

THE CRAP REPORT

Employability and Other Issues on the Rathbone Estate, Canning Town

by Aston-Mansfield Community Involvement Unit

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for the Canning Town Partnership.

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1. Summary

What we did

- During the winter of 2000-2001 Aston Mansfield Community Involvement Unit carried out a community research project on the Rathbone Estate in Canning Town on behalf of the Canning Town SRB Partnership.
- The main aim was to discover residents views about employment and regeneration opportunities in the context of wider community needs and opportunities.
- Over 1000 local residents had the opportunity to respond to a written question, and about 120 did so.
- We also interviewed at greater length over 60 local residents.
- A team of local people were employed to do the fieldwork, and were trained in some of the basic elements of social research. However, because of recruitment and retention difficulties only 4 of the original nine completed the course.

Background Statistics and Research

The project also drew together official statistics and earlier research reports about Ordnance ward in which the Rathbone estate is found. From this we discovered:

- **In 1991 37% of the residents of Ordnance ward were thought to be dependent on means tested benefits**
- **In 2000 Ordnance ward is ranked by the Government as the most deprived ward in London particularly in terms of education and employment**
- **In December 1999 the male unemployment rate was 21%, far higher than the national or London average, although it has since gone down.**
- **Canning Town and similar neighbourhoods have the highest concentrations of single parent households in the country; 21% of people live in single parent households, 5.1 times more than nationally**

The key issues and problem areas emerging from a range of research appear to be:

- Employment:
 - Education
 - Family Life
 - Young people
 - Crime
 - Racism
 - Environment and Neighbourhood Image
 - Poor local services... housing, health, police etc.
- Despite this gloomy background Canning Town is an area of opportunity with a brand new station giving good transport links, thousands of new jobs coming to the area through the Excel Centre and associated hotels and other industries. The Council also has major plans for developing the Town Centre, and more controversial ones for redeveloping the housing on the estate.

From our own research we discovered.

In the self completion survey

- About a quarter of our survey respondents were in full time employment and one in ten was unemployed and claiming Job seekers Allowance. The remainder included homemakers, pensioners, students, sick and disabled people and a few who were in part time work.
- 40% of our respondents had no educational qualifications and the figure was higher for older white people.
- Most people did not mention any barriers that had stopped them working apart from women who were limited by family responsibilities and sometimes the availability and cost of childcare. A small number mentioned their lack of skills and qualifications.
- 40% of the respondents (56% of the white people) showed little or no interest in further education, training or courses to improve their skills.
- The Africans (and most of the other ethnic minorities in contrast to local whites) appear to be better qualified already, and more enterprising in terms of education and employment. They are less likely to be tied to the very local job market. The women are more likely to be in, or wanting to be in full time employment. They are on the whole younger than the whites in the survey and more concerned with family related issues such as child care and education.

- There does appear to be a market for training and adult education in certain areas, most obviously in computers and IT, but also in the health and caring sectors, and possibly catering. There is little apparent demand in the survey for training in the traditional male manual skills which most people still think of as appropriate for the Canning Town workforce.

In the in-depth interviews..

66 people responded among whom women outnumbered men, especially among white respondents.

Regeneration

- Most people were aware of the regeneration projects in the area, such as Canning Town Station, St. Luke's Centre, Excel and new hotels. There is a general positive response to these changes although a handful of older white people still portray all change in the area as decline.
- Most people were aware of the plans for Canning Town town centre and in general terms were positive about the proposals. A few were cynical or had found it hard to understand the maps and the details of the proposals. Many people wanted a bank located in the area, and better shopping facilities, including a decent supermarket.

The Newham Way

- Residents (as pedestrians) saw the A13 as a barrier to be crossed at their peril and complained that the current subways and pelican crossing at the roundabout were unsafe. There was a widespread demand for more pelican crossings (on the level) while some people favoured footbridges. There were also suggestions about improved signage for pedestrians, and some concern about difficulties of parking in the area which have been compounded by commuters using the new station.
- The basic complaints about the subways and the severance of the community are well over twenty years old yet very little has been done or is planned to improve things for local people as opposed to motorists.

Social Problems, Crime ,Kids and the Lack of Police.

- Crime, community safety, or the linked area of youth and children were the most commonly mentioned social problems (by all categories of respondent).
- Many people saw crime and anti-social behaviour coming from children and

young people running wild and out of control on the streets. There was a wide agreement that problems were made worse by the lack of interesting, cheap and constructive activities and leisure facilities for young people.

- Perceptions of local crime included everything from gangland type shootings to muggings, burglary and graffiti writing. Vandalism and drug abuse was also frequently mentioned.
- Many people also felt there were no police around in the area and that when police finally arrived at the scene of a crime their actions were generally ineffective. People tend to think the police can't be bothered to come to Canning Town and many are sceptical about the CCTV surveillance in the area.
- A handful of people thought that unemployment was the major social problem in the locality, while individuals mentioned lack of banks and shops, and the presence of refugees and asylum seekers (blaming them for many problems). A small number of people just moaned about and blamed the Council for everything.

Racial Tensions

- The responses about racism clearly differ between the ethnic groups.
- Most of the black respondents recognized there is a local problem around racial tension and harassment and a significant minority have had personal experiences of racial incidents. However, several black respondents say they have experienced nothing by way of racism or there is no particular problem about Canning Town.
- Most of the white respondents on the other hand see racism as of no relevance to themselves or are in serious denial that racism exists. Some even claim that it is they as whites who have been discriminated against.
- There is a small minority of people who were not ashamed to articulate strong racist views, (even to our mostly black interviewers) although their arguments were cast in terms of hostility to refugees and asylum seekers, with a particular emphasis on Kosovans and Bosnians as the most recent (alleged) arrivals in the area.

Community Involvement

- Most people knew of the major community centres and churches operating in the area, at least of those which are based in an identifiable building.
- However only a small minority appeared to be attenders or users of the services provided and in consequence few people had much to say about the quality of services provided by these agencies. Those who did attend were generally

appreciative.

- One striking feature was that almost everybody questioned interpreted the option of community centres, organisations and activities as "something for the kids to do" and therefore of little relevance to people without families or at a different stage of their life cycle.
- The general impression then is that local adults are either too busy, too fearful, or too concerned to keep themselves to themselves to participate actively in local community life.
- People's suggestions for new facilities and activities were quite varied but once again focused mainly on activities for children and young people. In terms of major new facilities leisure and sports centres, an ice rink and cinemas were mentioned several times and might well be worth consideration in the context of wider regeneration of Canning Town.

Council Services

- There were quite high levels of dissatisfaction and discontent about Newham Council's services in the area, especially in regard to housing matters and social services. The discontent seemed to be strongest among the white respondents.
- On the whole the suggestion to establish a local one stop shop did meet with approval although this topic revealed a fairly widespread level of resentment about recent closures and changes in the local Housing Offices which mean that tenants now have to travel unreasonable distances to see anyone in person.
- There does seem to be a common dissatisfaction about the problems of communication and information systems between the Council and residents, and between different sections of the Council.

Housing Management and Renewal

- A general question about housing on the estate seems to have divided the respondents into two groups. Some thought it was fine, others thought it needed major surgery. Views are mainly shaped by personal experiences of living at a particular address in the area.
- Several people mentioned improvements that had already been made and others suggested specific things that needed to be done in their location. Issues such as security, double glazing, central heating and balconies were frequently mentioned.
- Very few of the respondents had a vision for improvements which could usefully be applied to the whole estate.. A handful of people said knock the flats down and start again. This research was carried out for the most part before the Council's

options for redeveloping the estate went out to public consultation and confrontation.

- A dozen respondents said they were basically happy with the management of the housing department but far greater numbers listed specific or generalised complaints. There was a common view that the Council's housing department was inefficient and disorganised and not good at passing on or acting on requests or information given them by tenants, though some people said it depended on individual staff members.
- A minority seemed satisfied with the housing repairs service but a far greater number were generally dissatisfied or gave accounts of particular sagas where their problems had not been properly dealt with. Long waiting times and failure to keep appointments were the most common complaints.
- Some people clearly felt they had major problems needing attention in their homes and were perplexed why the Council had failed to put things right. Others felt aggrieved that particular pieces of work had been refused by the Housing Department on the grounds that they had no budget for them.
- There was no easy consensus on the priorities for housing allocation; as one person said *"This is a difficult question. There will be some people who need housing at different times. Any of them could be a priority at different times of their lives."* Many respondents recognised the needs of homeless people, and even more suggested that families had a strong case for decent homes (not in tower blocks).
- There was a group of respondents, mostly but not entirely white, who stressed the needs of local people or said "first come- first served". The problem here is that the definition of "local people" is contested, it can be code for saying "white people like us, keep the newcomers out". Only one or two respondents were willing to put it that starkly, speaking of for example of being "infested with blacks".

Access to Jobs

- There seem to be two popular explanations of unemployment in the area.
 1. The first seems to put the blame on the economy and the employers and harks back to the closure of the docks and local industries. There are just no jobs to be had in the area. And even where people recognised that new jobs had come into the area they tend to think that the employers are not offering jobs at worthwhile rates of pay to local people.
 2. The other common explanation offered is that unemployed people are generally lazy and as long as there are benefits available will not bother to work. A few people made side swipes at asylum seekers when talking in

this way about unemployment.

- Very few people referred to the mismatch of the jobs in the new industries with existing skills of local people, although several did point out that employers generally were looking for evidence of qualifications and skills which local people do not have because of their lack of education.
- No one suggested that there was a thriving underground or informal economy which provided income while people avoided employment as officially defined and regulated.
- However, one of the most common themes in peoples responses about the barriers to work was that of low pay, which when combined with the benefits trap made it scarcely worthwhile to take on paid work.
- Laziness and lack of motivation or self esteem were also mentioned. Discrimination was also cited, and this came as much from white people who believed employers would not look at local people from Canning Town as from black people who thought race was an issue.
- A few people mentioned special barriers for mothers seeking work such as child care and lack of a continuous work record.
- The vast majority of respondents said they would prefer to work locally if it was possible. The obvious savings of travelling times and costs were the most common reasons given. Women with children (and some fathers) said they needed local work in order to pick up and look after their children after school.
- The people who said they were willing to travel to work generally cited problems of finding decently paid work in their career in the locality.
- In terms of the new jobs at Excel respondents believed that information, advertising and training are the key to recruiting local people. All the general barriers to employment mentioned above were also mentioned in respect of the Excel centre.
- Only a handful of the respondents had direct personal experience of local employment training schemes. Of these a couple had found it useful and a couple had been dissatisfied with their experience. In order to answer the question about effectiveness of training schemes a different piece of research specifically evaluating projects by talking to trainees, who had completed or dropped out of the course would be needed.
- A wide variety of ideas for types of training were offered, but the most popular suggestion by far was computers and IT. Nursing, hairdressing and various service industries were mentioned. Some people advocated on the job training and others a sound basic general education. A few were cynical about the reality of training leading to decent jobs.

- Interestingly hardly anyone mentioned training for traditional industrial work, driving and transport, the construction industry or the skilled manual trades, for which young men were in former days trained by apprenticeship.
- Opinions were divided about local education, with little evident difference between key groups in the sample, while a large number of people felt unqualified to offer a view. Several respondents were quite negative and implied that schools were letting students get away with too much in terms of work and discipline. Others felt the schools were trying hard and doing reasonably well. Interestingly no-one offered much evidence for their views, and no one took up the theme of improving standards which are evident and which have been widely trumpeted by Newham Council and the government.

General Conclusions and Recommendations:

Our research has revealed perhaps more clearly than any earlier work that two contrasting Canning Towns are being constructed in peoples' minds, in marketing and planning images and in the physical and social reality of the neighbourhood.

The first is a picture of regeneration and enterprise, of positive change, of life and buzz. In this there is potential for improved facilities, improved housing and improved work opportunities leading to prosperity.

The second is a picture of anger, discontent, decline, crime, poverty and exclusion. In this scenario local people will miss out on the positive changes in the area.

Newcomers to the area including Africans and other ethnic minorities are likely to relate to the former scenario, while the older indigenous community with roots in the unskilled white working class Docklands council estate community, especially the men, are more likely to be trapped in the latter more negative one. An increasing polarisation of the community, with boundaries following ethnic and social class lines is one plausible outcome which would not be good news for the community as a whole.

There is a high level of concern about crime and community safety in the area, and this is linked with concern about children and young people. While there is a case for improved policing and law enforcement, there is a stronger one for heavy investment in youth provision ranging from affordable leisure activities, crime diversion projects, and intensive training and mentoring initiatives.

Access to decent jobs in the new local industries for local people will not be ensured by a random collection of low quality and sometimes inappropriate training schemes, and advertising low paid insecure posts in the local press, networks and job centres. Fundamental changes in the economy, technology and employment practice will need

a radical cultural change among employers, statutory authorities and the workforce which will need long term investment in education and lifelong learning. Within this there is a place for developing quality training at appropriate and challenging levels, where possible with an on the job work experience element, in computers and IT, in health and caring, and in service areas such as catering.

Housing conditions on the estate are in general not felt to be an insuperable issue as long as there is money for specific improvements, renewals and repair, the details of which tenants are quite capable of suggesting. There is however a larger problem over the relationship between the Council as landlord and the local tenants. Housing management is perceived as distant, powerful but arbitrary, inefficient and unreliable in delivering services and poor at internal and external communication. In this context it is not surprising if conflict erupts over suddenly presented proposals which might utterly transform the physical and community infrastructure of the area.

