priorities for Woking are :

- Geographical areas with the highest levels of deprivation
- Community cohesion
- Children & young people
- Residents over 65
- Residents with long-term illness
- Residents with low skills and no qualifications

The top priorities are : geographical areas with the highest levels of deprivation, community cohesion and residents with low skills and no qualifications.

Addressing these top priorities will have the greatest impact on reducing the gap between the least and most disadvantaged areas as measured by the indices of Deprivation.

The priority geographic areas identified will contain significant numbers of people from many, if not all, of the other social inclusion priorities and at the greatest risk of experiencing social exclusion due to the multiple disadvantages they face. Focussing activities within these areas will, over time, have a significant impact on reducing the incidence of social exclusion and the gap between the most and least deprived areas.

Recent research by the Office of the Deputy Prime Minister has shown that area based initiatives have the greatest impact when there is a local based organisation or individual to act as a focal point or 'Gateway'. The Council has long recognised this and initiatives such as The Sheerwater/Maybury Partnership and the more recent Lakeview Community Development Worker has demonstrated the benefit of local co-ordination of activities and building strong community links.

Aiding the establishment and development of local co-ordinating bodies, or key individuals, in geographic areas of need will provide :

- a focal point for joining up activities
- aiding the development of local networks
- ensuring local priorities are met

The success of the Sheerwater/Maybury Partnership was largely due to its wide networks, co-ordination of activities and community involvement.

However, whilst targeting specific areas can work towards closing the gap between the least and most disadvantaged areas, it must be remembered that social exclusion can occur anywhere and borough based initiatives are also required to ensure that the risk of social exclusion is minimised for all residents.

Partnership working is key to addressing community cohesion and again the Local Strategic Partnership is well placed to lead on this and develop a strategy to address this priority. The work already done by the Council through, for example, its involvement with the Community Safety Strategy, Woking Community Relations

Forum, The Sheerwater/Maybury Partnership, the Cultural Strategy and One World Week will inform this.

In a similar manner the Council will work in partnership to address the issue of low skills and no qualifications. The Local Strategic Partnership through its 'linked partner',The Woking Community Learning Partnership, will be able to assist by working with both community and voluntary organisations to target individuals who could benefit from initiatives that tackle this issue.

There is no simple solution to addressing social exclusion as often the problems are multiple and inter-twined and any initiatives will need to reflect this in their implementation. The Council will continue its holistic approach to tackling the many and varied issues, both borough-wide and in localised areas, through initiatives and strategies that will :

- Regenerate areas – economically, environmentally or socially
- Maximise opportunities for individuals and families on lower incomes
- Promote equality of access to goods, services, information and facilities
- Build capacity within the public, private, voluntary and community sectors
- Improve the level of skills and qualifications
- Eradicate discrimination
- Improve the health & well being of residents
- Build cohesive communities
- Improve opportunities for participation in leisure and the arts
- Tackle homelessness and improve living conditions
- Reduce crime, fear of crime and anti-social behaviour

Developing an Action Plan
Making a difference will only be achieved by actions that support this strategy. The Council has for many years taken action that supports social inclusion and community cohesion e.g. the regeneration of the town centre, the building of community and health centres, the Sheerwater/Maybury Partnership and the, not insignificant, support given to voluntary and community sector groups; work continues and the experience gained built upon.

The draft action plan, attached at Appendix 5, brings together current and future actions that support social inclusion and community cohesion. It indicates the activity they are addressing and the priorities they are helping to support and demonstrates the range and number of activities in which the Council is involved.

Whilst some actions can, in the short term, make improvements for specific groups, long term and sustainable improvements will only occur over time. It is generally accepted that to make significant and sustainable improvements within areas suffering from multiple deprivation takes at least 15 to 25 years. This is certainly substantiated by the experience of the Sheerwater/Maybury Partnership which, following six years of substantial activity and funding, and showing significant improvement, still remains a priority area of need.

Monitoring and review
As social exclusion can affect anybody there will always be individuals at risk. Therefore any strategy and action plan needs to be reviewed on a regular basis so that any change in priorities and new initiatives can be accommodated.

It is unlikely that any significant change, as measured by the indices of deprivation will be seen for at least six to ten years, although single initiatives will achieve outputs in a shorter time scale. The quality of life indicators under Best Value and the Council's customer satisfaction survey's could provide a useful mechanism for monitoring progress over a shorter term, although care will be needed as not all of these measures identify small localities.

The strategy will therefore be reviewed on a six year basis and measured against the indices of deprivation, and when available the Census. The action plan will be monitored and reviewed on an annual basis to ensure that milestones and targets are being met and to update the plan with any new initiatives and priorities.

National Trends

During the latter half of the twentieth century there were big economic and demographic changes in the United Kingdom. These changes included the post-war baby boom; an increase in the number of elderly and single person households; a rapid decline in traditional manufacturing industries coupled with an increased demand for skilled labour; and a sharp rise in the number of lone parents. There was also a steady increase in immigration from the Caribbean, Pakistan, Bangladesh and India.

