



# Healthy Neighbourhoods in Tower Hamlets

May 2023  
Healthwatch Tower Hamlets

**healthwatch**  
Tower Hamlets

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# 1. INTRODUCTION

# Introduction

## What is Healthwatch?

Healthwatch Tower Hamlets are your **local, independent health and social care champion**. We help local people to voice their **views and opinions** about the services they use.



We **listen** to people and collect their feedback on health and social care services.



We **report on key findings** and **make recommendations** for improvement.



We **present these reports** to those involved in the planning and commissioning of the health and social care services.

# Introduction

## Project Background

- Healthy Neighbourhoods are a radical new way of shaping how communities work. It means everyone should have easy access to things that support them to live **healthy and fulfilling life**. This includes services such as food shops, parks, GPs, gyms, schools, libraries, theatres and more that are within easy reach.
- The project was planned in conjunction with Tower Hamlets Council, who want everyone in the borough to be able to meet most, if not all, their needs within **a short distance of their home**.
- The project aimed **to collect feedback from residents** in Tower Hamlets to find out **what services are important** to them, and how well these services in different areas of the borough currently **support local people**.
- The findings from this survey will be used to formulate a plan to **support the development of local neighbourhoods** with the aim of improving people's **health and well-being**.

# Introduction

## Methodology

### Online Survey on Smartsurvey

- The survey remained open for responses for the period of 3 months (Oct-Dec 2022).
- Residents were offered the option of completing a paper copy of the survey and the feedback was then submitted online by a Healthwatch staff member.
- Below we have listed all the organisations that helped us to share the link to our online survey with the people they work with. This enabled us to collect feedback from a diverse range of people within Tower Hamlets.
  - Community and voluntary organisations including: Account3, Age UK East London, Apasen, Beyond Sight Loss, Bromley by Bow Centre, Carers Centre TH, Diabetes UK, East London Mosque, Limehouse Project, Real, Women's Inclusive Team, LGBT+ Forum, Look Ahead Care and Support Housing, Tower Hamlets Living Streets, Tower Hamlets CVS, Isle of Dogs Bangladeshi Association, Inter Faith Forum, Idea Stores, Positive East, The Zacchaeus Project, Whitechapel Mission, and Mind TH.
  - Tower Hamlets Council.
  - Barts Health NHS Trust.
  - Healthwatch Tower Hamlets Social media accounts and website.
- The Healthwatch team also conducted some street surveying in busy areas of the borough, such as the Whitechapel Market.
- We received 361 responses in total with a good representation of different communities in Tower Hamlets (please see details of the demographics in [Appendix 2.](#))

# Introduction

## Methodology

### Focus Groups

- Beyond Sight Loss – a community group for people with visual impairments
  - Overall, we gathered feedback from 20 people with visual impairments.
  - The participants were split into four smaller groups and each group was facilitated by a Healthwatch staff member
  - Notes were taken of participants' responses.
  - The feedback was then submitted through the online survey.
- **LGBT+ Forum**
  - Two members of the Healthwatch team attended the forum meeting on the 26<sup>th</sup> of October 2022 to promote the Healthy Neighbourhood survey.
  - The forum participants shared general feedback about how they feel about living in the borough, and participants were asked to fill in the online survey.
  - Although it is not possible to tell how many of the participants shared their feedback through the online survey due to the anonymity of the survey, the forum meeting was attended by around 10-15 participants.

# Introduction

## Data analysis

In this report, our findings are presented thematically. In each section, we present both qualitative and quantitative findings relevant to each theme.

### **Quantitative Data Analysis**

- As part of our survey, we used multiple close-ended questions where respondents were asked to select from predetermined answers.
- To analyse the results from the close-ended questions, we calculated the proportion (percentages) of responses to each answer option.

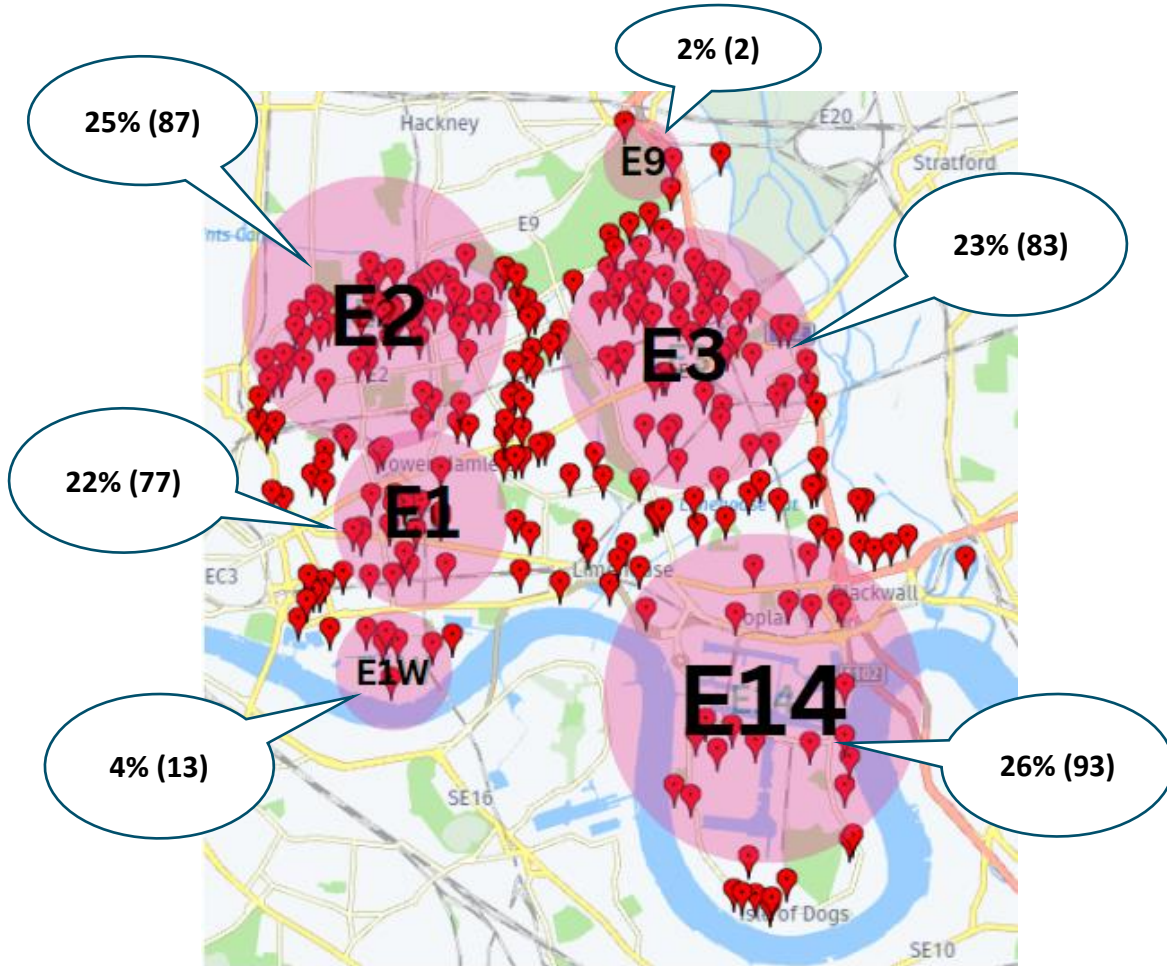
### **Qualitative Data Analysis**

- We also used multiple open-ended questions that residents could answer using their own words.
- These answers were analysed question by question and key themes identified which were then applied to the responses.
- This enabled us to quantify the responses by comparing how many respondents had mentioned each theme.
- As one response could have multiple themes applied to it, the percentages do not add up to 100%.
- For each question, we selected the themes with the highest proportions of responses to present in this report.
- Depending on the number of themes identified per question, the report presents 4-8 themes per question.



# Introduction

## Location of responses



Through our partnerships with community organisations, we were able to ensure that we heard from people across the borough.

The majority of the responses to our survey came from *E14* postcode (26%) followed closely by *E2* (25%) and *E3* (23%). We also received a good response rate from the *E1* postcode, but a low number of responses from *E1W* and *E9* postcodes. It should be noted that a large part of the *E9* postcode is located within the boundaries of Hackney Council, and therefore only a low number of Tower Hamlets residents reside in this postcode.

When broken down by ward, most responses came from *Bethnal Green* and *Bow East* areas which each have a large population ([see Appendix 1. Location of respondents](#)). There was a low number of responses from *Blackwall* and *Cubitt Town* – which has a similar size population to *Bethnal Green* and *Bow East* – and *Canary Wharf*.

We also attempted to reach out to the homeless community through *Whitechapel Mission* but only received one response.

# Introduction

## Limitations

The demographic data suggests that while we were able to reach out and to receive a good response rate from LGBT+ people and people with disabilities, there was a low response rate from the following groups ([see Appendix 2. Demographics for more information](#)):

- Bangladeshi community
- Black African community
- Children and young people aged 24 and younger
- People living in Blackwall and Cubitt Town
- Homeless community

Although attempts were made to reach out to the above communities by attending events, handing out leaflets, and reaching out to organisations that work with these communities, we were on this occasion unable to fully represent them. We found that the Bangladeshi community in particular were hesitant to take part in our survey due to a belief that it will not result in any changes in the borough. In the future, we will consider ways to improve our engagement with these communities.

## Acknowledgments

Healthwatch Tower Hamlets wishes to thank all the community and voluntary organisations, Barts Health NHS Trust, Tower Hamlets Council, Idea Stores, and local health and social care services who helped us to promote our survey. We would like to extend a special thanks to Beyond Sight Loss, The Tower Hamlets LGBT+ Forum, and the Isle of Dogs Bangladeshi Association for inviting us to attend their meetings and speak to their clients.

## **2. KEY FINDINGS & RECOMMENDATIONS**

# Key Findings & Recommendations

In this section, we have listed the key findings and recommendations. We are aware of the ongoing work to improve the borough and acknowledge that some of these suggestions might already have been considered or are in the process of being implemented.

## **General Feelings of the Borough** (For full findings, see [slides 25-30](#))

- When asked how **proud** residents are of their area, the majority told us that they are *Somewhat proud* (43%).
  - **People from Bangladeshi backgrounds** were most likely to feel *Extremely or Very proud* of their area when compared by ethnicity.
  - **LGBT+ people** were less likely to feel *Extremely or Very proud* compared to *Heterosexual/straight people*.
- When asked how **safe residents feel**, the majority of residents (41%) told us that they feel safe in their local area, but more than a quarter (27%) said they do not feel safe. Many residents mentioned the high level of crime and anti-social behaviour as the main reason for feeling unsafe.
  - **LGBT+ people** and **people from White other backgrounds** were most likely to say they do not feel safe.

# Key Findings & Recommendations

## **Crime and Anti-social Behaviour** (For full findings, see [slides 32-35](#))

- A large portion of the respondents (41%) said that they would like to see a **reduction in crime and antisocial behaviour**, specifically around drug dealing and substance abuse, speeding, and 'rat-running'. Residents also felt that there should be an increased police presence on the streets.

**Recommendation 1:** Increased police presence in areas where crime and anti-social behaviour, including substance abuse and nuisance noise, generally take place.

**Recommendation 2:** Public consultation with local communities regarding general traffic calming measures to prevent speeding and rat-running.

**Recommendation 3:** Raising awareness of the potential consequences of speeding with a focus on young people.

# Key Findings & Recommendations

## **General Environment** (For full findings, see [slides 32-35](#))

- Over a third of residents (36%) would like to see **improvements made to the general environment**. Respondents mentioned the need to improve the overall cleanliness in public spaces by stopping littering and graffitiing, increasing the number of recycling facilities, and improving the waste collection services and the maintenance of parks. They also would like to see more parks and planting of trees and flowers.

**Recommendation 4:** A review of the current park maintenance routine and processes to identify areas for improvement.

**Recommendation 5:** Linking with existing local volunteer groups to help with the maintenance of parks in the form of gardening, litter picking, and planting trees and flowers.

**Recommendation 6:** Introduce more recycling facilities across the borough.

**Recommendation 7:** A review of the current waste collection and street cleaning services to determine areas of improvement to keep public spaces and pavements clean.

# Key Findings & Recommendations

**Traffic** (For full findings, see [slides 32-35](#))

- 29% of respondents would like to see **a reduction in motorised traffic** with residents telling us it is having a negative impact on their health and well-being through pollution and the inability to safely travel around the borough by cycling or walking.
  - This was more important to residents from **White backgrounds** whereas people of Bangladeshi ethnicity saw it as less of a priority with only 8% saying they would like to see a reduction in traffic and more walking/cycling opportunities.
  - Instead, **respondents from the Bangladeshi community** said they would like to see an improvement in services and activities for children and young people. (See [slide 19](#) for a recommendation relating to this finding.)

**Recommendation 8:** Create more bike storage spaces to encourage more active travel and focus on areas near flats and buildings where residents may not otherwise have enough space to store their bikes.

# Key Findings & Recommendations

**Access to Services** (For full findings, see [slides 37-39](#))

- **The most important services to have close to home** were *GP, Green space, Post Office, Community Pharmacy, Underground station, and Supermarket*. While 88% or more of the respondents had access to a *GP, Green space, Post Office, and Community Pharmacy*, fewer people told us that they had an *Underground station* (82%) or a *Supermarket* (80%) near their home.
  - **People from Bangladeshi backgrounds** rated having a bus station as the most important service to have near home. They also rated having a place of worship near home as important but less than 2 out of 3 people told us that they had one close to home.
- Just over a third (34%) of the respondents told us that **having better access to healthy and affordable food** such as fresh fruit and vegetables within their local area instead of the multitude of fast-food shops on the high streets would help them to eat better.
  - **People from Bangladeshi backgrounds** told us they would also like to have access to healthy eating programmes.

**Recommendation 9:** Introduction of fresh food shops that sell 'wonky' vegetables and fruit that are more affordable compared to ones sold in supermarkets.

**Recommendation 10:** Introduction of a community healthy eating programme that involves education and advice on healthy eating, how to cook low-cost nutritious meals, and how to avoid waste, and can be tailored to meet the needs of people from different backgrounds and with different dietary requirements.



# Key Findings & Recommendations

**Access to Services cont.** (For full findings, see [slides 38-39](#))

- Just over a quarter of residents (27%) told us that **having access to affordable, local gyms and leisure centres**, including free exercise equipment in local parks and access to local swimming pools, would encourage them to exercise more.

**Recommendation 11:** Arrange a Landscape Architect to conduct a review of all parks to see what can be done to improve open spaces for people's well-being. This could include things like identifying parks that currently have no free gym equipment and developing a plan to install more equipment.

**Recommendation 12:** Arrange more free exercise and other well-being activities in local parks and community centres taking into consideration different cultural needs, exercise levels, abilities, and interests to make them more inclusive and accessible.

# Key Findings & Recommendations

**Access to Services cont.** (For full findings, see [slides 40-46](#))

- Community centres (17%), and city farms and community gardens (11%) were **the most valued community and voluntary organisations in the borough**, although there was a wide range of different types of organisations mentioned by the survey respondents. 1 in 10 respondents (11%) were not aware of any community organisations.

**Recommendation 13:** Explore ways that the great work of the local community and voluntary organisations can be celebrated and promoted more widely to the public to increase the awareness of these organisations.

- With regards to health and social care services, residents would most want to improve *GP services* (45%) due to difficulty with booking an appointment followed by *Dental services* (19%).
- A third of the respondents (33%) said **that the education and learning facilities** in the borough *Fully* or *Mostly* meet their needs. They told us that while local libraries and Idea Stores are good learning resources, more affordable educational courses for adults would be appreciated.

**Recommendation 14:** Review the current offer of adult education courses to identify any gaps and to create more affordable courses.

# Key Findings & Recommendations

**Access to Services cont.** (For full findings, see [slides 47-49](#))

- Half of the respondents (50%) told us they **have good access to spaces with opportunities for play and recreation**. People specifically commented on having access to a park within their local area. However, some noted that parks and other green spaces are not always well kept and anti-social behaviour occurs within parks which can make them unpleasant.
  - **People from Bangladeshi backgrounds** were most likely to say they do not have access to spaces with opportunities for play and recreation with the main reason being the lack of parks and green spaces in their local area.

**Recommendation 15:** Create more services and activities for young people to attend or participate in. This would address one of the priorities for change for people from Bangladeshi backgrounds highlighted on [slide 15](#) and could also act as a preventative measure against crime and anti-social behaviour.

# Key Findings & Recommendations

## **Access to Services cont.** (For full findings, see [slides 50-58](#))

- A quarter of residents (25%) told us that **housing in the borough** currently does not meet their needs, and only slightly more people said that it does. Residents commented on a lack of affordable housing in the borough and the poor condition of social housing.
  - **People from Bangladeshi backgrounds** were most likely to comment on the poor condition of housing.
  - **People from White backgrounds** were most likely to comment on a lack of affordable housing.
- Most residents (83%) said that **public transport** either *Fully* or *Mostly* meets their needs with good access to bus, underground and other transport services. However, some residents commented on infrequent or delayed bus services.
  - **People from Bangladeshi backgrounds** were most likely to say that public transport only *Somewhat* meets their needs. Based on the feedback, it seems they are more likely to use bus services that can be infrequent and delayed.
- Just under a third of residents (32%) told us they did not have **good access to spaces where they could meet people**. People told us that while they have good access to green spaces, there is a need for more community events or centres, and affordable cafes and restaurants. ([See recommendation 12 on slide 17](#))

# Key Findings & Recommendations

## **LGBT+ Experiences of local neighbourhoods** (For full findings, see [slides 60-64](#))

- LGBT+ respondents highlighted **the need for more inclusivity and the integration** of different communities within Tower Hamlets (14%). The comments around this theme mostly related to suggestions on more LGBT+ spaces, events, and services. Residents told us that making the borough more inclusive would increase their feeling of safety and make accessing different services easier due to not being afraid.
- LGBT+ respondents told us that they **value local organisations** such as Elop, Positive East, and Glass House, but based on the feedback, it seems there is **a lack of LGBT+ services** in Tower Hamlets. Some respondents mentioned not using any community organisations because they were not aware of services that cater to the LGBT+ community.

