

Resident Insight for Newham



- 1. Priorities for residents**
- 2. Satisfaction**
- 3. Cohesion & participation**

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1. Priorities for residents



Priorities in 2020



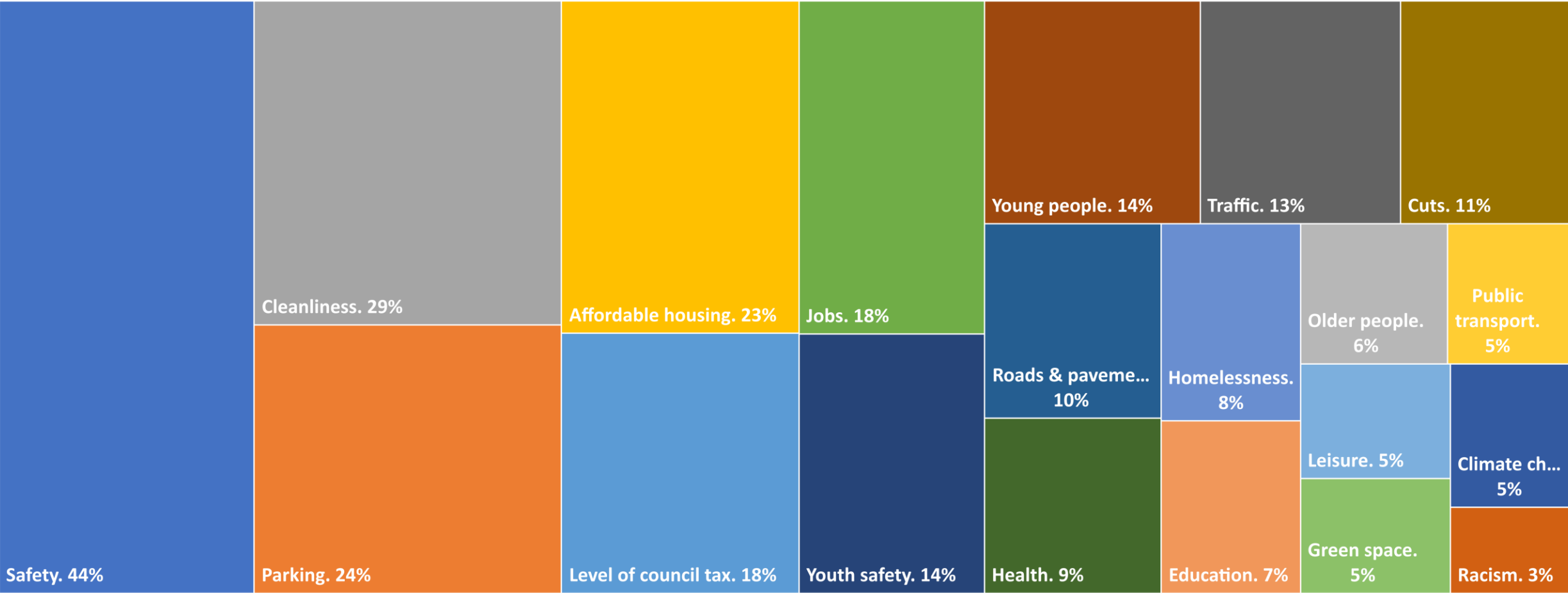
**Priorities by
neighbourhood 2019-21**



**Priorities for young
people in 2021**

We compare how priorities have evolved for residents between 2019 and now at a borough wide and neighbourhood level, and with a special focus on young people.

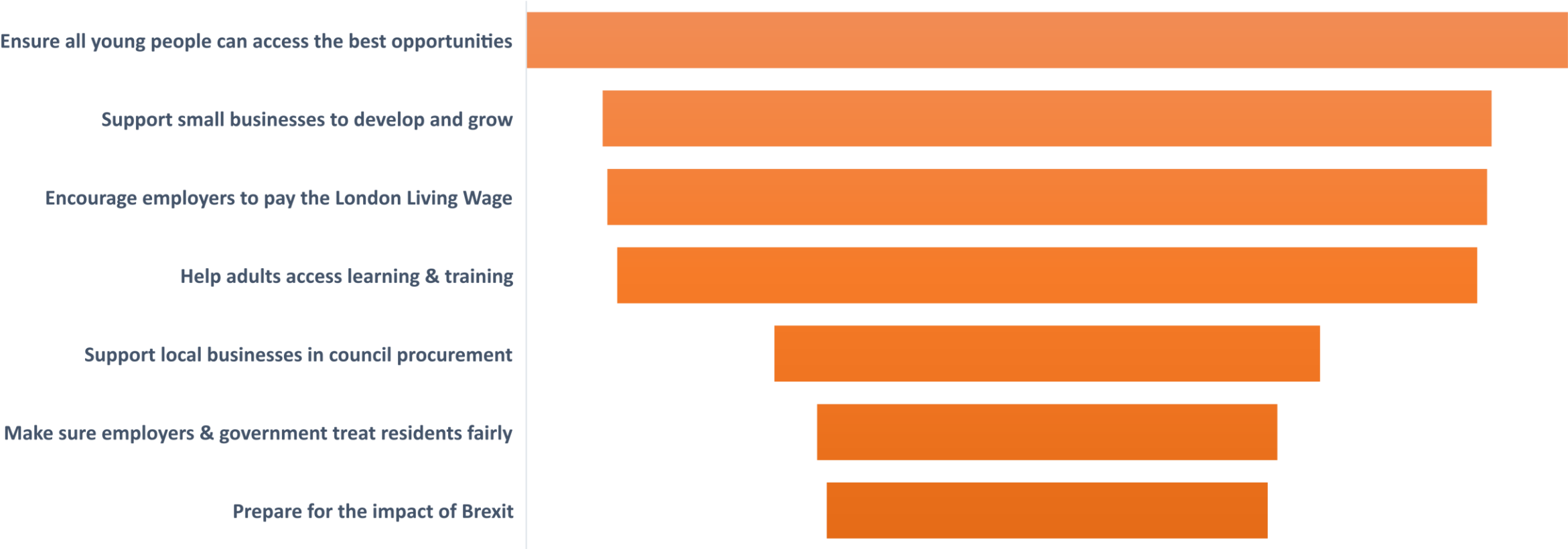
Overall priorities for residents at the start of 2020 before the pandemic...