The whole community stands to benefit from regeneration of the environmental, physical and economic regeneration of Canning Town, especially the Town Centre. Local residents concerns such as decent affordable shopping and banking facilities and safe pedestrian crossings of the A13 need to be integrated into planning of the redevelopments.

One of the fundamental underlying issues emerging from our research is around the questions "who belongs to Canning Town?" and "who does Canning Town belong to?". If the answer to the first question is expressed by looking back into history in terms of the Cockney Docker tradition and the Spirit of the Blitz, we might be able to regenerate the area as a museum, but we are more likely to be trapped in a low pay, low skill, high unemployment economy, where new ideas and new people will be forever unwelcome. If the answer to the second question is that Canning Town belongs to powerful people like the Council, the government and the property developers, then we are likely to see massive and rapid physical, economic and social change in the area. But this could well be at the expense of current local residents, who may even be forced out of the area by the forces of the housing market. The challenge is to build a culture of partnership in regeneration in which all the different interests, and especially the residents, old and new feel they have a substantial and genuine stake. In a community like Canning Town in which there is such a huge gap between the official culture and the cultures of the street, in which local residents feel they have very little capacity for organized involvement, a sense based on history that no one will listen to them anyway, and where the day to day pressures of life give them many other priorities, it will be a challenge indeed.

2. Introduction To Full Report

ORIGINS

The Community Research Action Project originated in discussions between the Canning Town Partnership (SRB) and the Aston -Mansfield Community Involvement Unit Research Section in the summer of 2000. The CTP was interested in finding out through research and public consultation more about some of the factors affecting regeneration in the area, and in particular on the Rathbone Estate in Canning Town. In particular they wanted to address the issues of employability and the take up and viability of employment training and business start up schemes in the neighbourhood. However they were anxious to set these broadly economic concerns in a wider context which would include the social, housing and environmental conditions in the area and the cultures of the people who lived there.

The CIU had already been working in Canning Town for about five years and the personal local connections of its staff went back much longer. The unit had been involved in research led community development and as a partner in a number of regeneration initiatives. It had been responsible for the development of the Families @ Canning Town family information and support service, and for a number of smaller successful projects and several publications about the neighbourhood.

The negotiations about the proposal led to a project in which the following aims and outcomes were envisaged.

1. an attempt to gather survey data from every adult resident on the Rathbone estate
2. in depth qualitative interviews with a substantial number of people
3. building a database in which local residents and their interests, employment and service needs could be recorded so that target publicity about new initiatives could be mailed at a later date.
4. a review of existing local knowledge gathered by various statutory and academic researchers and community work agencies
5. the employment of up to 8 local people as part time research assistants for the duration of the project.
6. the offer of training in community based research methods to this team of part time staff.
7. the involvement of local people and community groups in the whole process

Funding was agreed and the project was set up to begin from the beginning of November 2000 to run for a five month period until the end of March 2001.

The initials of the project formed what some people felt to be an unfortunate acronym. (CRAP). However, this was a deliberate choice reflecting the view held by many local

people that research projects in general are a load of excrement. In this project we hoped that by employing local people and using a community development and participatory approach we would add (incrementally rather than excrementally) to knowledge about the local community and both in the short term and long term to its welfare and prosperity.

3.The team recruitment and training elements

The recruitment process for the team began in October. Adverts were placed in the local paper, in the job centres and via all of the community groups known to be operating in Canning Town. The advertisement specified that the posts were only available to residents of the SRB area. The work was for 10 hours per week at £5.50 and hour with one fixed training session and otherwise totally flexible hours.

The recruitment process faced a number of difficulties. The first was that less than a dozen people got to the point of submitting a formal application for the post and even then some of these withdrew, when they found out more about the nature and conditions of the work. Eventually we were able to employ a team of seven people of whom:

- 1 was male
- 6 lived in the SRB area (and one just outside)
- 5 came from ethnic minority backgrounds
- 5 were mothers of young children
- 4 already had other part time paid employment

This difficult pattern of recruitment in itself throws up some interesting issues about employability in the area. For whatever reason we had few applications or expressions of interest from white residents, especially local men. A number of possible reasons suggest themselves such as:

- the local economy is buoyant and few people are looking for work
- local people lack the confidence or interest to take on work or training which is outside familiar low skilled manual work
- local people thought the pay and hours was not enough to make this job worthwhile (especially if they might lose benefits)
- although the posts were flexible and semi-casual in nature the thought of going on a formal pay roll was threatening
- potential applicants were too preoccupied with other personal and family (survival) agendas to consider taking on formal work.

As the 7 trainee research assistants came into post by mid November an outline plan for the research and training programme was drawn up. See [HREF="CRAP plan.doc](#) `MACROBUTTON HtmlResAnchor` training programme Within the training programme the trainees were asked to complete and write up a number of assignments and to focus their learning in the three areas of community work, research skills and IT, by means of a personalised learning goals agreement. They were asked to keep a portfolio of their work, including the assignments and documentation of the tasks they undertook. This could form the basis for a reference for a future employer or for accreditation of learning at a future date.

Even when we had people in post the problems of recruitment and staff retention did not come to an end.

- One person had health problems that prevented him from attending most of the training sessions before Christmas and from doing any practical fieldwork. After Christmas he simply lost contact with the project, despite repeated attempts to leave messages for him by phone and letter. There was simply no response.
- Another woman who was pregnant (and already had two under fives) after showing great potential and enthusiasm asked to leave the team at the end of December as her pregnancy was not allowing her to cope with the physical demands of the work.
- A young woman who had an excellent understanding of and strong networks within the local community found that she was not able to deliver the work outputs required for the CRAP project. For three weeks over Christmas and the New Year she was off sick. After that she gradually dropped away from the team when the demands of fieldwork became evident.
- One of the young lone mothers, who had many skills in terms of IT and enthusiasm, simply disappeared from the team and failed to respond to requests by phone and letter to contact us. Various people who had bumped into her in the street reported that she was preoccupied sorting out her housing problems (a threatened eviction), and that she was concentrating her efforts on another part time job that she had.

As a result by the time the main fieldwork was under way in mid January the core team had been eroded to three members. All of them were untypical of the residents of the area, (indeed one lived just outside the SRB boundary and one moved to Beckton in the course of the project). Two were graduates and the other an undergraduate at UEL. Although they continued to work hard and well, and one of them recruited her mother as an additional and effective member of the interviewing team, the problems of staff reliability were not totally overcome. Child care responsibilities made matters difficult for all of them and in general time keeping for planned sessions was poor.

At this point another attempt was made to recruit casual interviewers through the local sixth form college. A number of students who already had some interviewing experience came forward and committed themselves to carry out some interviews. However only one of them made any attempt to keep in touch with the project, and even she did not keep an appointment to deliver and have checked the first two interviews she claimed to have done.

The unreliability of most of the staff team meant that it was more or less impossible to deliver the planned training programme, structured as it was around weekly fixed three hour sessions for the whole group. Nor did many of the team respond very enthusiastically to the formal attempt to draw up a learning agreement, or deliver the

set assignments by stated deadlines. In early February after consultation with the SRB officer responsible it was agreed to amend the training offer for the four continuing workers to two elements:

- A portfolio of work which they might deliver towards the end of the project which the co-ordinator would assess informally and add a reference letter which might be of value when seeking future employment.
- The opportunity to attend (at no cost to the trainees) up to 3 days of externally provided short courses relevant to voluntary sector research skills. In the event no-one took us up on this offer.

Lessons from this Experience.

The staffing problems which beset the CRAP project in an ironic way cast light on the key issues of employability and training in the neighbourhood which the research was designed to address. As employers in the project the CIU came to understand some of the frustrations that other employers have often expressed about the local labour market. These are:

It is difficult to find people in Canning Town who have the kind of skills which are required for new information and service based industries which require people with good, literacy, numeracy, IT, and social skills. Indeed many are not even at the starting line in terms of confidence or competence when demanding training in such skills is on offer.

- Even when people with such skills are found they often do not have the attitudes, initiative, work discipline and reliability which make employers want to retain their services and invest in their future career.
- Payment for labour at the market rate for the job does not seem to offer sufficient incentive to attract and retain quality staff.
- The complications of formal employment in terms of benefits, tax and being on a monthly payroll through a bank account are too difficult for many local people to contemplate.
- While flexible and part time employment may offer some opportunities to particular types of people such as mothers of young children and students it is not much use to those who need to learn a decent household supporting income.
- Family and child care responsibilities, coupled with other pressures such as illness and debt, can make reliable structured employment almost impossible.

4. How we did it: Research Methods.

Despite staffing problems, the CRAP research project developed through stages familiar to all researchers, from formulating the research problem and hypotheses, gathering the results of existing research, focusing the research questions into specific research instruments, selecting and contacting the sample of respondents, fieldwork, data transcription and analysis, report writing and feedback / dissemination of findings. The trainees were involved in every stage of this process.

Research Questions and Hypotheses

Our research was commissioned because SRB officers and board members wanted to know whether their impressions that local people were failing to benefit from the numerous training and employment initiatives in the neighbourhood were in fact correct.

Initial conversations suggested that

Local people in Canning Town are excluded from / exclude themselves from training and employment opportunities because.

- They have few of the skills and qualifications that are required in the job market
- They do not have the attitudes of hard work, good timekeeping, smart presentation and social skills for dealing with the public that employers are looking for
- They are discriminated against directly at the hiring stage on the basis of postcode, race, gender, age etc.
- They are discriminated against indirectly e.g. by recruitment practices, hours and terms of work that are impossible given family commitments etc.
- They lack the self esteem and competence to sell themselves at interview
- They are unwilling or unable to travel, because of lack of reliable transport and the cost involved
- The cost and availability of childcare is prohibitive
- Moving from benefits to work does not make people substantially better off, as they lose passport to benefits such as housing, free school meals etc.
- Lives are so pressured and chaotic that people cannot cope with formal employment and training.
- There is already sufficient money flowing in the community through the informal economy and undeclared income.

These ideas allowed us to frame the questions to be used in our surveys.

We were also interested to know for each of the hypotheses how are different subgroups might be affected and therefore wanted a sample of respondents which would allow us to test differences between

e.g. men v women
youth v adults v older adults
white v black/ethnic minorities
unskilled v qualified

Initial Networking

In the first few weeks of the project (up to Christmas) the aim was to meet as many of the key active people in the local community as possible and to find out from them what were the key issues, and what questions they felt should be asked of local residents. Through individual visits and attending community meetings the trainees were also able to discover what services and activities were available local, and to a limited extent assess the gaps and limitations.

Collecting Background Data

At the same time the team attempted to gather and read as much published information about Canning Town as they could handle. The search began in CIU's library and extended to sources on the Internet. The material covered research reports, official statistics such as the census, local history and reports about individual projects and organisations working in the area.

Designing the questionnaires

Out of this process and subsequent team discussions it was agreed that we should design and use two research instruments. The first would be a short tick box survey questionnaire designed for self-completion by local residents. It would cover the key issues around employment and training and form the basis of a register of skills and needs. This would be delivered, with an explanatory letter, to every voter on the electoral register (1052 in all) early in January. Within a few weeks each household would be personally visited in order to collect completed forms, although there would be options for mailing and dropping off the forms at a local community centre as well.

The second research instrument was to be an in depth open-ended interview which the research trainees would take with them when collecting the survey forms. In each household where they received a reply they would try to persuade a resident to be interviewed. The questions would be more wide ranging covering, environment, community activities, housing and other local issues as well as employment and education / training. It was hoped that at least 100 interviews would be completed in a five week period.

Interviewing residents

The fieldwork began in the first week of January 2001 with the hand delivery of letters and self completion survey forms to all the households on the estate.

At the same time intensive practice and training sessions in the use of the open ended interview guide began. Before the end of January our team of interviewers was out knocking on doors on the estate in an attempt to gather completed survey forms and interview at greater depth as many people as were willing to give their time.

Analysing our Data

The data from the self completion survey form was entered into an Excel spreadsheet and analyzed statistically using pivot tables and the SPSS package. It was also converted into an MS word mailmerge database which will enable the SRB and other local training providers to contact directly people who have expressed interests in particular areas.

The information gathered from the open ended interviews was entered in a separate series of textual tables which allowed us to sort and read off the findings to individual questions from specific categories of respondents.

SECTION 2 Findings :

5. Existing Research on Canning Town

We are aware of 14 completed or continuing substantial pieces of research on Canning Town undertaken since about 1995 ranging from in depth academic studies, through surveys commissioned by the Council to initiatives of voluntary and community groups. We suspect there are others and know of at least one other project apart from CRAP which is about to start.

