

# Custom House & Canning Town Community Neighbourhood Citizens Assembly

6<sup>th</sup> September, 10:00-13:00

# Welcome!

- Please seat yourself at a table
- Please do introduce yourself to the other people at your table and find out where in Newham they either live or work, and (if you like) what interests they have
- Help yourself to refreshments if you want them

# Housekeeping

- Info on toilets, fire exits etc
- Break time
- Accessibility: facilities available (creche, room team support, wheelchair access etc)

# Introduction

- The purpose of the assembly:
- To set priorities for the Community Neighbourhood Plan.
- To give local people a chance to shape how the local budgets are spent.
- A space in which you can create working groups for any local projects you might want to start yourselves



# Assembly Schedule

## Overview

**Round 1-** What do you appreciate about your local area?

**Round 2 -** What changes would you like to see in your Community Neighbourhood?

**Round 3-** What priorities should be addressed in the Community Neighbourhood?

**- Break -**

**Round 4-** Voting on priorities

**Round 5-** Move tables and discuss priority you're most interested in

Volunteering for working group

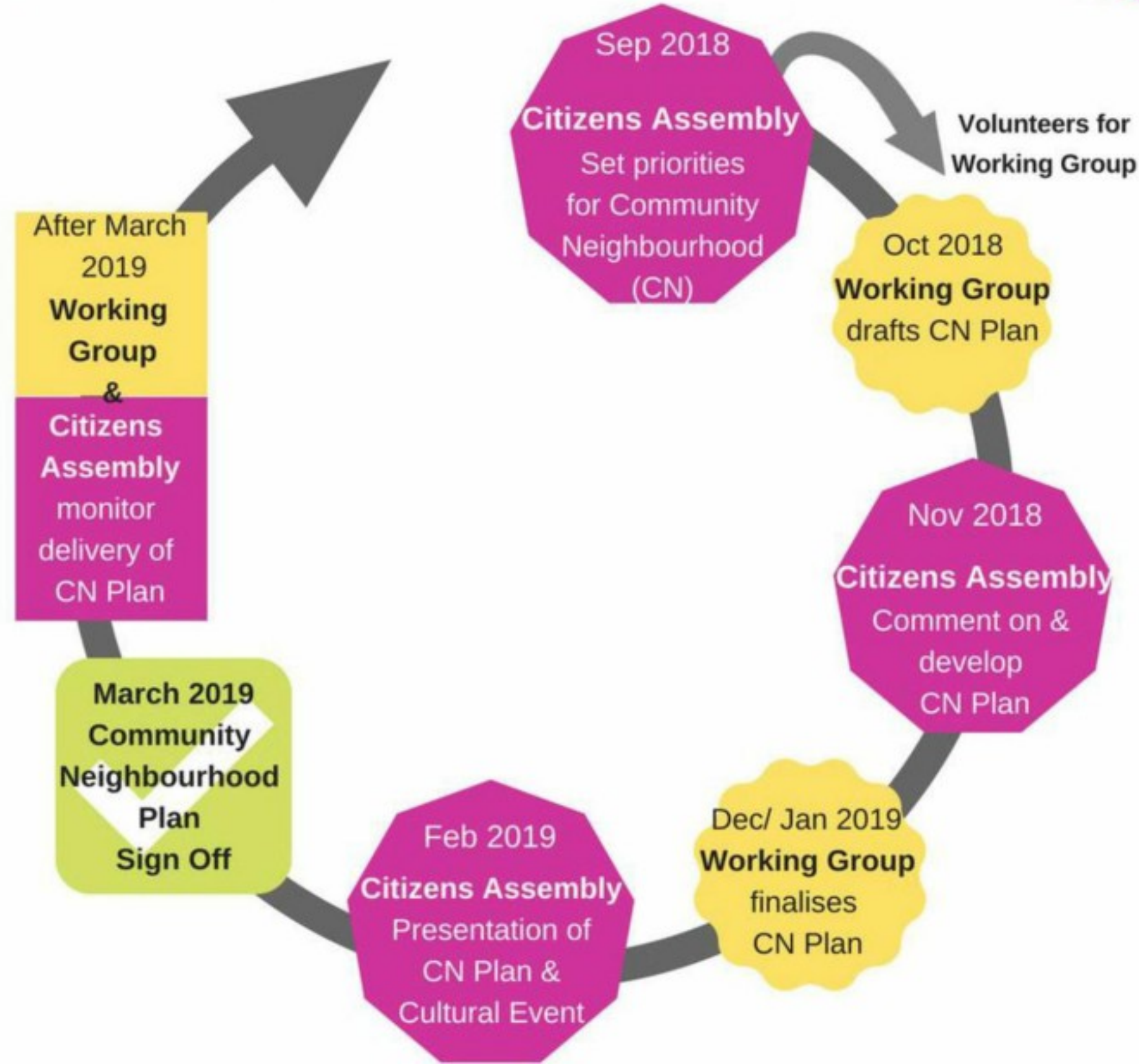
Conclusion

Refreshments

# Guidelines for the Assembly

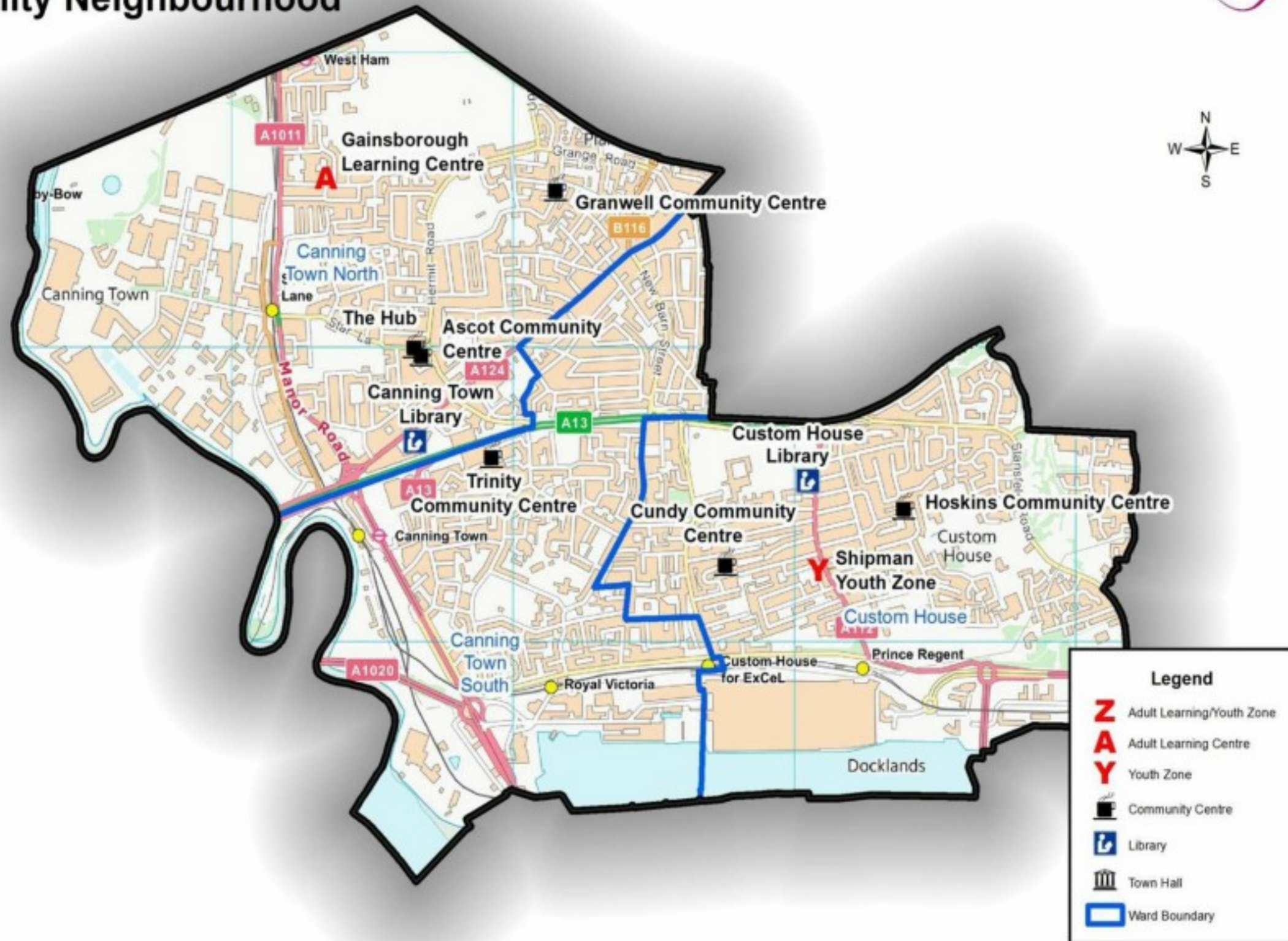
- Listen to each other
- Be respectful
- You don't have to agree
- Be careful not to dominate
- Don't worry if you don't have loads of ideas
- Share what comes to mind
- Make sure responses get entered into the laptops by table hosts
- Enjoy being part of shaping your Community Neighbourhood