The majority of the population experienced growing health and prosperity, but these advances were not equally distributed. There was a growing polarisation between those with the skills and qualifications to participate in a knowledge-based economy and those without – with profound consequences for the distribution of wealth and opportunity.

In 1951 most work was manual and most workers were men. By 1991 only 38 per cent of work was manual and almost half of the labour force were women. Wages for the lowest paid workers barely increased at all between 1971 and 1991 while the earnings of those near the top of the distribution rose rapidly. Pay and employment rates became more unequal between skill groups, communities and households.

In the 1980's there was a rapid rise in income inequality and consequently an increase in the number of families living in relative poverty. In the 1990's children replaced pensioners as the group most likely to live below half the average income and, as noted previously, living in poverty as a child is likely to restrict life chances.

Demography
- Life expectancy is increasing, and the over 65's will rise from 16 per cent to 20 per cent of the population over the next 20 years
- 8 per cent of the UK population are from an ethnic minority group – between 1991 and 2001 the ethnic minority population in Great Britain increased by 53 per cent
- From 1998 the number of working-age people in the UK with a long term disability increased by 9 per cent to 6.8 million
- The number of households in GB increased by 7 per cent since 1991 – the increase in population size and trends towards smaller households have contributed to this growth – there has been a particular increase in single person households, which comprised 30 per cent (7.4 million) of households in the UK in 2001

Economy & labour market performance
Economic success is vital to securing the jobs that provide a route out of poverty. The UK economy continued to perform well in 2002 growing at 1.8 per cent for the year slightly higher than the G7 average (UK, France, Germany, US, Japan, Italy & Canada form the G7). Stable macroeconomic performance and labour market resilience has allowed the UK to achieve and maintain a working age employment rate of almost 75 per cent, close to its record high. However, some groups continue to struggle to find work. These include those on benefits that are not conditional on jobsearch (particularly sick or disabled people and lone parents, ethnic minorities, the long term unemployed, older people and people with few or no qualifications. The disadvantage faced by people from ethnic minority communities is of particular concern, partly because progress has been less pronounced compared with other categories.

Joblessness
This is now a far more significant driver of social exclusion than unemployment. The key difference is the large rise in people who are neither in paid employment, living with somebody in paid employment, nor actively seeking work. The number of people of working age receiving incapacity benefits has more than trebled since the 1970's despite improvements in health since that time. These numbers represent a waste of talent and opportunity. This recent rise in inactivity primarily affects men with low skills. This is particularly important both because of the large number of working-age people with very low skills and because structural changes in the labour market since the 1970's have produced a weakening labour market for unskilled, as compared to skilled, workers.

Low income
The 2002 Joint Inclusion Report showed a relatively high proportion of the UK's population live in low-income households. Strong overall income growth in the past two years has made reduction of the proportion of households with relatively low income difficult

Gender
Gender analysis is critical to understanding joblessness. Inactivity among working-age men has risen substantially, whilst falling for working-age women. However, women are still over-represented in low-income groups and have lower employment rates than men. They are particularly likely to have low incomes at key stages of their life cycle. For example, both lone mothers and single older women are more likely to have persistently low incomes and be more vulnerable to falling into poverty. These disadvantages partly stem from the fact that women are much more likely than men to have caring responsibilities for dependent children and to be concentrated in low paid occupations.
In the UK, lone mothers are less likely to have a job than mothers in couple families.

Financial exclusion
This is the lack of access to, and inability to take advantage of, basic financial services and products. One third of households in Britain have no savings and investments and 7 per cent have no bank or building society account.

Older people
There is an aging society in England and Wales and the Census 2001 provides an insight into the trends and implications.
In England and Wales there are about 336,000 people aged 90 and over, and of these nearly 4,000 are providing 50 or more hours of unpaid care per week to another family member or friend. Although only 26.2 per cent of people aged 90 and over living in households are men, they make up just over half of the carers in this age bracket.
Single-pensioner households make up 14.4 per cent of all households, but more than two-thirds of these (68.2 per cent or 2,129,000 pensioners) have no access to a car. Conversely, for pensioner-family households over three-quarters have access to at least one car. This may reflect the fact that over three-quarters of single-pensioner households comprise women (2,366,000) many of whom were brought up in an age when fewer women learned to drive.
While the proportion of people who say they are in 'not good health' generally increases with age, there is a slight decrease for men aged 65 to 69 and no increase for women aged 60 to 64. Over the age of 85, 26.5 per cent of men and 21.9 per cent of women say they are in 'good health'.

Key Statistics for Woking – Census 2001

Resident Population and Age

The resident population of Woking, as measured in the 2001 Census, was **89,840**, of which 49 per cent were male and 51 per cent were female.