Date	Topic	Researchers	Publications
1999	Basic Statistics from the census and other official sources	CIU Handem & Smith	Family Life in Canning Town Today.. available from CIU website .
1996	Local peoples views gathered by in-depth interviews and focus Groups	CIU Smith and Hibbert Motaghedi	They Don't understand us at all Lets put the Can in Canning Town (popular summary)
1997-98	Children's views, gathered by interviews, class work and essays in local primary schools.	CIU Smith et al	Kids for kids report and web site
1999	Family work and signposts project evaluation	CIU Smith et al	reports on CIU web site
1999-2000	Food Co-op survey. In-depth questionnaire covered 70 local families plus rapid follow up market survey.	CIU/ Elcha / Links	reports available from Eric Samuel? At Mansfield
2000	Barking Road Audit. For local churches.. gathering of background data, focus groups and residents survey carried out by sociology students	CIU / Smith /NewVic	report forthcoming
2000	Housing Department survey of Canning Town residents in the context of PFI initiatives for housing regeneration	KWEST / LBN	report available from Housing Department

1999	Images of the area: JRF funded academic research based on focus groups and interviews comparing Keir Hardie Estate with a Hackney estate.	Evans/Catell	summary on JRF web site. Article in Rising East vol 4 no 1 1999
8	Employment of Young people	UEL (Fiona Roberts) Commissioned by Canning Town Partnership	Young People out of work in South West Newham (UEL / CIS commentary series)
9	Racial Harassment	Commissioned by NCRE/ from UEL Sampson/ Shepherd and Vaz	South Newham: Towards an understanding of racial violence and harassment and its prevention. (UEL / CIS commentary series)
10	General background / Docklands campus	UEL	Chapters in "Eastern Promise" (pub 2000 Lawrence & Wishart) by Jerome, Butler & Ix , Cohen
1999 ongoing for 7 years	Families & social exclusion	LSE CASE/ Catherine Mumford	First part of study written up and available from the author
2000	Sure start/ Child care audit etc.	LBN Social Services	
ongoing	Educational monitoring for EAZ	LBN/ Ofsted	Various documents on LB Newham and Ofsted web sites.
2000	Employment monitoring for LEEN	LBN regeneration section	Large book of facts and figures on employment and unemployment broken down to ward level two shorter booklets on Access to jobs in Canning Town and Custom House LEEN (including results of child care audit)
starting 2001	Men in Canning Town	Mayflower	
2000-2001	SRB Rathbone estate project CRAP	CIU	

The key issues and problem areas emerging from this range of research appear to be:

- Employment:
- Education
- Family Life
- Young people
- Crime
- Racism
- Environment and Neighbourhood Image
- Poor local services... housing, health, police etc.

The important findings from each are

Employment:

Although the decline of the Docks and associated industries devastated the economic base of the area from the 1960's to the 1980s, there are vast numbers of jobs available in the London regional labour market, and with the regeneration of Docklands more locally and new transport links have made these reasonably accessible Canning Town remains one of the worst areas for unemployment in London. Young people feel boredom, frustration and anger if they are out of work. Many of them recognize they do not have the right qualifications or experience for work, but many also believe that prejudice in terms of age, ethnic origin or postcode puts employers off. They believe that even if there are jobs to be had they tend to go to insiders or people with personal contacts. In addition most jobs don't pay enough to make it worth working and the benefit system does not make it easy to take short term jobs. Many would like help with job search and application/ interviewing skills. (Roberts 1999 UEL/CIS)

Education:

Traditionally the white working class Docklands communities did not place a high value on formal education. Those who had bettered themselves by schooling tended to move out of the area to the suburbs of Essex and beyond. Until recently local schools did not have high expectations or make large academic demands on their students. The appearance of a new university campus in Docklands and the reality that most consumers of higher education in East London come from the new ethnic minority communities presents some serious challenges. (Cohen 2000). Politicians have become so concerned about education in the area that most of the local schools are now included within an Education Action zone.

Family Life:

The statistics for the area show that Canning Town has one of the highest concentrations of lone parent families anywhere in the country and the vast majority of these have been dependent on means tested benefits, and living in social housing.

There has been concern that many families are under pressure, from living on a low income, often in unsuitable housing and a poor environment, and that many face health and disability issues. There is concern too about the role of men within the family, many fathers are absent, or play a small part in parenting, and there is concern that growing boys have few positive male role models. People often say that the extended families of fifty years ago have broken up, owing to population mobility and demographic and social change. However at least half of Mumford's (2000) sample of families said they had kin living in the area, and many people have commented that strong extended families can still be found. The newer ethnic minority communities in the area bring with them different cultural patterns of family life, which need to be adapted in order to live in present day London. But in a context where many mothers feel they need to go out to paid employment, and where affordable and accessible childcare is extremely hard to find, there are serious concerns for the welfare of children who may be left unsupervised at home or on the streets, after school has finished (for the day or the term).

Young People:

There is a large and growing proportion of young people in the local community and many of them feel dissatisfied with the facilities that are available to them. Many see little hope of educational success and become alienated from school, and cynical about the employment training and job opportunities that are on offer. They complain of a lack of interesting and affordable leisure facilities in the area. Despite a number of youth work provisions such as the Youth House, Community Links, Peacock Gym and Mayflower, many youngsters feel they are not well catered for, or given space to be themselves. There is evident hostility and suspicion from many of the older generation towards "kids". Bullying, racial and other violence, car and property crime, drugs, alcohol and developing sexuality are all issues that confront local young people. Family tensions in some cases can propel youngsters into homelessness.

Crime:

Newham like most parts of Inner London has generally higher than average crime rates, although there is little to suggest that crime in Canning Town is particularly high. The Newham Crime and disorder audit of 1998/99 suggested that crimes of violence were a significant problem with 10% of people saying they had experienced physical assault in the previous twelve months. The introduction of CCTV in much of the area has generally been welcomed, but local people appear quite cynical about the ability or willingness of the police to be seen on the streets, to respond to crime when it is reported or to enforce the law. In the Housing department survey of Canning Town (Kwest 2000) the most commonly reported problems in the neighbourhood were around crime and anti-social behaviour, in particular vandalism, litter, disturbance by young people and children, theft and burglary and fear of assault. 41% complained of a lack of police presence. The local culture about crime is ambivalent. On the one hand many local people have a sense of pride in the association with a gangster tradition that goes back at least to the Krays, and talk fairly openly about an economy in which goods "off the back of a lorry" play a substantial part. People speak

of three cardinal rules “don’t grass”, “don’t thief from your own neighbours” and “don’t molest children”. (Evans and Cattell 2000).

Racism:

Canning Town has a strong local reputation for racism and racial harassment and many Asian people in Newham feel that it is unsafe territory. Various reports over several years have documented there have indeed been large numbers of racially aggravated crimes in the area and the UEL report for NCRE (Sampson, Shepherd & Vaz 2000) attempted to explore the attitudes that underly the problem in particular among young people. There are many local complexities to this thorny issue and ethnic conflict has long historical roots. For example some local black people deny there is a problem, the issue is often described as one that focuses on newcomers rather than racial minorities as such. Among local white people there is often a complaint that equal opportunities policy and anti-racism on the part of the authorities has produced discrimination against local white people, who have always been at the bottom of the social pile. The rapid change and complexity of the ethnic make up of the area mean that identity and group interest conflicts are multi-faceted. What is clear however is that at the national and London wide level black and other ethnic minority people do face prejudice, discrimination and unequal opportunities. While the situation at the local level is more complex, it is still the case that interpersonal conflict on the street or between neighbours easily takes on racial dimensions, and that in the networks and power structures such as the Council, the community forum, and the professional and managerial staff of most statutory and many private sector organisations working in the area Black and ethnic minority communities are not represented in proportion to their numbers in the local population.

Environment and image:

Most people accept the evidence of their eyes that Canning Town is a run down area, with litter, graffiti, dumped cars, broken glass, dog dirt and worse on the streets, with most shops and public buildings needing protection by wire grilles or steel screens. Closed and boarded up shops, dirty industrial premises and the withdrawal of banks and building societies are evidence for the decline in the local economy. Outsiders often share these perceptions and sometimes describe it as a rough area where only “rubbish” people not fit to be employed, reside. Yet at the same time the area is changing; there is a futuristic new transport interchange, a new exhibition centre, university campus and yuppie housing along the dockside not far away. The authorities seem to have an ambivalent attitude, on the one hand a need for civic boosterism for the “Arc of Opportunity” on the other a need to address the high levels of social and economic need in the area. Local people too have some ambivalence, although many express a desire to move away they may also have a sense of pride in and loyalty to the neighbourhood. (Mumford 2000) It is probably accurate to say that there are many different ways of “reading” the locality, that these readings are changing rapidly and are often contested between old and new local residents and the authorities and developers.

Poor Local Services:

Local residents make frequent complaints about the level and quality of facilities and services in the area, although perhaps not loud enough or in the right places or things might have improved long ago. Young people complain there are no affordable high quality leisure facilities within easy reach. The Health Service and Newham General Hospital in particular are repeatedly mentioned as not delivering a decent level of service in an area where health needs are greater than average. Many people feel “they” meaning the Council are doing a lousy job and this is usually reflected in low turn out in elections. Many no longer expect the police to bother about crime in the area. Local shops are generally felt to be of poor standard. Although most people appear reasonably contented with the location and physical condition of their housing, (over 50% were satisfied in the KWEST report for LBN housing) there are more complaints over security, allocations policy and the faceless bureaucracy of housing management.

6. Statistical Summary ORDNANCE WARD

1991 Census Data on multiple deprivation	
ZONE	Ordnance
total residents 1991 Census	5293
Oxlip index (predicting number of residents on means tested benefits)	1946.
Oxlip %	36.8

Employment in Ward 1999 from LBN regeneration dept estimates	
Total jobs in ward	1000
male jobs	600
female jobs	500
full time jobs	700
part time jobs	300

Unemployment figures Dec99	
Number unemployed	324
Unemployment Rate	15.4
Male Unemployed %	20.8
Female Unemployed %	7.9
% finding work on leaving unemployment register	39.1

DSS Benefits Figures 1999	
No of Claimants	1012
Pensioners	279
Lone Parents	367
Disabled and other	366
Children dependent on benefits	934

Multiple Deprivation Indices 2000

Latest figures from the DETR recalculate the deprivation indices for every ward in the country. The table below shows the placings in the league tables of different aspects of deprivation. It shows that on almost all the scores apart from housing which scores generally high because of the post war slum clearance and rebuilding programme, Ordnance and Beckton wards rank in the worst 10% in the country. Overall the wards are in the worst 10 in London, and among the worst 100 in the country.

	Multiple deprivation	Income Deprivation	Employment Deprivation	Education Deprivation	Housing Deprivation	Child Poverty
Ordnance	1 (35)	11 (81)	3 (78)	1 (31)	300 (419)	39 (230)
Beckton	8 (79)	15(101)	13 (150)	14 (181)	256 (350)	32 (188)

Of 759 wards in greater London on DETR's 2000 deprivation index rank positions
Rank out of 8414 wards in England in brackets

Indices of Deprivation 2000

File Notes

The following file contains the Indices of Deprivation 2000 at ward level. The Index has been constructed by the Index Team at Oxford University. All figures can only be reproduced if the source (Department of the Environment, Transport and the Regions, Indices of Deprivation 2000) is fully acknowledged.

Summary of File

The file contains information about the ward level Indices of Deprivation and the Index of Multiple Deprivation 2000 ('IMD 2000'). The six Domain Indices are:

- * Income
- * Employment
- * Health Deprivation and Disability
- * Education, Skills and Training
- * Housing
- * Geographical Access to Services

A Child Poverty Index is also presented, which is a subset of the Income Domain.

The overall Index of Multiple Deprivation 2000 ('IMD'), the six domains, and the Child Poverty Index ('Child') are each presented on separate pages. All of this information can also be found on the page 'All'.

A full report about the Index (its components, the methodology and analysis of the Index) will be published by the DETR later this year.

The Overall Index of Multiple Deprivation 2000

The overall IMD 2000 (see the following 'IMD' page) has two data columns:

The first data column is the **Index of Multiple Deprivation Score** (in red).

The second data column is the **Rank of the Index of Multiple Deprivation** (in blue). The ward with a rank of 1 is the most deprived, and 8414 the least deprived, on this overall measure.

The IMD 2000 was constructed by combining the six transformed domain scores, using the following weights:

- * Income (25%)
- * Employment (25%)
- * Health Deprivation and Disability (15%)
- * Education, Skills and Training (15%)
- * Housing (10%)
- * Geographical Access to Services (10%)

The Six Domain Indices

Each of the domains (see the following six domain pages) has two data columns:

The first data column is the **Domain Score** (in red). This was constructed by combining the indicators within that domain. The scores for the Income and Employment Domains are given as percentages of the ward population. This is not the case for the four other domains.

The second data column is the **Rank of the Domain Score** (in blue). The ward with a rank of 1 is the most deprived, and 8414 the least deprived, for each domain.

The Child Poverty Index

The Child Poverty Index (see the 'Child' page) has two data columns:

The first is the **Child Poverty Index Score** (in red). This was constructed by combining the indicators within the Income domain, for children aged under 16 only. The score in this instance is a rate, and so indicates that x% of children aged less than 16 are in low income families in each ward.

The second column is the **Rank of the Child Poverty Index Score** (in blue). The ward with a rank of 1 is the most deprived, and 8414 the least deprived.

This Child Poverty Index is a sub-set of the Income Domain, and so is not a separate domain. The Income Domain includes people of all ages, whereas the Child Poverty Index is for 0-16 year olds only.

Please Note

All scores are presented to two decimal places. In some cases wards with *apparently* the same score will be given different ranks, according to their actual score.

Contact point for enquires:

DEPARTMENT OF THE ENVIRONMENT, TRANSPORT AND THE REGIONS
ELAND HOUSE
BRESSENDEN PLACE
LONDON SW1E 5DU

ACORN PROFILE OF THE NEIGHBOURHOOD

The Acorn profile system at www.upmystreet.com puts the postcode E16 1LZ (Mayflower Centre) into Neighbourhood type 51 of 54. The pen picture of such neighbourhoods goes is given below. However we should be careful to read too much into this as the data is largely drawn from the 1991 Census and Canning Town has some important differences from the mainly Scottish housing estates which make up this category. For example there are more people from ethnic minorities here than in Scottish cities.