# Cycle of Assemblies





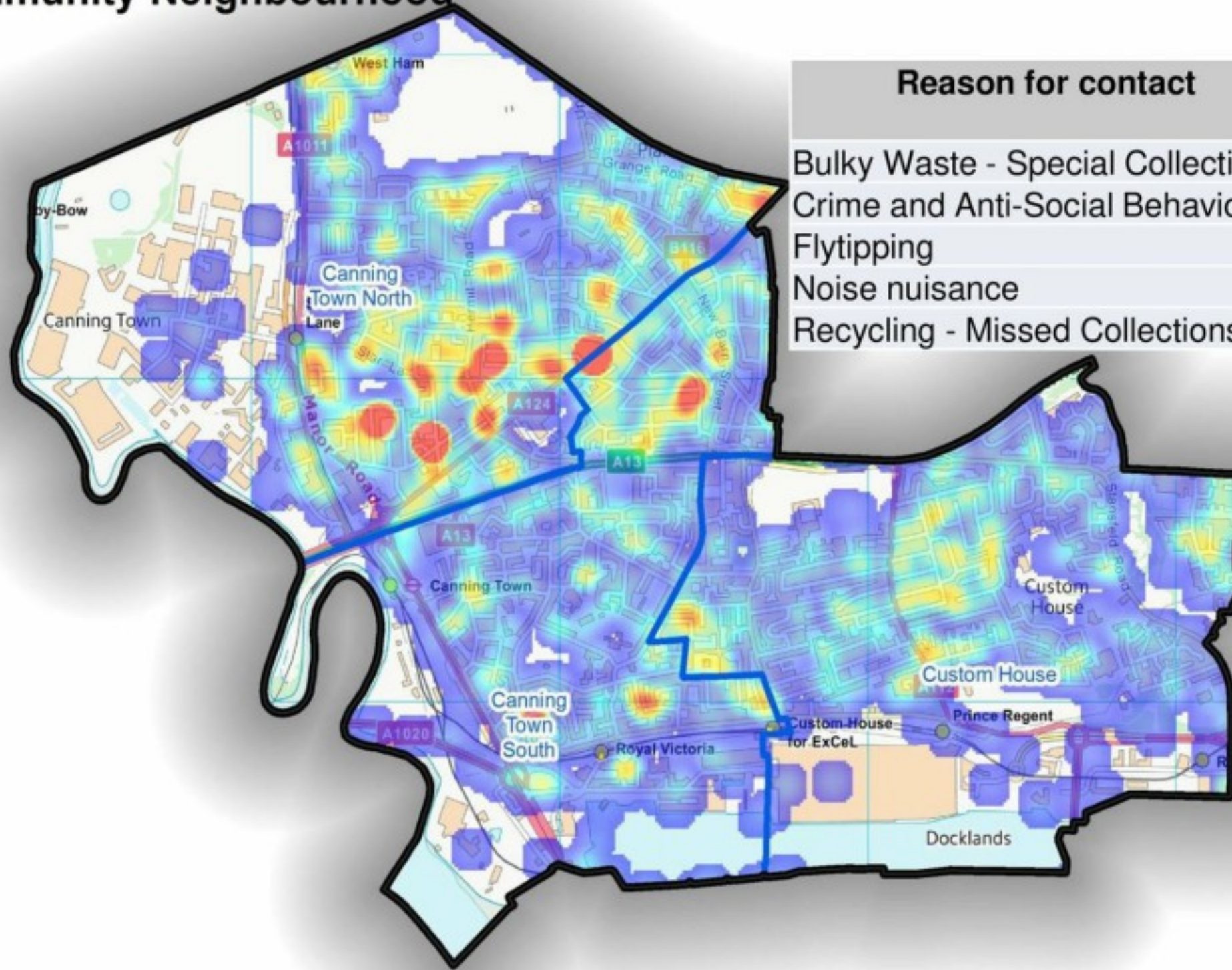
# Custom House and Canning Town Community Neighbourhood