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Economic priorities at the start of 2020 before the pandemic



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Priorities for residents by each neighbourhood in 2021



STRATFORD & WEST HAM



Environment



Safety



Culture

FOREST GATE



Cleanliness



Environment



Public Spaces



Public Spaces

MANOR PARK



Environment



Biodiversity

PLAISTOW



Cleanliness



Safety



Public Spaces

GREEN STREET



Cleanliness



Safety



Public Spaces

CUSTOM HOUSE AND CANNING TOWN



Safety



Youth Activities



Public Spaces

BECKTON & ROYAL DOCKS



Cleanliness



Environment



Public Spaces

EAST HAM



Safety



Environment



Public Spaces

Priorities for young people in 2021



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[Newham You Tube](#)

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Issues important to residents to help everyone recover from the pandemic



People are coming out of isolation but communities need support to come back even stronger. Otherwise, there is a chance we may not be able to cope in the future.

Time To Talk Participant

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2. Satisfaction with the area & council



Satisfaction with the local area



Satisfaction with the council



Improvement of services



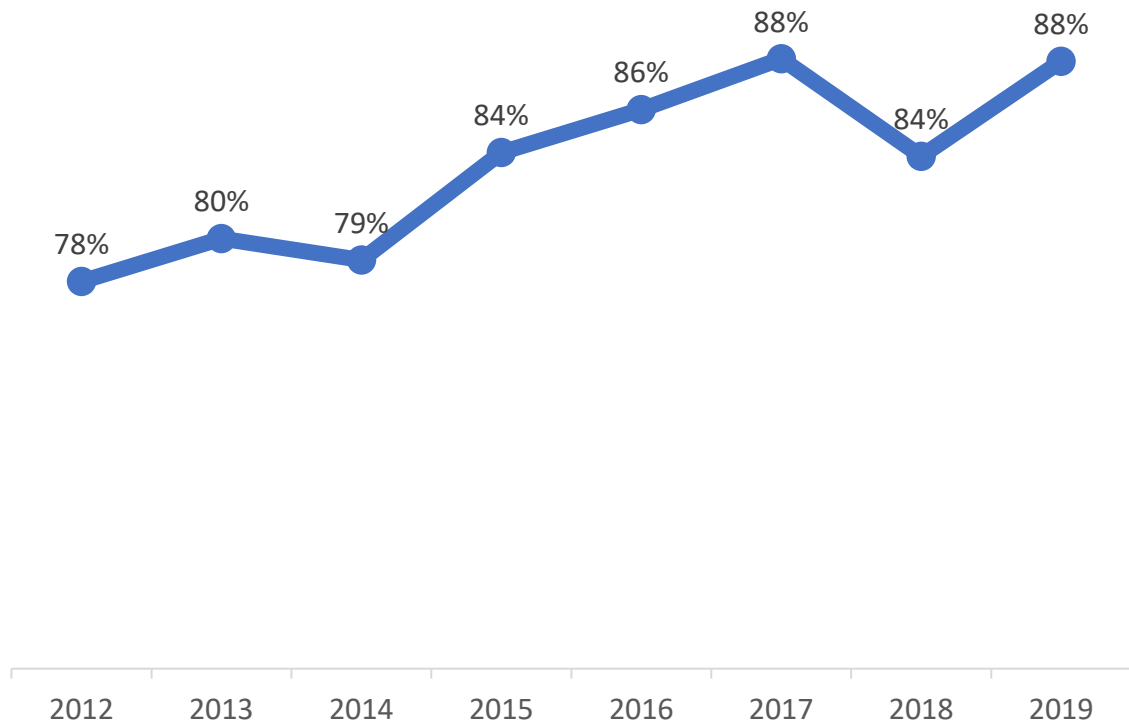
Satisfaction by tenants & leaseholders

We compare how our residents' satisfaction with the local area and the council has evolved since 2020 and what areas it has improved in and where there is a need to improve, with a particular focus on our tenants & leaseholders.

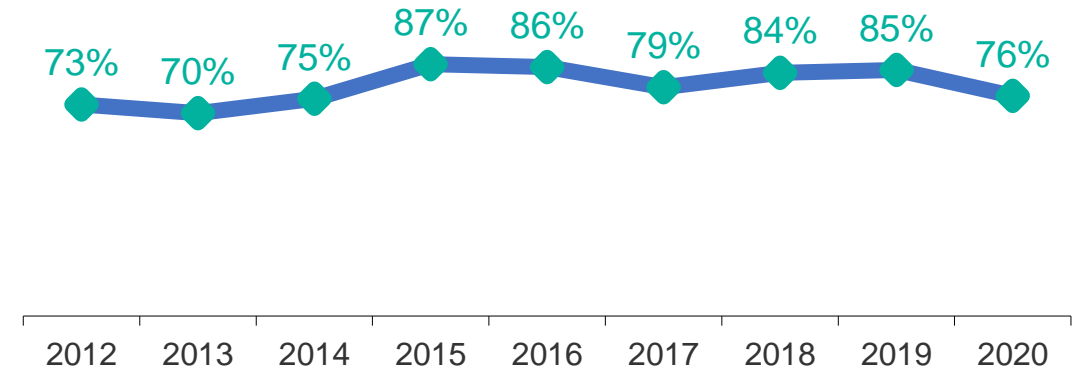
Satisfaction with the local area from 2019-21