Type 51: Council Flats, Greatest Hardship, Many Lone Parents

0.9 per cent of the population

Likely characteristics

Aged 0-14	Buying home with a mortgage	2+ Car Ownership	Unemployment	Ownership of stocks and shares	Heavy ITV viewing	Earn over £20,000	Microwave purchases
High	Low	Low	High	Low	High	Low	Medium

These neighbourhoods are the worst unemployment black-spots in Britain. In addition to chronic unemployment, they have very large numbers of young children and single parents. They are heavily concentrated in central Scotland and in the major conurbations.

Demographics

This ACORN Type has a very youthful age profile with high concentrations of children, especially 0-4 year olds. These neighbourhoods have the highest concentrations of single parent households in the country; 21% of people live in single parent households, 5.1 times more than nationally. There are also above average levels of households with 3 or more children and households with 6 or more members.

Socio-Economic Profile

These neighbourhoods have the highest levels of unemployment in Britain - 3.9 times higher than average. 60% of households have no residents working, even though the proportion of retired people is well below average. The proportion of women in couples at work is below average. The profile of those in employment shows above average levels of manufacturing employment and of unskilled workers.

Attitudes

Holidays off the beaten track would not be at all popular with people in ACORN Type 51. They are also much less likely than average to want to go somewhere different each time they go on holiday. Budgeting carefully when shopping is very important to people here. They are often tempted to buy new brands when they see them and tend to believe that well known brands are better than own label products. They are much less likely than average to respond to television and radio advertising, but more likely to respond to

direct mail and press advertising

Housing

90% of homes are rented from either the council or a housing association. The level of owner-occupancy in these areas is the lowest in Britain at 7% of homes. The housing stock is split between purpose built flats, accounting for 71% of homes, and terraced houses which account for a further 21%.

Durables

The level of car ownership is the lowest in Britain - only 21% of households have a car. The rates of purchase of some durable items are extremely high. For example, the proportion of people buying computer games systems is almost 3 times higher than average, there are 3.4 times more people buying washer/dryers and 2.4 times more people buying fridge freezers. In addition, the proportion of homes having new central heating installed is 35% higher than average.

Financial

42% of people earn under £10,000 per annum. The penetration of hire purchase agreements is 56% above average. There is a lot of new account opening activity in these areas - 76% more people than average are opening new current accounts and 53% more are opening new savings accounts. Ownership of other Financial products such as plastic cards is, however, extremely low.

Media

73% more homes than average have cable television, while the penetration of satellite television is 31% above average. The most widely read daily paper is The Daily Record. Readerships of The Star and The Sun are well above average - The Star is read by 2.6 times more people here than average. The Glasgow Sunday Mail is the most popular Sunday newspaper, followed by The News of the World. Both ITV viewing and commercial radio listening are heavy.

Leisure

51% of people in these neighbourhoods take holidays, more perhaps than might be expected given the income profile. Long holidays are more common here than average, as are far-flung destinations. People here are much more likely than average to go to pubs and clubs frequently. They are much less likely than average, however, to eat out. These are very active people - participation rates for a wide range of sports are much higher than average, for example running, football, athletics and weight training. The very high participation rates for these and for expensive activities such as water-skiing are perhaps due to subsidised schemes targeted at young people in these deprived areas.

Food and Drink

People in these neighbourhoods are heavily reliant on public transport in order to do their grocery shopping. The proportion of people doing daily shopping is over 3 times higher than average. Fridge freezer ownership is 12% above average, though deep freezer ownership is very low. People here

are 65% more likely than average to use freezer centres and are extremely heavy consumers of frozen beefburgers. They are also very heavy consumers of brown sauce and ketchup, tinned/packet soup, bacon and sausages. There are 2.7 times more heavy smokers here than average.

OTHER ASSORTED LOCAL STATISTICS

Statistic	Value	Note	Source
% of ethnic minorities	20-25% African About 5-10% Asian or other	cannot pick out Caribbean names!	Our names analysis of voters list for half Ordnance ward
Crime figures	23 per thousand	Nat average 19 per thousand	Up my street.com
No of abandoned or damaged cars	43 in twenty streets		Katharine Mumford LSE draft report
% with higher educational qualifications	5.16% of over 18s		1991 Census
% GCSE with 5 passes at grades A- C	Cumberland School 10% in 1996 rising to 23% in 2000 Eastlea 11% rising to 21% in 2000		National rate is 49% in 2000 (in 1996 was 44%) Newham rate 36% (was 28% in 1996)
% SATs level 4 + for 11 year olds Averages 2000 National Newham Eng. 75% 65% Math. 64% 72% Sci 79% 85%	St Lukes English Maths Science Hallsville English Maths Science	1998 53% 47% 41% 29% 32% 32%	2000 59% 52% 52% 69% 71% 71%
House prices?	Around £150k average in recent months for flats and terraced housed		Up my street.com
Number of Child care places	Full time for 3-4 yrs Part Time 3-4 years Full time 0-2 Childminders After school care	92 125 6 26 with 56 places for under 5s and 28 for over fives 361 places	LBN July 2000 Access to jobs statistics for Canning Town and CH LEEN

Ward Profile for: Ordnance From the new Office Of National Statistics Neighbourhood Statistics Web site

Disclaimer:

It should be noted that the information shown below has been calculated from data held on the Neighbourhood Statistics database. In some cases these data may have been rounded and hence the figures shown may differ slightly from those published elsewhere. They should therefore be used for guidance only. **These data are NOT [National Statistics](#).**

Population:

The resident population of Ordnance in mid 1998 was 5400 people, 2 per cent of the population of Newham local authority. 30 percent of Ordnance's population in mid 1998 were aged under 16, 55 per cent were aged between 16 and 59 and 15 per cent were aged 60 and over. This compares with 28, 59 and 13 per cent respectively for Newham as a whole.

Vital

Statistics:

A total of 118 live births to mothers usually resident in Ordnance and 56 deaths of residents of this ward were registered in 1998. These represented crude rates of 22 births and 10 deaths per thousand residents compared with 20 and 8 respectively across the whole of Newham local authority.

Employee

Jobs:

There were 1200 employee jobs in Ordnance at September 1998, 2 per cent of the Newham total.

Income

Support:

In August 1998 there were 1010 Income Support claimants in Ordnance. This represents 27 per cent of the resident population aged 16 or over. For Newham the proportion was 18 per cent compared with an average of 8 per cent for Great Britain overall.

Indices

of

Deprivation:

The Indices of Deprivation 2000 (with rank 1 being the most deprived ward in England) gave Ordnance the rank of 35 out of a total of 8414 English wards.

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7. What's happening in the community in Canning Town

The first stage of our team's fieldwork was to go around finding out from as many people as possible what services and activities were available in Canning Town. In part this was an update on CIU's report of 1996, in part an orientation exercise for our team of research assistants. The Canning Town directory produced by the partnership is a good starting point, and families @ Canning Town have a large database of other services available. The important community groups and agencies in the locality include

Mayflower Family Centre.

Providing Christian Worship, activities for elders, children and young g people. Base for Newpin and other agencies

St Luke's Centre:

A newly refurbished redundant church providing a health centre, IT training suites, business start up units, community café and Base for several voluntary agencies including the family support service Familles@CT

St Luke's Church and School:

The church congregation uses rooms in the newly rebuilt school for Sunday worship and some community activities. Parish employs a community development worker.

Peacock Gym

Provides fitness training and sports facilities including boxing club for children, youth and adults.

Community Reaching Out

Voluntary agency with links with RC church which provides English Classes and other support for refugees and asylum seekers.

St Fidelis Friary: Killip Close

The community of Franciscan brothers recently arrived and renovated the premises in Killip close. This is the base for work among homeless people including Newham's winter NightShelter on Mondays. The community are also involved in youth and sports work at the Mayflower.

Youth House

A former shop in Fords Park Road is the base for several youth and training projects, detached youth work, drugs project etc. Also used as a base by Community Reaching Out.

Trinity Centre:

A small community hall in Bothwell Close linked to the local Tenants Association. A base for work with children and families, preschool work, breakfast club, after school club and play schemes use the centre. A food co-operative is being developed from the centre.

Community Links

The HQ of one of the largest multi project voluntary agencies is on the Barking Road near Rathbone market. Many Projects for all ages and communities of interest and a community café.

St Margarets RC

An active Catholic Parish based at the church opposite Rathbone Market.

Tenants Associations

TAs operate from the Trinity Centre, for the St Luke's area from a shop in Tarling Road and on the Rathbone Estate itself. The St. Luke's TA runs after school literacy classes for primary age children.

Our impressions from initial conversations are that there are gaps in

and weaknesses in the services provided for young people, ethnic minority communities, and refugees. There does appear to be a reasonable range of activities for pensioners and children, although child care for working mothers of young

children is often mentioned as problematical. The nursery which is soon to open at Abraham's Point may help in this respect. Religion is well catered for, at least for the Christian community, with three or four churches with their own buildings, many more along the Barking Road and several congregations who rent rooms for worship. A large number of social services and community activities are delivered through the local churches.

8. Data from our household survey

Response Rates:...

Using the Electoral Register obtained in electronic form from Newham Council we identified 1054 adults living in homes in the streets which formed our area of operation. We prepared and distributed with personalized labels from the register a questionnaire for each voter. Where households contained more than one adult the questionnaires were delivered together in a single envelope which also contained a covering letter explaining the purpose and scope of the research. Early in January just over 1000 survey forms with covering letters were delivered to residents on the Rathbone estate.

Only about a dozen questionnaires (around 1%) were returned using the option of a Freepost Address or drop off at the community centre. This suggests that any attempt to rely on written and postal methods for surveys in this community is likely to be an abysmal failure.

Personal door knocking by our team of interviewers over a six week period managed to retrieve about 120 completed questionnaire forms.. (12% response rate). It is quite interesting that only about a dozen of these were on the original forms with labels that had been delivered door to door at the beginning of the survey. We have no way of checking given our disappearing staff team whether all the envelopes had in fact been delivered, but even where they had it is obvious again that written communication had failed to make an impact. Most of the letters and questionnaires had apparently been mislaid, ignored or binned, and according to the interviewers few people had any clear recollection of receiving them.

Once again these problems underline just how difficult social research, public consultation and building civic involvement is in a community like Canning Town.

By the end of February following numerous attempts to collect completed forms 121 had been returned and were entered in our database. All except a dozen had been collected by hand and had mostly been filled in on replacement forms in the presence of our interviewers.

This response rate of around 12% must be seen as extremely disappointing, even by the standards of inner city surveys, or in comparison with purely postal surveys. However, we do have information from these 120 people living in the area and the ethnic and age mix covers a wide range of the local population.

However, the findings do need to carry a serious "health warning" as they cannot be seen as fully representative of the whole adult population of the estate, and it would be

unwise to extrapolate too many generalisations from them. There are some evident biases in the group who did respond. Men only account for about a third of respondents, and even though we know that Canning town is populated by a majority of females the gender balance in our survey is still out of proportion.. Secondly the sample is probably older than the population with 22% of our respondents being over pension age and another 22% over 40 in a community with a young average age.

The more significant biases may be harder to assess. It is likely that two large groups of people will not have stood much chance of inclusion in our survey. The first group is that of very busy people, those who are employed long hours away from home and especially those who live alone or where all adults are in full time work in conventional hours. They would simply not have been contacted by our interviewers who mostly worked on weekday afternoons. The second group who are unlikely to be well represented are people who are marginalised or alienated from the community and from officialdom. People who speak little English, who are isolated from local networks, who are fearful of crime, or fearful of the law, who are mentally ill or who are under pressure and irritable are far less likely than others to collaborate with interviewers even if they bother to answer the door. These two missing categories of respondents are likely to be very different from each other in terms of affluence, skill level and interest in community and political affairs (although for different reasons maybe equally unlikely to participate). It may be too simple to suggest that the absence of the two groups will cancel each other out in the findings. More likely it will lead us to underestimate both the level of affluence, employment and skills found in the estate community, and the level of poverty, social exclusion, lack of skills and lack of drive to escape on the part of a large number of local residents.

Another issue in interpreting the data relates to the format of the questionnaire. Because it was a simple tick box self completion exercise the all the answers are purely binary. A tick is taken to mean yes and a blank can mean either "no" or "missed out the question". As many of the questionnaires contained whole sections of blank space and it is impossible to judge why respondents left boxes blank some care is needed in interpreting the numbers and percentages for each question, and the reader must not read too much into arguments from silence. In addition where questions are grouped together it is obvious that percentages will not add up to 100% as the items are in fact discrete binary variables, not multi-choice mutually exclusive options. Generally the % given are based on the whole sample of 120 rather than on specific categories of respondents.

Having set out the limitation of our findings the following key trends emerge. Full tables for each question appear in an appendix.

Findings

WHO RESPONDED

121 people completed survey forms.

Of these 33% (40) were men and 62% (74) women (A few failed to specify or completed the form as a couple)

54% (64) of the respondents gave their ethnic group as White UK. Among these only 25% were male.

23% (28) said they were Black African

8% (10) said they were Black Caribbean

6% (7) said they were either Bangladeshi, Indian or Pakistani

The few remainder included Irish, Filipino, Lithuanian and other White Europeans.

Age Group

14.2% (17) were aged 16-25

35% (42) were aged 26-40

22.5% (27) were aged 41 - pension age

21.7% (26) were pension aged

The highest proportion of white respondents were in the two older groups, while Africans were concentrated in the 26-40 age group.