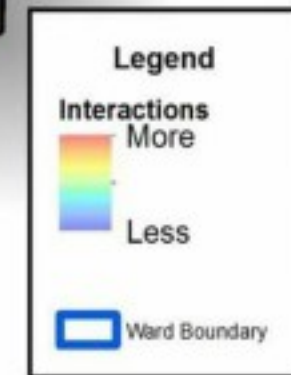


# Custom House and Canning Town Community Neighbourhood

Interactions with the Council  
Feb - July 2018



Reason for contact	No of interactions
Bulky Waste - Special Collections	1126
Crime and Anti-Social Behaviour	464
Flytipping	459
Noise nuisance	398
Recycling - Missed Collections	246





# Survey Data

Question	Newham	Custom House and Canning Town
People from different backgrounds get along well together (Definitely / tend to agree)	88%	
Sense of belonging in the neighbourhood (Very / fairly strongly)	89%	
% of residents who are satisfied with the area (very / fairly satisfied)	88%	
% of residents concerned about litter / dirt in the streets in their local area (chosen as top 3 local concern)	43%	
% of residents concerned about crime/ Asb in their local area (chosen as top 3 local concern)	39%	
% of population concerned with young people hanging around (a very / fairly big problem)	62%	
Fear of Crime (very / fairly worried)	52%	Lower
% people who feel unsafe after dark (Fairly / very unsafe)	26%	
People who feel they can influence local decision-making (strongly agree / agree)	34%	
For residents making ASB complaints to Newham Council - % satisfied with the handling of ASB complaints	42%	





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

Less Private Landlords

Parking

Rent in centres

better policing

more community spaces

More facilities for young people teenagers

more police on the beat

Utter failure of regeneration

Failure of regeneration



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

police response to 999 calls is too slow

less flytipping

area needs a good wash

investment in parks

101 is just too long and in effective

more opportunities for small businesses and young people

bins need to be cleaned

Failure of regeneration (Strong Consensus)

Scrap the charges for bulky waste £20.00 especially for the elderly



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

reduction in drug dealing

more community spaces opened up for community

monitoring of council services (accountability)

Affordable Social Housing

Rubbish in the streets. Educating the community on this issue.

more cleaners in markets and parks

more activities for older people

more policing

The sandpit in star park to be demolished. Replaced with water feature for kids.





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

solution for street drinking and related asb

improved parking

more activities for children

Lack of affordable housing  
(Strong Consensus)

More street cleansing - only certain parts are regularly cleaned, more is needed

lack of secondary schools

Lack of proper social housing  
(Strong consensus)

more activities in star lane park

Traffic Safety for crossing

# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

more multi cultural activities

Lack of parking (Strong Consensus)

Regeneration is good but there is not enough affordable housing for people to buy or rent. Because we have to move out of the borough to do this.

more joined up working with youth projects

less betting shops

Lighting in parks.

Parks but no parking

not enough not amenities i.e no supermarkets, retail,

youth work forums



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

more regular activities for older people

waste management

reinstate youth outreach service and provisions

We have good primary schools but our secondary schools could be better

Lack of proper parking

Bank is too far (amenities)

Lack of jobs

restrict short term letting on new flats

More jobs within the community for local people





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

Flytipping needs to stop in Hallsville Quarter housing its a new development

Needs a proper high street

need more affordable housing

less crime

more advertising of activities

cleanliness

more activities for 60 plus

More volunteers and volunteering opportunities

more funding to allow community groups to use community buildings with peppercorn rents



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

Few muggings in the location residents and residential cleaner at 5pm in the evening - the development hasn't finished

less of a concrete jungle

fly-tipping (strong consensus)

less litter and flytipping

Regeneration and lack of markets

more PCSO presence

cleaning of back streets

Parking

Flytipping in residents gardens - Birch close





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

better bicycle facilities

Clean up Environments, eg:  
Bins on pavements.

reducing alleyways

Would like more Art classes

interfaith cohesion

big housing companies to  
have less power

safety around royal Victoria  
station. lacks people and  
safety

More jobs and opportunities  
for young people

more shops in residential  
areas in CTN



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

More clubs and activities for young people

more policing

more generational cohesion

Paving slabs instead of tarmac

big super market

Stop parking restrictions over the weekend (Strong Consensus)

