

# Newham Residents' Survey 2025

Detailed analysis report

April 2026

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# Methodology and analysis approach

# Research objectives



- Between 3<sup>rd</sup> November and 21<sup>st</sup> December 2025, M·E·L Research interviewed a stratified random sample of Newham residents.
- The primary objectives of this research were:
  - To collect fresh insight on how residents perceive the London Borough of Newham Council and their local area
  - To capture views on the services that residents receive from the Council
  - To explore residents' priorities and concerns
  - To explore how views differ between different demographic groups and how opinions vary spatially
  - To benchmark perceptions within Newham against those held by UK residents or other London Boroughs where possible
  - To indicatively compare against opinions in previous years – with cautious caveats applied to these comparisons
- M·E·L Research carried out this survey on behalf of Newham Council. They are an independent social research agency that supports public sector organisations with high-quality insight, evaluation and engagement. You can find out more at [melresearch.co.uk](https://melresearch.co.uk).

# Methodology



- A face-to-face interviewing methodology at residential addresses was used on the basis that:
  - This approach allows the **greatest control of the sample composition** both geographically and by key demographics, collecting a sample that is representative of the borough's diverse population.
  - An interviewer-led engagement **enhances data quality**, by reducing ambiguity in question interpretation. It also sustains residents' attention for a longer period, allowing a greater range of issues to be covered.
  - Sampling was undertaken using **Census Output Areas (COAs)** as the primary sampling units. Within each ward, COAs were ranked by the Index of Multiple Deprivation (IMD) to make sure that the target sample was representative by deprivation. COAs were then selected at random as sampling points. The number of sampling points selected was proportional to the interviewing target for each ward. All addresses for each COA sampling point were made available to interviewers, with a target of 10 interviews set per sampling point.
  - For reporting purposes, results are presented by **Community Neighbourhood Areas (CNAs)**, which are Newham's recognised neighbourhood groupings. Each CNA is made up of several COAs. This means the survey sample was drawn at COA level for robust and geographically controlled sampling, and then aggregated to CNA level for analysis and reporting in line with locally meaningful areas.
  - Quotas were set to ensure the final sample reflected the borough's population profile. **Ward-level quotas** were applied by age and gender, and borough-level quotas by ethnicity, housing tenure and employment status, using Census 2021 data..

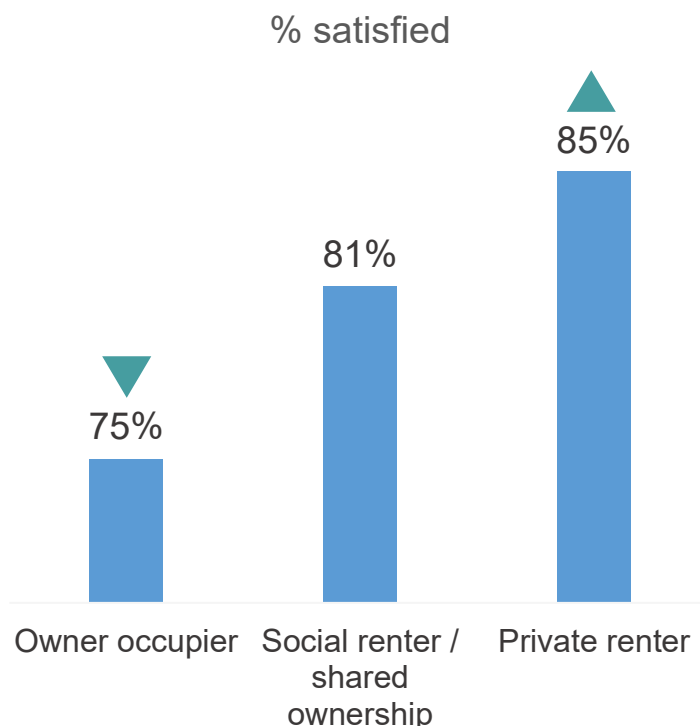
# Data weighting and confidence level



- In total **1,523 interviews** were completed. While the application of quotas at ward and borough level ensured a diverse mix of residents were interviewed, the final dataset was weighted. This weighting eliminates the effect of differential response rates by geography and between demographic groups so that the resulting data is fully representative of the borough. The final data has been weighted by ward, age, gender, ethnicity, tenure and employment status, using 2021 Census population data.
- The sample size of 1,523 means that this dataset has a maximum **confidence level** of +/-2.51 at the borough level (at a 95% level of confidence). This means that we can say with 95% confidence that the responses reported will be no more than 2.51 percentage-points different than if all residents of the borough were interviewed.
- **Sub-group analysis** i.e., comparing responses from particular resident groups or from specific locations within the borough will have wider confidence intervals because the samples are smaller, meaning we can have less confidence in the results than the whole population. Any sub-groups with a sample size below 30 are therefore excluded from the analysis.
- Maximum confidence levels for ethnic group have also been calculated. Those who identify to be of white ethnicity have a sample size of 460 (+/- 4.6), those who identify to be of Asian ethnicity have a sample size of 696 (+/- 3.7) and those who identify to be of Black ethnicity have a sample size of 268 (+/-6.0). This means that we can say with 95% confidence that the responses reported will be no more than the reported percentage-points (+/-) different than if all residents of that ethnic identity were interviewed.

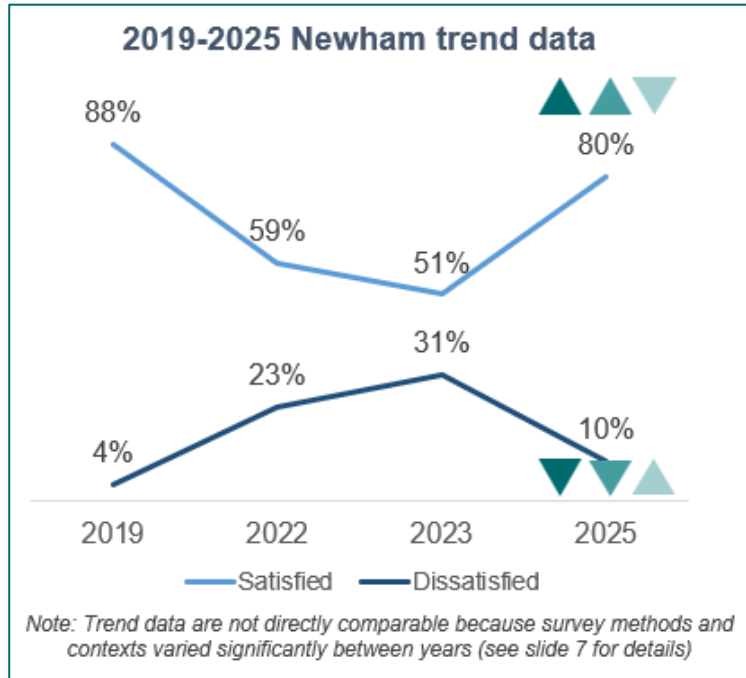
# Explanation of significant difference for disaggregated data

How satisfied or dissatisfied are you with your local area as a place to live?



- In this report, figures are highlighted to show where results differ significantly for a particular sub-group (such as ward or age range) from the borough-wide average. These differences are described as statistically significant.
- In simple terms, a result is statistically significant when we can be confident that the difference observed is not due to random chance, but reflects a genuine difference in views or experiences among residents in that area.
- In the example on the left, 85% of private rented residents say they are satisfied with their local area as a place to live. This figure is significantly higher than the borough average, indicating that satisfaction among private renters is meaningfully higher than average rather than a marginal difference driven by sampling variation. In contrast, only 75% of owner occupiers report being satisfied with their local area. This is significantly lower than the borough-wide average, suggesting that satisfaction among owner occupiers is meaningfully lower, rather than a small deviation attributable to sampling variation.
- Statistical significance has been assessed using standard thresholds (95% confidence), and results have been flagged where differences between a sub-group and the borough average meet this threshold.

# Comparisons with historical data

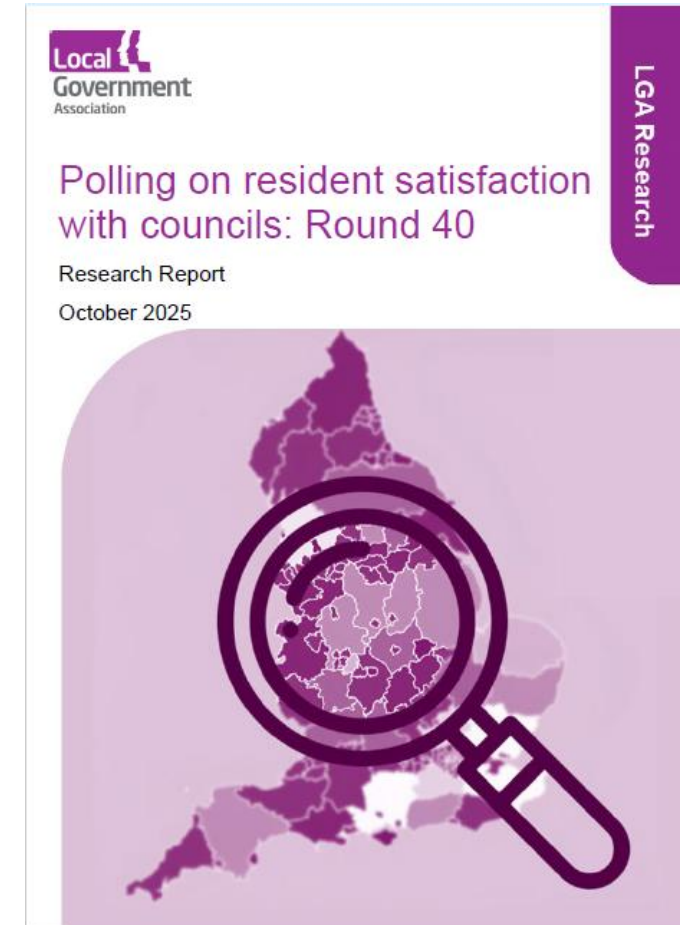


- ▲▲ Significantly higher or lower vs 2023 at 95% loc
- ▲▲ Significantly higher or lower vs 2022 at 95% loc
- ▲▲ Significantly higher or lower vs 2019 at 95% loc

- Throughout this report, we have also highlighted 2025 figures that differ significantly from previous iterations of the survey – please refer to previous slide for explanation of significant difference.
- Comparison data in this report is included from 2023, 2022 and 2019.
- There are **considerable caveats** that need to be considered with these comparisons to historical data and **real caution should be applied with any interpretation:**
  - 2019 was the last time this survey was run using an interviewer-led face-to-face methodology, and so this data has been included for comparison as it is the most methodologically comparable of the three previous years. However, caution still needs to be taken with interpretation of data due to the length of time since 2019 and all that has happened in the world and within Newham (including the COVID pandemic) since then.
  - Both 2022 and 2023 surveys were conducted using a push-to-web online and paper methodology due to COVID pandemic restrictions in place during the time of fieldwork for the 2022 and for consistency and cost reasons in 2023. Randomly sampled respondents were sent a letter inviting them to take part in the survey, which was self-completed online or on paper with no interviewer present. In this scenario, the response rate is driven by those inclined to respond this way and results may be more negative – strength of negative feeling can be a key driver in response rate to this methodology. Therefore, although this data has been included here for completeness, these methodological differences mean that confidently identifying trends between 2022-2025 is challenging and direct comparisons cannot be made.
  - A further caveat is that some survey questions have been subject to some wording and position changes over the years, which can also impact comparability.

# Benchmarking

- Where appropriate, the responses from Newham residents have been compared to the LGA benchmarks produced by its ongoing polling activity. Comparisons are made to the most recent dataset from October 2025, in which a random sample of 1,001 British adults (18+) were polled by telephone.
- These benchmarks are derived from a representative telephone polling methodology, rather than the face-to-face interviewing method used among Newham residents.
- On the basis of these methodological differences, direct comparisons to the LGA data should not be made.



**Sample**

# Sample profile

The map and table below explain the profile of the survey sample by Community Neighbourhood Areas (CNAs) prior to and post the application of corrective weighting.



CNA	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Beckton and Royal Docks	169	11%	12%	11%
Custom House and Canning Town	158	10%	10%	10%
East Ham	218	14%	14%	14%
Forest Gate	176	12%	12%	12%
Green Street	207	14%	13%	14%
Manor Park	198	13%	12%	13%
Plaistow	211	14%	14%	14%
Stratford and West Ham	186	12%	13%	12%

Borough population profiles are based on 2021 census data.

# Sample profile

The tables below summarise the profile of the survey sample by key demographics prior to and post the application of corrective weighting

Ethnicity	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Indian	227	15%	13%	11%
Pakistani	117	8%	8%	9%
Bangladeshi	248	16%	14%	16%
Chinese	22	1%	1%	2%
Any other Asian background	82	5%	6%	5%
Caribbean	83	5%	5%	4%
African	169	11%	11%	12%
Any other Black, Black British, or Caribbean background	16	1%	1%	2%
White and Black Caribbean	17	1%	2%	1%
White and Black African	14	1%	1%	<1%
White and Asian	1	<0.5%	<0.5%	<1%
Any other Mixed or multiple ethnic background	17	1%	2%	2%
English, Welsh, Scottish, Northern Irish or British	261	17%	18%	15%
Irish	7	<0.5%	<0.5%	<1%
Gypsy or Irish Traveller	0	0%	0%	<0.5%
Roma	12	1%	1%	<1%
Any other White background	180	12%	12%	15%
Arab	4	<0.5%	1%	1%
Any other ethnic group	31	2%	4%	4%
Prefer not to say	15	1%	1%	0%

Gender	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Male	750	49%	50%	50%
Female	773	51%	50%	50%

Age	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
16-24	175	11%	14%	17%
25-34	441	29%	28%	26%
35-44	356	23%	21%	22%
45-54	264	17%	16%	16%
55-64	128	8%	10%	11%
65+	158	10%	9%	9%
Prefer not to say	1	<0.5%	<0.5%	0%

Borough population profiles are based on 2021 census data.

**WE ARE NEWHAM.**

# Sample profile

The tables below summarise the profile of the survey sample by key demographics prior to and post the application of corrective weighting

Employment status	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Employed in a full-time job (31+ hours per week)	659	43%	36%	47%
Employed in a part-time job (less than 31 hours per week)	183	12%	11%	
Self-employed (full or part-time)	124	8%	13%	13%
Actively seeking employment	54	4%	5%	5%
Permanently retired	152	10%	8%	8%
Studying full or part-time (at school, college OR university)	93	6%	10%	10%
On a government supported training scheme (e.g. Apprenticeship)	1	<0.5%	<0.5%	0%
Looking after the home or family	144	9%	9%	9%
Unable to work due to a health or medical issue	53	3%	4%	4%
Prefer not to say	60	4%	5%	5%

Disability	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Yes	126	8%	7%	12%
No	1377	90%	91%	88%
Prefer not to say	20	1%	1%	0%

Care experience	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Yes	53	3%	3%	Not available
No	1461	96%	96%	Not available
Prefer not to say	9	1%	1%	Not available

Borough population profiles are based on 2021 census data.

# Sample profile

The tables below summarise the profile of the survey sample by key demographics prior to and post the application of corrective weighting

Religion	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
No religion	343	23%	23%	15%
Christian	461	30%	31%	35%
Buddhist	10	1%	1%	<1%
Hindu	150	10%	9%	6%
Jewish	1	<0.5%	<0.5%	<0.5%
Muslim	468	31%	29%	35%
Sikh	20	1%	2%	2%
Other	4	<0.5%	<0.5%	0.5%
Prefer not to say	66	4%	5%	7%

Tenure	Survey count	Unweighted survey %	Weighted survey %	Actual borough %
Own outright	227	15%	18%	13%
Own with a mortgage or loan	152	10%	12%	18%
Rent from the Council	323	21%	17%	16%
Rent from a Housing Association / Trust	186	12%	11%	13%
Rent from a private landlord	562	37%	37%	36%
Shared ownership (part own and part rent)	12	1%	2%	2%
Other	21	1%	<0.5%	<0.5%
Prefer not to say	40	3%	3%	0%

Borough population profiles are based on 2021 census data.

# Key findings

# Perceptions of Newham Council

Overall perceptions of Newham Council are positive, though variation is evident across different areas of the borough and population groups.

- Around two thirds of residents (64%) are satisfied with the way Newham Council runs things.
- Trust in the Council is also relatively high, with seven in ten (72%) residents stating that they trust Newham Council.
- Perceptions of how the Council runs things show the strongest association with local area satisfaction, indicating that views about leadership, delivery, and visible competence tend to coincide with higher overall area satisfaction.
- Value for money, trust in the Council and perceptions that the Council acts on residents' concerns are associated with overall satisfaction with the Council itself.
- Cleanliness of streets and accessible areas, road and pavement maintenance, and street cleaning also show associations with satisfaction measures, highlighting that views of visible services frequently correspond with residents' levels of satisfaction with the Council.

## **Geographic and demographic patterns**

- Geographically, satisfaction with the Council is highest in Stratford and lowest in Forest Gate.
- Younger residents and private renters tend to be more positive about how the Council runs things, while older residents, owner occupiers and disabled residents are less positive on average.
- Differences by gender, ethnicity and religion are generally modest, though some minority groups show higher trust and satisfaction than the borough average.

# Communication and empowerment

Residents generally feel informed by the Council, but this does not always translate into a sense of influence or empowerment.

- Six in ten (61%) residents say they know at least a fair amount about how the Council makes decisions and how to access services, with the Council website and direct postal communications being the most impactful information channels.
- However, fewer than half of residents (47%) feel they can influence decisions the Council makes about their local area, indicating a clear gap between being informed and feeling empowered.
- Digital readiness is high overall, with nine in ten residents saying they would be likely to access Council services online if needed.
- Key barriers to online access are not technical confidence alone, but a preference for speaking to someone face to face or by phone.

## **Geographic and demographic patterns**

- Feelings of influence are notably higher among those living in Stratford and are lower in Forest Gate and Custom House and Canning Town.
- Older residents, disabled residents and social renters are less likely to feel confident using online services
- Differences by gender and ethnicity are generally small, suggesting empowerment is driven more by place and life circumstances than by identity alone.

# Perceptions of home and local area

Views of residents' homes and neighbourhoods are broadly positive, but with clear and consistent spatial differences.

- Eight in ten (80%) residents are satisfied with their local area.
- Satisfaction with the quality and safety of the home is high overall, with more than eight in ten residents satisfied in this respect.
- Most residents feel safe in their local area during the day, but feelings of safety drop sharply after dark (54% feel safe in this context). Safety after dark is a particular concern among women, older residents and disabled residents.
- Crime and anti-social behaviour are among the most frequently cited concerns about the local area, alongside cleanliness and maintenance of streets and public spaces.
- Feelings of belonging to the local area are generally positive, and agreement that people from different backgrounds get on well together is high across the borough.
- Satisfaction with housing affordability is more mixed: while most residents describe costs as manageable, only a minority consider them genuinely affordable.

## **Geographic and demographic patterns**

- Residents in Stratford and Manor Park consistently record higher satisfaction with home quality, safety and neighbourhood conditions, while those in Forest Gate are more likely to give ratings below the borough average.
- Social renters report lower satisfaction with home quality and safety, and a weaker sense of belonging, compared with owner occupiers and private renters.
- Disabled residents are more likely to report lower satisfaction with their home environment and housing affordability, and have lower feelings of safety, particularly after dark.

# Wellbeing and quality of life

Overall wellbeing in Newham is relatively strong, but there are clear signs of pressure among specific groups.

- Most residents report high life satisfaction, with the majority scoring their life satisfaction at 7 or above out of 10.
- Loneliness is uncommon for most residents, with nearly six in ten saying they never feel lonely and only a very small minority feeling lonely often.
- Perceived social support is generally strong, with most residents confident that they can rely on people close to them if they face a serious problem.
- Financial wellbeing is more mixed: while most residents say they are managing, around one in ten report finding things quite or very difficult. A small minority also report recent food insecurity, indicating that financial pressures, while not widespread, are acute for some residents.

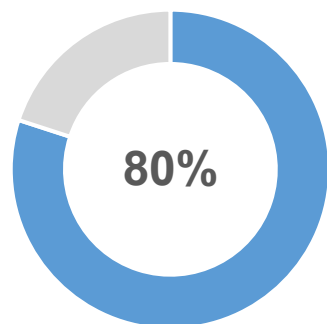
## **Geographic and demographic patterns**

- Stratford residents report stronger wellbeing outcomes on some measures, including higher life satisfaction and lower levels of financial difficulty. However, Stratford also stands out for significantly weaker personal support networks compared with the borough average.
- Disabled residents stand out across this theme: they are more likely to report loneliness, weaker personal support networks, financial difficulty, food insecurity and lower life satisfaction.
- Social renters are more likely to experience weaker personal support networks, financial difficulty and food insecurity compared with owner occupiers and private renters.
- Residents with no religion tend to report lower wellbeing across several measures, while some religious groups report stronger feelings of belonging and social support.

# Perceptions of Newham Council

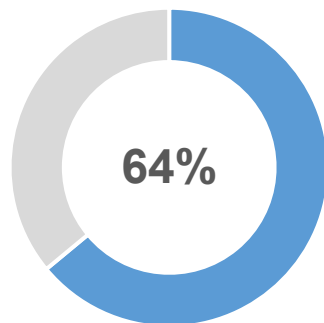
# Headline indicators

## Contextual anchor – perceptions of place

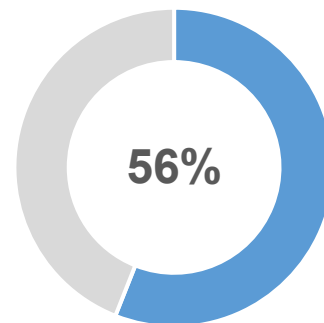


Satisfied with local area

## Performance and delivery

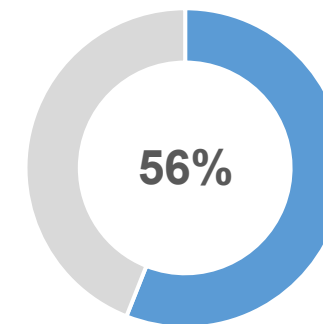


Satisfied with the way the Council runs things



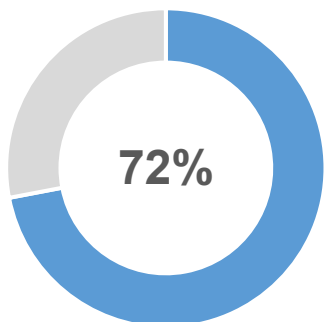
Agree that the Council provides value for money

## Openness and accountability

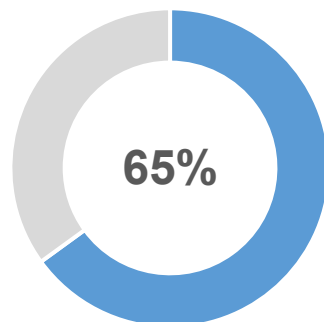


Believe the Council is open and transparent

## Trust and confidence



Trust the Council



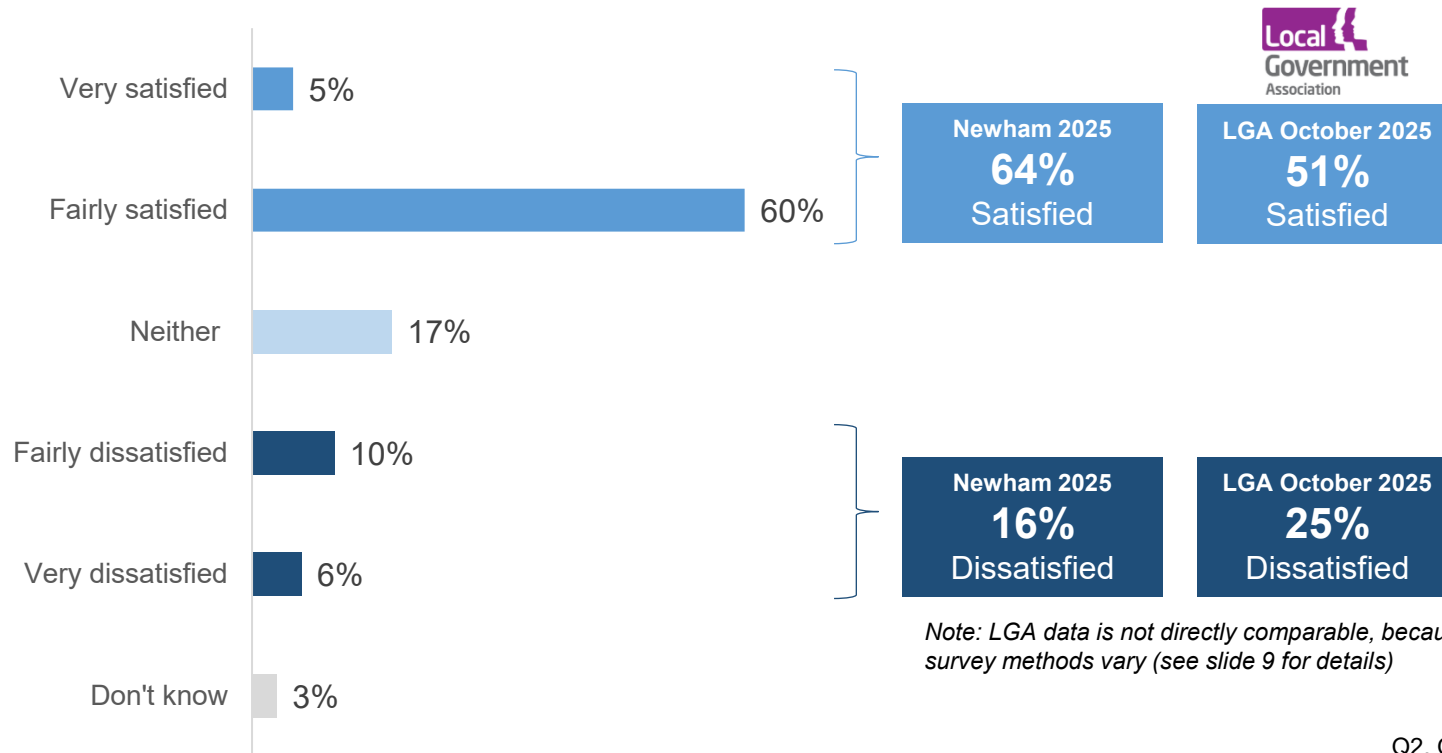
Believe the Council acts on resident concerns

- ✓ Trust and perceptions of responsiveness are relatively strong, while value for money and transparency are areas of relative weakness.
- ✓ Satisfaction with the local area (80%) is substantially higher than satisfaction with how the Council runs things (64%), pointing to a gap between perceptions of place and the Council.
- ✓ Additional analyses show that perceptions of value for money, transparency, and responsiveness are among the factors most closely associated with overall satisfaction with the Council.

# Just over six in ten (64%) are satisfied with how the Council runs things

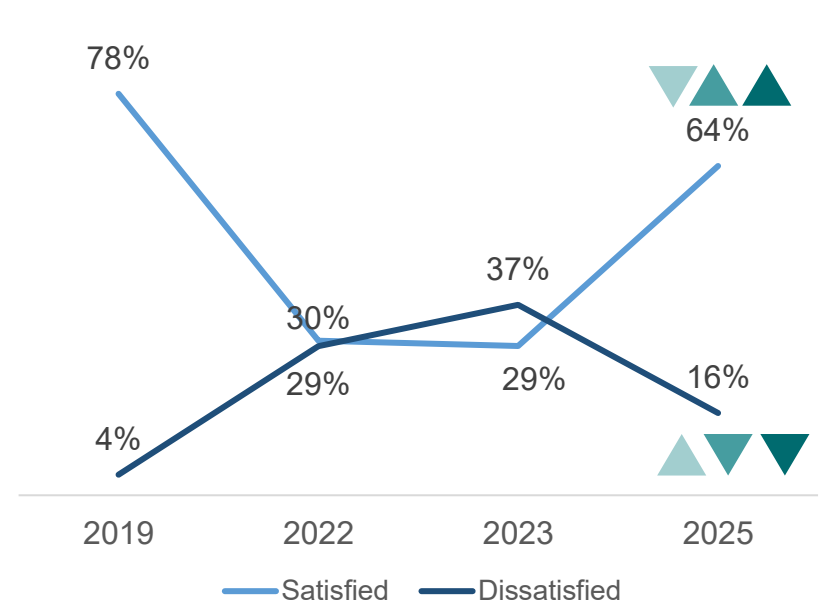
Satisfaction with the Council has risen significantly since 2023.

Newham 2025



Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)

2019-2025 Newham trend data



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

Q2. Overall, how satisfied or dissatisfied are you with the way Newham Council runs things?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117

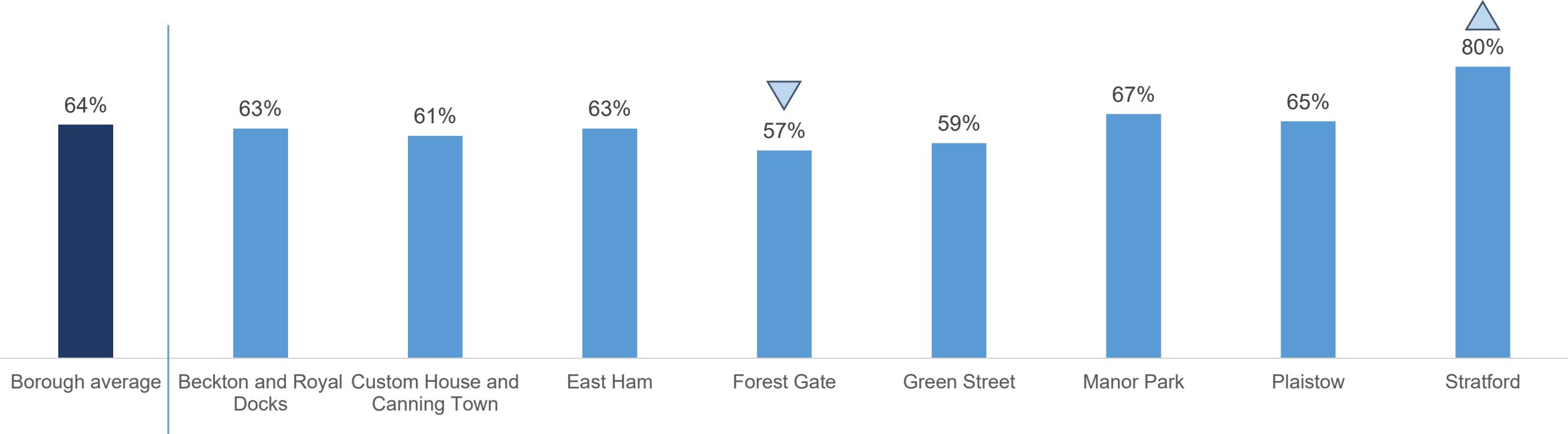
- Significantly higher or lower vs 2023 at 95% loc
- Significantly higher or lower vs 2022 at 95% loc
- Significantly higher or lower vs 2019 at 95% loc

# Satisfaction with how the Council runs things by Community Neighbourhood Area (CNA)

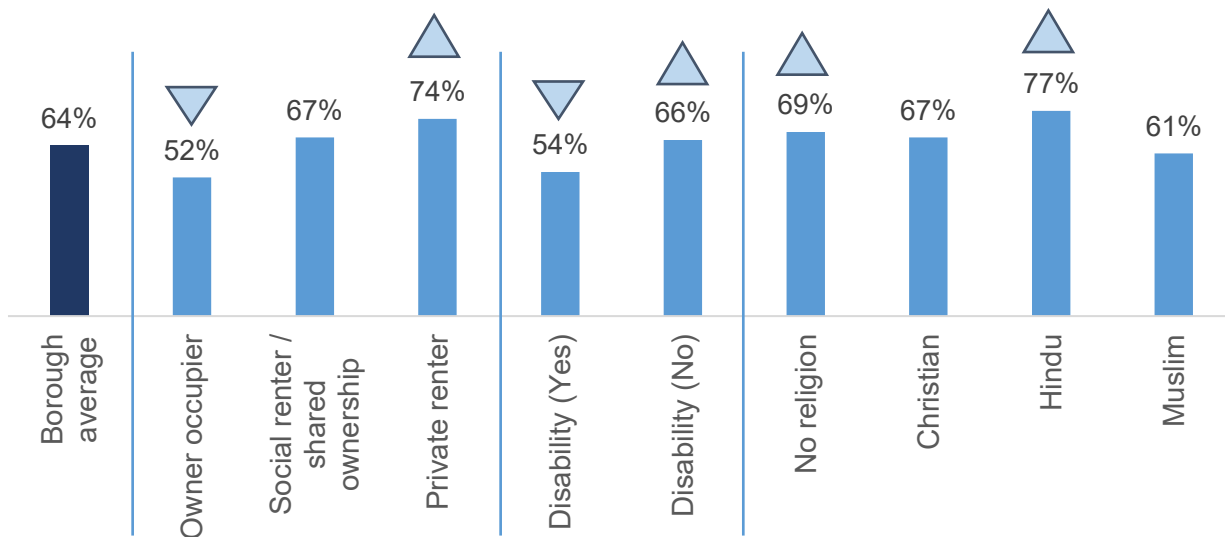
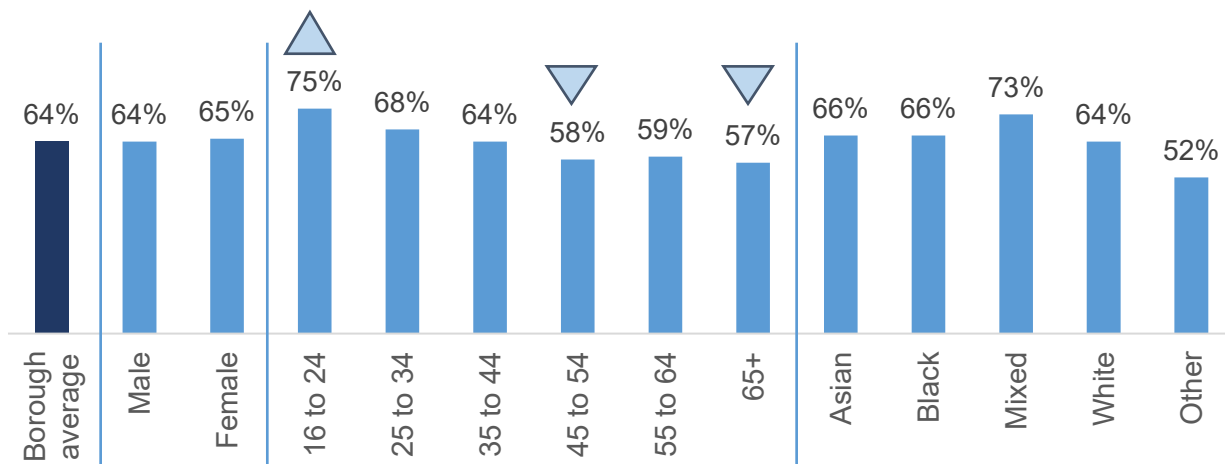


Satisfaction with the way Newham Council runs things varies across the borough. Stratford records the highest level of satisfaction at 80%, and this is significantly higher than the borough average.

In contrast, Forest Gate records the lowest level of satisfaction at 57%, which is significantly lower than the borough average. Satisfaction levels in the remaining areas are broadly in line with the borough average.



# Satisfaction with how the Council runs things by demographic group

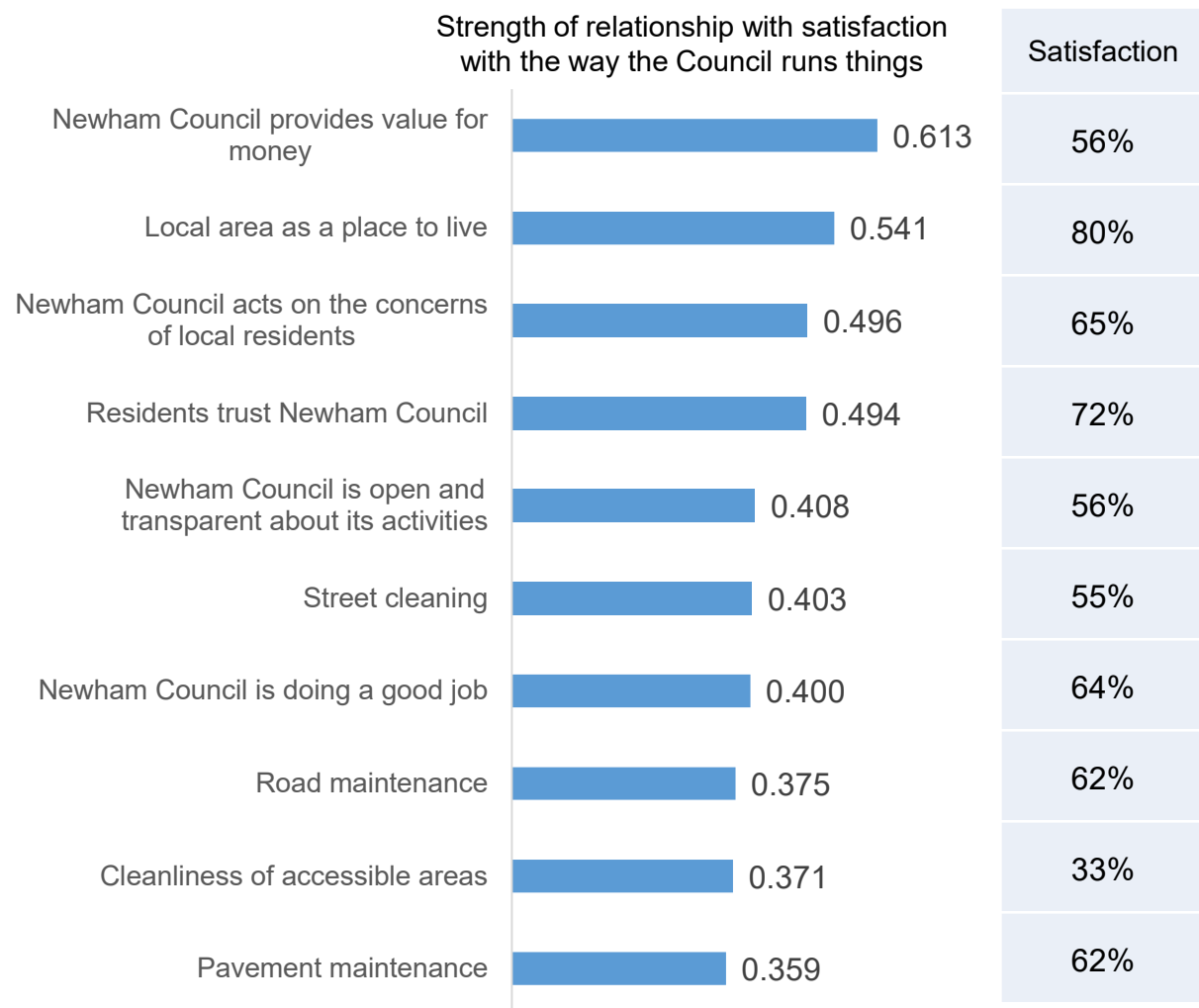


Views on how Newham Council runs things also differ across several demographic groups when compared with the borough average of 64%:

- **Age:** Satisfaction is highest among younger residents, with 75% of those aged 16 to 24 satisfied, while satisfaction is lower among those aged 45 to 54 (58%) and those aged 65 and over (57%).
- **Ethnicity:** Residents from mixed ethnic backgrounds are more positive than average, with 73% satisfied with how the Council runs things.
- **Housing tenure:** Private renters again stand out positively, with satisfaction at 74%, while owner occupiers are much less likely to be satisfied, at just 52%.
- **Disability:** Residents without a disability report satisfaction broadly in line but slightly above average at 66%, while satisfaction among those with a disability is notably lower at 54%.
- **Religion:** Hindu residents report higher satisfaction (77%).



# Key factors associated with Council satisfaction



#### How to interpret

- Bar length = strength of association (correlation with overall satisfaction).
- % score = current level of satisfaction with that factor.

High correlation + lower satisfaction = potential focus area.

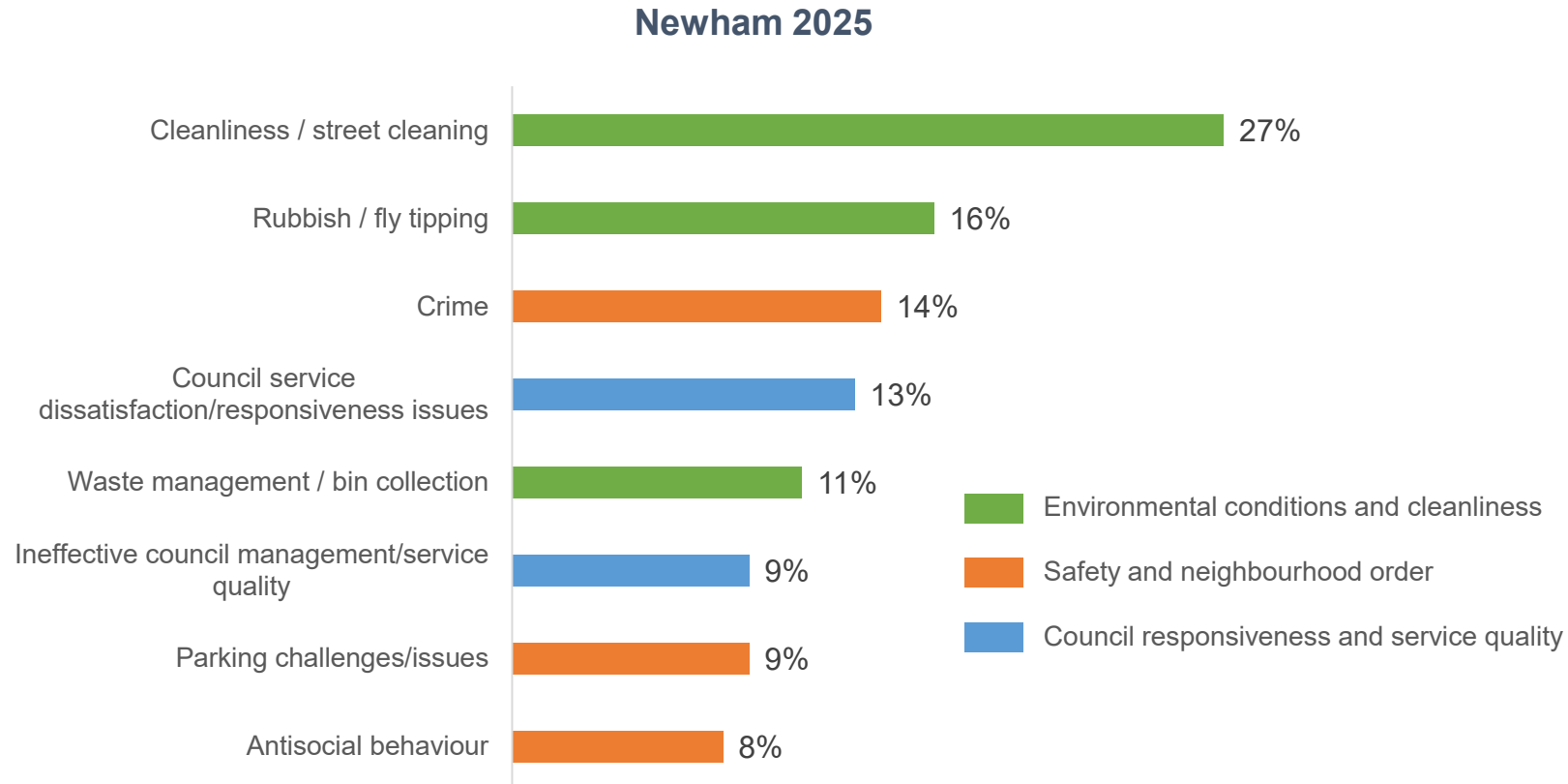
Satisfaction with the way Newham Council runs things is most strongly associated with perceptions of value, trust, and responsiveness, alongside broader views of the local area:

- **Value for money** shows the strongest association with satisfaction, highlighting that residents who feel services represent good use of public funds tend to report higher satisfaction.
- **Overall perceptions of the local area** are closely linked to views of the Council. Residents who feel positive about Newham as a place to live are also more likely to be satisfied with how the Council runs things.
- **Responsiveness and trust** show strong associations with overall satisfaction. Feeling that the Council acts on residents' concerns and having trust in the Council both correspond with higher satisfaction levels.
- **Transparency and performance** also relate to satisfaction levels. Views that the Council is open, transparent, and doing a good job are commonly associated with more positive overall assessments.
- **Visible service delivery**, including street cleaning, road maintenance, pavement maintenance and cleanliness of accessible areas, show weaker but still notable associations.

Overall, the findings suggest that higher satisfaction with how the Council runs things is most closely associated with perceptions of value for money, trust and responsiveness, supported by consistent delivery of everyday visible services.

# Concerns about cleanliness and waste sit at the heart of dissatisfaction with how the Council runs things

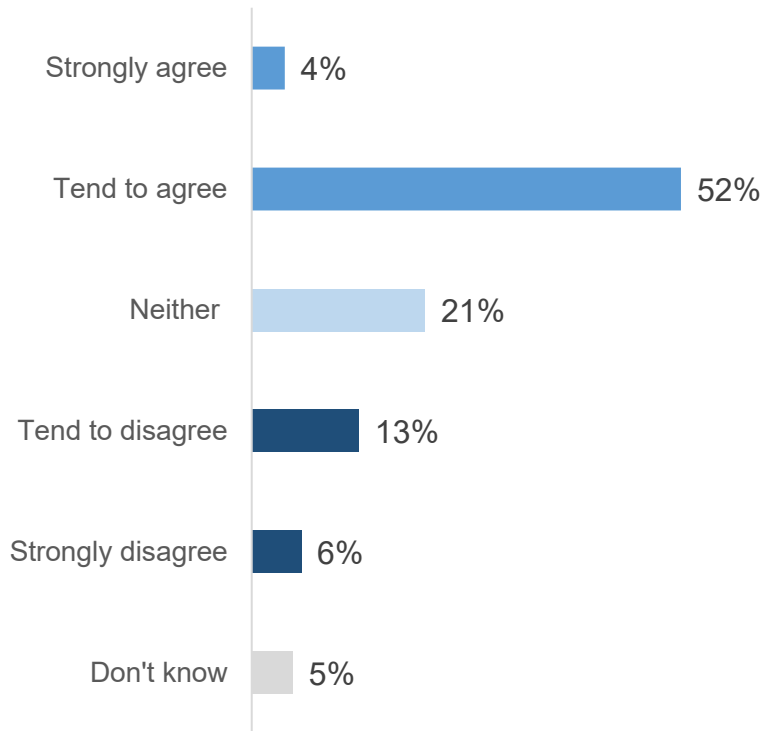
Dissatisfaction is rooted in residents' day to day experiences of their local environment and how quickly issues are dealt with.



