

**Green Street**  
Community Engagement Findings

Newham Council ran a community engagement exercise in May and June 2019 where we asked:

How would you like Green Street to look in the future?

How can we improve the high street?

How can we make the market better?

Over 21,000 response cards were distributed to properties in Green Street's three wards.

A total of 747 responses were received from the local community. These responses were interpreted and categorised into themes which are detailed in this document. The responses that sit behind these themes have provided the Council with a good insight into the local community aspirations, issues and priorities for Green Street and Queens Market. These findings will help to support the development of a programme of work for Green Street in 2020 and beyond. The Mayor, Ward Councillors and Council Officers will continue to engage and work with the residents and businesses of Green Street to ensure they are at the heart of everything we do.

# Categories

-  **Air quality** Relates to air pollution and poor air quality in Green Street caused by traffic and congestion
-  **ASB/CCTV/  
police/safety** All issues to do with anti-social behaviour, personal safety, surveillance and policing
-  **Better facilities** Relates to play areas, signage, wayfinding, public toilets, cash points, seating etc.
-  **Betting shops** Relates to the view that there are too many betting shops on the high street
-  **Commodity  
diversity** Includes a greater range of commodities than is currently sold at the market
-  **Cycling** Relates to improvements in infrastructure to support more cycling
-  **Destination** Relates to creating a place of interest that helps to attract more Newham residents and shoppers to visit

-  **Environment** Relates to cleansing, street sweeping, litter etc
-  **Events** Relates to more events and activation of the high street and market
-  **Greening** Relates to more trees, planting, soft landscaping, parks/green spaces
-  **Lighting** Relates to improved street and market lighting
-  **Management** Includes place management, street management, traffic management, waste management
-  **Market** Relates to general comments regarding Queens Market (questions 1 and 2)
-  **Marketing/  
promotion** Relates to more promotion and better marketing of Green Street and the market
-  **Modernise** Relates to improving and modernising Green Street in terms of its look and feel and offer

-  **Opening hours** Relates to either longer opening hours or more trading days for the market
-  **Parking** Relates to additional parking, including on-street and car parks
-  **Public realm** Relates to public spaces, foot-way and public art
-  **Public transport** Relates to view that public transport provision to and from Green Street needs to be improved
-  **Redevelopment** Redevelopment of sites including the market or parts of the town centre
-  **Retail diversity** Includes retail, cafés, restaurant and night-time economy
-  **Retain** Retain existing market, housing or do nothing to the high street
-  **Revamp/modernise** This relates to physical improvements to the existing market

-  **Shop fronts** Relates to shop fascia and building frontages
-  **Small business/enterprise** Supporting businesses through grants, encouraging start-ups, business support programmes
-  **Supermarket** Relates to request for more supermarkets
-  **Takeaways** Relates to the view that there are too many takeaways on the high street
-  **Traffic** Includes congestion and amount of traffic on Green Street
-  **Unlicenced street trading** Trading on the forecourt or public highway that is not licenced or permitted

**“How would you like Green Street to look in the future?”**

# environment

parking  
modernise  
less takeaways  
public transport  
air quality  
cycling  
destination  
better facilities