Would like more car parks in shopping areas

More engagement for young people

Excel does not inform residents of events. community needs to get more back from it





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

lack of parking spaces

tackling drug issues

Stop 7 days week parking restriction

Pot holes in the street

Parking

attracting more businesses and increase jobs

pollution

Older residents would like to have more free permits it would be good if this could be increased as 30 are not enough

More Youth Provisions



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

too much vandalism

anti social behaviour needs addressing

increase community safety

Stop privatisation of schools  
(Strong Consensus)

cycle bays / bike racks/ CSH

Crime

more social justice

Litter

Flytipping





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

more enforcement that monitors things like litter

More support for abused women such as support for groups that help them, particularly ethnic communities.

Pavements

More opportunities for volunteers to access work and employment in Newham Council

less parking restrictions

More Places to Socialise.

Old library

more toilet facilities

More community police and being visable



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

More after school clubs for BAME communities

family intergration

more places for people to get support

Why old library given to developers, it is public property

Street Lighting to be improved Terraced and Harold Road

safer places for children

GP surgeries currently over subscribed. needs more

more housing opportunities

Open old library





# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

More shops and bigger chains

more community activities for all

more play and sport activities

Give old library to community

better caretaking

park more accessible to school

Support for community schools

address dog pooping on streets

Reduce private contractors in housing



# Round 2: What changes would you like to see in the Custom House and Canning Town Community Neighbourhood?

sure start being closed more activities for youth and children

more family activities

Less anti social behaviour

Proper housing

Reduce anti social behaviour. Safety concerns for the elderly but others do feel threathned.

Develop housing



# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Crime and ASB

More police

Community Safety and Policing

Flytipping

Street cleaning

More amenities

More Youth Clubs - more support for orgs that work with young people

More Police

Parking



# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

activities for children/youth

Spend CIL money in community

More visible policing

Spend regeneration money in area

Housing - needs to be affordable based on Newham income not London average

Housing

Housing

Housing

More shopping facilities three Iceland supermarkets on Barking Road more variety - too many betting shops





# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Social Housing

Social housing / liveable housing

activities/mentoring for YA

Social Housing

More support for first time home buyers

Preparing the community\area for all the regeneration and increased population.

Affordable housing

Health Care

Social Housing



# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Direct funding to existing projects like city farm and others

More support for small businesses ie reduced rates

Health - NHS waiting times too long

socially deprived to be prioritised

Lack of centres

More transport for isolated older residents

Health - Parking at Newham hospital is terrible

Spend regen money in community

More Social Housing and genuinely affordable housing.





# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Social housing

Leisure activities

Better schools

anti social behaviour enforcement

Schools

More policing

Community events

tackle homelessness

Better sense of community



# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Homelessness - targeted intervention

More activities for young people

Communication - Newham needs to communicate better to residents

more activities for the elderly

More grants to repair housing for residents

Activities for young people

Action against crime and ASB

improve disability transport

Clean parks





# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

More bins to be provided under the flyover to tackle the litter issues

Better Schools

Community safety

Cleanliness

Education - more secondary schools ran by Newham Council

not everything to be online

Better Parks

Safer neighbourhood

Improve existing secondary schools and build new ones



# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Park keepers

Fear of crime

Safe area for children

More affordable housing as young people cannot afford. Council Housing is very long

Maintenance of parks

Residents are moving out of the area as they can't afford

Encourage young people to get together and work as a community

Less restrictions on private landlords

More activities and centres for teenagers





# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Spend regen money on community safety

private rent too high

improve the local environment including: Fly tipping, hedge cutting, tree cutting back, correct bins on streets, emptying bins

Tackle the causes of crime, more provisions for young people and youth

Social cohesion - better usage of existing building

policing

More adult education in the area

affordable housing (strong consensus)

safety - visible policing



# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

volunteer groups that goes around community to help residents clean up

Refuge

more community engagement

ASB (strong consensus)

More help for ethnic children in primary schools

GP should be involved in activities

spend regen money on schools

youth opportunities - wider strategy

youth - needs more youth centres and related activities





# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Separate ICT for children in libraries and community

alternative health being more promoted and available

More police and support for neighbourhood watch

ICT assistance (especially for older people)

Spend local regen money in area

better use of community centres

More Forums for parents \ community to get involved and to bring in strategies

More entertainment for older residents in particular

Better facilities for elderly

# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

Better Social Care for the Elderly

more children/YA activities

Clean streets and better bin collection facilities eg skips

change everything is online (strong consensus)

Apprenticeship and trades for young

Not neglect the older council properties in an area with a lot of regeneration

Housing

More volunteer opportunities and better funding

Befrienders for older people.