Resident population (percentage)

	Woking	England and Wales
Under 16	20.6	20.2
16 to 19	4.3	4.9
20 to 29	12.3	12.6
30 to 59	43.8	41.5
60 to 74	12.0	13.3
75 and over	7.0	7.6
Average age	38.0	38.6

Source: 2001 Census, ONS

Marital Status

Resident population aged 16 and over (percentage)

	Woking	England and Wales
Single (never married)	28.0	30.1
Married or re-married	55.4	50.9
Separated	2.2	2.4
Divorced	7.2	8.2
Widowed	7.1	8.4

Source: 2001 Census, ONS

Ethnic Group

Resident population (percentage)

Percentage of resident population in ethnic groups:	Woking	England
White	91.3	90.9
of which White Irish	1.4	1.3
Mixed	1.4	1.3
Asian or Asian British	5.8	4.6
Indian	1.1	2.1
Pakistani	3.9	1.4
Bangladeshi	0.3	0.6
Other Asian	0.5	0.5
Black or Black British	0.5	2.1
Caribbean	0.2	1.1
African	0.2	1.0
Other Black	0.1	0.2
Chinese or Other Ethnic Group	1.0	0.9

Source: 2001 Census, ONS

Religion

	Woking	England and Wales
Christian	71.3	71.8
Buddhist	0.3	0.3
Hindu	0.7	1.1
Jewish	0.3	0.5
Muslim	5.1	3.0
Sikh	0.1	0.6
Other religions	0.3	0.3
No religion	15.1	14.8
Religion not stated	6.8	7.7

Source: 2001 Census, ONS

Health and provision of care

The 2001 Census asked people to describe their health, over the preceding 12 months as 'good', 'fairly good' or 'not good'.

Resident population (percentage)

	Woking	England and Wales
Good	74.4	68.6
Fairly good	19.7	22.2
Not good	5.9	9.2

Source: 2001 Census, ONS

It also asked questions about any limiting long-term illness, health problem or disability which limited peoples daily activities or the work they could do.

Resident population (percentage)

	Woking	England and Wales
Had a long-term illness	13.0	18.2

Source: 2001 Census, ONS

For the first time, the 2001 Census asked a question about any voluntary care provided to look after, or give any help or support to family members, friends, neighbours or others because of long term physical or mental ill-health or disability, or problems relating to old age.

Resident population (percentage)

	Woking	England and Wales
Provided unpaid care	9.1	10.0

Source: 2001 Census, ONS

There are two main benefits associated with health that are paid to people needing help with personal care. They are the 'Disability Living Allowance' and the 'Attendance Allowance'.

The Disability Living Allowance is a benefit paid to people under 65, who are disabled, and need help with personal care, and/or getting around. In August 2000, 1,480 people in Woking received this benefit.

Source: Department for Work and Pensions, 2000

The Attendance Allowance is paid to people over the age of 65, who are so severely disabled, physically or mentally, that they need supervision or a great deal of help with personal care. In May 2000, 1,215 people in Woking received this benefit.

Source: Department for Work and Pensions, 2000

Economic Activity

	Woking	England and Wales
Employed	68.8	60.6
Unemployed	1.8	3.4
Economically active full time students	2.6	2.6
Retired	12.0	13.6
Economically inactive students	2.6	4.7
Looking after home/family	7.3	6.5
Permanently sick or disabled	2.4	5.5
Economically inactive	2.4	3.1

Source: 2001 Census, ONS

Within Woking, 21 per cent of those unemployed were aged 50 and over, 7 per cent had never worked and 17 per cent were long term unemployed.

In August 2000, there were 155 Jobseeker Allowance claimants in Woking of which 48 per cent had child dependants. The Job Seeker Allowance (JSA) is payable to people under pensionable age who are available for, and actively seeking, work of at least 40 hours a week. Figures produced here are those only for people claiming income-based JSA.

Source: Department for Work and Pensions, 2000

In August 2000, there were 2,995 Income Support claimants in Woking, of which 2 per cent were aged under 20. Income support was introduced on April 11th 1988 and can be paid to a person who is aged 16 and over, is not working 16 hours or more a week, and has less money coming in than the law says they need to live on.

Source: Department for Work and Pensions, 2000

Students and Qualifications

Students and schoolchildren aged 16 to 74

	Woking	England and Wales
Total number of full-time students and schoolchildren aged 16 to 74	3,313	2,648,992
Percentage of total resident population	3.7	5.1
Total number aged 16 to 17	1,744	1,014,284
Total number aged 18 to 74	1,569	1,634,708

Note : Students and schoolchildren were counted at their term-time address.   Source: 2001 Census, ONS

Resident population aged 16 to 74 (percentage)

	Woking	England and Wales
Had no qualifications	19.6	29.1
Qualified to degree level or higher	28.9	19.8

Source: 2001 Census, ONS

Housing and Households

In Woking there were 36,941 households in 2001. 99 per cent of the resident population lived in households. The remainder of the population lived in communal establishments.

