OCTAVIA Abri



Community Investment Plan 2026-2028

North Paddington

Building a healthier, safer and more connected neighbourhood together

Introduction

North Paddington is one of our identified community investment zones within London.

This plan sets out our long-term commitment to working alongside residents, partners and community organisations to support a healthier, safer and more connected neighbourhood.

We believe homes and communities are places to belong, grow and thrive. Through the Octavia Foundation, we are committed to a place-based approach to community investment that builds on the strengths, relationships and potential that already exist within local communities.

This plan has been shaped through a combination of local data, housing insight, community research and ongoing conversations with residents and partners.

It reflects both the opportunities and challenges within North Paddington, while recognising the important role residents play in shaping the future of their neighbourhood.

This is a living plan that will continue to evolve alongside residents as local priorities, feedback and opportunities develop over time.

Our aim is not simply to deliver projects, but to support long-term community resilience, stronger local connections and improved life chances for residents.

ABOUT NORTH PADDINGTON

North Paddington is a vibrant and diverse neighbourhood with a strong sense of community, rich local history and a wealth of community assets. Encompassing the Harrow Road, Queen's Park and Westbourne neighbourhoods, the area has been shaped by generations of residents, migration, the development of social housing and strong community networks. Today, North Paddington is home to around 35,700 residents and approximately 872 Octavia homes.

Residents tell us that North Paddington is a place where people look out for one another and where community spirit continues to thrive. Local organisations, faith groups, schools and shared community spaces play an important role in bringing people together, supporting local people and creating opportunities for connection, participation and belonging.

Whilst North Paddington is home to a wide range of community organisations, local services and resident-led groups that work hard to support local people, many residents continue to face challenges that affect their quality of life and opportunities. Although the area sits within one of the UK's most prosperous boroughs, some communities experience inequality, financial pressures and barriers to accessing the support they need. Recent data shows that levels of deprivation have increased in both Harrow Road and Westbourne since 2019, while Queen's Park has remained at a similar level, highlighting ongoing challenges relating to financial security, housing, health and access to opportunities. Local insight also points to ongoing concerns around community safety.

Alongside local data, resident feedback, housing insight and engagement with community partners has helped us build a fuller understanding of the issues affecting everyday life and the priorities that matter most to local people.

Importantly, this plan takes an asset-based approach. While we recognise the challenges facing the community, we also recognise the many strengths that already exist within North Paddington. These include the knowledge and experience of residents, strong community relationships, active local organisations, trusted community spaces and a shared commitment to improving the area. By building on these strengths, we can support positive and lasting change for the community.

WHAT YOU TOLD US

Listening to residents has been central to shaping this plan.

Through surveys, community events, conversations with residents and engagement with local organisations and partners, we heard what matters most to people living in North Paddington and where they would like to see investment and support focused over the coming years.

Residents told us that while North Paddington has many strengths, there are a number of issues that affect everyday life and opportunities within the neighbourhood. The priorities identified through this engagement are:

- Improving health, wellbeing and support services while reducing barriers to participation
- Creating more opportunities and activities for young people
- Helping older people feel more connected and less isolated
- Improving community safety and security
- Giving residents a stronger voice in shaping homes and neighbourhood

Residents also highlighted the importance of trusted local organisations, community spaces and neighbourhood networks that help people access support, meet others and feel connected to their community. Many people told us that more could be done to raise awareness of the services, activities and support already available across North Paddington.

This feedback, together with local data, housing insight and engagement with community partners, has informed the priorities set out within this plan.



Our approach

Our approach to community investment at North Paddington is long-term, place-based and community rooted.

This means:

- Working alongside residents to shape priorities and activity improving access to health and wellbeing support
- Building on existing strengths and community assets improving community safety
- Focusing on prevention and early support
- Developing strong local partnerships
- Creating opportunities for residents to lead and participate
- Investing in sustainable change rather than short-term interventions

We want to feel like a large organisation with a genuinely local presence — visible, accessible and connected to the communities we serve.

This plan will continue to evolve over time as local needs and priorities change. We are committed to ongoing engagement with residents to ensure our investment remains shaped by the people who live here.