Q3. Please can you tell me why you are dissatisfied with the way Newham Council runs things?  
Unweighted sample base: 225  
Figures of less than 8% are not shown for presentation purposes

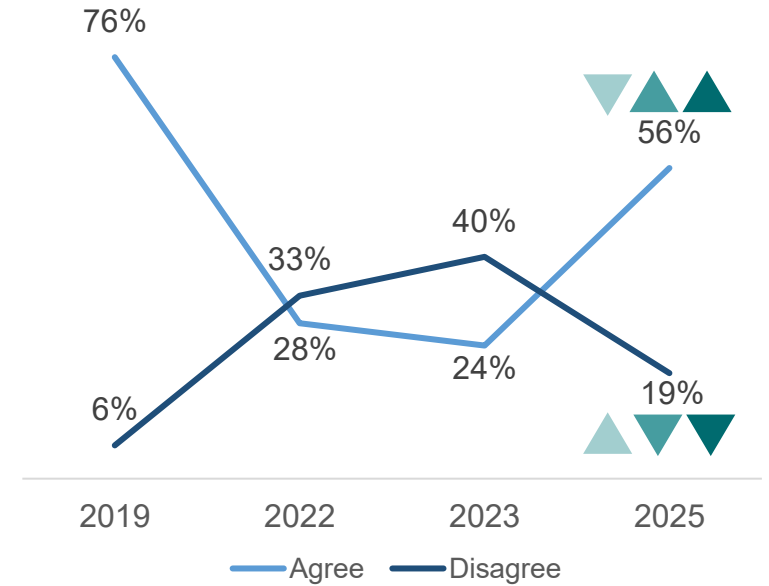
# Over half (56%) of residents agree that the Council provides value for money

Newham 2025



Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)

2019-2025 Newham trend data



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

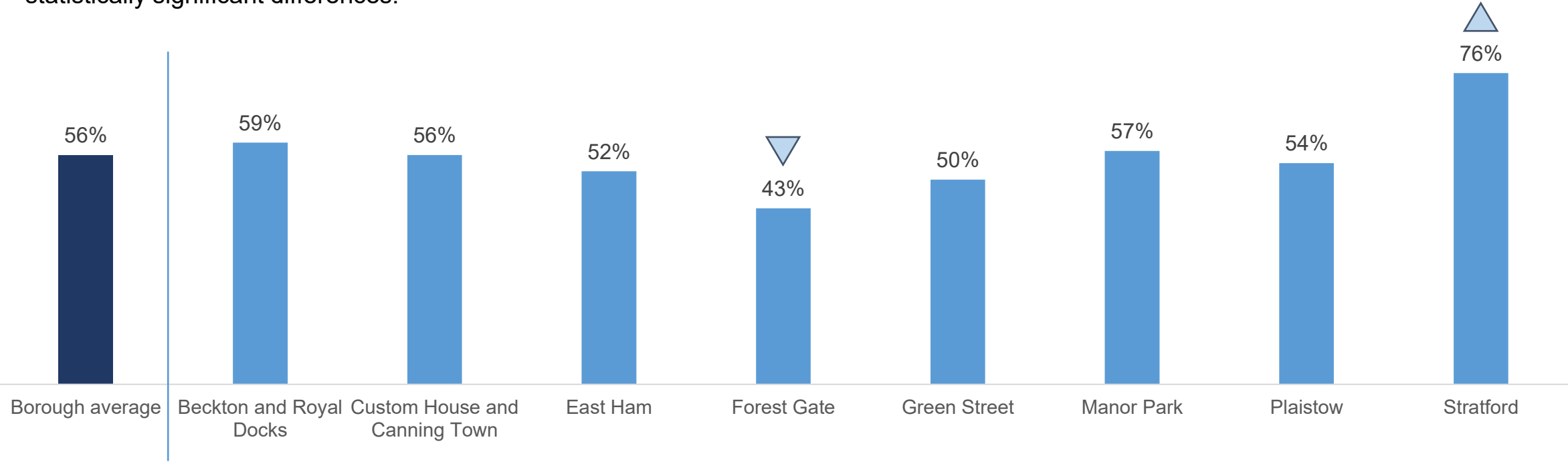
- Significantly higher or lower vs 2023 at 95% loc
- Significantly higher or lower vs 2022 at 95% loc
- Significantly higher or lower vs 2019 at 95% loc

Q4. To what extent do you agree or disagree that Newham Council provides value for money?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117

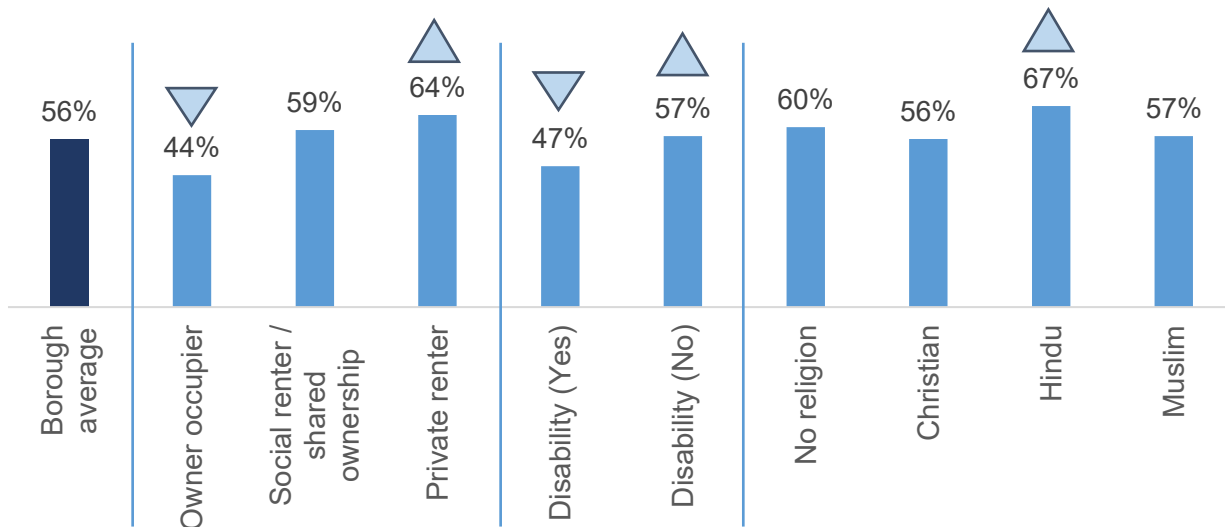
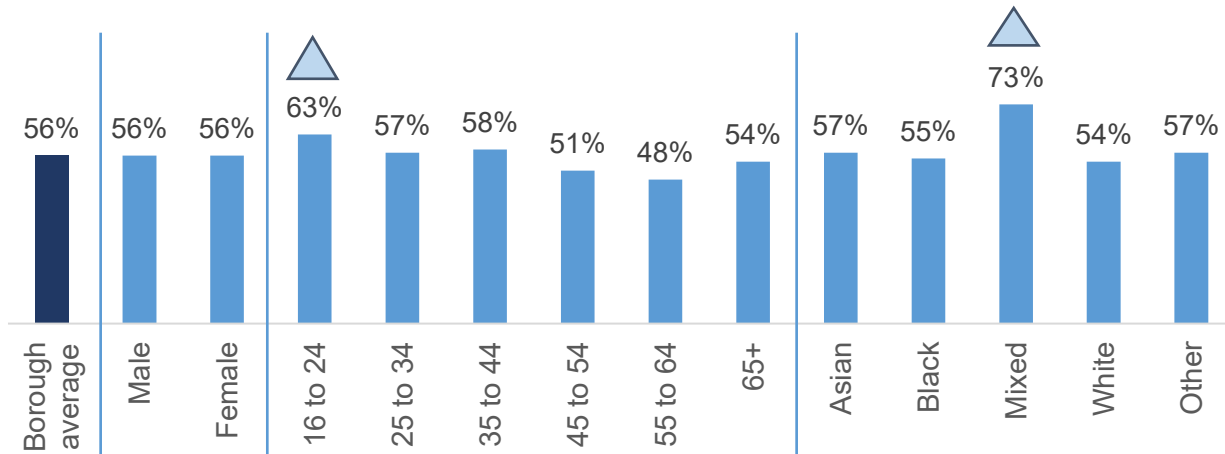
# Perceived value for money by Community Neighbourhood Area (CNA)

Views on whether Newham Council provides value for money are not evenly distributed across the borough. Stratford stands out clearly, with a significantly higher level of agreement at 76%, suggesting particularly positive perceptions in this area.

At the other end of the scale, Forest Gate records a significantly lower level of agreement at 43%, indicating weaker confidence in the Council's value for money. Elsewhere across the borough, perceptions tend to cluster around the average, with no other areas showing statistically significant differences.



# Perceived value for money by demographic group

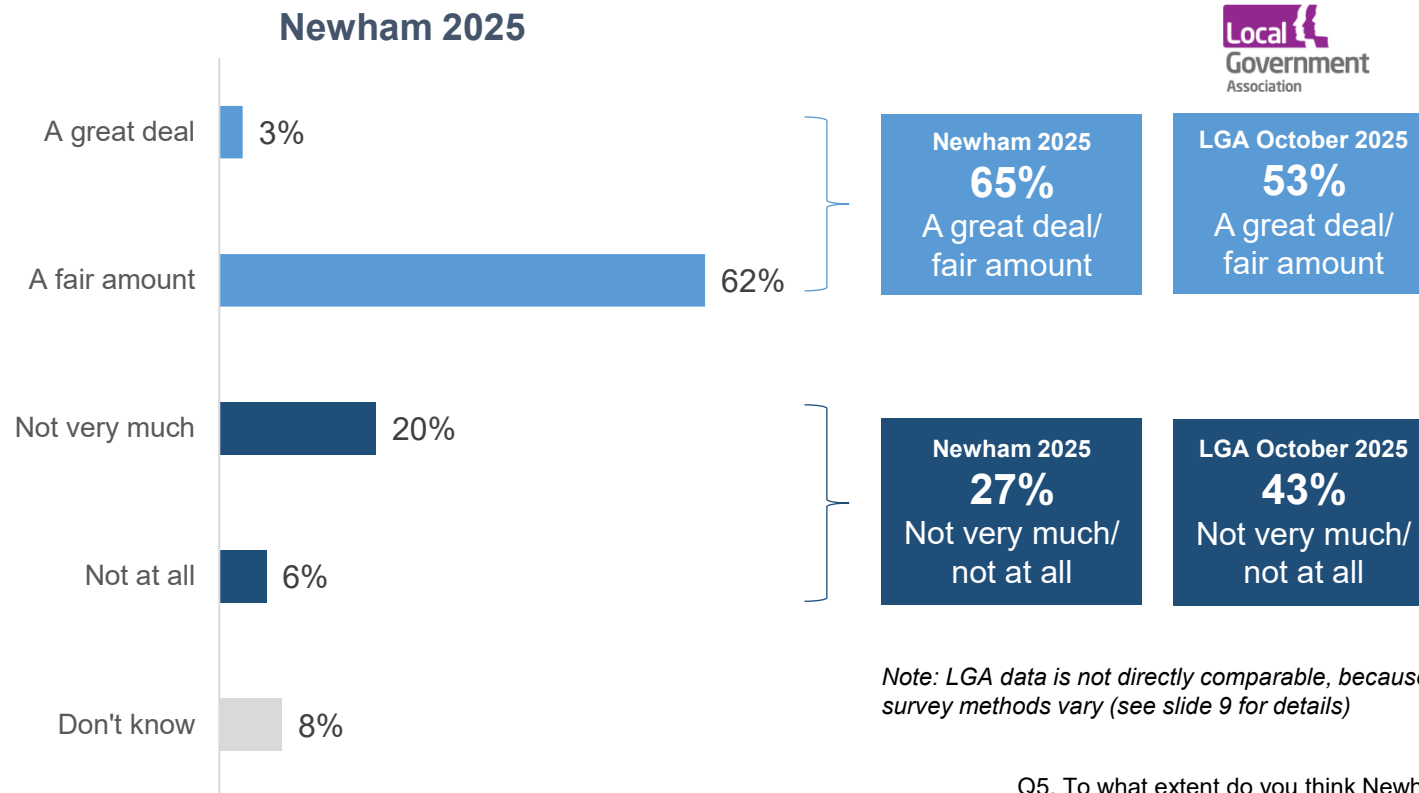


Views on whether the Council provides value for money vary across demographic groups when compared with the borough average of 56%:

- **Age:** Younger residents stand out, with those aged 16 to 24 showing significantly higher agreement (63%), while agreement drops sharply among those aged 55 to 64 (48%) although it's not significantly higher than the borough average.
- **Ethnicity:** Residents from mixed ethnic backgrounds are notably more likely to agree that the Council offers value for money (73%).
- **Housing tenure:** Perceptions differ strongly by tenure, with private renters expressing significantly higher agreement (64%) and owner occupiers much less likely to feel the same (44%).
- **Disability:** Those without a disability are more likely to agree that the Council provides value for money (57%), compared with lower agreement among disabled residents (47%).
- **Religion:** Hindu residents again stand out as more positive, with significantly higher agreement (67%).



# Two thirds (65%) of residents believe the Council acts on resident concerns

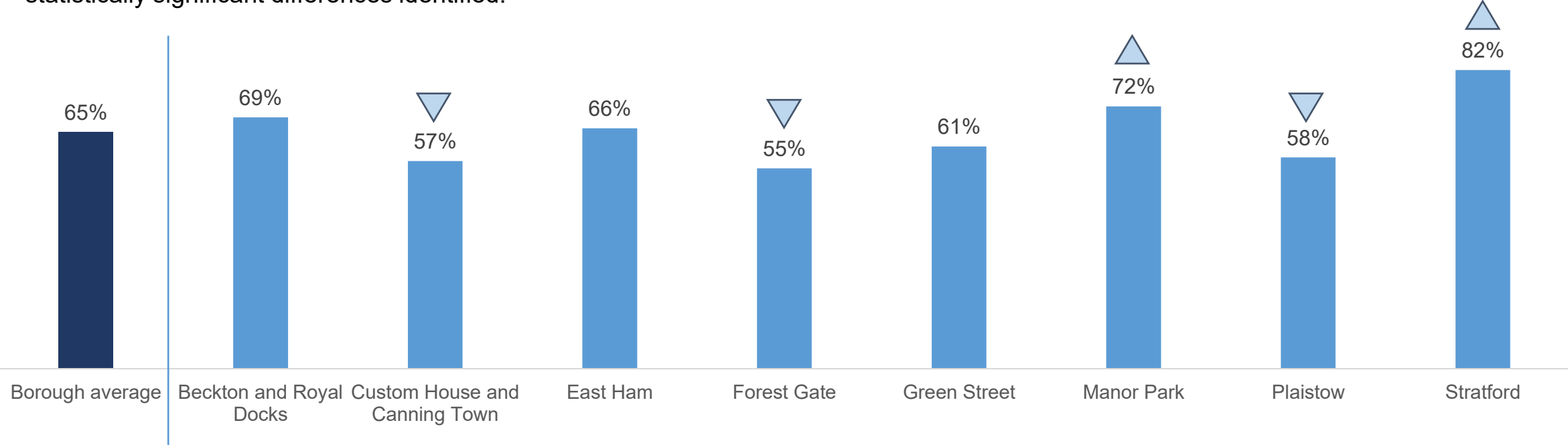


Q5. To what extent do you think Newham Council acts on the concerns of local residents?  
Unweighted sample base: 2025: 1,523

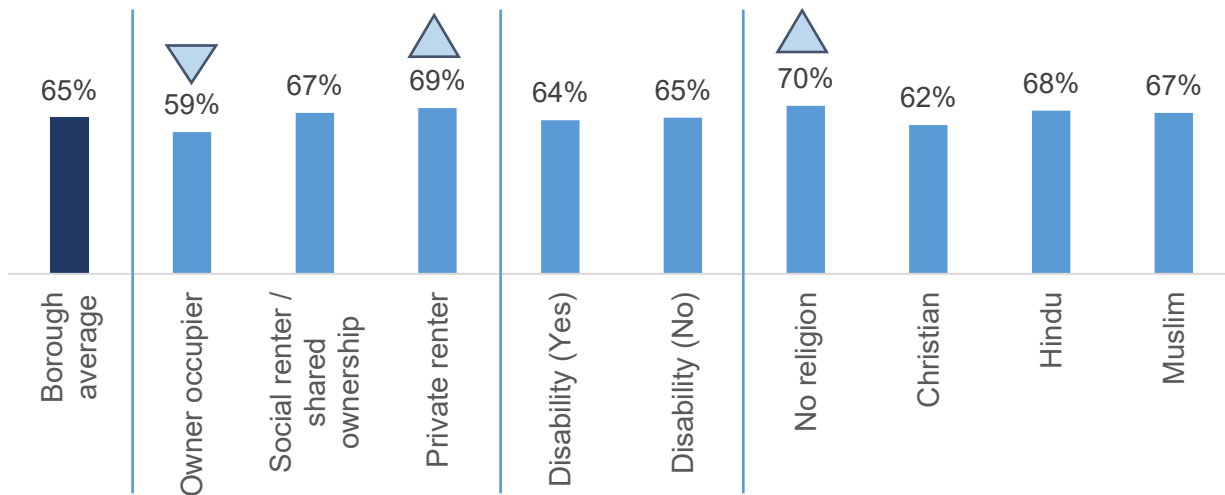
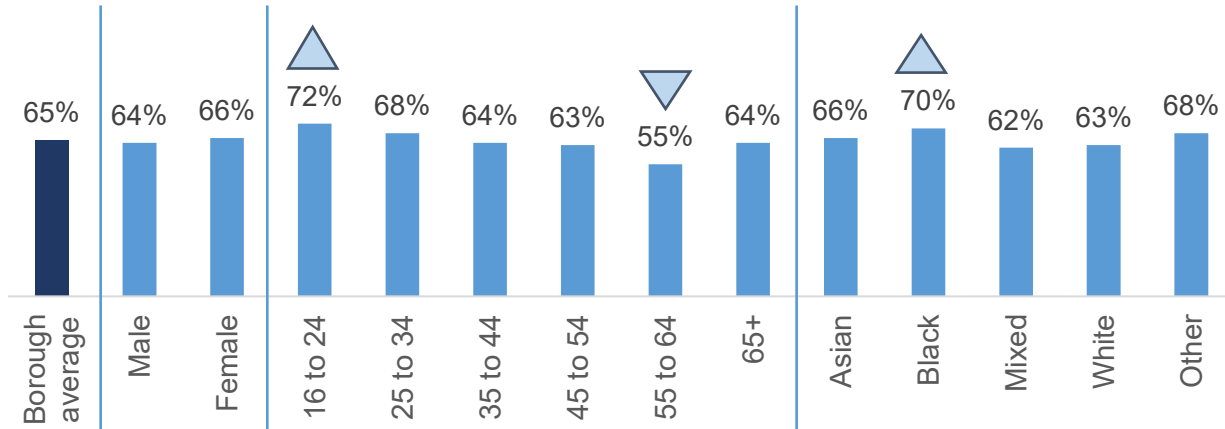
# Perceptions of how the Council acts on residents' concerns, by Community Neighbourhood Area (CNA)

Views on the extent to which the Council acts on the concerns of local residents vary across the borough. Stratford stands out most clearly, with 82% saying the Council acts on their concerns at least a fair amount, which is significantly higher than the borough average of 65%. Manor Park also reports relatively positive views at 72%.

Forest Gate records the lowest proportion at 55%, which is significantly below the borough average. Lower scores are also seen in Custom House and Canning Town (57%) and Plaistow (58%). Elsewhere, views tend to sit closer to the borough average, with no other statistically significant differences identified.



# Perceptions of how the Council acts on residents' concerns, by demographic group

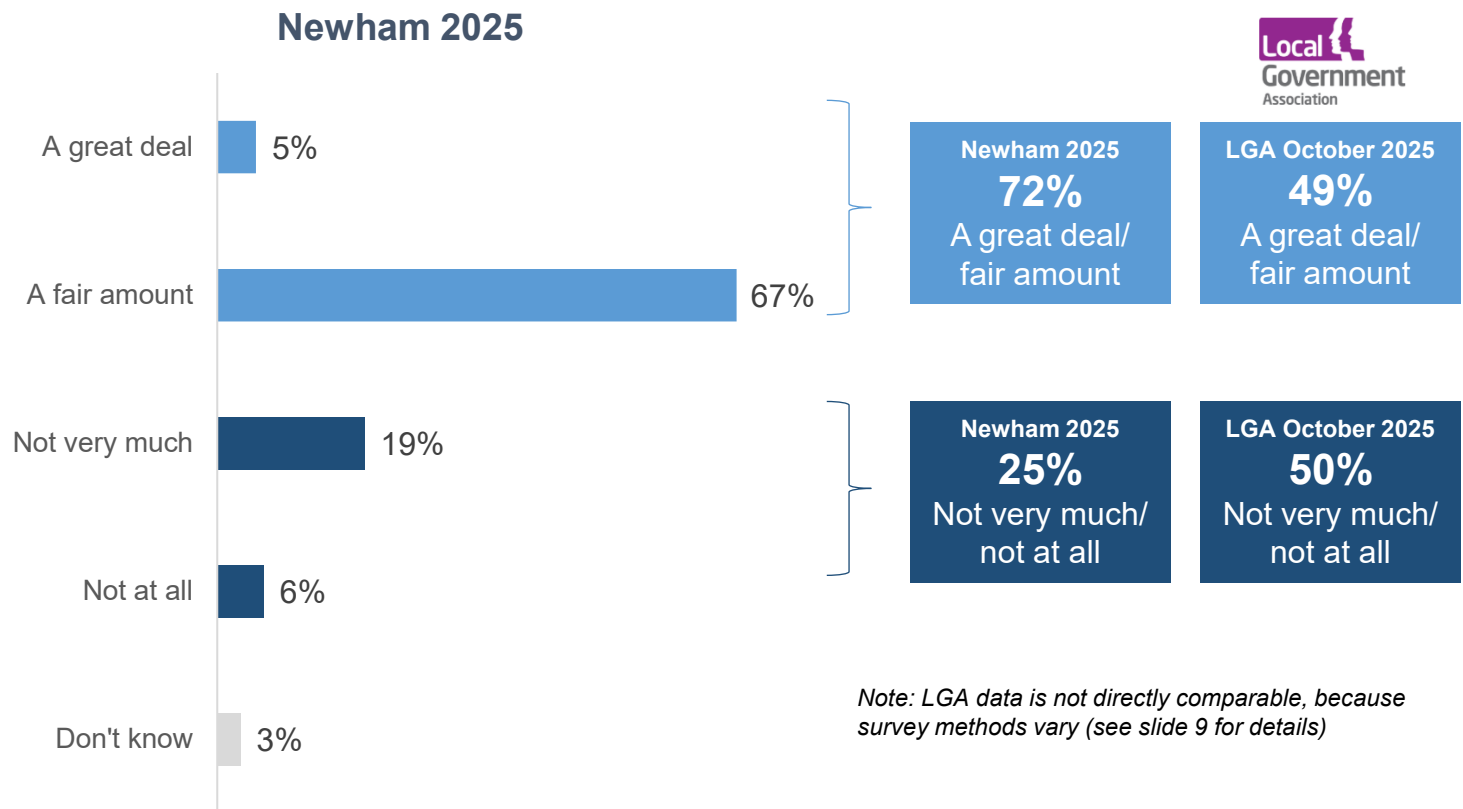


Views on the extent to which the Council acts on the concerns of local residents differ across several demographic groups when compared with the borough average of 65% who feel the Council acts on their concerns at least a fair amount:

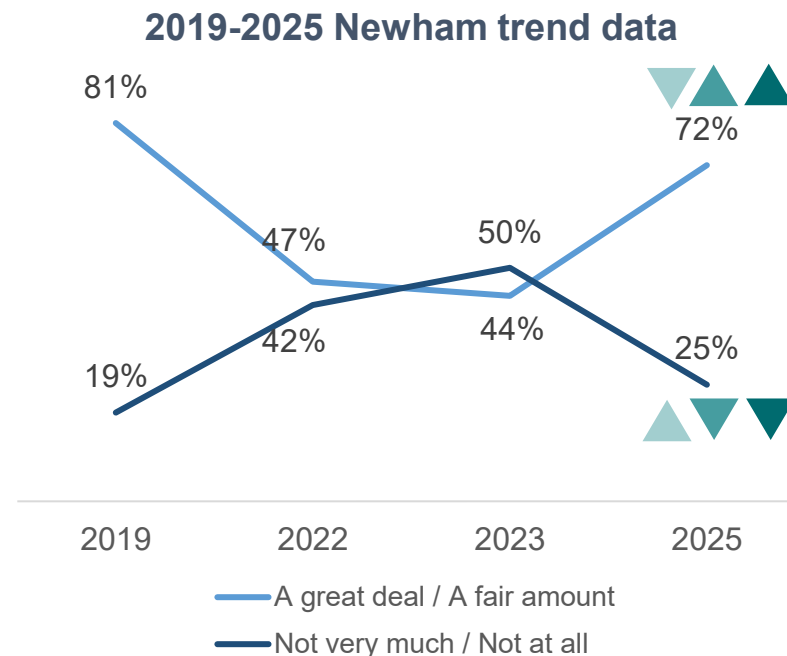
- **Age:** Younger residents are more positive, with 72% of those aged 16 to 24 saying the Council acts on their concerns at least a fair amount. This compares with much lower levels among those aged 55 to 64, at 55%.
- **Ethnicity:** Black residents are more likely than average to feel the Council acts on residents' concerns, at 70%.
- **Housing tenure:** Private renters again stand out as more positive, with 69% saying the Council acts on concerns at least a fair amount, while owner occupiers are less likely to feel this way (59%).
- **Religion:** Those with no religion are more positive than average, with 70% feeling the Council acts on local concerns at least a fair amount.



# Over seven in ten (72%) trust the Council



Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

- Significantly higher or lower vs 2023 at 95% loc
- Significantly higher or lower vs 2022 at 95% loc
- Significantly higher or lower vs 2019 at 95% loc

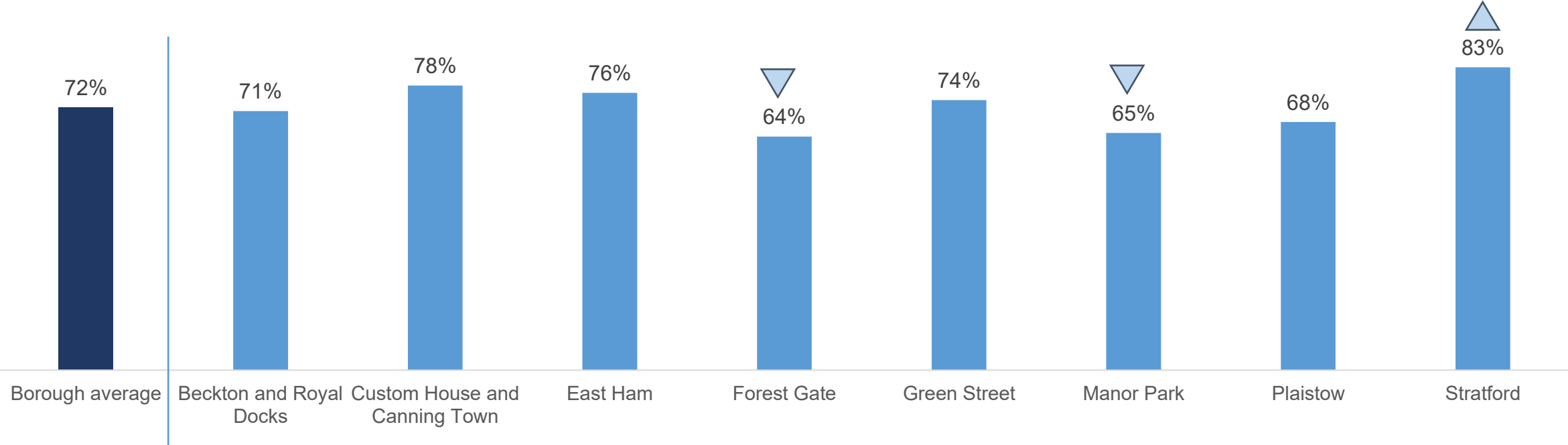
Q6. How much do you trust Newham Council?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117 .

# Trust in the Council by Community Neighbourhood Area (CNA)

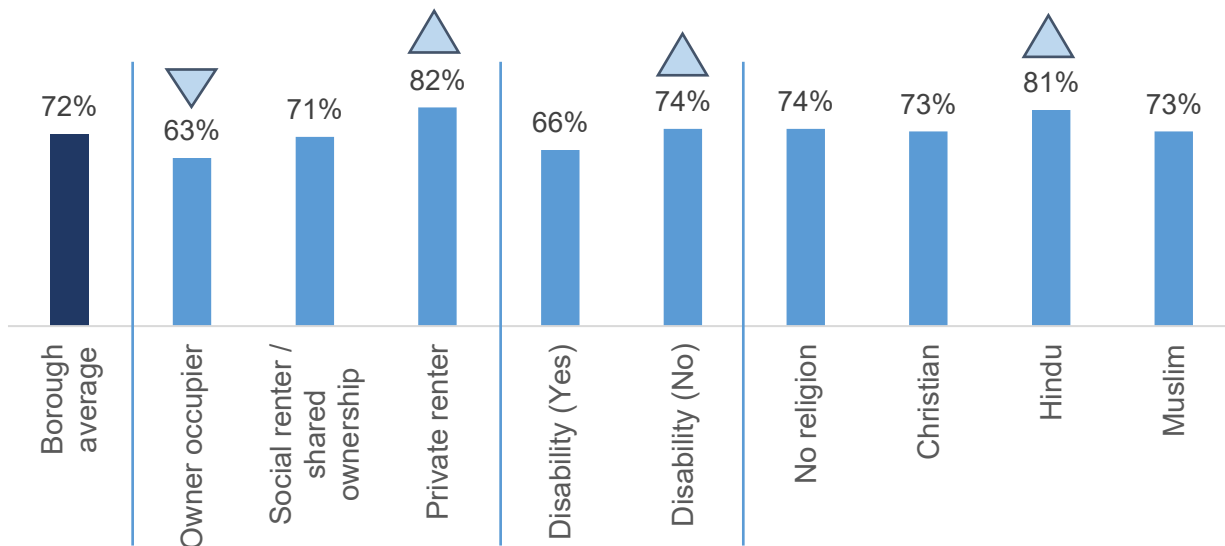
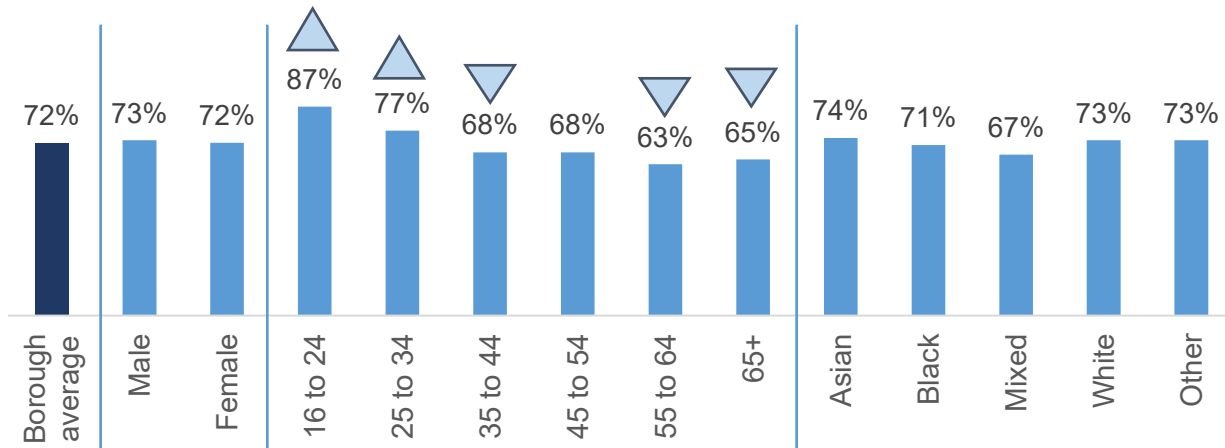


Levels of trust in Newham Council vary across the borough. Stratford again stands out, with 83% of residents saying they trust the Council at least a fair amount, which is significantly higher than the borough average of 72%. Trust is also relatively high in Custom House and Canning Town (78%) and East Ham (76%), although these are closer to the borough average.

In contrast, Forest Gate reports the lowest level of trust at 64%, which is significantly below the borough average. Manor Park also records lower trust at 65%. Elsewhere, trust levels sit closer to the borough average, with no other statistically significant differences identified.



# Trust in the Council by demographic group



Views on how much residents trust Newham Council vary across several demographic groups when compared with the borough average of 72% who say they trust the Council at least a fair amount:

- **Age:** Trust is highest among younger residents, with 87% of those aged 16 to 24 expressing trust in the Council. Trust is significantly lower among those aged 55 to 64 (63%) and those aged 65 and over (65%).
- **Housing tenure:** Private renters are notably more trusting of the Council, with 82% saying they trust it at least a fair amount, while owner occupiers report much lower trust levels (63%).
- **Disability:** Residents without a disability report higher trust (74%) compared with those with a disability (66%).
- **Religion:** Hindu residents stand out as more trusting of the Council, with 81% saying they trust it at least a fair amount.



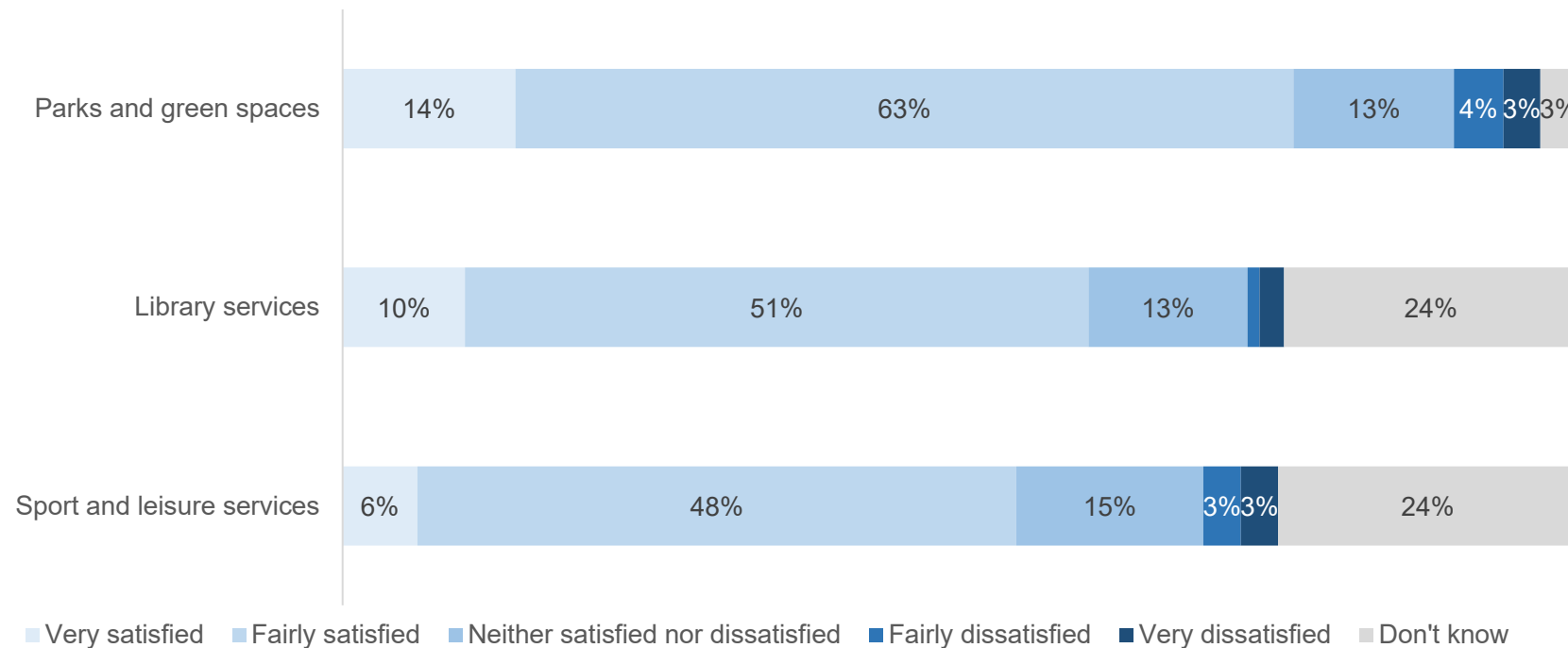
# The majority of Newham residents are satisfied with the parks and green spaces, libraries and sport and leisure services

Satisfaction with these aspects (local leisure and cultural facilities) in Newham is positive.



Newham  
2025  
NET satisfied

LGA  
2025  
NET satisfied



77%

70%

61%

59%

54%

50%

*Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)*

Q7. How satisfied or dissatisfied you are overall with...?

Unweighted sample base: 2025: 1,523

% figures lower than 3% are not shown for presentation purposes

# Satisfaction with local leisure and cultural facilities by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Parks and green spaces	77%	79%	76%	84% ▲	72%	76%	68% ▼	74%	86% ▲
Library services	61%	73% ▲	37% ▼	64%	57%	60%	56%	64%	70% ▲
Sport and leisure services	54%	64% ▲	45% ▼	49%	49%	53%	50%	59%	66% ▲



# Satisfaction with local leisure and cultural facilities by demographic group

Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Parks and green spaces	77%	80% ▲	74% ▼	90% ▲	78%	75%	75%	67% ▼	74%
Library services	61%	59%	63%	68% ▲	64%	66% ▲	61%	47% ▼	43% ▼
Sport and leisure services	54%	55%	54%	63% ▲	56%	58%	49%	46% ▼	46% ▼

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Parks and green spaces	77%	79%	74%	72%	76%	84%	72% ▼	73% ▼	85% ▲
Library services	61%	68% ▲	62%	42% ▼	56% ▼	56%	56% ▼	59%	66% ▲
Sport and leisure services	54%	58% ▲	55%	56%	52%	50%	49% ▼	54%	60% ▲

Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Parks and green spaces	77%	74%	77%	76%	78%	85% ▲	80%
Library services	61%	49% ▼	62% ▲	55% ▼	58%	62%	72% ▲
Sport and leisure services	54%	39% ▼	56% ▲	51%	55%	63% ▲	60% ▲

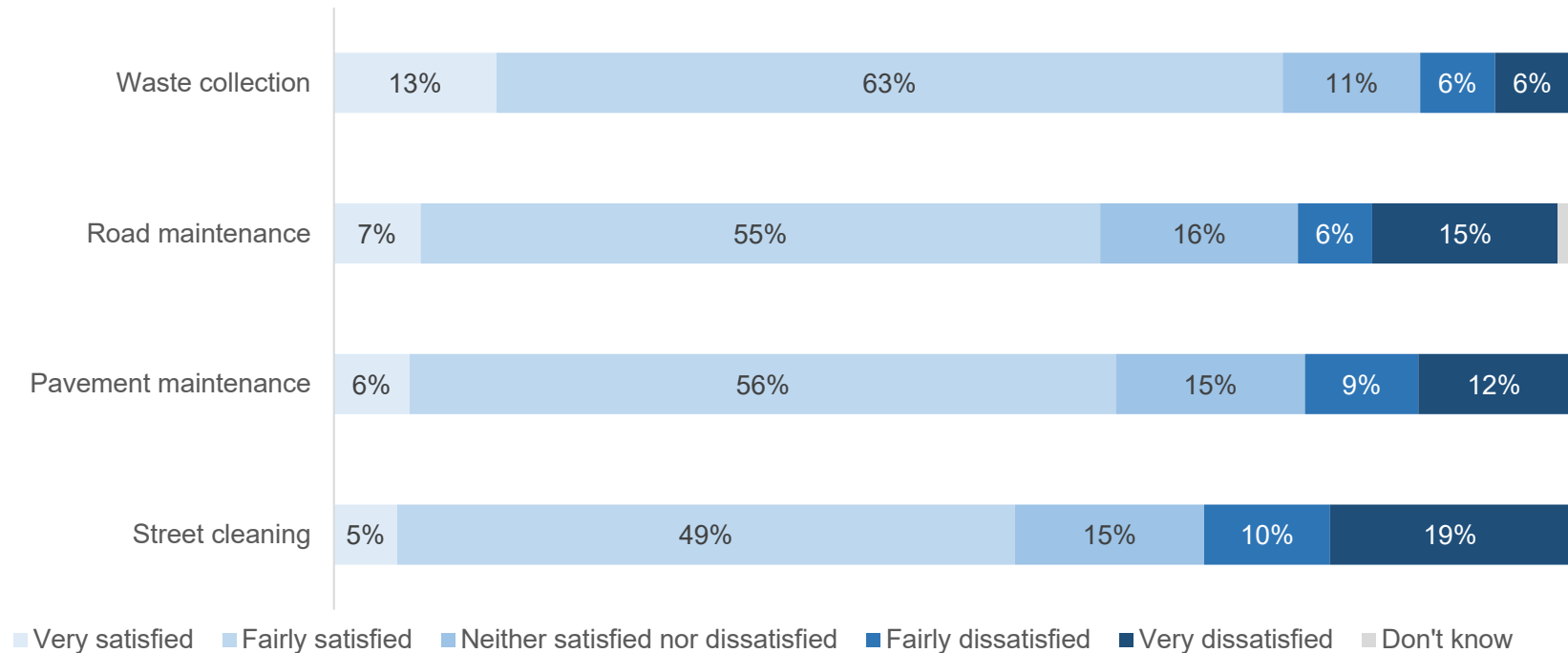


# The majority of residents are also satisfied with waste collection, street cleaning and road and pavement maintenance in Newham

Satisfaction with these aspects (environmental and infrastructure services) is positive across the borough.



Newham 2025 NET satisfied      LGA 2025 NET satisfied



Service	Newham 2025 NET satisfied	LGA 2025 NET satisfied
Waste collection	76%	71%
Road maintenance	62%	33%
Pavement maintenance	62%	42%
Street cleaning	55%	55%

*Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)*

Q7. How satisfied or dissatisfied you are overall with...?  
 Unweighted sample base: 2025: 1,523  
 % figures lower than 3% are not shown for presentation purposes

# Satisfaction with environmental and infrastructure services by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Waste collection	76%	78%	76%	87% ▲	64% ▼	71%	80%	74%	78%
Road maintenance	62%	73% ▲	68%	56% ▼	62%	55% ▼	48% ▼	60%	76% ▲
Pavement maintenance	62%	75% ▲	68%	56% ▼	59%	59%	53% ▼	58%	71% ▲
Street cleaning	55%	73% ▲	57%	44% ▼	57%	50%	41% ▼	51%	68% ▲



# Satisfaction with environmental and infrastructure services by demographic group

Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Waste collection	76%	76%	76%	82% ▲	78%	73%	73%	69% ▼	82%
Road maintenance	62%	64%	60%	77% ▲	66% ▲	58%	57%	52% ▼	57%
Pavement maintenance	62%	64%	60%	79% ▲	68% ▲	59%	57% ▼	46% ▼	55%
Street cleaning	55%	56%	54%	64% ▲	61% ▲	51%	47% ▼	51%	49%

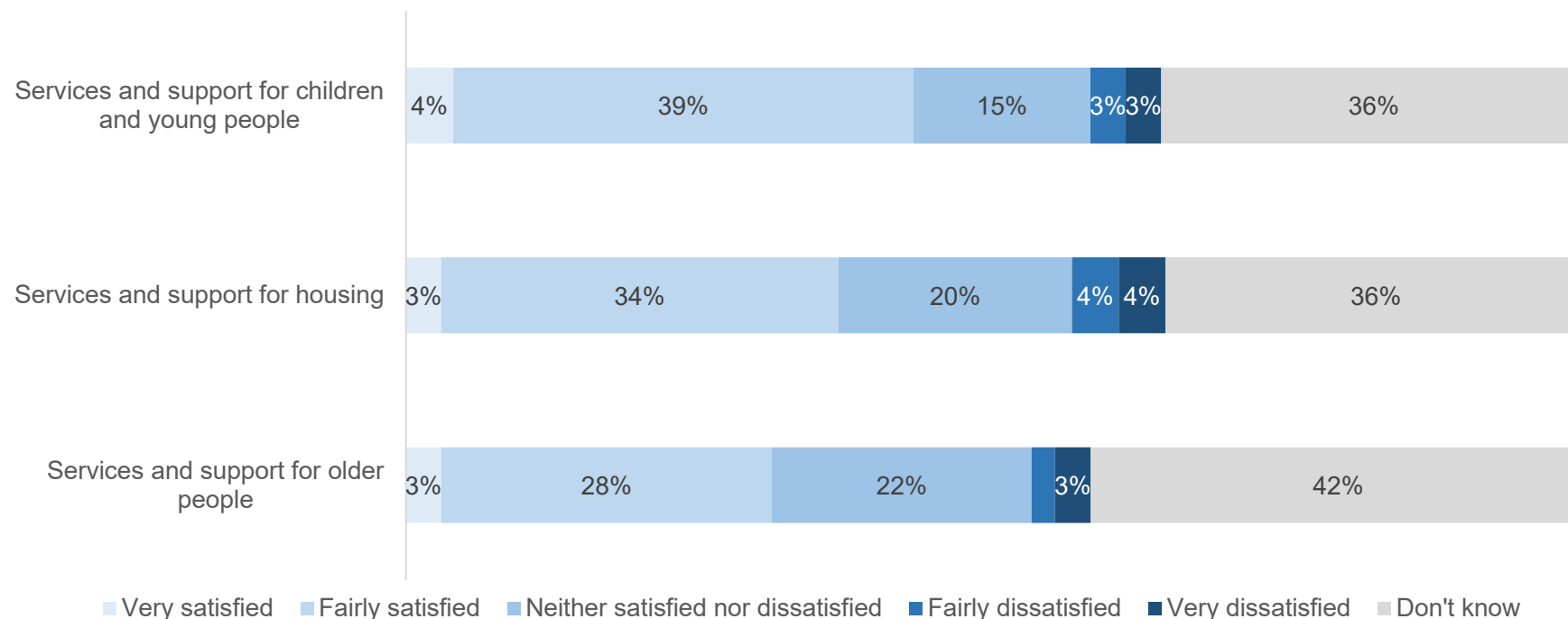
Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Waste collection	76%	79% ▲	74%	66%	77%	73%	72% ▼	74%	82% ▲
Road maintenance	62%	62%	65%	64%	61%	73%	48% ▼	63%	73% ▲
Pavement maintenance	62%	63%	61%	59%	62%	71%	49% ▼	63%	72% ▲
Street cleaning	55%	51% ▼	60%	61%	55%	70%	40% ▼	58%	66% ▲

Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Waste collection	76%	70%	77% ▲	74%	76%	84% ▲	79%
Road maintenance	62%	55%	63% ▲	58%	68% ▲	78% ▲	59%
Pavement maintenance	62%	48% ▼	64% ▲	60%	66% ▲	75% ▲	60%
Street cleaning	55%	46% ▼	56% ▲	56%	61% ▲	65% ▲	50% ▼

# Satisfaction is lower for people-focused services, particularly support for older people

**Newham  
2025  
NET satisfied**

**LGA  
2025  
NET satisfied**



43%

37%

37%

n/a

31%

38%

*Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)*

Q7. How satisfied or dissatisfied you are overall with...?  
Unweighted sample base: 2025: 1,523  
% figures lower than 3% are not shown for presentation purposes

# Satisfaction with people-focused services by Community Neighbourhood Area (CNA)



Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Services and support for children and young people	43%	56% ▲	31% ▼	31% ▼	46%	37%	37%	44%	61% ▲
Services and support for housing	37%	49% ▲	28% ▼	26% ▼	38%	29% ▼	24% ▼	45% ▲	56% ▲
Services and support for older people	31%	48% ▲	20% ▼	18% ▼	30%	32%	27%	29%	42% ▲



# Satisfaction with people-focused services by demographic group

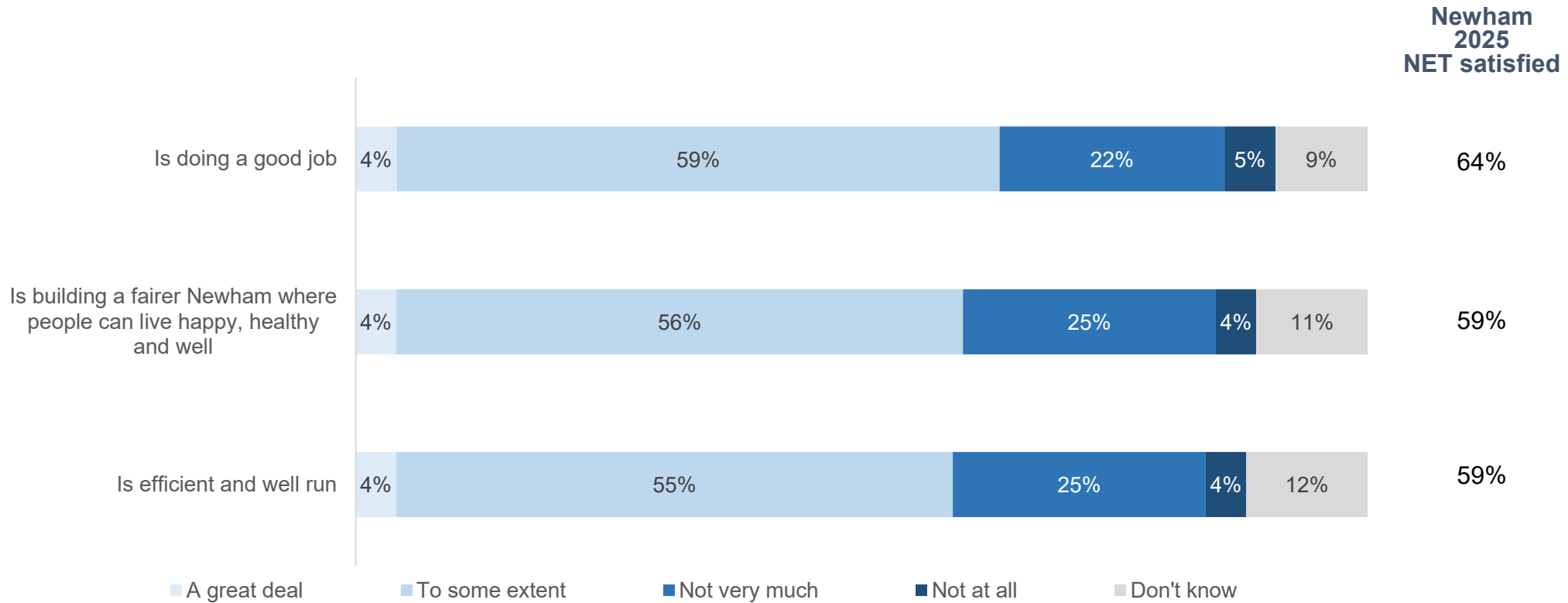
Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Services and support for children and young people	43%	42%	44%	43%	47%▲	49%▲	41%	31%▼	30%▼
Services and support for housing	37%	38%	36%	37%	38%	38%	36%	33%	42%
Services and support for older people	31%	31%	31%	30%	29%	26%▼	31%	32%	48%▲

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Services and support for children and young people	43%	45%	45%	52%	39%	36%	36%▼	48%▲	45%
Services and support for housing	37%	37%	43%▲	46%	35%	30%	27%▼	52%▲	35%
Services and support for older people	31%	33%	35%	35%	26%▼	38%	28%	37%▲	30%

Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Services and support for children and young people	43%	38%	44%	44%	42%	52%▲	43%
Services and support for housing	37%	39%	37%	38%	40%	34%	39%
Services and support for older people	31%	38%	30%	27%	34%	33%	33%



# Most residents feel the Council is doing a good job and is well run



Q9. To what extent do you think Newham Council...?  
 Unweighted sample base: 2025: 1,523  
 % figures lower than 3% are not shown for presentation purposes

# Perceptions of the Council's performance and effectiveness by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Is doing a good job	64%	67%	74% ▲	61%	60%	68%	48% ▼	67%	74% ▲
Is building a fairer Newham	59%	62%	67% ▲	59%	51% ▼	55%	50% ▼	62%	67% ▲
Is efficient and well run	59%	63%	65%	57%	56%	54%	53%	63%	65%



# Perceptions of the Council's performance and effectiveness by demographic group

Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Is doing a good job	64%	63%	64%	67%	67%	62%	61%	58%	63%
Is building a fairer Newham	59%	60%	59%	65%	60%	60%	57%	52%	58%
Is efficient and well run	59%	59%	59%	61%	62%	62%	57%	53%	53%

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Is doing a good job	64%	62%	65%	64%	68% ▲	55%	54% ▼	62%	73% ▲
Is building a fairer Newham	59%	57%	63%	51%	61%	68%	54% ▼	56%	67% ▲
Is efficient and well run	59%	58%	59%	63%	62%	64%	51% ▼	61%	67% ▲

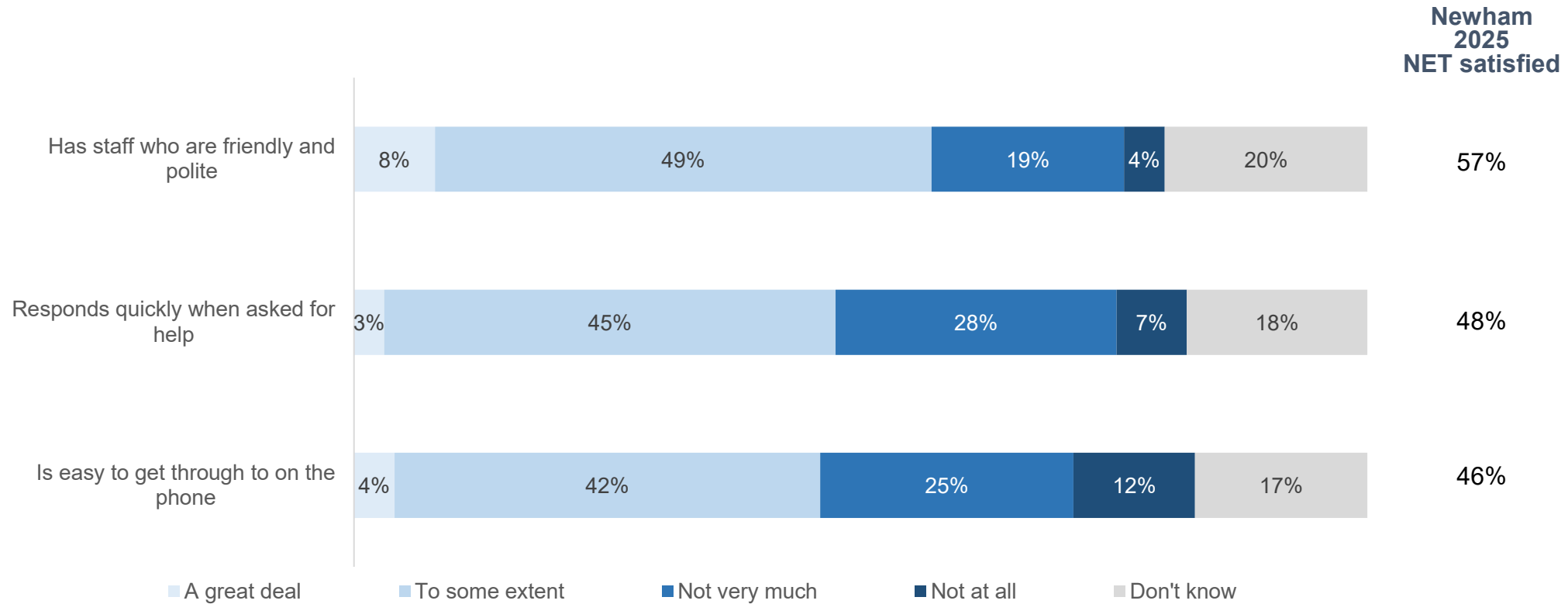
Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Is doing a good job	64%	58%	64%	62%	70% ▲	71% ▲	60%
Is building a fairer Newham	59%	53%	60%	57%	64% ▲	61%	60%
Is efficient and well run	59%	54%	60%	58%	63% ▲	61%	59%

Q9. To what extent do you think Newham Council...? Unweighted sample base: 1,523



Significantly higher or lower than the average score for all residents.