<div align="right">Number of households (percentage)</div>

	Woking	England and Wales
One person households	28.3	30.0
Pensioners living alone	12.9	14.4
Other All Pensioner households	8.9	9.4
Contained dependent children	30.6	29.5
Lone parent households with dependent children	4.6	6.5
Owner occupied	76.9	68.9
Rented from Council	9.1	13.2
Rented from Housing Association or Registered Social Landlord	3.1	6.0
Private rented or lived rent free	10.8	11.9
Without central heating	3.7	8.5
Without sole use of bath, shower or toilet	0.3	0.5
Have no car or van	15.1	26.8
Have 2 or more cars or vans	42.8	29.4
Average household size (number)	2.4	2.4
Average number of rooms per household	5.7	5.3

<div align="right">Source: 2001 Census, ONS</div>

<div align="right">£'s and number of households (percentage)</div>

	Woking		England & Wales	
	Average price	Percentage of households living in this type of property	Average price	Percentage of households living in this type of property
Detached	341,547	33.3	178,806	22.8
Semi-detached	172,792	24.9	101,733	31.6
Terraced	145,986	20.3	89,499	26.0
Flat	122,502	21.2	120,185	19.2
All property types	192,178		119,436	

<div align="right">Sources: 2001 Census, ONS
The Land Registry, 2001</div>

Area Statistics

Levels Of Crime in Woking

|	Violence against the person	Sexual offences	Robbery	Burglary from a dwelling	Theft of a motor vehicle	Theft from a motor vehicle
Total number of offences recorded Woking	794	73	57	361	190	553
Rate per 1,000 population Woking	8.5	0.8	0.6	3.9	2.0	5.9
Rate per 1,000 population England and Wales	11.4	0.7	1.8	7.6	6.4	11.9

Source: Home Office

2004 Indices of Deprivation for Woking

The following charts show the Woking profile of the 61 Super Output Areas (SOA's), ranked nationally, across each of the 7 domains. Those areas falling below the 40th percentile have been identified as representing the relatively more disadvantaged areas.

Income

This domain covers income deprivation which is a root cause of social exclusion and is derived from: adults and children in Income Support households; adults and children in income based Job Seekers Allowance households; adults and children in Working Family Tax Credit households whose income is below the 60 per cent of median before housing costs; adults and children in Disabled Persons Tax Credit households whose income is below the 60per cent of median before housing costs.
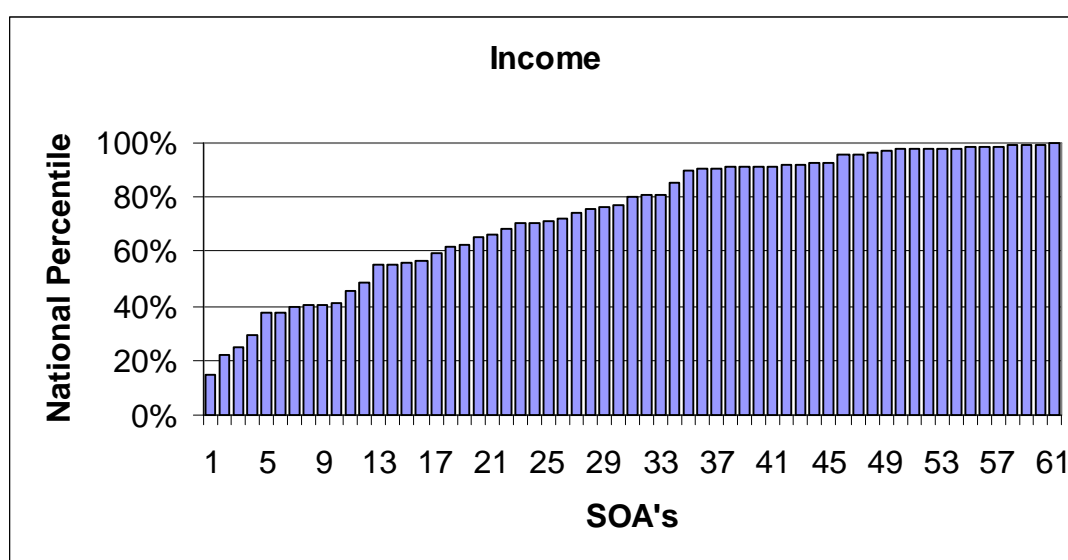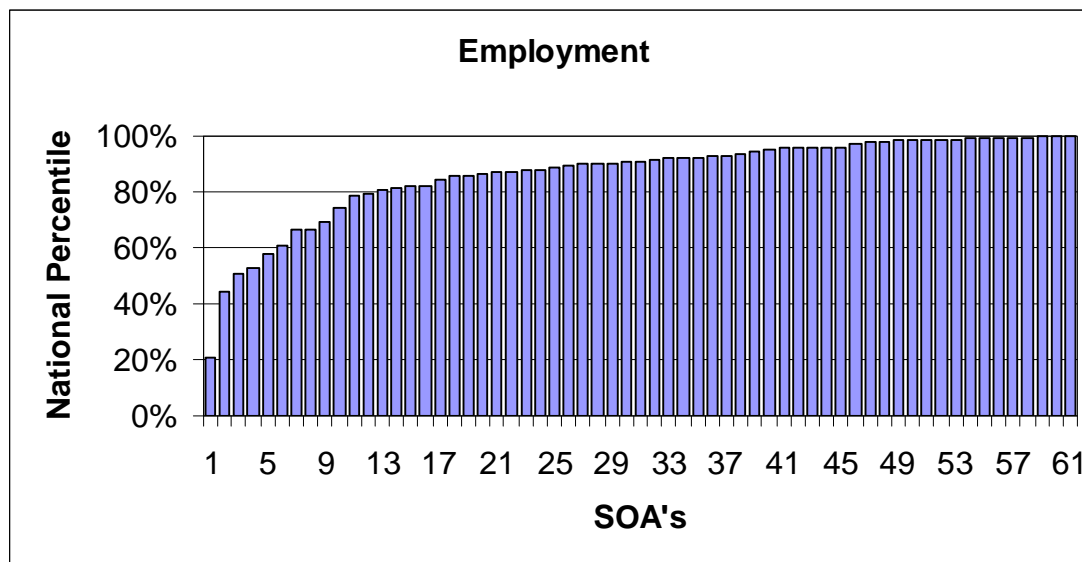