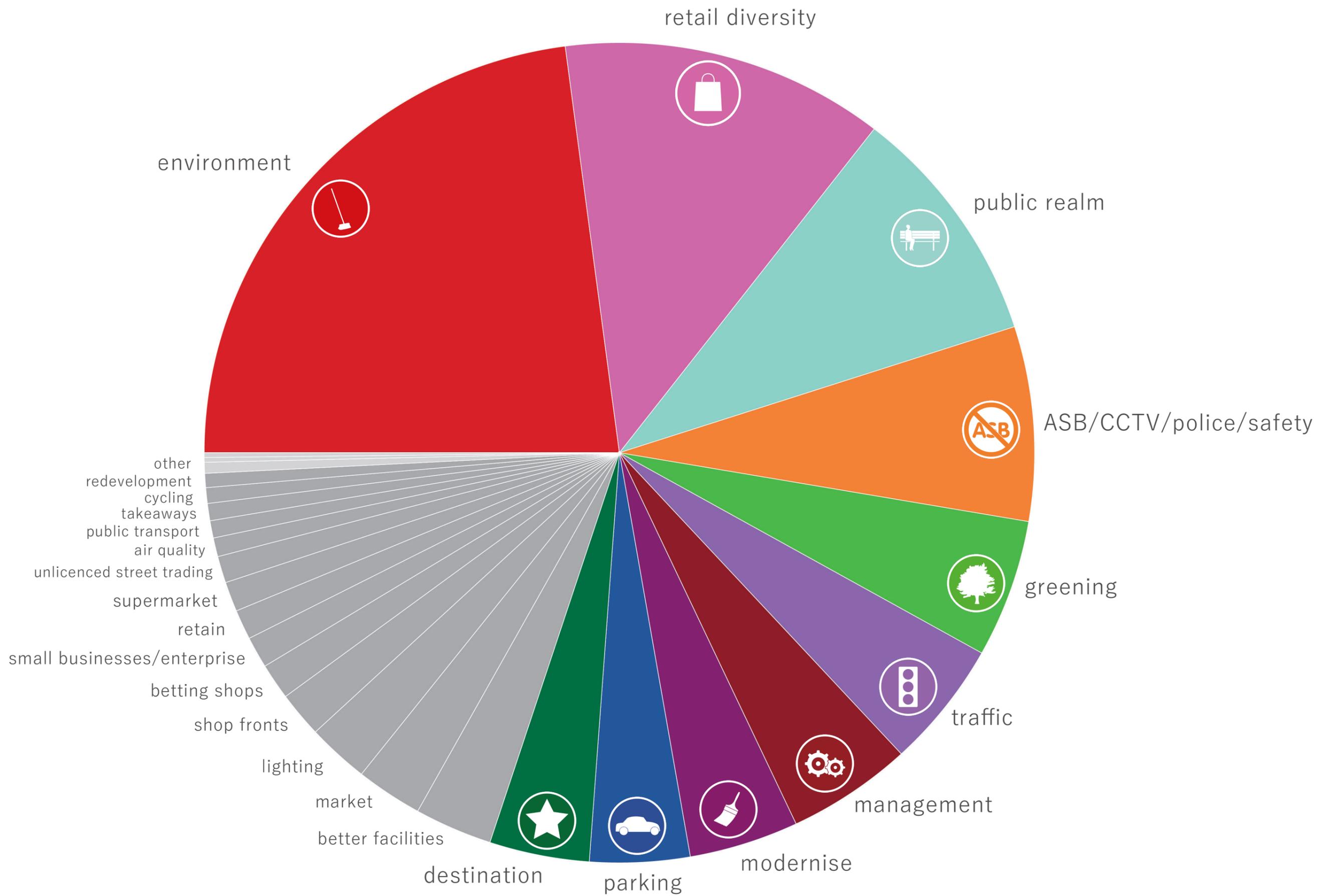
retail diversity

traffic  
small business/enterprise  
unlicensed street trading  
greening  
management  
shop fronts  
infrastructure  
retain  
redevelopment