EMPLOYMENT

employed more than 30hrs per week	24.2%	29
employed 10-29 hrs per week	8.3%	10
employed 1-9hrs per week	0.8%	1
self employed	1.7%	2
unemployed claiming JSA	10.8%	13
not employed (student)	6.7%	8
not employed (pensioner)	23.3%	28
not employed (full time housework or carer)	11.7%	16
Other	11.7%	16

Males (52%) were more likely to be in full time employment than females (21%). Africans (39%) were more likely to be in full time employment than Whites (27.8%) (pensioners were excluded from above figures)

Only one of 8 students was male

Females (21%) were more likely than Males (3%) to be in full time housework or carers.

What job do you do?

Employed respondents named a variety of occupations from computer programmer accountant and teacher to dustman. The types of occupations which involved several people were in catering, cleaning and security (all notoriously low paid sectors).

What sort of company or organisation do you work for?

A variety of organisations were mentioned from the NHS and borough councils, to multinationals such as McDonalds to local small businesses.

Where is the workplace % of whole sample

within E16	8.3%	10
within the rest of Newham or Docklands	4.2%	5
within the rest of East London	5.8%	7
in Central London or West End.	9.2%	11
Elsewhere	7.5%	9

Only 3 of the whites were employed outside East London.

Only one African worked in E16

Clearly Canning Town Residents do work in the greater London Labour Market area, although it does seem that white people in our survey may show some reluctance to travel outside the immediate locality to work.

Are You

% of whole sample

not working and looking for a job respondents (excluding pensioners)	14.2% (17)	... 29% of male
looking for different or extra job Respondents (excluding pensioners)	8.3% (10)	18% of the African
happy with current job	15% (18)	
not wanting a job in next year or so	23% (13)	

36% of whites and 29% of females... probably because a higher proportion of the white women are not interested in paid work.

TRAINING AND QUALIFICATIONS**What training or formal qualifications do you have?**

None	40%	(40)
GCSEs	19.2 %	(23)
A Levels	9.2%	(11)
Degree in _____	12.5%	(15)
(G)NVQs in _____	10.8%	(13)
Professional Qualifications in	15%	(18)

There was a huge ethnic difference in that 64% of whites (excluding pensioners had no qualifications) compared with only 11% of Africans.. 32% of Africans held degrees compared with 2.8% (1) of whites.

There are some correlations between lack of qualification and age. By and large the people with fewest qualifications were concentrated in the older age groups, in which there was also a higher proportion of white people.

INFORMALLY ACQUIRED SKILLS**What skills do you have from work experience or home and leisure activities.?**

General office work	20.8%	25
general construction work	4.2%	5 (all male)
skilled trade (e.g. electrics, plumbing)	5.0%	6 (all male)
shop work or sales	9.2%	11 (mainly female)
managing a business	6.7%	8
Computers & IT whites)	20.8%	25 (43% of Africans 22% of
Catering	18.3	22
Art and creative skills	5.0%	6
Caring for children or elders	22.5%	27 (mainly female)
Health and medical	12.5%	15 (mainly female and African)
mechanical (e.g.cars)	1.7%	2
Book-keeping /accountancy	6.7%	8 (mainly female and African)
Other...	9.2%	10 (mainly white)

accounts/wages
decorating / DIY
Hairdressing
manual work
Massage
Used to be a grave digger and a life guard
Valeting
Worked in textiles factory machine work
Driving

The interesting conclusion is that Africans on the whole are more likely to have non-manual work skills suitable for employment in offices, the IT sector or the Health and social care sector. The relatively limited pool of skills and experience for the white respondents are mainly in the catering and social care sectors. There are relatively few people with the traditionally male manual skills linked with the construction sector and allied skilled trades.

INTEREST IN FURTHER STUDY**Would you like to take up further study or training in the next 12 months**

full time respondent)	9.2%	11 (only 1 white
part time day time	12.5%	15
evening classes	14.2%	17
as part of my job	5.8%	7
study at home	7.5%	9
No thanks	39.2%	47
(56% of whites compared with 21% of Africans , both excluding pensioners)		
(52% of males compared with 34% of females , both excluding pensioners)		

26 (54%) of respondents with no qualifications said no thanks.. and only a small minority of them expressed any interest in learning in the section above.

SPECIFIC COURSE AREAS**Would you be interested in any of these courses**

Basic Skills in English	4.2%	5
Basic skills in Maths	1.7%	2
Basic skills in computers	14.2%	17 (more Africans than Whites)
Finding a job	9.2%	11
General office work	6.7%	8
general construction work	1.7%	2
skilled trade (e.g. electricians, plumbing, carpentry)	4.2%	5 (all except 1 male)
shop work or sales	1.7%	2
managing a business	5.0%	6
Intermediate / Advanced IT	14.2%	17 (only 3 of them White)
Catering	5.8%	7 (mainly female)
Art and creative skills	5.0%	6 (mainly female)
Caring for children or elders	6.7%	8
Health and medical	11.7%	14 (mainly female more Africans than whites)
mechanical (e.g.cars)	1.8%	1
Book-keeping /accountancy	2.5%	3
Teaching /schools work	0.8	1

Other specialist courses

Access to nursing
adaptation course for foreign trained nurses
class in building confidence/skills for return to work
Computer course
GCSEs in Maths and English
Legal word processing
looking for training in web design
Nursing
Plumbing & Electrics
Plumbing and carpentry
Spanish

Our respondents showed little interest overall in courses of study with the exception

of IT / computing and health related training such as nursing. There were a few people interested in learning skills around business and office work and in the caring and catering fields. What seems very surprising is the lack of interest in traditional male skills such as construction and car mechanics. Once again it is white respondents who seem least interested overall in courses of study which might improve their job prospects.

BARRIERS TO EMPLOYMENT

Have you been hindered from finding or taking a job by any of the following factors?

Family responsibilities	25%	30 (41% of females and 36% of whites)
transport difficulties	6.7%	8
lack of qualifications	10%	12 (26% of the males)
lack of useful skills	4.2%	5
no local jobs available	5.8%	7
lack of interview skills	2.5%	3
difficulty finding childcare	6.7%	8 (mainly females only 2 white)
cost of childcare	8.3%	10 (mainly females only 1 white)
illness or disability	3.3%	4
your immigration status	4.3%	5
loss of benefits if you took a job	2.5%	3
age discrimination	2.5%	3
sex discrimination	1.7%	2
race discrimination	4.2%	5 (no whites)
postcode discrimination	1.7%	2

The surprising facts here are that only a small minority of respondents named any barriers to taking a job and the factors of discrimination, benefits trap, lack of interview skills and lack of local jobs were rarely mentioned. The most frequent obstacle mentioned was family responsibilities and for a smaller number the associated problems around childcare which unsurprisingly were more frequently mentioned by women. In contrast men who mentioned barriers to work were rather more likely to stress their lack of qualifications. However none of these figures suggest there is a large army of residents desperately wishing to be employed if only they were not prevented from doing so by insuperable practical and financial barriers.

INTEREST IN LOCAL ACTIVITIES AND SERVICES

Would you or your family be interested in any of the following local activities or services local?

Benefits advice	9.2%	11
Housing advice	15.8%	19 (only a few whites)
Pre school child care and African)	12.5%	15 (Mainly female)
After school/ holiday play schemes with full care provided and African)	10.8%	13 (Mainly female)
Homework clubs or extra schooling white)	10.0%	12 (only one)
Help with Parenting	3.3%	4
Children's clubs, play activities and African)	12.5%	15 (More female)
Job opportunities at Excel Centre	10.8%	13 (only 2 whites)
Sports Activities	10.0%	12
Health, Diet and Fitness activities and more African)	12.5%	15 (Mainly female)
Youth Clubs and activities	8.0%	10 (no whites)
Pensioners Groups and activities	3.3%	4
Computer clubs/ Cyber Cafes	18.3%	22 (only 4 whites)
Joining the Community Forum	3.3%	4
Other	3	

Scouts
blind association
happy going to pub

Again relatively low numbers of respondents expressed interest in the range of local activities suggested on the questionnaire. Computer related activities appeared most popular. There was also a relatively strong demand for housing advice possibly heightened by current uncertainty over Council plans for the estate. Activities for children and young people also had more than a handful of people interested. Generally the white respondents were less interested in most of the activities, and females were more likely to be interested in activities for children and young people. It should be borne in mind that on the whole the white respondents were older than the ethnic minorities and therefore more likely to be "empty nesters" which might account for their lack of interest in children's activities.

It is worth noting that the activities with apparently least demand seem to be help with parenting, pensioners club and participation in the community forum. Ironically these are among the things which are most heavily being promoted in the locality at the present time. Perceived stigma, fear of going out and boredom/irrelevance may be associated with the three areas respectively. People are probably only likely to join such group on the basis of a more personal invitation.

CONCLUSIONS AND CONCERNS

Although there are many weaknesses and limitations to the survey findings it is likely that they give some indication of attitudes widely held in the area some of which should cause concern to policy makers and residents alike.

The low response rate and generally low level of interest in activities and courses which may be on offer suggests we are dealing with a community in which people are either very busy, preoccupied and stressed with personal problems and have little trust or confidence in the official world of paper, surveys and politics.

These issues which might be usefully labeled as social exclusion appear particularly strong for the local white community, and the men in particular who have least qualifications and it would appear least motivation to improve their job prospects.

The Africans (and most of the other ethnic minorities) in contrast appear to be better qualified already, and more enterprising in terms of education and employment. They are less likely to be tied to the very local job market. The women are more likely to be in, or wanting to be in full time employment. They are on the whole younger than the whites in the survey and more concerned with family related issues such as child care and education.

There does appear to be a market for training and adult education in certain areas, most obviously in computers and IT, but also in the health and caring sectors, and possibly catering. There is little apparent demand in the survey for training in the traditional male manual skills which are still stereotypically linked to the Canning Town neighbourhood.

There appears to be little by way of aspirations in the community to make an effort to secure the new jobs which are being brought in by regeneration projects such as Excel. Local people may rightly be cynical of their prospects given the general track record of Docklands regeneration, or maybe they are realistic in suggesting that employers would only be interested in them, (especially the unqualified whites) for low paid catering and cleaning work. On the other hand for better qualified and more enterprising people in the minority communities there could be significant opportunities for work in non-manual and technical departments.

9. HOW TO USE THE MAIL MERGE DATABASE

We have produced a floppy disk containing a MS Word mailmerge database. The files on this disk enable you to generate labels for direct mailing of up to 120 residents of Rathbone Estate who completed the questionnaire for the CRAP project in January - February 2001. You can select people who have specifically asked to receive information about particular kinds of courses or local activities.

The disk should contain these files

labels all respondents.doc
mailmergetemplatecraprespondents.doc
respondentsdatabase.xls
HOW TO USE THE MAIL MERGE DATABASE.doc
Sample excel.doc

Copy to you hard drive.

Make sure you have all files in the same directory

You can print all the labels by printing opening in MS word and Printing "labels all respondents.doc"

For more complex subsets of labels (look at "the questionnaire.doc" to make a sensible choice according to respondents' answers)

1. Open in word the file **mailmergetemplatecraprespondents.doc** using MS word
2. Click Tools
3. Click Mail merge
4. Choose your options to select the subset of labels you need

e.g. those who want info about Job opportunities at excel

click Query Options... select field required e.g. "job opportunities at Excel..."

...

specify comparison (col 2) as not equal to
(col3) -99

5. Click Merge

This should generate a set of labels which match the respondents who have asked for information on this topic.

6. Save the labels file as a word document with a new name
7. Print it out on Avery 5160 labels.

10. Information from the interviews with residents

Fieldwork

The 66 in depth interviews gathered by our team in January and February 2001 represent an opportunity sample of local residents who were willing to talk about their neighbourhood.

Method of analysis

Our approach to analysing this qualitative data involved the following steps

- type up all the responses to the questionnaires
- use cut and paste methods on the word processor to gather together all the answers to each question in one file per question.
- In each question file to group together similar answers in an attempt to isolate recurring themes
- For some of the questions at least to look at whether there were key differences between different sub groups of the respondents, (For example did black people give very different answers to whites on issues around racism?)

FINDINGS

Respondent Characteristics	Gender	Race	Age Group
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Breakdown of Interview Sample

66 people responded to the in depth interview on the basis that they were available and willing to talk when the interviewers called. The tables below show that women outnumbered men, especially among white respondents. The tables also show that the white respondents tend to be older than the ethnic minority ones. Much of this reflects the general demographic profile of the neighbourhood where there are many lone parent households and female pensioners. However the absence of white males probably also reflects their absence from home at the times interviewers were working, and possibly their reluctance to take part in the survey or to push responsibility for talking to female interviewers onto the women of the household.

Count of Gender	
Gender	Total
Female	45
Male	21
Grand Total	66

Count of Ethnicity	
Ethnicity	Total
Asian	4
Black	22
Other	1
White	41
Grand Total	68

Count of Age Group	
Age Group	Total
mid 36-60	30
Pension Age	16
Under 35	22
Grand Total	68

Count of Age Group by Gender	Gender		
	Female	Male	Grand Total
mid 36-60	21	8	30
Pension Age	11	4	16
Under 35	13	9	22
Grand Total	45	21	68

Count of Age Group by Ethnicity	Ethnicity				Grand Total
	Asian	Black	Other	White	
mid 36-60		9	1	20	30
Pension Age		3		13	16
Under 35	4	10		8	22
Grand Total	4	22	1	41	68

Count of Gender by Ethnicity	Ethnicity				
Gender	Asian	Black	Other	White	Grand Total
Female	3	12	1	29	45
Male	1	10		10	21
Grand Total	4	22	1	39	66

Section A: Changes and Regeneration in Canning Town

Q1. What recent changes or new developments have you seen in the Canning Town area in the last few years?