(0% most deprived 100% least deprived)

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Goldsworth East	Lakeview
2	Maybury & Sheerwater	The Dartmouth Avenue area of Sheerwater
3	Maybury & Sheerwater	Walton Road & Maybury Road
4	Maybury & Sheerwater	Boundary Road & Board School Road
5	Maybury & Sheerwater	Eve & Arnold Road, Princess Road
6	Old Woking	Priors Croft, Gloster Road, High Street
7	Byfleet	Stream Close, Rectory Lane

Employment

Another key domain strongly linked to income deprivation and social exclusion and is derived from : unemployment claimant count of women aged 18-59 and men aged 18-64; Incapacity Benefit claimants; Severe Disablement Allowance claimants; Participants in New Deal for 18-24's, 25+ not included in the claimant count; Participants in New Deal for Lone Parents aged 18 and over.
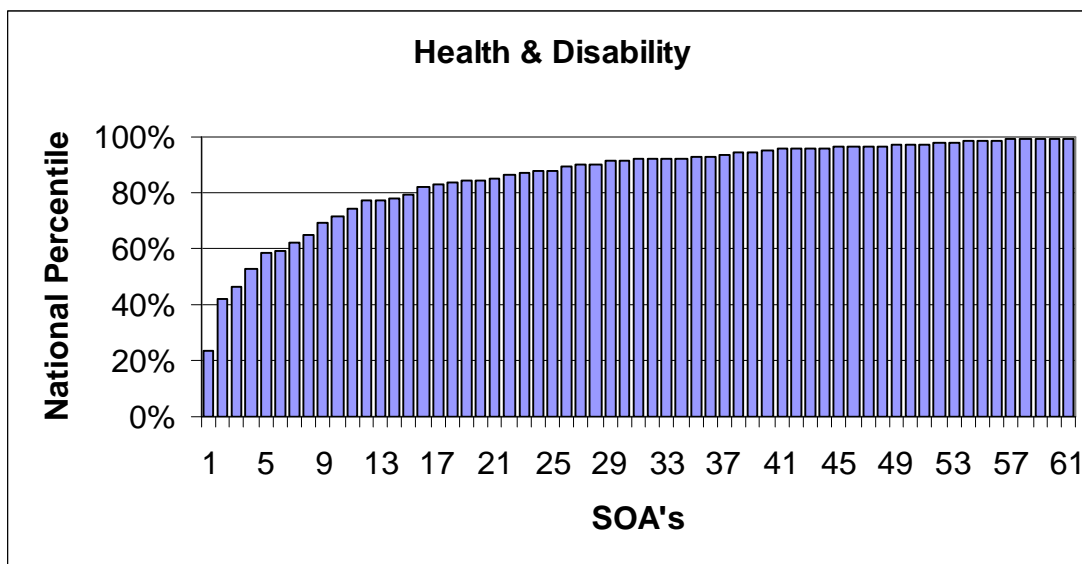

(0% most deprived 100% least deprived)

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Maybury & Sheerwater	The Dartmouth Avenue area of Sheerwater

Health & Disability

This domain identifies areas with relatively high rates of people who die prematurely or whose quality of life is impaired by poor health or who are disabled, across the whole population. This index is derived from : years of potential life lost (1997-2000); comparative illness and disability ration; measures of emergency admissions to hospital (1999-2002); adults under 60 suffering from mood or anxiety disorders (1997-2002).