# Council staff are seen as friendly and polite, but access and responsiveness are weaker



Q9. To what extent do you think Newham Council...?  
 Unweighted sample base: 2025: 1,523  
 % figures lower than 3% are not shown for presentation purposes

# Perceptions of service access and customer service by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Has staff who are friendly and polite	57%	57%	60%	61%	54%	43% ▼	47% ▼	64% ▲	70% ▲
Responds quickly when asked for help	48%	43%	46%	49%	44%	45%	37% ▼	54%	65% ▲
Is easy to get through to on the phone	46%	39% ▼	45%	47%	42%	41%	41%	51%	61% ▲



# Perception of service access and customer service by demographic group

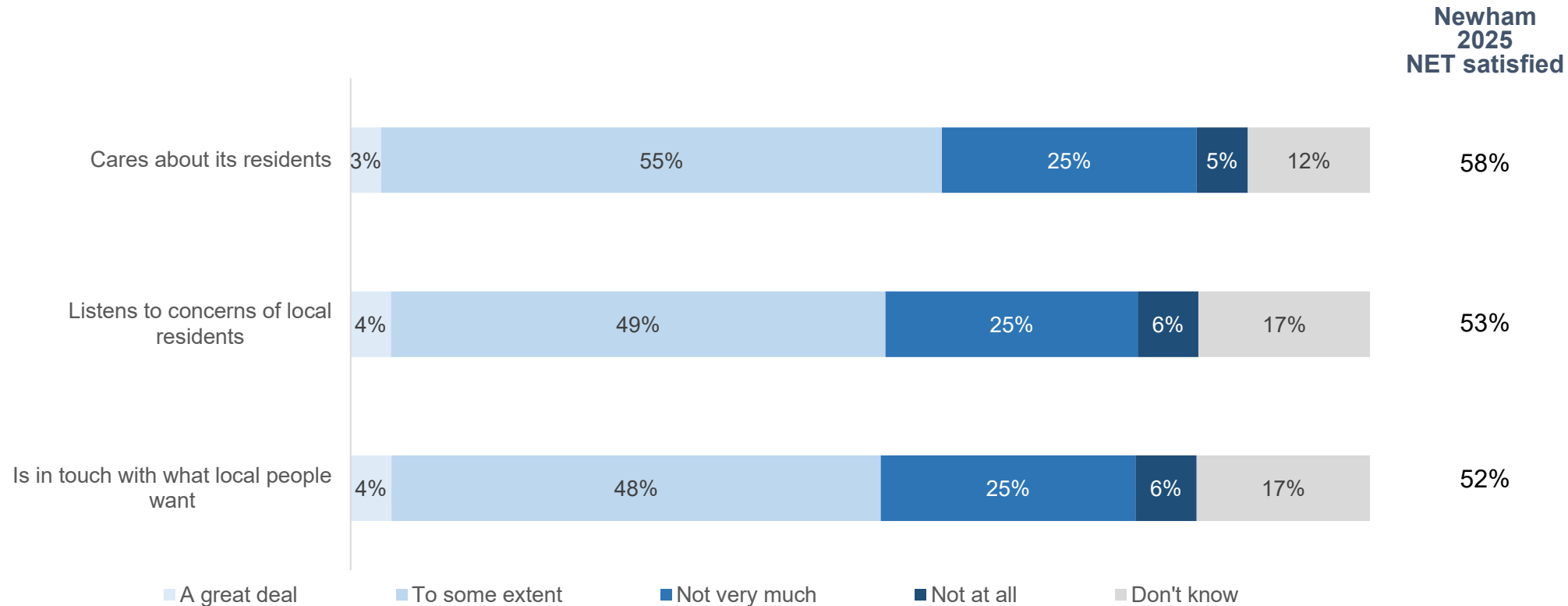
Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Has staff who are friendly and polite	57%	56%	58%	57%	53%	59%	57%	62%	60%
Responds quickly when asked for help	48%	47%	50%	47%	46%	45%	52%	48%	55%
Is easy to get through to on the phone	46%	45%	47%	51%	44%	44%	48%	39%	53%

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Has staff who are friendly and polite	57%	54% ▼	64% ▲	57%	60%	53%	52% ▼	61% ▲	59%
Responds quickly when asked for help	48%	46%	54% ▲	53%	50%	35%	42% ▼	50%	52% ▲
Is easy to get through to on the phone	46%	47%	53% ▲	39%	45%	41%	36% ▼	50% ▲	52% ▲

Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Has staff who are friendly and polite	57%	53%	57%	58%	63% ▲	50%	56%
Responds quickly when asked for help	48%	49%	48%	48%	52% ▲	45%	47%
Is easy to get through to on the phone	46%	46%	46%	46%	48%	45%	49%



# Perceptions of care are stronger than perceptions of listening and understanding



Q9. To what extent do you think Newham Council...? Unweighted sample base: 2025: 1,523

% figures lower than 3% are not shown for presentation purposes

# Trust, listening and connection with residents by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Cares about its residents	58%	57%	65%	61%	53%	52%	48% ▼	60%	70% ▲
Listens to concerns of local residents	53%	54%	55%	50%	52%	45% ▼	45% ▼	55%	68% ▲
Is in touch with what local people want	52%	55%	52%	52%	41% ▼	50%	41% ▼	59% ▲	68% ▲



# Trust, listening and connection with residents by demographic group

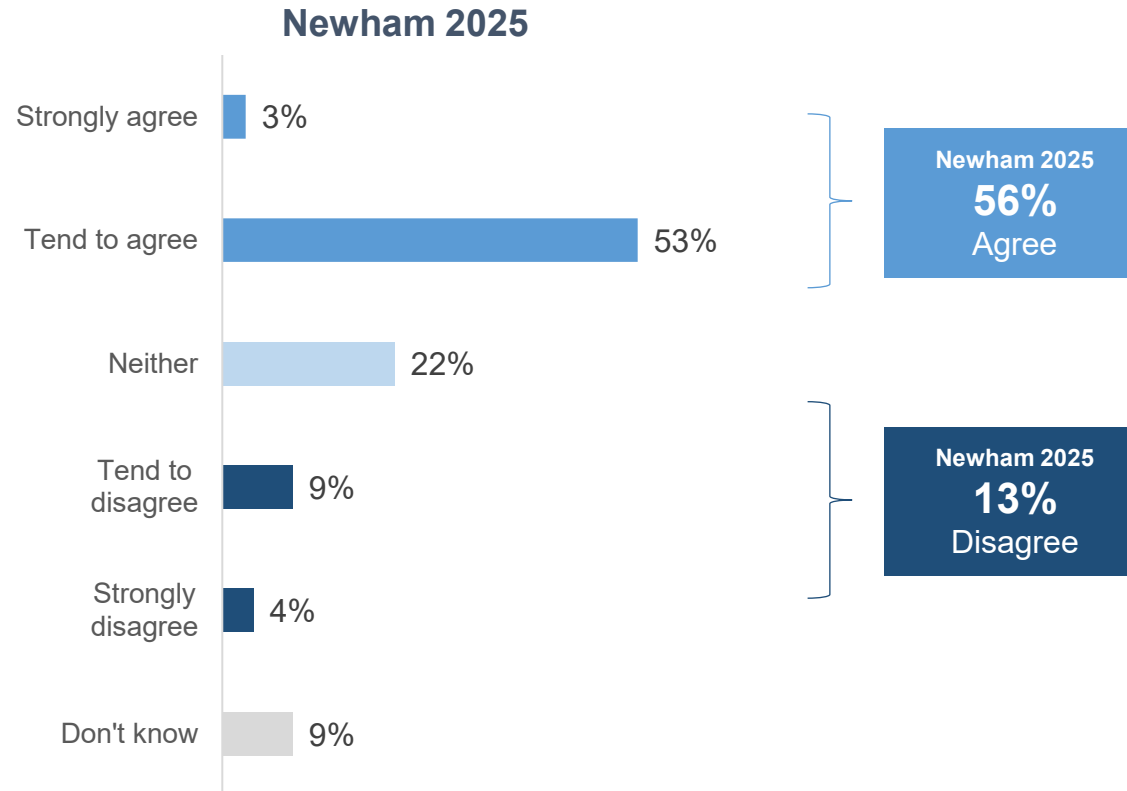
Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Cares about its residents	58%	59%	57%	64%	62% ▲	57%	54%	49% ▼	59%
Listens to concerns of local residents	53%	52%	53%	53%	53%	55%	53%	48%	54%
Is in touch with what local people want	52%	52%	53%	56%	52%	54%	49%	52%	51%

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Cares about its residents	58%	57%	56%	63%	61%	62%	50% ▼	56%	68% ▲
Listens to concerns of local residents	53%	51%	55%	60%	56%	42%	44% ▼	56%	58% ▲
Is in touch with what local people want	52%	50%	58% ▲	59%	53%	53%	47% ▼	53%	57% ▲

Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Cares about its residents	58%	46% ▼	59% ▲	62%	63% ▲	53%	57%
Listens to concerns of local residents	53%	47%	53%	58% ▲	54%	51%	51%
Is in touch with what local people want	52%	54%	52%	53%	55%	50%	53%



# Over half (56%) of residents believe the Council is open and transparent

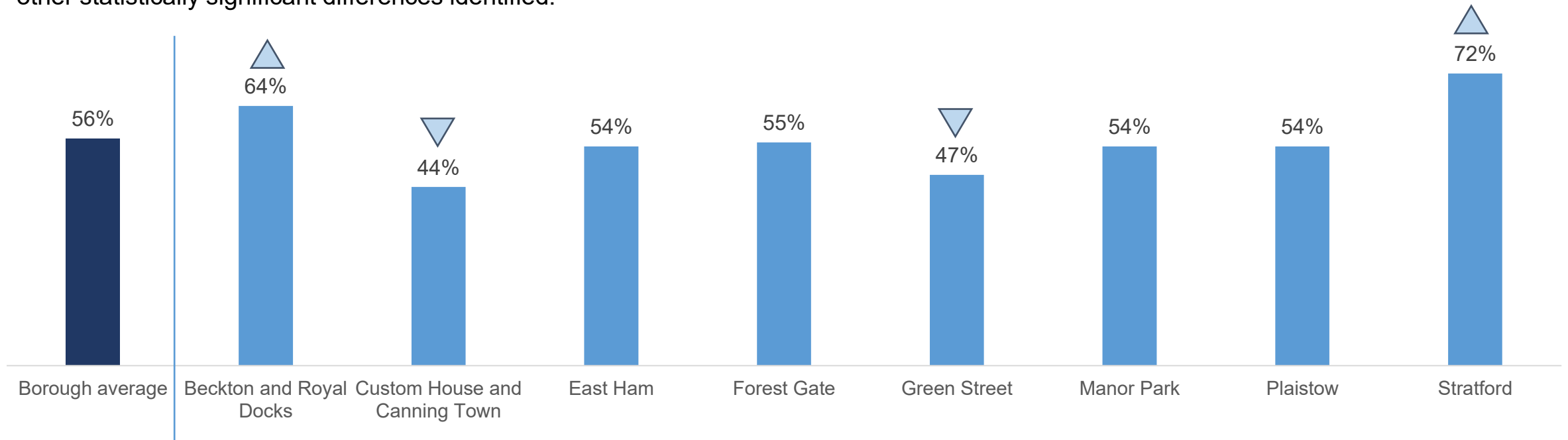


Q11. To what extent do you agree or disagree that Newham Council is open and transparent about its activities?  
Unweighted sample base: 2025: 1,523

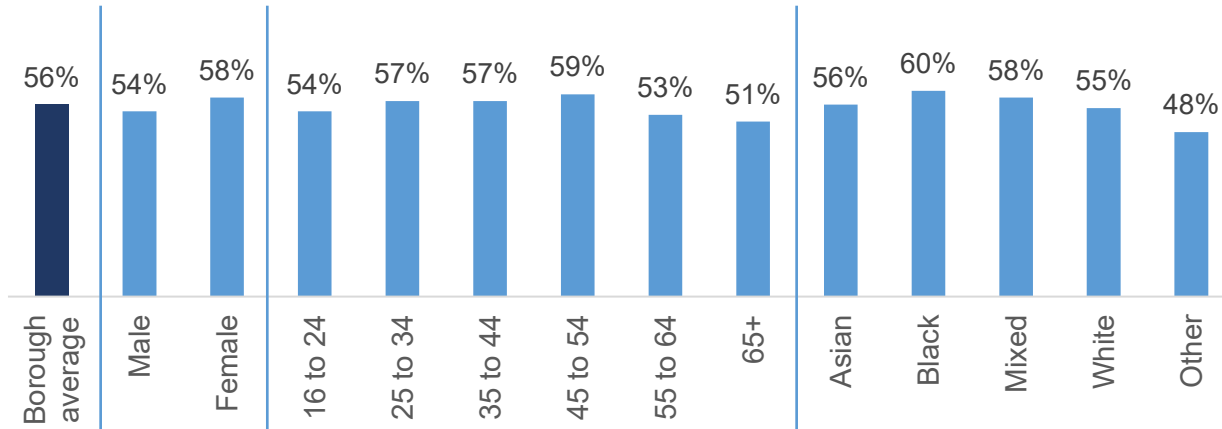
# Perceptions of Council being open and transparent by Community Neighbourhood Area (CNA)

Perceptions of how open and transparent Newham Council vary across the borough. Stratford stands out most positively, with 72% agreeing that the Council is open and transparent, which is significantly higher than the borough average of 56%. Beckton and Royal Docks also records higher than average agreement at 64%.

In contrast, Custom House and Canning Town reports the lowest level of agreement at 44%, which is significantly below the borough average. Green Street also records lower agreement at 47%. Elsewhere, perceptions are broadly in line with the borough average, with no other statistically significant differences identified.

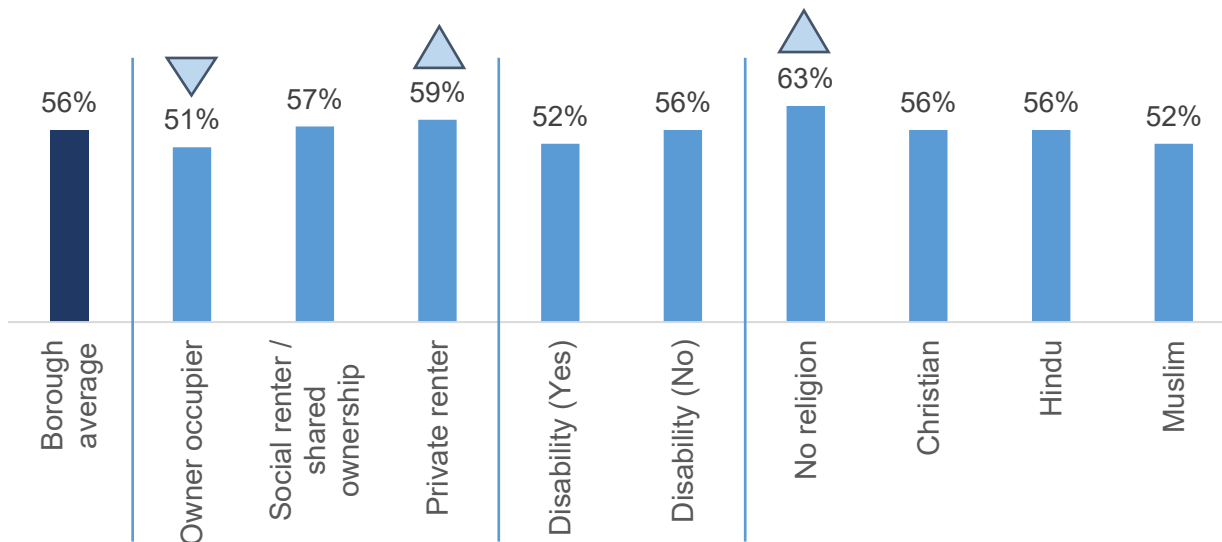


# Perceptions of Council being open and transparent by demographic group



Views on whether Newham Council is open and transparent differ across some demographic groups when compared with the borough average of 56%:

- **Housing tenure:** Private renters are more likely to agree that the Council is open and transparent, with 59% agreeing, while owner occupiers are less positive at 51%.
- **Religion:** Those with no religion stand out as more positive, with 63% agreeing that the Council is open and transparent.



Elsewhere, perceptions are broadly similar across age, gender and most ethnic groups, with no other statistically significant differences from the borough average.

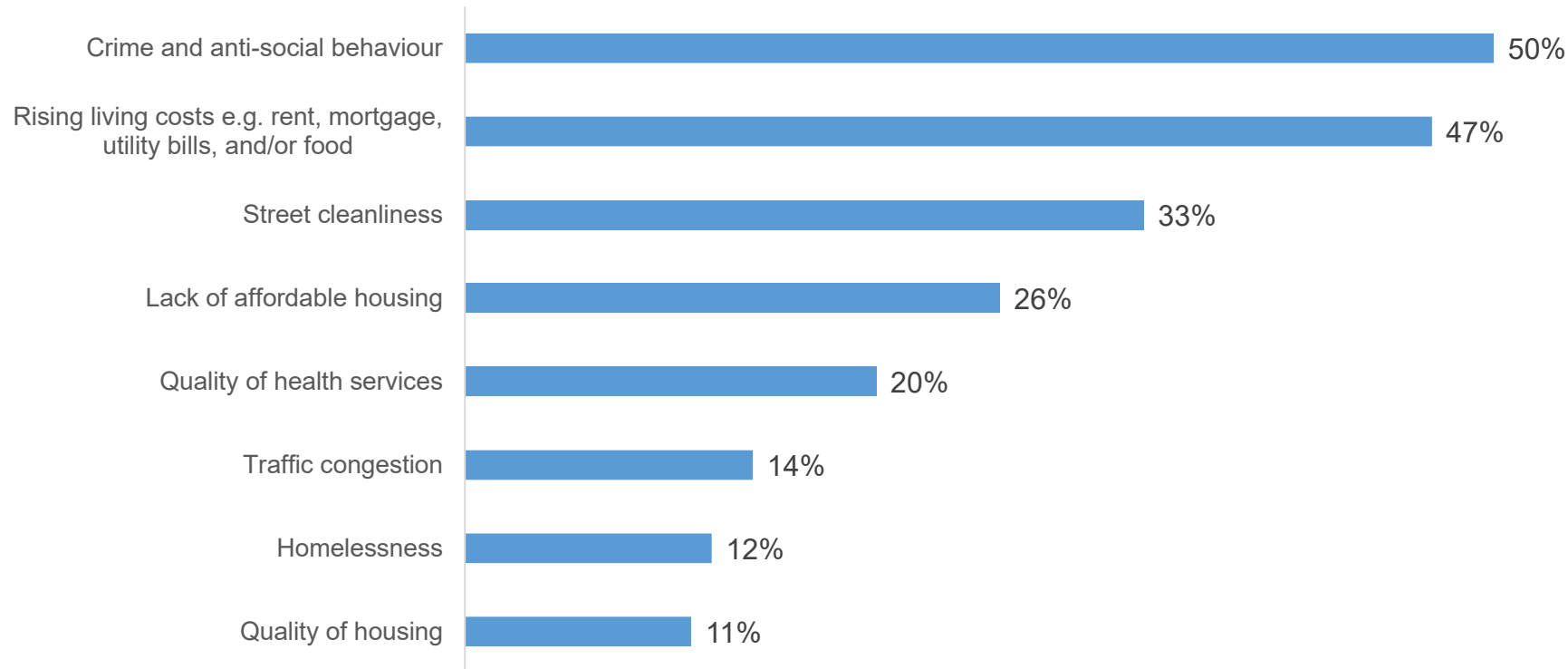
Q11. To what extent do you agree or disagree that Newham Council is open and transparent about its activities?

Unweighted sample base: 1,523



# Crime and anti-social behaviour is the main concern for Newham residents, closely followed by rising living costs

Newham 2025



Q12. Which three of these are you PERSONALLY most concerned about as a resident of Newham?  
Unweighted sample base: 1,523  
Figures of less than 10% are not shown for presentation purposes

# Top concerns by Community Neighbourhood Area (CNA)

Concern	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Crime and anti-social behaviour	50%	39% ▼	51%	46%	52%	56% ▲	55%	52%	45%
Rising living costs	47%	51%	34% ▼	33% ▼	59% ▲	39% ▼	54%	52%	57% ▲
Street cleanliness	33%	23% ▼	27%	40% ▲	27% ▼	41% ▲	42% ▲	36%	29%
Lack of affordable housing	26%	20%	28%	20% ▼	30%	14% ▼	21%	40% ▲	39% ▲



# Top concerns by demographic group

Concern	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Crime and anti-social behaviour	50%	47%	52%	42% ▼	46% ▼	54%	58% ▲	56%	43%
Rising living costs	47%	44% ▼	51% ▲	41%	48%	55% ▲	50%	45%	37% ▼
Street cleanliness	33%	32%	34%	27%	31%	34%	38%	39%	36%
Lack of affordable housing	26%	28%	25%	30%	29%	30%	20% ▼	27%	17% ▼

Concern	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Crime and anti-social behaviour	50%	55% ▲	41% ▼	47%	48%	43%	60% ▲	49%	44% ▼
Rising living costs	47%	48%	54% ▲	63% ▲	41% ▼	42%	39% ▼	49%	52% ▲
Street cleanliness	33%	39% ▲	33%	18% ▼	31%	12% ▼	49% ▲	24% ▼	29% ▼
Lack of affordable housing	26%	24%	33% ▲	23%	26%	29%	18% ▼	30% ▲	31% ▲

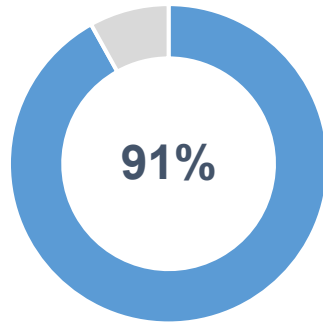
Concern	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Crime and anti-social behaviour	50%	46%	50%	44% ▼	45% ▼	44%	59% ▲
Rising living costs	47%	46%	48%	51%	46%	44%	47%
Street cleanliness	33%	41%	33%	30%	28% ▼	36%	39% ▲
Lack of affordable housing	26%	22%	27%	28%	31% ▲	20%	26%



# Communication and empowerment

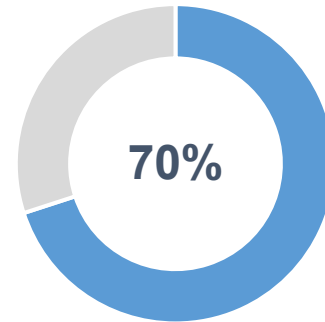
# Headline indicators

## Access and reach

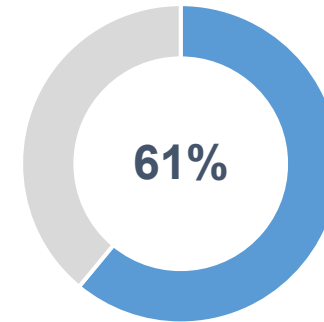


Likely to access  
Council services online

## Information and understanding

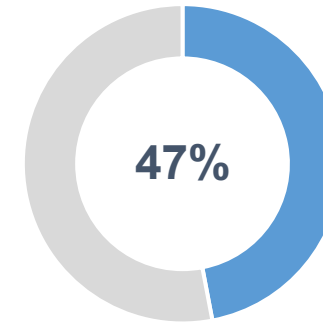


Feel well informed  
about Council services



Feel informed about how  
the Council makes  
decisions

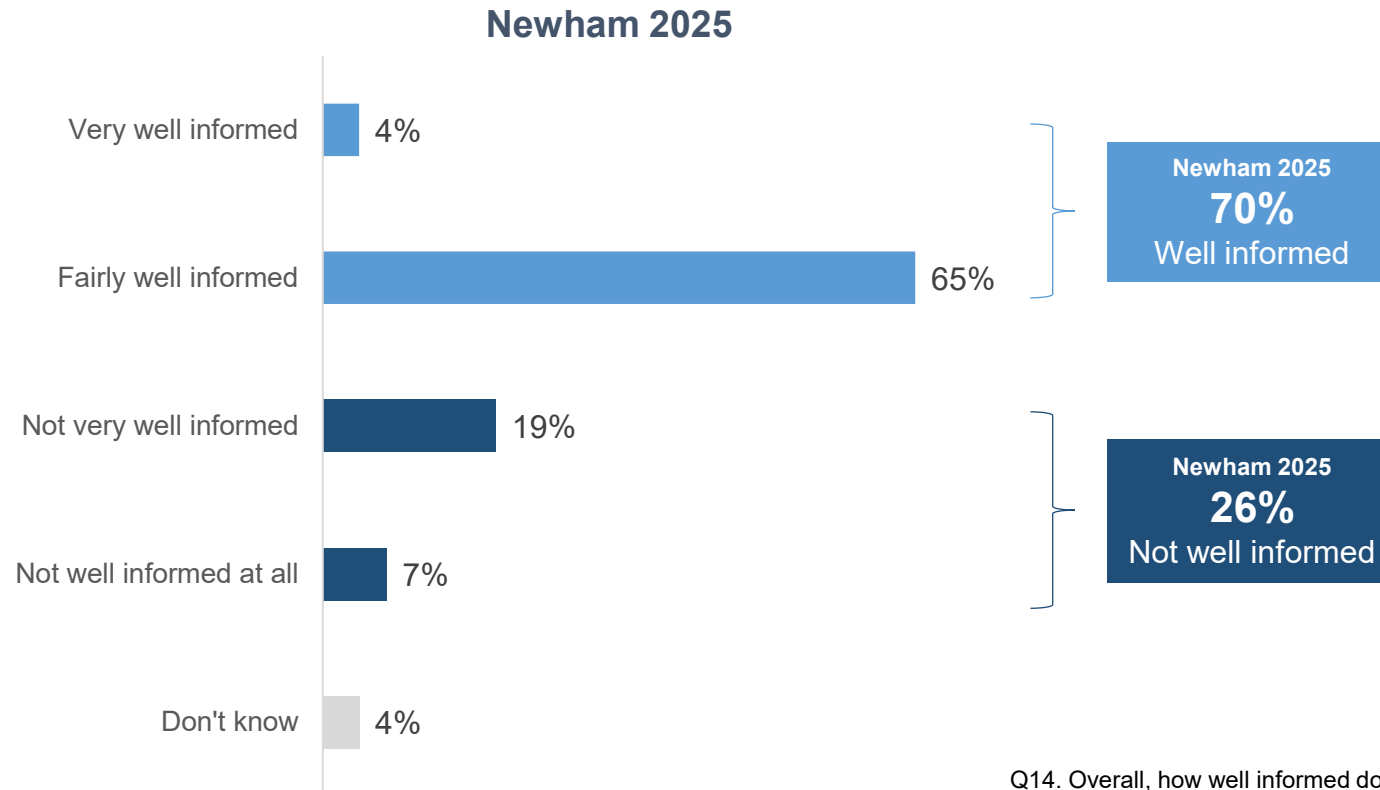
## Influence and voice



Agree they can  
influence Council  
decisions

- ✓ Digital access and service communication are clear strengths, with very high readiness to use online services and strong levels of feeling informed.
- ✓ Confidence drops when it comes to influence: fewer than half of residents feel they can influence Council decisions, highlighting a gap between communication and perceived empowerment.

# 7 in 10 residents feel well informed by the Council

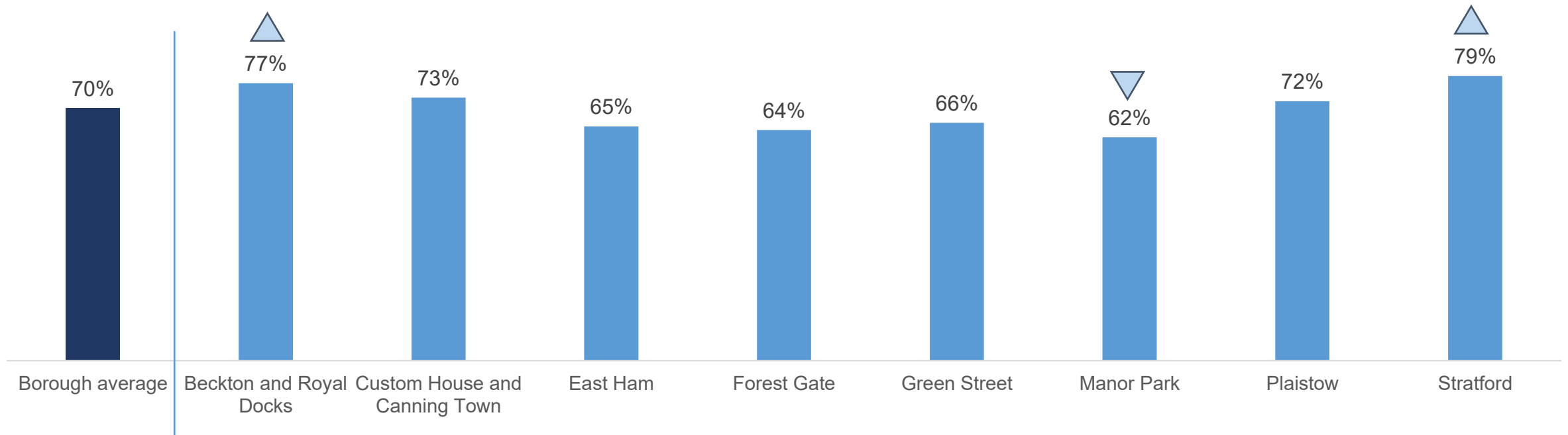


Q14. Overall, how well informed do you think Newham Council keeps residents about the services it provides?  
Unweighted sample base: 2025: 1,523

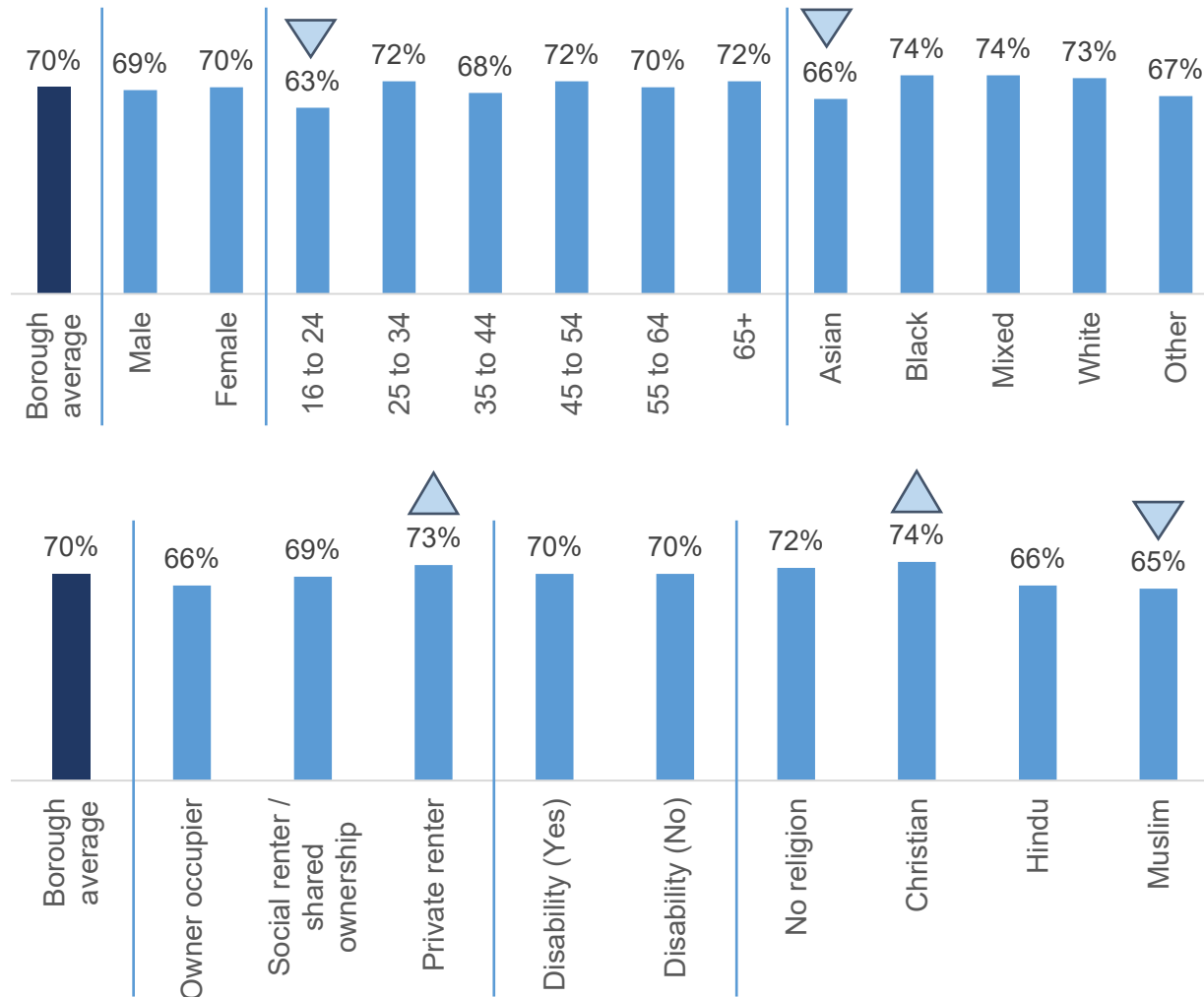
# Feeling well informed by the Council, by Community Neighbourhood Area (CNA)

Stratford records the highest proportion of residents who feel well informed, at 79%, which is significantly above the borough average of 70%. Beckton and Royal Docks also stands out positively, with 77% feeling well informed.

At the other end of the scale, Manor Park records the lowest level at 62%, which is significantly below the borough average. Elsewhere, perceptions are closer to the average, with no other statistically significant differences identified between CNAs.



# Feeling well informed by the Council, by demographic group



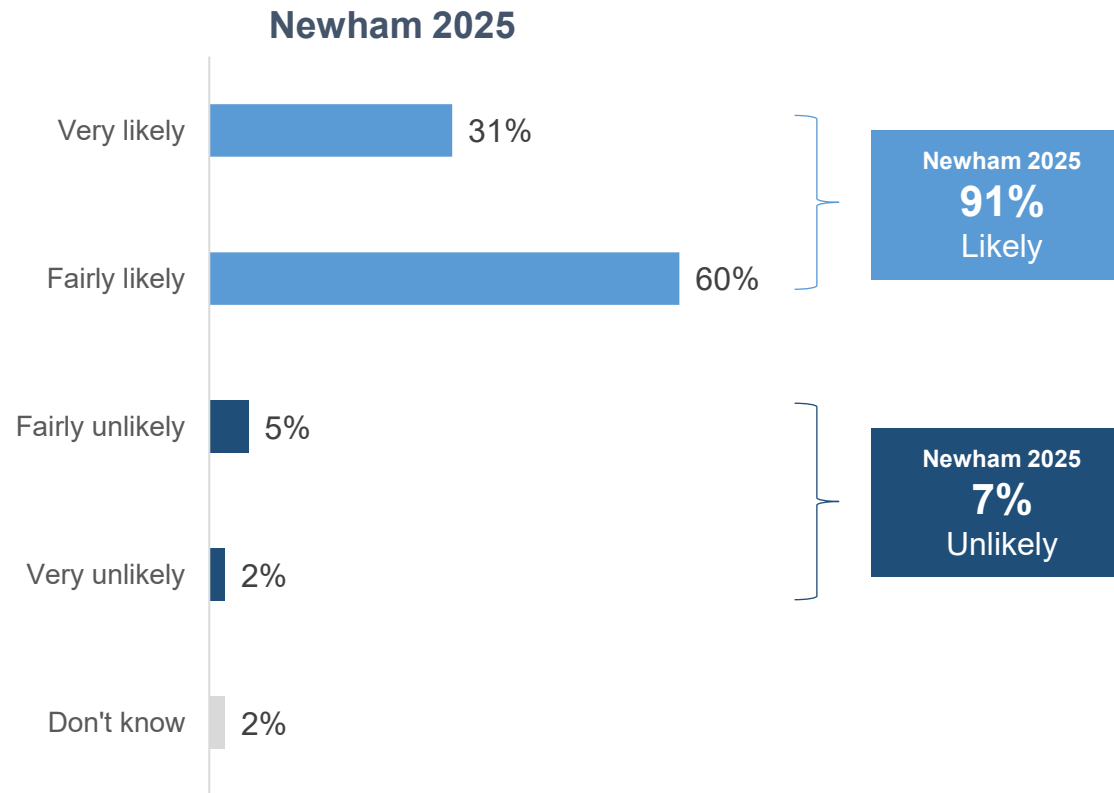
Views on how well informed residents feel vary across several demographic groups when compared with the borough average of 70%:

- **Age:** Younger residents aged 16 to 24 are significantly less likely to feel well informed (63%). Other age groups are broadly in line with the borough average.
- **Ethnicity:** Asian residents are less likely to feel well informed (66%), while Black (74%), Mixed (74%) and White residents (73%) are more likely to feel well informed.
- **Housing tenure:** Private renters stand out as feeling better informed (73%), while owner occupiers are less likely to feel well informed (66%).
- **Religion:** Christian residents are more likely to feel well informed (74%), while Muslim residents are less likely to feel well informed (65%).



# Residents show strong readiness to use online Council services

Almost all residents (91%) say they would be likely to access a Newham Council service online if needed.

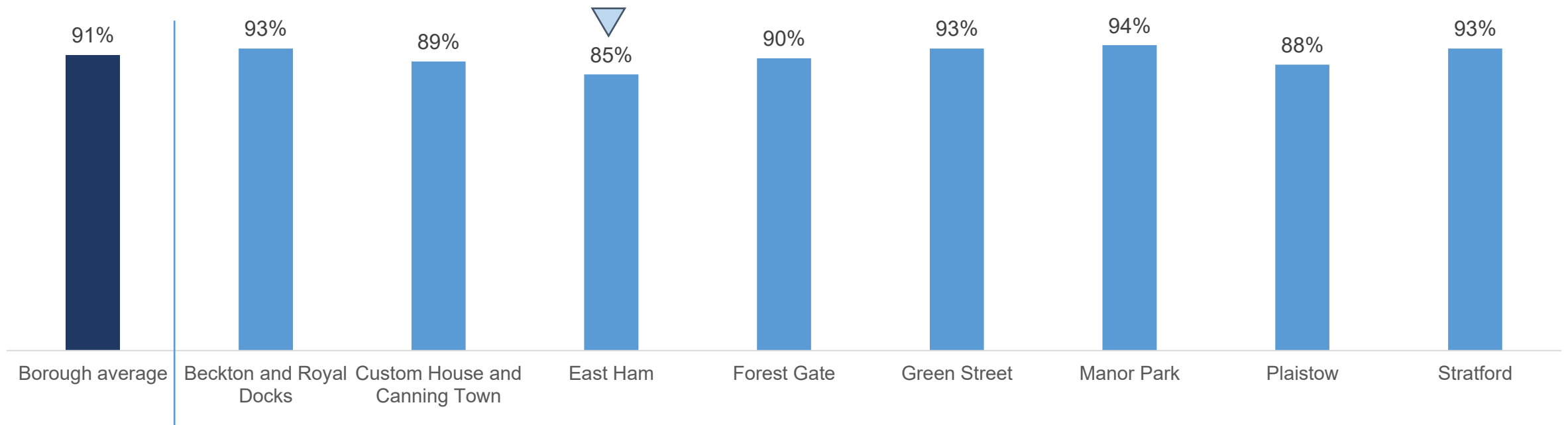


Q15. If you needed a service from Newham Council, how likely would you be to access this online?  
Unweighted sample base: 2025: 1,523

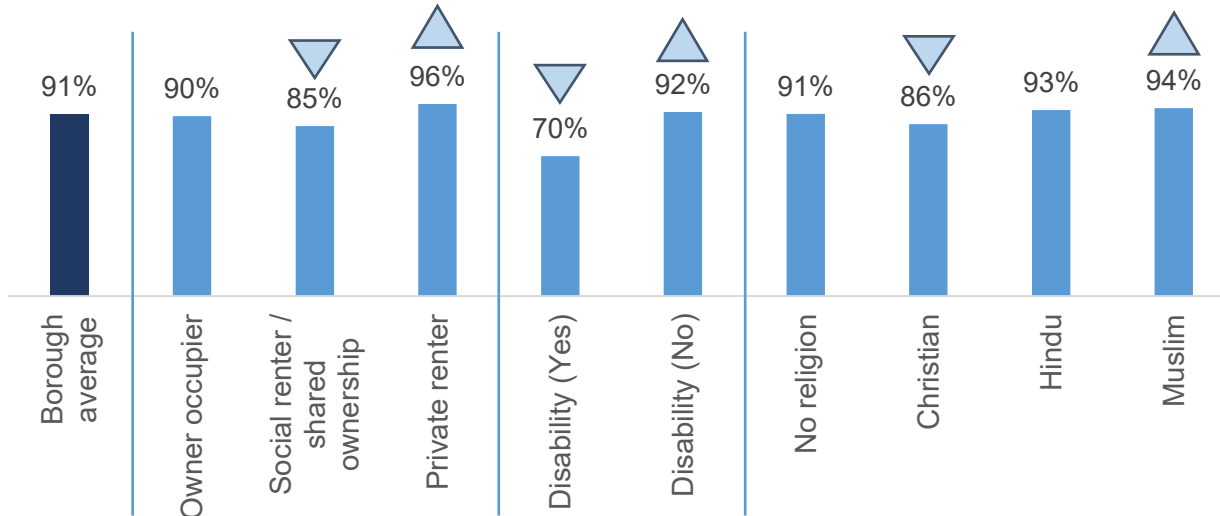
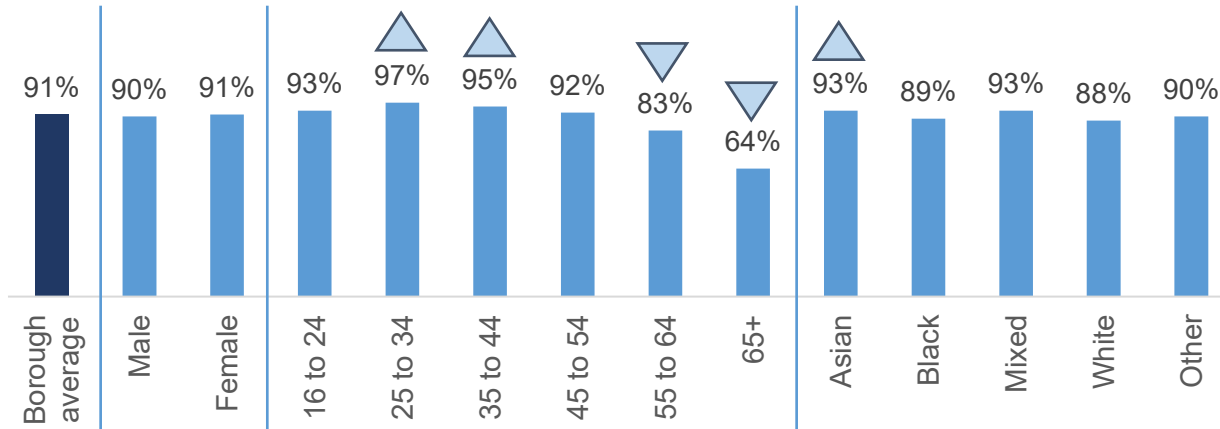
# Readiness to use online Council services by Community Neighbourhood Area (CNA)

Willingness to access Council services online is high across all areas of the borough, with most CNAs clustered around the borough average of 91%. Manor Park records the highest level at 94%, with similarly high levels in Beckton and Royal Docks (93%), Green Street (93%) and Stratford (93%).