OUR VISION FOR NORTH PADDINGTON

Our vision is to create a safe and supportive community where residents are informed, supported to meet their needs, and empowered with opportunities to develop—nurturing a strong sense of belonging, identity, and pride in where they live.

Our priorities for North Paddington

Priority 1.
Improving access to health, wellbeing and support services while reducing barriers to participation

OUR SHARED AMBITION

Success would mean:

- More residents accessing health, wellbeing and community support services
- Improved mental wellbeing and stronger community support networks
- Fewer barriers preventing people from accessing support
- Residents feeling better informed about, confident accessing, and connected to the services and opportunities available to them

WHAT WE WILL FOCUS ON

Together, we will work to:

- Improve awareness of local health, wellbeing and community services
- Strengthen partnerships to improve access to, and trust in, local support services across north paddington
- Address barriers such as cost, transport and digital exclusion
- Create more opportunities for wellbeing and social connection
- Connect more residents to mental health and wellbeing support

WHY THIS MATTERS

You told us that finding and accessing local support can be difficult, particularly when it comes to health and wellbeing services. Residents highlighted the importance of mental wellbeing support, affordable activities and opportunities to stay connected within the community. Many people also told us they are unsure what services are available locally, how to access them, or where to go for help.

Local insight and partner feedback reinforce these findings, suggesting that awareness of services is often a bigger challenge than the availability of support itself. Residents consistently reported low awareness of local services and opportunities, with “don’t know” being one of the most common responses when asked about support available in the area. Partners also highlighted concerns around mental health support, particularly the availability of culturally appropriate support and support for men, alongside barriers relating to cost, transport and digital exclusion.

Priority 2.
Supporting young people and creating opportunities

OUR SHARED AMBITION

Success would mean:

- More young people participating in positive local activities and opportunities
- Increased confidence, skills and aspirations among young people
- Stronger pathways into volunteering, training and employment
- Young people feeling listened to and involved in shaping local activities

WHAT WE WILL FOCUS ON

Together, we will work to:

- Increase awareness of activities, services and opportunities available for young people
- Create more opportunities for skills development, volunteering and employment support
- Co-develop and support youth-led activities and projects
- Work with local partners to overcome barriers that prevent young people from accessing services
- Provide positive opportunities that strengthen community connections and reduce antisocial behaviour

WHY THIS MATTERS

You told us that more opportunities and activities are needed for young people within North Paddington. Residents highlighted the importance of having safe spaces, positive activities and better access to skills development, training and employment opportunities. Many people also felt that providing more opportunities for young people could help strengthen the wider community and reduce antisocial behaviour. Our local engagement found that support and services for young people were among the lowest-rated services across North Paddington.

Local partners identified similar themes. While a range of youth services already exists locally, awareness and accessibility remain significant challenges. Safety concerns, postcode boundaries and limited awareness of opportunities can all prevent young people from participating in activities and accessing support.



Priority 3.
Reducing Isolation and Improving Support for Older People

OUR SHARED AMBITION

Success would mean:

- Older residents feeling more connected to their community
- Reduced loneliness and isolation
- Improved access to information, support and local services
- More older residents able to remain active, informed and independent

WHAT WE WILL FOCUS ON

Together, we will work to:

- Improve awareness of services, activities and support available to older residents
- Reduce barriers caused by transport, accessibility and digital exclusion
- Strengthen community networks and opportunities for social connection
- Support greater collaboration between organisations working with older people to identify gaps in provision and develop new opportunities
- Encourage activities that promote connection between generations

WHY THIS MATTERS

You told us that loneliness and isolation can have a significant impact on older people within the community. Residents highlighted the importance of opportunities to meet others, take part in local activities and remain connected to their community. Many people also raised concerns about transport, accessibility and the challenges of accessing services and information.

Local insight and partner feedback reinforce these concerns. Partners highlighted transport difficulties, digital exclusion and physical accessibility barriers as key factors preventing older residents from accessing support and participating in community life. Feedback also identified the need for greater awareness of local services, benefits advice and financial support, particularly for residents who may be isolated or housebound. Local data further highlights these challenges, with all three North Paddington wards ranking among the most deprived areas nationally on the Income Deprivation Affecting Older People Index (IDAOPI), demonstrating the importance of accessible support, financial advice and opportunities for older residents to remain active and connected.