(0% most deprived 100% least deprived)

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Maybury & Sheerwater	The Dartmouth Avenue area of Sheerwater

Education, Skills & Training

This domain captures the extent of deprivation in terms of education, skills and training in a local area. The indicators fall into two sub domains: one relating to education deprivation for children/young people in the area and one relating to lack of skills and qualifications among the working age adult population.

Education Skills & Training
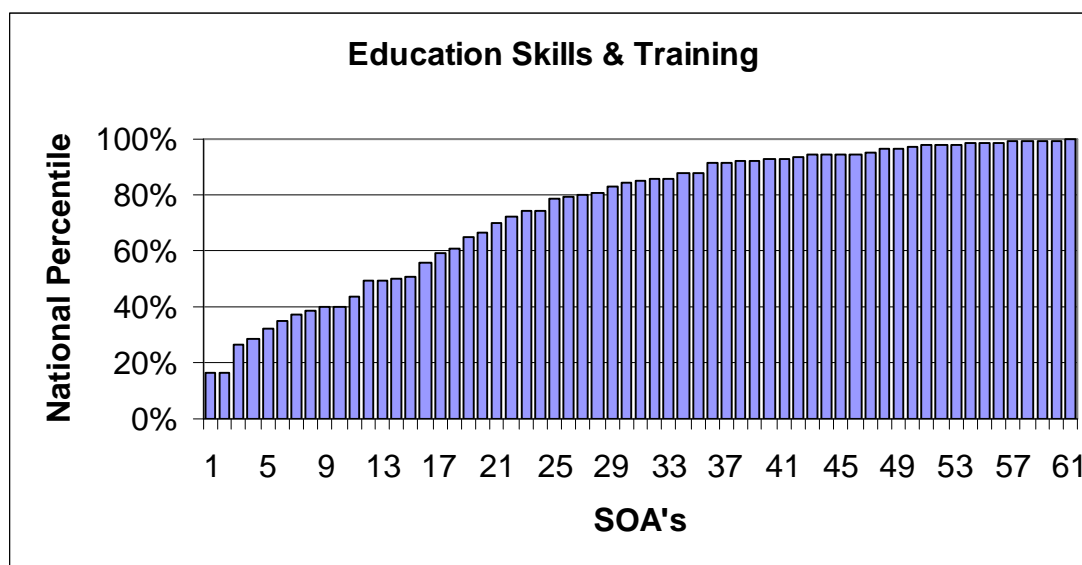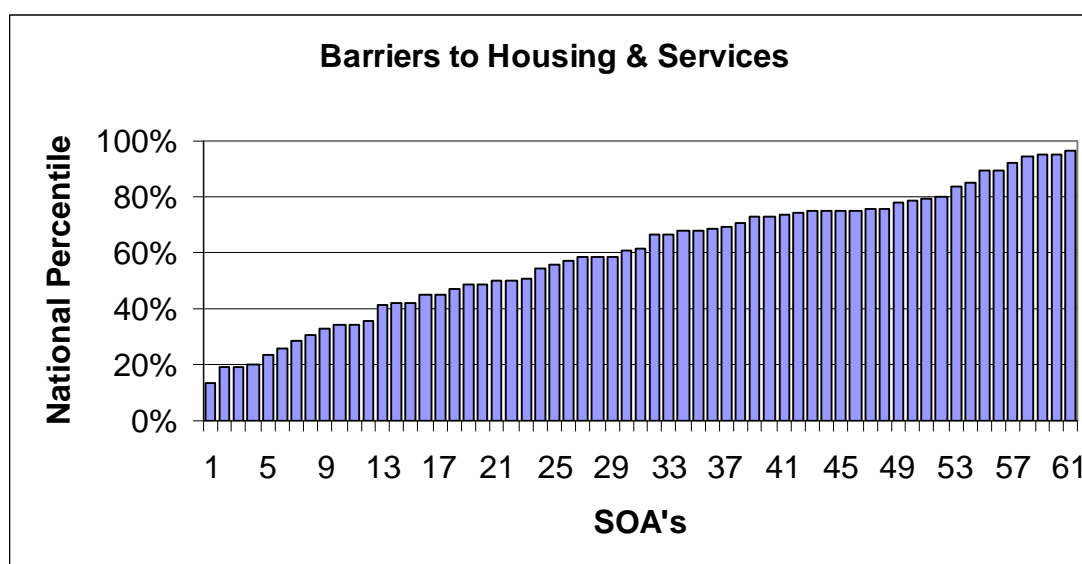
National Percentile

SOA's

(0% most deprived 100% least deprived)