East Ham records the lowest level of likelihood at 85%, which is significantly below the borough average. Elsewhere, the differences between CNAs are relatively small, with no other statistically significant variations identified.



# Readiness to use online Council services by demographic group



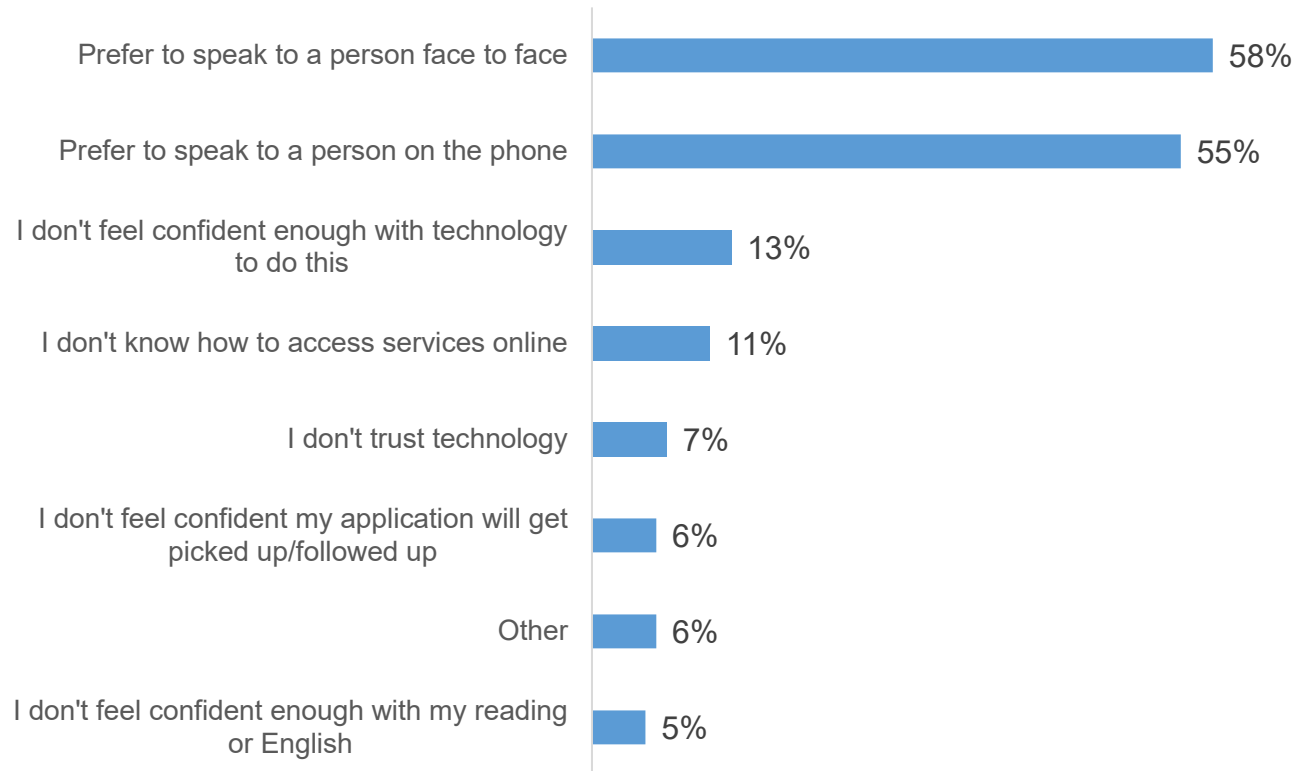
Readiness to access Council services online is high overall, but there are some clear differences across demographic groups when compared with the borough average of 91%:

- **Age:** Younger residents are significantly more likely to say they would access services online, particularly those aged 25 to 34 (97%) and 35 to 44 (95%). In contrast, residents aged 65 and over are much less likely to do so, at 64%.
- **Ethnicity:** Asian residents are more likely than average to say they would use online services (93%).
- **Housing tenure:** Private renters stand out as the most digitally ready group, with 96% likely to access services online. Social renters and those in shared ownership are less likely to do so (85%).
- **Disability:** Residents without a disability are more likely to say they would use online services (92%), while readiness is significantly lower among residents with a disability (70%).
- **Religion:** Muslim (94%) and Hindu residents (93%) are more likely than average to access services online, while Christian residents are less likely to do so (86%).



# Residents who are unlikely to use online services prefer face to face or phone contact

Newham 2025



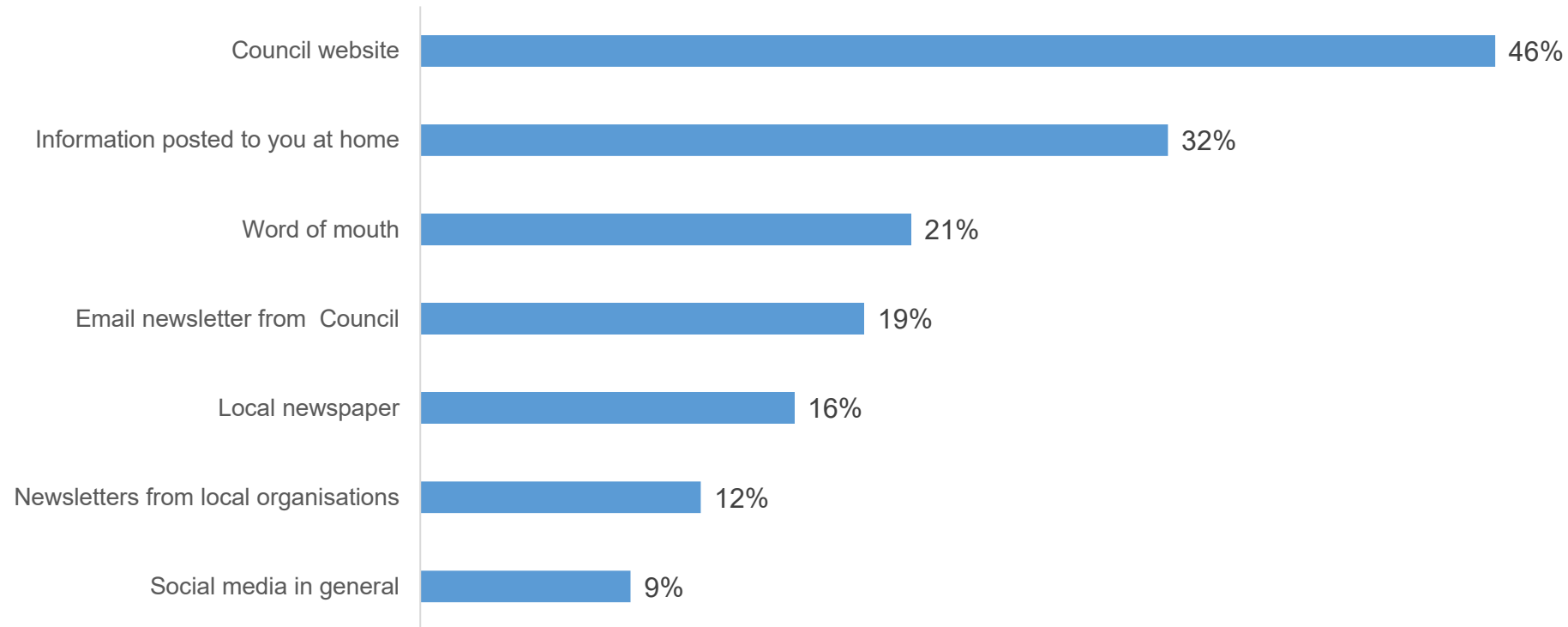
From a statistical perspective, there is little variation by CNA or demographic group. However, the following statistically significant differences are evident:

- Residents aged 65 and over are significantly more likely than average to say they are not confident enough with technology to access services online (23%).
- Christian residents are more likely than average to say they do not trust the technology (12%).
- Residents with a disability are much less confident that their application will be picked up or followed up.
- Asian respondents are more likely than average to say they are not confident enough due to reading ability or English language skills (14%).

Q16. Which of these reasons best explains why you are not likely to access services online?  
Unweighted sample base:130

# The Council website and direct mail are the main ways residents stay informed about what the Council is doing

Newham 2025



Q17. How do you find out about what Newham Council is doing?  
Unweighted sample base: 1,523  
Figures of less than 9% are not shown for presentation purposes

# Top sources of information about what the Council is doing by Community Neighbourhood Area (CNA)

Source of information	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Council website	46%	32% ▼	54% ▲	69% ▲	36% ▼	57% ▲	62% ▲	38% ▼	19% ▼
Information posted to you at home	32%	24% ▼	25%	21% ▼	39% ▲	26% ▼	25% ▼	45% ▲	50% ▲
Word of mouth	21%	25%	30% ▲	21%	8% ▼	19%	19%	23%	22%
Email newsletter from Council	19%	12% ▼	13% ▼	16%	19%	21%	28% ▲	22%	19%



# Top sources of information about what the Council is doing by demographic group

Source of information	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Council website	46%	46%	46%	47%	48%	51% ▲	50%	39%	28% ▼
Information posted to you at home	32%	31%	33%	24% ▼	30%	34%	28%	42% ▲	44% ▲
Word of mouth	21%	18% ▼	24% ▲	23%	22%	16% ▼	16%	24%	28% ▲
Email newsletter from Council	19%	17% ▼	21% ▲	15%	20%	17%	24% ▲	24%	10% ▼

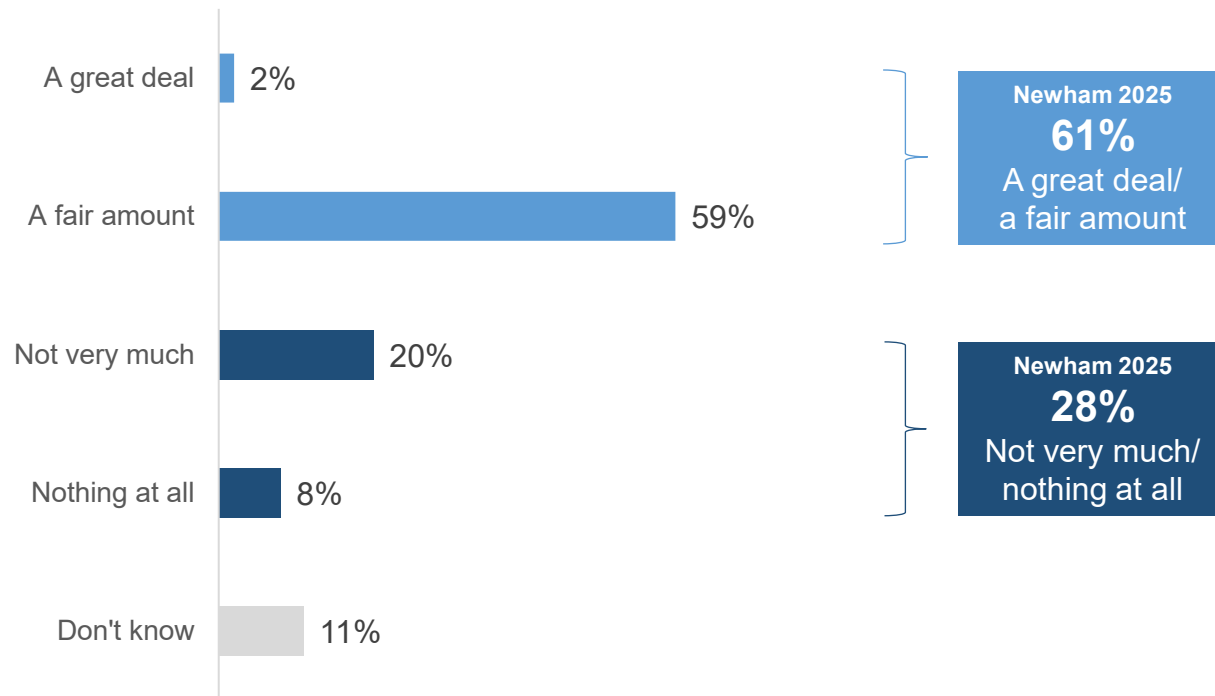
Source of information	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Council website	46%	51% ▲	37% ▼	24% ▼	46%	48%	53% ▲	34% ▼	51% ▲
Information posted to you at home	32%	28% ▼	40% ▲	40%	34%	25%	29%	40% ▲	28% ▼
Word of mouth	21%	18% ▼	22%	10%	24%	32%	19%	23%	20%
Email newsletter from Council	19%	20%	16%	20%	20%	11%	23% ▲	18%	17%

Source of information	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Council website	46%	34% ▼	47% ▲	35% ▼	44%	46%	56% ▲
Information posted to you at home	32%	39%	32%	40% ▲	33%	22% ▼	26% ▼
Word of mouth	21%	31% ▲	20% ▼	20%	22%	15%	21%
Email newsletter from Council	19%	14%	19%	18%	19%	15%	20%

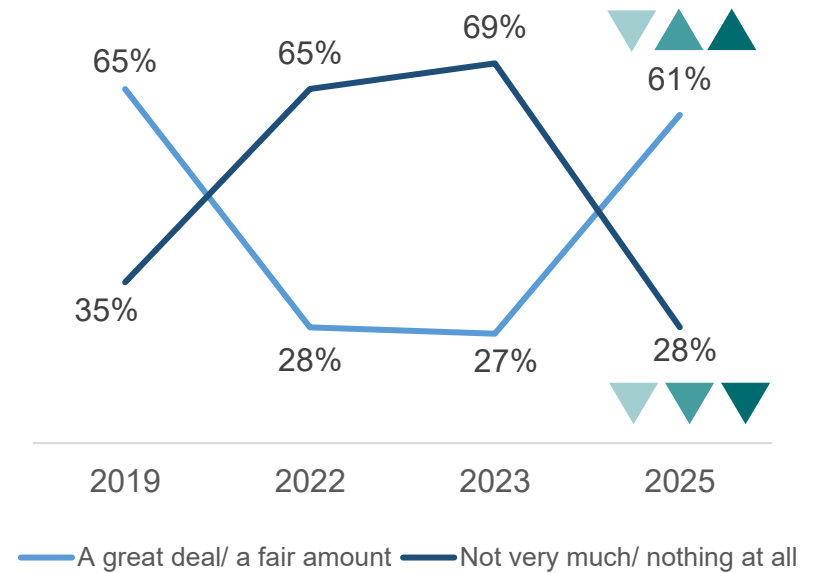


# Six in ten residents feel informed about how the Council makes decisions

Newham 2025



2019-2025 Newham trend data



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

- ▲▼ Significantly higher or lower vs 2023 at 95% loc
- ▲▼ Significantly higher or lower vs 2022 at 95% loc
- ▲▼ Significantly higher or lower vs 2019 at 95% loc

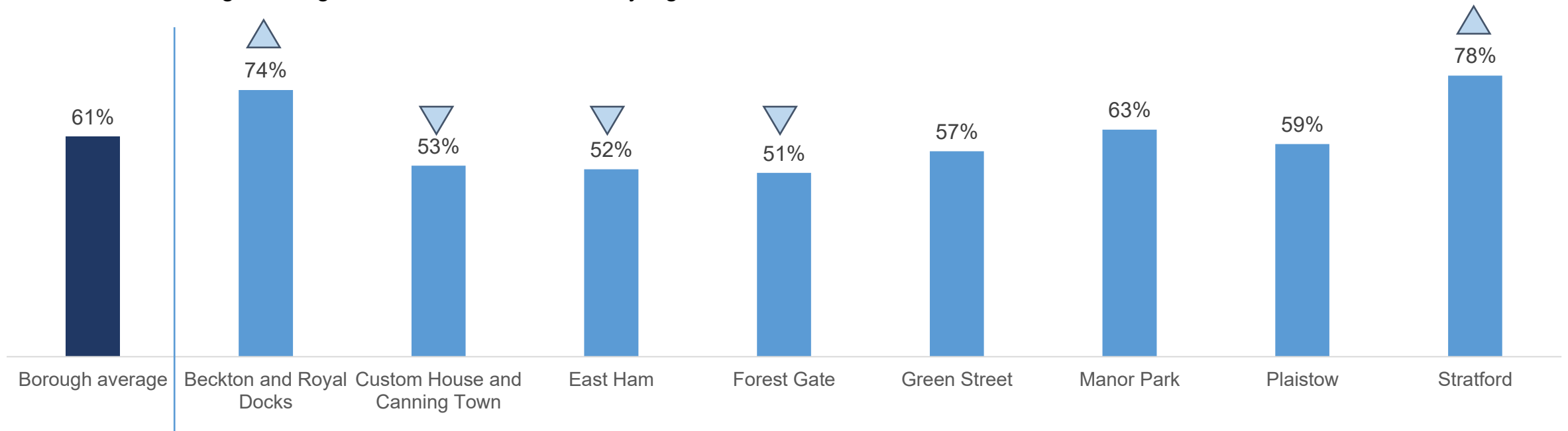
Q19. How much do you feel you know about how Newham Council currently makes decisions about its services and other local issues?

Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117.

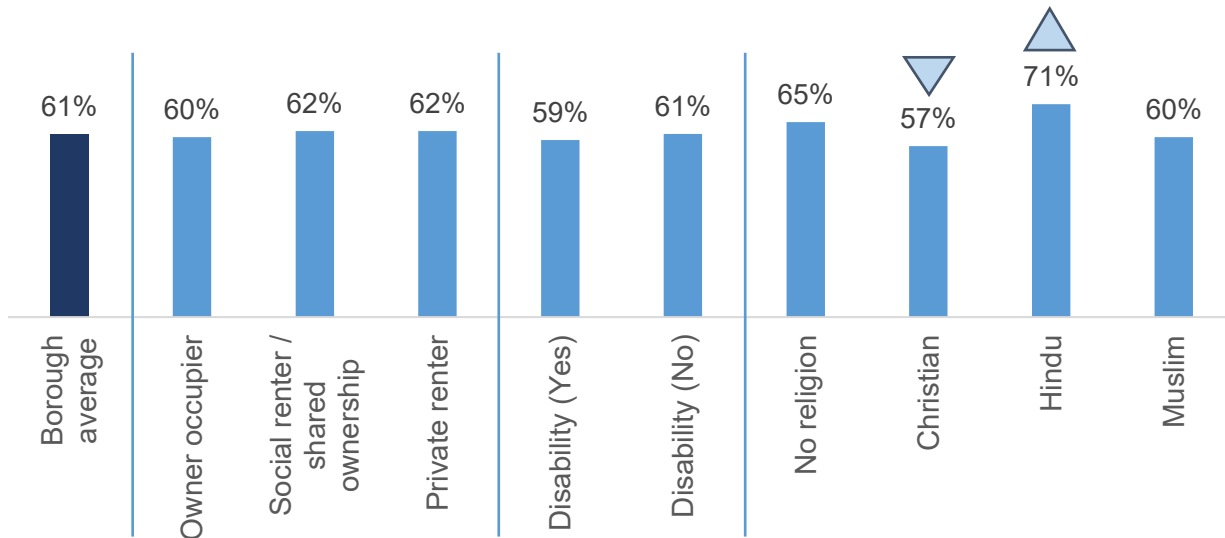
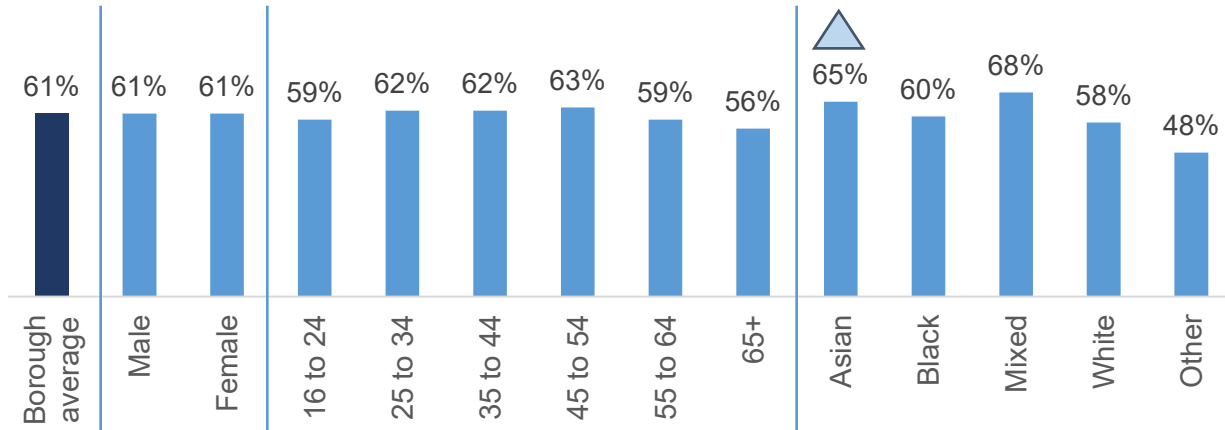
# Feeling informed about how the Council makes decisions by Community Neighbourhood Area (CNA)

Residents' understanding of Council decision making varies noticeably by area. Stratford records the highest level of reported understanding, with 78% saying they know a great deal or a fair amount, which is significantly above the borough average of 61%. Beckton and Royal Docks also stands out positively, at 74%.

In contrast, lower levels of understanding are reported in several areas. Forest Gate records the lowest score at 51%, followed by East Ham (52%) and Custom House and Canning Town (53%), all of which are significantly below the borough average. Elsewhere, results are closer to the borough average, with no further statistically significant differences identified.



# Feeling informed about how the Council makes decisions by demographic group



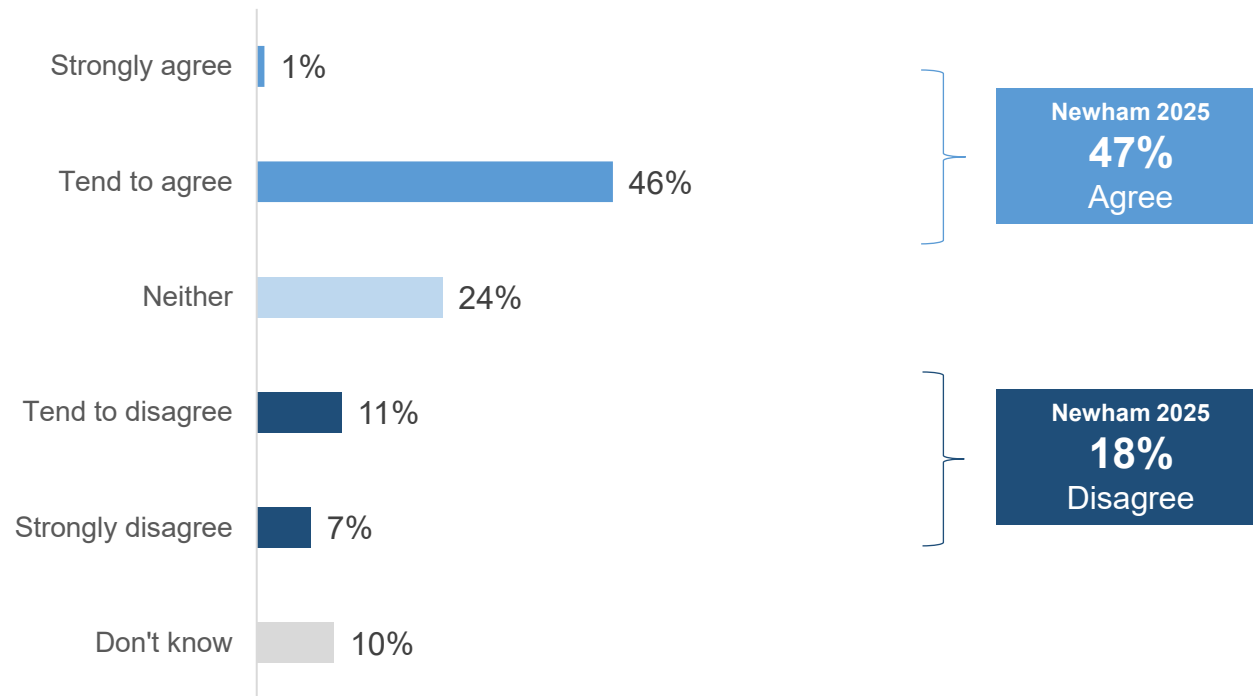
Levels of reported understanding vary across some demographic groups when compared with the borough average of 61%:

- **Age:** Residents aged 65 and over are more likely than average to feel informed about how decisions are made (65%). Younger residents aged 16 to 24 are slightly less likely to feel informed (59%), although these differences are not statistically significant.
- **Ethnicity:** Asian residents report significantly higher levels of understanding (65%).
- **Religion:** Hindu residents stand out as more likely to feel informed (71%), while Christian residents are less likely than average to feel informed (57%).

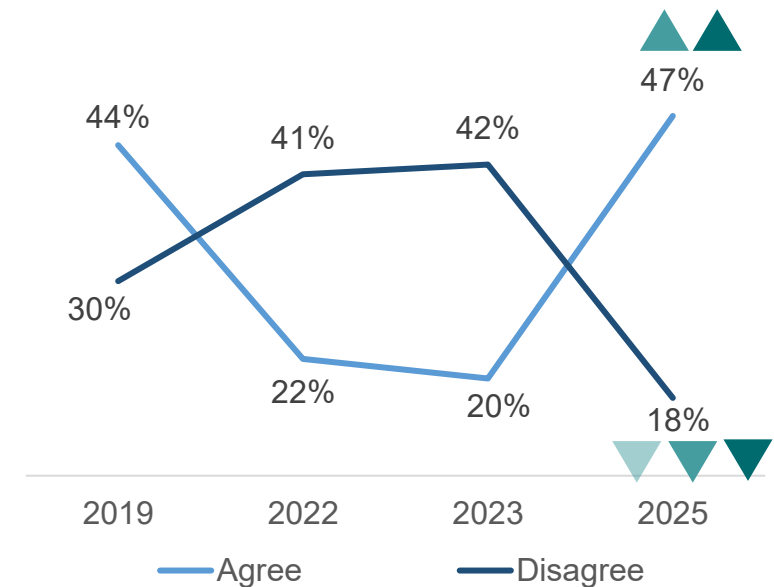


# Fewer than half (47%) of residents feel they can influence Council decisions

Newham 2025



2019-2025 Newham trend data



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

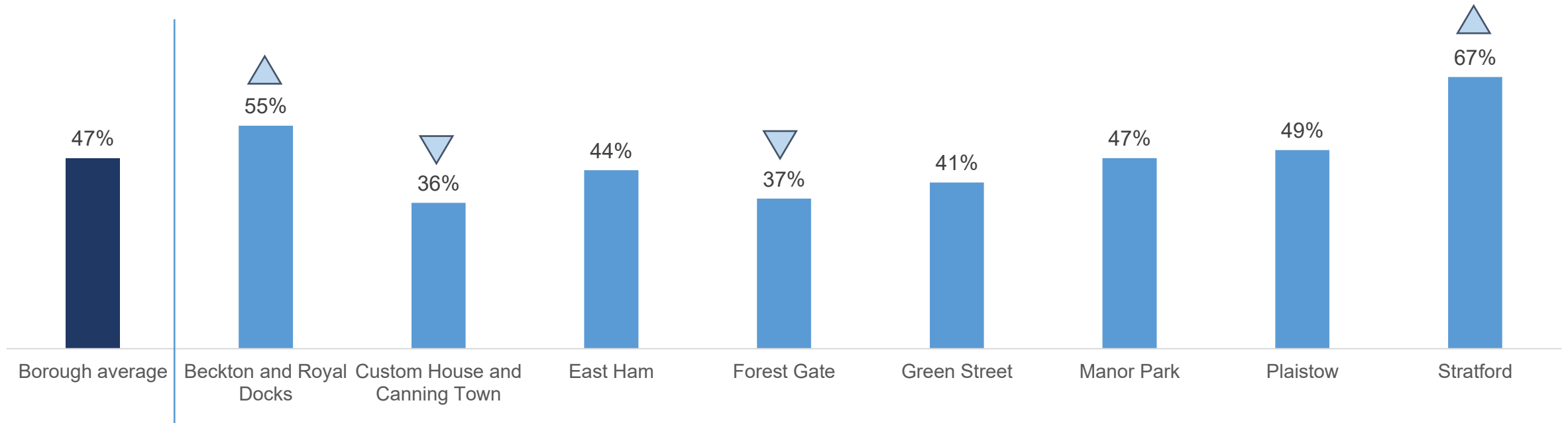
Q20. Thinking about your local area, to what extent do you agree or disagree that you can influence decisions Newham Council makes?

Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117.

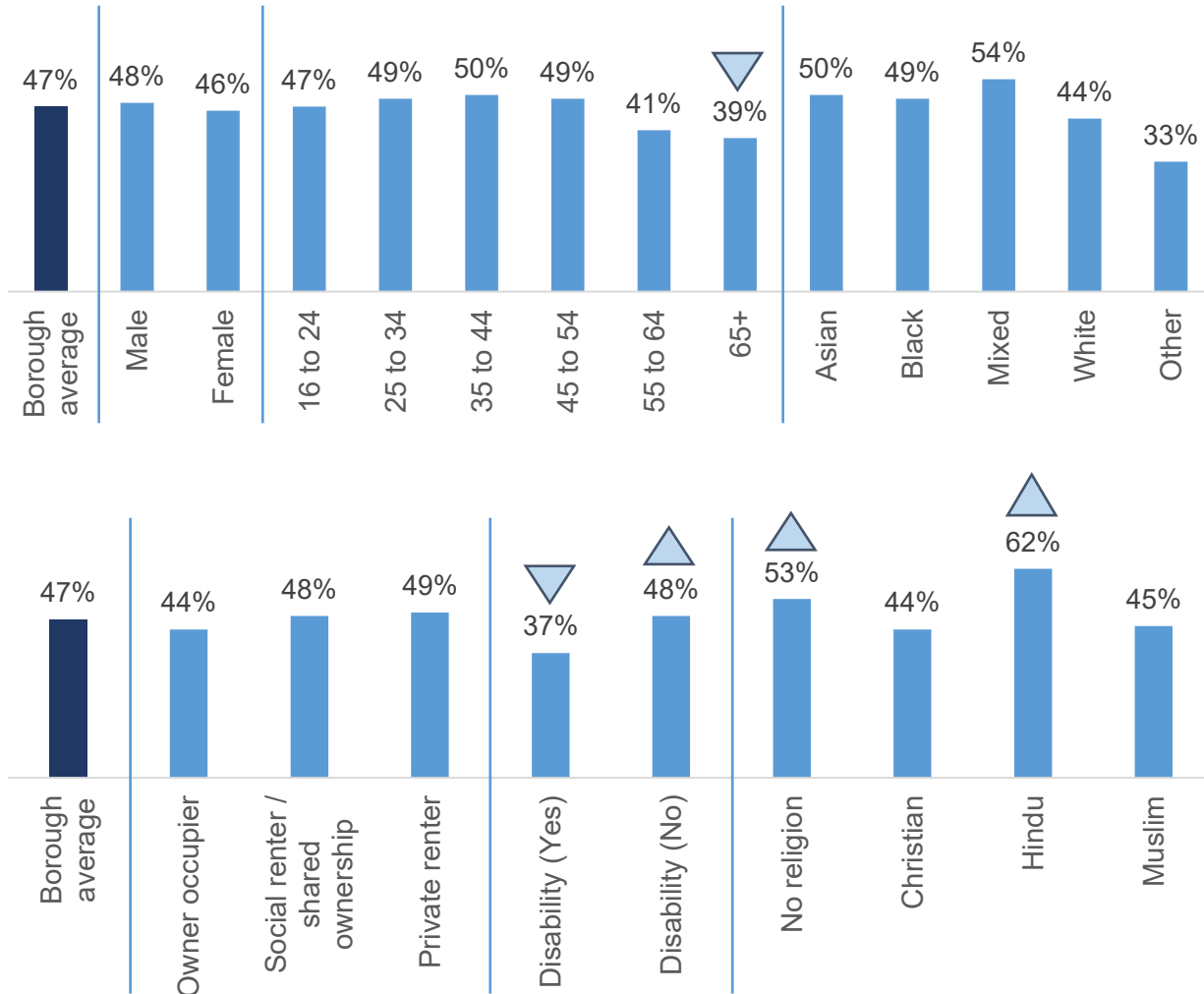
# Perceived ability to influence Council decisions by Community Neighbourhood Area (CNA)

Perceptions of residents' ability to influence Council decisions vary noticeably across the borough. Stratford stands out most strongly, with 67% of residents agreeing that they can influence decisions, which is significantly above the borough average of 47%. Beckton and Royal Docks also reports higher than average agreement, at 55%.

In contrast, lower levels of perceived influence are evident in several areas. Custom House and Canning Town records the lowest level of agreement at 36%, followed by Forest Gate (37%). Green Street (41%) and East Ham (44%) also fall below the borough average. Elsewhere, perceptions are closer to the average, with no additional statistically significant differences identified.



# Perceived ability to influence Council decisions by demographic group



Perceptions of residents' ability to influence Council decisions vary across some demographic groups when compared with the borough average of 47% agreeing:

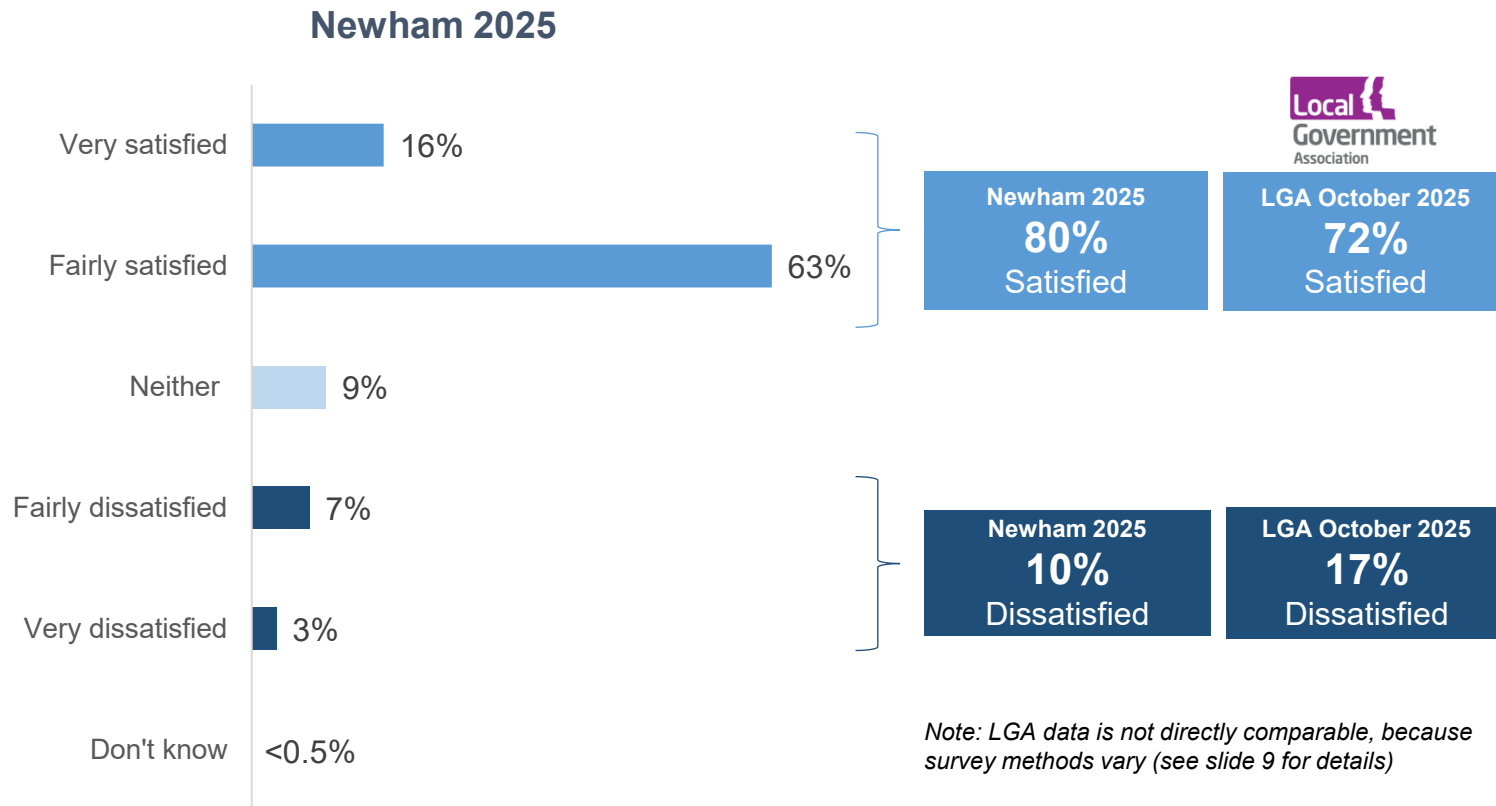
- **Age:** Agreement is higher among residents aged 25 to 34 and 35 to 44 (both 49%), compared with those aged 65 and over, where agreement falls to 41%. Older residents are also more likely to disagree (23%) than the borough average (18%).
- **Ethnicity:** Asian (50%) and Mixed ethnicity residents (54%) are more likely than average to agree that they can influence Council decisions. White residents are less likely to agree (44%) and more likely to disagree (23%).
- **Housing tenure:** Private renters report higher agreement (49%) than the borough average, while owner occupiers are less likely to agree (44%) and more likely to disagree (26%).
- **Disability:** Residents with a disability are notably less likely to agree that they can influence decisions (37%) compared with those without a disability (48%), and are more likely to disagree (25% vs 18%).
- **Religion:** Hindu residents show higher levels of agreement (62%), while Christian residents are less likely to agree (44%) and more likely to disagree (21%).



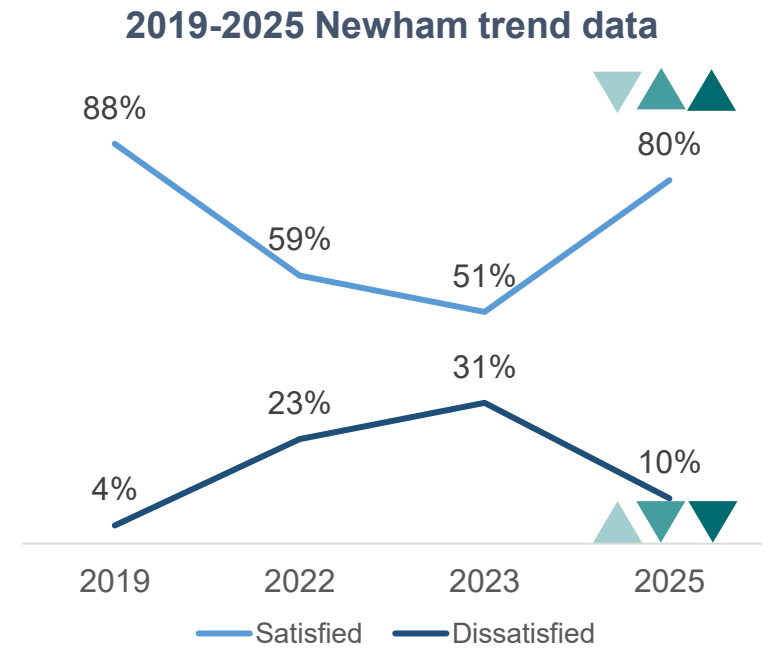
# Perceptions of home and local area

# Eight in ten Newham residents are satisfied with the area

The vast majority (80%) of residents are happy with the area they live in



Note: LGA data is not directly comparable, because survey methods vary (see slide 9 for details)



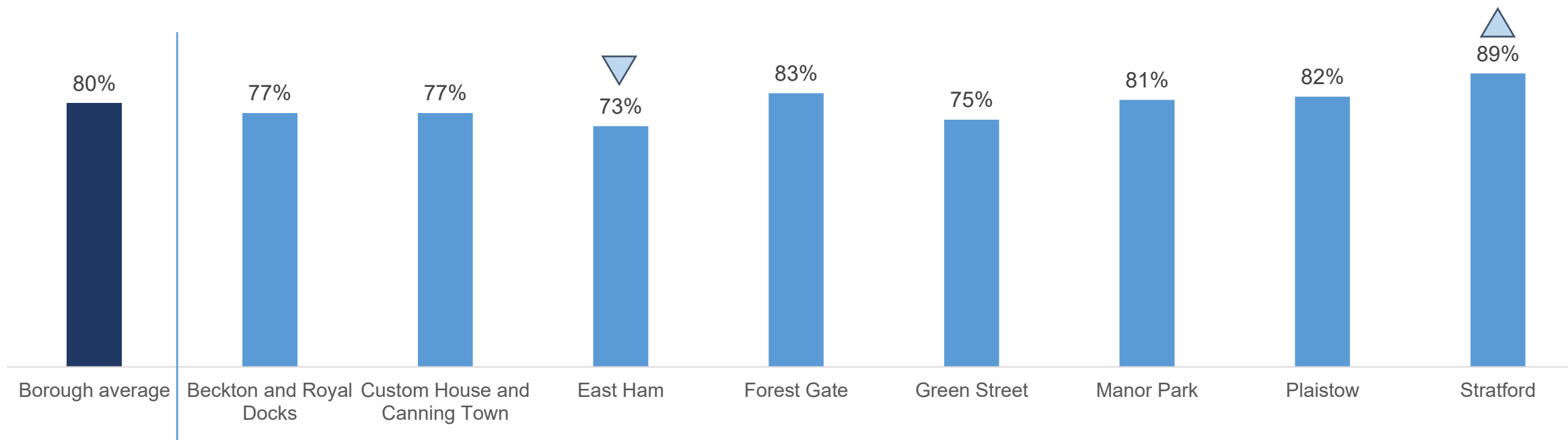
Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 8 for details)

Q1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117

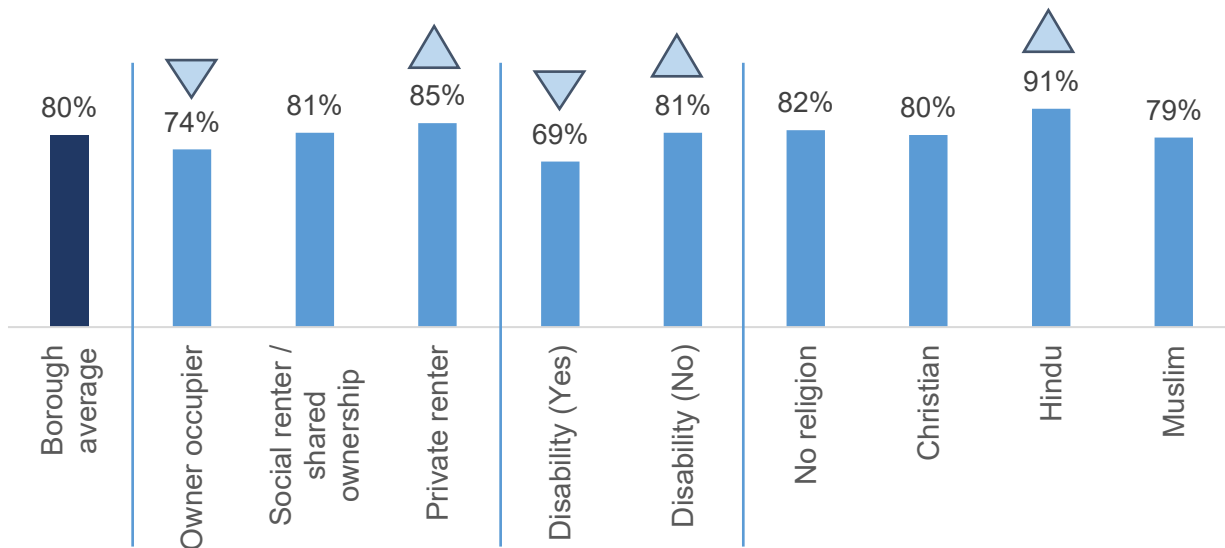
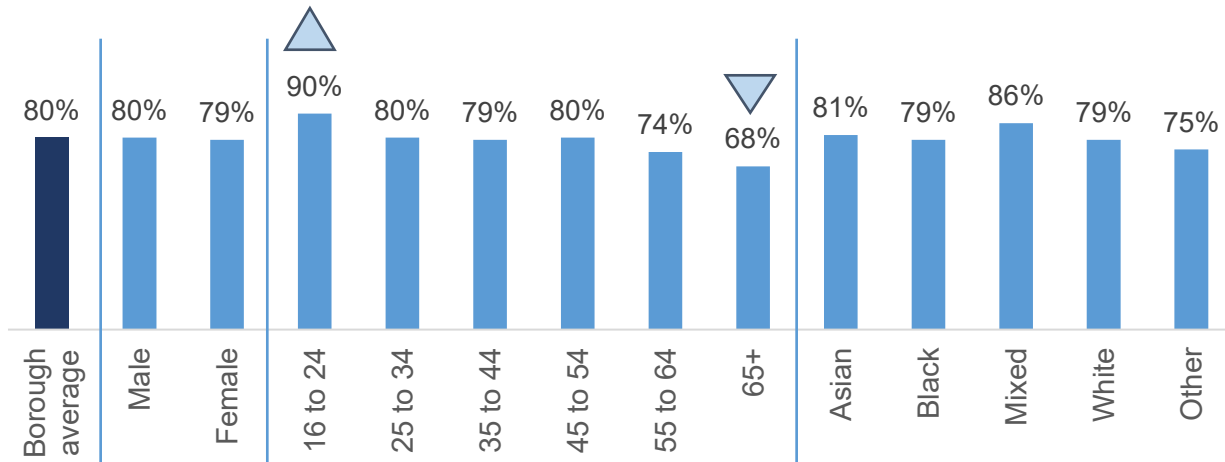
# Satisfaction with the local area by Community Neighbourhood Area (CNA)

Overall satisfaction with the local area as a place to live varies across the borough. Stratford records the highest level of satisfaction at 89%, and this score is significantly higher than the borough average, indicating that residents in the Stratford CNA are meaningfully more satisfied with their local area as a place to live.

In contrast, East Ham has the lowest satisfaction score at 73%, which is significantly lower than the borough average, suggesting that residents in the East Ham CNA are meaningfully less satisfied rather than this difference being due to sampling variation.



# Satisfaction with the local area by demographic group

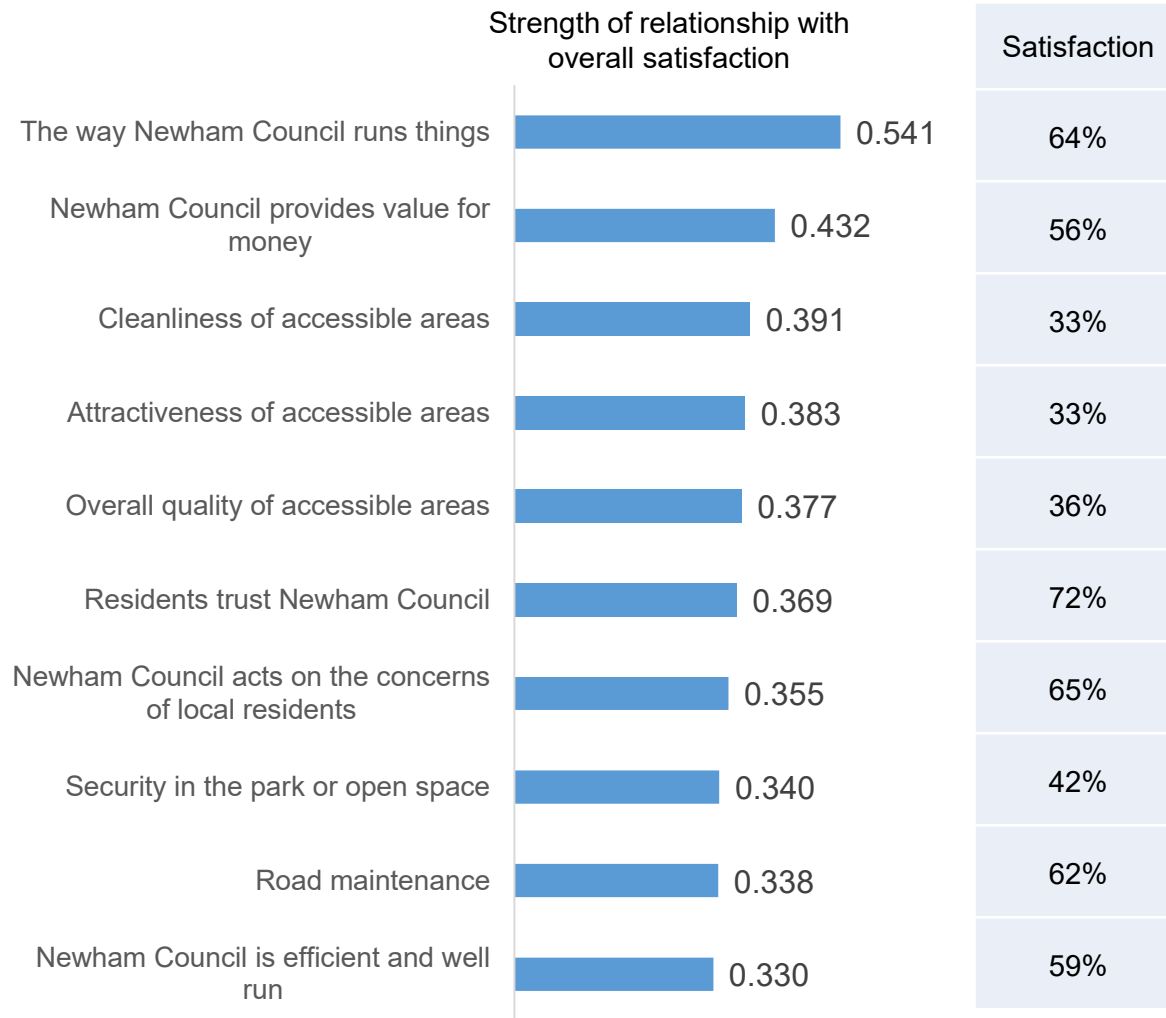


Satisfaction with the local area varies across demographic groups when compared with the borough average of 80%:

- **Age:** Younger residents are notably more positive, with 90% of those aged 16 to 24 satisfied with their local area, well above the borough average. In contrast, satisfaction drops sharply among residents aged 65 and over, at 68%, which is significantly below average.
- **Housing tenure:** Private renters report higher satisfaction than average, at 85%, compared with just 74% of owner occupiers, who are significantly less satisfied than the borough as a whole.
- **Disability:** Residents without a disability report satisfaction levels slightly above average, at 81%, while satisfaction among those with a disability is much lower at 69%.
- **Religion:** Hindu residents stand out as particularly positive, with 91% satisfied with their local area.