**Recommendation 16:** Creating a variety of LGBT+ focused spaces that allow LGBT+ people to meet and spend time in an inclusive and safe environment, and promoting these through local newspapers, social media channels, and partner organisations.

**Recommendation 17:** Raising awareness of LGBT+ communities and their experiences within Tower Hamlets through local newspapers, social media channels, and partner organisations to encourage more inclusivity and subsequently create a safer borough for LGBT+ people.

# Key Findings & Recommendations

## Disabled people's experiences of local neighbourhoods (For full findings, see [slides 66-72](#))

- Residents with disabilities told us that they would like to **have better access to local grocery stores** with a good variety of food (12%) and that it is important to have **GP services near home** (11%).
- For residents with disabilities, **increasing the number of Low Traffic Neighbourhoods was also seen as important**, as this would make walking or moving around their neighbourhood safer. In addition, for people with visual impairments, we were told that it is important **to keep pavements clear** of things such as dog waste and discarded hire bikes.
- Disabled residents are **less likely to think that they have good access to spaces for play and recreation** compared to residents with no disabilities (44% compared to 58% of heterosexual/straight people). Respondents mentioned a lack of seating in public places, feeling too anxious to go outside due to a lack of mental health support, and the need for better access to spaces for those with visual impairments.
- The proportion of people with disabilities who told us that public transport meets their needs was smaller compared to the proportion of people with no disabilities (79% compared to 89%). Residents told us that there is **a need to make it more accessible for people with disabilities** by introducing step-free access at stations for example.

**Recommendation 18:** Create more accessible spaces for disabled people to socialise and take part in exercise and leisure activities taking into consideration different abilities and interests, and promote these through local newspapers, social media channels, and partner organisations.

# 3. FULL FINDINGS

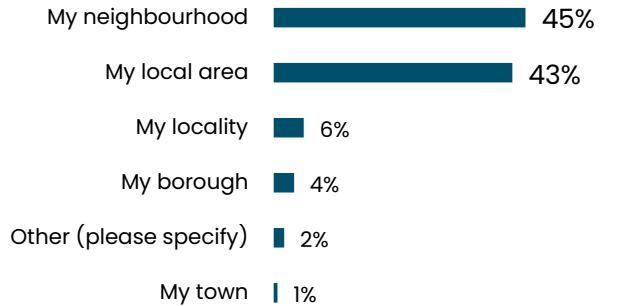


# I. General Feelings of the Borough



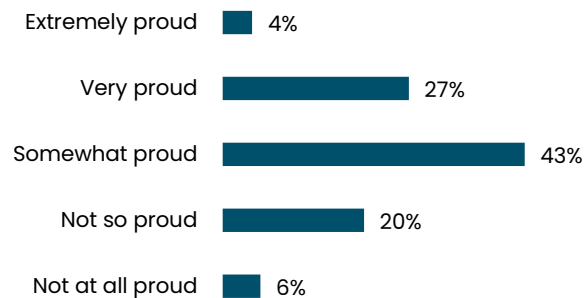
# Your Neighbourhood

Q3. How would you best describe the surrounding area to where you live (within 15 minutes walk of your home)? Choose one option from the below.



Responses: 342

Q4. How proud are you of your area?



Responses: 345

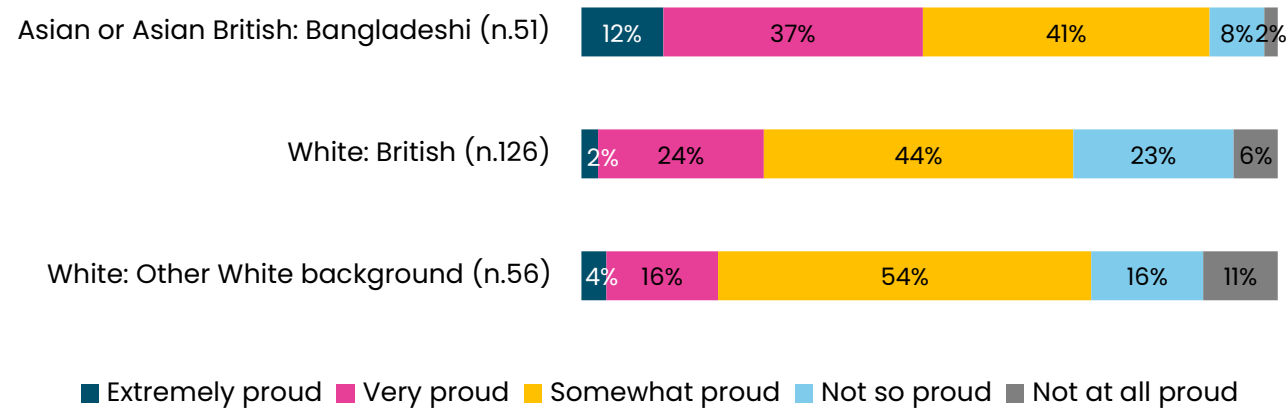
Residents told us that they would describe the area within a 15-minute walk from their home as either *My neighbourhood* or *My local area*. Other descriptions included *Island* or *My island* – referring to Isle of Dogs.

When asked how proud residents are of their area, the majority told us that they are *Somewhat proud* (43%) whereas 31% are *Extremely* or *Very proud*, and 26% are *Not so* or *Not at all proud*.

Those living in *St. Katherine's and Wapping* were most likely to be *Extremely* or *Very proud* (70% of the respondents from the area) followed by *Bow West* (65%) and *Canary Wharf* (57%). Residents in *Mile End* were most likely to be *Not so* or *Not at all proud* (54%) followed by *Poplar* (45%) and *Canary Wharf* (43%). ([See Appendix 3. Data by Wards.](#))

# Your Neighbourhood

## Ethnicity vs. How proud are you of your area



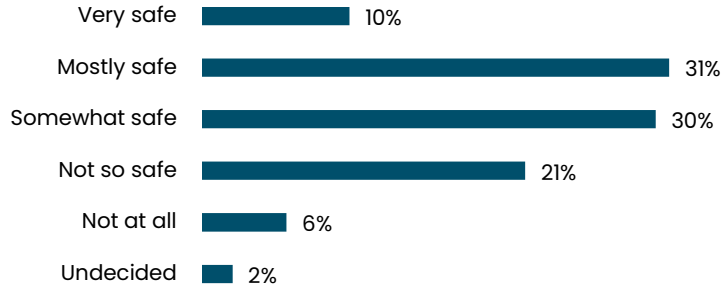
To find out if there are any differences in feedback from people from different ethnic backgrounds, we have compared the feedback from the three ethnic groups that we received the most responses. These are **Asian or Asian British: Bangladeshi, White British, and White: Other White backgrounds**. The response rates from other ethnic groups were so low, we could not make accurate comparisons.

When asked how proud are you of your area, residents from Bangladeshi backgrounds were most likely to feel *Extremely* or *Very proud* of their local area (49%), compared to White British (26%), and White: Other White background (20%).

# Your Neighbourhood

## Feeling safe

Q17. Thinking about your neighbourhood, to what extent do you feel safe at home and when you are out and about in this area?



Responses: 336

Theme	%
Too much crime	35%
Too much anti-social behaviour	20%
Too much substance abuse	17%
Too much traffic/dangerous driving (speeding, rat racing etc.)	11%
Lack of police	10%
Poor street lighting	7%

Responses: 181

We asked residents *how safe they feel in their homes and when they are out and about*.

Respondents were also asked to provide comments on why they feel or do not feel safe.

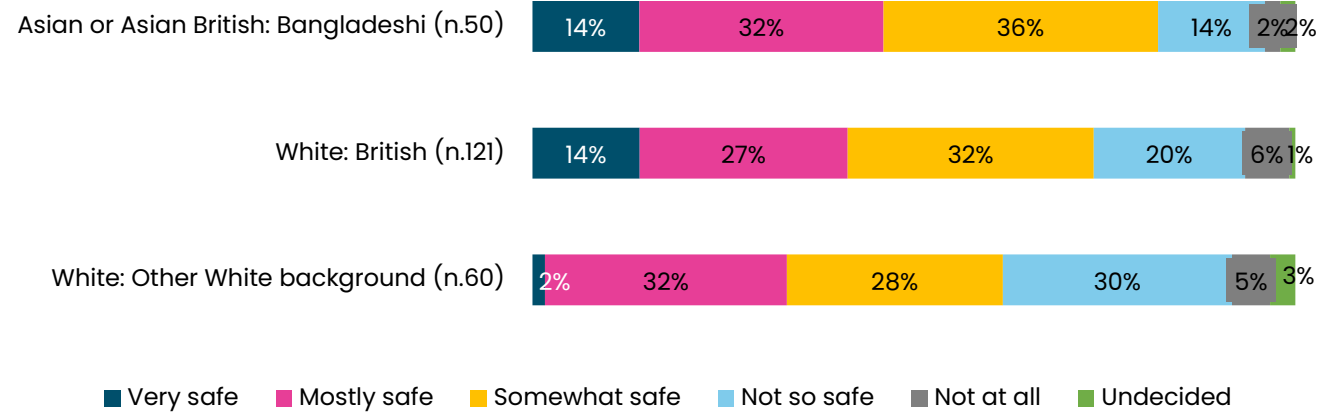
Most residents (41%) said that they feel *Very* or *Mostly safe*. Just over a quarter (27%) of the respondents said that they feel *Not so safe* or *Not at all safe*.

Out of those respondents who left a comment to explain why they felt this way, the majority said that there was too much crime and anti-social behaviour in the area. ([See Appendix 4. Selected Comments](#))

Respondents from *St. Katherine's and Wapping* (90%), *Canary Wharf* (67%), and *St. Dunstan's* (63%) were most likely to feel *Very safe* or *Mostly safe*, while respondents from *Blackwall and Cubitt Town* (66%), *Poplar* (45%), and *Weavers* (42%) were most likely to feel *Not so safe* or *Not at all safe*. ([See Appendix 3. Data by Wards](#))

# Your Neighbourhood Feeling safe

Ethnicity vs. Feeling safe



When asked how safe respondents feel in their local area, people from Bangladeshi backgrounds were most likely to say they feel *Very* or *Mostly safe* (46%), while people from White: Other backgrounds were most likely to say they do *Not feel so safe* or *Not at all safe* (35%).



## II. Changes to the Borough

# Your Neighbourhood

Q7. What changes could be made to your local area which would improve things for you and your household?

Theme	%
Crime and anti-social behaviour	41%
Environment	36%
Traffic	29%
Community services	13%
Local services	9%
Health Services	9%

Responses: 324

We asked people to tell us in their own words *what changes they would like to see in the local area in order to improve things for them and their households*. As there were over 20 different themes identified, we have combined them under the main themes which can be seen in the table on the left. It should be noted that some responses mentioned more than one theme, which is why the percentages do not add up to 100%.

One of the key issues highlighted to us through the feedback was the high level of crime and anti-social behaviour in the borough. A large portion of respondents (41%) said that they would like to see a reduction in crime and anti-social behaviour, specifically around drug dealing and substance abuse, speeding, and rat-running. Residents also felt that there should be an increased police presence on the streets to help reduce the level of crime and anti-social behaviour.

Over a third of the respondents (36%) told us they would like to see an improvement in the general environment. They mentioned the need to improve the overall cleanliness in public spaces by stopping littering and graffitiing, increasing the number of recycling facilities and improving the waste collection services and the maintenance of parks. Residents would also like to see more parks and the planting of trees and flowers.

# Your Neighbourhood

29% of residents told us that they would like to see a reduction in motorised traffic by keeping or increasing the number of Low Traffic Neighbourhoods (LTNs) and by introducing more cycling and walking infrastructure in the form of cycling lanes and bike storage spaces. ([See Appendix 4. Selected Comments](#))

The other main themes identified from the feedback were Local services, Community services, and Health services. Respondents mentioned they would like to have more local shops and other highstreets services such as supermarkets, banks, and pharmacies; more accessible GP and Dental services; and more services/activities for children and young people.

While the top priorities for improvements in the borough were largely the same when comparing feedback from the three different ethnic groups – Asian or Asian British: Bangladeshi, White British, White: Other White background – 34% of respondents from White British and 30% from White: Other White backgrounds said they would like to see a reduction in traffic, keep/increase the number of LTNs, and an increase in cycling and walking opportunities whereas just 8% of respondents from Bangladeshi backgrounds saw this as a less of a priority. Instead, they would like to see an improvement in services and activities for children and young people.

# Your Neighbourhood

Q8. How do you think these changes would affect your health and wellbeing?

Theme	%
Increased feeling of safety	25%
Better overall health and wellbeing	23%
Better mental health	20%
Cleaner air	14%
Cleaner environment	11%
Better physical health	10%
Enable cycling and/or walking	10%
Better sleep	10%

Responses: 304

Following on from the question about what changes residents would like to see in their local area, we also asked *how these changes would affect their health and well-being*.

Residents told us that reducing the level of crime and anti-social behaviour would improve their feeling of safety and sleep, which would also help to improve their mental health by reducing anxiety and stress.

They also told us that making changes to the general environment would improve the overall image of the borough and enable residents to have more positive thoughts about the area they live in. It would also help to reduce pollution levels and encourage people to use public spaces to better maintain their health and well-being.

The reduction in motorised traffic would improve residents' general health and well-being by reducing pollution levels and making it safer to travel around the borough by cycling or walking which would increase their exercise levels. ([See Appendix 4. Selected Comments](#))





### III. Local services and opportunities

Tabithastapely, CC BY-SA 3.0 via Wikimedia Commons

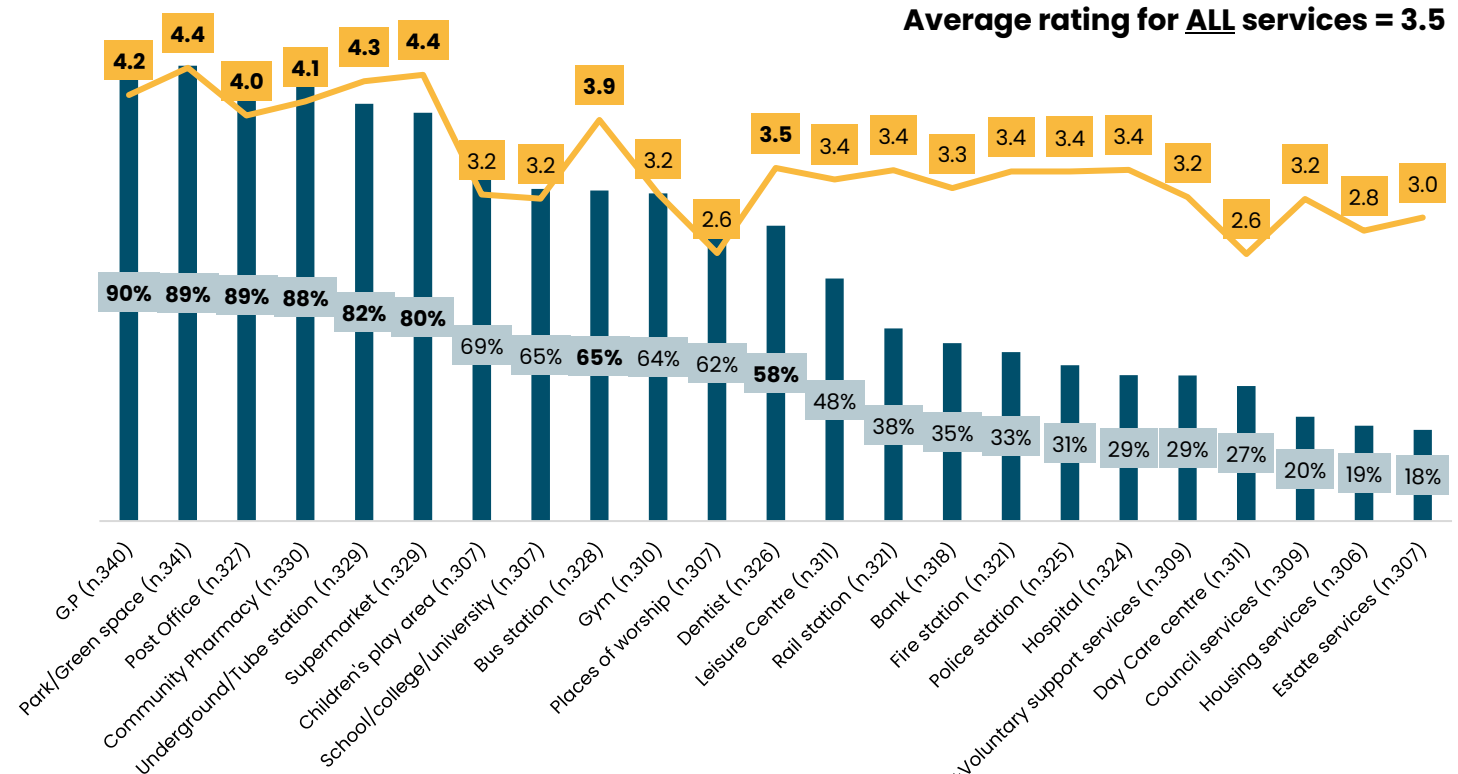
# Local services and opportunities

In our survey, we asked people to rate the importance of services from 1 to 5 with 1 being *the least important* and 5 *the most important*. We also asked residents which services they have close to their homes.