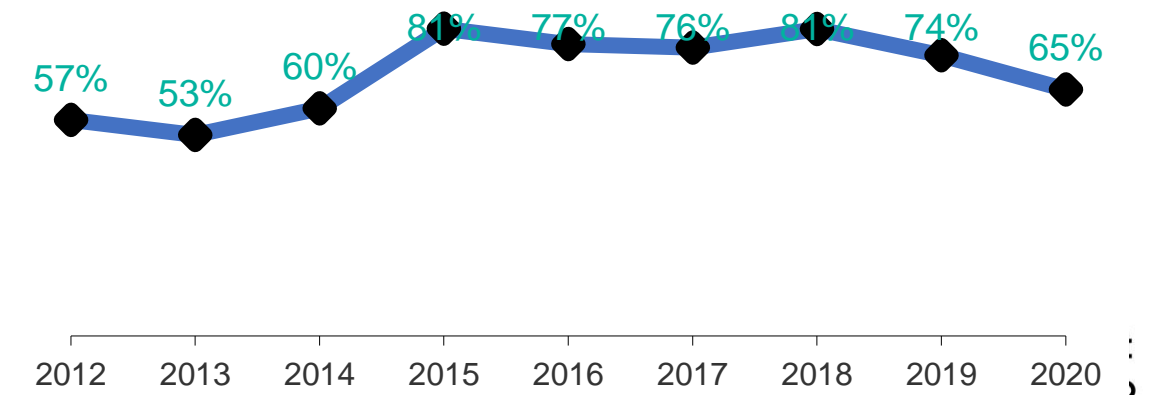
Satisfaction by all residents (2019-20)



Satisfaction by tenants (2020-21)

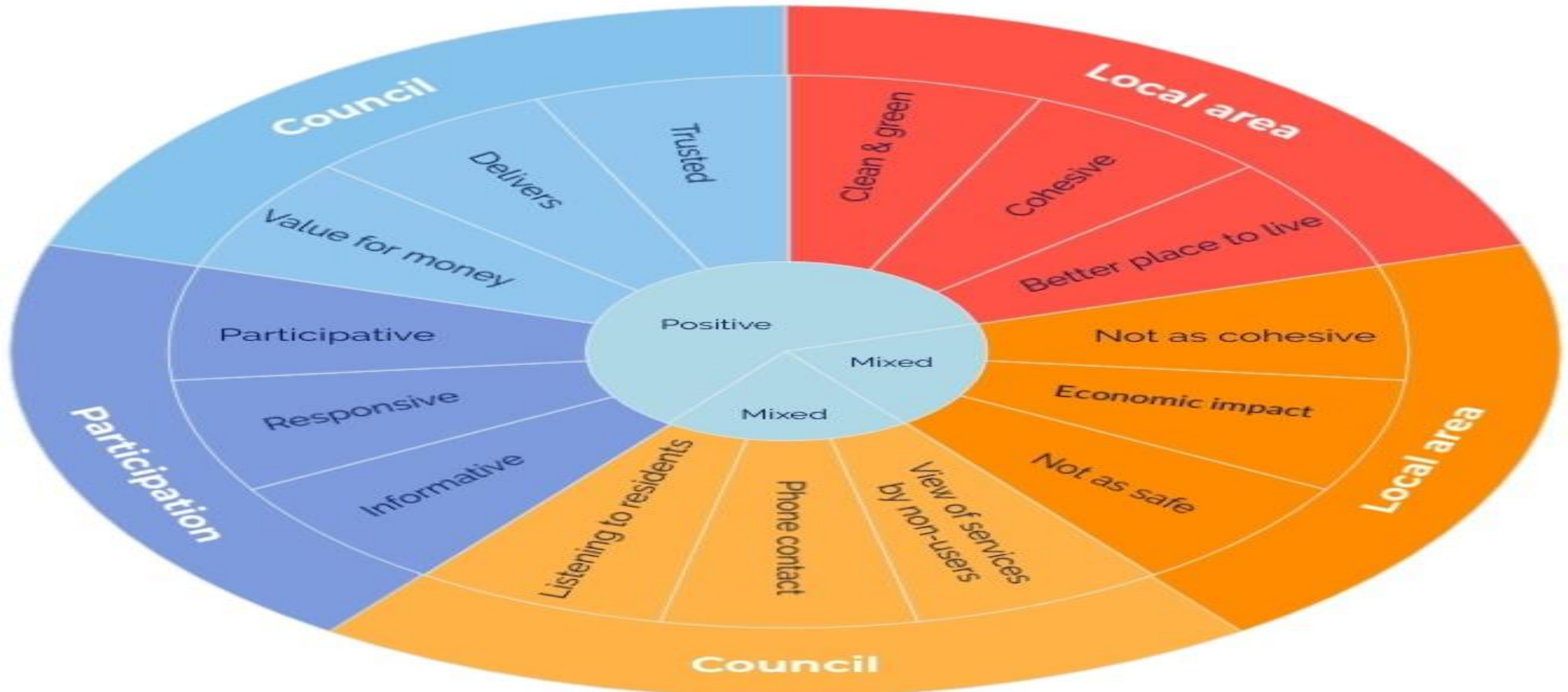


Satisfaction by leaseholders (2020-21)