# Round 3: What are the priorities that need to be addressed in Custom House and Canning Town?

tackle fly-tippng

Better oversight of schools

using empty buildings for community use

More council service centres



# Break

15 minutes

# Hearing from the tables

- A roving microphone will be passed around
- Brief summaries from a few people of what your table discussed



# Voting results & moving tables



# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

More visible policing to be made available, set up neighbourhood watches 'small things to be resolved' Mayor of New York quoted

More CCTV

Police to assist in resolving gang issue and community to work with the police to resolve this issue

Producing community benefits plan in collaboration - developers, council and community

focus on 'Social Housing' which is different from 'Affordable housing- That is the first thing to tackle

Police attend coffee morning session and it is helpful - some residents find it really helpful and some feel they should be out there solving crime

Better use of regeneration money in the community. More funding and support for victims of domestic abuse, particularly for those victims & their children from ethnic communities.

RMC the money from regeneration should be spent in the area that the regeneration is taking place in

improving existing buildings





# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

Need more Joint up working between council, Police and residents.

Community is very worried about gangs - elderly locked in all day - more visible police patrolling the streets would make elderly feel more secure

Social Affordable Housing is the key - increase % of social housing in each development

RMC there should be accountability of the money and where it is spent

Active residents and working together on the 'Social Housing Issue'

including residents in planning

Better use of regeneration money. More adult education provision with an emphasis on IT, particularly as the Council wants us to do everything online.

Regulating private landlords

RMC improving existing services and what is of benefit to the community



# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

council to consult community on S106 money

RMC Build bungalows on the corner of Percy Rd

forming relationships/ discussions with police and residents -community safety and policing

Hotspots to be targeted and have more police presence.

ensuring residents are registered

improving communication channels in regards to reporting crime - community safety and policing

Extra CCTV in hotspot areas

increase advice and support services eg CAB

More education for how to help yourself especially for young people - elderly residents want to volunteer to help youth activities - some already doing this





# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

Stop Right to buy

RMC changing policies so the money from regeneration is spent in CHCT

empower local people

Kier hardy - volunteer cycling scheme but the volunteers have been threatened.

Problem: S106 and CIL money is being allocated but residents not involved. Solution: Transparency, show proposals, Newham magazine, meetings with residents

Use of regeneration money The Council should re-look at what this money can be used for because in other areas the appears to be more creativity.

Good parenting schemes

build trust by having community activities and events - community safety and policing

Cheaper rent



# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

regen money to increase activities for older people

Council should support charity orgs to work with young people to engage in positive activities

Petitioning a London assembly for greater police resourcing

promoting positive things around youth and young people

fair assessment of council tenants

More citizens assembly type meetings with different stakeholders and officers inc developers

Stop selling social housing

Liveable housing

Custom House not feeding in to strategic meeting





# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

More places for young people to congregate in positive engagement

Residents and community to have a higher presence in local parks and greenspace

Terms and conditions improving

Affordable rent

Community Safety & Policing Employ more police and have greater visibility on the street. Bring back the village Bobby!

RMC changing the policy of where regeneration money is spent so that it is spent in the area that regeneration is taking place in

allowing more and fairer choices for residents

40% off rent in social housing

Re-invest money into housing





# Round 5: What ideas do you have to address this issue (by yourselves and with the council)?

having information points in parks/ public spaces to contact police and enforcement officers - community safety and policing

Dispersal notices need to be enforced so people cannot hang around in groups in parks and open spaces

influencing high street and choice of shops

Owners should get money for their property

Youth activities Use young people in decision making



# Volunteering for the Working Group

- This is an opportunity to serve your local area and shape the Community Neighbourhood Plan
- Volunteers represent the Assembly and the community, not just a personal or group agenda.
- We'd love volunteers from all backgrounds
- The Working Group will meet regularly after each Citizens Assembly to create the Community Neighbourhood Plan.
- It is a commitment (but a rewarding one!)
- If you'd like to volunteer for the draw to be chosen for the Working Group, let your table host know.