In the graph on the right, we have compared the average rating for each service (the line chart) with the percentage of respondents who said they have this service near their home (the column chart).

GP, Green space, Post Office, Community Pharmacy, Underground station, and Supermarket were rated as the most important services to have close to home (rating of 4.0 or higher). While 88% or more of the respondents had access to GP, Green space, Post Office, and Community Pharmacy, fewer people told us that they had an underground station or a supermarket near their home.

Q5. What are the most important services for you to have within walking distance of your home? Please give a rating out of 5 for each (Number of responses included after the name of the service.) / Q6. Please select the services that are close to your home



\*It should be noted that not all respondents rated every service, and the number of responses to the question 6 – Please select the services that are close to your home – varied for each service but the total number is included after the name of the service on the graph.

# Local services and opportunities

Out of the services that were rated 3.5 (the average score) or higher, *Dentist*, and *Bus stop/station* had the lowest percentages of residents that had these services within easy reach.

In addition to this, services such as *Leisure centres*, *Rail stations*, *Bank*, *Fire stations*, *Police stations*, *Hospital*, *Community and Voluntary support services*, and *Council services* had an average score of 3 or above; however, less than half of the respondents had these services near their home.

When comparing the importance of services for people from Asian: Asian British: Bangladeshi, White British, and White: Other White ethnic backgrounds, people of Bangladeshi ethnicity rated having a bus station as the most important service to have near home. They also rated having a place of worship near home as important, but fewer than 2 out of 3 people told us that they had one nearby.

# Local services and opportunities

## Exercise and Healthy Eating

Q9. What would help in your local area to exercise more and eat well?

Theme	%
Access to healthy affordable food	34%
Affordable/better quality gyms/leisure centres	27%
More cycling/pedestrian infrastructure	18%
Less motorised traffic	14%
More green space	14%
Exercise and other activities locally	13%
Less fast-food shops	11%

Responses: 293

We asked residents to tell us *what in their area would help them to exercise more and eat better*. Most respondents mentioned having easy access to healthy and affordable food (34%) would help them to eat better. Specific suggestions relating to this theme included having more healthy restaurants; more local supermarkets and other smaller grocery stores with greater variety of food and fresh produce. Residents also told us they would like to see fewer fast-food shops on high streets.

Respondents also told us that they would like to have access to better quality and affordable gyms and leisure centres (27%). They specifically mentioned having free outdoor gyms and access to local swimming pools would help them to exercise more. ([See Appendix 4. Selected Comments](#))

When compared by ethnicity, people from Bangladeshi backgrounds would like to have access to healthy eating programmes (29% of Bangladeshi respondents), whereas people from White British and White: Other White backgrounds would like to have access to more cycling and walking opportunities (21% and 34% respectively).

# Local services and opportunities

## Valued Community Organisations

Q10. What existing community organisations do you value in your local area?

Theme	%
Community centres	17%
Unaware what services available	11%
City farms and community gardens	11%
Faith based groups/Places of worship	10%
Arts/Galleries/Creative spaces	10%
GPs and other health care services	9%
Libraries/Idea Stores	9%
Leisure Centres/Wellbeing groups/Sports clubs	9%

Responses: 252

We asked residents to tell us *what existing community organisations they value in their local area*.

The majority of respondents mentioned using community centres (17%). There were several community centres mentioned by name including Bromley by Bow Centre, St. Paul’s Way Community Centre, Island House Community Centre, The Brady Centre, and St. Hilda’s East Community Centre.

The second most popular community organisations were city farms and community gardens (11%). Some of the ones mentioned by name included: Mudchute Farm, Spitalfield Farm, Stepney City Farm, and Greening Brownfield Community Garden.

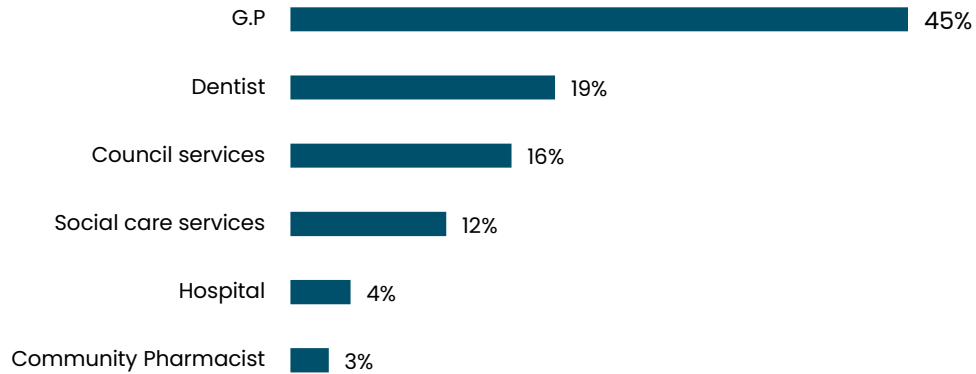
Other organisations mentioned included faith groups or places of worship; art centres, galleries and other creative spaces; GPs and other health services; libraries and Idea Stores; and leisure centres, wellbeing groups and sports clubs. Some of the organisations that were mentioned by name included: St. Margaret’s House, The Zacchaeus Project, Whitechapel Gallery, Oxford House, Rich Mix, and York Hall Leisure Centre.

It has to be acknowledged that there were over 20 different types of organisations mentioned including conservation and environmental groups, tenants and residents’ associations, disability organisations, mental health services, women’s groups etc., but unfortunately, it is not possible to mention all of them. Some respondents were unaware of what community organisations existed (11%). ([See Appendix 4. Selected Comments](#))

# Local services and opportunities

## Health and social care services

Q11. If you had to improve one of the health and social care services from the list below, which would you choose and why?



Responses: 313

Service	Theme	% of respondents who mentioned the specific service
GP (n.113)	Difficult to get an appointment	42%
Dentist (n.49)	Finding an NHS dentist	80%
Council (n.41)	Better recycling/waste services	39%
Social Care (n.26)	Better home care services	27%
Hospital (n.9)	Long wait times	67%
Community Pharmacist (n.7)	Take pressure off GPs	57%

We asked people to tell us *which health and social care services from our predetermined list they would most want to improve and why.*

The majority of the respondents said they would most like to improve GP services (45%) followed by Dental services (19%).

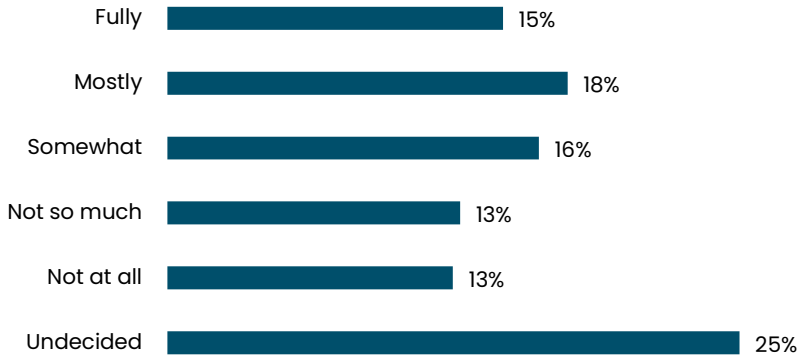
Residents said that they would like to improve GP services due to difficulty booking an appointment, and dental services because of the current difficulty finding an NHS dentist.

In terms of the other services, residents told us that Hospitals should be improved because of long wait times; Community Pharmacists should be improved to take the pressure off GP services; the Council should offer better recycling and waste services; and Social care should improve home care services. ([See Appendix 4. Selected Comments](#))

# Local services and opportunities

## Education and learning facilities

Q12. Thinking about your neighbourhood, to what extent do the education and learning facilities services meet your needs?



Responses: 316

Themes	%
More adult education and learning courses/ More affordable adult courses	22%
Local libraries/Idea Stores are good learning resources	17%
Schools need improvement	8%
More schools in particular secondary schools	7%

Responses: 123

We asked people to tell us *to what extent they feel the local education and learning facilities meet their needs*, and to leave a comment to explain the reason for their selected answer.

The majority of residents selected the *Undecided* option mainly due to not needing educational or learning services either because they do not have school-aged children, or they otherwise do not have a need for these services.

33% of the respondents said that the education and learning facilities *Fully or Mostly* meet their needs. Just over a quarter of the respondents (26%) said *Not so much* or *Not at all*.

Out of those respondents who left a further comment, just over a fifth said that they would like to have access to more affordable adult education and learning courses. 17% of the respondents also felt that the local libraries and Idea Stores are good learning resources.

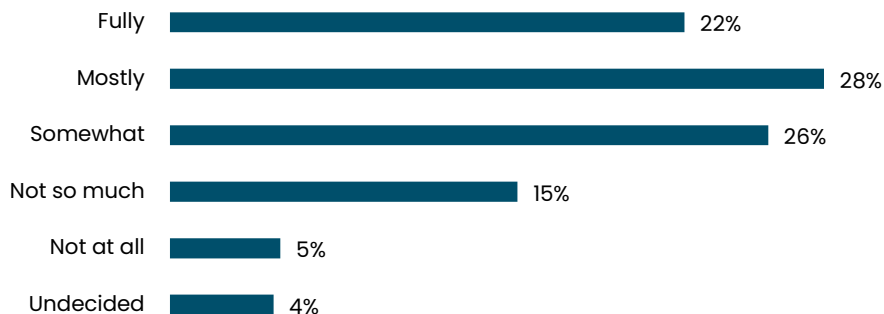
Some respondents mentioned that they would like to see the local schools improved or have more schools, in particular secondary schools, in the borough. ([See Appendix 4. Selected Comments](#))

Respondents from *Blackwall and Cubitt Town* (60%), *Bromley South* (57%), and *Shadwell* (57%) were most likely to feel that education and learning facilities *Fully or Mostly* met their needs, while respondents from *St. Dunstan's* (75%), *St. Katharine's and Wapping* (71%), and *Whitechapel* (43%) were most likely to say *Not so much* or *Not at all*. ([See Appendix 3. Data by Ward](#))

# Local services and opportunities

## Play and recreation

Q13. Thinking about your neighbourhood, to what extent can you access a range of spaces with opportunities for play and recreation?



Responses: 335

Themes	%
Park/Green space nearby	41%
Parks/Green spaces are not well kept	14%
Anti-social behaviour in parks	12%
More parks/green spaces	10%
More play/sports facilities within parks	13%

Responses: 163

We asked people to tell us *to what extent they can access a range of spaces with opportunities for play and recreation* and to leave a comment to explain the reason for their selected answer.

Half of the respondents (50%) said that they *Fully* or *Mostly* have access to spaces with opportunities for play and recreation.

Out of those who left a further comment, the majority (41%) said that they have access to a park near where they live. Some respondents however did feel that parks or other green spaces are not well kept and that there is anti-social behaviour happening within the parks which makes them unpleasant. ([See Appendix 4. Selected Comments](#))

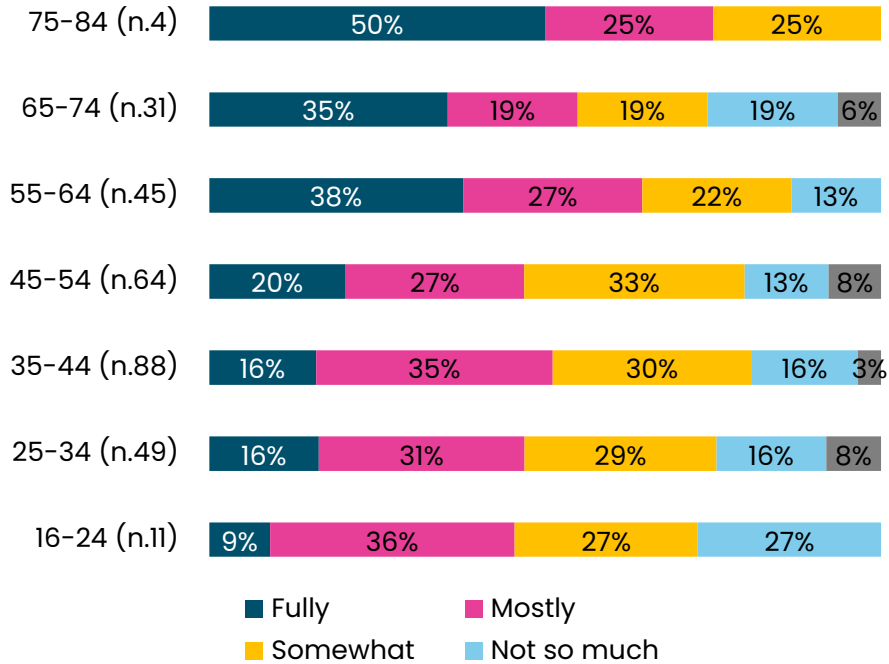
Those in *Island Gardens* (70%), *Limehouse* (67%), *Bethnal Green East* (63%), *Bow East* (63%), *St. Dunstan's* (63%), and *Weavers* (63%) felt that they *Fully* or *Mostly* have access to spaces with opportunities for play and recreation. Respondents from *Whitechapel* (47%), *Poplar* (45%), and *Lansbury* (43%) *most likely* felt that they had *Not so much* or *Not at all* access to these spaces. ([See Appendix 3. Data by Wards](#))



# Local services and opportunities

## Play and recreation

Age vs. Play & Recreation



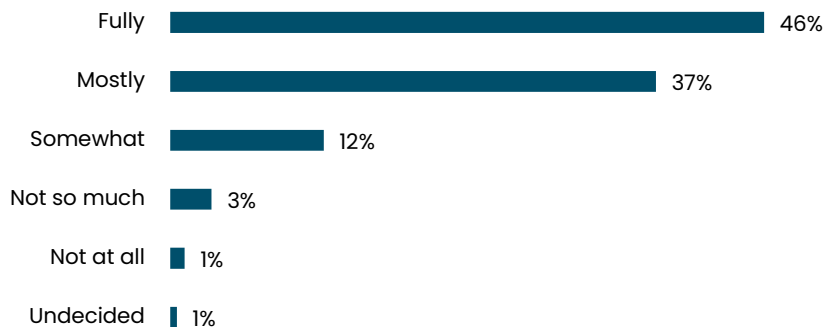
When compared by age, it seems that younger people are less likely to feel that they have good access to spaces with play and recreation opportunities with 45% of young people aged 16-24 saying they *Fully* or *Mostly* have access to spaces with opportunities for play and recreation compared to 54% of people aged 65-74.

When compared by ethnicity, people from Asian or Asian British: Bangladeshi ethnic backgrounds were more likely to say they do not have access to spaces with opportunities for play and recreation with the main reason being the lack of parks and green spaces in their local area.

# Local services and opportunities

## Public Transport

Q14. Thinking about your neighbourhood, to what extent does the public transport meet your needs?



Responses: 337

Theme	%
Good access to bus services	30%
Good access to tube	26%
Good access in general	22%
Bus services infrequent or delayed	18%
Good access to DLR	18%
Good access to Overground	9%
Not accessible for disabled people	6%

Responses: 174

We asked people to tell us *to what extent the public transport meets their needs* and to leave a comment to explain the reason for their selected answer.

The majority of the respondents (83%) said that public transport *Fully or Mostly* meets their needs.

Out of those who left a further comment, the majority (30%) said that they have good access to bus services, 26% said they have good access to the tube, and 22% said they have good access to public transport in general. Some respondents however felt that buses are infrequent. ([See Appendix 4. Selected Comments](#))

100% of the respondents from *Blackwall and Cubitt Town, Bromley North, Limehouse, St. Dunstan's, and Stepney Green* felt that the public transport *Fully or Mostly* met their needs.

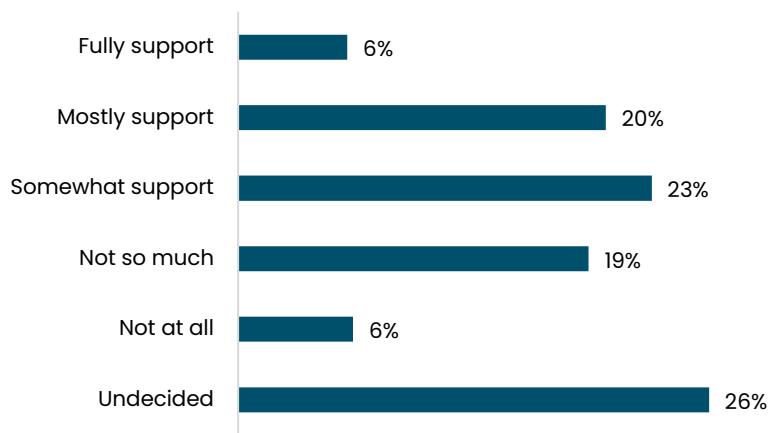
Residents from *Canary Wharf (17%), Bow East (12%), and St. Katharine's and Wapping (10%)* were most likely to say *Not so much or Not at all*. ([See Appendix 3. Data by Wards](#))

When compared by ethnicity, people from Bangladeshi backgrounds were more likely to say that public transport only *Somewhat* meets their needs (28% compared to 12% of people from White British background, and 3% of people from White: Other White backgrounds). It seems they are more likely to use bus services that can be infrequent and delayed.

# Local services and opportunities

## Housing

Q15. Thinking about your neighbourhood, to what extent do the homes support the needs of the community?