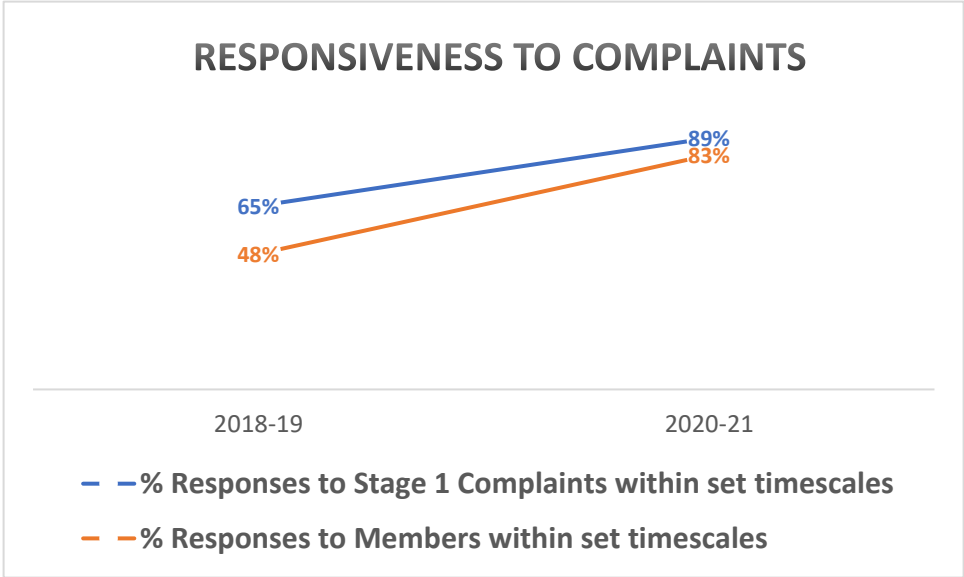
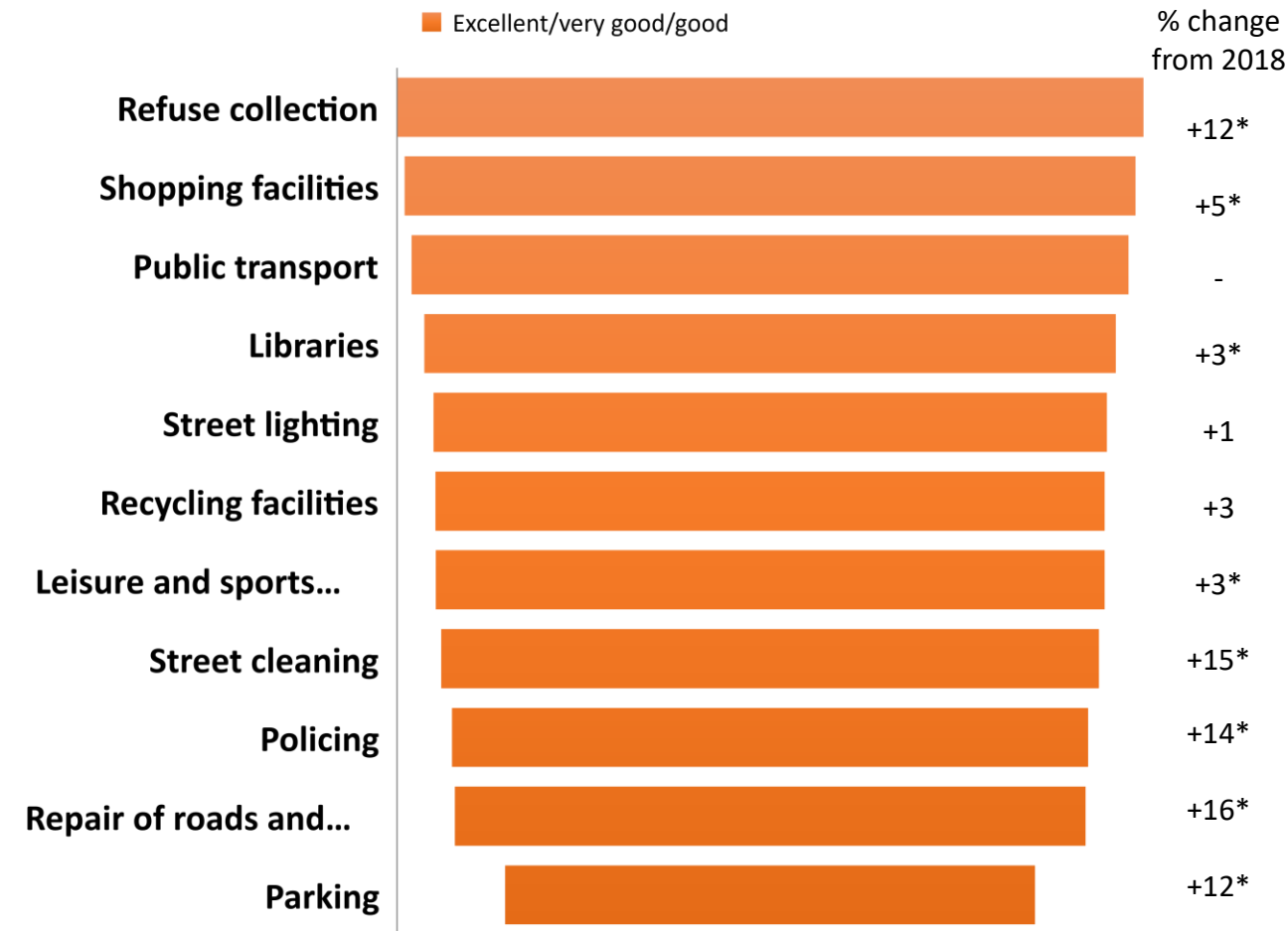


Newham Survey not carried out in 2020, so only satisfaction data from tenants & leaseholders from Housing Survey

Areas of satisfaction & concern for both the local area and the council at the start of 2020