<u>No</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>Age Group</u>	<u>What recent changes or new developments have you seen in the Canning Town area in the last few years?</u>
TO25				There are a lot of new hotels and the new railway station.
To26				The PFI. The CT bus station has been a big improvement. The subways are disgusting and dangerous.
RM12	Female	Asian	Under 35	Station, parking zones, hotels, excel center.
TO14	Female	Asian	Under 35	There are new railway stations.
TO17	Female	Asian	Under 35	The new Canning Town station, the new hotel in Silvertown Way ,the Youth House Information Centre.
TO4	Male	Asian	Under 35	New train station, new bus station, the Jubilee line
EW2	Female	Black	mid 36-60	The Jubilee line, A hotel, CCTV's in the subways.
RM2	Female	Black	mid 36-60	The area has become brighter with the new buildings The train station The excel center The hotels
RM9	Female	Black	mid 36-60	Market has improved, some new buildings, the hotel and the train station.
RM14	Female	Black	mid 36-60	Train, hotels and CPZ.
SM2	Female	Black	mid 36-60	Jubilee line extension has made a very good addition to the area, mobilising us and providing access to the rest of London.
SM6	Female	Black	mid 36-60	Station – it has caused the most of the problems around her, people park their cars near to the station then go to work. Denying locals and council services e.g. dustmen, access through roads and parking spaces. The council are now introducing permits to the area because of that problem.
SM9	Female	Black	mid 36-60	A new bus/tube station and Silvertown Way Road has been improved with new traffic lights.
Rm22	Female	Black	Pension Age	The train station and the hotels.
EW9	Female	Black	Under 35	Station (bus and train), car parks, entry for

				security purposes in council estates such as Rawlinson Point.
RM4	Female	Black	Under 35	Train station, the hotels and the Excell center.
Rm18	Female	Black	Under 35	The station, St Lukes school.
TO10	Female	Black	Under 35	I have seen more job opportunities and renovation of the housing.
RM13	Male	Black	mid 36-60	Train station, the hotels and the Excell center.
SM8	Male	Black	mid 36-60	A new bus/tube station with escalators and lifts for people with disabilities/ or mothers with young children and pushchairs
SM1	Male	Black	Pension Age	New bus station Houses in the Butchers Road area have been renovated, which makes the road seem more attractive.
TO7	Male	Black	Pension Age	New roads new buildings. Not a lot of new developments but there are plenty of immigrants around here now.
EW7	Male	Black	Under 35	DLR, Jubilee, Canning Town bus station, Custom House Excel and the Hotel. I think there is more policing in the area.
EW8	Male	Black	Under 35	New transport facilities – Canning Town Bus/Train Station – New Hotel – Holiday Express?
RM15	Male	Black	Under 35	Train station, CPZ, hotels.
Rm17	Male	Black	Under 35	Train station, Excel center.
TO2	Male	Black	Under 35	I have seen quite a lot of changes. There is a new bus station, a new train station There is a new design of the market. The subway has improved.
TO22	Male	Black	Under 35	They are trying to enforce residents parking permits. CCTV was introduced a few years ago.
SM3	Female	Other	mid 36-60	Painted subway. Major improvements within Canning Town Station, Jubilee line provides access to the rest of London and a new bus station.
SM7		White	mid 36-60	Canning Town Station (bus and train) has brought nothing but grief to our estate. Lots of filth and loads of noise during the building of it and the noise still has not stopped. The metal grills that the buses go over could be heard from here.
Rm28		White	Pension Age	The travel lodge hotel.
Ew4	Female	White	mid 36-60	I have just recently moved to Canning Town and have not observed changes
RM8	Female	White	mid 36-60	Streets are a lot cleaner, well lit streets, new houses and the train station.
Rm19	Female	White	mid 36-60	New roofs and windows in houses, Excel and the new hotels.

Rm23	Female	White	mid 36-60	The jubilee line extension, one way bus route.
Rm25	Female	White	mid 36-60	New buildings, the train station and hotels.
Rm27	Female	White	mid 36-60	Train station, new health center, excel, hotels, improved housing and the new St Luke's school.
SM4	Female	White	mid 36-60	Train Station- Jubilee line extension and new bus station.
SM5	Female	White	mid 36-60	Jubilee line extension and Bus station – they add some convenience for me because it is right across the road from me.
SM12	Female	White	mid 36-60	Excel Centre, the park on Freemasons Road is being dug up (underpass), New hotels - one on Freemasons Road and one near Canning Town station.
TO3	Female	White	mid 36-60	There have been a lot of changes.-the Jubilee line-new buildings
TO6	Female	White	mid 36-60	The Rathbone market used to be much better before.
TO18	Female	White	mid 36-60	I have seen lots of changes
TO21	Female	White	mid 36-60	There is a new station. There is a decline in the area. There is an increase in violence.
Ew1	Female	White	Pension Age	New sheds, new car park, new train and bus station.
EW6	Female	White	Pension Age	Rebuilding of the St Luke's church, Bus station new hotel and Excel centre
RM10	Female	White	Pension Age	Train station, airport, hotels and new roads.
Rm20	Female	White	Pension	Train station and the hotels.
Rm21	Female	White	Pension Age	Train station, hotels and St Luke's.
Rm24	Female	White	Pension Age	Jubilee line extension and the hotels.
Rm26	Female	White	Pension Age	St Luke's school, train station and hotels.
TO1	Female	White	Pension Age	The DLR is useful is useful.
TO8	Female	White	Pension Age	There has been a lot of changes.
TO9	Female	White	Pension Age	There have been plenty of changes because I was born here. St Luke's Church our church has been changed. They have made a park-its all changed.
EW5	Female	White	Under 35	I have noticed just a few changes such as the Jubilee line. However, the Silverlink has no lift. I have great difficulty going up and down the stairs. This is because I have use double buggy for my two sons.
EW10	Female	White	Under 35	The Excel Centre – the Car park downstairs (Rawlinson Point) and Canning Town Train/Bus Station.

RM1	Female	White	Under 35	Train station Hotel Excel exhibition
RM5	Female	White	Under 35	Hotel and jubilee line extension.
RM16	Female	White	Under 35	Train station, bus station, excel center, new school and the hotels.
TO15	Female	White	Under 35	The DLR is useful.
RM3	Male	White	mid 36-60	Rebuilt church, parking zones, train station and hotels.
RM6	Male	White	mid 36-60	The hotels, The jubilee line extension and the Excel center.
RM7	Male	White	mid 36-60	The train station, the hotel and the Excel center.
RM11	Male	White	mid 36-60	Jubilee line, hotels.
TO5	Male	White	mid 36-60	There is a new airport and a new airport.
TO11	Male	White	mid 36-60	None.
EW3	Male	White	Pension Age	I think it is all for the worst. This is because the facilities are bad. However, the Jubilee line is good.
TO20	Male	White	Pension Age	CT has got cleaner. It is improving. The transport is improving.
TO13	Male	White	Under 35	There is a new bus station and train station. The Excel Centre has been built. There is no parking and too much traffic.
TO19	Male	White	Under 35	I have only lived here for the last eight months.

There is a general awareness of the regeneration projects in the area, most obviously Canning Town Station, St. Luke's Centre, Excel and new hotels. There is a general positive response to these changes. A handful of older white people still portray all change in the area as decline.

Q2. Are you aware of the Canning Town Action Plan to redevelop Rathbone Market and the Town Centre (You may have had a leaflet dropped, or seen it in the local paper or notice the drop in shop in the market)

Q3. What do you think of the proposals as you understand them? What do you think are the most important things that need to be done

No	Gender	Ethnicity	Age Group	<p><u>Are you aware of the Canning Town Action Plan?</u></p> <p><u>What do you think of the proposals as you understand them?</u></p> <p><u>What do you think are the most important things that need to be done.</u></p>
TO25				Rathbone Market has gone downhill. We need a new bank. I noticed something about the community at the rent office but I was too busy to find out what it was all about.
To26				Yes. It might be an improvement but I feel that the changes are too late for Rathbone Market.
RM12	Female	Asian	Under 35	Yes. Proposals sound good. Would like to see some nice café's, cinema and some banks.
TO14	Female	Asian	Under 35	Yes they are going to build a new flyover and a bigger shopping centre. I think that it is a very good idea. The most important thing is a new bank. There is none apart from the cash machine.
TO17	Female	Asian	Under 35	Yes I am aware of the CT Action Plan. I think that they want to improve CT and make it more recognizable as a town centre. But the thing we need most in CT is a bank. There is no bank and it is very important to have one.
TO4	Male	Asian	Under 35	Yes I do not really know much about these proposals.
EW2	Female	Black	mid 36-60	I have seen the plan, I am looking forward to see the changes in Canning Town Canning Town should have banks and more

				supermarkets. More policing and less mugging.
RM2	Female	Black	mid 36-60	Yes The proposals are good, would like to see some banks and building societies move in, preferably Nat West bank.
RM9	Female	Black	mid 36-60	Heard the news from other people. Proposals sound good, would like better lighting in the streets at night, the estate needs to be redecorated.
RM14	Female	Black	mid 36-60	Yes. Proposals are ok but we need some banks, playground for children and some supermarkets.
SM2	Female	Black	mid 36-60	Not sure about the extension of the A13, due to the loss of free parking, congestion and noise pollution and loss of space. Not really understood drawings are not really clear enough
SM6	Female	Black	mid 36-60	Yes- Canning Town Centre. Canning Town Carpet shop is going to become walk through via the market (MFI is going to become a new Sainsburys). Fixing houses and repairs.
SM9	Female	Black	mid 36-60	Yes I do not understand some of the proposals.
Rm22	Female	Black	Pension Age	no. would like some banks and a better market.
EW9	Female	Black	Under 35	Yes, it was dropped in the post and I noticed it in the local paper. I think it is a good idea.
RM4	Female	Black	Under 35	Yes. Proposals are good: would like to see a bank, a supermarket and some high street shops.
Rm18	Female	Black	Under 35	yes, I cannot wait for these developments to occur and bring up the area. the plans are exactly what is required, Barking road is full of irrelevant shops, there are no banks or supermarkets such as Sainsbury's or Tesco's we also need some high street stores such as Topshop.
TO10	Female	Black	Under 35	No.
RM13	Male	Black	mid 36-60	Yes. Proposals are good, the area needs some banks, supermarkets, more shops, more parking zones but I do not want to pay for CPZ it should be free for residents.
SM8	Male	Black	mid 36-60	Yes I have not had the time to read the proposals
SM1	Male	Black	Pension Age	Yes I am aware of the plan. I would like to see more landscaping and lighting in the Lawrence Street and Kennedy Cox area. I would also like to see more playing facilities for local children on the estate.

TO7	Male	Black	Pension Age	No I am not interested.
EW7	Male	Black	Under 35	Yes There should be something for the youths such as Music, Art and Computer centres.
EW8	Male	Black	Under 35	Do not understand the plans, cannot figure out which side he lives on. Let us know exactly what is going to be done to the A.13.
RM15	Male	Black	Under 35	Yes. Do not know much about proposals but we need some banks, supermarkets, more green areas and a cinema.
Rm17	Male	Black	Under 35	Yes I am aware and I think it is a brilliant idea.
TO2	Male	Black	Under 35	Yes I have seen the market. There are a lot of young people getting into trouble in the area. There should be more positive things for them to do- to positively impact them.
TO22	Male	Black	Under 35	No. It may be in my post. We need a bank at CT. A supermarket would be good instead of going to Beckton.
SM3	Female	Other	mid 36-60	Yes See cleaner streets and walkways.
SM7		White	mid 36-60	YES They need to tell us whether we are staying or moving out completely. They need to make up their minds.
Rm28		White	Pension Age	yes. Tesco's would be nice.
Ew4	Female	White	mid 36-60	No. If the Council is going to improve the area I think it is a good thing.
RM8	Female	White	mid 36-60	Yes, people have been talking about it for a long time. Town center idea is good, I would like to see a Sainsbury's and more parking space.
Rm19	Female	White	mid 36-60	yes. more food shops i.e. Safeway's etc and some clothes shops.
Rm23	Female	White	mid 36-60	yes. proposals sound fine, would like some banks and supermarkets.
Rm25	Female	White	mid 36-60	yes. proposals are good, would like the market to be built up.
Rm27	Female	White	mid 36-60	yes. proposals sound exciting, would to see some banks, general financial services, Sainsbury's also some nice little coffee shops, nice pubs like

				Yate's and some shops.
SM4	Female	White	mid 36-60	Have seen the plans More supermarkets, shops and provide more variety and choice.
SM5	Female	White	mid 36-60	YES A bigger supermarket – instead of having to travel out of the area and spending our money elsewhere.
SM12	Female	White	mid 36-60	Yes I am There needs to be a concentration of businesses geared at bringing jobs to Canning Town.
TO3	Female	White	mid 36-60	I have read about the Canning Town Action Plan Rathbone Market and places near it are dirty due to people that live around there. I think that the proposals are brilliant and not before time.
TO6	Female	White	mid 36-60	Yes I have heard that there will be major alterations. A lot of the people who have stalls in the market are moving out because the council is taking the backs of the shops away and doubling the rents. The people cannot make a living. Because the shops are smaller.
TO18	Female	White	mid 36-60	Yes
TO21	Female	White	mid 36-60	We have heard about it. The market is deteriorating. Lots of stall-holders are leaving. The most important thing to be done is to boost the market.
Ew1	Female	White	Pension Age	It will affect the building I am living in. This is because my block would be coming down in 5 years time. The children destruct trees, windows, dumped cars, council do not respond. Residents cannot get to the sheds
EW6	Female	White	Pension Age	Received a leaflet. Pretty good – Places for children to play and activities to keep them occupied.
RM10	Female	White	Pension Age	Yes. We need more shops but not supermarkets.
Rm20	Female	White	Pension Age	no. proposals are good, would like to see supermarkets, banks, electric and gas showrooms
Rm21	Female	White	Pension Age	yes. proposals are good, would like more supermarkets, and the Abbey National bank.
Rm24	Female	White	Pension Age	no. would like to have some banks, supermarkets and some high St. shops.
Rm26	Female	White	Pension Age	yes.