Responses: 318

Theme	%
Lack of affordable housing (privately owned or rented)	27%
Housing in poor condition or in need of maintenance	18%
Long waiting list / More social housing	11%
Lack of facilities	6%
Larger homes	6%
New, good quality homes	4%

Responses: 142

We asked people to tell us *to what extent the homes support the needs of the community* and to leave a comment to explain the reason for their selected answer.

The majority of the respondents said that the housing *Fully or Mostly* supports the needs of the community (26%), but a quarter said *Not so much or Not at all* (25%).

Out of those who left a further comment, the majority (27%) said that there was a lack of affordable (either privately owned or rented) housing in the borough. Nearly a fifth of the respondents also said that some of the housing, including both social and private housing, were in poor condition or in need of maintenance. ([See Appendix 4. Selected Comments](#))

Those from *Shadwell (43%), Blackwall and Cubitt Town (40%), Bromley North (40%), and Poplar (40%)* were most likely to feel that the local homes *Fully or Mostly* supported the community's needs.

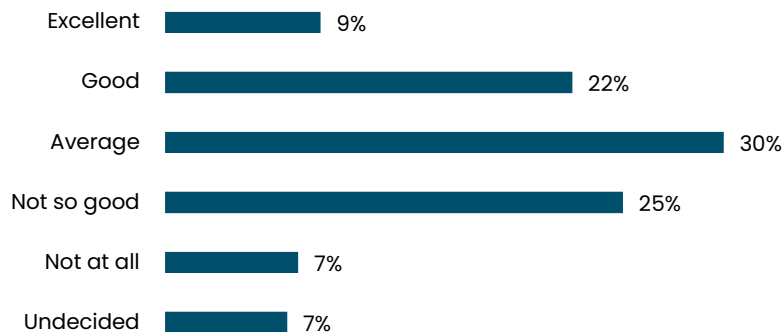
Respondents from *Blackwall and Cubitt Town (60%), Spitalfields and Banglatown (54%), and Limehouse (40%)* were most likely to feel that the housing did *Not so much or Not at all* support the needs of the local community. ([See Appendix 3. Data by Wards](#))

When compared by ethnicity, people from Bangladeshi backgrounds were most likely to comment on the poor condition of housing (6%), whereas people from White British and White: Other White backgrounds said there was a lack of affordable housing in the borough (19% and 14% respectively).

# Local services and opportunities

## Spaces and opportunities to meet people

Q16. Thinking about your neighbourhood, to what extent is there a range of spaces and opportunities to meet people?



Responses: 329

Theme	%
Good access to green and other open space	19%
More community events/centres/clubs	13%
More cafes/restaurants	8%
Good access to cafes/restaurants	8%
More, well maintained green and other open spaces	7%
Good access to bars/pubs	7%

Responses: 160

We asked people to tell us *to what extent they have a range of spaces and opportunities to meet people* and to leave a comment to explain the reason for their selected answer.

While 31% of people rated the local offer of spaces and opportunities to meet people as *Excellent* or *Good*, 32% of residents told us they did not have good access to spaces to meet people.

Out of those who left a further comment, the majority (19%) thought that they had good access to green and other open spaces where they could meet people. However, some respondents said that there was a need for more community events or centres, and affordable cafes and restaurants.

([See Appendix 4. Selected Comments](#))

Those from *Bow West (63%), Bethnal Green West (51%), Bromley North (40%),* and *Island Gardens (40%)* were most likely to think that the range of spaces and opportunities to meet people is *Excellent* or *Good*.

Respondents from *Shadwell (71%), Whitechapel (69%),* and *Mile End (54%)* were most likely to feel that they had *Not so good* or *Not at all* spaces and opportunities to meet people. ([See Appendix 3. Data by Wards](#))

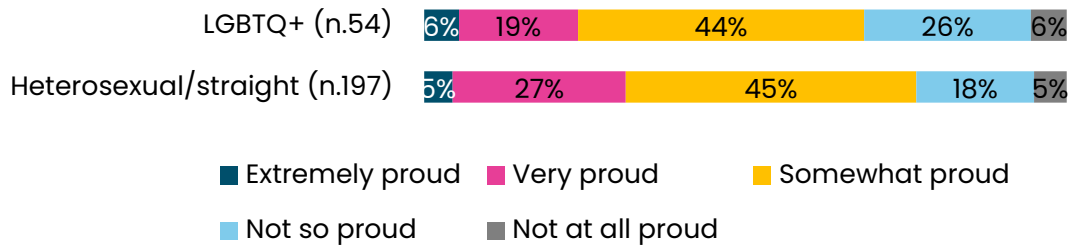


## IV. LGBT+ Experiences of local neighbourhoods

# LGBT+ Experiences

## Your Neighbourhood

Sexual Orientation vs. How proud are you of your area



In total, we had 54 responses from LGBT+ people. Out of these:

- 80% of the respondents identified themselves as *male* and 19% as *female*.
- 30% of the LGBT+ respondents were aged *34 or younger*; 44% were aged *35–54*; 22% were aged *55–74*; and 4% were aged *75–84*.
- Majority (47%) were *White British*; 29% from *Other White backgrounds*; 16% from *Asian backgrounds*; and 8% from *Mixed ethnicity communities*.

When asked how proud they are of their area, LGBT+ were more likely to feel *Not so proud* or *Not at all proud* compared to Heterosexual/straight people (32% compared to 23%)

# LGBT+ Experiences

## Your Neighbourhood

Theme	%
Environment	57%
Traffic	37%
Anti-social behaviour (noise)	14%
More inclusivity and integration of different communities	14%

Responses: 51

When analysing the responses to the question *What changes could be made to your local area which would improve things for you and your household*, responses from LGBT+ residents most often mentioned the environment. These responses included comments about introducing more clean, well-maintained green spaces, improving the recycling and waste collection services, and tackling littering to keep public spaces clean.

Several respondents also commented on reducing motorised traffic by keeping the existing Low Traffic Neighbourhoods or by increasing the number of them. These themes echoed the responses from the Tower Hamlets residents in general which we have analysed earlier in the report ([slide 23](#)).

Theme	%
Better overall health and wellbeing	22%
Increased feeling of safety	19%
Better mental health	15%
Access to more and better-quality services	15%

Responses: 50

In addition to these themes, respondents from the LGBT+ communities also highlighted the need for more inclusivity and the integration of different communities within Tower Hamlets. The comments around this theme mostly related to suggestions on the introduction of more LGBT+ spaces, events, and services.

When asked *What changes could be made to your local area which would improve things for you and your household*, most LGBT+ respondents said their overall health and wellbeing would improve, followed by increased feeling of safety; better mental health; and access to more and better quality services. ([See Appendix 4. Selected Comments](#))

# LGBT+ Experiences

## Valued community organisations

Organisations	%
LGBT+ organisations	24%
Environmental and organisations	14%
Leisure Centres / Wellbeing organisations	14%
None	14%
GPs and other health care services	14%

Responses: 37

We asked residents to tell us *what existing community organisations they value in their local area*. The majority of the respondents mentioned LGBT+ organisations such as *Elop*, *Positive East*, and *Glass House*.

Some respondents mentioned that they did not use any community organisations as they did not know of any that offer services to the LGBT+ community.

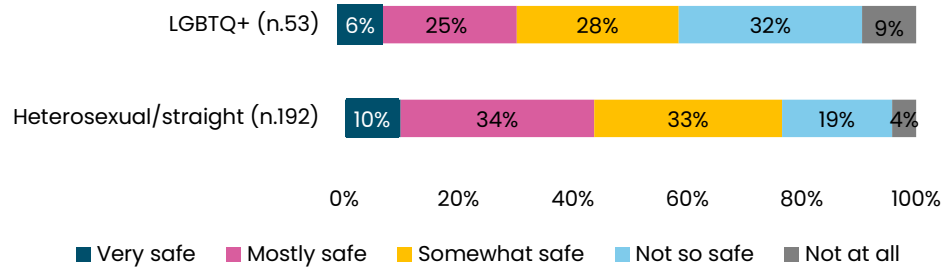
None of the female respondents mentioned using LGBT+ organisations, although it has to be mentioned that the proportion of female LGBT+ respondents was small (19%) compared to males (80%), so this could have affected the results. Female respondents mentioned instead using organisations that are not exclusively for LGBT+ communities including *Root25*, *Bow Food Bank*, *Hackney Farm*, *Shadwell Food Co-Operative*, local parks, and GP practices. Two of the female respondents however mentioned that they were not aware of any community organisations. ([See Appendix 4. Selected Comments](#))



# LGBT+ Experiences

## Feeling safe

Sexual Orientation vs. Feeling safe



We asked residents *to what extent they feel safe at home and when out and about in their local area.*

When comparing responses from LGBT+ people with responses from Heterosexual/straight people, it shows that LGBT+ respondents are more likely to feel *Not so safe or Not at all safe (41%).*

Respondents told us that making the borough more inclusive would increase their feeling of safety and make accessing different services easier due to not being afraid. ([See Appendix 4. Selected Comments](#))

It should be noted that there was a significantly lower number of LGBT+ respondents compared to Heterosexual/straight. (Please see the graph for the total number of respondents for each group.)

For other comments on LGBT+ Experiences, please see [slide 91: Appendix 4. Selected Comments.](#)



## V. Experiences of people with disabilities

# Experiences of people with disabilities

## Your neighbourhood

Theme	%
Environment	29%
Traffic	13%
More shops and other high street services	12%
Anti-social behaviour (substance abuse)	11%
More accessible or better health services	11%

Responses: 90

Theme	%
Better overall health and wellbeing	23%
Better mental health	23%
Increased feeling of safety	20%
Cleaner air	13%
Access to more and better services	13%

Responses: 80

In total, we had 99 responses from people who reported having a disability. Out of these:

- 51% of the respondents identified themselves as *female* and 45% as *male*.
- 20% were aged *34 or younger*; 39% aged *35–54*; 30% aged *55–74*; and 4% were aged *75–84*.
- Majority (37%) were *Asian ethnicities*; 33% *White British*; 19% from *Other White backgrounds*; and 5% were from both *Black and Mixed ethnic communities*.

The responses from people with disabilities to the question of *what changes could be made to your local area which would improve things for you and your household* echoed the responses from the Tower Hamlets residents in general. Respondents mentioned tackling littering and improving recycling and waste collection services, and people with visual impairments commented on keeping public spaces clear of dog waste and discarded hire bikes. Residents with disabilities also told us that increasing the number of Low Traffic Neighbourhoods was important as this would make walking or moving around their neighbourhood safer.

In addition to these themes, respondents with disabilities also highlighted the need for more local grocery stores with a good variety of food and easy access to GP services.

When asked *How do you think these changes would affect your health and well-being*, most respondents with disabilities said their overall health and well-being would improve followed by better mental health; increased feeling of safety; cleaner air; and access to more and better-quality services. ([See Appendix 4. Selected Comments](#))

# Experiences of people with disabilities

## Exercise and Healthy Eating

Theme	%
Access to healthy affordable food	35%
Affordable/better quality gyms/leisure centres	27%
Healthy eating programmes	15%
Exercise and other activities locally	14%
More inclusive activities	10%

Responses: 89

When asked *what would help in your local area to exercise more and eat well*, the majority of the respondents mentioned having access to healthy, affordable food, gyms, and leisure centres.

Some respondents mentioned having a free outdoor gym in their local park would help them to exercise more, and having community kitchens providing healthy food, cooking classes, and tips on healthy eating would be beneficial.

Other things mentioned included having access to local exercise classes or other activities, such as walking or cycling groups and tennis lessons. Some respondents also mentioned having more inclusive activities that would enable those with disabilities to take part, such as activity groups for people with visual impairment.

([See Appendix 4. Selected Comments](#))

# Experiences of people with disabilities

## Valued community organisations

Themes	%
Community centres	16%
GPs and other health care services	15%
Beyond Sight Loss	14%
Leisure Centres / Wellbeing groups	12%

Responses: 73

When asked *what existing community organisations you value in your local area*, the majority of the respondents mentioned Community Centres. These included Bromley by Bow Centre, Brady Centre, Sundial Centre, Wapping Bangladesh Association, Dorset Estate Social Club, and Teviot Action Group.

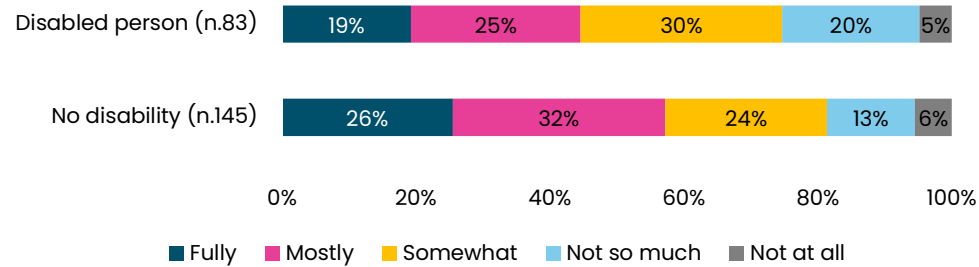
As part of our engagement work for this project, we attended a focus group with *Beyond Sight Loss* – a volunteer-led group for people with visual impairments. Therefore, *Beyond Sight Loss* was one of the organisations mentioned most often by people with disabilities.

Several respondents also mentioned using Leisure Centres and other well-being groups. The leisure centre mentioned the most was York Hall, although one respondent commented that the cleanliness of the facilities at York Hall should be better. ([See Appendix 4. Selected Comments](#))

# Experiences of people with disabilities

## Play and recreation

Disability vs. Spaces for play & recreation



We asked residents to tell us *to what extent can they access a range of spaces with opportunities for play and recreation.*

People with disabilities are less likely to think that there is good access to spaces for play and recreation. While 58% of people with no disabilities said the local places either *Fully* or *Mostly* meet their needs, this was true for only 44% of people with disabilities.

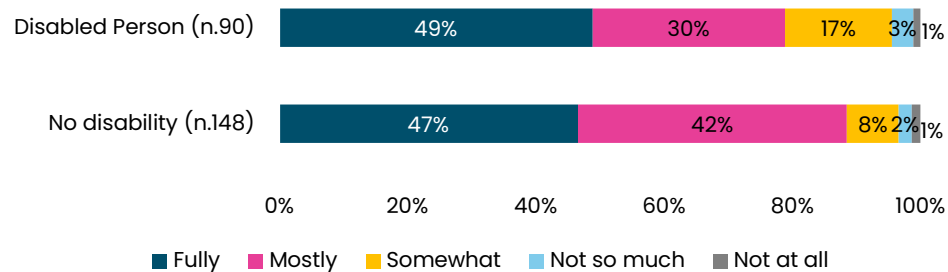
Respondents mentioned lack of seating in public places; feeling too anxious to go outside due to lack of mental health support; and the need for better access for those with visual impairments.

Those respondents who felt that they have good access to spaces for play and recreation often commented on having easy access to a local park and gyms and/or leisure centres. ([See Appendix 4. Selected Comments](#))

# Experiences of people with disabilities

## Public transport

Disability vs. Access to public transport



We asked residents *to what extent public transport meets their needs*.

49% of respondents with disabilities said that public transport *Fully* meets their needs compared to 47% of respondents with no disabilities. However, 17% of the respondents with disabilities said public transport *Somewhat* meets their needs compared to 8% of those without any disabilities.

Respondents told us that having a disability makes accessing public transport difficult, in particular for those with mobility and visual impairments and that it could be improved by having step-free access at stations for example.

Some respondents did mention that they receive assistance when accessing public transport. ([See Appendix 4. Selected Comments](#))

For other comments on the experiences of people with disabilities, please [see slide 97: Appendix 4. Selected Comments](#).

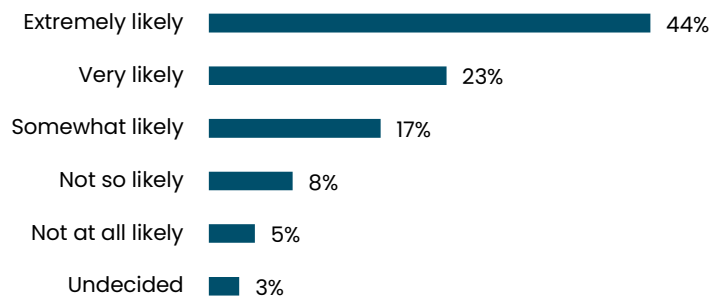


## VI. Future in local neighbourhoods



# Future in local neighbourhoods

Q18. What is the likelihood you will continue to reside in your area over the next 2 years?



Responses: 324

Reasons for staying	%
Settled down/grew up locally	19%
Happy living in the borough	17%
Owens home in the borough / has suitable housing	10%
Can't afford to move out of the borough	9%
Reasons for moving out	%
Traffic	9%
Crime / anti-social behaviour / feeling unsafe	7%
Pollution	4%
Lack of green space	4%

Responses: 137

Finally, we wanted to find out *what is the likelihood that respondents will continue to live in their area over the next 2 years.*

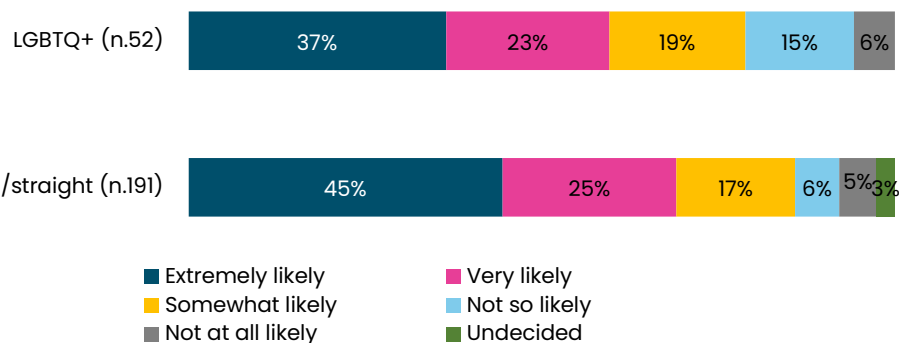
The majority of the respondents (67%) said that they are *Likely* to continue to live in their area while 13% of the respondents said that they are *Not likely* to do so.