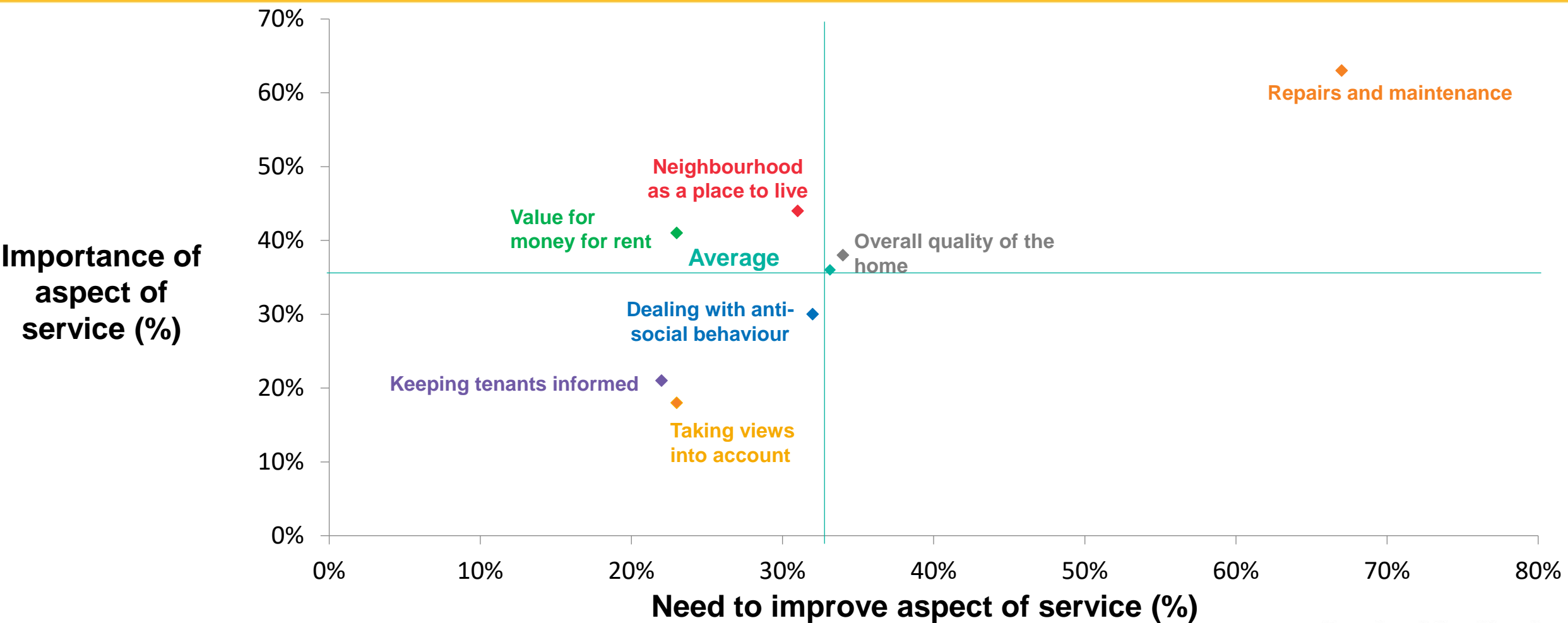
Perceptions of many services have improved



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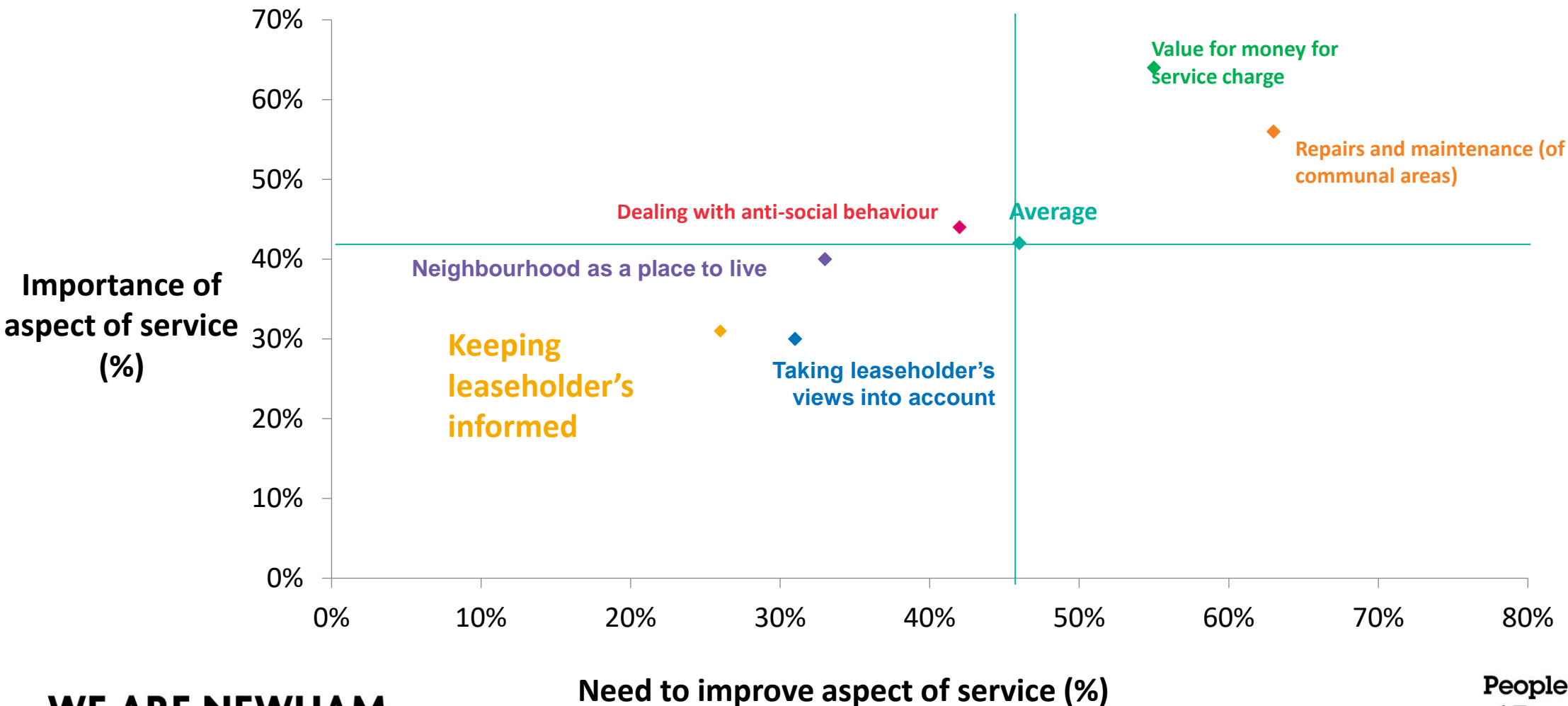
Prioritising what areas tenants want improved