# Volunteering for the Working Group

The Working Group will consist of 12-18 people:

- 6 - 9 volunteers from the locality
- 3 councillors
- 3 council officers and local stakeholders.
- If you volunteer it doesn't necessarily mean you will be chosen this time around.
- At the end of the evening session, names will be drawn from a hat of volunteers so that each ward is equally represented.



# Community Grants

- Let's Get the Party Started! grants programme - organise an event in Newham to bring the whole community together and we could support you with funding of up to £250 (can be up to £500 in exceptional circumstances)
- Go For It grants programme - If you are passionate about an activity, project or interest that benefits Newham residents and gets them involved in regular activities, you can apply for funding of up to £1000 for short-term projects or up to £2,000 for activities that are likely to become sustainable.

# Local Projects

- **Ambition, Aspire, Achieve**
  - ❖ Based in Hermit Road Recreation Ground (Arc in the Park) Partnership work with schools, education welfare services, health visitors, family and child consultation services and others both in Newham and around East London.





- **Abrahams Care – putting children first**
  - ❖ Based in Canning Town South - Abrahams Care established in November 2008, from just the after school kids club initially to more recently our full day creche.
  - ❖ Community childcare provider their aim is to provide high quality, affordable childcare to meet the varied needs of the local community.
  - ❖ Parents and staff working together will ensure that children receive the best possible care and support with their development.

# Local Projects

- Custom House Baptist church run a Girls' Brigade on Thursdays 5pm to 7pm term time only.





# Local Projects

- **Friends of Hermit Road Community Group**
- *Recently-formed Friends of Hermit Park community group*
- *Involve local residents and businesses in creating a new vision for the park, in partnership with the council.*
- *Initiated by local residents*



# Councillor Surgeries

Canning Town North		
<p><b>Cllr Canon Ann Easter</b></p> <p>Saturday 10am to 11am</p> <p>Canning Town Community Neighbourhood Centre 18 Rathbone Market, Barking Road E16 1EH</p>	<p><b>Councillor Shaban Mohammed</b></p> <p>Saturday 10am to 11am</p> <p>Canning Town Community Neighbourhood Centre 18 Rathbone Market, Barking Road E16 1EH</p>	<p><b>Councillor Delphine Gbeyoro Tohoura</b></p> <p>Saturday 10am to 11am</p> <p>Canning Town Community Neighbourhood Centre 18 Rathbone Market, Barking Road E16 1EH</p>
Canning Town South		
<p>Councillor Dr Rohit Kumar Dasgupta</p> <p>1st Thursday of the month, 6pm to 8pm</p> <p>Canning Town Community Neighbourhood Centre 18 Rathbone Market Barking Road London E16 1EH</p>	<p><b>Councillor Alan Griffiths</b></p> <p>Second Wednesday of the month. 10:30 to 12:00 noon.</p> <p>Stubbs Point, New Barn Street E13 8JL (in the Community room, 1st floor) Fourth Thursday of the month, except December. 10:30 to 12:00 noon. River Christian Centre, Vincent Street E16 1LZ (Prayer room, by reception)</p>	<p><b>Councillor Belgica Guaña</b></p> <p>3rd Saturday of the month 10am to 12pm noon</p> <p>Canning Town Community Neighbourhood Centre 18 Rathbone Market Barking Road London E16 1EH</p>
Custom House		
<p><b>Councillor James Beckles</b></p> <p>2nd &amp; 4th Saturday of the month 10.30am to 11.30am</p> <p>Custom House Library, Prince Regent Lane, Custom House, E16 3JJ</p>	<p><b>Councillor Patricia Holland</b></p> <p>1st Saturday of the month 10.00am to 11.00am</p> <p>Custom House Library Prince Regent Lane Custom House, E16 3JJ</p>	<p><b>Councillor Sarah Jane Ruiz</b></p> <p>3rd &amp; 5th Saturday of each month 10.00am to 11.00am</p> <p>Custom House Library, Prince Regent Lane, E16 3JJ</p>



# Community Neighbourhoods Team

## Contact Details

### **Sarah Dodd**

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# Conclusion

- Words from local councillors
- What happens next
- Refreshments
- Drawing names of volunteers – (evening session only)
- Feedback forms
- Thanks for your participation!



London Borough of Newham

COMMUNITY  
NEIGHBOURHOODS

# Connecting Communities for the Future

a place where people choose to  
live, work & stay