The most frequently mentioned reasons for continuing to live in their neighbourhood were being settled down or having grown up in the area; being happy living in the area; or owning a home in the area.

In terms of reasons for moving out, traffic was mentioned most often followed by crime and anti-social behaviour and feeling unsafe. ([See Appendix 4. Selected Comments](#))

# Future in local neighbourhoods

Sexual orientation vs How likely are you to continue to reside in your area over the next 2 years?

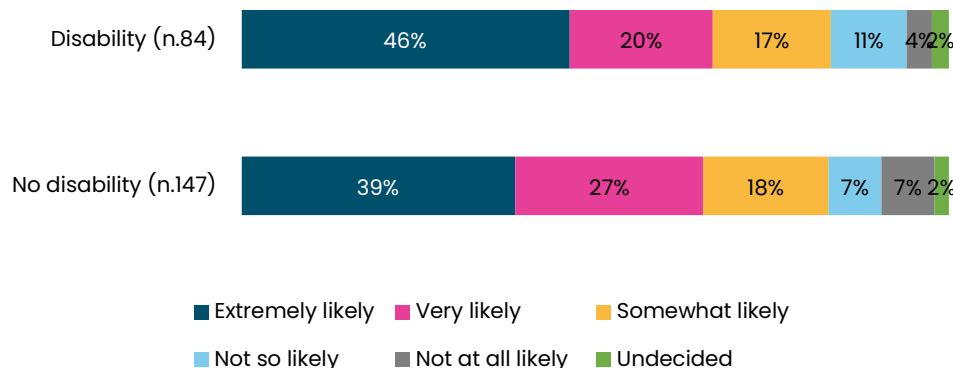


When comparing the results for different demographic groups, LGBT+ people were less likely to continue to live in the area compared to Heterosexual/straight people. However, disabled people were slightly more likely to continue to live in the area compared to those with no disabilities.

Those in *Bromley South* (90%), *St. Dunstan's* (84%), and *Stepney Green* (78%) were most likely to continue to live in the area for the next 2 years.

Respondents from *Blackwall and Cubitt Town* (60%), *Poplar* (36%), and *Bromley North* (30%) were the least likely to continue to do so. ([See Appendix 3. Data by Wards](#))

Disability vs How likely are you to continue to reside in your area over the next 2 years?



# 4. CONCLUSION

# Conclusion

Our survey feedback has told us that the majority of residents in Tower Hamlets feel proud of their neighbourhoods to some level. The borough has a variety of public green spaces – most notably Victoria Park – that residents can access to meet friends and family, exercise, play sports, and enjoy greenery in the middle of London.

It is evident that most residents have a variety of services that help them to maintain their overall health and well-being within easy reach of their homes, including GP services, Pharmacies, Post Offices, Public Transport, and Supermarkets. There are also plenty of cafes, restaurants, bars and pubs across the borough for people to access and spend time in, as well as gyms and leisure centres for exercising and other well-being activities. Based on the feedback, it is also clear that there is a huge variety of community and voluntary organisations ranging from community centres to city farms and gardening groups to environmental groups, LGBT+ groups, disability groups and plenty of others which are highly valued by the local people.

The survey results highlighted some key issues within the local neighbourhoods that should be taken into consideration when planning future developments of *'healthy neighbourhoods'*.

One of the key issues highlighted was the high level of crime and anti-social behaviour in the borough. The responses around this theme related to drugs and substance abuse, speeding, 'rat running', and lack of police presence on the streets. Residents told us that these issues negatively impacted their overall health and well-being by making them feel unsafe and struggling with their sleep, both of which subsequently negatively affect their mental health by causing anxiety and stress.

# Conclusion

A proportion of the feedback also mentioned traffic in general as having a negative impact on residents' health and well-being through pollution and the inability to safely travel around the borough by cycling or walking. It was suggested that there should be more cycling and walking infrastructures put in place in the form of cycling lanes, bike storage spaces, and low-traffic neighbourhoods to encourage more people to cycle and walk. These changes would reduce pollution levels as well as increase exercise levels and improve the general health and well-being of the borough.

In terms of the general environment, the feedback told us that residents would like to improve the cleanliness and safety in public spaces, including the many parks in the borough. It was suggested that this could be done by stopping littering and graffitiing and improving recycling facilities and waste collection services. We were told that these changes would improve the overall image of the borough and enable residents to have more positive thoughts about the area they live in as well as encourage people to use public spaces to better maintain their health and wellbeing.

The survey respondents told us that having better access to healthy and affordable food such as fresh fruit and vegetables within their local area instead of the multitude of fast-food shops on the high streets would help them to eat better. In addition, residents told us that having access to affordable, local gyms and leisure centres, including free exercise equipment in local parks, would encourage them to exercise more.

# Conclusion

The feedback also highlighted issues around the needs of different minority communities within the borough, such as LGBT+ people and people with disabilities that should be taken into consideration when developing the healthy neighbourhoods- model. To improve inclusivity and integration in the borough, there should be more safe spaces and organisations for LGBT+ people, and the accessibility for disabled people should be improved in public transport and spaces for play and recreation.

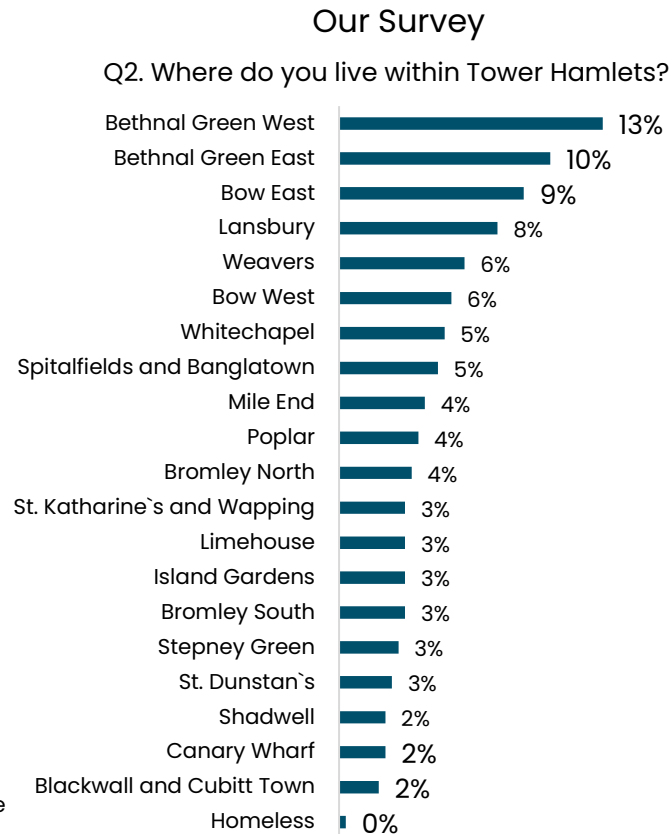
Based on this feedback, it is evident that the creation of healthy neighbourhoods will be a multi-faceted process that requires action to be taken on both national and local levels. A long-term approach, with residents at the centre of this, should be taken to create impactful and meaningful results that will overall improve the health and well-being of people in Tower Hamlets.

# 5. APPENDIX

# Appendix 1. Location of respondents

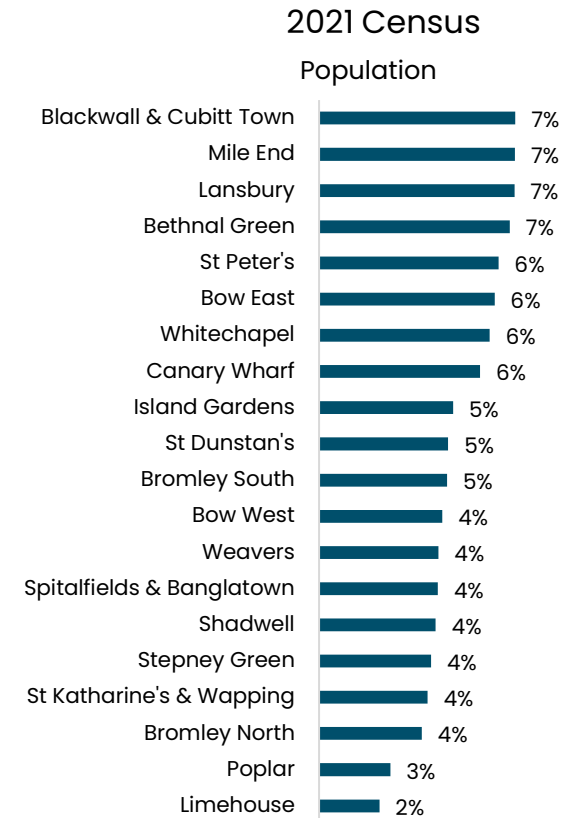
## Who responded to our survey?

- Majority of responses (23%) came from *Bethnal Green and Bow East*.



Responses: 305

## How does it compare to the overall population?



Source: 2021 Census

Source 2021: It should be noted that the wards are slightly different compared to the list provided to us by the Electoral Services and therefore are not directly comparable. The postcode list provided by Electoral services does not include St. Peter's ward but instead includes Bethnal Green West and Bethnal Green East.



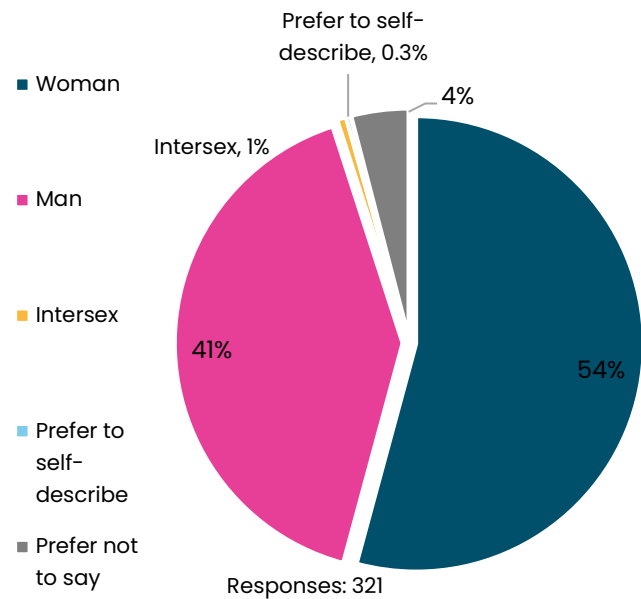
# Appendix 2. Demographics

## Who responded to our survey?

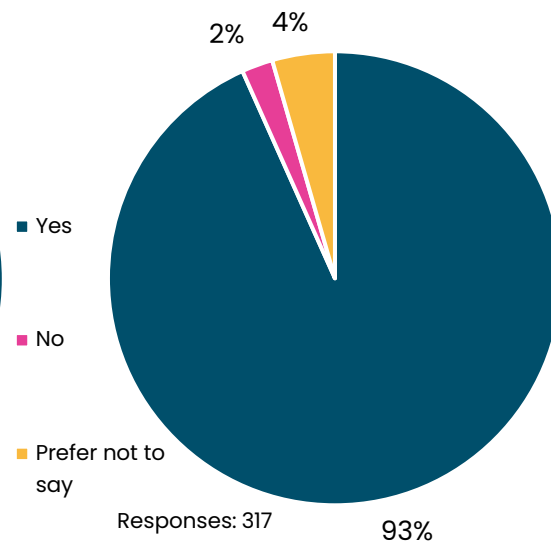
- 54% of the respondents described their sex as *Woman* and 41% as *Man*.
- 93% of the respondents said that their gender identity is the same as the sex registered at birth.

Our Survey

Q23. Which of the following describes your sex?



Q22. Is your gender identity the same as the sex you were assigned at birth?

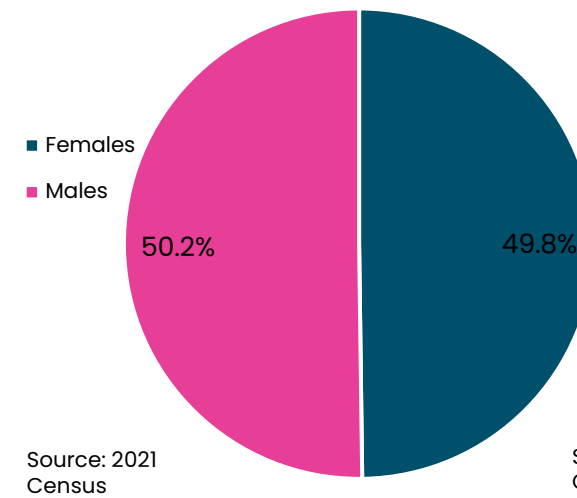


## How does it compare to the overall population?

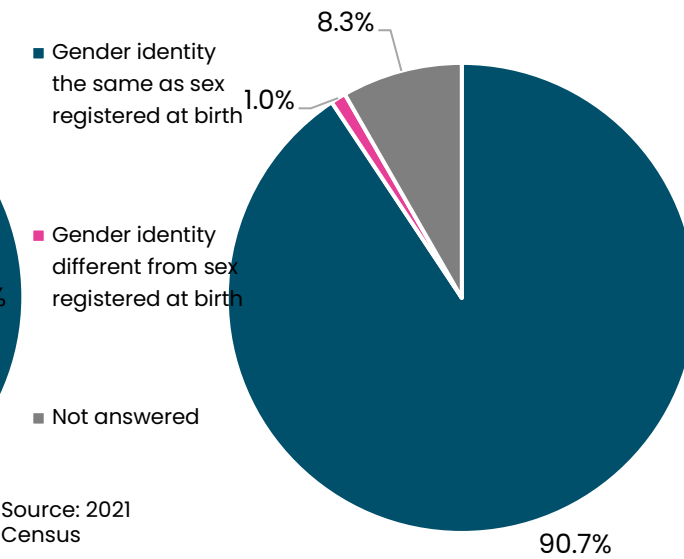
- Underrepresentation of *male* respondents.
- The representation of gender identity in our survey respondents is corresponds of the overall population in Tower Hamlets.

2021 Census

Sex in Tower Hamlets



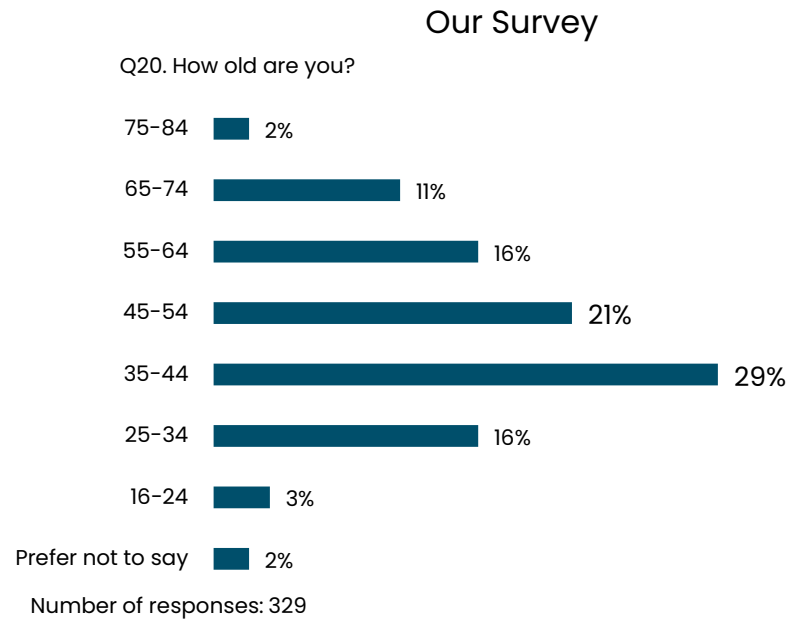
Gender identity in Tower Hamlets



# Appendix 2. Demographics

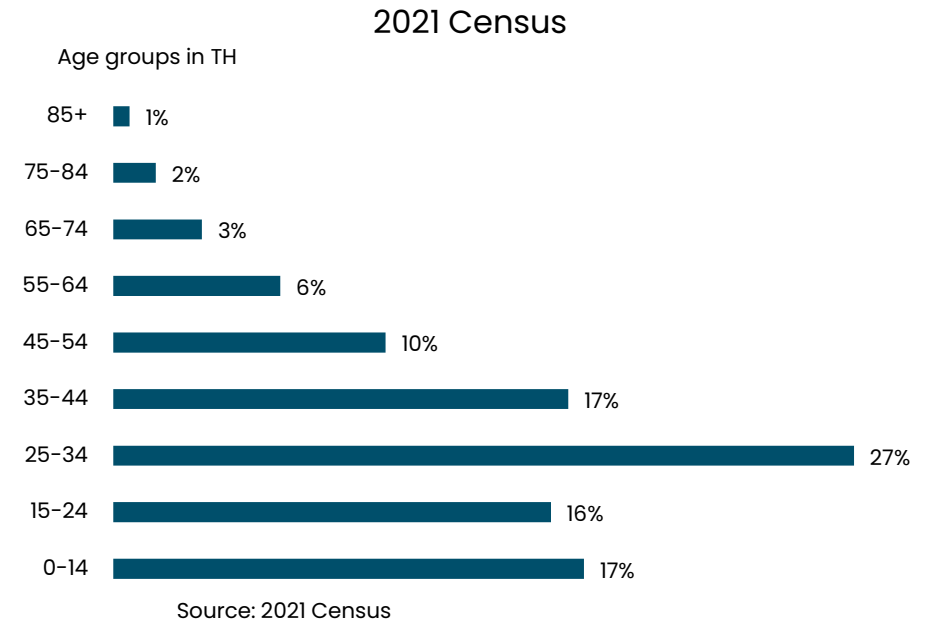
## Who responded to our survey?