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Maybury & Sheerwater	The Dartmouth Avenue area of Sheerwater
2	Goldsworth East	Lakeview
3	Maybury & Sheerwater	Maybury Estate
4	Maybury & Sheerwater	Albert Drive
5	Knaphill	Barnby Road, Beechwood Road
6	Byfleet	Stream Close, Rectory Lane
7	Old Woking	Priors Croft, Gloster Road, High Street
8	Goldsworth West	Langmans Way, Oakfield, Huntingdon

Barriers to Housing & Services

The purpose of this domain is to measure barriers to housing and key local services. The indicators fall into two sub-domains – geographical barriers e.g. distance to shops, doctors surgery, primary school & post office and wider barriers such as household overcrowding, difficulty of access to owner-occupation, level of homelessness.
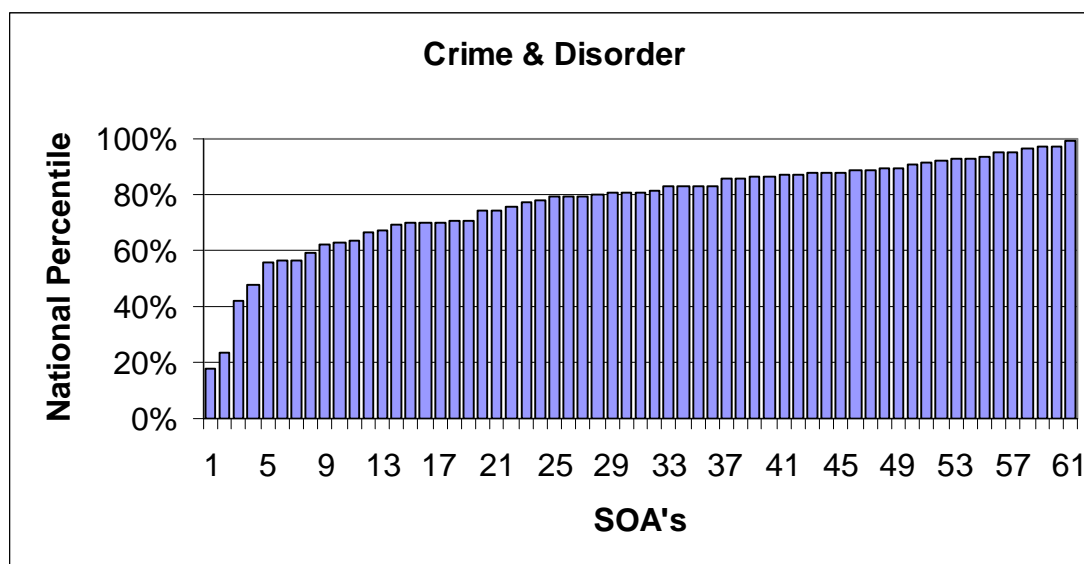
Barriers to Housing & Services

(0% most deprived 100% least deprived)

The Woking SOA's falling below the 40th percentile nationally are :

Ranking	Ward in which contained	SOA description
1	Mayford & Sutton Green	Prey Heath Road, Maybourne Road
2	Brookwood	Brookwood Cem. Rough Rd, Bagshot Rd
3	Horsell East & Woodham	Chertsey Road, Woodham Lane
4	Goldsworth West	Langmans Way, Oakfield, Huntingdon
5	Pyrford	Engliff Lane, Upshot Lane, Wexfenne Gdns
6	Horsell East & Woodham	Elm Road, Woodham Road
7	St Johns & Hook Heath	Holly Bank Road, Hook Heath Road
8	Horsell East & Woodham	Horsell Rise, Kettlewell Hill
9	Goldsworth West	Kirkland Avenue, Wishbone Way
10	Pyrford	Pine Tree Hill, Old Woking Road
11	Knaphill	Littlewick Road
12	Goldsworth East	Lakeview

Crime & Disorder

This domain measures the incidence of recorded crime for four major crime themes, representing the occurrence of personal and material victimisation at a small area level.