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Prioritising what areas leaseholders want improved



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3. Cohesion & participation



Engagement between residents & the council



Democratic & civic participation



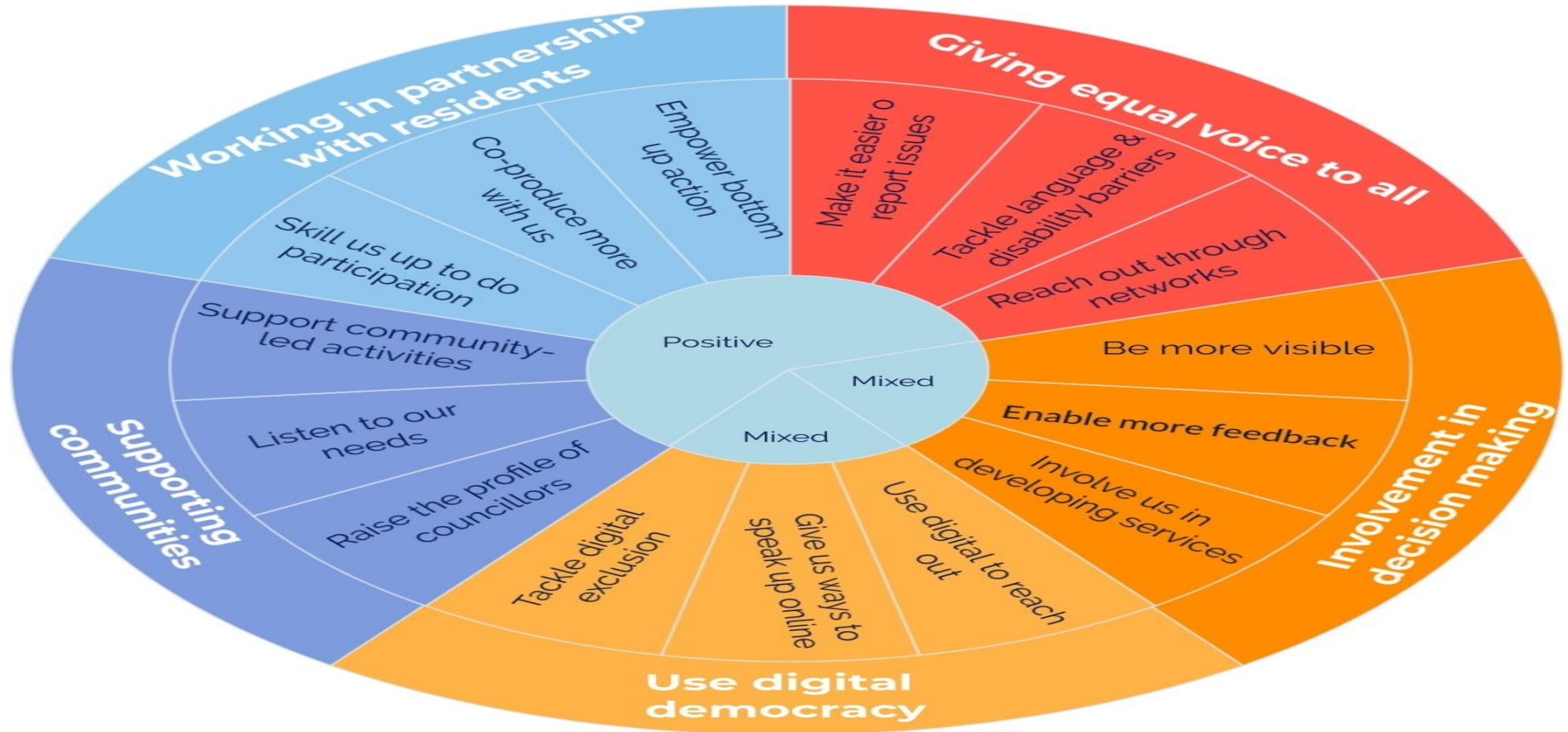
Social connections & peer to peer support



