

## **Front page**

Graphic in Newham red.

Title : Living in Newham

Respondent Report 2003

ISER logo at top of page

Newham logo at bottom of page

## **Back page**

Newham Language Shop graphic - add 'ISER/W1' in white rectangle at top right hand corner

ISER logo and Newham logo at bottom of page

## **Inside pages**

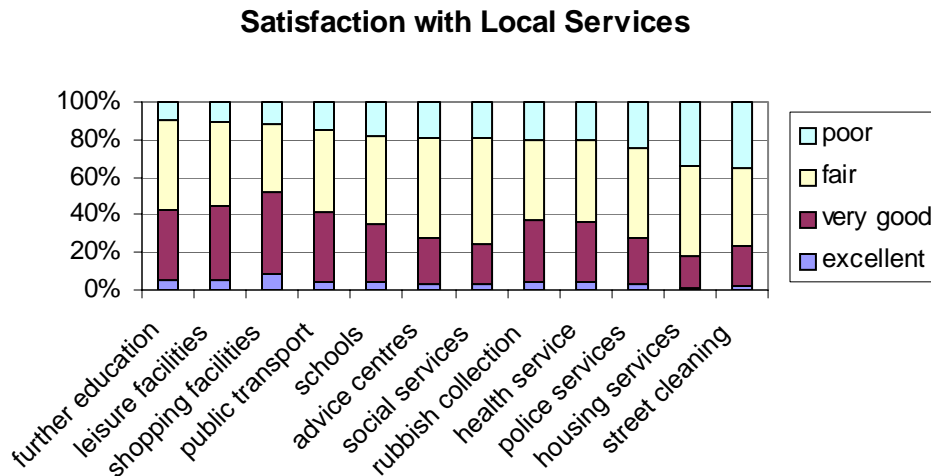
All headings Newham red and all charts Newham red as far as possible.

## Living in Newham

Thank-you for helping us with the **Living In Newham** survey last year. The information you gave us is extremely important and will be used when formulating local policies that will make Newham a place people want to live, work and stay. This short report gives just a few findings from the survey. We hope you find it of interest and will continue to support the survey again this year.

## Your Neighbourhood and Local Services

The **Living in Newham** survey asked about your views on living in Newham, your local neighbourhood and local services. Overall, most people seemed happy to be in Newham with 62% saying they felt they belonged to the neighbourhood and thought of themselves as similar to the people living in the area. 64% told us the friendships and contacts they had with other people in the neighbourhood meant a lot to them, 62% said they regularly stopped and talked to people and 71% told us they would be willing to work on something together with others to improve their neighbourhood. When we asked you about specific services in your local area and how good you think they are, some services performed better than others.



People were most satisfied with further education, the shopping and leisure facilities, and public transport. These were judged fair or better by 85 to 90% of the people interviewed. Health services, advice centres, social services, schools and rubbish collection, were found fair or better by 80 to 82%. The services people seem least happy with are the police, housing services, and street cleaning, judged poor by 25 to 35% of the people interviewed. When we asked you how satisfied you were overall with the way the council runs things in Newham, 45% were satisfied or very satisfied, 31% were indifferent, and 24% were either dissatisfied or didn't know.

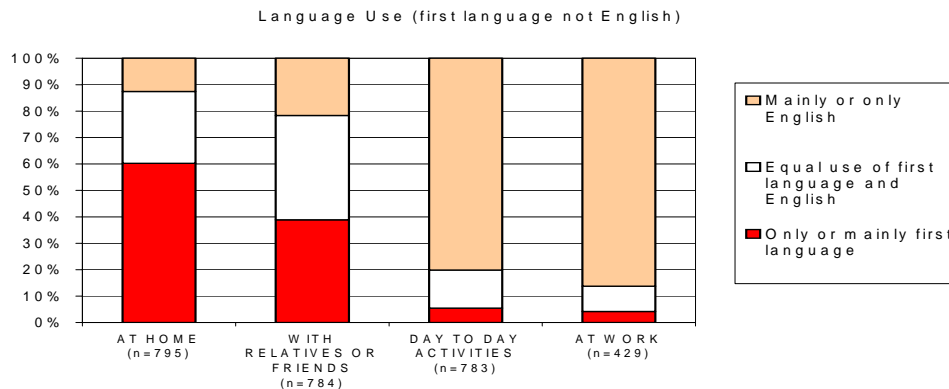
We asked you to tell us the main things you like and dislike about living in Newham. People liked the public transport, the shopping facilities, the multi-cultural character of

the area, it was seen as a good neighbourhood, they have many friends in the area or because they have always lived there. The aspects people didn't like about living in Newham were mainly related to dirt and pollution or to crime.

### Diversity and language use within Newham

Newham residents come from all over the UK as well as many other countries around the world. We asked you to tell us about the languages you speak as there are more than 100 different languages currently in use within Newham. The most widely spoken first language, (the language spoken at home when you were a child), is English (53%). The remaining 47% represent many different languages including Bengali (8%), Gujerati (7%), Punjabi (6%) and Tamil (3%). Once Hindi, Urdu, Malayalam and others are added, almost one quarter of the languages spoken in Newham have their origins in India, Pakistan, Bangladesh or Sri Lanka. The many languages from African countries account for nearly 20% while languages from Middle East and Far East countries (such as Arabic and Farsi), and Russian and Eastern European languages account for another two percent each. European languages such as French and Spanish account for about another one percent of your first languages.

The survey asked people who did not have English as their first language how well they could use English and how they used their first language alongside English in different situations. Over 96% said that they spoke some English and 80% could speak English very or quite well. From the graph below, we can see most people are quite able to switch back and forth between English and their first language depending on where they are and what they are doing.



People were most likely to use their first language at home or with relatives or friends but for day to day activities or when at work, English was used by over 90% of people. When we asked the people who said they had difficulty with written or spoken English about who gave them help, it was their own children who were mentioned most often, followed by their spouse or partner, a friend or relative or someone from the organisation being dealt with.

## Keeping in Touch

Many thanks for taking part in the **Living in Newham** survey. Your participation is greatly valued and we do hope you continue with us in the future.


We are always pleased to hear from you and welcome any comments you may have about the survey or our research.

If you need to contact us or have any queries about any aspect of the survey, please call us on **Freephone 0800 252 853**.

Or you can write to the address below.

**Living in Newham**  
University of Essex  
FREEPOST  
Colchester  
CO4 2BR

Monday - Friday  
9.00am - 5.00pm



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