Crime & Disorder
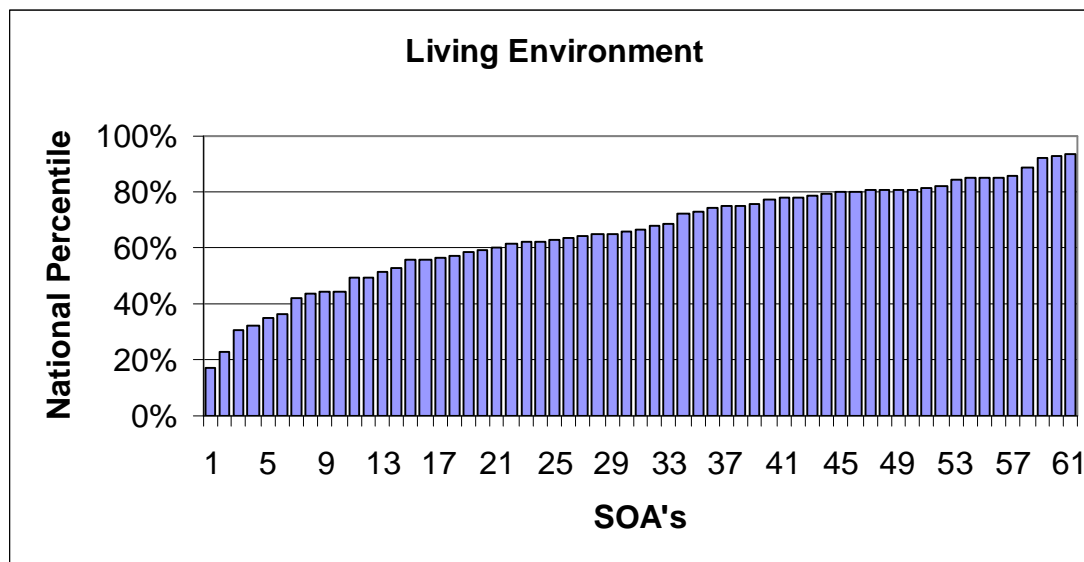

(0% most deprived 100% least deprived)

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Horsell West	Brewery Road, High St, Horsell Park
2	Mount Hermon East	Oriental Road, Park Road, Pembroke Road

Living Environment

This domain focuses on deprivation with respect to the characteristics of the living environment. It comprises two sub-domains – the indoor living environment which measures the quality of housing and the outdoors living environment which contains two measures about air quality and road traffic accidents.

Living Environment

The Woking SOA's falling below the 40th percentile nationally and ranked in order of most deprived first, are :

Ranking	Ward in which contained	SOA description
1	Mount Hermon West	Guildford Road, Station Approach
2	Maybury & Sheerwater	Walton Road & Maybury Road
3	Maybury & Sheerwater	Boundary Road & Board School Road
4	Goldsworth East	Poole Road, Goldsworth Road, Kingsway
5	Horsell West	Chobham Road, Brewery Road
6	West Byfleet	Station Rd, Camphill Rd, Brantwood Gardens

Appendix 4 - Sustainability Appraisal - Summary

The Social Inclusion and Community Cohesion Strategy was subject to a sustainability appraisal, which involved the completion of a detailed checklist to assess the Strategy's impact against '18 Themes of a Sustainable Woking'. The table below summarises the degree to which the strategy impacts or could impact on each theme.

Theme Potential impacts of the strategy	Degree of Impact			
	High	Medium	Low	Zero
Minimise Resource Use and Waste				
Use of energy, water, minerals, materials.			P	
Use of land.				P
Emissions of greenhouse gasses.				P
Generation of and Disposal of Waste.			P	
Minimise Pollution				
Quality and availability of water resources.				P
Land contamination and dereliction.				P
Environmental pollution (e.g. air, noise, light).			P	
Accentuate biodiversity and access to the natural environment		P		
Encourage a strong and diverse local economy				
Employment opportunities that are appropriate to the needs of local people.			P	
Invest in skills, technology and the local community and environment.	P			
Help community based businesses set up and grow, support self-help schemes.		P		
Encourage employment opportunities & good working conditions				
Reduce low pay and long working hours, promote healthy work environments.		P		
Encourage policies on equal opportunities, IIP, Health & Safety etc.	P			
Meet local needs locally				
Link local consumption to local production.			P	
Protect and encourage availability of a range of shops and facilities locally.	P			
Promote good physical and mental health and treat poor health	P			
Promote equality in health	P			
Encourage opportunities for education and information				
Access to education, training and self development opportunities.	P			
Equality of information access through appropriate communication.	P			
Encourage personal safety and property security				
Reduce occurrence of crime, anti-social behaviour and fear of crime.	P			
Maximise security and safety, contribute towards Community Safety Strategy.	P			
Access to affordable balanced diet		P		
Provision of appropriate housing			P	
Access to transport that does not rely on the car				
Reduce car journeys, promote walking, cycling and use of public transport.			P	
Improve access to local services and facilities for local people.		P		
Access to informal leisure opportunities	P			
Encourage opportunity to be part of the community				
Involve people in action. Overcome factors which contribute to social exclusion.	P			
Improve the sense of community.	P			
Accentuate features which contribute to Woking's Pride of Place		P		
Encourage opportunities for decision making				
Opportunity for capacity building, public participation and local democracy.	P			
Involving partner organisations.	P			
Promote equality				
Assist people on low incomes and disadvantaged groups, Improve facilities for young and old people and Increase facilities and opportunities for disabled people.	P			
Promote racial harmony and understanding.	P			

A full copy of the appraisal, including comments on each theme and planned improvements can be obtained from the Senior Policy Officer (Sustainability). Tel: 01483 743413 email la21@woking.gov.uk.