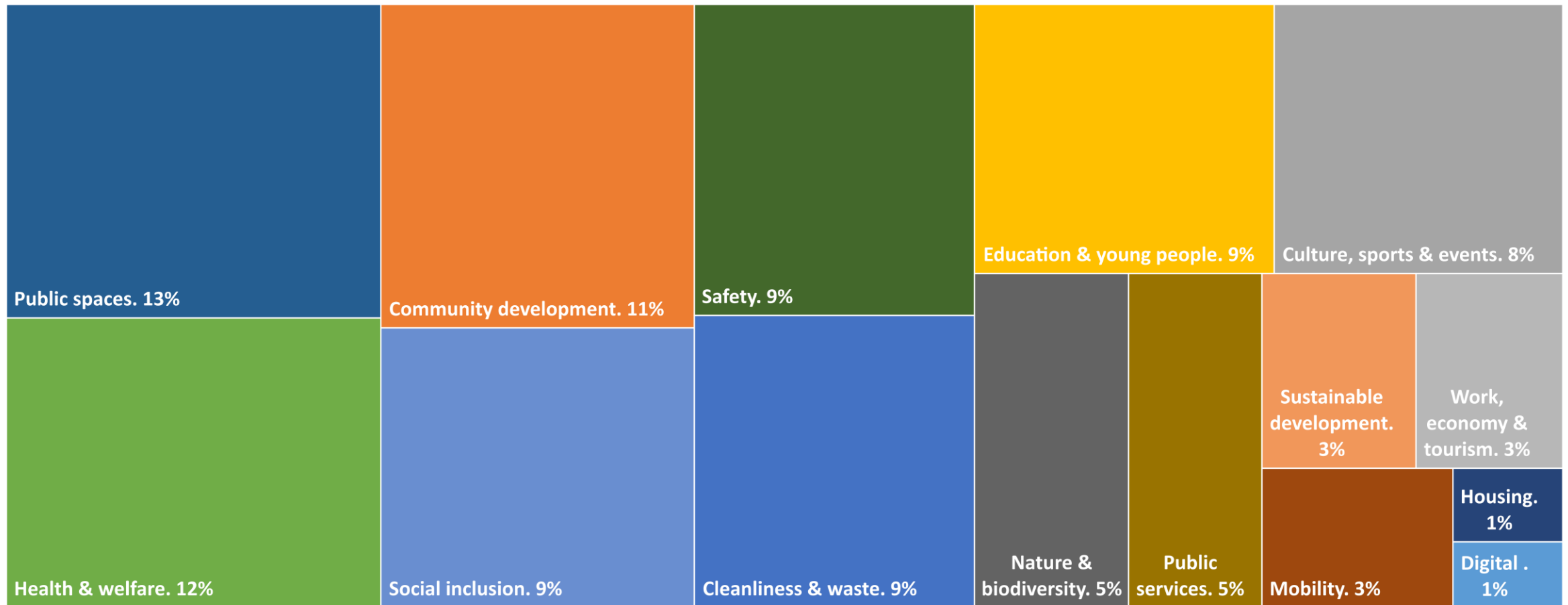
Insights on racism, inequality & disproportionality

We outline what residents most want improved in terms of engagement and what issues they'd most like to get involved in, as well how our residents' ability to count on each other has evolved, with a particular focus on inclusion & cohesion

Insights on what residents want the council to priorities for better engagement



Issues residents most want to develop projects in their communities in 2021



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Insights on residents experiences of racism, inequality & disproportionality



1 "I've witnessed racism in the borough"

"I've experienced some form of racism, inequality or disproportionality"

2



49%



3 "I feel comfortable discussing racism, inequality and disproportionality"

"I've taken action having witnessed racism"

4



62%

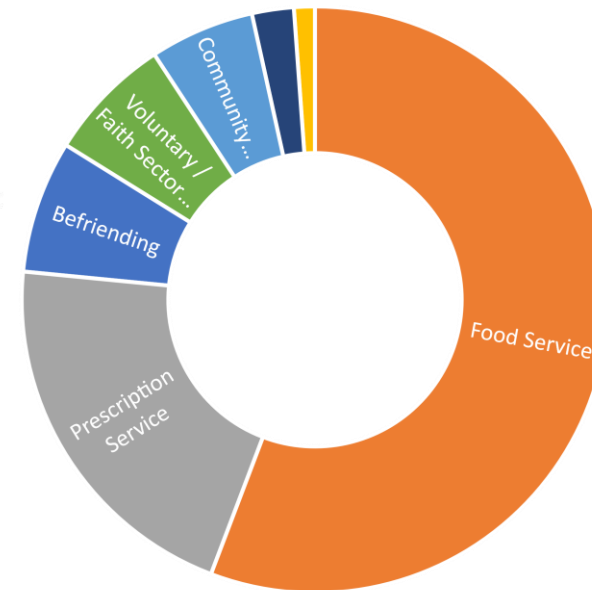
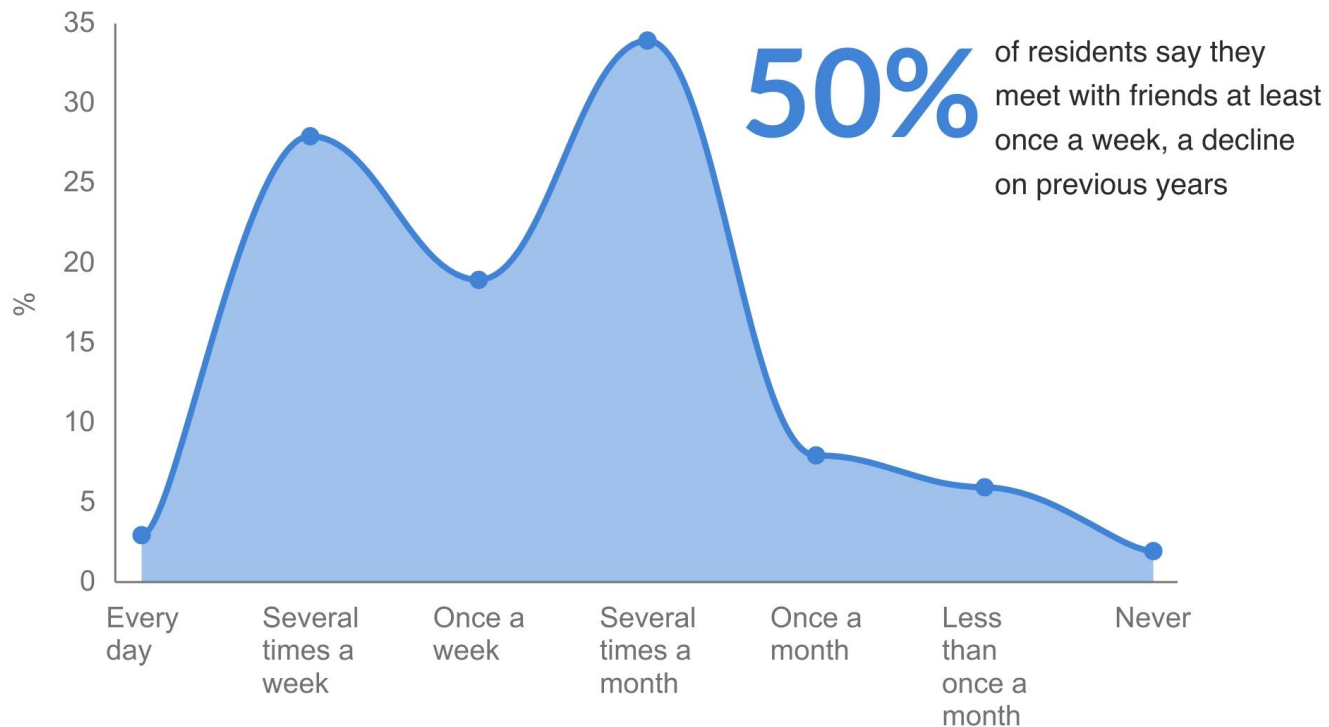