				proposals are fine, would like some banks, Marks and Spencer and a Sainsbury's.
TO1	Female	White	Pension Age	No. I don't know anything about the Canning Town Action Plan.
TO8	Female	White	Pension Age	Yes. It seems like there will be a lot of new business. It seems like a good thing. We need a bank around here.
TO9	Female	White	Pension Age	I would like to know what is happening. It has gone right down the pan. We have no shops around here so we have to get a bus to do our shopping. Most of the shops have shut in Tarling Road, you have to go all the way to the market. I would like more shops around Jude Street.
EW5	Female	White	Under 35	No. No.
EW10	Female	White	Under 35	Yes. Don't understand them.
RM1	Female	White	Under 35	Yes Proposals sound ok, would like a supermarket, more banks and some entertainment facilities i.e. cinema, restaurants.
RM.	Female	White	Under 35	Yes. Good proposals would like a supermarket.
RM16	Female	White	Under 35	yes. proposals are good, we need new houses, banks, supermarkets and smart café's.
TO15	Female	White	Under 35	No. I don't know anything about the Canning Town Action Plan.
RM3	Male	White	mid 36-60	Yes. Proposals sound good, would like to see some banks and some high street shops.
RM6	Male	White	mid 36-60	Yes. The proposals sound good, would like a supermarket, banks and for the market to be much improved.
RM7	Male	White	mid 36-60	Yes. Not impressed by proposals, The Excel center will not be that beneficial to the locals because the wages are too low.
RM11	Male	White	mid 36-60	Yes. Need supermarkets, improved market, the Abbey National bank.
TO5	Male	White	mid 36-60	I have heard of it but it won't make any difference.
TO11	Male	White	mid 36-60	Yes. I think that the proposals are rubbish. I think that the most important that needs to be done is to reduce the crime
EW3	Male	White	Pension Age	I have seen the plan, I think to some extent it will be beneficial for the community.

TO20	Male	White	Pension Age	Yes I have had a leaflet. I read about it in the paper. The proposals are good. They are trying to keep the children under control to stop the vandalism and stealing cars.
TO13	Male	White	Under 35	I have looked at it. The most important thing that needs to be done is to get a new bank.
TO19	Male	White	Under 35	No.

Almost all the respondents were aware of the plans for the redevelopment of Canning Town Centre and in general terms were positive about the proposals. Those who were not aware and those who were cynical or opposed to the proposals were almost entirely from the white community and tended to be male or older women.. A small number of people were aware that something significant was afoot, but had found it hard to understand the maps and the details of the proposals.

Many people expressed the desire to see a bank located in the area, and wanted better shopping facilities, including a decent supermarket. There were several detailed suggestions that were put forward.

It should be noted that most of this data was gathered before the current furore over the plans for housing in the area had erupted and that feelings on the estate today may well be more negative about proposed redevelopments.

Q4 There are also plans to do something about the A13 / Newham way? What are the most important things for you about this road (either using it or crossing it).

No	Gender	Ethnicity	Age Group	There are also plans to do something about the A13 / Newham way? What are the most important things for you about this road (either using it or crossing it).
TO25				The traffic is very bad. At three o' clock the roads are packed with people picking their children up from school. It is very hard to get out of this area by the A13 road. It is very difficult.
To26				Yes I use it quite a lot. The traffic is horrendous. There is a crossing for the new school at St Luke's. There are buses, lorries and taxis. Even the chaps that put in the speed humps said that the road was not meant for so much traffic. We would like the entrance to the new school be put back to Tarling Road. The volume of traffic causes vibration in the houses. I am worried about the children who might be involved in an accident with all the traffic.
RM12	Female	Asian	Under 35	Pedestrians need more information about using the road, A13 needs to be pedestrian friendly.
TO14	Female	Asian	Under 35	My brother and my Dad use the A13.
TO17	Female	Asian	Under 35	I am aware of plans about the A13.
TO4	Male	Asian	Under 35	I do not have a car.
EW2	Female	Black	mid 36-60	The use of subways and its safety.
RM2	Female	Black	mid 36-60	As a pedestrian I do not like to use the subway would prefer more pelican crossings.
RM9	Female	Black	mid 36-60	Should have more traffic lights and better provision for pedestrian because the subway is not popular.
RM14	Female	Black	mid 36-60	Need more pelican crossings.
SM2	Female	Black	mid 36-60	There is word that the CCTV are dummy camera's under the subways
SM6	Female	Black	mid 36-60	Crossing it – access to the other side of the A13 is dangerous.
SM9	Female	Black	mid 36-60	For safety purposes there should be more bridges. This is because I do not think the subways are safe, esp. during the night. Sometimes there are drunks going under them swearing and making threats to passers by.
Rm22	Female	Black	Pension	More pelican crossings.

			Age	
EW9	Female	Black	Under 35	It is alright.
RM4	Female	Black	Under 35	More pedestrian crossings.
Rm18	Female	Black	Under 35	It would hopefully make crossing the road a lot safer, the Newham way needs to be more pedestrian friendly.
TO10	Female	Black	Under 35	I use it regularly. I find it fine. But when I come home from work I cannot find anywhere to park. You have to go around for a long time. A lot of the people who go to work through the station park their cars around here and it causes problems for the locals.
RM13	Male	Black	mid 36-60	Need more outlets on the A13.
SM8	Male	Black	mid 36-60	The crossings at the traffic lights are alright for me. However, it might not be the same for women with children, the elderly and people with disabilities.
SM1	Male	Black	Pension Age	I would like something to be done about the noise pollution, caused by the traffic using the A13.
TO7	Male	Black	Pension Age	They have altered it and made it into a dual carriageway and it is a lot better.
EW7	Male	Black	Under 35	There should be more bridges across the A13 (e.g. Fife Road are). This is because children risk their lives crossing the A.13.
EW8	Male	Black	Under 35	Let us know exactly what is going to be done to the A.13.
RM15	Male	Black	Under 35	No suggestions.
Rm17	Male	Black	Under 35	The use of the A13 is important, the traffic must be controlled to enable constant flow.
TO2	Male	Black	Under 35	I don't use it much.
TO22	Male	Black	Under 35	I prefer not to travel by car to work. An underpass helped the congestion on the A406 at Tottenham Junction. It would help people who are going further on not to disturb the local people. It is better to try to decongest it because people will still use it.
SM3	Female	Other	mid 36-60	No comment at the moment because I am not sure what to say.
SM7		White	mid 36-60	Will I still have a home after they have 'improved' the A13.
Rm28		White	Pension Age	Would like them to be done.
Ew4	Female	White	mid 36-60	
RM8	Female	White	mid 36-60	I do not use the subway's at all, they need camera's and better lighting, also buses are always stuck in traffic on the A13, need lanes.
Rm19	Female	White	mid 36-60	They need to make the A13 less dangerous, need to sort out the subway's and more pelican

				crossings are needed.
Rm23	Female	White	mid 36-60	Would like safer crossing and for the subways to be lit up and to have camera's installed.
Rm25	Female	White	mid 36-60	Do not go out
Rm27	Female	White	mid 36-60	We need an underpass.
SM4	Female	White	mid 36-60	Uses the subway during the day but not at night. The block right next door are getting secondary glazing and we are not.
SM5	Female	White	mid 36-60	Crossing the A13 is dangerous – lights are too close to the round about.
SM12	Female	White	mid 36-60	As long as they make it safer for everyone to cross, esp. as they are introducing this new underpass.
TO3	Female	White	mid 36-60	I use the A13 all the time. As a driver I am hoping that they will make it wider. I prefer traffic lights to subways. I am nervous of subways. They make you feel trapped especially at night and in the early morning
TO6	Female	White	mid 36-60	I use the road when I am in a car. There is too much traffic.
TO18	Female	White	mid 36-60	No comment.
TO21	Female	White	mid 36-60	It is safer to cross at the subway. By the post office it is not safe to cross the road. They should make it safer to cross at that roundabout . Off the A13 the drivers go through the red lights. Sometimes the traffic lights are not working.
Ew1	Female	White	Pension Age	It is hard to cross from one side of the road to the other side (near the PO), but on that particular side you cannot see the on- going traffic. I do not go down the subway for safety reasons particularly in the evenings
EW6	Female	White	Pension Age	Crossing at the Post Office, not being able to see on the Post Office side.
RM10	Female	White	Pension Age	Need more pelican crossing to be able to cross it.
Rm20	Female	White	Pension	We need bridges for pedestrians and more pelican
Rm21	Female	White	Pension Age	Would like more pelican crossings.
Rm24	Female	White	Pension Age	Would like more pelican crossings.
Rm26	Female	White	Pension Age	Need more underpasses and more sign posts.
TO1	Female	White	Pension Age	Quite a lot of traffic
TO8	Female	White	Pension Age	I am not a driver . I don't need to use it. It takes a long time for my sons to get to school in the morning.
TO9	Female	White	Pension	I only use the A13 on the buses. That doesn't

			Age	affect me.
EW5	Female	White	Under 35	It is difficult to cross even with the lights. Some drivers miss the red lights. It is dangerous, not only for myself, but for my children also.
EW10	Female	White	Under 35	I don't like using the Subways at night, especially when I have my 6 month old daughter with me.
RM1	Female	White	Under 35	No comment
RM5	Female	White	Under 35	More pedestrian crossings, I do not like subways.
RM16	Female	White	Under 35	Need more pelican crossings.
TO15	Female	White	Under 35	There is quite a lot of traffic on the A13.
RM3	Male	White	mid 36-60	I do not know but what I do know is that we need more controlled parking.
RM6	Male	White	mid 36-60	An over bridge and more pelican crossings.
RM7	Male	White	mid 36-60	Need to sort out the lanes.
RM11	Male	White	mid 36-60	No idea.
TO5	Male	White	mid 36-60	There is not much you can do to improve the A13.
TO11	Male	White	mid 36-60	There is too much pollution and too much traffic on the A13.
EW3	Male	White	Pension Age	The subways are not very good, it is risky because there are less people around in the evenings
TO20	Male	White	Pension Age	I only use it when I travel in someone else's car. They need to move the congestion further away.
TO13	Male	White	Under 35	I drive past it everyday. I don't think that the new plans will improve things because it will encourage more traffic.
TO19	Male	White	Under 35	There is no need for me to cross it because there is a subway. Sometimes there is a lot of rubbish left in the subway. The cleaners only clean it up about every two months.

Feelings about the A13 varied according to whether respondents approached it mainly as a driver or as a pedestrian, and far more of the residents were in the latter category. They saw the A13 as a barrier to be crossed at their peril and complained that the current subways and pelican crossing at the roundabout were unsafe. There was a widespread demand for more pelican crossings (on the level) while some people favoured footbridges. There were also suggestions about improved signage for pedestrians, and some concern about difficulties of parking in the area which have been compounded by commuters using the new station.

The basic complaints about the subways and the severance of the community are not new. As long ago as 1982 Mayflower and other churches were involved in a campaign which resulted in the pelican crossing under the flyover by the Post Office. The planned work on the A13 should have offered an opportunity to solve these concerns and may eventually bring some relief to pedestrians crossing near the Post Office or Station. However it is hard to see how the fundamental problems of crossing the A13 further East can be solved unless traffic planners are willing to use traffic lights at pelican crossings to stop the vehicles using the trunk road.

Section B Social Problems and Issues in Canning Town

What do you think are the biggest social problems or community needs in Canning Town?