- Majority of responses (50%) came from people aged 35-54.



## How does it compare to the overall population?

- Lack of responses from children and young people aged 16 or younger and older people aged 85 or older.
- Under representation of people aged 16-34.



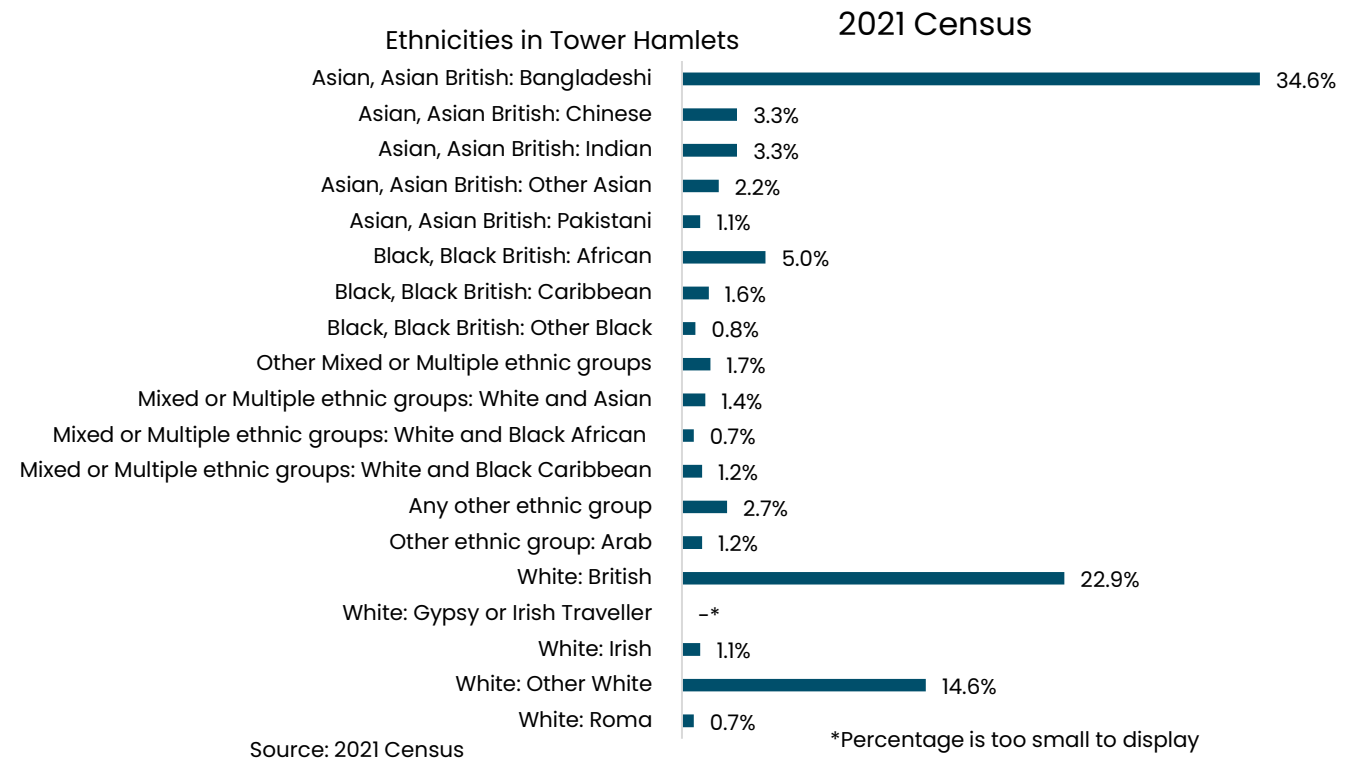
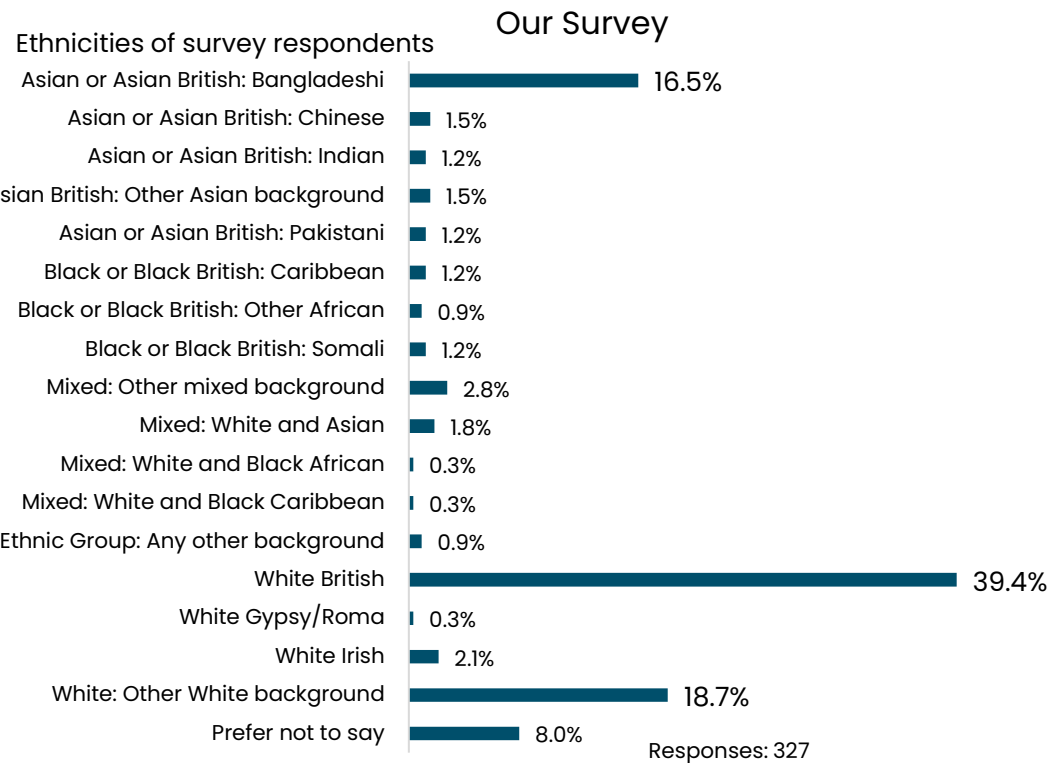
# Appendix 2. Demographics

## Who responded to our survey?

- Majority of responses (39%) came from *White British* followed by *White Other*, and *Bangladeshi* communities.

## How does it compare to the overall population?

- Under representation of people from *Bangladeshi* and *Black African* backgrounds.
- Over representation of people from *White British* backgrounds.



# Appendix 2. Demographics

## Who responded to our survey?

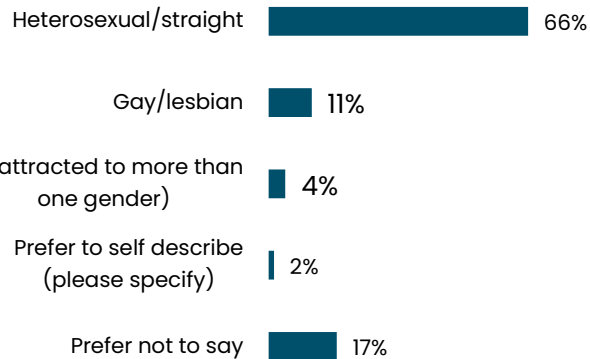
- Majority of responses (66%) came from *Heterosexual/straight* people and people with no disabilities.

## How does it compare to the overall population?

- We received good response rates from *LGBT+ people* and *people with disabilities*.
- This was enabled by the *Tower Hamlets LGBT+ Forum* and *Beyond Sight Loss* who helped us to promote our survey and invited us to speak with their clients.

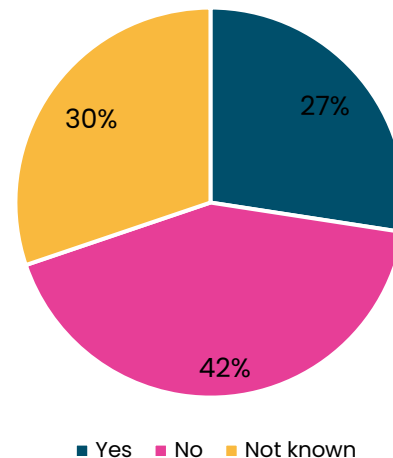
Our Survey

Q27. Which of the following describes your sexual orientation?



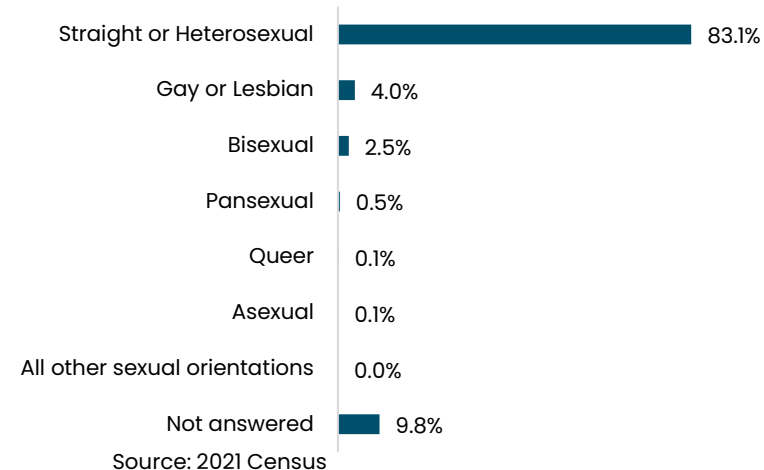
Number of responses: 316

Disability status of survey respondents

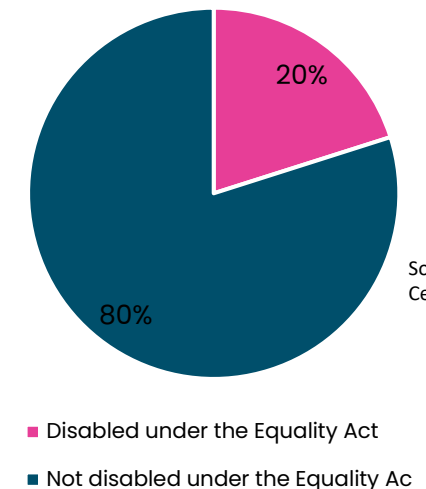


2021 Census

Sexual Orientation



Disability



# Appendix 3. Data by Wards

## Q4. How proud are you of your area?

Ward	Extremely or Very proud	Somewhat proud	Not so or Not at all proud
Bethnal Green East (n.32)	22%	59%	19%
Bethnal Green West (n.40)	38%	43%	20%
Blackwall and Cubitt Town (n.6)	50%	17%	33%
Bow East (n.27)	30%	48%	22%
Bow West (n.17)	65%	24%	12%
Bromley North (n.11)	27%	45%	27%
Bromley South (n.9)	22%	56%	22%
Canary Wharf (n.7)	57%	0%	43%
Homeless (n.1)	0%	100%	0%
Island Gardens (n.9)	22%	67%	11%
Lansbury (n.22)	41%	27%	32%
Limehouse (n.10)	20%	80%	0%
Mile End (n.13)	15%	31%	54%
Poplar (n.11)	18%	36%	45%
Shadwell (n.6)	33%	33%	33%
Spitalfields and Banglatown (n.13)	38%	38%	23%
St. Dunstan`s (n.8)	25%	38%	38%
St. Katharine`s and Wapping (n.10)	70%	0%	30%
Stepney Green (n.9)	22%	56%	22%
Weavers (n.19)	37%	32%	32%
Whitechapel (n.15)	13%	67%	20%

# Appendix 3. Data by Wards

**Q17. Thinking about your neighbourhood, to what extent do you feel safe at home and when you are out and about in this area?**

Ward	Very or Mostly safe	Somewhat safe	Not so or Not at all safe	Undecided
Bethnal Green East (n.31)	35%	35%	29%	0%
Bethnal Green West (n.34)	50%	21%	29%	0%
Blackwall and Cubitt Town (n.3)	0%	33%	67%	0%
Bow East (n.25)	48%	32%	16%	4%
Bow West (n.17)	47%	35%	18%	0%
Bromley North (n.10)	20%	50%	30%	0%
Bromley South (n.10)	50%	40%	10%	0%
Canary Wharf (n.6)	67%	17%	17%	0%
Homeless (n.1)	0%	100%	0%	0%
Island Gardens (n.10)	40%	30%	20%	10%
Lansbury (n.21)	24%	48%	29%	0%
Limehouse (n.10)	30%	70%	0%	0%
Mile End (n.13)	38%	31%	31%	0%
Poplar (n.11)	27%	27%	45%	0%
Shadwell (n.6)	17%	50%	33%	0%
Spitalfields and Banglatown (n.15)	53%	33%	13%	0%
St. Dunstan`s (n.8)	63%	0%	38%	0%
St. Katharine`s and Wapping (n.10)	90%	0%	10%	0%
Stepney Green (n.9)	56%	22%	22%	0%
Weavers (n.19)	42%	16%	42%	0%
Whitechapel (n.14)	43%	36%	21%	0%

# Appendix 3. Data by Wards

Q12. Thinking about your neighbourhood, to what extent do the education and learning facilities meet your needs?

Wards	Fully and Mostly	Somewhat	Not so much or Not at all	Undecided
Bethnal Green East (n.26)	23%	15%	27%	35%
Bethnal Green West (n.33)	45%	15%	18%	21%
Blackwall and Cubitt Town (n.5)	60%	0%	0%	40%
Bow East (n.25)	36%	20%	28%	16%
Bow West (n.17)	41%	24%	18%	18%
Bromley North (n.11)	55%	9%	9%	27%
Bromley South (n.7)	57%	14%	29%	0%
Canary Wharf (n.5)	0%	60%	40%	0%
Homeless (n.1)	0%	0%	100%	0%
Island Gardens (n.8)	25%	50%	0%	25%
Lansbury (n.22)	18%	14%	23%	45%
Limehouse (n.9)	0%	11%	11%	78%
Mile End (n.13)	46%	8%	15%	31%
Poplar (n.10)	40%	20%	20%	20%
Shadwell (n.7)	57%	29%	14%	0%
Spitalfields and Banglatown (n.15)	33%	27%	33%	7%
St. Dunstan`s (n.8)	0%	0%	75%	25%
St. Katharine`s and Wapping (n.7)	0%	14%	71%	14%
Stepney Green (n.8)	50%	25%	13%	13%
Weavers (n.18)	28%	11%	11%	50%
Whitechapel (n.14)	29%	7%	43%	21%

# Appendix 3. Data by Wards

Q13. Thinking about your neighbourhood, to what extent can you access a range of spaces with opportunities for play and recreation?

Ward	Fully or Mostly	Somewhat	Not so much or Not at all	Undecided
Bethnal Green East (n.30)	63%	30%	7%	0%
Bethnal Green West (n.35)	60%	23%	11%	6%
Blackwall and Cubitt Town (n.6)	50%	50%	0%	0%
Bow East (n.24)	63%	38%	0%	0%
Bow West (n.17)	59%	35%	0%	6%
Bromley North (n.11)	55%	36%	9%	0%
Bromley South (n.10)	50%	30%	20%	0%
Canary Wharf (n.5)	60%	20%	20%	0%
Homeless (n.1)	0%	100%	0%	0%
Island Gardens (n.10)	70%	10%	10%	10%
Lansbury (n.23)	39%	17%	43%	0%
Limehouse (n.9)	67%	22%	0%	11%
Mile End (n.12)	50%	33%	8%	8%
Poplar (n.11)	45%	9%	45%	0%
Shadwell (n.7)	14%	57%	29%	0%
Spitalfields and Banglatown (n.14)	21%	43%	36%	0%
St. Dunstan`s (n.8)	63%	0%	38%	0%
St. Katharine`s and Wapping (n.9)	33%	33%	33%	0%
Stepney Green (n.8)	50%	38%	13%	0%
Weavers (n.19)	63%	21%	16%	0%
Whitechapel (n.15)	27%	20%	47%	7%



# Appendix 3. Data by Wards

Q14. Thinking about your neighbourhood, to what extent does the public transport meet your needs?

Ward	Fully or Mostly	Somewhat	Not so much or Not at all	Undecided
Bethnal Green East (n.30)	83%	13%	3%	0%
Bethnal Green West (n.34)	89%	6%	3%	3%
Blackwall and Cubitt Town (n.6)	100%	0%	0%	0%
Bow East (n.25)	72%	16%	12%	0%
Bow West (n.17)	59%	41%	0%	0%
Bromley North (n.10)	100%	0%	0%	0%
Bromley South (n.10)	90%	10%	0%	0%
Canary Wharf (n.6)	83%	0%	17%	0%
Homeless (n.1)	100%	0%	0%	0%
Island Gardens (n.9)	90%	0%	0%	10%
Lansbury (n.24)	79%	13%	8%	0%
Limehouse (n.10)	100%	0%	0%	0%
Mile End (n.13)	92%	8%	0%	0%
Poplar (n.11)	73%	18%	9%	0%
Shadwell (n.7)	86%	14%	0%	0%
Spitalfields and Banglatown (n.15)	87%	13%	0%	0%
St. Dunstan`s (n.8)	100%	0%	0%	0%
St. Katharine`s and Wapping (n.10)	80%	10%	10%	0%
Stepney Green (n.9)	100%	0%	0%	0%
Weavers (n.19)	84%	11%	5%	0%
Whitechapel (n.13)	77%	23%	0%	0%

# Appendix 3. Data by Wards

Q15. Thinking about your neighbourhood, to what extent do the homes support the needs of the community?