# Key factors associated with local area as a place to live



A combination of factors is associated with overall satisfaction with the local area, including Council perceptions and quality of the local environment:

- **Perceptions of how the Council runs things** show the strongest association with satisfaction, indicating that views of Council leadership and delivery often align with how residents feel about their area overall.
- **Value for money** provided by the Council also shows a strong association, reflecting that residents who feel services and spending are fair and justified tend to report higher satisfaction with their area.
- **The condition of local spaces** is also linked to satisfaction. Cleanliness, attractiveness and the overall quality of accessible areas all show notable associations, suggesting the relevance of visible, everyday environments.
- **Trust and responsiveness** show important but weaker associations. Residents who trust the Council and feel that it acts on local concerns are more likely to express higher satisfaction with the local area.
- **Practical service factors**, such as safety in parks and open spaces and road maintenance, also show associations with overall views, though also to a slightly lesser extent.

This pattern suggests that satisfaction with the local area is most closely associated with Council performance perceptions, alongside broader views about the quality of local places and environments.

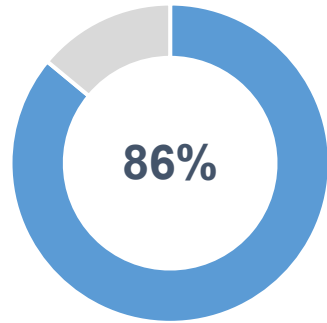
How to interpret

- Bar length = strength of association (correlation with overall satisfaction).
- % score = current level of satisfaction with that factor.

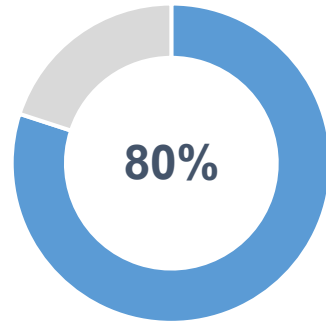
High correlation + lower satisfaction = potential focus area.

# Headline indicators

## Context and cohesion

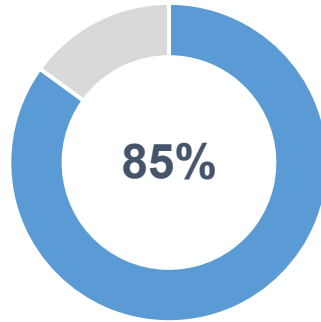


Agree people from different backgrounds get on well

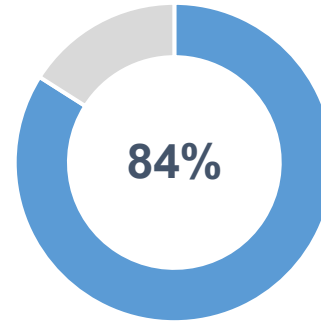


Feel a strong sense of belonging locally

## Home environment

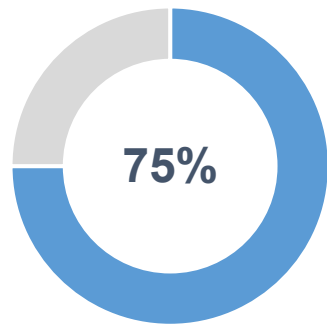


Satisfied with safety of home

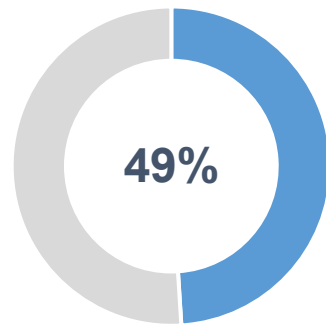


Satisfied with quality of home

## Affordability and stability

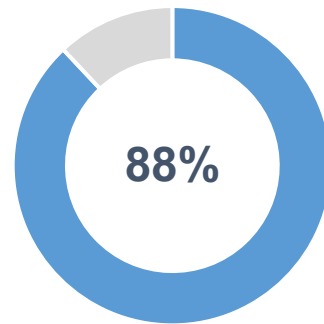


Think housing costs are manageable or affordable

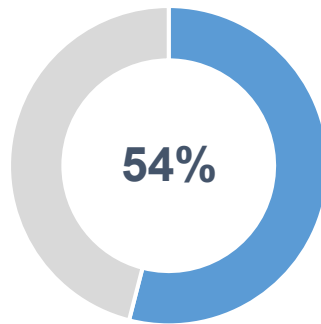


View Newham as a good place to grow older

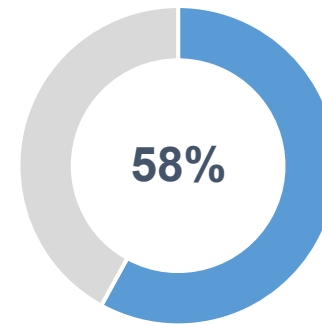
## Safety in local area



Feel safe outside during the day



Feel safe outside after dark

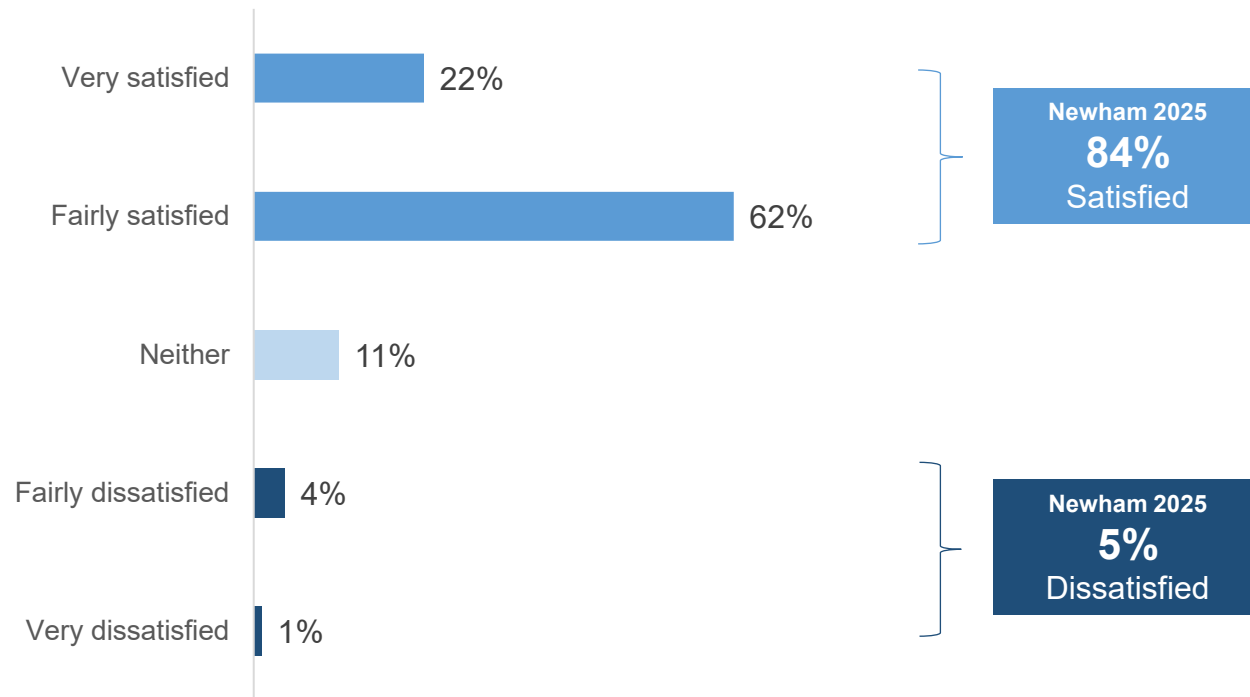


Worry about being a victim of crime

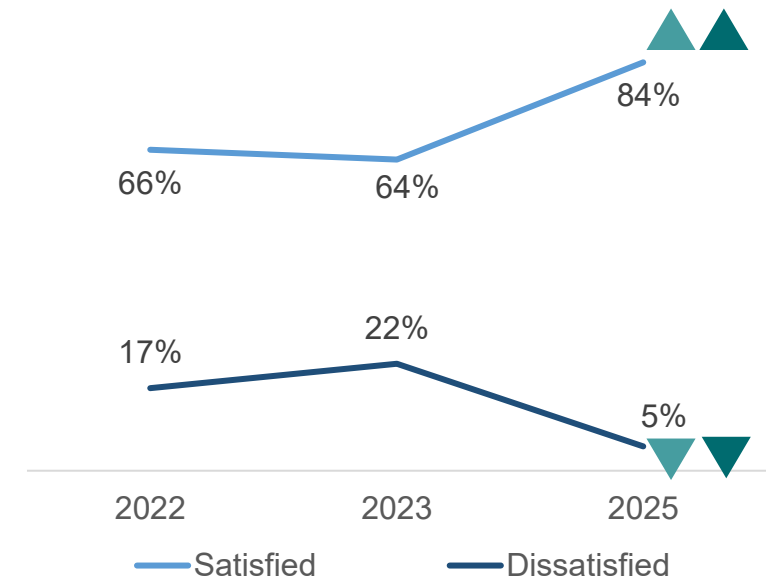
- ✓ Satisfaction with homes and neighbourhoods is high overall, particularly for quality, safety and community cohesion.
- ✓ Affordability is more mixed: while 75% describe housing costs as manageable or affordable, fewer see them as genuinely affordable.
- ✓ Safety concerns remain, especially after dark, with a marked gap between daytime and night-time perceptions.

# Eight in ten (84%) residents are satisfied with the overall quality of their home

Newham 2025



2022-2025 Newham trend data



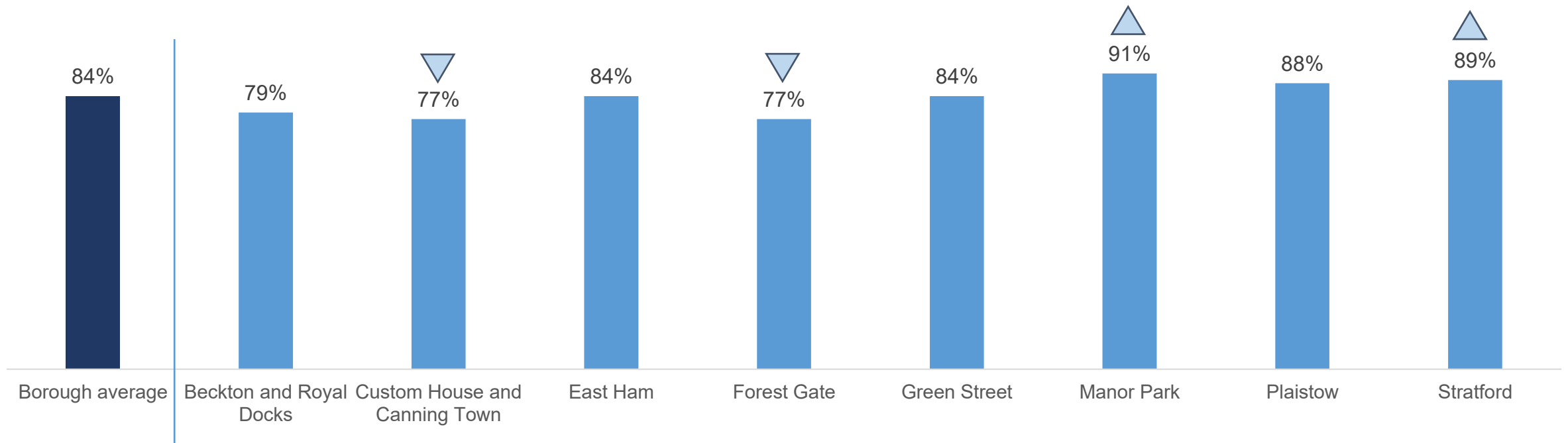
*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

Q21. How satisfied or dissatisfied are you with the overall quality of your home?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019

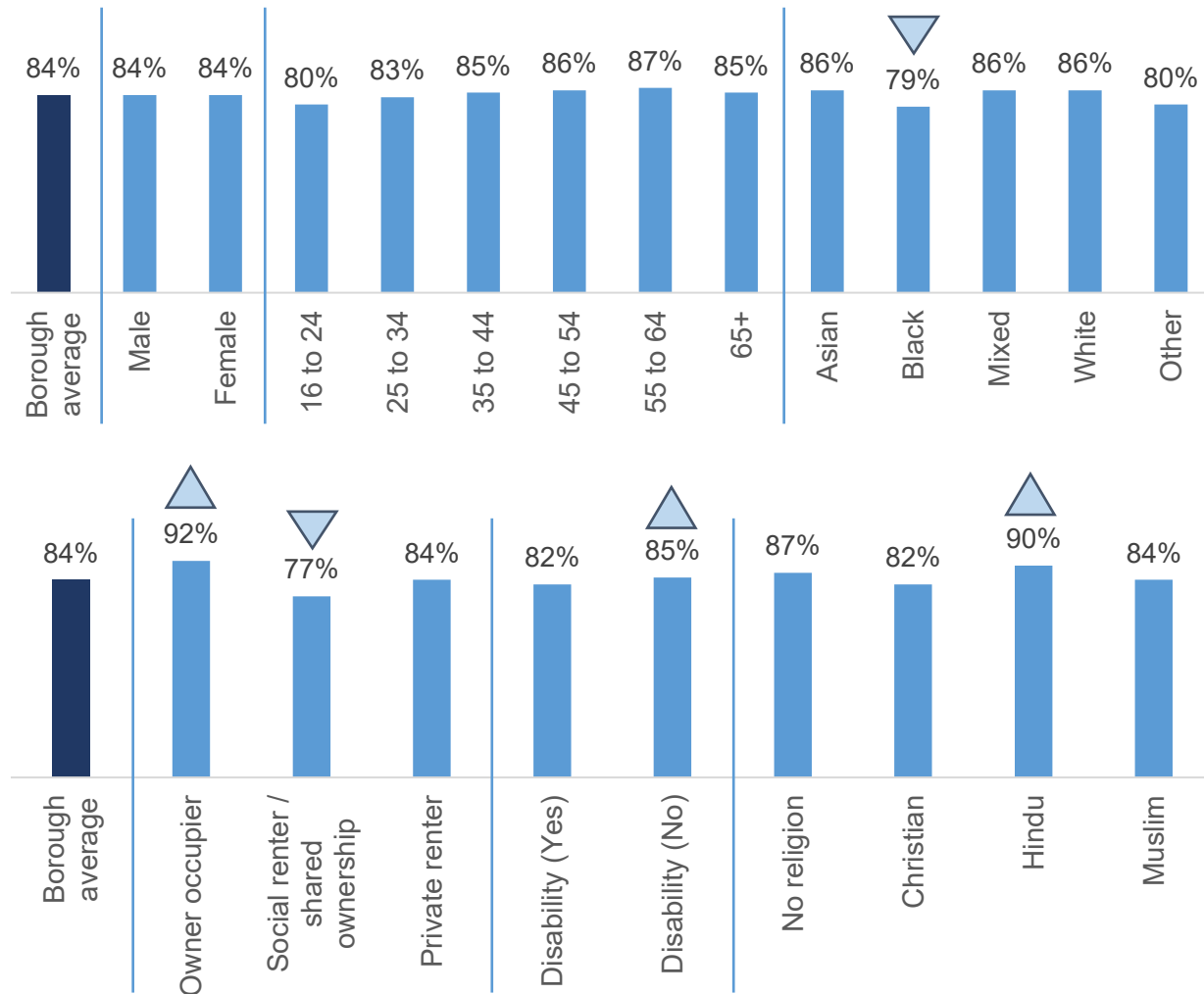
# Satisfaction with quality of home by Community Neighbourhood Area (CNA)

Satisfaction with the overall quality of residents' homes is high across the borough, though some variation is evident between areas. Manor Park records the highest level of satisfaction, with 91% of residents satisfied, which is significantly above the borough average of 84%. Stratford (89%) and Plaistow (88%) also record higher than average satisfaction.

In contrast, satisfaction is lower in a small number of areas. Custom House and Canning Town reports the lowest level of satisfaction at 77%, alongside Forest Gate (77%), both significantly below the borough average.



# Satisfaction with quality of home by demographic group



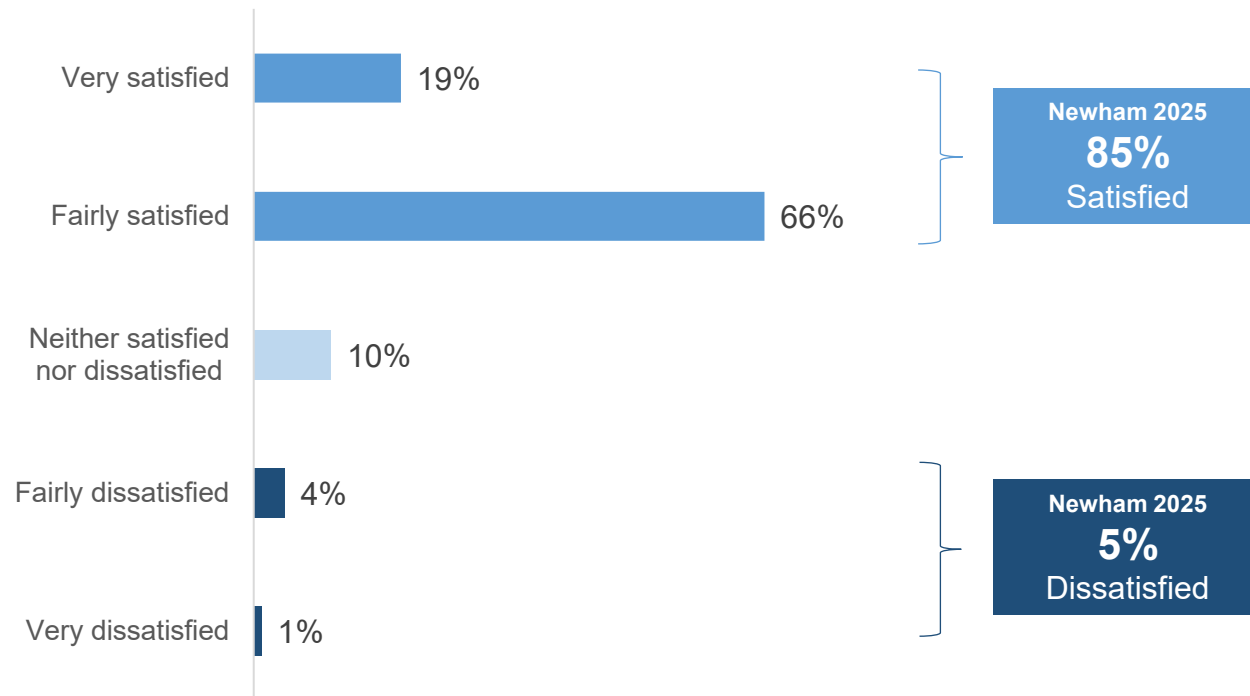
Satisfaction with the quality of residents' homes is generally high, but some statistically significant differences are evident across demographic groups when compared with the borough average of 84%:

- **Ethnicity:** Black residents are less likely to be satisfied with the quality of their home (79%), while satisfaction among Asian (86%), Mixed (86%) and White residents (86%) is above the borough average.
- **Housing tenure:** Clear differences are evident by tenure. Owner occupiers report the highest satisfaction (92%), while social renters and those in shared ownership report much lower satisfaction (77%).
- **Disability:** Residents without a disability are more satisfied with their home (85%) than those with a disability (82%).
- **Religion:** Hindu residents report higher satisfaction with their home (90%), while Christian residents are slightly less satisfied than average (82%)

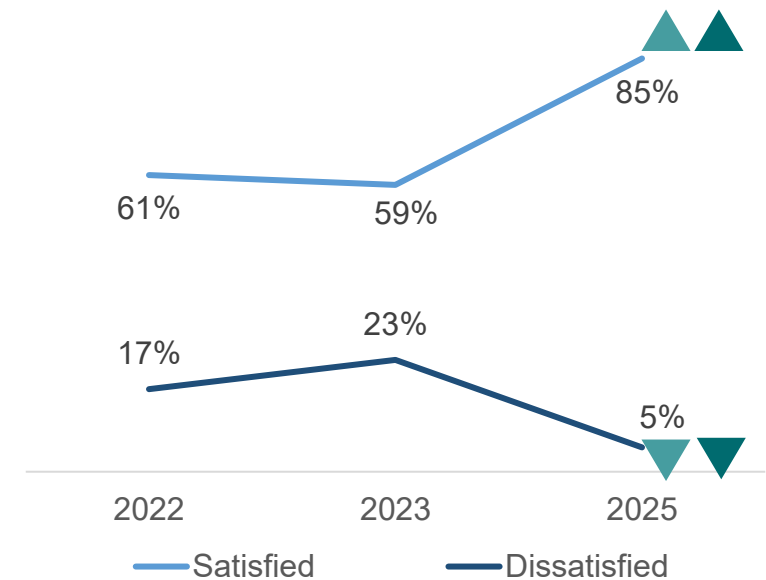


# Vast majority (85%) of residents are satisfied with the overall safety of their home

Newham 2025



2022-2025 Newham trend data



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

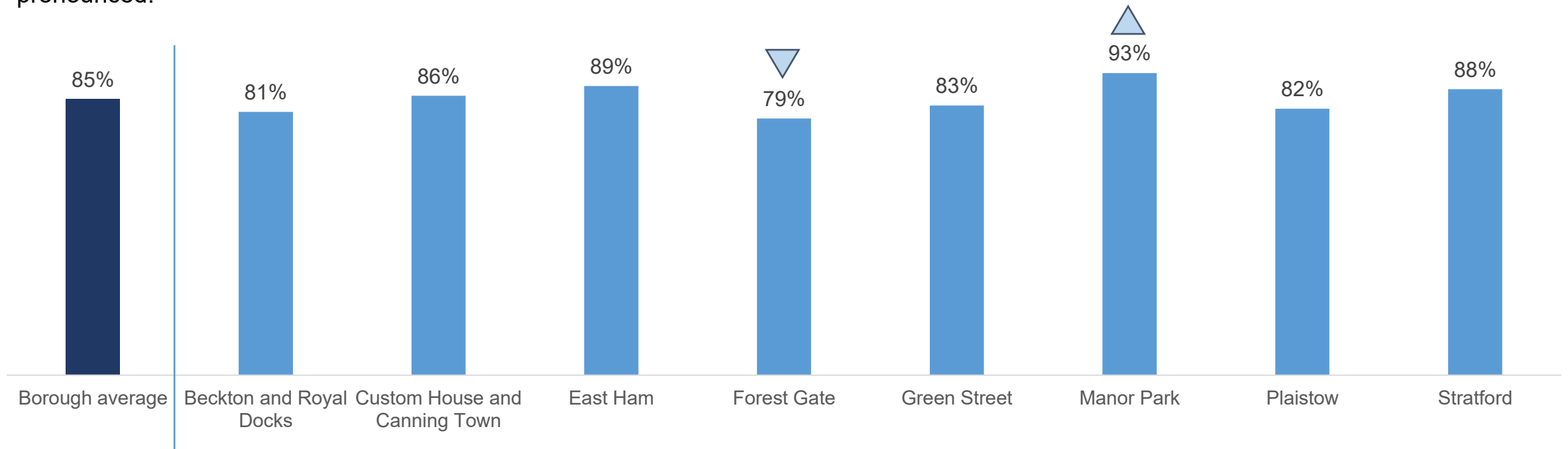
▲▲ Significantly higher or lower vs 2023 at 95% loc  
▲▲ Significantly higher or lower vs 2022 at 95% loc

Q22. How satisfied or dissatisfied are you with the overall safety of your home?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019

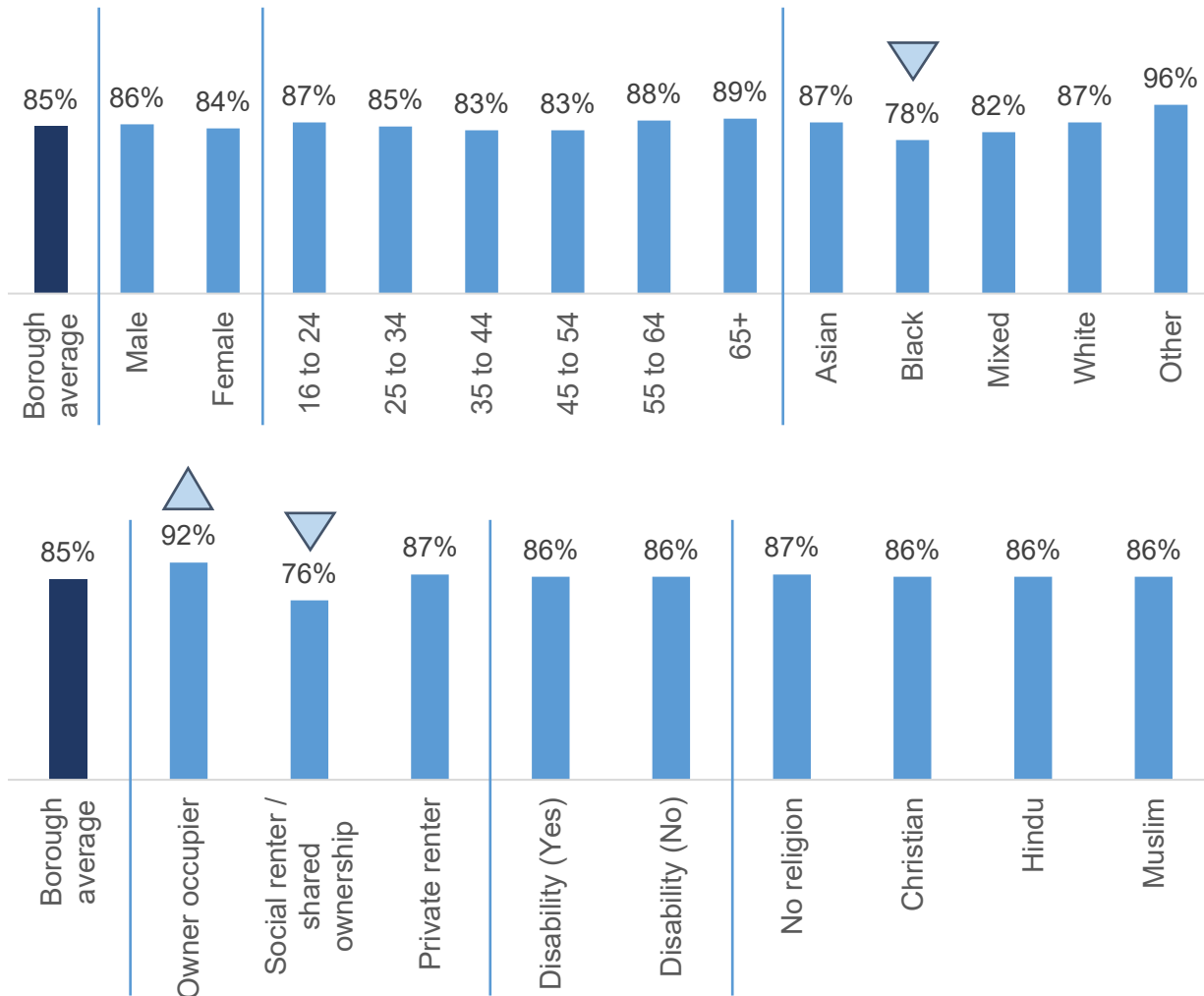
# Satisfaction with safety of home by Community Neighbourhood Area (CNA)

Perceptions of safety within the home are generally positive across the borough, though there is some variation between areas. Manor Park records the highest level of satisfaction, with 93% of residents satisfied with the safety of their home, which is significantly above the borough average of 85%.

In contrast, Forest Gate records the lowest level of satisfaction at 79%, which is significantly below the borough average. Beckton and Royal Docks (81%), Plaistow (82%) and Green Street (83%) also fall below the borough average, although these differences are less pronounced.



# Satisfaction with safety of home by demographic group



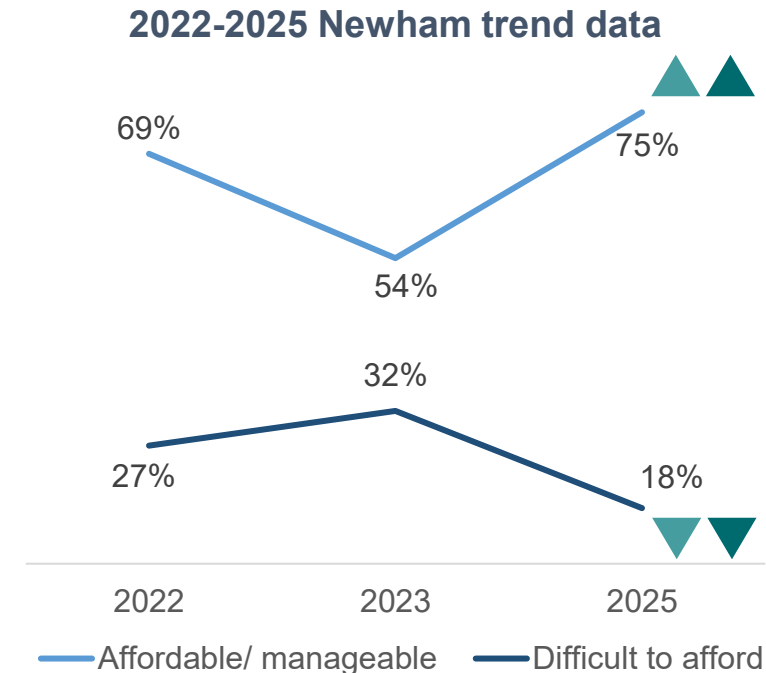
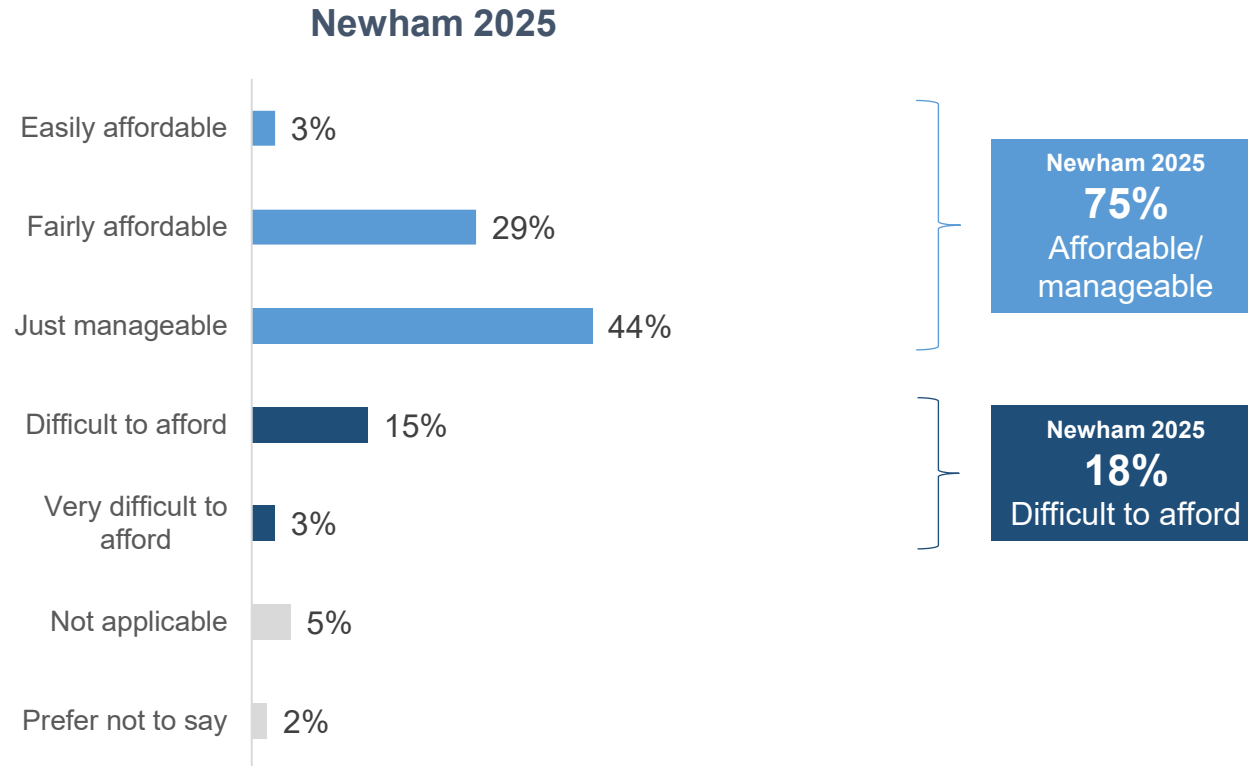
Satisfaction with the safety of residents' homes is high overall, though a small number of statistically significant differences are evident across demographic groups when compared with the borough average of 85%:

- **Ethnicity:** Black residents are less likely to be satisfied with the safety of their home (78%).
- **Housing tenure:** Owner occupiers are significantly more likely to be satisfied with the safety of their home (92%), while social renters and those in shared ownership are significantly less satisfied (76%).

There are no statistically significant differences by gender, age, disability status or religion, with satisfaction levels broadly in line with the borough average across these groups.



# Majority of residents think housing costs are either manageable (44%) or affordable (31%)



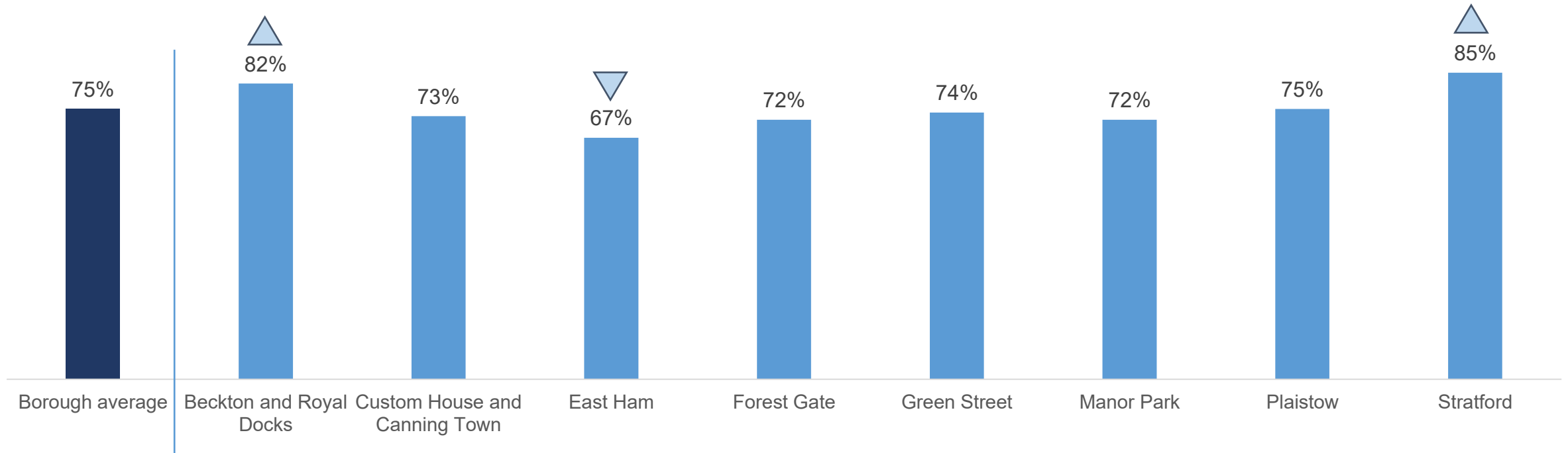
*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

Q23. Do you think your housing costs (rent or mortgage) are...?  
 Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019

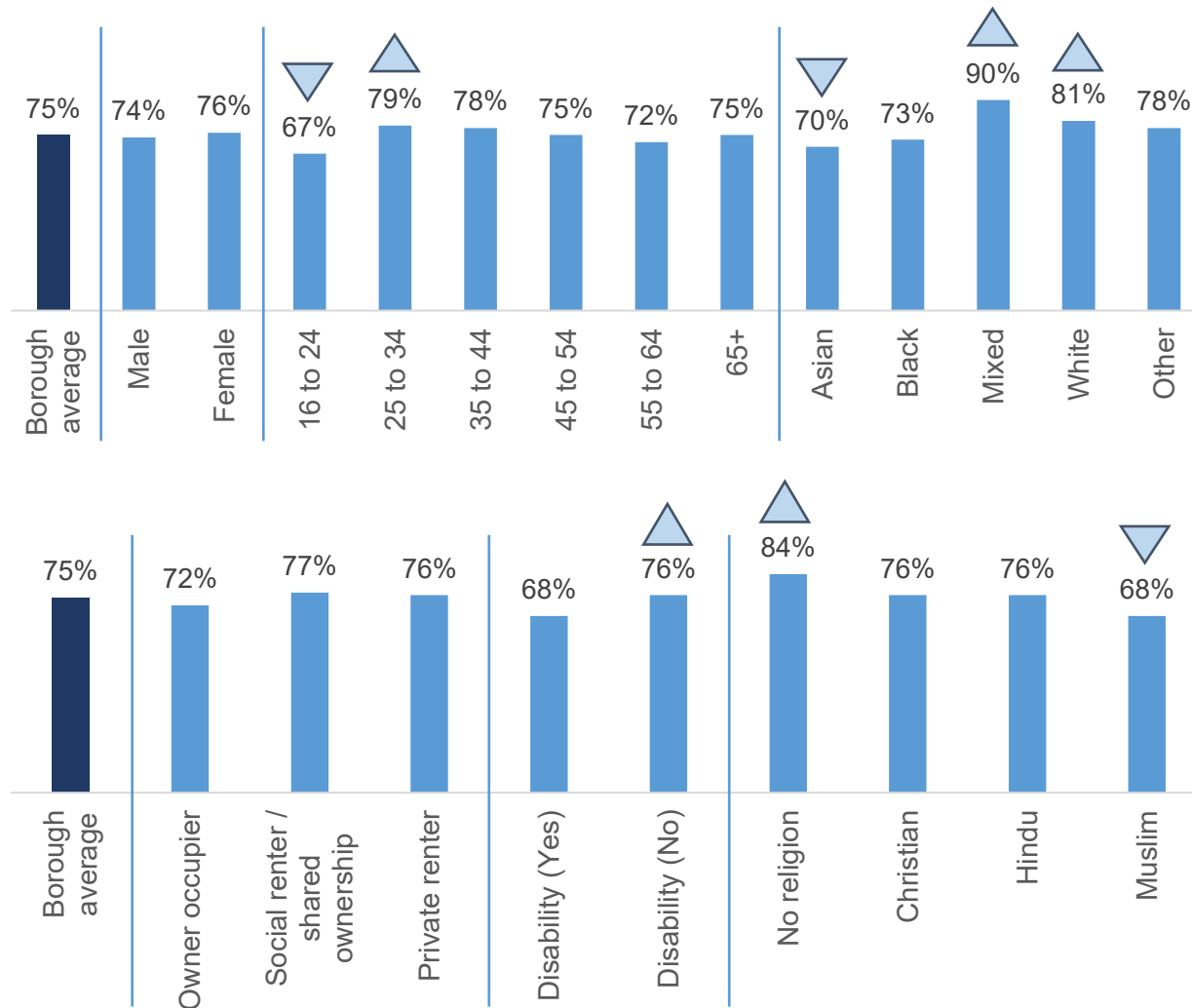
# Affordability of housing costs by Community Neighbourhood Area (CNA)

Affordability is highest in Stratford, where 85% of residents say their housing costs are affordable or manageable, significantly above the borough average. Beckton and Royal Docks also records a significantly higher than average figure at 82%.

In contrast, East Ham records the lowest level at 67%, which is significantly below the borough average. Elsewhere, including Forest Gate (72%), Green Street (74%), Manor Park (72%) and Plaistow (75%), perceptions of affordability are broadly in line with the borough average.



# Affordability of housing costs by demographic group



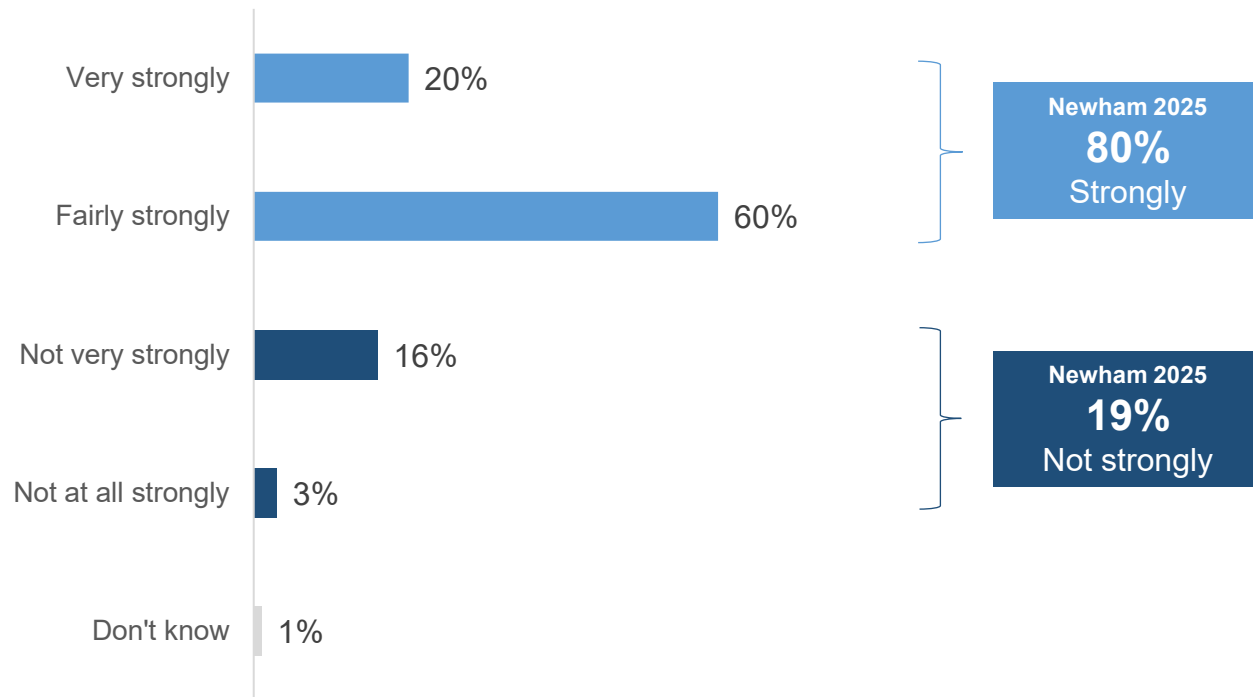
Affordability of housing costs is relatively high overall, with three quarters of residents (75%) saying their housing costs are affordable or manageable. However, several statistically significant differences are evident across demographic groups when compared with the borough average:

- **Age:** Residents aged 25 to 34 are significantly more likely to say their housing costs are affordable or manageable (79%), while those aged 16 to 24 are significantly less likely to report this (67%).
- **Ethnicity:** Mixed ethnicity and White residents are significantly more likely than average to report that their housing costs are affordable or manageable (90% and 81%). In contrast, Asian residents are significantly less likely to say this (70%).
- **Disability:** Residents without a disability are significantly more likely to report that their housing costs are affordable or manageable (76%) compared with residents with a disability (68%).
- **Religion:** Residents with no religion are significantly more likely to report affordable or manageable housing costs (84%), while Muslim residents are significantly less likely to do so (68%).