supermarket  
public realm

lighting  
market  
less betting shops

ASB/CCTV/police/safety



**“How can we improve the high street?”**

ASB/CCTV/police/safety

air quality  
less takeaways  
infrastructure

cycling

environment

retail diversity

unlicensed street trading  
retain

parking

less betting shops

events  
modernise

lighting

shop fronts

public realm

small businesses/enterprise

market

better facilities

public transport

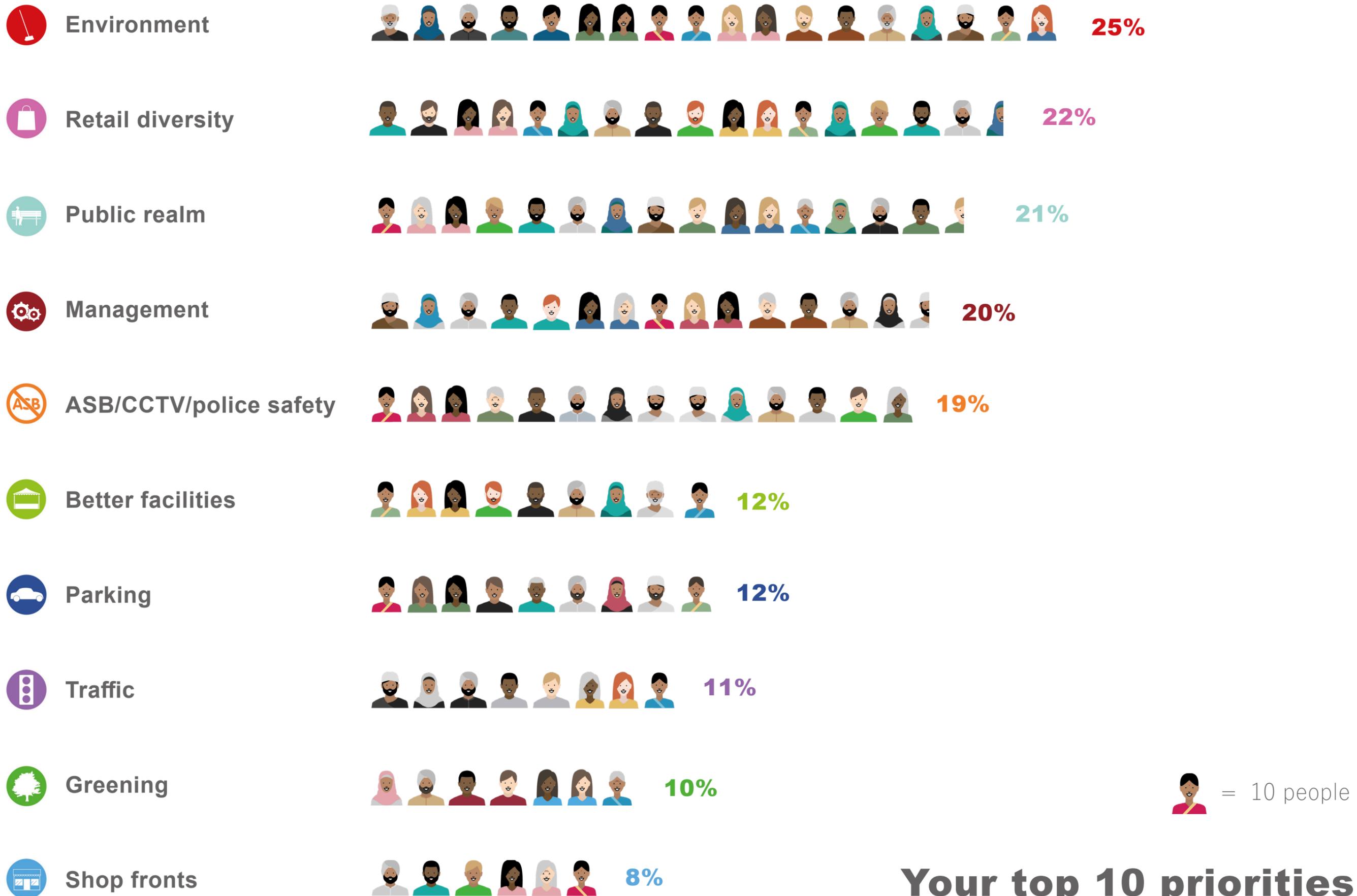
greening

destination

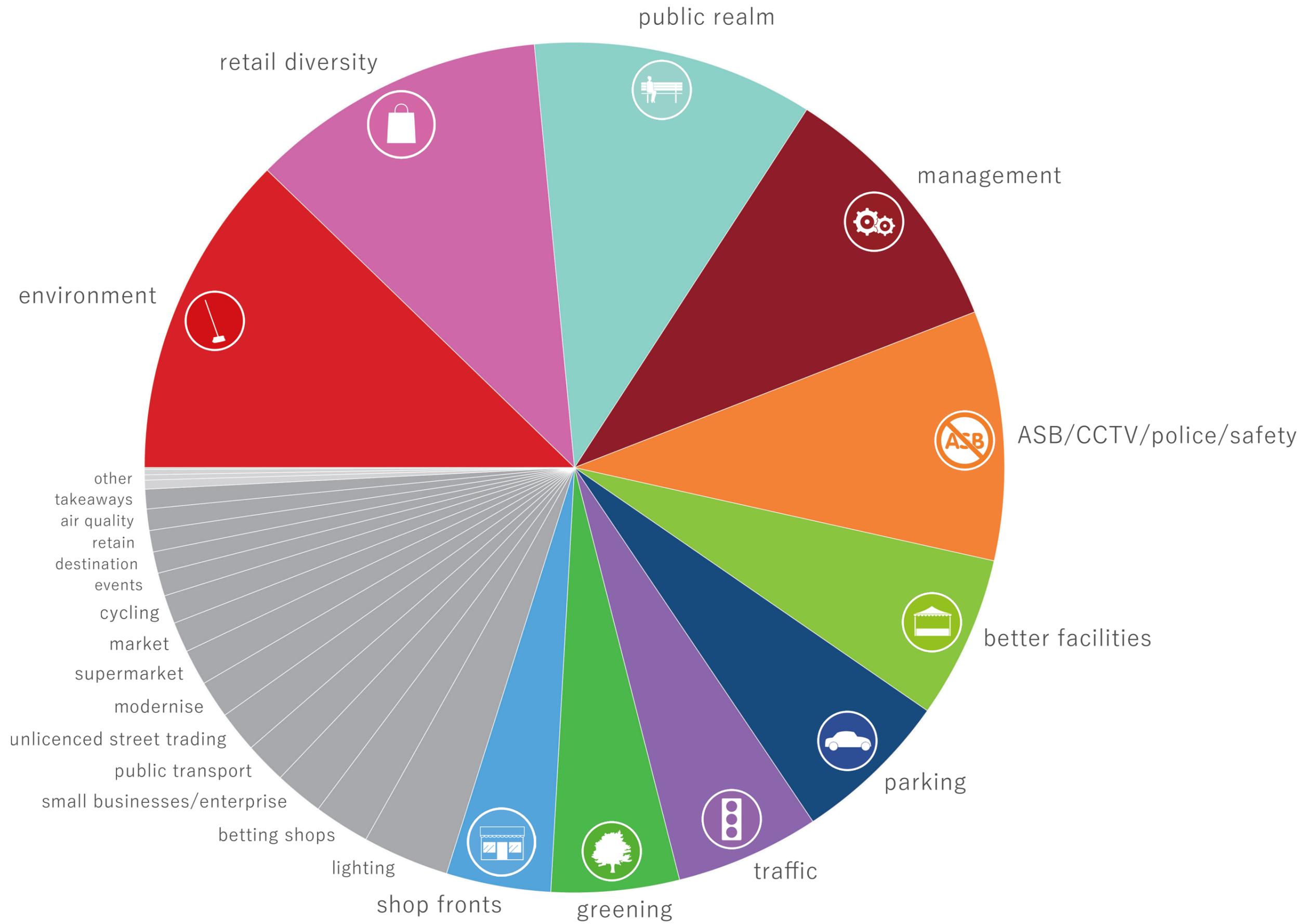
supermarket

traffic

management



## Your top 10 priorities



I would like to improve shopping with my children to go to a better place than before that's more cleaner

Better environment for shoppers and local residents



## **environment**

We need a more diverse range of shops to encourage all shoppers

Remove litter and gum from pavements



## **retail diversity**

Broader mix of independent shops and cafés

More high street shops/brands

Widen the pavement and repave, it's very busy and full of people

Improve pavements and widen some places



## public realm

Reduce speed limit to 20mph

Create more open street spaces such as the mosaics and benches in front of St Stephen's post office



## management

Enforce a no alcohol policy on the street, especially by Upton park tube station

Restrict parking on the main road, create more pedestrian space

Remove groups of people hanging around Upton Park station drinking alcohol

Better police presence in the evenings



**ASB/CCTV/  
police/safety**

Bike racks to encourage cycling

Have community officers patrol the area regularly during busy shopping times



**better facilities**

Need more benches to sit on for the elderly and the disabled

More seating and safe crossing for elderly and children

More parking spaces

Standardise parking charges for Shaftesbury Road and Queen's Market



## parking

Reduce the traffic flow, less cars

More short stay parking options



## traffic

Change the traffic lights to sort congestion

Do something about the traffic, perhaps make part of it one way only, to cut traffic

Plant trees and flowers to increase the natural beauty of the area

Make Green St green!



## greening

A design code to improve the quality of shop fronts whilst celebrating cultural diversity at the same time