Ward	Fully or Mostly	Somewhat support	Not so much or Not at all	Undecided
Bethnal Green East (n.27)	19%	26%	33%	22%
Bethnal Green West (n.33)	36%	33%	9%	21%
Blackwall and Cubitt Town (n.5)	40%	0%	60%	0%
Bow East (n.26)	15%	23%	35%	27%
Bow West (n.15)	33%	13%	13%	40%
Bromley North (n.10)	40%	30%	10%	20%
Bromley South (n.9)	22%	33%	11%	33%
Canary Wharf (n.6)	33%	17%	33%	17%
Homeless (n.1)	0%	100%	0%	0%
Island Gardens (n.10)	10%	30%	20%	40%
Lansbury (n.23)	26%	26%	35%	13%
Limehouse (n.5)	0%	20%	40%	40%
Mile End (n.13)	23%	23%	15%	38%
Poplar (n.10)	40%	0%	30%	30%
Shadwell (n.7)	43%	43%	14%	0%
Spitalfields and Banglatown (n.13)	15%	15%	54%	15%
St. Dunstan`s (n.8)	38%	25%	0%	38%
St. Katharine`s and Wapping (n.8)	38%	13%	25%	25%
Stepney Green (n.9)	33%	11%	22%	33%
Weavers (n.19)	26%	16%	26%	32%
Whitechapel (n.14)	36%	14%	29%	21%

# Appendix 3. Data by Wards

Q16. Thinking about your neighbourhood, to what extent is there a range of spaces and opportunities to meet people?

Ward	Excellent or Good	Average	Not so good or Not at all	Undecided
Bethnal Green East (n.30)	23%	40%	30%	7%
Bethnal Green West (n.35)	51%	23%	17%	9%
Blackwall and Cubitt Town (n.6)	0%	67%	33%	0%
Bow East (n.24)	29%	38%	33%	0%
Bow West (n.16)	63%	6%	25%	6%
Bromley North (n.10)	40%	30%	30%	0%
Bromley South (n.9)	33%	22%	33%	11%
Canary Wharf (n.6)	17%	50%	33%	0%
Homeless (n.1)	0%	100%	0%	0%
Island Gardens (n.10)	40%	20%	20%	20%
Lansbury (n.23)	30%	17%	52%	0%
Limehouse (n.10)	20%	10%	30%	40%
Mile End (n.13)	0%	31%	54%	15%
Poplar (n.10)	10%	50%	40%	0%
Shadwell (n.7)	0%	29%	71%	0%
Spitalfields and Banglatown (n.14)	29%	29%	43%	0%
St. Dunstan`s (n.8)	25%	38%	38%	0%
St. Katharine`s and Wapping (n.8)	25%	50%	25%	0%
Stepney Green (n.9)	33%	67%	0%	0%
Weavers (n.19)	37%	32%	32%	0%
Whitechapel (n.13)	23%	8%	69%	0%

# Appendix 3. Data by Wards

Q18. What is the likelihood you will continue to reside in your area over the next 2 years?

Ward	Extremely or Very likely	Somewhat likely	Not so or not at all likely	Undecided
Bethnal Green East (n.31)	68%	23%	10%	0%
Bethnal Green West (n.34)	62%	18%	18%	3%
Blackwall and Cubitt Town (n.5)	40%	0%	60%	0%
Bow East (n.24)	75%	13%	13%	0%
Bow West (n.17)	76%	12%	6%	6%
Bromley North (n.10)	50%	20%	30%	0%
Bromley South (n.10)	90%	10%	0%	0%
Canary Wharf (n.5)	60%	0%	0%	40%
Homeless (n.1)	0%	0%	100%	0%
Island Gardens (n.8)	75%	13%	13%	0%
Lansbury (n.20)	70%	15%	5%	10%
Limehouse (n.10)	70%	30%	0%	0%
Mile End (n.13)	69%	15%	15%	0%
Poplar (n.11)	45%	18%	36%	0%
Shadwell (n.7)	71%	14%	14%	0%
Spitalfields and Banglatown (n.15)	73%	7%	20%	0%
St. Dunstan`s (n.6)	83%	0%	0%	17%
St. Katharine`s and Wapping (n.10)	70%	20%	10%	0%
Stepney Green (n.9)	78%	11%	11%	0%
Weavers (n.19)	58%	21%	16%	5%
Whitechapel (n.15)	60%	27%	13%	0%

## Appendix 4. Selected Comments

Q17. Thinking about your neighbourhood, to what extent do you feel safe at home and when you are out and about in this area?

*"Visible drug use on streets and behaviour that goes with this can be intimidating. When I had my design studio in Coats street we were frequently broken into, and the police would not come so that was worrying to go into a studio with the alarm going off without back up from police. There were also addicts camping out on our front step and that was intimidating. Cycle and phone theft is rife - snatched from people in broad daylight often."* **Female, 55-64, White British**

*"A lot of anti-social behaviour takes place in the grounds of St George in the East at night. The use of Tobacco Dock for party events late at night has worsened the situation dramatically. Using the narrow footpaths in Cannon St Road feels unsafe with speeding drivers along CSR. Noisy vehicles and aggressive drivers speeding past makes me feel very unsafe."* **Male, 55-64, White British**

*"No police presence, youths hanging about, dark streets, there is just an overriding feeling of unease."* **No demographic data submitted**

*"Feeling unsafe walking home during evenings and nights due to high levels of crime in the area."* **Female, 16-24, Somali**

*"As long as I stay where it's lit, I feel OK. Walking the dog at night feels less safe. I bought a rape alarm for the first time ever recently because of this."* **Female, 35-44, Any other mixed background**

*"I feel safe at home and in Canary Wharf but not elsewhere in the area. I've been inappropriately approached by small groups of younger men. It's very uncomfortable and I try to ignore this. As a woman walking or cycling, it's generally okay in the daytime but I definitely try to avoid it at night. I live behind a security guardhouse in a residential development that has a fairly good track record for security [...]"* **Female, 35-44, Any other White background**

*"There is crime in the area and on occasion it seems we are abandoned by police protection."* **Female, 65-74, White and Black Caribbean**

## Appendix 4. Selected Comments

**Q7. What changes could be made to your local area which would improve things for you and your household?**

*"Antisocial behaviour, stop drug dealing, stop aggressive fast and loud driving, deal with litter and illegal dumping. Plant more trees. More funding for community gardens." **Male, 45-54, White Irish***

*"Stop cars rat running and massively reduce traffic for the health and safety of my children. Plant more trees. Sort out the terrible fly tipping and litter problem. Drug dealing and antisocial behaviour on the streets near us." **Female, 35-44, Any other mixed background***

*"Bike shed to keep bike safe. Bike locker. Public services needs to improve, mainly cleanliness of streets, collection of rubbish, people not smoke in public areas, crime, ASB." **Female, 45-54, Bangladeshi***

*"Reduction in car use. Making my street pedestrian and cycle only as my street is just off busy Hackney Road and it is used as a rat run. Taking drugs off the streets. We have a high number of addicts in our area. Increase areas of open space to cater for more residents. Street tree planting. More cycle and pedestrian initiatives." **Female, 55-64, White British***

*"Less road traffic - quieter streets and more police patrols to discourage drug dealers cars parked with engines running on St James's Ave on Fri/Sat nights and use of nitrous oxide canisters." **Male, 45-54, White British***

*"More green infrastructure - trees on the road and in parks, this includes Roman Road which in summer is too hot as it has no shading from tree cover." **Male, 25-34, White British***

*"Specially young children with drugs and alcohol. Need to stop and protect them to save the community. And need more parks." **Male, 35-44, Bangladeshi***

*"More useful shops nearby (not just chicken shops and mini marts), stop the nitrous taking and the litter they create, clear up the broken glass everywhere, create a dog park, dog-friendly coffee shops, better crossings at Bow roundabout." **Female, 35-44, Any other mixed background***

## Appendix 4. Selected Comments

### Q8. How do you think these changes would affect your health and well-being?

*"These changes would help me feel less anxious and less intimidated in my neighbourhood, which would furthermore allow me to be able to roam my neighbourhood with less of a worry, therefore improving my health as I could use local services and spaces properly without feeling intimidated by the anti-social youth."* **Male, 16-24, Bangladeshi**

*"Make it easier to sleep. Better for my mental health. Better diet. Better for my husband's asthma. Safer for my child. More exercise and active travel opportunities."* **Female, 35-44, Pakistani**

*"These measures would improve air quality that affects health of my children. We all need more nature in a city and (it) helps tackle climate emergency."* **Female, 45-54, Any other White background**

*"My physical health would be improved by the effects of reduced toxic chemical and particulate matter in the air, and by taking more trips using active travel. My mental health would be improved by being able to go on small errands in my neighbourhood without fearing that I will be hit by a car."* **Male, 25-34, White British**

*"Reduction in cars would reduce pollution which is currently having a detrimental on everyone's health. It would also reduce the impact of noise on sleep. More diversification of shops and money into the area would increase everyone's living standards. More tax from more people in work will increase living standards of the Borough and encourage more shops, restaurants etc. to the area. More accessible walking routes and cycle lanes and priority for those over cars, as well as education, reduction of fast cheap bad food and encouragement/education re healthy eating and exercise will increase everyone's health - less reliance on our services e.g., GP and hospitals. More focus on the environment and increase in planting of trees etc. will benefit everyone's health. Events that bring the community together e.g., fireworks make us proud of the area which has a positive effect on our wellbeing."* **Female, 25-34, White British**

*"It would allow for undisturbed sleep, encourage walking as streets will feel safer and not dominated by cars. Less worry and cost associated with dealing with ASB."* **Male, 35-44, Any other White background**

*"It will lead to cleaner and safer environment for residents. Control of nighttime economy is important as the noise and risks of violence will help mental health of residents."* **Female, 55-64, Chinese**

## Appendix 4. Selected Comments

### Q9. What would help in your local area to exercise more and eat well?

*"More accessible prices for gyms and more shops in local area that do not sell processed food but instead healthy food." **Female, 16-24, Somali***

*"Better quality, reasonably priced fresh vegetables and other fresh foods. Cheaper leisure centre charges." **Male, 35-44, White British***

*"Good local restaurants, outdoor space to train and run that feels safe in the dark (as it gets dark so early), particularly well-lit parks. A swimming pool and gym in short walking distance with affordable services, better air quality so exercising outdoors doesn't feel so awful to breathe through." **Female, 35-44, Any other mixed background***

*"More accessible, free to use equipment that are available in open parks, would help if they were covered. We live in a part of the world where rain is guaranteed. This would encourage more users." **Male, 45-54, Bangladeshi***

*"More supermarket choice. Many of the supermarkets are very small, Waitrose at Wapping being the exception. A large full-service supermarket is needed near St George in the East/Shadwell/Wapping. Greater utilisation of wasted green space and better pedestrian connections would help. The waste ground on Cannon St Road (currently in the hands of East End Homes, but unused) could be used for exercise equipment and/or children's play equipment. Better pedestrian connections East/West through some of the estates would allow pedestrians to avoid The Highway and narrow roads such as Cable St/Cannon St Road and use more pedestrian friendly green routes." **Male, 55-64, White British***

*"Exercise - gyms or classes set up for women. Eat well - healthy eating programmes for families especially those who don't speak English as their first language (with help of advocates). Easier access to fresh fruit and vegetables. With the cost-of-living crisis many families turn to cheaper healthier food as it lasts longer and feeds their whole family for a fraction of the cost." **Female, 25-34, Bangladeshi***

*"Communities need to have more activities that helps them engage more. Planting areas, activities held by local areas that are more open to different community groups." **Female, 35-44, Bangladeshi***



## Appendix 4. Selected Comments

### Q10. What existing community organisations do you value in your local area?

*"Unsure. I think more needs to be done to bring the communities together e.g. encouraging the different groups of people e.g. the White community, Asian community, the Black community etc. to engage in the community and collaborate outside of their own circles." **Female, 25-34, White British***

*"I am unaware of what services are available. Maybe more of an online presence would help." **Female, 25-34, Bangladeshi***

*"Bow Library. Much needed and valued. One of the only free places in the area to go to - provides a good meeting point, learning and research as well as printing facilities and of course for fictional books too." **Female, 35-44, White British***

*"I am not aware of too many community organisations in the area. I see the value of the Ocean Estate Community organisation. Also, the Food Bank at St. Dunstan and All Saints church provides an invaluable service." **Female, 75-84, White British***

*"All, they should be better funded ensuring long term strategic work is delivered to the community." **Male, 45-54, Bangladeshi***

*"Bow Food Bank, R-urban, Bethnal Green Nature reserve, Bethnal Green After School Club, local schools, Poplar Union, Cranbrook estate, St Margaret House."  
**No demographic data submitted***

*"In our situation, my family is helped by the local charity, foodbanks they really help us." **Male, 35-44, Any other White background***

## Appendix 4. Selected Comments

Q11. If you had to improve one of the health and social care services from the list below, which would you choose and why?

*"If the GP would take appointments by phone rather than online it would be so beneficial and would cause less stress for people because half the illness is always the stress."* **Female, 45-54, Bangladeshi**

*"Since moving to the area, I have only had telephone consultations. I do not feel confident that the local GP can handle my pre-existing medical conditions. I would have liked to see the GP face to face at least once. I was recently referred to a hospital department for something my previous GP handled in the surgery."* **Female, 35-44, Caribbean**

*"I'm pregnant for the second time and have found nowhere to use my maternity certificate for free dental care."* **Female, 35-44, White British**

*"My mother's care was terrible still not had a reply since my 5th email to discuss it. Some Carers /agencies are not great at all, and it needs to be addressed."* **Female, 55-64, White British**

*"Tower Hamlets seems unable to keep the borough clean and the streets well lit. There are loads of consultations and little delivery of change."* **Male, 35-44, Any other White background**

*"I feel as though Hospitals are sometimes unable to treat each patient fairly as waiting times are longer for others such as in A&E, waiting for emergency dentist services, etc."* **Male, 16-24, Bangladeshi**

*"Alleviate pressure on the GP."* **Female, 45-54, Indian**

## Appendix 4. Selected Comments

### Q12. Thinking about your neighbourhood, to what extent do the education and learning facilities services meet your needs?

*"Local education for adults essential. Please keep funding. Essential for mental wellbeing. Courses and materials being cut each year. No school places for my secondary kids even though there are two good schools within walking distance. Didn't get in so have to travel outside borough." **Female, 45-54, Any other White background***

*"ESOL classes not interesting, not enough room for people to study. Spaces overfilled." **Female, 35-44, Bangladeshi***

*"Are available but have cut down so much that if you are not learning for a qualification, there is not much about since all the ones where you could meet like minded people while doing your hobby got cut." **55-64, Any other white***

*"The Ideas Stores are a gem - I borrow books regularly, have used them as a study space, and have taken a class there. They are truly a model for other boroughs - brilliant." **Female, 35-44, Any other white***

*"The library is easily accessible, and my son loves it. He also loves his school. We have visited the Tower Hamlets Historical Society on a few occasions as well. And his school is a short walk, which means we don't need to stress about picking him up." **Male, 35-44, White British***

*"Colleges do not provide individual support, feeling let down and unable to grow & progress." **Female, 16-24, Somali***

*"There are schools around but none with excellent rating, there are no option for professional development. There are services for unemployed and people on benefit but none for qualified working people." **Female, 35-44, Any other White background***

*"At the moment there is only one secondary school in the Isle of Dogs that is within walking distance, I am worried for my young children when it's time for them to go secondary school I have very minimal choice." **Female, 45-54, Bangladeshi***

## Appendix 4. Selected Comments

Q13. Thinking about your neighbourhood, to what extent can you access a range of spaces with opportunities for play and recreation?

*"The proximity of Victoria park and the playground and outside gyms in Wennington Green give plenty of opportunity." **Female, 65-74, White British***

*"There are many parks and children's activities as well as Mudchute farm." **Female, 45-54, Bangladeshi***

*"Re green areas, they are overrun with litter, drug use and homeless issues. The play equipment has been ruined and not replaced or policed. There is not a lot on offer except perhaps Spitalfields market spaces. Very unacceptable considering the TH initiatives that were supposed to prioritise green spaces." **Female, 45-54***

*"Due to vandalism and high drugs related crime in the area its very difficult to find good spaces. The spaces that are there are always dirty, unsafe due to drug use, equipment is always broken or unkept to a good standard." **No demographic data submitted***

*"I would answer "Fully" but the issue is that after dark, parks and certain public spaces become unsafe, particularly for women. This means that for more than half the year, exercising or socialising outside becomes difficult." **Male, 35-44, Any other White background***

*"More green spaces, particularly wildlife reserves, would help." **Male, 35-44***

*"The tennis courts are not free, the balls when not used are not accessible to residents (not even with deposit, no system to borrow them), Southwark gives residents free gym access/pool access certain times of the days, that's amazing." **Female, 35-44, Any other Asian background***

## Appendix 4. Selected Comments

Q14. Thinking about your neighbourhood, to what extent does public transport meet your needs?