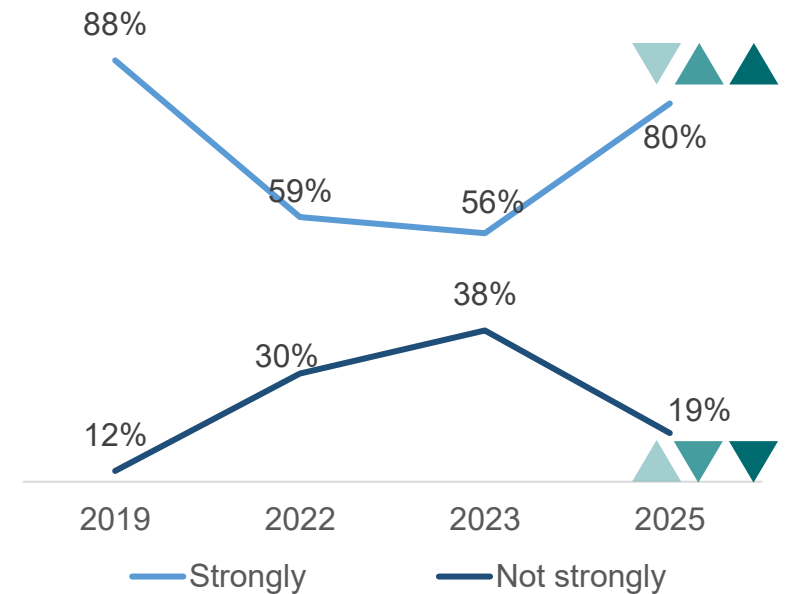


# Eight in ten residents feel strongly that they belong to their local area

Newham 2025



2019-2025 Newham trend data



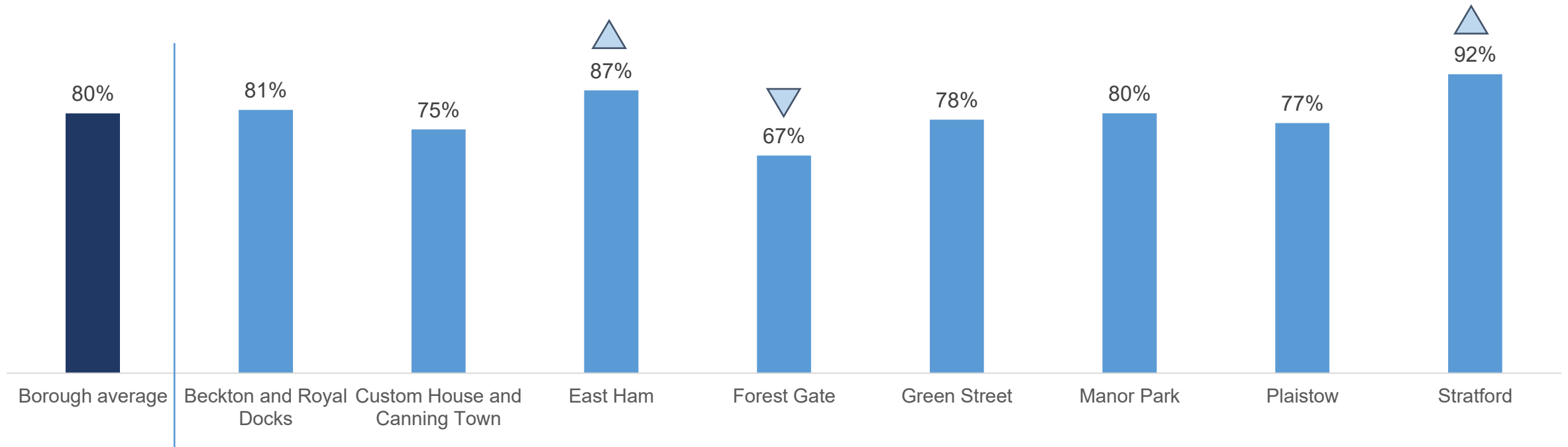
*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

- ▲▼ Significantly higher or lower vs 2023 at 95% loc
- ▲▼ Significantly higher or lower vs 2022 at 95% loc
- ▲▼ Significantly higher or lower vs 2019 at 95% loc

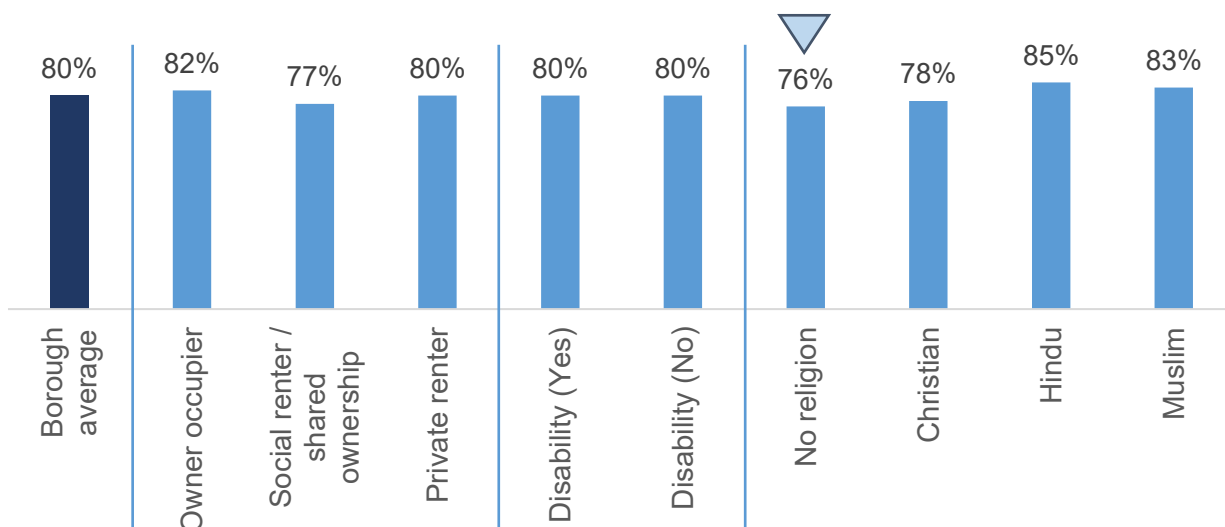
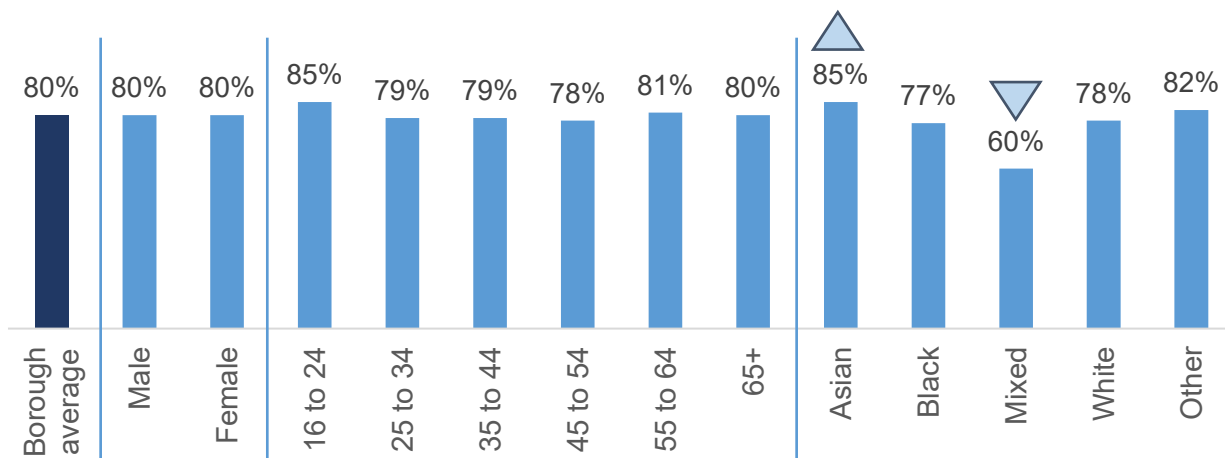
# Perceived sense of belonging to the local area by Community Neighbourhood Area (CNA)

Stratford records the strongest sense of belonging, with 92% of residents saying they feel they belong to their local area. This is significantly higher than the borough average. East Ham also reports a higher than average sense of belonging at 87%, although this is less pronounced than in Stratford.

In contrast, Forest Gate reports the lowest level of belonging, at 67%, which is significantly below the borough average.



# Perceived sense of belonging to the local area by demographic group



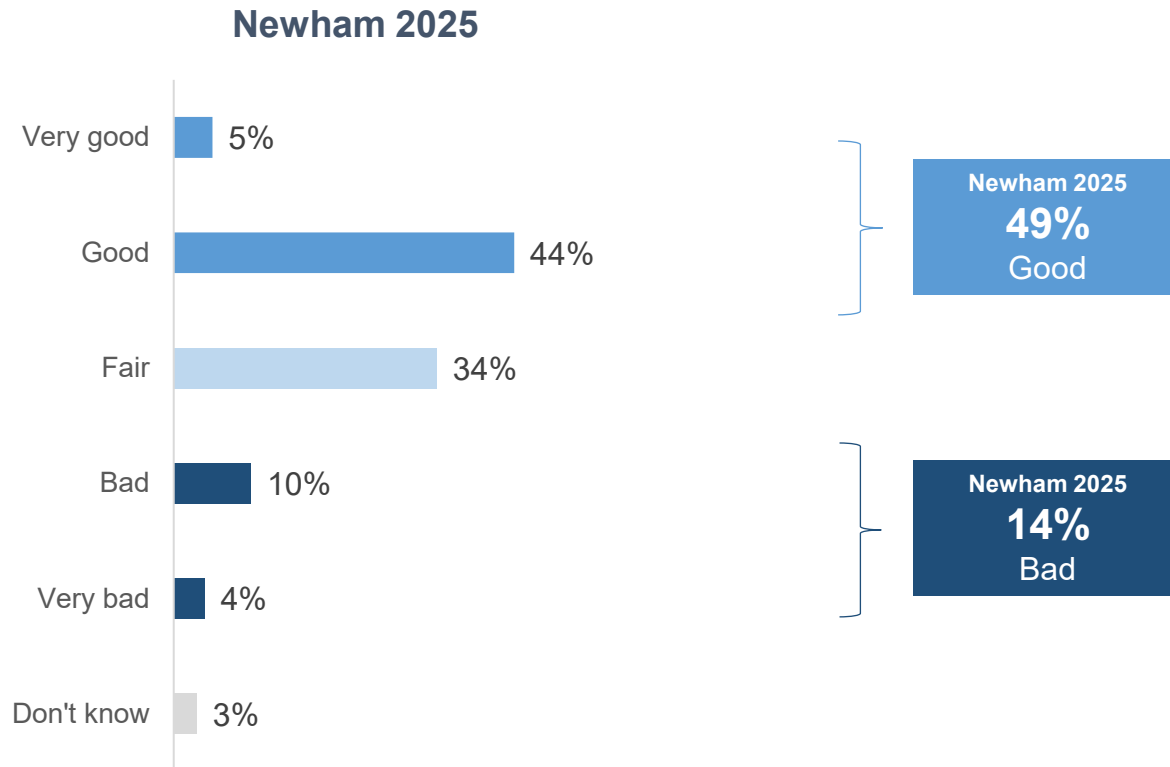
Sense of belonging to the local area is broadly consistent across demographic groups. A small number of statistically differences are evident when compared with the borough average of 80%:

- **Ethnicity:** Asian residents report a stronger sense of belonging (85%), which is significantly above the borough average. In contrast, residents from Mixed ethnic backgrounds report notably lower levels of belonging (60%).
- **Religion:** Residents reporting no religion are significantly less likely to feel a sense of belonging (76%), while Hindu residents report significantly higher levels (85%).

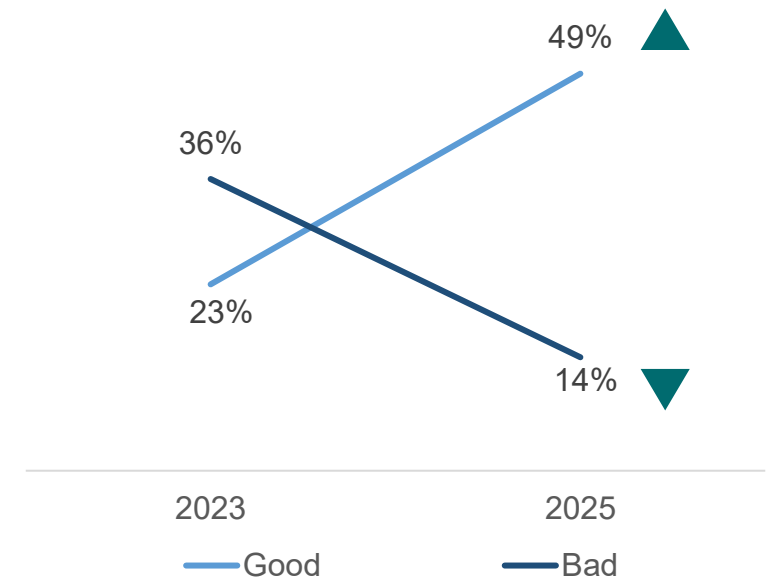
All other demographic groups, including gender, age, housing tenure and disability status, report levels of belonging broadly in line with the borough average, with no statistically significant differences observed.



# Nearly half (49%) of residents think Newham is a good place to grow older



### 2023-2025 Newham trend data



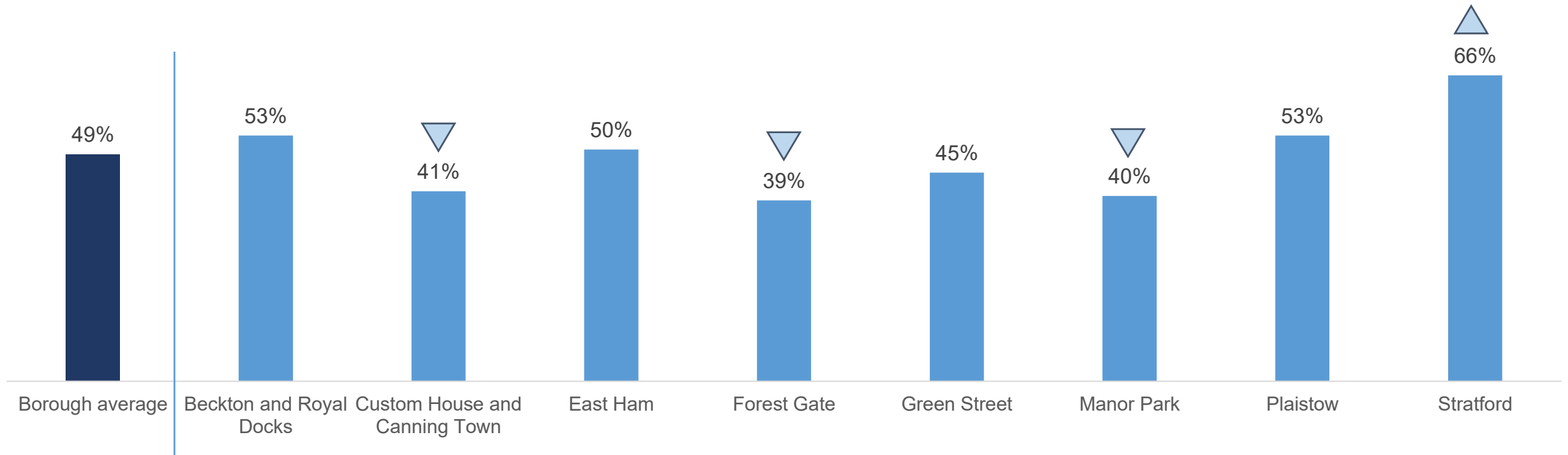
*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

Q25. How would you rate Newham as a place to grow older?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // not asked in 2022 & 2019.

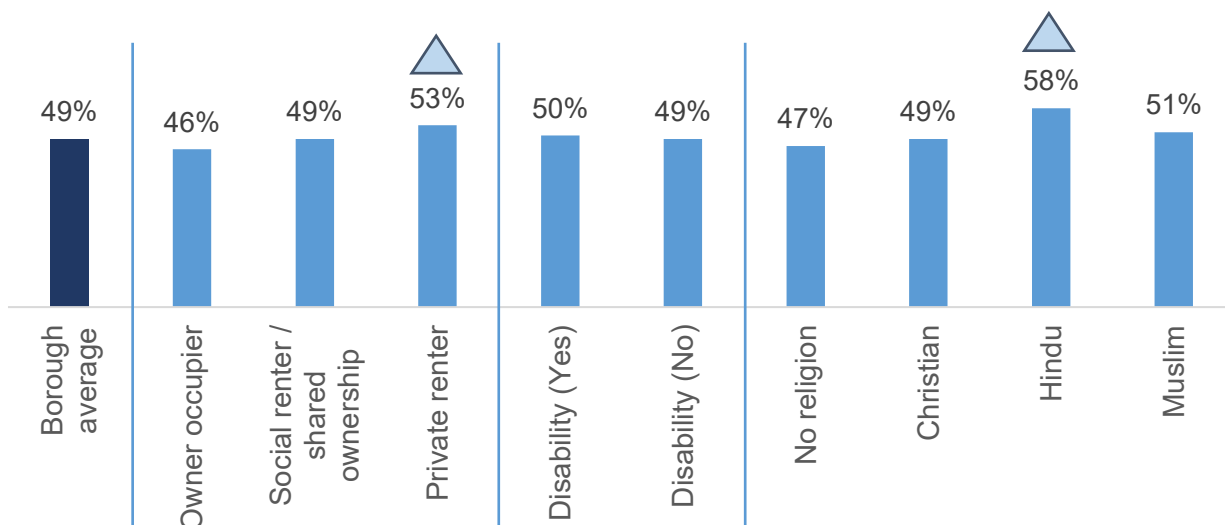
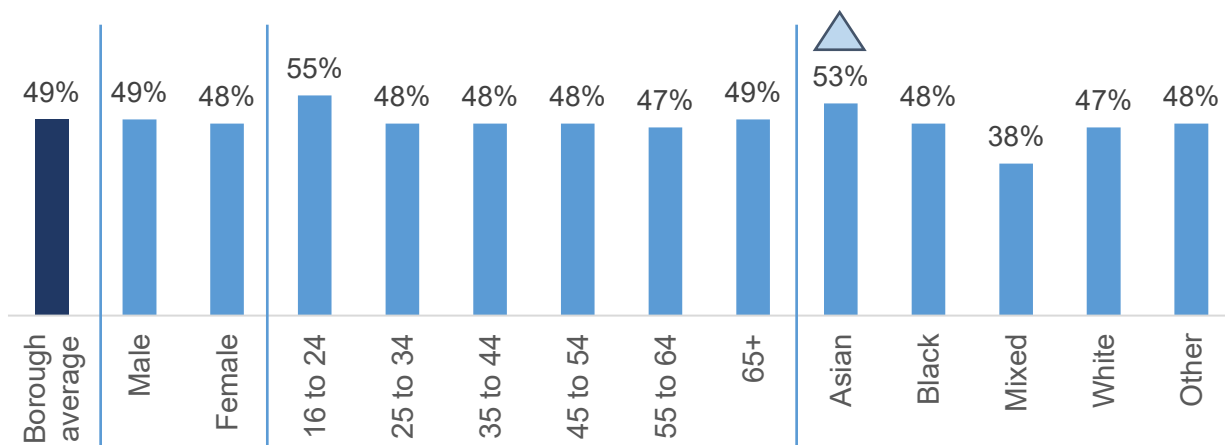
# Perceptions of Newham as a place to grow older by Community Neighbourhood Area (CNA)

Stratford stands out most positively, with two thirds of residents (66%) rating Newham as a good place to grow older, which is significantly above the borough average. Beckton and Royal Docks (53%) and Plaistow (53%) also report higher than average ratings, although these differences are less pronounced.

In contrast, Forest Gate (39%), Manor Park (40%) and Custom House and Canning Town (41%) report significantly lower ratings than the borough average.



# Perceptions of Newham as a place to grow older by demographic group



Perceptions of Newham as a good place to grow older are mixed across demographic groups, with a small number of statistically significant differences when compared with the borough average of 49%:

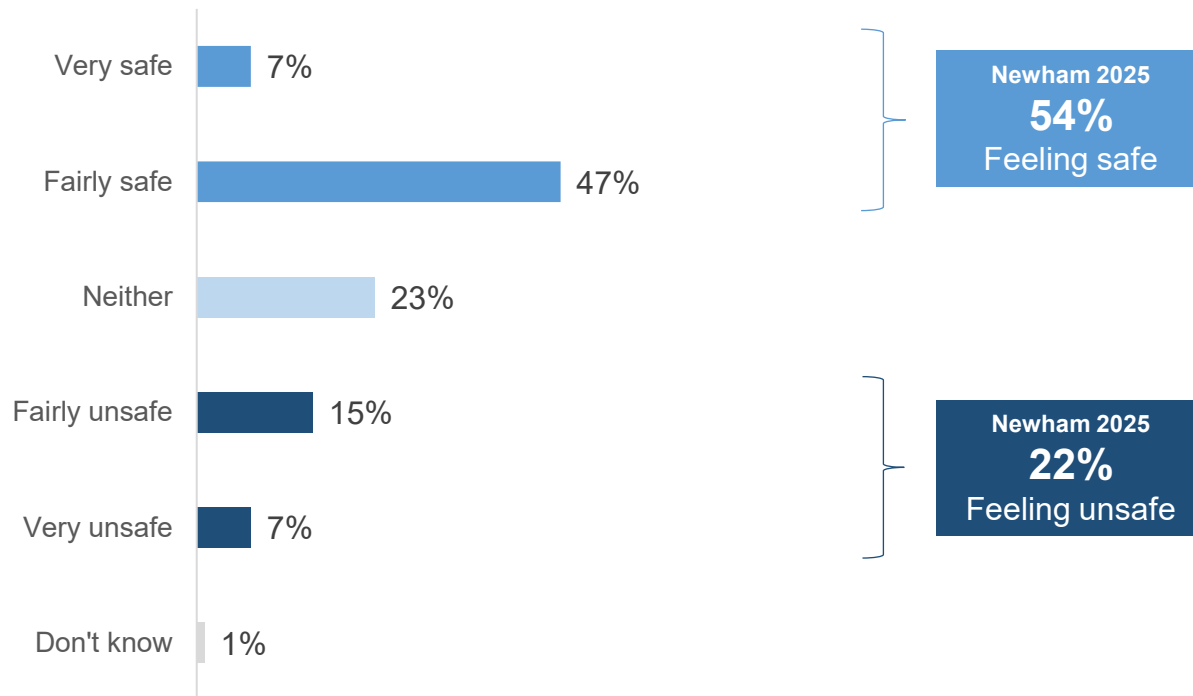
- **Ethnicity:** Asian residents are significantly more positive, with 53% rating Newham as a good place to grow older. In contrast, residents from Mixed ethnic backgrounds are less positive (38%).
- **Housing tenure:** Private renters report higher than average ratings (53%), indicating a more favourable perception among this group.
- **Religion:** Hindu residents stand out as significantly more positive, with 58% rating Newham as a good place to grow older.

Across all other demographic groups, perceptions are broadly in line with the borough average, with no statistically significant differences observed by gender, age and disability status.

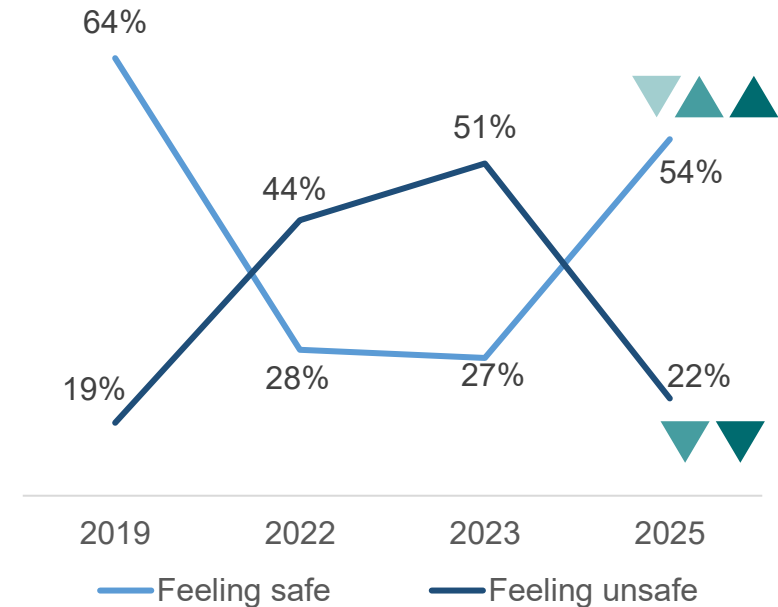


# Just over half (54%) of residents feel safe when outside in their local area after dark

Newham 2025



2019-2025 Newham trend data



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

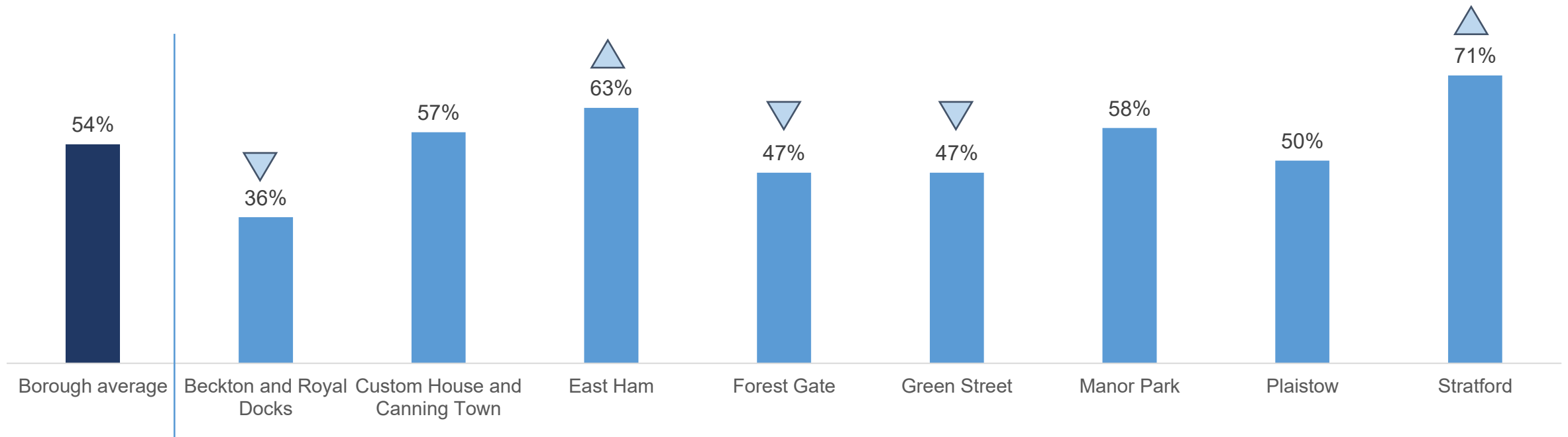
Q26. How safe or unsafe do you feel when outside in your local area after dark?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117

- ▲▼ Significantly higher or lower vs 2023 at 95% loc
- ▲▼ Significantly higher or lower vs 2022 at 95% loc
- ▲▼ Significantly higher or lower vs 2019 at 95% loc

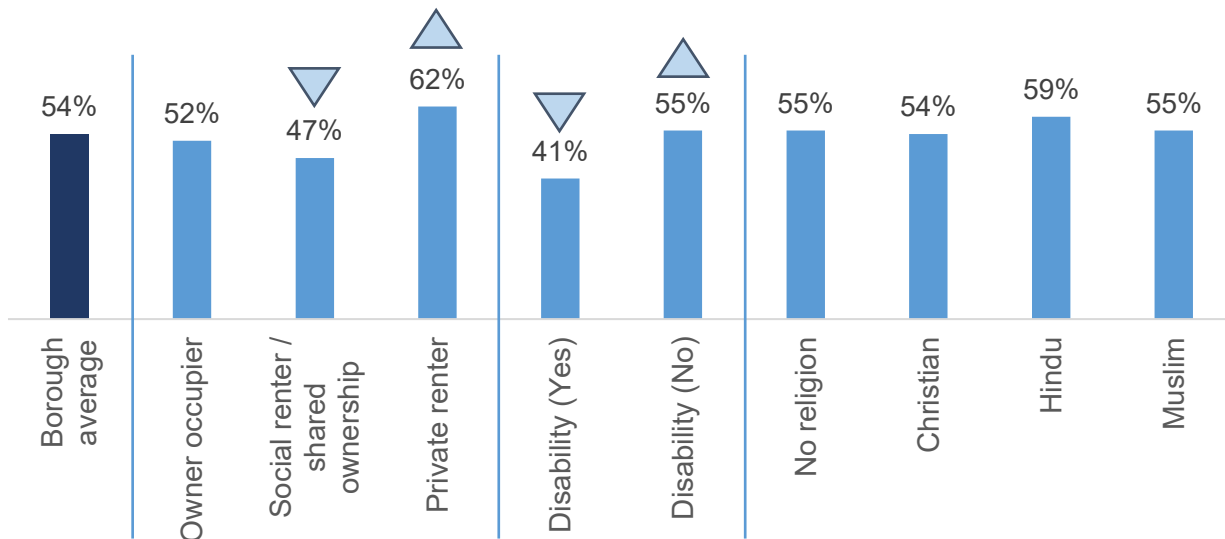
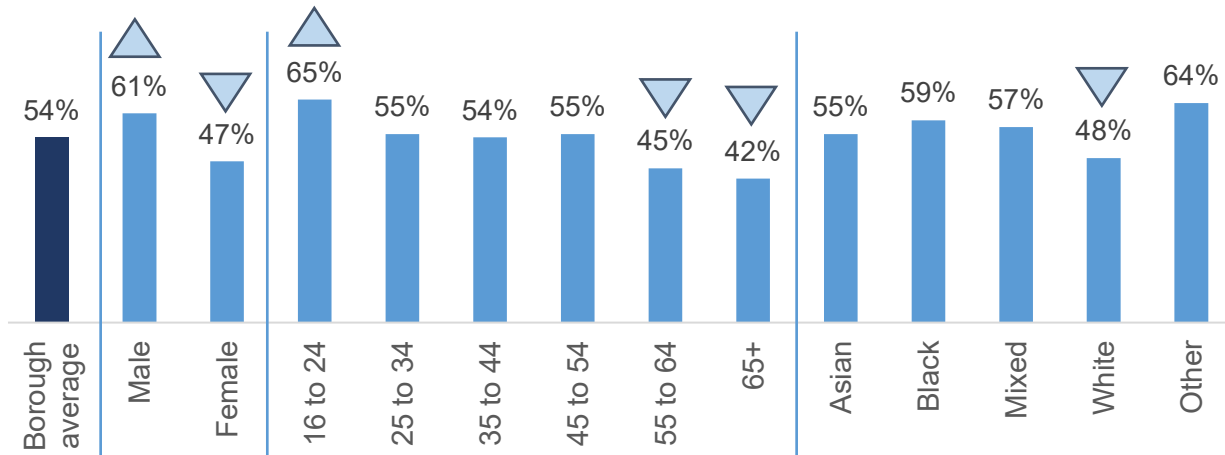
# Feeling safe after dark by Community Neighbourhood Area (CNA)

Stratford stands out as the most positive area, with 71% of residents feeling safe after dark, which is significantly higher than the borough average. East Ham also reports higher than average perceptions of safety at 63%.

In contrast, Beckton and Royal Docks records the lowest level of perceived safety, with just 36% of residents feeling safe after dark, significantly below the borough average. Forest Gate and Green Street also report lower than average levels of perceived safety, both at 47%.



# Feeling safe after dark by demographic group



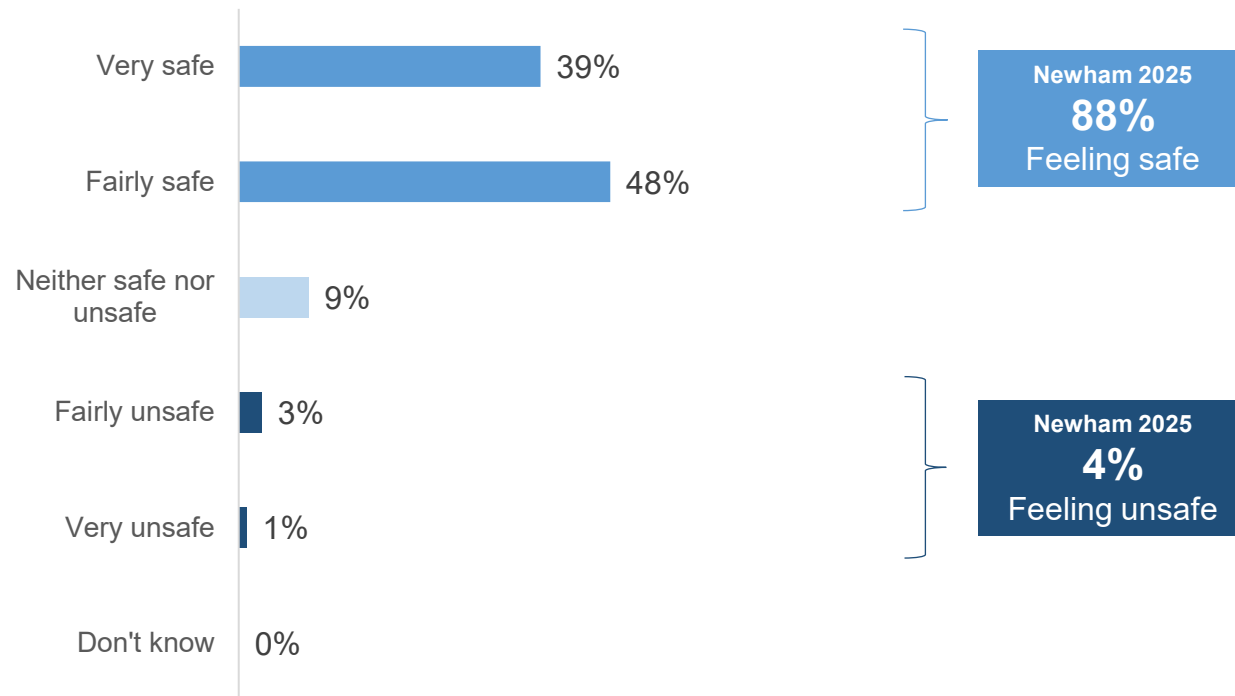
Feeling safe when outside after dark varies across demographic groups compared with the borough average of 54%, with several statistically significant differences:

- **Gender:** Men are significantly more likely to feel safe after dark (61%), while women are significantly less likely (47%).
- **Age:** Perceived safety is highest among those aged 16 to 24 (65%) and lowest among older residents, particularly those aged 55 to 64 (45%) and 65+ (42%).
- **Ethnicity:** White residents report significantly lower than average feelings of safety (48%)
- **Housing tenure:** Private renters report higher than average feelings of safety (62%), while social renters and those in shared ownership report lower levels (47%).
- **Disability:** Residents with a disability are significantly less likely to feel safe after dark (41%).

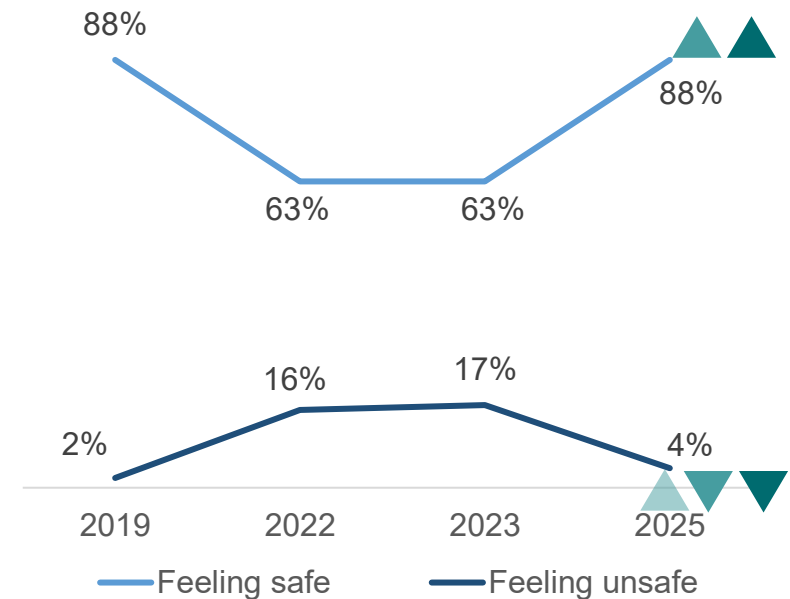


# Vast majority (88%) of residents feel safe when outside in their local area during the day

Newham 2025



2019-2025 Newham trend data



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

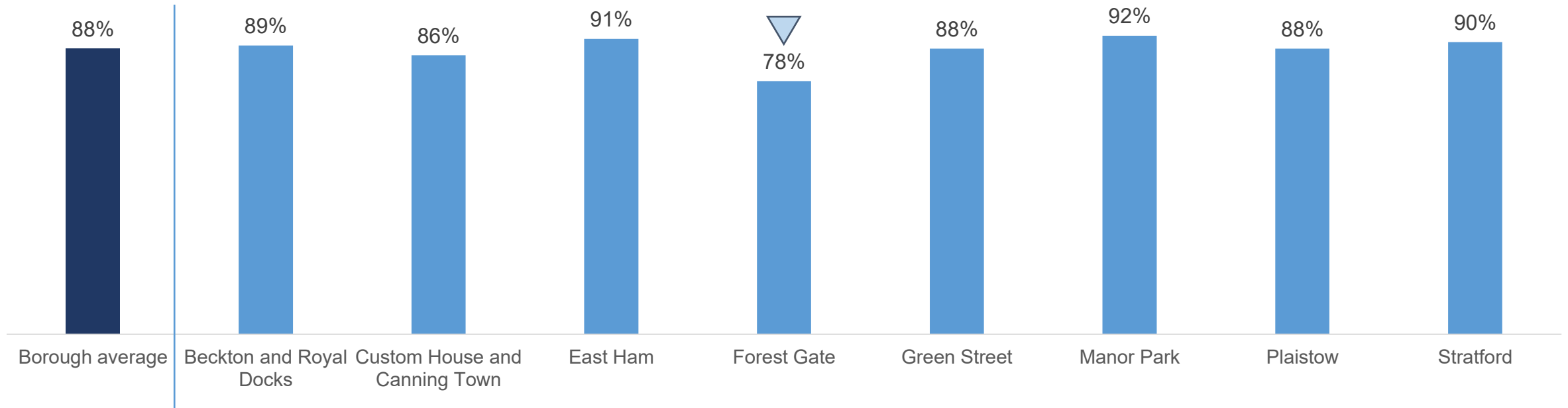
Q27. How safe or unsafe do you feel when outside in your local area during the day?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117

- Significantly higher or lower vs 2023 at 95% loc
- Significantly higher or lower vs 2022 at 95% loc
- Significantly higher or lower vs 2019 at 95% loc

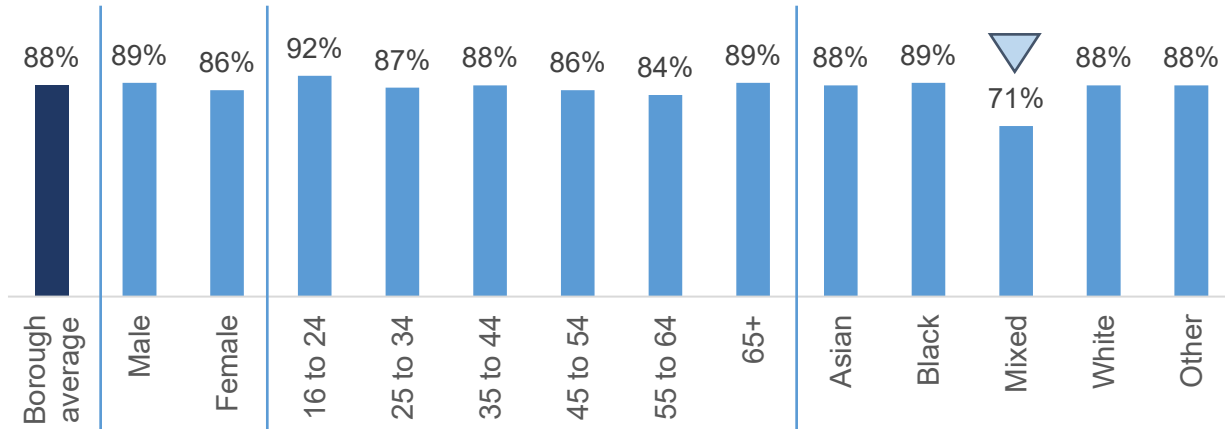
# Feeling safe during the day by Community Neighbourhood Area (CNA)

Perceptions of safety during the day are very positive across the borough, with most areas reporting levels of safety that are in line with or above the borough average of 88%.

Forest Gate reports the lowest level of perceived safety during the day at 78%, which is significantly below the borough average.

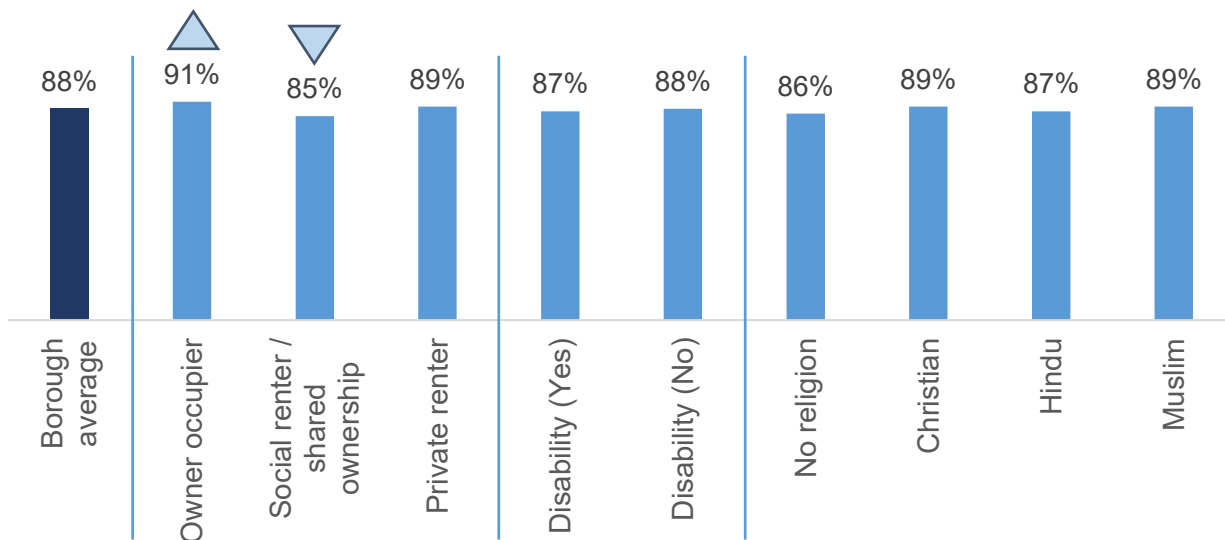


# Feeling safe during the day by demographic group

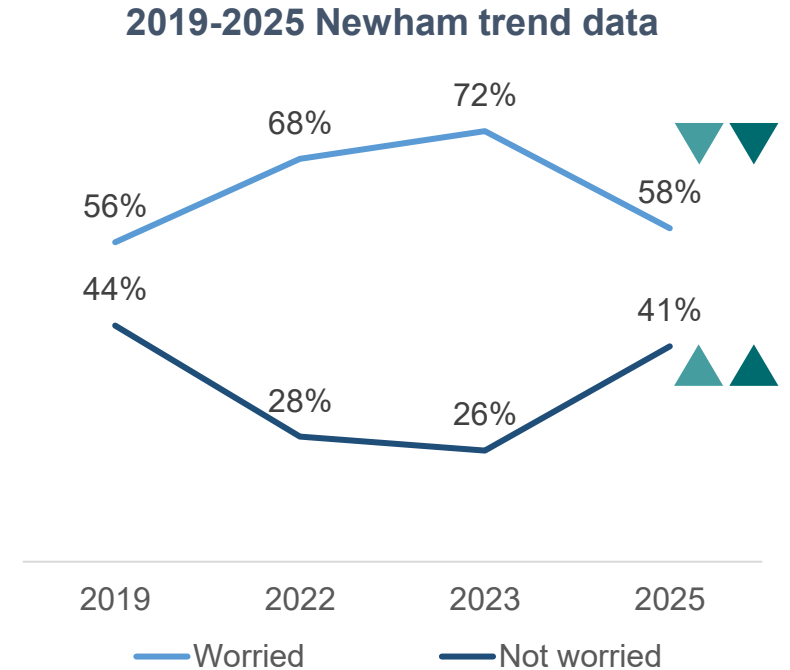
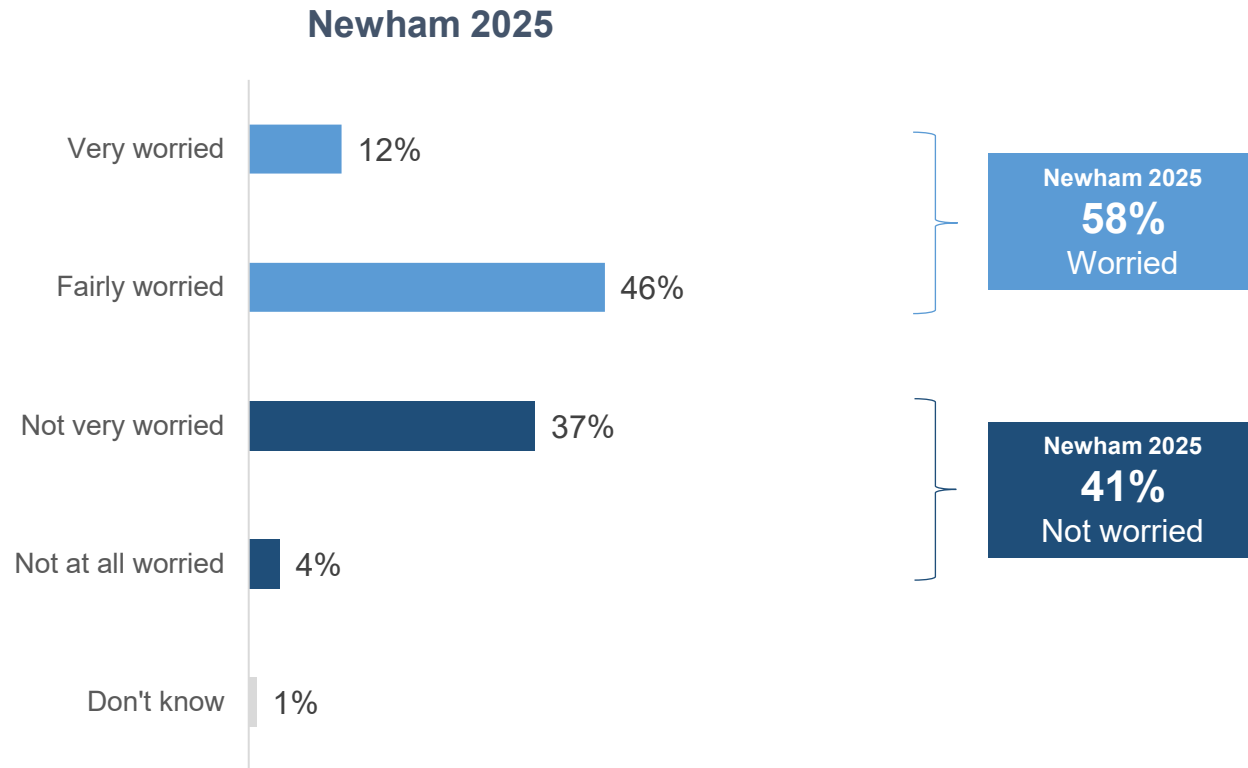


Perceptions of safety during the day are very high overall, with limited variation across demographic groups when compared with the borough average of 88%:

- **Ethnicity:** Residents in the Mixed ethnic group report notably lower levels of daytime safety (71%), which is significantly below the borough average
- **Housing tenure:** Owner occupiers are significantly more likely to feel safe during the day (91%), while social renters/shared ownership residents report slightly lower safety (85%)



# Over half of residents (58%) are worried about being a victim of crime in their local area



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

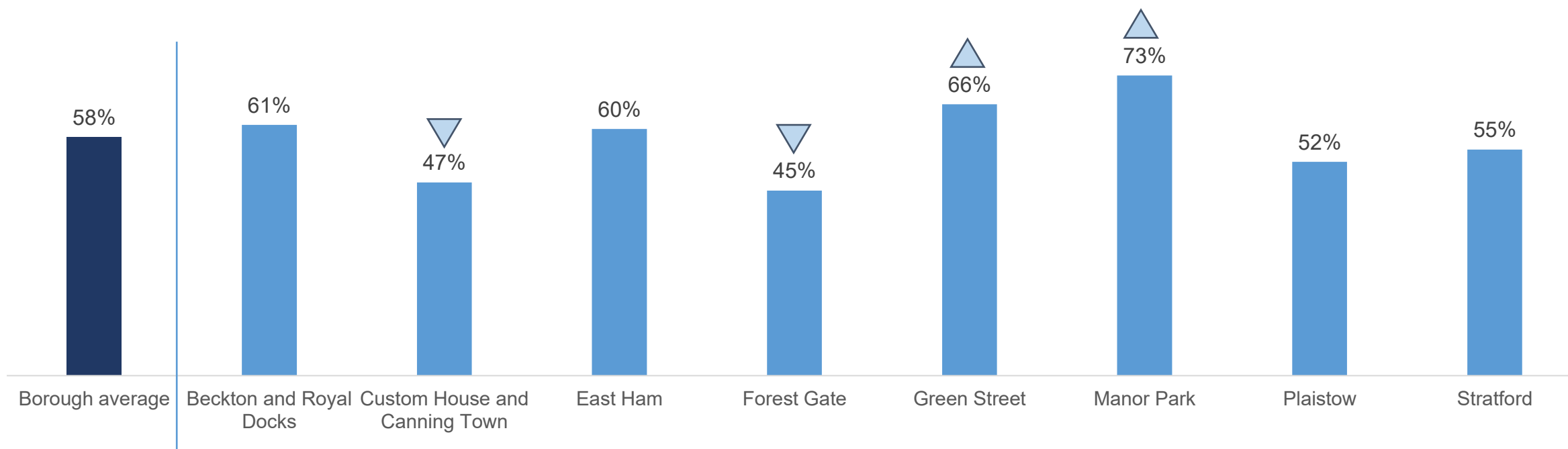
- Significantly higher or lower vs 2023 at 95% loc
- Significantly higher or lower vs 2022 at 95% loc
- Significantly higher or lower vs 2019 at 95% loc

Q28. Thinking about all types of crime, how worried are you about being a victim of crime in your local area?  
 Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117

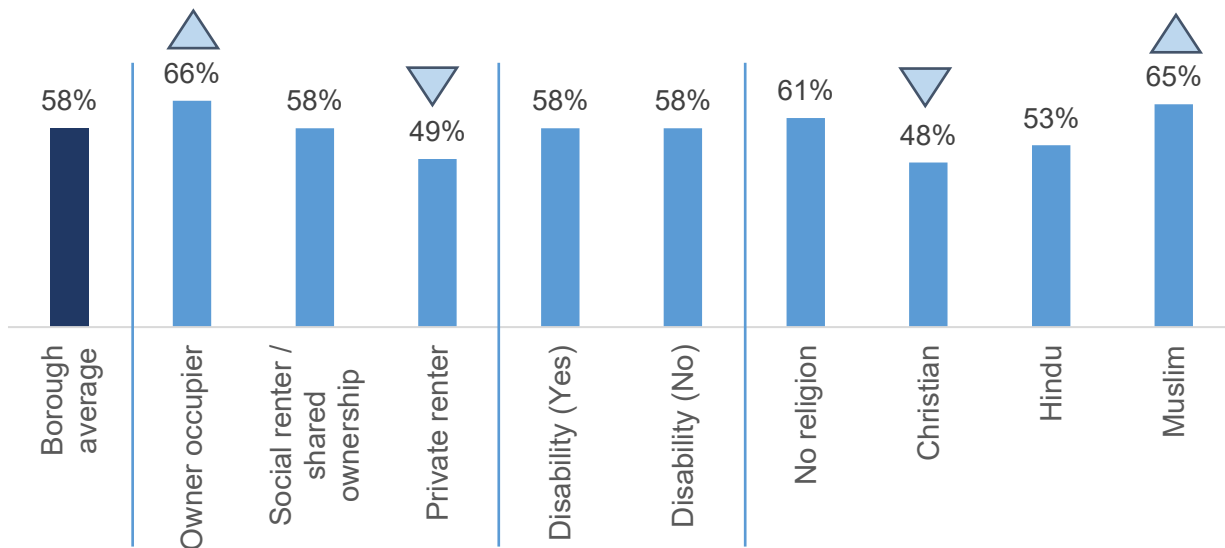
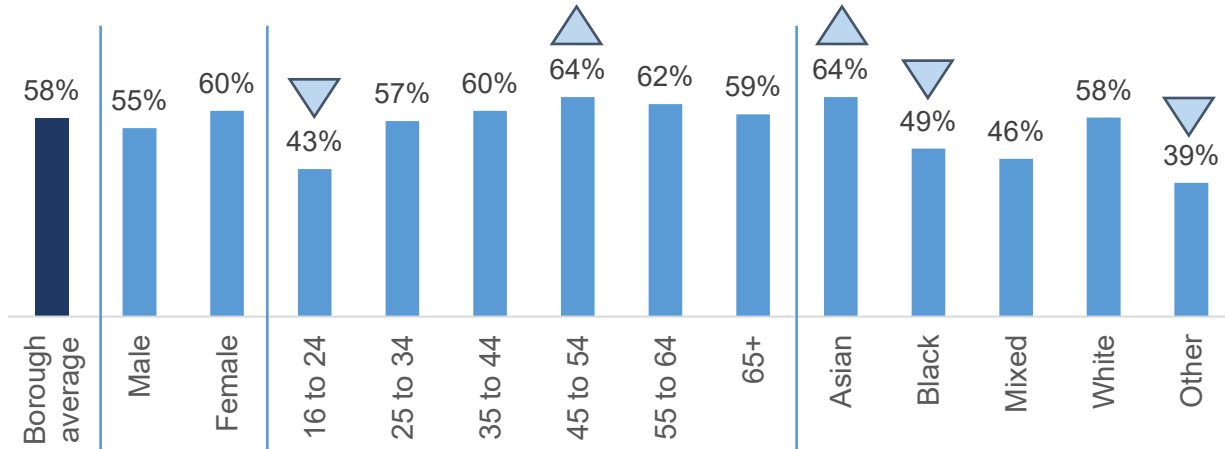
# Worried about being a victim of crime by Community Neighbourhood Area (CNA)

Residents in Manor Park express the highest levels of concern, with nearly three quarters (73%) saying they are worried about crime in their local area. Green Street also records significantly higher than average concern at 66%.