More green spaces, parks and green squares



## shop fronts

Improve the look of shops to make the street more attractive

Shop fronts should be uniform as currently they are unsightly

**“How can we make the market better?”**

# environment

ASB/CCTV/police/safety

diversity  
commodity

supermarket

opening hours

traffic

marketing/promotion

retain

parking

events

public transport

greening

better facilities

management

revamp/modernise

small businesses

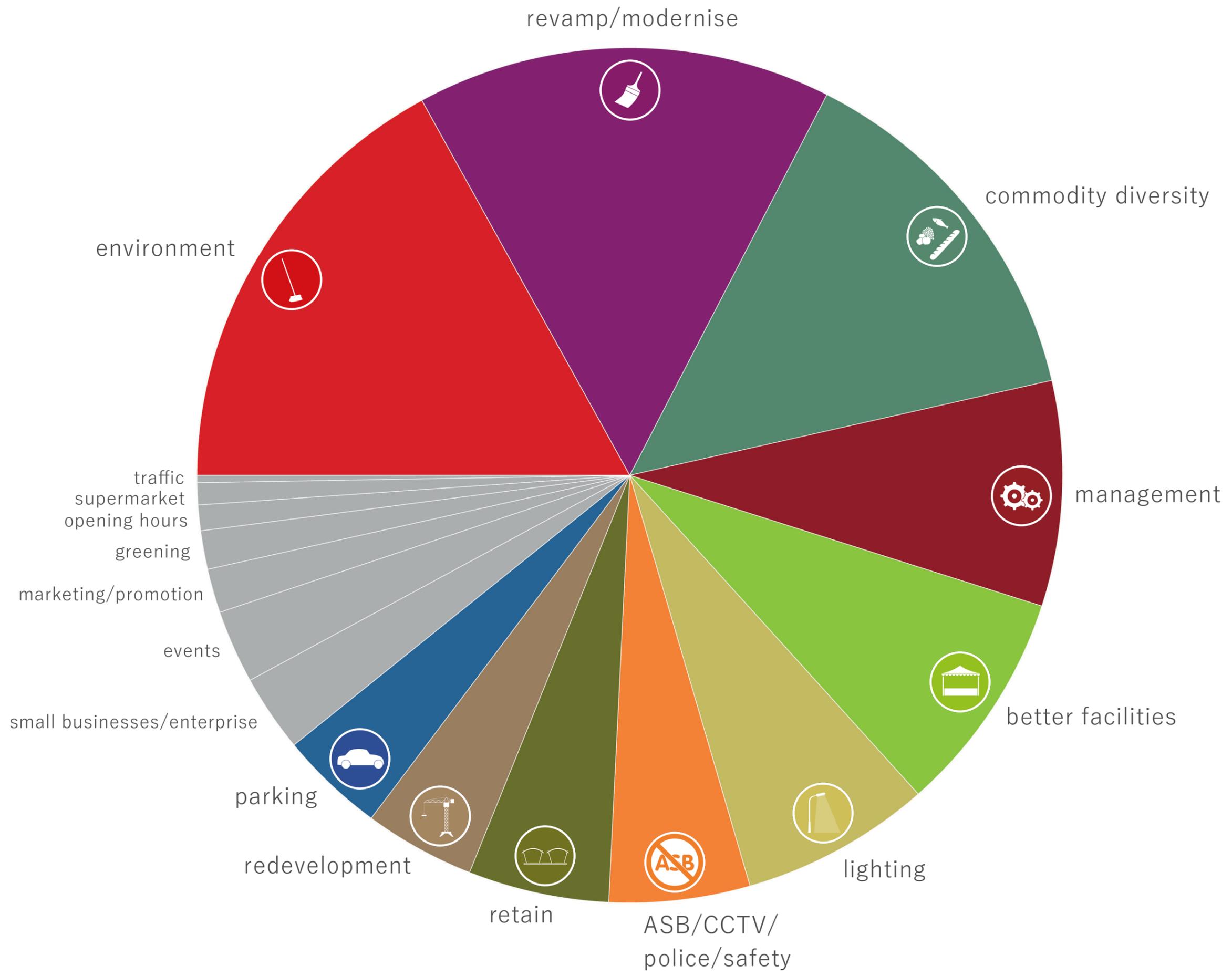
redevelopment

lighting



 = 10 people

# Your top 10 priorities



It lacks a basic level of cleanliness and so we stopped visiting

Keep the place and tidy



## **environment**

Revitalising it, so it appeals to a broader range of people



## **revamp/modernise**

Needs a complete clean up - looks dirty

More welcoming by way of a nicer entrance

The market's facilities need improvement - the stalls and variety are great - but the fabric and overall feel of the place is run down

More variety of stalls  
and limit the amount  
of same types of  
stalls

Try to encourage  
more craft/artisan  
traders



## **commodity diversity**

We have so much  
vibrant food in the  
East, we can make it  
a cool hub for world  
foods

Keep the market  
cleaner and be strict  
with the traders on  
this policy



## **management**

We love the market  
but a lot of mess is  
left after closing time

A more organised  
market with specific  
trade areas

Improve the lighting  
in the market, it is  
very dark and dingy

More lighting,  
preferably by natural  
light



## lighting

Improve/update the  
stalls and signs to  
make it more modern



## better facilities

Light the market up  
at night

Permanent stalls to  
be introduced

Family areas for  
children where they  
get to do activities

The market is currently a magnet for drug dealing, which makes it unsafe

People should not be drinking alcohol in the market, spoils the image and reputation



**ASB/CCTV/  
police/safety**

Don't pull down the market, we love shopping there

Too many pickpockets, it's unsafe



**retain**

Keep its character! I love the market and don't want it generic

It is busy and a much needed commodity, leave it how it is.

Redevelop the market

Regenerating Queens Market would hugely improve the Green Street area



## redevelopment

We used to go to Queen's Market every week but the parking fees have put us off

Consider rebuilding it based on old Spitalfields Market



## parking

More parking spaces that are affordable for shoppers

Free parking for 30 minutes



east