*"Local bus services and the tube station nearby as well as the DLR at Limehouse. The area is very well served with public transport access." **Female, 75-84, White British***

*"We are fortunate to have a few local tube stations and bus stops within walking distance. However, this is not the case for all of Tower Hamlets." **Female, 25-34, Bangladeshi***

*"Buses should be more frequent and run later into the night." **Male, 65-74, Any other White background***

*"Currently the bus service is good other than all buses running to the same timetable and coming together. TFL has put forward to reduce services to the Isle of Dogs - concentrating on accessing Canary Wharf. DLR can be a risk as lifts not always working." **No demographic data submitted***

*"The stairs at Wapping Station are difficult. The buses are much less frequent than they used to be. Services are infrequent in the evenings and on Sundays. More bus shelters needed especially with sides, so you are better protected from wind and rain." **Female, 65-74, White British***

*"Bus stop is close but takes an hour to get into central London. Evening service has long gaps between buses. Buses to places other than central London and Stratford a few and far between. Visiting my friend in Walthamstow for example is tricky. Tube: 15-20 mins walk away. H&C/District line is frequently closed at weekend. Cycling: Superhighway is several blocks away and gaps in the protection from motor traffic mean I wouldn't use it to go into London." **Male, 35-44, White British***

*"Buses can be unreliable, otherwise I think we are fortunate to have a variety of options for public transport. Making it cheaper and encouraging its use over cars would be good. Reducing cars on the road would make buses more reliable. Encouraging more people to walk and cycle by making driving more difficult and expensive." **Female, 25-34, White British***

## Appendix 4. Selected Comments

### Q15. Thinking about your neighbourhood, to what extent do the homes support the needs of the community?

*"Completely unaffordable and NO ability to get onto the council list or into social housing. My rent is £18k a year for an apartment that is smaller than the classroom I teach in. It's not 'done up' and still has a kitchen that is broken and from the original build 35 or so years ago. And it was the cheapest I could find at the time. That's absurd. As a 48 yr. old single female I have almost no chance of ever buying a home and even absolutely no chance of ever getting onto a social housing list. There's more chance I'll wake up and find I've been made Queen!" **Female, 45-54, White British***

*"Where are all the (actually) affordable family-sized homes? Where are the 3+ bed houses that people can actually afford?" **Female, 35-44, Any other mixed background***

*"Very small number of homes are available for rent from council/social housing. A lot of homes are old and in disrepair not very energy efficient, a lot of over crowding due to lack of homes available for families." **No demographic data submitted***

*"Need to build more social housing. At the moment there's a lot of private housing being built, which brings prices up and forces locals off the area." **Female, 45-54, Any other White background***

*"Many buildings are still without lifts which can pose an issue for young families living in higher floors, especially for those with medical conditions." **Female, 25-34, Bangladeshi***

*"Too much demand but there is a need to also maintain green spaces. Shame to see fewer trees in favour of more housing. Its already very polluted in TH, fewer and greener homes would be better. New Homes are built in a rush (such as Swan properties) and fall apart, affected by mold sooner than later." **Female, 35-44, Caribbean***

*"Ludicrously expensive to buy somewhere big enough for children. Nearly all new flats are 2 bed and aren't suitable. No new 4 bed houses or flats are being built. New flats also rarely offer large communal gardens, as they all should on the roof, just tiny balconies." **Male, 25-34, White British***

## Appendix 4. Selected Comments

Q16. Thinking about your neighbourhood, to what extent is there a range of spaces and opportunities to meet people?

*"There's not a lot of activities arranged for adults that would give opportunities to meet. Most of the activities usually are for kids which tend to leave out those with no kids." **Male, 25-34, Any other Asian background***

*"Good choice of parks and open spaces. Lots of cafes although some of these are getting pricey." **Female, 65-74, White British***

*"Pubs. Library is a bit like the village hall, pity the cafe closed as it was cheap and a safe space for people who might not feel comfy in pubs." **Female, 55-64, White British***

*"I live (in) the area, particularly due to its cultural diversity. Sometimes, however, this can make it harder to meet neighbours and form true communities due to how different cultures naturally spend their time. Each year we have a community 'big lunch' street party, and this is one of the few times everyone really gets to meet everyone else. More of these events would be great." **Male, 55-64, White British***

*"It's definitely improving with the presence of community cafes like Root25 and green spaces. But we need more support given to these spaces, so they don't disappear." **Female, 35-44***

*"The new street layouts are extremely valuable for this, because they include new areas of seating. I've made friends with people who I met on the red chairs on Canrobert street. If they are taken away it would be a huge step backwards for how friendly and welcoming my neighbourhood feels." **Male, 35-44, White British***

*"Not as good as before. Allotments in community green spaces would be a good way to encourage the older community to socialise." **25-34, Bangladeshi***

# Appendix 4. Selected Comments

## LGBT+ Experiences

**Q7. What changes could be made to your local area which would improve things for you and your household?**

**Q8. What changes could be made to your local area which would improve things for you and your household?**

Q7. "More Neighbourhood watches, as gangs driving badly, dark corners, Bethnal Green gardens doesn't feel safe at night, not well lit, I wouldn't walk home but cycle home."

Q8. "Drastically as I would start loving my neighbourhood and not being ashamed or scared." **Gay/lesbian, Female, 35-44, Any other Asian background**

Q7. "More LGBT spaces, events, visibility in local area."

Q8. "I would be happier, better wellbeing, eat better, socialise more - social network." **Gay/lesbian, Male, 75-84, White British**

Q7. "Generally, there seems to be a lot of rubbish around. More street cleaning. Better maintenance or upkeep of the pavements. Lots of areas with broken paving etc. More tree planting. I live in a small council block. The council could take better care of the building. Additionally, it would be nice if there were less cars. I have lived here a long time and as a gay male, I have never felt a sense of belonging/community. More integration/education and training especially around tolerance of others."

Q8. "If the area/streets looked more inviting/safer plus lots more trees, I may have more a sense of liking rather than tolerating the area. Generally, this is not an area I would be comfortable holding hands with another male. So, anything that would make me feel safe or safer to be 'out' is a bonus." **Gay/lesbian, Male, 45-54, White British**

Q7. "More inclusive."

Q8. "Socially." **Bi (attracted to more than one gender, Male, 16-24, Bangladeshi)**

Q7. "More LGBT specific services such as mental health."

Q8. "Fell [sic] safer using LGBT services." **Bi (attracted to more than one gender) Male, 55-64, White Irish**



# Appendix 4. Selected Comments

## LGBT+ Experiences

### Q10. What existing community organisations do you value in your local area?

*"I don't know if any yet." **Gay/lesbian, Female, 35-44, White British***

*"Community groups engaging in keeping the neighbourhood safe, clean and welcoming to everyone in this diverse community." **Prefer to Self-Describe as Queer, Male, 35-44, Any other white background***

*"Positive East - great HIV support." **Bi (attracted to more than one gender), Male, 55-64, White Irish***

*"Sadly I can't say I value any community organisations in this neighbourhood. Many are focused on religion and exclude other minorities." **Gay/lesbian, Male, 35-44, Prefer not to say***

*"None, they are all very low and focus only in particular community." **Gay/lesbian, Male, 25-34, Prefer not to say***

*"St Hilda's Centre - although I feel more and more disconnected from them; The Glasshouse (LGBT+ Centre) is a VERY welcome addition to the area." **Gay/lesbian, Male, 55-64, White British***

*"I'm not aware of any organisations - GP. Is that an organisation?" **Gay/lesbian, Female, 55-64, White British***

# Appendix 4. Selected Comments

## LGBT+ Experiences

**Q17. Thinking about your neighbourhood, to what extent do you feel safe at home and when you are out and about in this area?**

*"As (an) LGBT person, my identity feels invisible and so not sure if accepted and feel scared." **Gay/lesbian, Female, 35-44, Any other mixed background***

*"In contrast to other areas of London this is not an area I would hold hands with another male." **Gay/lesbian, Male, 45-54, White British***

*"Lots of swearing, shouting outside. Seen young men stealing, doing drugs, teenage girls shouted insults at me when I was unlocking the main door to my block, neighbour threatened me." **Bi (attracted to more than one gender), Female, 25-34, Any other White background***

*"Walk from station to home via Eleanor Street and Arnold Road does not feel safe at night. It's always littered and not well lit. Empson Street where City Hustle Gym is (the only gym available to me) feels very unsafe even in daylight. The roads aren't paved, there is no sidewalk, and at night there is no light. I stopped going to the gym and have no other alternative." **Bi (attracted to more than one gender), Female, 25-34, Any other White background***

# Appendix 4. Selected Comments

## LGBT+ Experiences

Q9. What would help in your local area to exercise more and eat well?

*"Different supermarket. Older LGBT Exercise/Social Group."* **Male, White British, 75-84, Gay/lesbian**

Q11. If you had to improve one of the health and social care services from the list below, which would you choose and why?

*"Council Services. Lack of LGBT visibility. Nothing in the our East End paper about LGBT+ community."* **Gay/lesbian, Male, 75-84, White British**

*"I feel unsafe or cautious to go to my GP. The GP doesn't feel LGBT+ friendly being mainly from Muslim Background."*

**Male, 35-44, Any other mixed background, Bi (attracted to more than one gender)**

Q16. Thinking about your neighbourhood, to what extent is there a range of spaces and opportunities to meet people? Please tell us the reason for this answer in the comments box

*"There is nothing around here for a gay/LGBT+ person."* **Gay/lesbian, Male, 35-44, White British**

*"No LGBT venues and spaces. Not many events or activities to meet people. Not much information."*

**Gay/lesbian, Male, 75-84, White British**

# Appendix 4. Selected Comments

## Experiences of people with disabilities

**Q7. What changes could be made to your local area which would improve things for you and your household?**

**Q8. What changes could be made to your local area which would improve things for you and your household?**

Q7. "Better lighting. Keep walkways clean from dog droppings (parks)."

Q8. "If there's more lighting, I'll feel safer. Blind people use canes so when dog droppings are on the floor, it is unsafe." **Sensory Impairment, Female, Asian ethnicity**

Q7. "Better refuse collection and recycling collection. There are only small shopping places available in Isle of Dogs. We need some bigger supermarkets."

Q8. "People need to take their bins back off from the roads as it is difficult to walk around the bins with a visual impairment." **Sensory Impairment, Female, Asian ethnicity**

Q7. "Environmental health needs to stop ignoring noise issues. My street has very noisy residents where one can hear music playing in different buildings at 2am in warm weather. Build more playgrounds for kids so they don't spend hours running around communal areas."

Q8. "Improve my sleep and mental health. I am also autistic so it's extra difficult for me. Support for autistic people is very poor in Tower Hamlets (overall)." **Physical or mobility impairment/Autism, Female, 25-34, Any other white background**

Q7. "GP surgery close by please."

Q8. "Enormously. I have mobility issues so a close GP surgery is crucial." **Multiple disabilities, Female, 55-64, White and Asian ethnicities**

Q7. "Better provision of GPs and NHS dentists."

Q8. "I would be more confident in coping with my mental health and physical health issues that come up." **Mental health condition, Male, 35-44, White British**

Q7. "I would like more street design favouring reducing cars and encouraging walking. I would like more work on reducing litter, fly tipping and graffiti and also as particularly use of nitrous oxide."

Q8. "I am of limited mobility so walking near my house is my only real option for exercise. Improved design for walking makes it easier for me to be healthy. The reduction in ASB would also reduce my stress levels and means I had to spend less time tidying up the neighbourhood. Reduced ASB would also mean my sleep was less interrupted and reduced graffiti would minimise damage to my property." **Autism, Female, 45-54, White British**

# Appendix 4. Selected Comments

## Experiences of people with disabilities

### Q9. What would help in your local area to exercise more and eat well?

"Council run gym way too expensive for people on benefits. Making it free or at a greatly reduced cost would help." **Long term condition, Male, 55-64, White British**

"Local gym centre, they can give advice to me about a healthy lifestyle." **Learning disability or difficulties, Male, 45-54, Asian ethnicity**

"Funding for activities for equipment instructors and the right furniture in centres for disabled to sit on and eat also centres that provide good healthy food at a reasonable price." **Physical or mobility impairment, Male, 65-74, White British**

"Free and friendly gym/outdoor gym. The local shops need a greater selection of foods (especially fresh foods)." **Multiple disabilities, Male, 55-64, White British**

"More fitness classes and community classes for cooking, health tips etc." **Physical or mobility impairment, Female, 55-64, White British**

"Free access to doing exercise more, advice would be helpful then get the motivation to exercise." **Learning disability or difficulties, Female, 25-34, Bangladeshi**

"Community subsidised gym. A local supermarket selling affordable fruit/vegs." **Long term condition, Female, 64-75, Prefer not to say**

"Better access to services. We need people to help visually impaired people when accessing local services." **Sensory impairment, Female, 25-34, Bangladeshi**

# Appendix 4. Selected Comments

## Experiences of people with disabilities

### 10. What existing community organisations do you value in your local area?

*"York Hall Leisure Centre but the changing rooms and cleanliness are poor." **Long term condition, Female, 55-64, White British***

*"Beyond Sight Loss and food banks." **Sensory impairment, Female, 65-74, Bangladeshi***

*"Local GP and pharmacy are brilliant." **Mental health condition, Female, 35-44, White British***

*"The local health care services are well run (if busy). I also see how used the food bank is and I appreciate it being there for people who need it. I love the parks and green spaces (I just wish they were safer at night)." **Physical or mobility impairment, Female, 35-44, Any other mixed background***

*"Lunch clubs, GP, Post office." **Sensory impairment, Male, Bangladeshi***

*"The Bromley by Bow Centre and Mind." **Mental health condition, Female, 45-54, Bangladeshi***

# Appendix 4. Selected Comments

## Experiences of people with disabilities

**Q13. Thinking about your neighbourhood, to what extent can you access a range of spaces with opportunities for play and recreation?**

*"Small park nearby but not many benches to sit down." **Physical or mobility impairment, Female, 55-64, Black Caribbean***

*"As long as I have a car, as I am disabled and can only reach the very nearest without the car." **Multiple, 55-64, Any other White background***

*"Too anxious to go outside - not receiving mental health support despite trying/asking for help." **Physical or mobility impairment, Female, 25-34, Any other White background***

*"There is limited space at times to walk on the road due to cycle lanes, and roads, which has made the walkways smaller." **Sensory impairment, Female, 65-74, Bangladeshi***

*"St George's in the East church garden is fantastic. I don't know what I would do without it." **Multiple disabilities, Female, 55-64, White and Asian ethnicities***

*"Need better access for blind people." **Sensory impairment, Female, 25-34, Bangladeshi***

*"Lots of parks, love the outdoor trampolines! There's a lack of spaces to use after dark that feel safe though." **Physical or mobility impairment, Female, 35-44, Any other mixed background***

# Appendix 4. Selected Comments

## Experiences of people with disabilities

### Q14. Thinking about your neighbourhood, to what extent does public transport meet your needs?

*"Local underground is ok by not disabled friendly." (Respondent lives in Bethnal Green) **Multiple disabilities, Female, 65-74, White British***

*"Improve frequency as visually impaired people struggle. Inconsiderate driver." **Sensory impairment, Male, Pakistani***

*"Disability makes transport an issue. Driving which makes life and places easier are progressively more difficult with road closures causing issues." **Physical or mobility impairment, Female, 65-74, White British***

*"it is not badly connected ( especially for mobile people) and even for me, if they do not also cut the one bus route that still goes all the way into town for theatre, cinema, meeting with friends for a meal that still exists - as I can not deal with the steps at the tube stations, and I am not the only one." **Multiple disabilities, 55-64, Any other mixed background***

*"Better connections going north would be appreciated but largely I think the public transport is one of the best things about where I live." **Multiple disabilities, Female, 35-44, Any other mixed background***

*"The transport is good, they help visually impaired." **Sensory impairment, Female, 65-74, Any other White background***

*"It is difficult to get a seat on the bus when holding a cane. The drivers don't let you sit down before they start driving off." **Sensory impairment, Female, 45-54, Other African ethnicity***



# Appendix 4. Selected Comments

## Experiences of people with disabilities

Q15. Thinking about your neighbourhood, to what extent do the homes support the needs of the community?

"A lot of need for smaller homes for disabled and elders also affordable." **Physical or mobility impairment, Male, 65-74, White British**

"More wheelchair-accessible housing needed." **Long-term condition, Female, 65-74, White British**

Q17. Thinking about your neighbourhood, to what extent do you feel safe at home and when you are out and about in this area?

"I am elderly and use a walking aid, so usually feel very safe as most people are kind and helpful if asked. I don't go out after dark so don't know how safe I would feel now, but when I was out and about at night I never felt less than safe." **Long term condition, Female, 75-84, White British**

"Except after dark. I stay away from dark areas at night due to visual impairment." **Sensory impairment, Female, 45-54, Other African ethnicity**

## Appendix 4. Selected Comments

Q18. What is the likelihood you will continue to reside in your area over the next 2 years?

*"I love my local area. I have been here since 2012. Friendly neighbours, good transport, green space." **Female, 55-64, White and Asian***

*"This is my permanent home and we just moved in and so far, we are looking to stay here for as long as we can. The house is very well built, especially for my sibling with SEN and ASD." **Male, 16-24, Bangladeshi***

*"Shared ownership. Happy here. Children settled in school. Secure jobs. Can't sell anyway because of cladding." **Female, 35-44, White British***

*"I've lived here for over 20 years and rent is affordable compared to other areas." **Female, 45-54, Any other Asian background***

*"Because London is great, and I don't want to live anywhere else. But traffic and pollution need to improve as I worry about raising my children in this environment." **Female, 45-54***

*"If the area doesn't become safer, less noisy and less polluted we will very likely move to Hackney or Islington." **Male, 35-44, Any other White background***


*"I lived here all my life, I can't move anywhere else due to money." **Male, 35-44, Other African***

## For more information

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