In contrast, levels of concern are notably lower in Custom House and Canning Town (47%) and Forest Gate (45%), both of which fall significantly below the borough average.



# Worried about being a victim of crime by demographic group

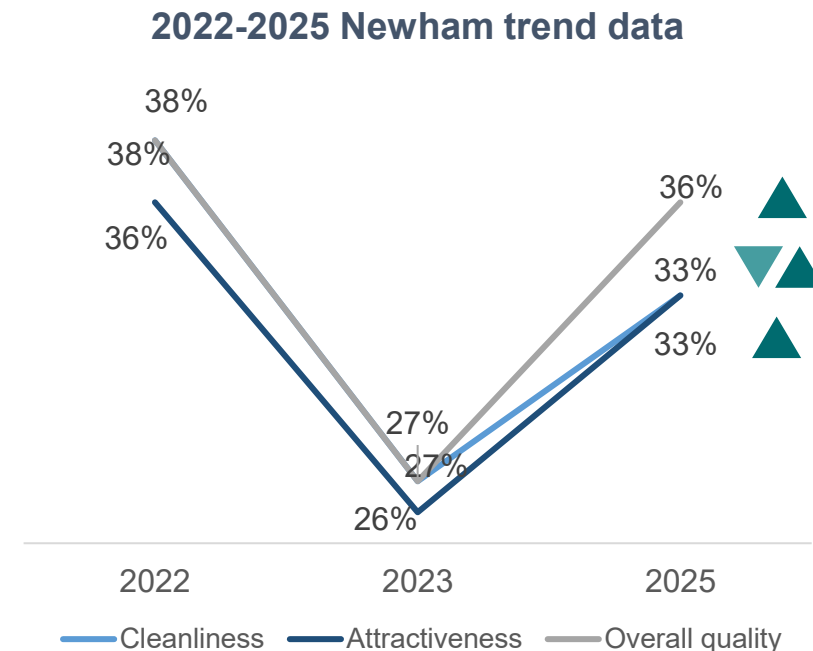
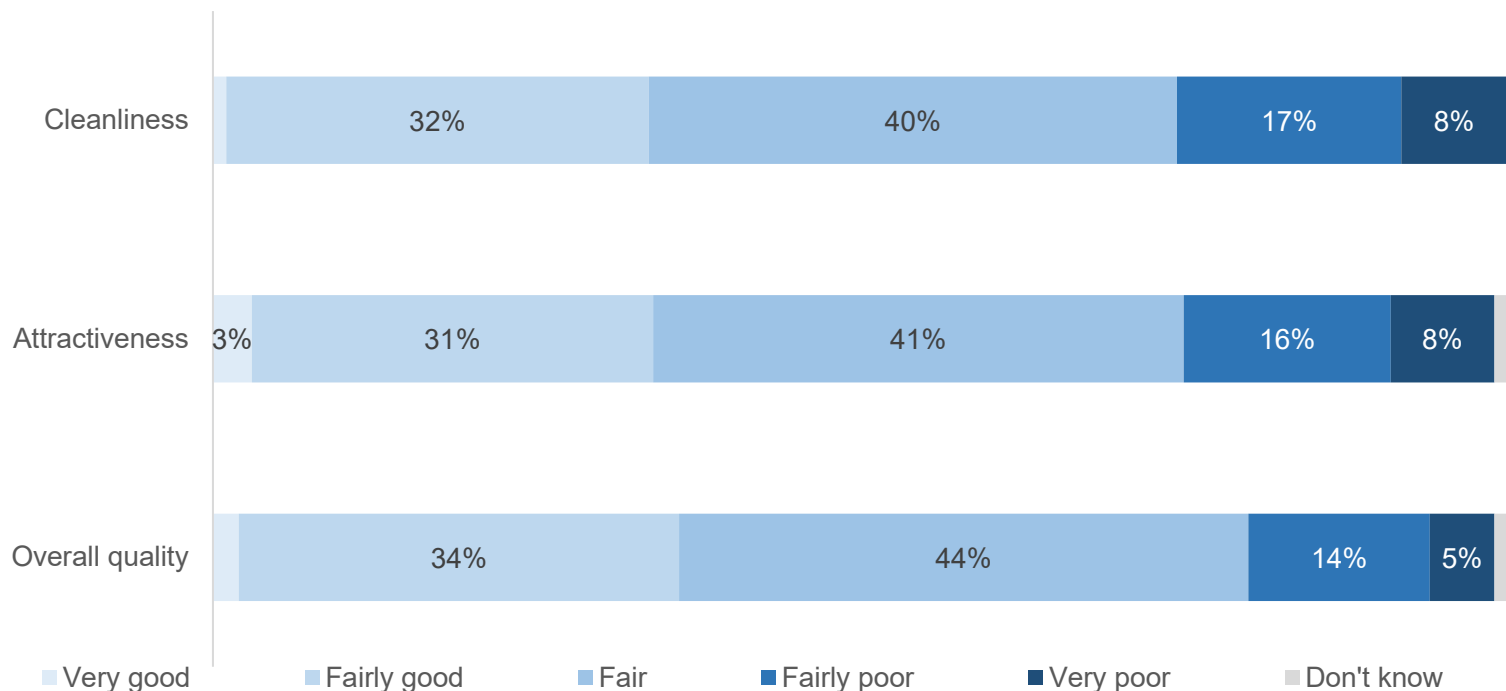


Worry about being a victim of crime varies across some demographic groups when compared with the borough average of 58%:

- **Age:** Residents aged 16 to 24 are significantly less worried about being a victim of crime (43%), while concern is highest among those aged 45 to 54 (64%).
- **Ethnicity:** Asian residents are more likely to be worried about being a victim of crime (64%), whereas Black (49%) and Other ethnic groups (39%) are significantly less worried.
- **Housing tenure:** Owner occupiers report higher levels of worry (66%), while private renters are significantly less worried (49%).
- **Religion:** Muslim residents are more worried about being a victim of crime (65%), while Christian residents report lower levels of concern (48%).



# Around a third are positive about the cleanliness, attractiveness and quality of public spaces such as streets, markets, squares and footpaths



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

Q29. Thinking about the publicly accessible spaces you use in your local area, such as streets, markets, squares, and footpaths, how would you rate each of the following?

Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019  
% figures lower than 3% are not shown for presentation purposes

▲ Significantly higher or lower vs 2023 at 95% loc  
▲ Significantly higher or lower vs 2022 at 95% loc

# Perceptions of publicly accessible spaces by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Cleanliness	33%	44% ▲	36%	23% ▼	48% ▲	30%	15% ▼	30%	43% ▲
Attractiveness	33%	35%	37%	21% ▼	52% ▲	26% ▼	17% ▼	36%	46% ▲
Overall quality	36%	37%	45% ▲	23% ▼	56% ▲	30% ▼	18% ▼	36%	47% ▲

Q29. Thinking about the publicly accessible spaces you use in your local area, such as streets, markets, squares, and footpaths, how would you rate each of the following?  
Unweighted sample base: 1,523



Significantly higher or lower than the average score for all residents.

# Perceptions of publicly accessible spaces by demographic group

Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Cleanliness	33%	33%	34%	40%	36%	30%	30%	32%	30%
Attractiveness	33%	34%	33%	37%	40% ▲	29% ▼	29%	33%	26% ▼
Overall quality	36%	36%	36%	45% ▲	39%	33%	32%	33%	29% ▼

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Cleanliness	33%	30% ▼	37%	50% ▲	34%	29%	23% ▼	30%	45% ▲
Attractiveness	33%	31%	33%	44%	35%	37%	24% ▼	31%	43% ▲
Overall quality	36%	33% ▼	39%	44%	38%	36%	29% ▼	34%	45% ▲

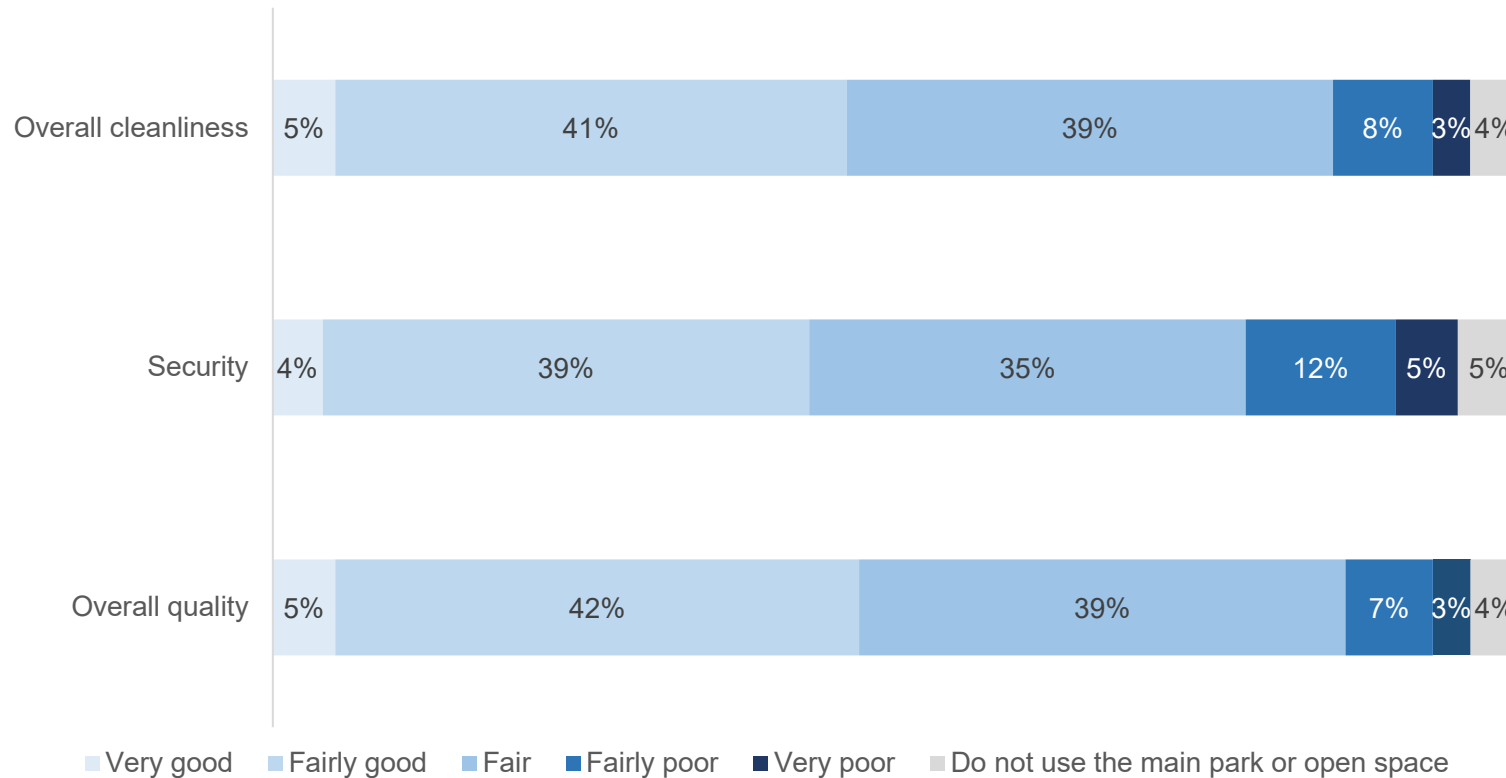
Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Cleanliness	33%	23% ▼	34% ▲	33%	41% ▲	41% ▲	27% ▼
Attractiveness	33%	24% ▼	34% ▲	33%	40% ▲	40%	29% ▼
Overall quality	36%	34%	36%	33%	42% ▲	39%	32%

Q29. Thinking about the publicly accessible spaces you use in your local area, such as streets, markets, squares, and footpaths, how would you rate each of the following?  
Unweighted sample base: 1,523

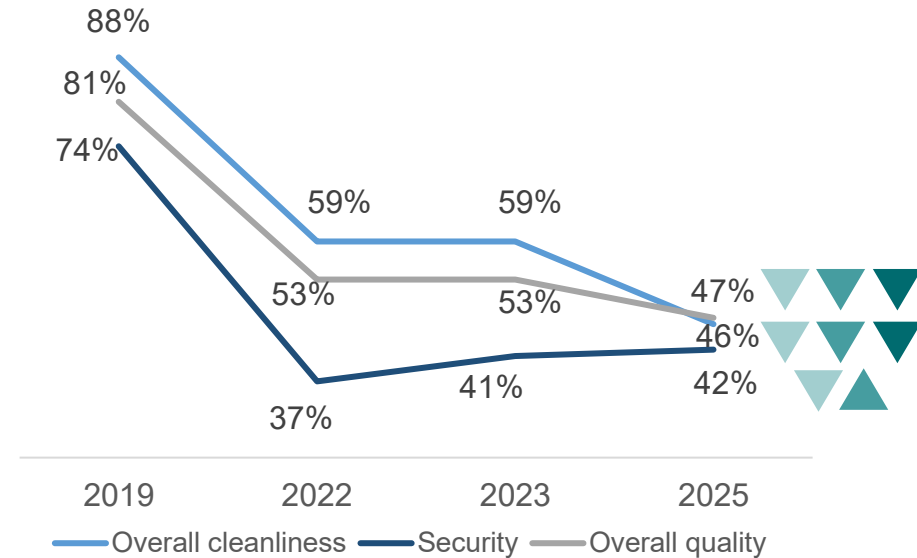


Significantly higher or lower than the average score for all residents.

# Less than half of residents rate their main park or open space well in terms of cleanliness, security and quality



2019-2025 Newham trend data



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

Q30. How would you rate the following aspects of the main park or open space you use most in Newham?  
 Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 871  
 % figures lower than 3% are not shown for presentation purposes

# Perceptions of main park or open space by Community Neighbourhood Area (CNA)

Measure	Borough average	Beckton and Royal Docks	Custom House and Canning Town	East Ham	Forest Gate	Green Street	Manor Park	Plaistow	Stratford
Cleanliness	46%	52%	56% ▲	45%	54% ▲	44%	27% ▼	45%	49%
Security	42%	45%	57% ▲	36% ▼	59% ▲	38%	22% ▼	42%	45%
Overall quality	47%	52%	55% ▲	43%	56% ▲	50%	30% ▼	42%	49%



# Perceptions of main park or open space by demographic group

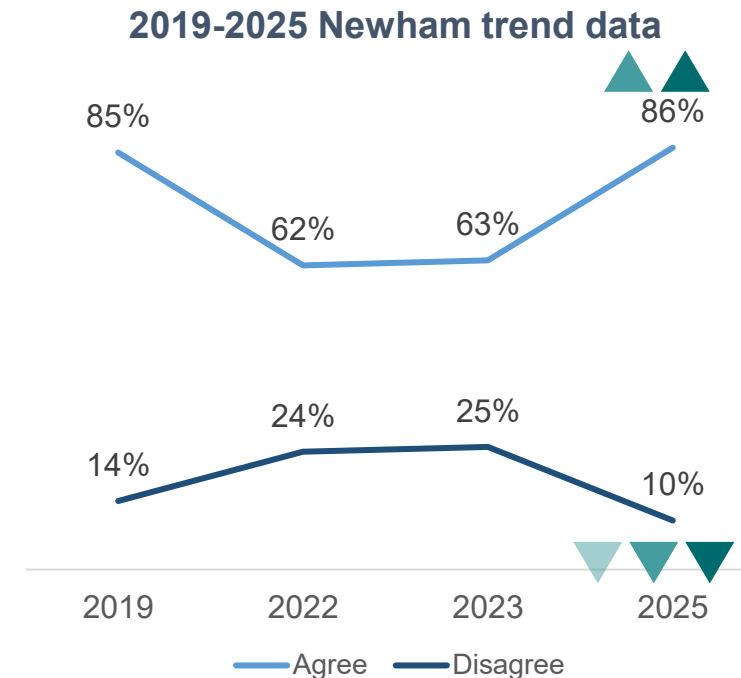
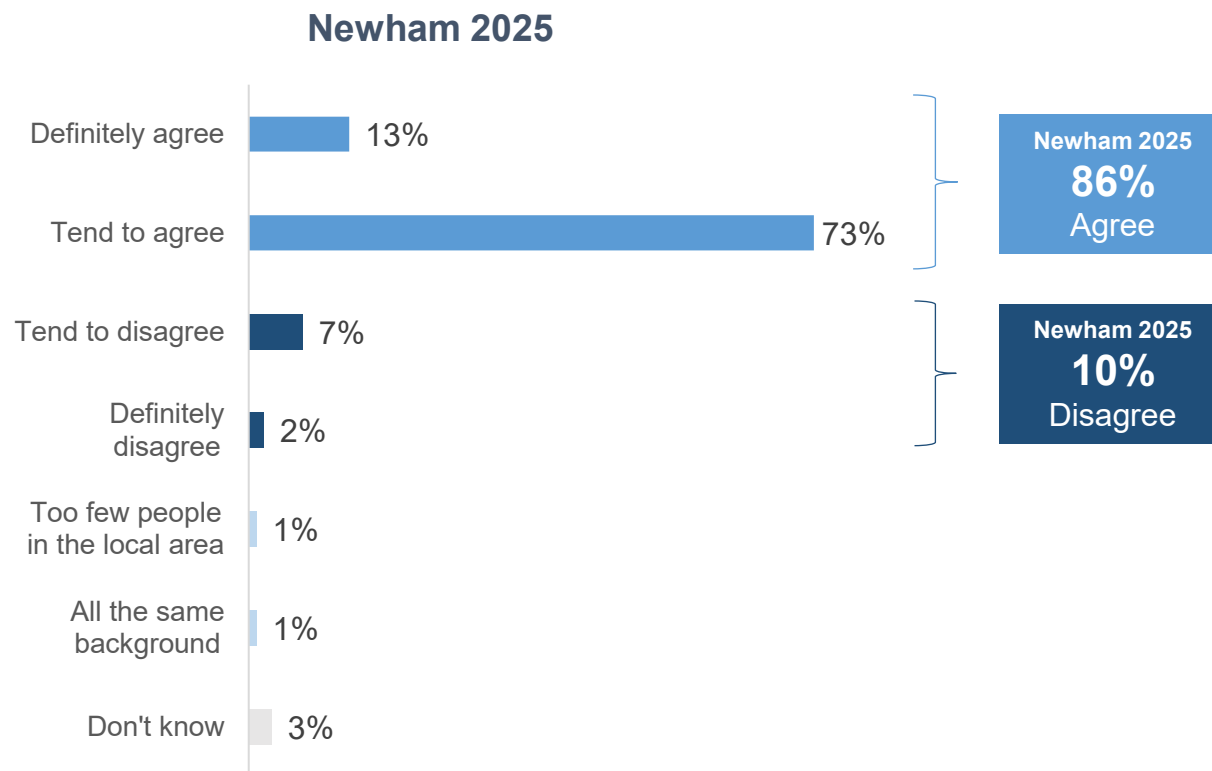
Measure	Borough total	Male	Female	16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
Cleanliness	46%	48%	45%	54% ▲	49%	41% ▼	46%	45%	41%
Security	42%	44%	41%	53% ▲	46% ▲	39%	37%	34% ▼	39%
Overall quality	47%	47%	46%	60% ▲	51% ▲	42%	39% ▼	40%	45%

Measure	Borough total	Asian	Black	Mixed	White	Other	Owner occupier	Social renter / shared ownership	Private renter
Cleanliness	46%	44%	48%	41%	49%	51%	41% ▼	44%	54% ▲
Security	42%	39% ▼	42%	43%	46%	59% ▲	35% ▼	38% ▼	54% ▲
Overall quality	47%	45%	45%	36%	50%	60%	43%	42% ▼	55% ▲

Measure	Borough total	Disability (Yes)	Disability (No)	No religion	Christian	Hindu	Muslim
Cleanliness	46%	32% ▼	48% ▲	40% ▼	51% ▲	55% ▲	48%
Security	42%	32% ▼	43% ▲	40%	48% ▲	46%	41%
Overall quality	47%	40%	47%	41% ▼	52% ▲	52%	48%



# Almost nine in ten (86%) residents agree that people from different backgrounds get on well together in Newham



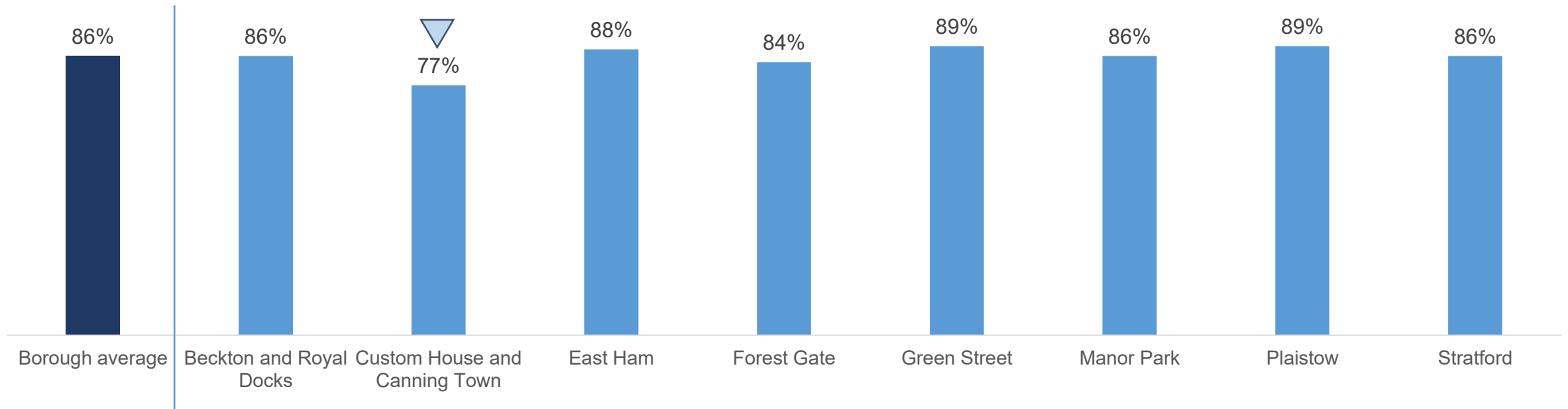
*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

Q33. To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?  
 Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // 2019: 1,117.

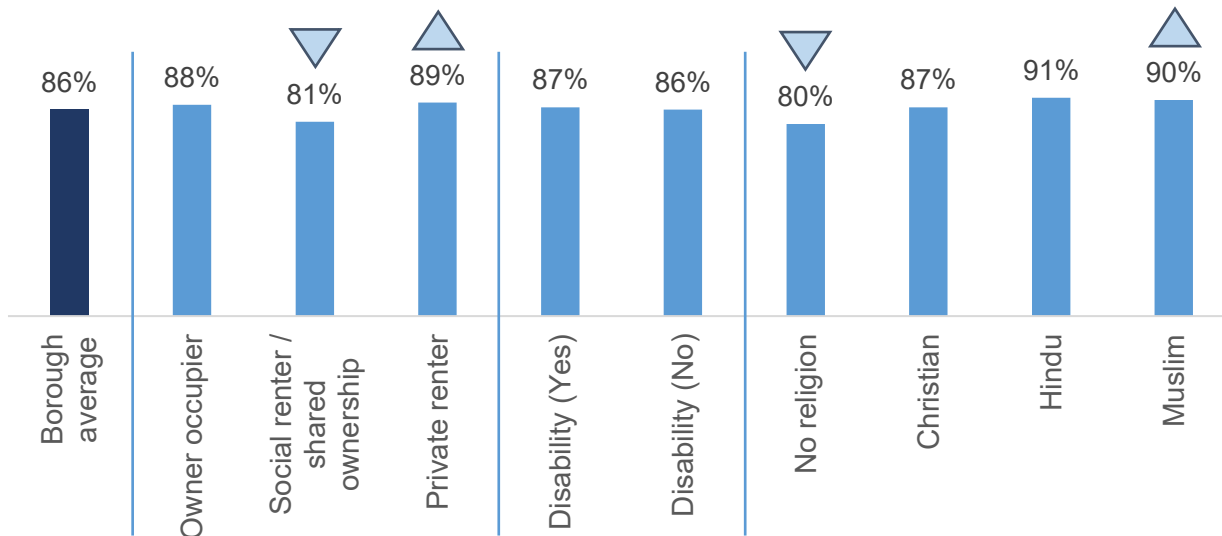
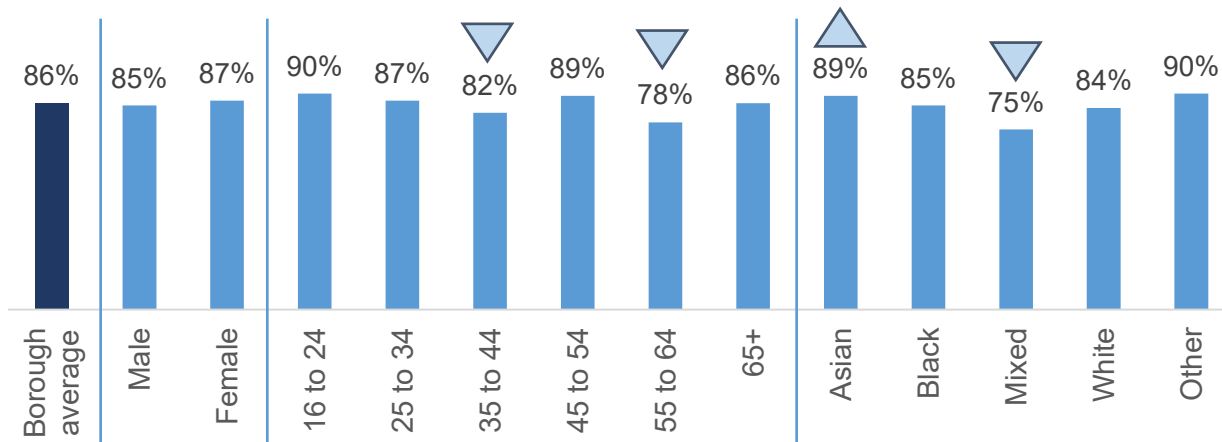
# Perception of people getting on well together by Community Neighbourhood Area (CNA)

Custom House and Canning Town records a significantly lower level of agreement at 77%, falling below the borough average. In contrast, agreement is slightly higher in Green Street and Plaistow (both 89%), though these differences are less pronounced.

Elsewhere, perceptions are broadly consistent with the borough average, indicating a generally shared view across the borough that communities get on well together.



# Perception of people getting on well together by demographic group



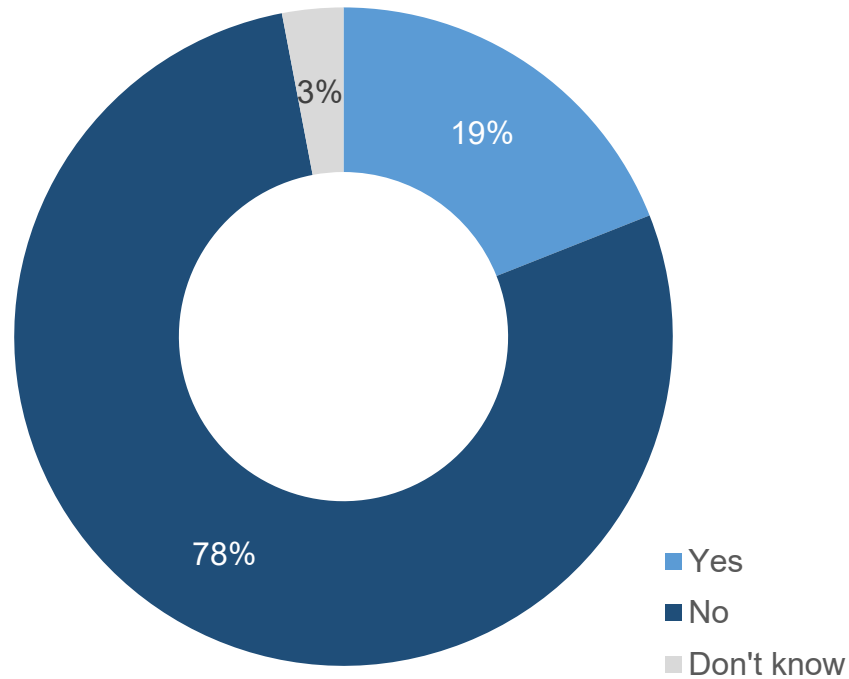
Agreement that people from different backgrounds get on well together is high overall. A small number of statistically significant differences are evident across demographic groups when compared with the borough average of 86%:

- **Age:** Agreement is significantly lower among residents aged 55 to 64 (78%) and residents aged 35 to 44 (82%)
- **Ethnicity:** Residents in the Mixed ethnic group report significantly lower agreement (75%), while those in the Asian ethnic group (89%) report higher agreement.
- **Housing tenure:** Social renters / shared ownership residents are less likely to agree (81%), while private renters report higher agreement (89%).
- **Religion:** Those with no religion report lower agreement (80%), while Muslim residents show significantly higher agreement (90%).

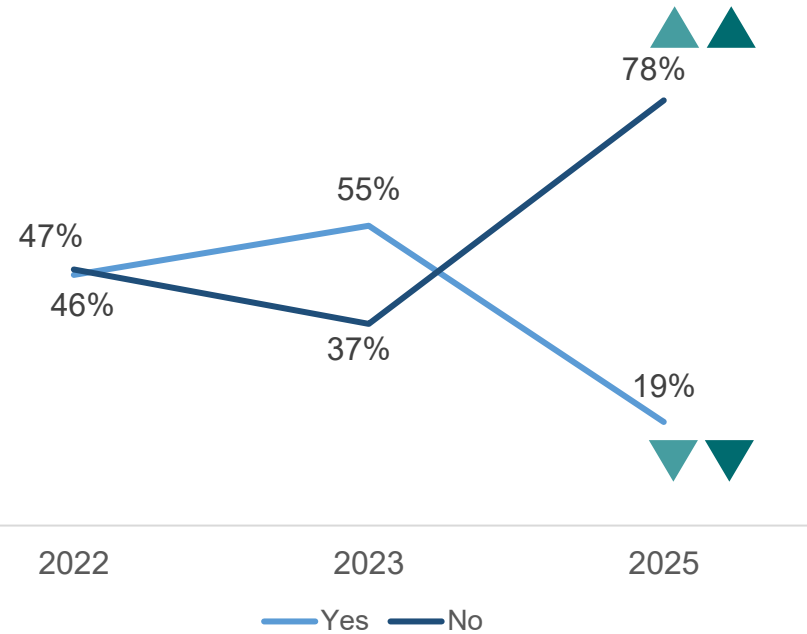


# Around one in five residents (19%) have given unpaid help to a non-family member in the last 12 months

Newham 2025



2022-2025 Newham trend data



Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)

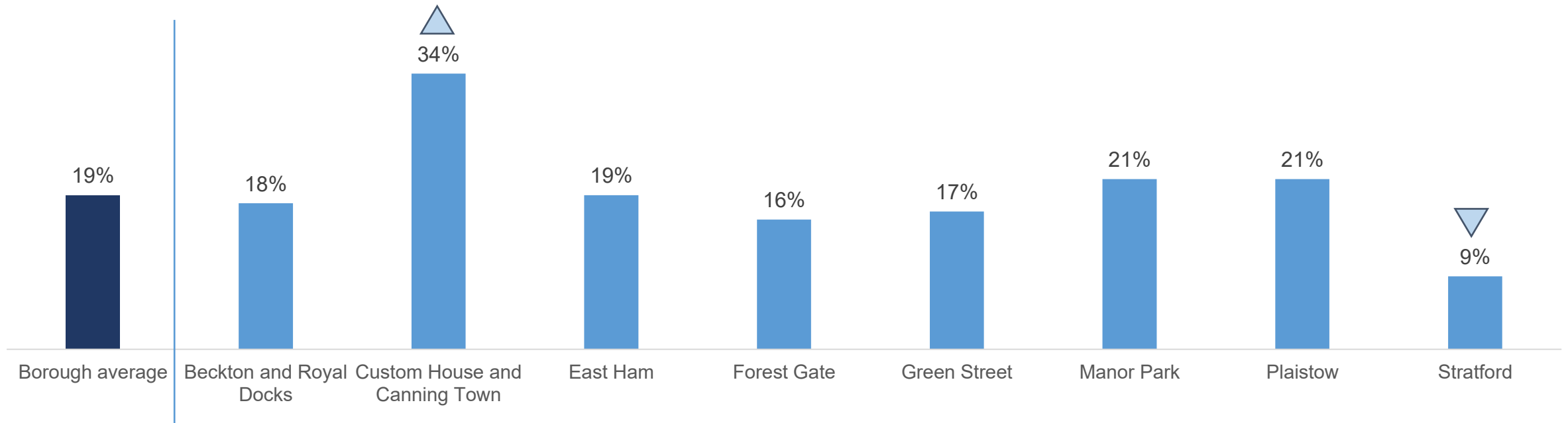
▲▼ Significantly higher or lower vs 2023 at 95% loc  
 ▲▼ Significantly higher or lower vs 2022 at 95% loc

Q34. In the last 12 months, have you given any unpaid help to a person, such as a friend, a neighbour or anybody else who is not a family member?  
 Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019.

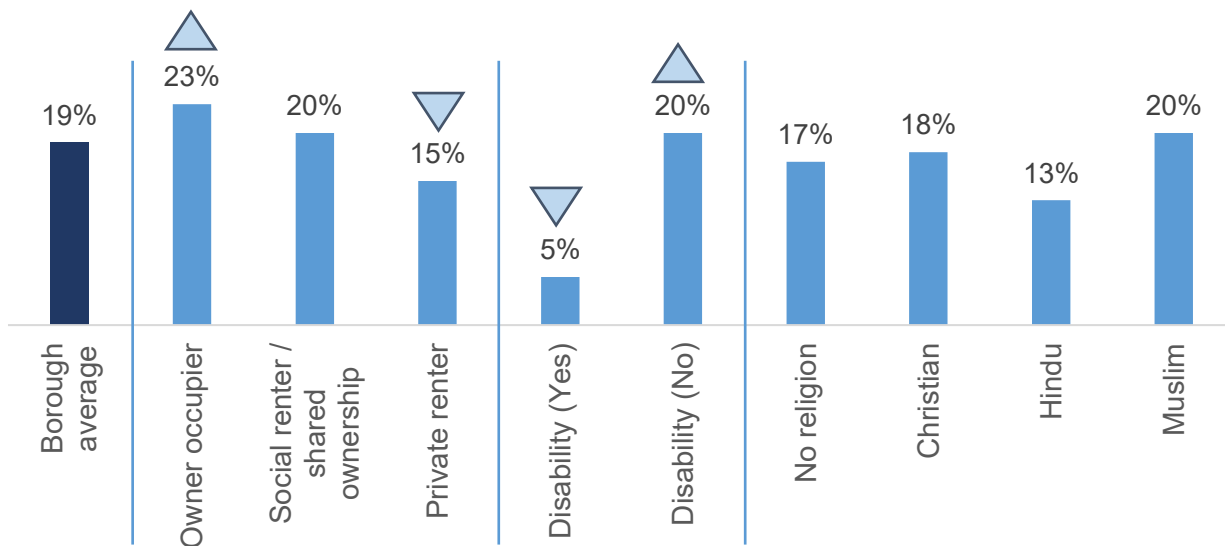
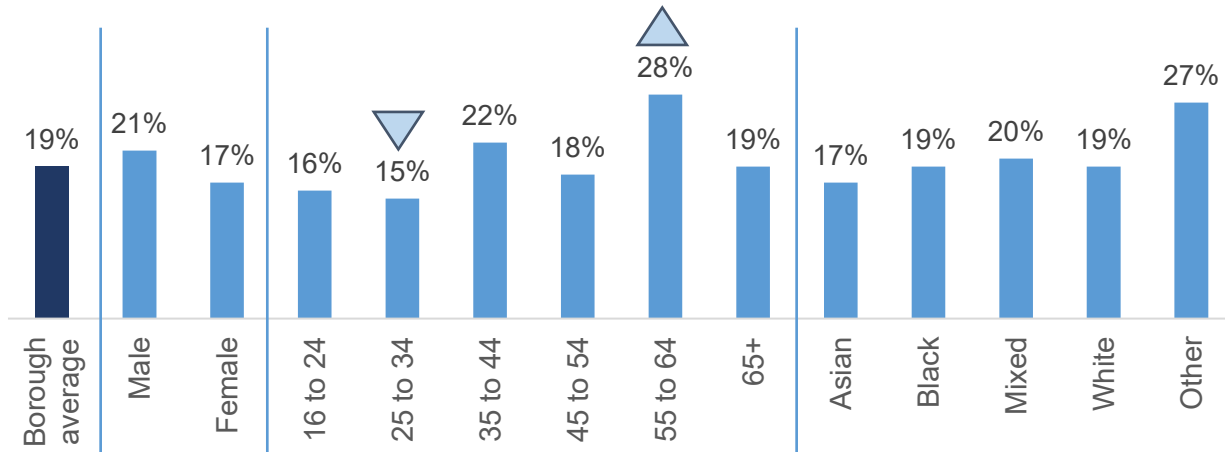
# Giving unpaid help to non-family members by Community Neighbourhood Area (CNA)

Custom House and Canning Town stands out, with over a third of residents (34%) reporting that they have given unpaid help in the last 12 months, which is significantly higher than the borough average. In contrast, Stratford records the lowest level of unpaid helping, at just 9%, significantly below average.

Elsewhere, levels of unpaid help are broadly in line with the borough average. Manor Park and Plaistow are slightly above average (both 21%), while Forest Gate (16%) and Green Street (17%) are slightly below, though these differences are less pronounced.



# Giving unpaid help to non-family members by demographic group



Giving unpaid help to non-family members is relatively uncommon overall. A small number of statistically significant differences are evident across demographic groups when compared with the borough average of 19%:

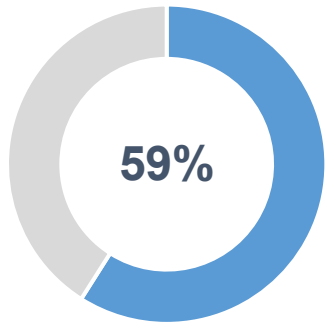
- **Age:** Residents aged 55 to 64 are significantly more likely to have given unpaid help (28%).
- **Housing tenure:** Owner occupiers are significantly more likely to have given unpaid help (23%), while private renters are significantly less likely to have done so (15%).
- **Disability:** Residents with a disability are significantly less likely to report giving unpaid help (5%), while those without a disability are significantly more likely to have done so (20%).



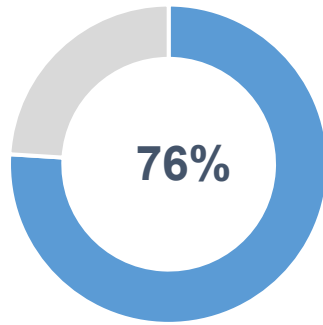
# Wellbeing and quality of life

# Headline indicators

## Emotional and social wellbeing

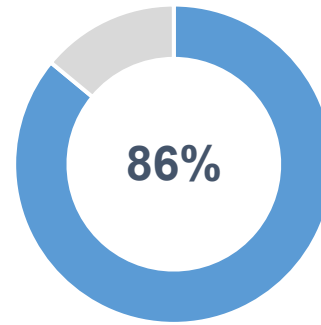


Never feel lonely



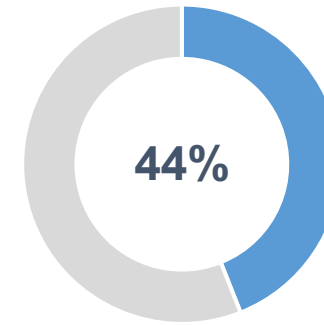
Have people they can rely on

## Life satisfaction

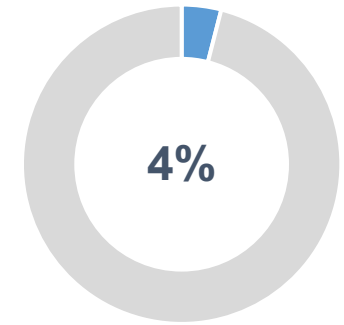


Rate their life satisfaction at 7 or above

## Financial resilience



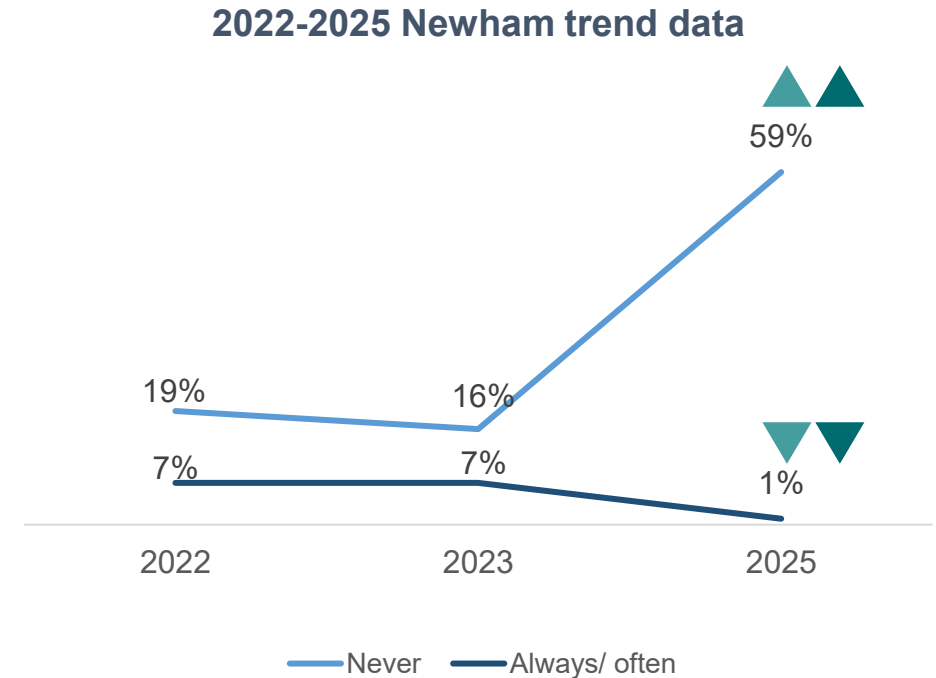
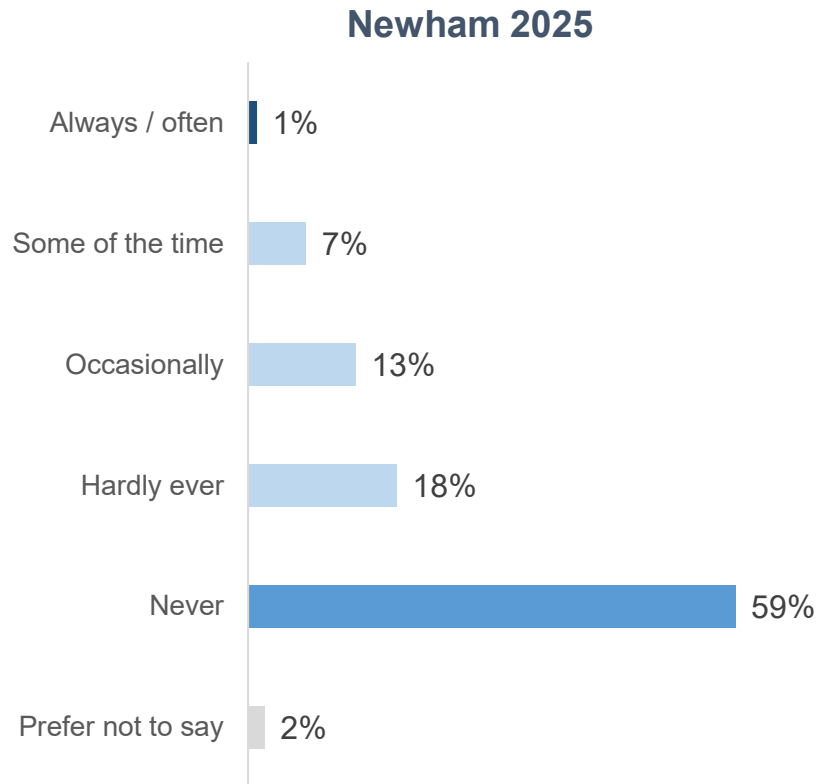
Are doing okay financially or living comfortably



Have had to skip a meal at least once in the last two months

- ✓ Overall wellbeing in Newham is strong, with high life satisfaction and social support for most residents.
- ✓ Financial resilience is more mixed, and a minority of residents experience material pressures that sit alongside lower wellbeing outcomes.<sup>1</sup>

# Most residents do not feel lonely, with six in ten (59%) saying they never feel lonely and just 1% feeling lonely always or often

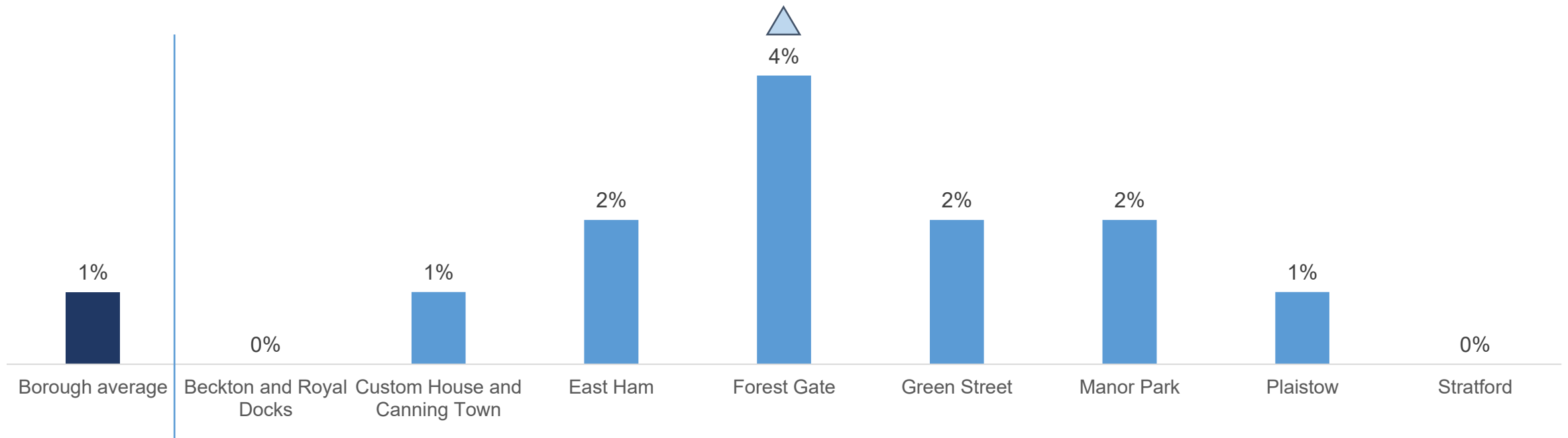


*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

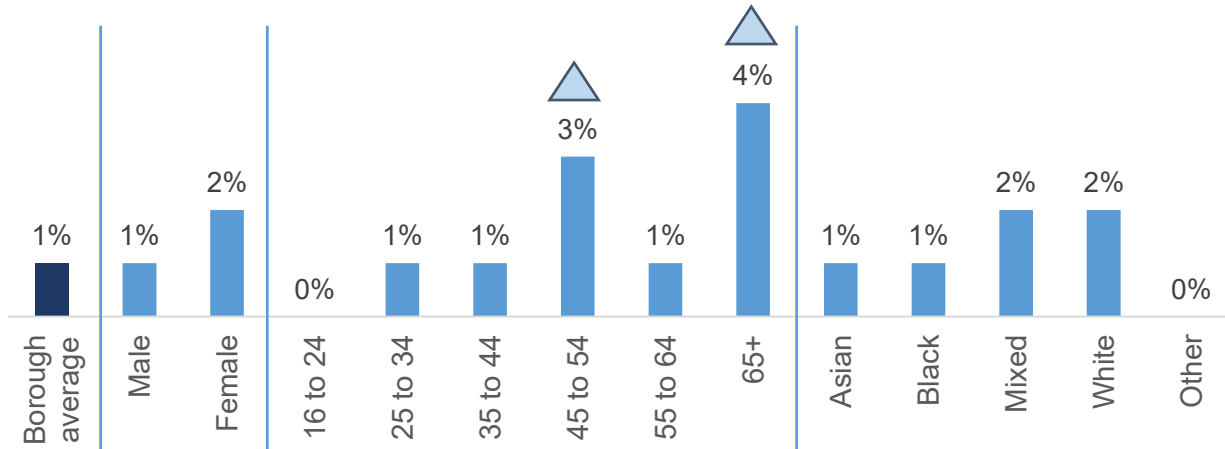
# Feeling always or often lonely by Community Neighbourhood Area (CNA)

Levels are broadly low across all CNAs. Forest Gate stands out, where 4% of residents report feeling lonely always or often, which is significantly higher than the borough average. East Ham, Green Street and Manor Park each record slightly higher levels at 2%, though these remain low overall.