Priority 4.
Improving Community Safety and Security

OUR SHARED AMBITION

Success would mean:

- More residents feel safe where they live
- Increased confidence in reporting concerns and accessing support
- Stronger relationships between residents, police and community safety partners
- Increased pride in local neighbourhoods and public spaces
- Greater trust in local services to respond to community safety concerns

WHAT WE WILL FOCUS ON

Together, we will work to:

- Strengthen relationships between residents, local police and partner organisations
- Improve awareness of reporting routes, available support and how community safety concerns are addressed
- Support initiatives that help prevent and reduce antisocial behaviour
- Work with partners to improve environmental factors that affect perceptions including lighting and public spaces

WHY THIS MATTERS

You told us that community safety is one of the biggest concerns facing North Paddington. Residents spoke about antisocial behaviour, drug-related activity, intimidation, noise nuisance and feeling unsafe in certain locations, particularly after dark. Many people also said they would like clearer information about how to report concerns and greater visibility from local services, such as the police.

This was the highest priority identified by residents during our engagement activities. Local survey results also show that safety is an ongoing concern, with residents giving an average score of just 2.5 out of 5 when asked whether they feel safe in their community, and 75% of respondents to a local community survey identifying safety and security as a key priority.

Local data and partner insight reinforce these concerns. Antisocial behaviour is the most commonly reported crime type across all three North Paddington wards, accounting for between 28% and 35% of recorded crime. Police and community safety partners also highlighted ongoing concerns around antisocial behaviour, gang activity, drug-related crime, poor street lighting and low confidence in reporting issues.



Priority 5.
Strengthening Resident Voice and Improving Homes and Neighbourhoods

OUR SHARED AMBITION

Success would mean:

- Residents feeling heard and able to influence decisions that affect their community
- Improved communication and trust, with resident's feeling confident their concerns will be acted on
- Better housing conditions and neighbourhood environments
- Increased resident leadership, participation and community connections

WHAT WE WILL FOCUS ON

Together, we will work to:

- Create more opportunities for residents to shape decisions affecting their homes and neighbourhoods
- Strengthen communication between residents, local services and partner organisations
- Strengthen resident leadership through community-led projects, activities and initiatives
- Work collaboratively with colleagues to improve housing conditions and estate environments
- Ensure resident feedback helps shape local priorities and future investment across octavia abri.

WHY THIS MATTERS

You told us that residents want a stronger voice in decisions that affect their homes and neighbourhoods. Many people highlighted concerns about repairs, communication, estate conditions and accountability, alongside a desire for more opportunities to get involved in shaping local improvements and influencing decisions that affect their community.

Local insight shows that North Paddington experiences higher levels of housing need, lower resident satisfaction and higher levels of arrears than many other areas. Average resident satisfaction across North Paddington is currently 45%, while Harrow Road and Westbourne have both seen worsening deprivation in recent years. Residents and partners consistently highlighted the importance of clear communication, visible action and meaningful opportunities for residents to help shape change within their neighbourhoods.



WORKING TOGETHER

This plan represents the beginning of a long-term commitment to North Paddington and the people who live here.

We know that lasting change happens when residents, community organisations, public services and local partners work together around shared priorities and ambitions.

By continuing to listen, invest and build on the strengths already within the community, we believe North Paddington can continue to grow as a healthier, safer and more connected place where people feel proud to live.

We will continue to review progress with residents and adapt our approach as local priorities and needs evolve over time.

HOW WE WILL STAY ACCOUNTABLE

We are committed to keeping residents updated on the progress of this plan and listening to feedback as the work develops. We will regularly review whether the actions in this plan are making a meaningful difference for the community and use resident feedback and local insight to shape future priorities and activity.

We will continue working with residents to shape how this plan develops and how progress is shared with the community over time.

A shorter resident-friendly summary version of this plan will also be developed alongside residents following the launch of the full Community Investment Plan.

If you would like to find out more, get involved in local activities or help shape future community investment at North Paddington, please contact Niamh Salisbury at Niamh.salisbury@abri.co.uk or 07393 466848.

For regular updates on the progress of each priority at North Paddington check out our website.