feel very comfortable
challenging inequality, racism
and disproportionality in my
friendship groups, but not in all
of my networks.

Time To Talk Participant

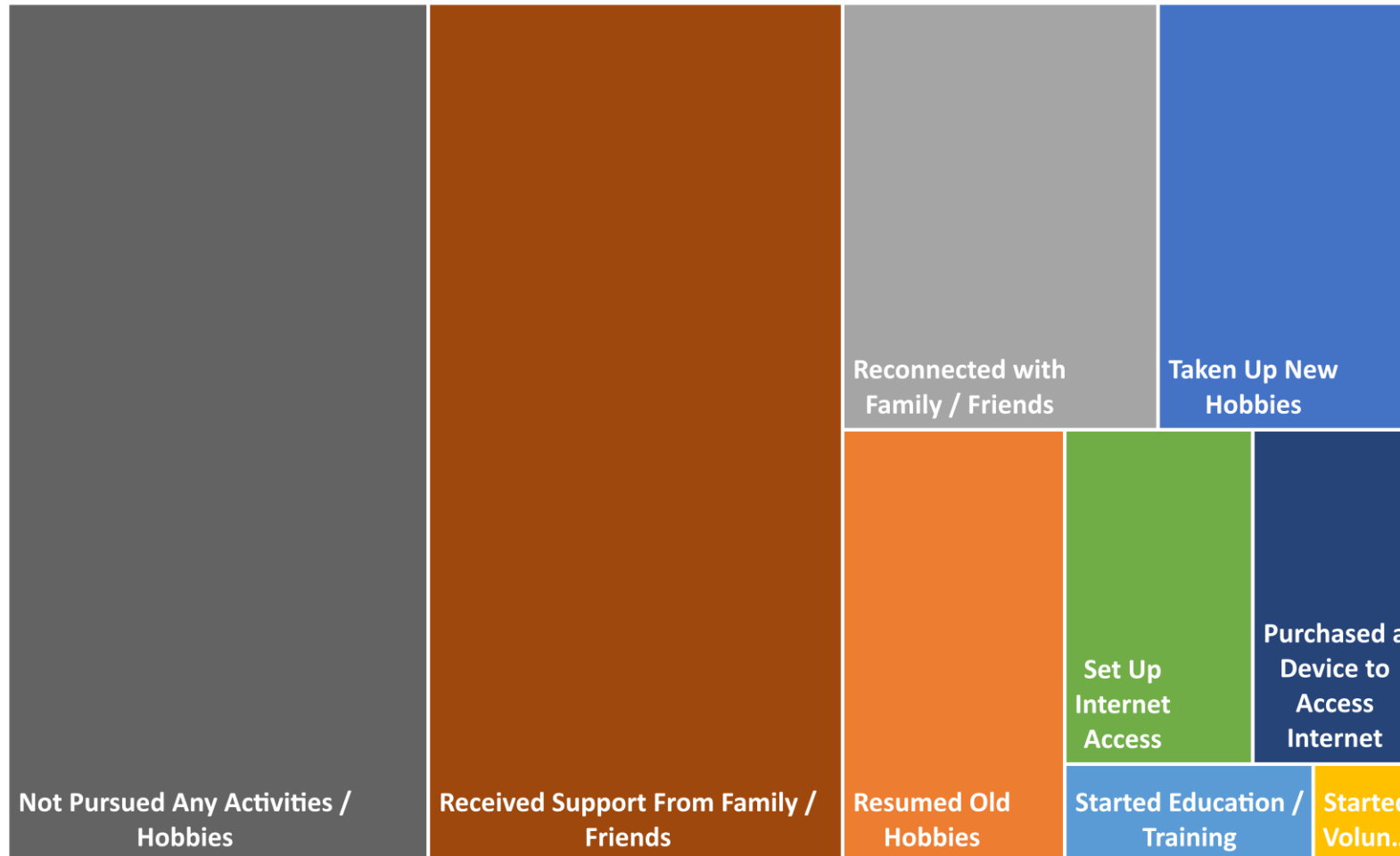
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Strength of residents' social connections and peer to peer support



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Activities taken up by people using social care & health services during the pandemic



have helped a social prescriber find a gardener for a gentleman who needed help; connected another one to someone who was homeless having lost his job and was sleeping in his car; and one to a lady who needed advice who was shielding – she had no digital devices and couldn't trust anyone to withdraw cash for her and was getting into debt and was behind in her rent.

Help Newham Participant

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5. Sources of Insight