In contrast, Beckton and Royal Docks and Stratford report no residents feeling lonely always or often, while Custom House and Canning Town and Plaistow are in line with the borough average at 1%.

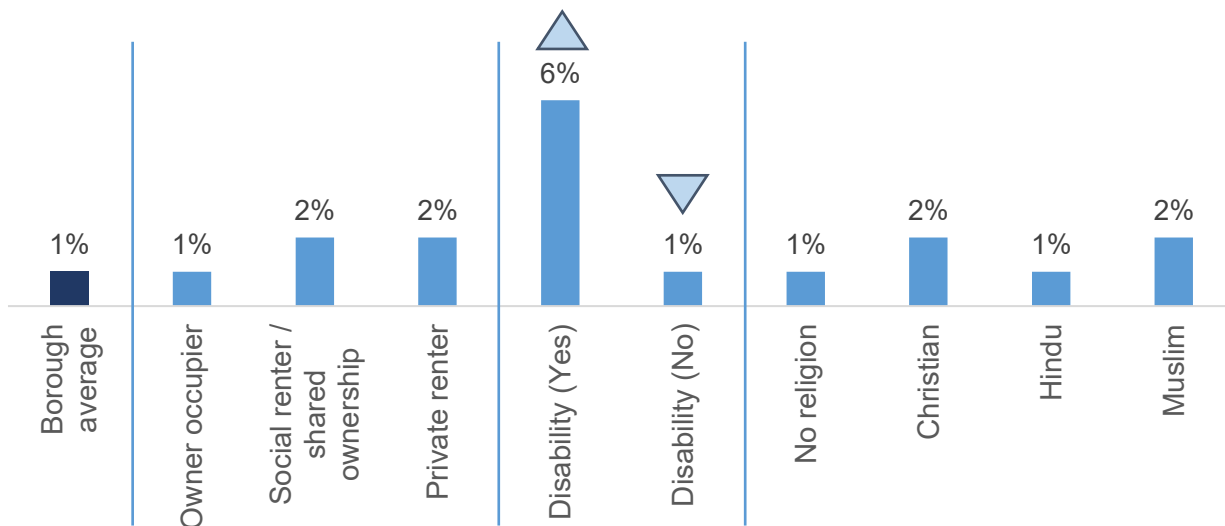


# Feeling always or often lonely by demographic group



Feeling lonely always or often is very uncommon overall. A small number of statistically significant differences can be observed across demographic groups when compared with the borough average of 1%:

- **Age:** Residents aged 45 to 54 (3%) and those aged 65 and over (4%) are significantly more likely to report feeling lonely always or often, compared with the borough average.
- **Disability:** Residents with a disability are significantly more likely to report feeling lonely always or often (6%).

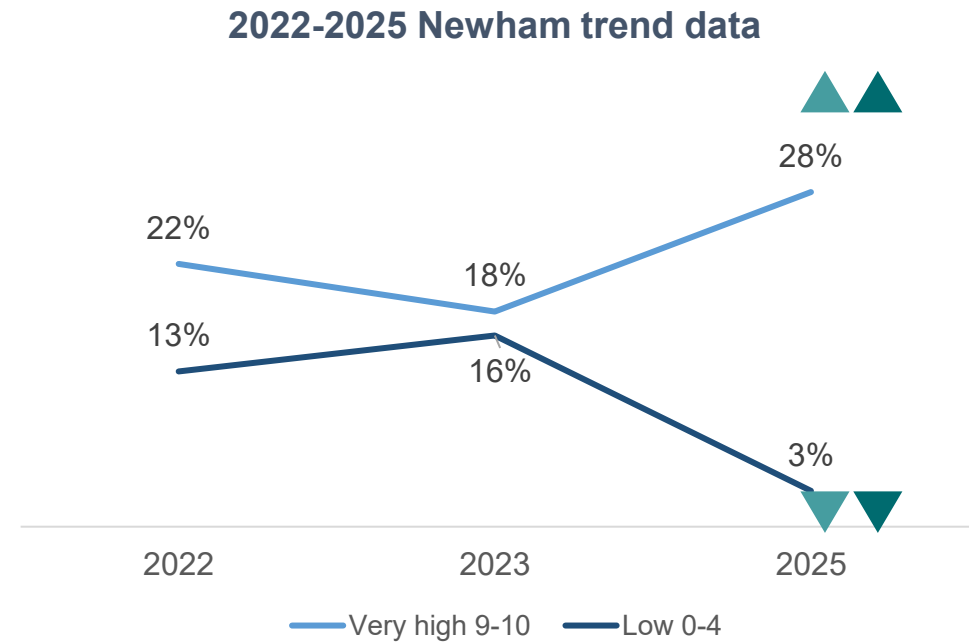
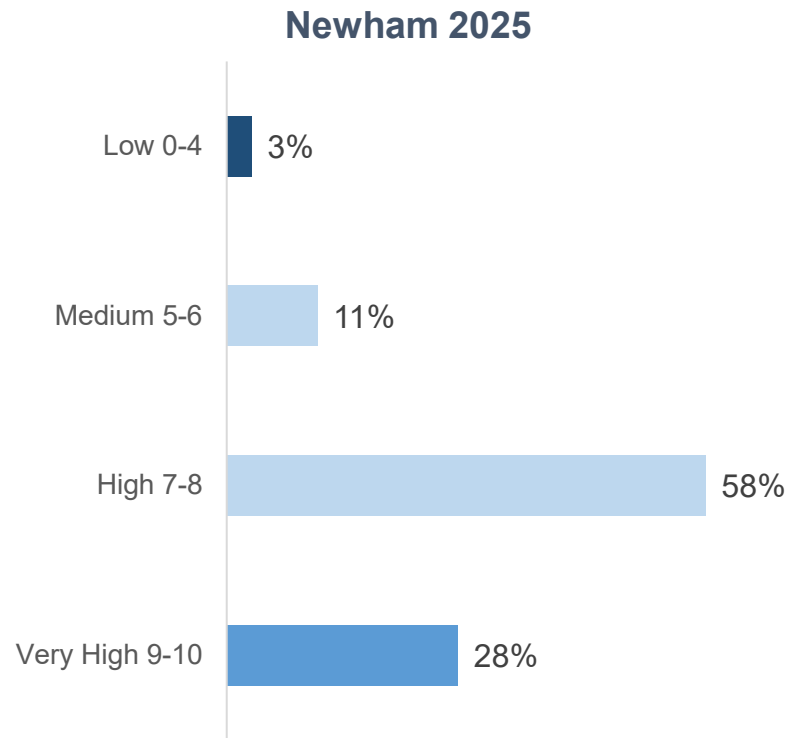


All other demographic groups show very low levels of frequent loneliness, with results broadly in line with the borough average and no statistically significant differences observed.





# Most residents report high overall life satisfaction

Overall life satisfaction among Newham residents is high. More than eight in ten residents (86%) rate their life satisfaction at 7 or above, including 28% who give a very high score of 9 or 10. Only a small minority (3%) report low life satisfaction, scoring between 0 and 4.



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

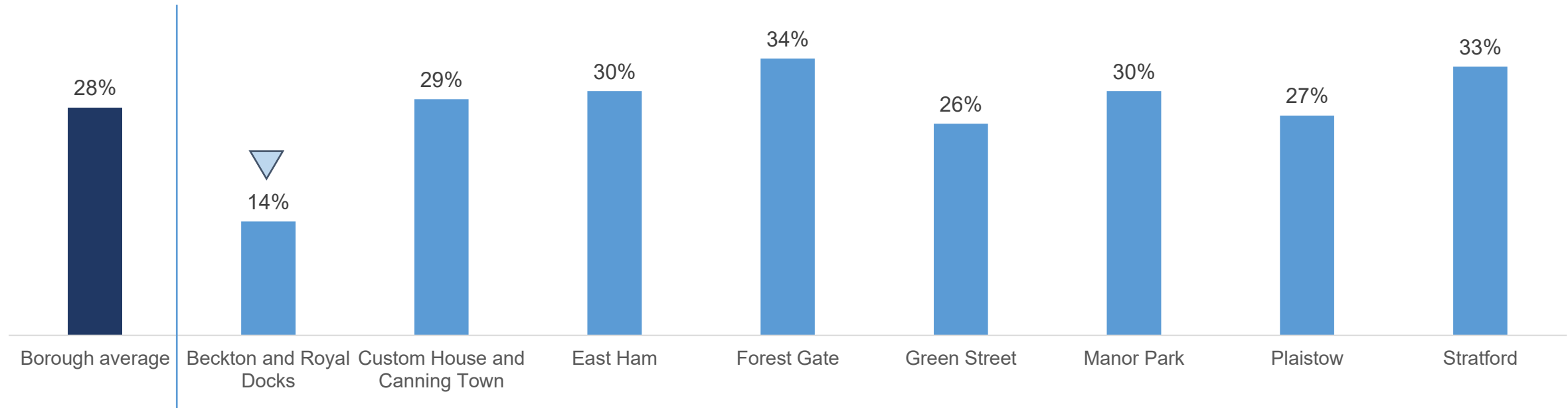
 Significantly higher or lower vs 2023 at 95% loc  
 Significantly higher or lower vs 2022 at 95% loc

Q36. On a scale of 0 to 10, where 0 is not at all satisfied and 10 is completely satisfied, overall how satisfied are you with your life nowadays?  
 Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019

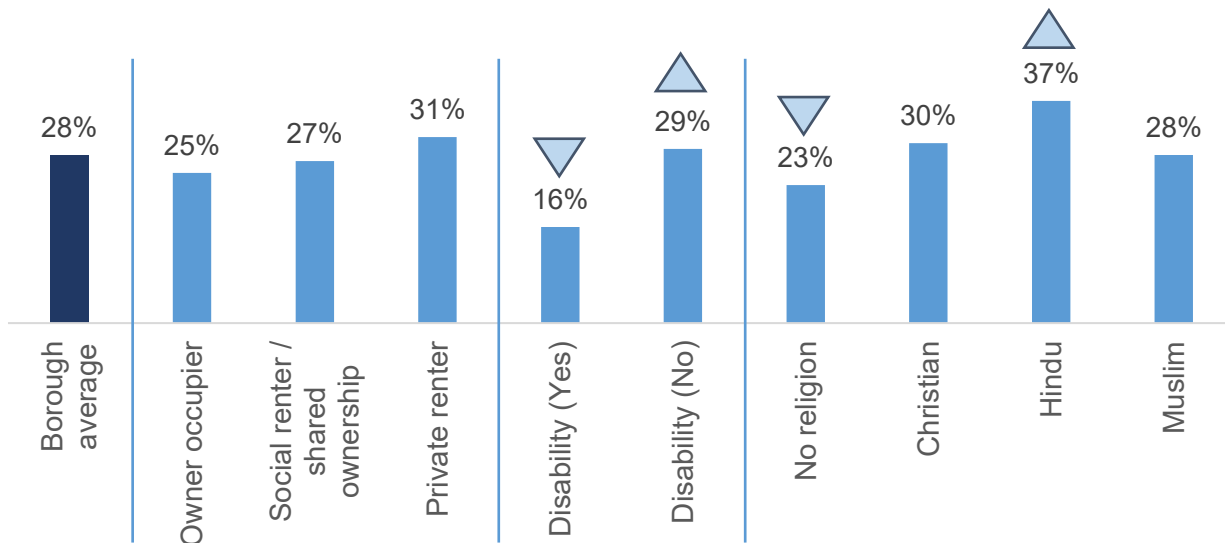
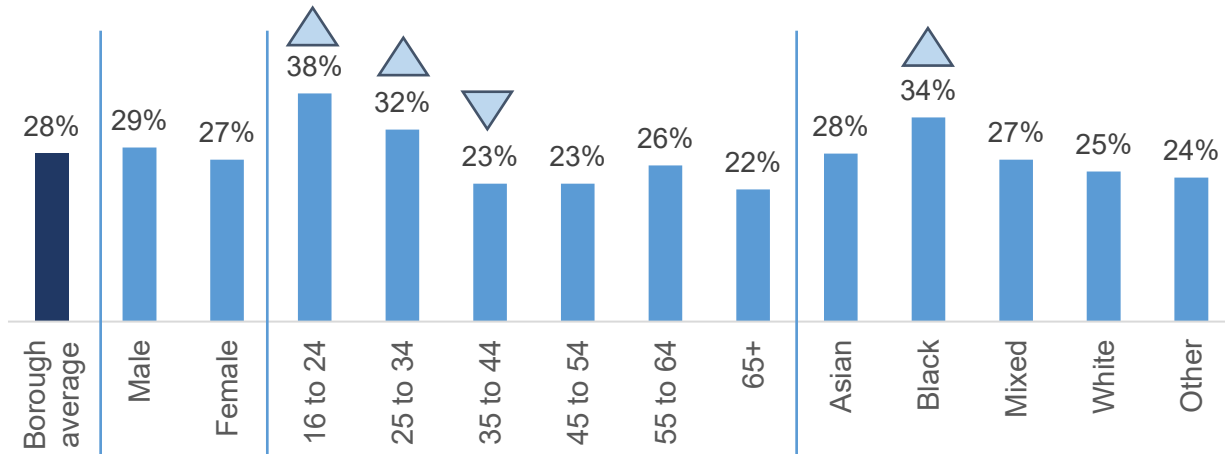
# Satisfaction with life by Community Neighbourhood Area (CNA)

Very high life satisfaction is reported by just over a quarter of residents overall, with 28% scoring their life satisfaction at 9 or 10. There is little variation between neighbourhoods, with most areas broadly in line with the borough average.

The main exception is Beckton and Royal Docks, where the proportion of residents reporting very high life satisfaction is significantly lower than average, at 14%. All other neighbourhoods show levels of very high life satisfaction that are not statistically different from the borough average.



# Satisfaction with life by demographic group

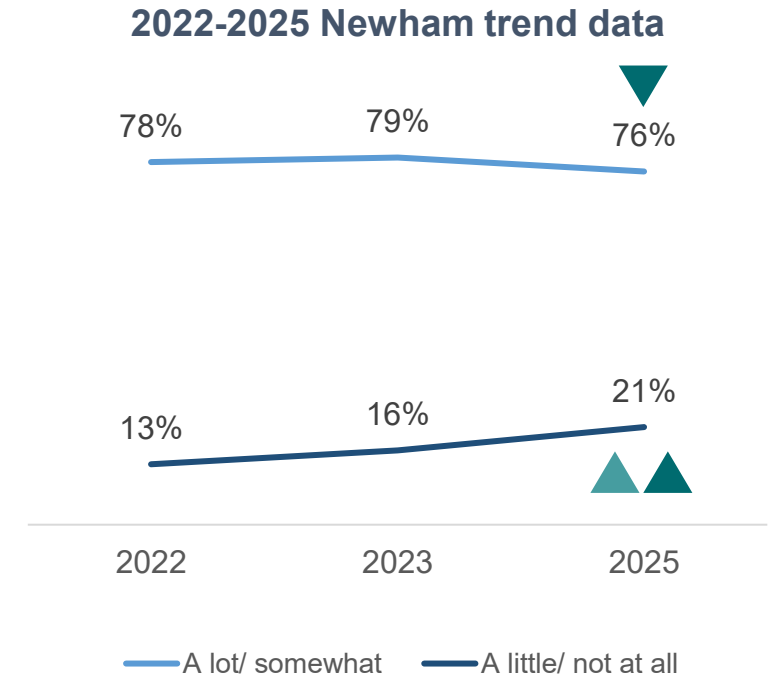
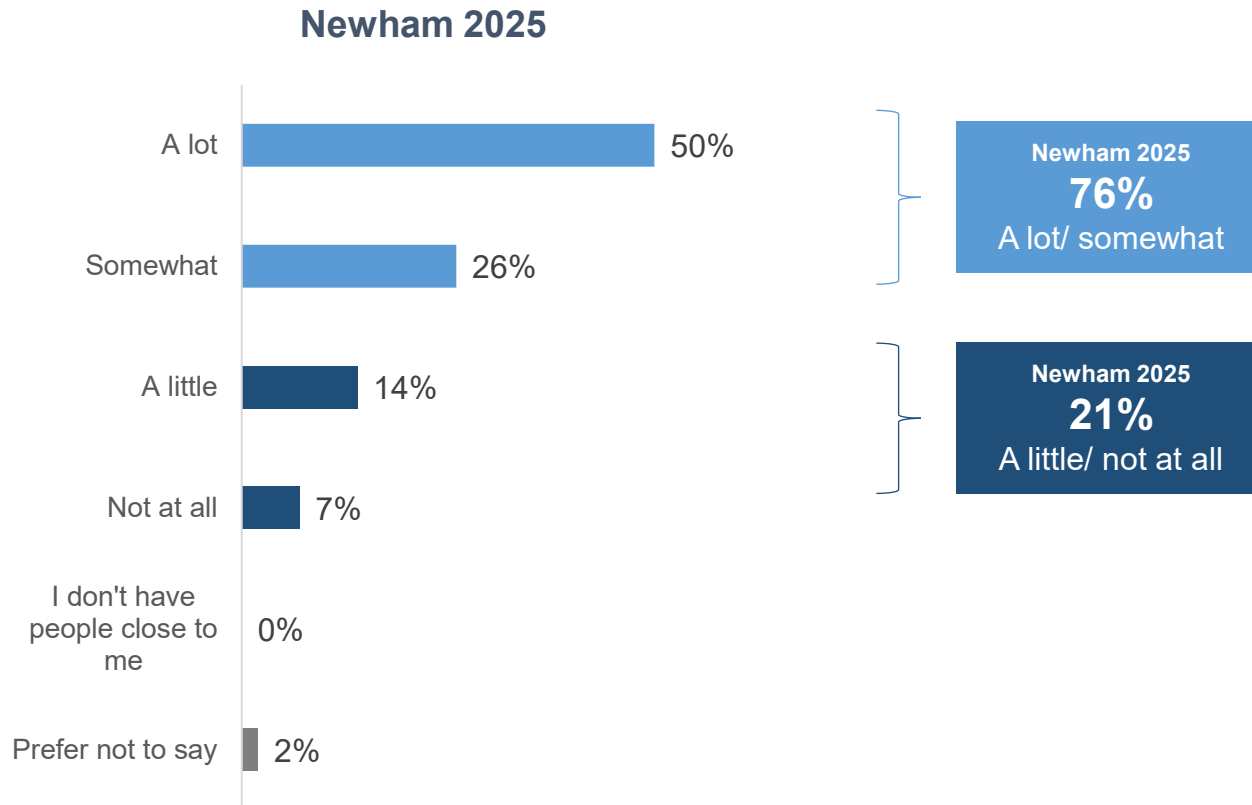


Satisfaction with life is generally positive across the borough. Statistically significant differences are evident across demographic groups when compared with the borough average of 28%:

- **Age:** Very high life satisfaction is significantly higher among younger residents, particularly those aged 16 to 24 (38%) and 25 to 34 (32%). In contrast, residents aged 35 to 54 report significantly lower levels (both 23%), as do those aged 65 and over (22%).
- **Ethnicity:** Black residents are significantly more likely to report very high life satisfaction (34%)
- **Disability:** Residents with a disability are significantly less likely to report very high life satisfaction (16%), compared with those without a disability (29%).
- **Religion:** Hindu residents report significantly higher very high life satisfaction (37%), while residents with no religion report significantly lower levels (23%).



# Most residents (76%) report being able to rely on people close to them if they face a serious problem.



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

Significantly higher or lower vs 2023 at 95% loc  
 Significantly higher or lower vs 2022 at 95% loc

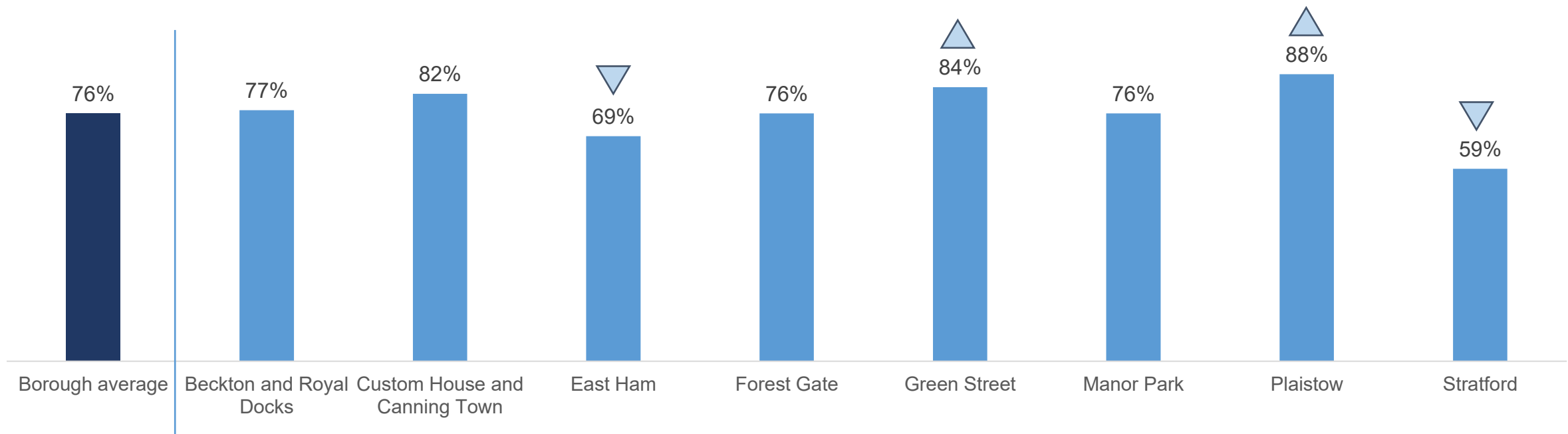
Q37. Thinking about the people close to you, such as your spouse, partner, immediate family or close friends, how much can you rely on them if you have a serious problem?

Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019

# Confidence in having people to rely on by Community Neighbourhood Area (CNA)

Plaistow records the highest level of confidence, with 88% of residents saying they can rely on people close to them a lot or somewhat, which is significantly above the borough average. Green Street also reports higher than average confidence at 84%.

In contrast, East Ham (69%) and Stratford (59%) report significantly lower levels of confidence in being able to rely on close personal networks. Stratford in particular stands out, with a notably lower proportion of residents reporting strong support compared with the borough as a whole.



Q37. Thinking about the people close to you, such as your spouse, partner, immediate family or close friends, how much can you rely on them if you have a serious problem?  
Unweighted sample base: 1,523



# Confidence in having people to rely on by demographic group



Confidence in being able to rely on people close to them is high overall. A small number of statistically significant differences are evident across demographic groups when compared with the borough average of 76%:

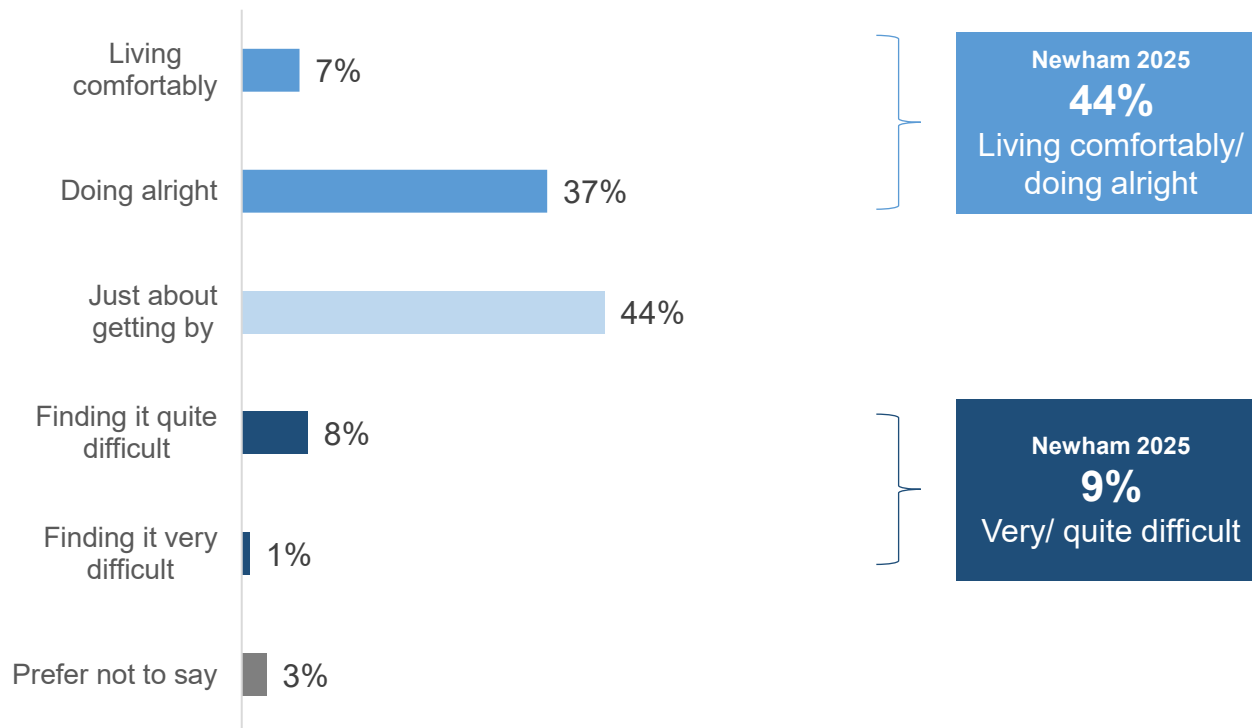
- **Age:** Confidence is significantly higher among residents aged 25 to 34 (80%). In contrast, residents aged 55 to 64 report lower confidence (68%).
- **Ethnicity:** Black residents report significantly lower confidence in being able to rely on people close to them (71%).
- **Housing tenure:** Private renters report significantly higher confidence (83%), while social renters or those in shared ownership report lower confidence (69%).
- **Disability:** Residents with a disability are significantly less likely to feel they can rely on people close to them (68%), compared with those without a disability (77%).
- **Religion:** Christian (80%) and Muslim residents (82%) report significantly higher confidence, while those with no religion report lower confidence (67%).

Q37. Thinking about the people close to you, such as your spouse, partner, immediate family or close friends, how much can you rely on them if you have a serious problem?  
Unweighted sample base: 1,523

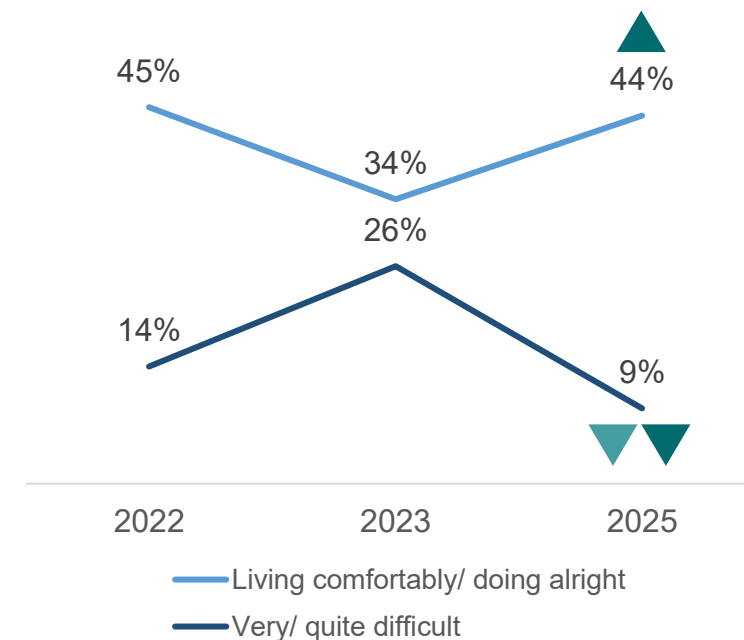


# Just over two in five (44%) residents feel that they are doing okay financially. However, a further two in five (44%) are only just getting by and 9% are struggling

Newham 2025



2022-2025 Newham trend data



*Note: Trend data are not directly comparable because survey methods and contexts varied significantly between years (see slide 7 for details)*

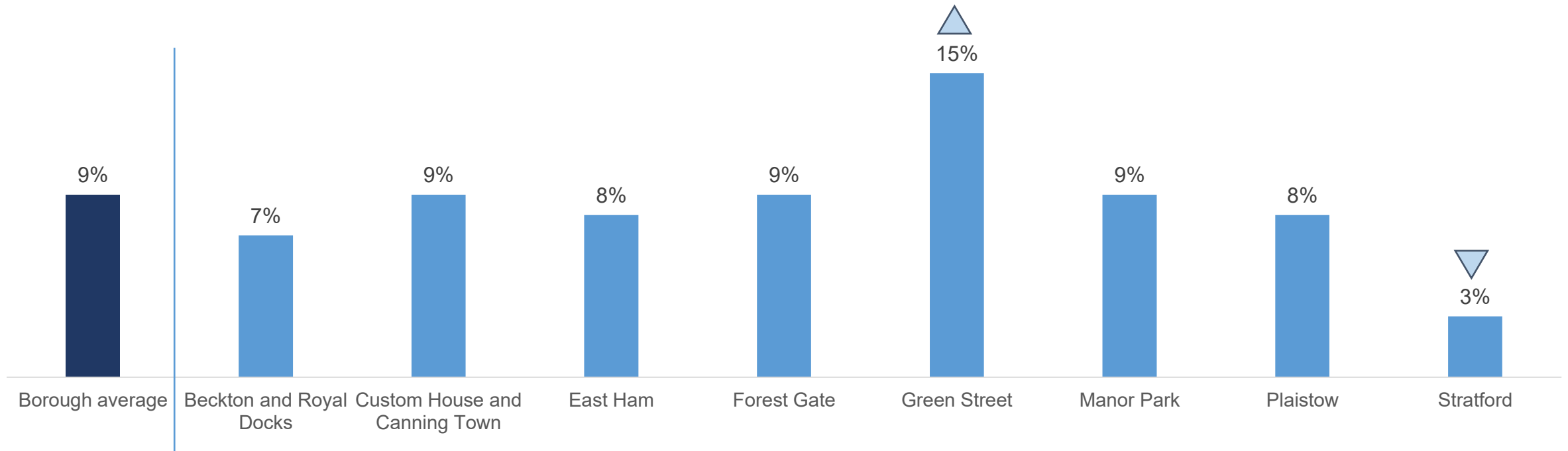
▲▼ Significantly higher or lower vs 2023 at 95% loc  
▲▼ Significantly higher or lower vs 2022 at 95% loc

Q38. How well would you say you are managing financially these days?  
Unweighted sample base: 2025: 1,523 // 2023: 2,270 // 2022: 1,498 // not asked in 2019

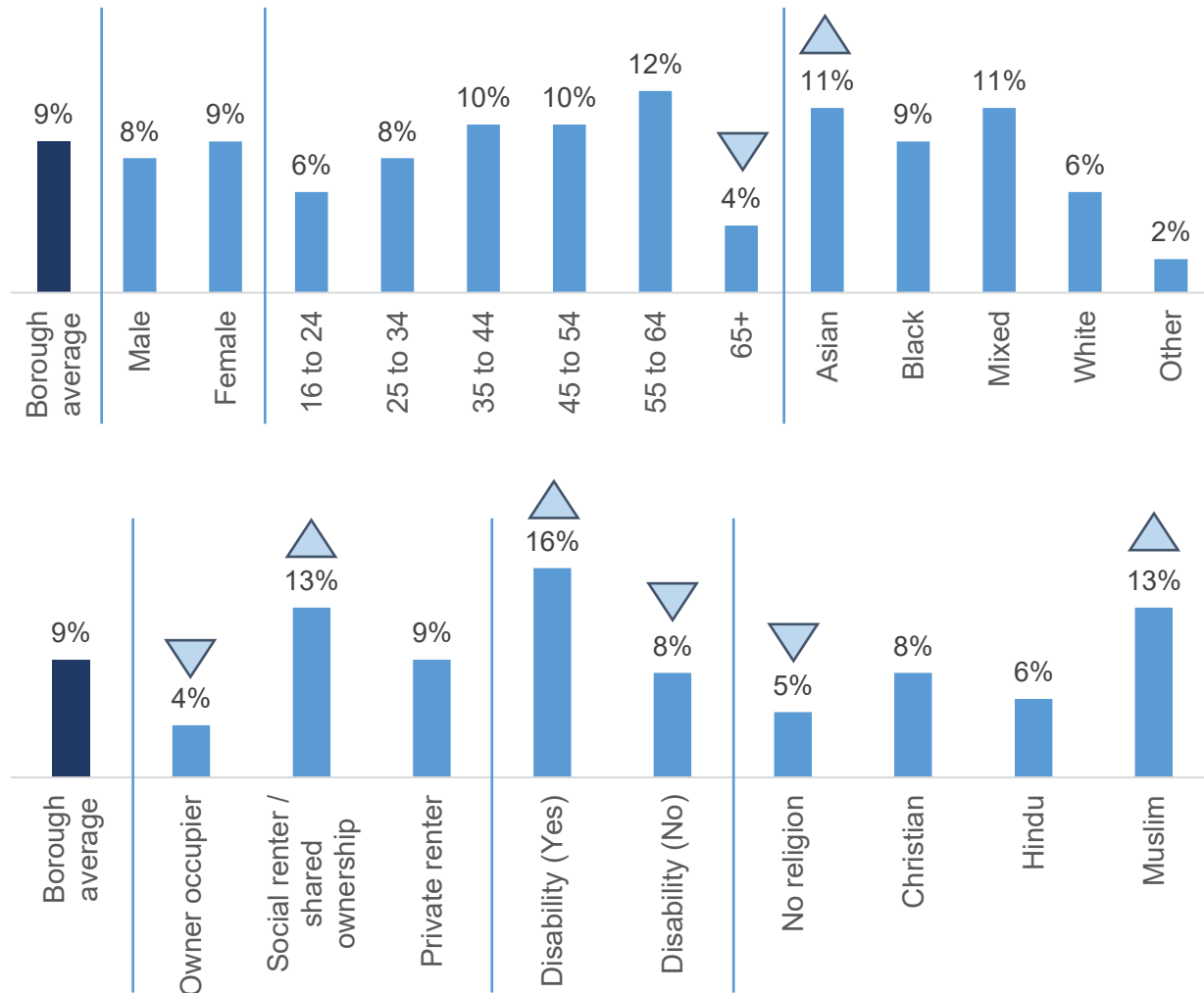
# Experiencing financial difficulty by Community Neighbourhood Area (CNA)

Managing financially is generally similar across most areas, though some notable differences emerge when compared with the borough average of 9% reporting that they are finding things quite or very difficult.

Green Street stands out, with a significantly higher proportion of residents reporting financial difficulty (15%), well above the borough average. In contrast, Stratford records a significantly lower level of financial difficulty, with just 3% of residents saying they are finding it quite or very difficult.



# Experiencing financial difficulty by demographic group



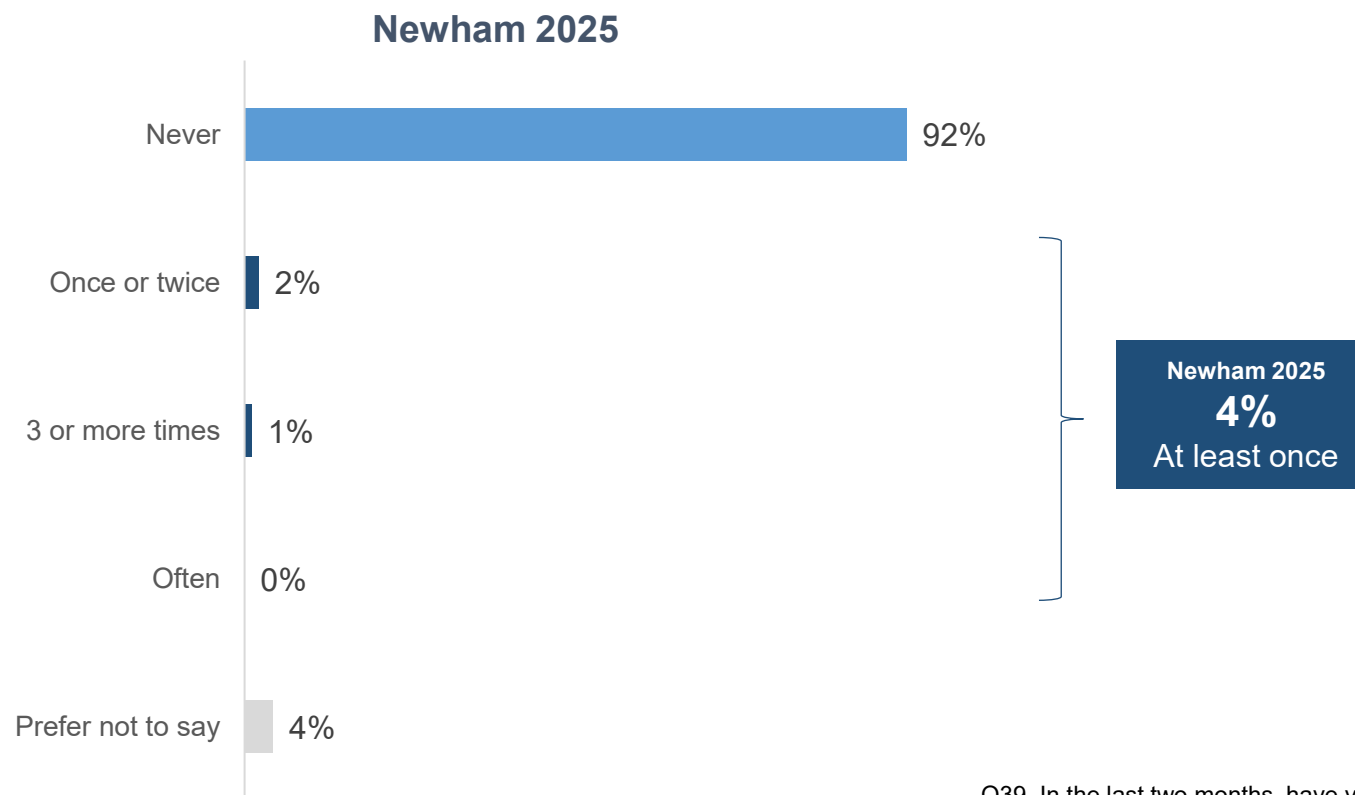
Experiencing financial difficulty is relatively uncommon overall, with 9% of residents reporting that they are finding it quite or very difficult to manage financially. A small number of statistically significant differences are evident across demographic groups when compared with the borough average:

- **Age:** Residents aged 55 to 64 are significantly more likely to report financial difficulty (12%), while those aged 65 and over are significantly less likely to do so (4%).
- **Ethnicity:** Asian residents (11%) are significantly more likely to experience financial difficulty.
- **Housing tenure:** Social renters and those in shared ownership report significantly higher levels of financial difficulty (13%), while owner occupiers are significantly less likely to report difficulty (4%).
- **Disability:** Residents with a disability are significantly more likely to report financial difficulty (16%) compared with those without a disability (8%).
- **Religion:** Muslim residents are significantly more likely to report financial difficulty (13%), while those with no religion are significantly less likely to do so (5%).



# Food insecurity is rare for most residents

The vast majority of residents (92%) report that they have not had to skip a meal in the last two months due to a lack of money or resources. A small minority (4%) say they have skipped a meal at least once over this period.



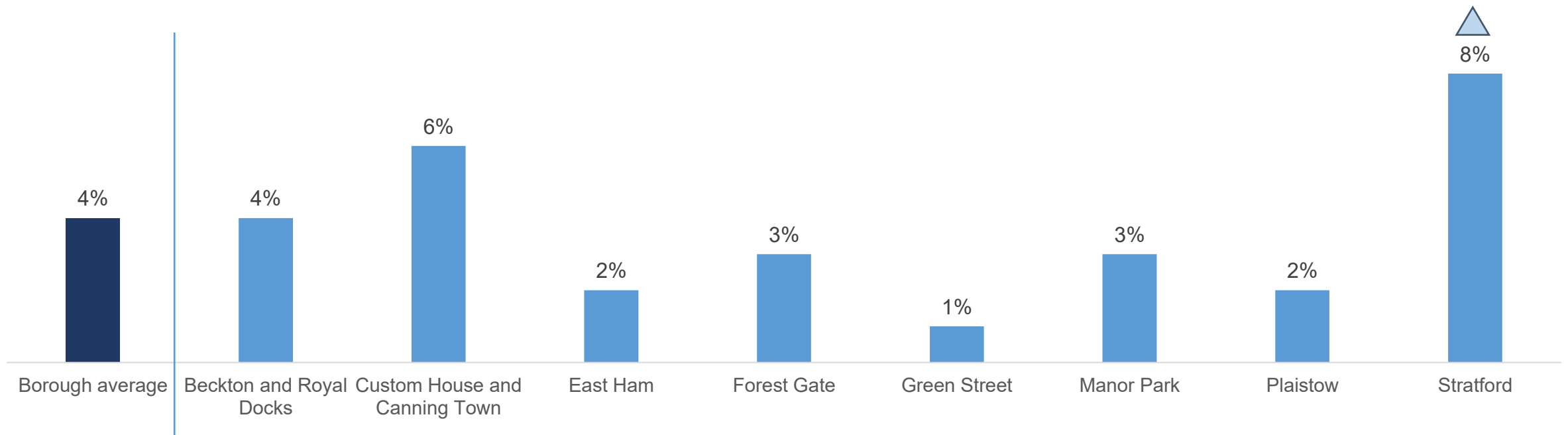
Q39. In the last two months, have you had to skip a meal because there was not enough money or other resources to get food?  
Unweighted sample base: 2025: 1,523

# Experiencing food insecurity by Community Neighbourhood Area (CNA)

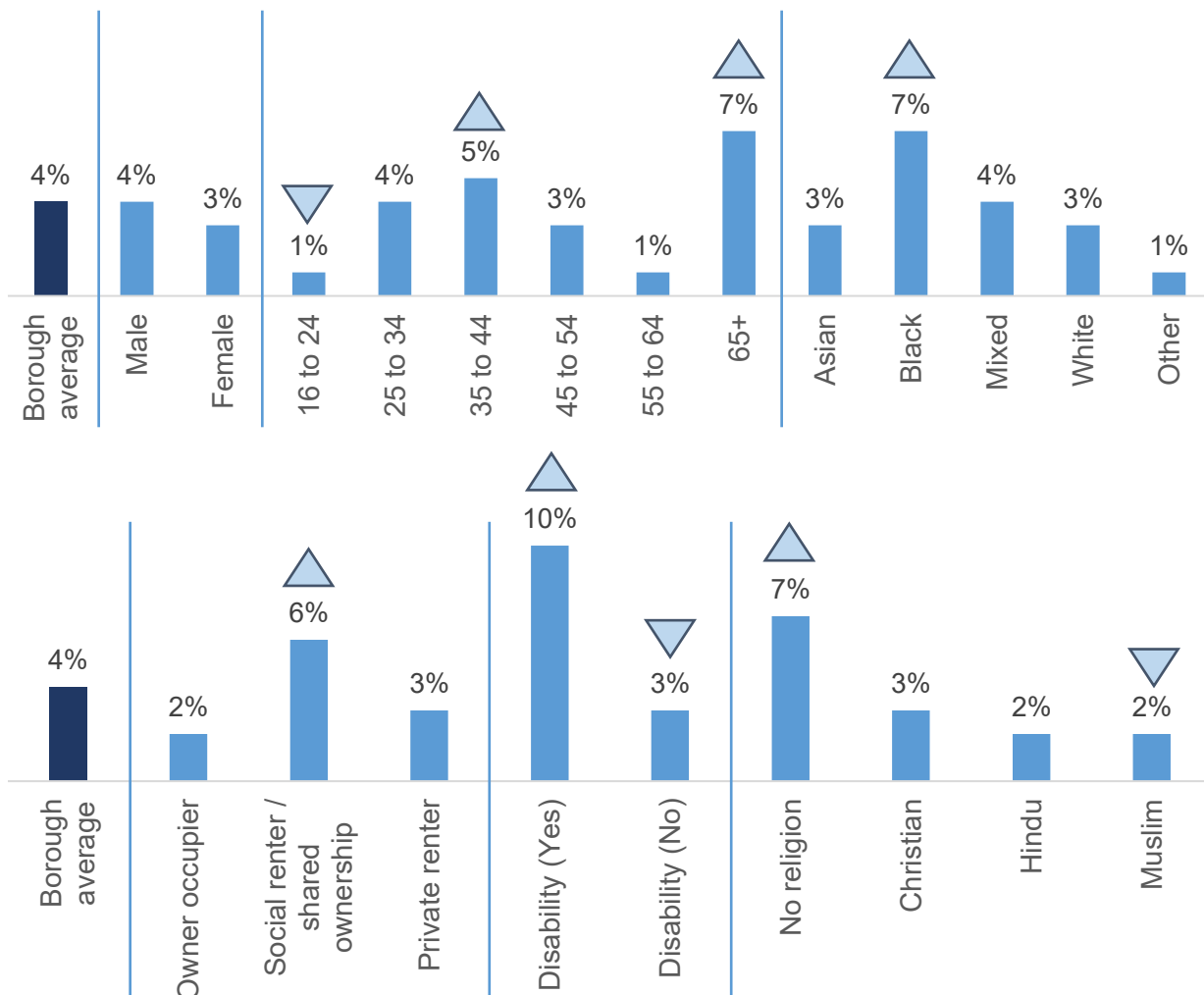
Food insecurity remains relatively uncommon across the borough, with 4% of residents reporting that they have skipped a meal at least once in the last two months due to a lack of money or resources. However, there is some variation between CNAs.

Stratford stands out, with 8% of residents reporting having skipped a meal, which is significantly higher than the borough average. Custom House and Canning Town also records a higher level (6%), though this difference is less pronounced.

In contrast, Green Street reports particularly low levels of food insecurity (1%).



# Experiencing food insecurity by demographic group



Experiencing food insecurity remains relatively uncommon overall, with 4% of residents reporting that they have skipped a meal in the last two months due to a lack of money or resources. A small number of statistically significant differences are evident across demographic groups when compared with the borough average:

- **Age:** Residents aged 65 and over are significantly more likely to report food insecurity (7%), while those aged 16 to 24 and 55 to 64 are significantly less likely (both 1%).
- **Ethnicity:** Black residents are significantly more likely to report food insecurity (7%) compared with the borough average.
- **Housing tenure:** Social renters and those in shared ownership report significantly higher levels of food insecurity (6%).
- **Disability:** Residents with a disability are substantially more likely to report food insecurity (10%), compared with those without a disability (3%).
- **Religion:** Those with no religion are more likely to report food insecurity (7%), while Muslim residents are significantly less likely (2%).



# This report has been created by M·E·L Research which maintains the following certifications and accreditations