No	Gender	Ethnicity	Age Group	What do you think are the biggest social problems or community needs in Canning Town?
TO25				There are not enough activities.
To26				There are too many asylum-seekers in this borough. Round here it is like living in a foreign country. It will end up with ghettos. Newham should stop it. My cousin used to be the mayor.
RM12	Female	Asian	Under 35	Drugs and teenage pregnancies.
TO14	Female	Asian	Under 35	
TO17	Female	Asian	Under 35	The lack of banks is the biggest social problem that the community has The community has to go to other areas such as East Ham to bank, to put money in. We need shopping centres so that there is more variety-different shops available for the community. It will make it easier for the community not to have to travel to other shopping centres.
TO4	Male	Asian	Under 35	There is no sports centre. There are no sports amenities. The library is too small. There are not enough amenities for the young people. There is not enough equipment in the parks.
EW2	Female	Black	mid 36-60	Joyriders/car theft.
RM2	Female	Black	mid 36-60	The problem is that the children are not disciplined, they take drugs and cause most of the crime, the area needs some police presence.
RM9	Female	Black	mid 36-60	Children running wild with no discipline.
RM14	Female	Black	mid 36-60	Children are a problem, they smoke drugs on the staircase.
SM2	Female	Black	mid 36-60	Safety on the streets at night, drug abuse, shootings at the Beckton Arms and health problems
SM6	Female	Black	mid 36-60	Nothing for children – vandalise properties and cars like the amputated one downstairs, sit in stairways because they have nothing better to do.
SM9	Female	Black	mid 36-60	Car theft goes on a lot in this area.
Rm22	Female	Black	Pension Age	drugs and too many gays.
EW9	Female	Black	Under 35	Protection against assault, such as bullying.
RM4	Female	Black	Under 35	I find the area nice and quiet, I see no problem with it.
Rm18	Female	Black	Under 35	There is no real community center or youth clubs for children to play and hang around in, also the

				closure of Canning Town police station says a lot about the area and the drastic changes that are required. The area has an increasing number of children hanging around the place, making the place seem unapproachable.
TO10	Female	Black	Under 35	When it comes to the kids they don't have many places to play.
RM13	Male	Black	mid 36-60	Children take drugs on the staircase and urinate there too.
SM8	Male	Black	mid 36-60	Cars get stolen and burnt.
SM1	Male	Black	Pension Age	There is a lot of Crime (muggings in the subways, joy riding and the burning of cars graffiti).
TO7	Male	Black	Pension Age	I have no social problems because my daughters look after me and look after the house.
EW7	Male	Black	Under 35	Muggings, taking old women's handbags. Youth crime, car theft, robberies and burglaries. The community needs more entertainment such as cinema, bowling and snooker clubs.
EW8	Male	Black	Under 35	A lot of youths find themselves in trouble because there is nobody else to do around here.
RM15	Male	Black	Under 35	Drugs especially amongst the young they also cause fires after taking drugs.
Rm17	Male	Black	Under 35	The biggest social problems are the youths, they need to be motivated because they are the future.
TO2	Male	Black	Under 35	Lack of facilities for the young people.
TO22	Male	Black	Under 35	I am not involved. I do not go out around here. I do not hang out around here. If I socialise I socialise after work somewhere else.
SM3	Female	Other	mid 36-60	Police protection, less cars stolen in the area that are either burnt or smashed.
SM7		White	mid 36-60	Council- They do not take care of the community environmentally and socially, this depresses the community and everybody ends up abusing each other.
Rm28		White	Pension Age	children and drugs in some parts of the area.
Ew4	Female	White	mid 36-60	There are problems with parking.
RM8	Female	White	mid 36-60	Kids are bored and end up taking drugs, things have improved though.
Rm19	Female	white	mid 36-60	There are no police in the area, a police presence is needed in the area.
Rm23	Female	white	mid 36-60	do not know.
Rm25	Female	white	mid 36-60	drugs, muggings and we lack police presence in this area.
Rm27	Female	white	mid 36-60	children are a problem and a lack of police presence.
SM4	Female	White	mid 36-60	There needs to be more youth projects, not just once a week programs at the Mayflower. Added safety for the Newham Way.

SM5	Female	White	mid 36-60	Youth programs – organised activities instead of on the streets.
SM12	Female	White	mid 36-60	There is nowhere for children to go - children are the biggest social problems but they don't do this knowingly.
TO3	Female	White	mid 36-60	I think that there are too many drugs in the area.
TO6	Female	White	mid 36-60	Crime
TO18	Female	White	mid 36-60	When people hear that there is a Single Regeneration Budget and European Social Funding – that there is money available they get the money but there are no objectives or outputs met. These companies do not employ any local people and they are supposed to.
TO21	Female	White	mid 36-60	Somewhere for the younger children to play and more youth clubs for the older ones. The older ones should not be allowed in the play areas.
Ew1	Female	White	Pension Age	Children make more mess than anyone else. The Dustmen do not empty our bins regularly (it is done about once a fortnight). The children hang out and smoke.
EW6	Female	White	Pension Age	Don't know, I do not really go out. Low employment.
RM10	Female	White	Pension Age	Drugs, easy access for kids to buy alcohol.
Rm20	Female	White	Pension Age	Drugs and increased violence.
Rm21	Female	White	Pension Age	do not know.
Rm24	Female	White	Pension Age	This is a nice quiet area.
Rm26	Female	White	Pension Age	drugs, lack of police presence.
TO1	Female	White	Pension Age	The children are not well-educated so they don't do anything with their lives
TO8	Female	White	Pension Age	There are not enough clubs for the young people like there used to be. There used to be two cinemas locally and a club in St Luke's.
TO9	Female	White	Pension Age	I don't see anybody.
EW5	Female	White	Under 35	Places for the children to play such as Creches and playgrounds.
EW10	Female	White	Under 35	There is a real big crime problem in the area.
RM1	Female	White	Under 35	Too much violence i.e. the recent two shootings on Silvertown way .A lot of drug users and drug dealers making it unsuitable for children The children are unruly and lack discipline Lack of police presence means criminals find it easy to commit offences.
RM5	Female	White	Under 35	I do not know.
RM16	Female	white	Under 35	No real problems
TO15	Female	White	Under 35	The children are not well—educated so they do not do anything with their lives.
RM3	Male	White	mid 36-60	The children are out of control, they urinate in the lifts, they vandalise and break into cars.

RM6	Male	White	mid 36-60	Violence and drugs are the biggest problems in this area.
RM7	Male	White	mid 36-60	Unemployment, nothing for kids to do, council needs to put some goal posts in the park for children to be able to play football.
RM11	Male	White	mid 36-60	Drugs being taken by children on the staircase.
TO5	Male	White	mid 36-60	The council won't do anything.
TO11	Male	White	mid 36-60	
EW3	Male	White	Pension Age	There is no security at the entrance door of Hugh Terrace. I saw a drug abuser in the stairway injecting himself with a syringe in his arm.
TO20	Male	White	Pension Age	Vandalism is the main thing. It looks like there will be a children's playground in front of Rathbone Street. That is a good idea.
TO13	Male	White	Under 35	I think crime is the biggest problem in CT. But it has quietened down. There are not enough police around here.
TO19	Male	White	Under 35	People stealing cars and vandalising.

The most commonly mentioned social problems (by all categories of respondent) were almost all in the area of crime, community safety, or the linked area of youth and children. Many people saw the crime and anti-social behaviour problems as being related to children and young people running wild and out of control on the streets. There was a wide agreement that problems were compounded by the lack of interesting, cheap and constructive activities and leisure facilities for young people.

Perceptions of local crime included everything from gangland type shootings to muggings, burglary and graffiti writing. Vandalism and drug abuse was also frequently mentioned. Many people also felt there were no police around in the area and that when police finally arrived at the scene of a crime their actions were generally ineffective.

A handful of people thought that unemployment was the major social problem in the locality, while individuals mentioned lack of banks and shops, and the presence of refugees and asylum seekers (blaming them for many problems). A small number of people just moaned about and blamed the Council for everything

A lot of people have said that the needs of families, children and young people are the biggest problem. What do you think?

No	Gender	Ethnicity	Age Group	A lot of people have said that the needs of families, children and young people are the biggest problem. What do you think?
TO25				There is not much going on. There are not many social activities for any age group.
To26				Yes.
RM12	Female	Asian	Under 35	Yes this is true, the children do not have good role models at home, there needs to be more provision for young people to keep them off the streets, they need to learn skills and more youth centres are needed.
TO14	Female	Asian	Under 35	
TO17	Female	Asian	Under 35	
TO4	Male	Asian	Under 35	Yes I agree. There is nothing for the young people to do so they get involved in crime. If they had things to do they might not do crime.
EW2	Female	Black	mid 36-60	There is a problem with young people because there is little in Canning Town for them. The area should have more youth centres.
RM2	Female	Black	mid 36-60	I agree with this, the parents leave their children to do as they please, they let their children roam the streets at night, they even throw things at passing cars which is very dangerous.
RM9	Female	Black	mid 36-60	Yes, children are allowed to do what they want by their parents.
RM14	Female	Black	mid 36-60	Parents do not control their children, they allow them to break into cars etc.
SM2	Female	Black	mid 36-60	Provide more social amenities for families and youngsters instead of nothing at all.
SM6	Female	Black	mid 36-60	Older children – intimidate older residents on the stairways.
SM9	Female	Black	mid 36-60	There is a problem with children and young people. This is because centres available for the young are limited in Canning Town.
Rm22	Female	Black	Pension Age	Too much liberty for children.
EW9	Female	Black	Under 35	I do not think there is a problem.
RM4	Female	Black	Under 35	The children have nowhere to play so they tend to hang out on the streets, they get bored and find excitement in vandalism.
Rm18	Female	Black	Under 35	Yes it is true because that it is where future

				generations are nurtured and in order for that to be achieved properly more attention and funds needs to be directed to family needs.
TO10	Female	Black	Under 35	Yes I agree with that.
RM13	Male	Black	mid 36-60	This is true, the children are out of control, there is too much emphasis on the rights of the child this leaves parents without much control.
SM8	Male	Black	mid 36-60	I think there is a problem because the children/ young people have no where to participate in social activities.
SM1	Male	Black	Pension Age	No playing areas for young children that would enable to occupy young minds, and not enough access to community activities and facilities.
TO7	Male	Black	Pension Age	I do not think that the needs of families are the biggest problem. I have nothing to do with other kids.
EW7	Male	Black	Under 35	Education is very bad, not enough activities for the elderly and middle-age people. There is a shortage of doctors surgeries and hospitals.
EW8	Male	Black	Under 35	I live with my parents and do not really socialise around here. My parents appear to be getting on alright.
RM15	Male	Black	Under 35	Children misbehave and parents have no control, they break into cars and vandalise.
Rm17	Male	Black	Under 35	I think this is true because their needs do reflect on the youth.
TO2	Male	Black	Under 35	Yes young people and families have needs but everyone should take some responsibility instead of blaming each other.
TO22	Male	Black	Under 35	Yes definitely.
SM3	Female	Other	mid 36-60	We need more projects to involve young people in.
SM7		White	mid 36-60	There is nothing here for families, there used to be but now all the children have is the streets and home 'As a child what would you choose?'
Rm28		White	Pension Age	Children are not disciplined, the parents do not try to discipline their children.
Ew4	Female	White	mid 36-60	I do not think there are any serious problems.
RM8	Female	White	mid 36-60	Families have not time for their kids, parents come from work and are too tired to care for their kids, the youth house is too small, kids end up hanging around the streets and committing crimes.
Rm19	Female	white	mid 36-60	There is nothing for children in the area, more activities are needed for the young
Rm23	Female	white	mid 36-60	Do not know.
Rm25	Female	white	mid 36-60	Kids are ok around here
Rm27	Female	white	mid 36-60	Young children are out on the streets, they need

				something to do. The children are not that bad the problem is that their parents do not help
SM4	Female	White	mid 36-60	Possibly- But the main worry is to keep young children off the streets and out of danger.
SM5	Female	White	mid 36-60	Young people probably because they are deprived of social activities.
SM12	Female	White	mid 36-60	I believe so - families in Canning Town are left to deal with their problems without help from the services like the social services - sometimes families need a push in the right direction.
TO3	Female	White	mid 36-60	We need more open spaces for the young people. I am not so much in touch with these issues as my children have got older.
TO6	Female	White	mid 36-60	No comment.
TO18	Female	White	mid 36-60	Yes the needs of the people are very important.
TO21	Female	White	mid 36-60	There is no place for them to play. There are smashed bottles and wrecked cars in the playgrounds. There are also older children who are not behaving themselves. They say that they make these places safer but they spend a lot of money and it doesn't improve things.
Ew1	Female	White	Pension Age	Yes, the biggest problem is with children. This is because mothers cannot control their children. There are too many rules against disciplining children.
EW6	Female	White	Pension Age	Don't know, I do not really go out. Low employment.
RM10	Female	White	Pension Age	Parents need to be taught how to manage their kids.
Rm20	Female	White	Pension Age	Do not know, there is a lot of vandalism.
Rm21	Female	White	Pension Age	Do not know.
Rm24	Female	White	Pension Age	They are not a problem as far as I am concerned.
Rm26	Female	White	Pension Age	Parents are to blame for the bad behaviour of their children.
TO1	Female	White	Pension Age	Don't know because I haven't got a family
TO8	Female	White	Pension Age	Yes I agree.
TO9	Female	White	Pension Age	I don't know.
EW5	Female	White	Under 35	I agree, because 12 and 13 year olds are stealing for money. This is because they have no where to go and are bored.
EW10	Female	White	Under 35	Yes, children are walking the streets, there should be more youth clubs to keep their minds occupied.
RM1	Female	White	Under 35	This is true because children are not disciplined at home and have no fear of adults or the law.
RM5	Female	White	Under 35	I am not sure about this.
RM16	Female	white	Under 35	The problem is that there are no good role

				models in the home.
TO15	Female	White	Under 35	I don't know because I haven't got a family.
RM3	Male	White	mid 36-60	Yes, the parents do not control their children.
RM6	Male	White	mid 36-60	No views on this issue.
RM7	Male	White	mid 36-60	Do not know.
RM11	Male	White	mid 36-60	Yes, children vandalise, throw things at people, climb on trees. They need some green space where they can play.
TO5	Male	White	mid 36-60	The council just move families out.
TO11	Male	White	mid 36-60	
EW3	Male	White	Pension Age	I do not think there is a problem.
TO20	Male	White	Pension Age	I agree. The needs of families and young people is very important.
TO13	Male	White	Under 35	I couldn't say.
TO19	Male	White	Under 35	This is true.

Answers to this question underlined the widespread view that there is a serious issue or crisis among young people in Canning Town. Anti-social behaviour and difficulties in education appear to be linked in people's minds with two issues. The first is about the lack of discipline and good role models in family life. The second is about the lack of activities and creative youth work projects which might divert young people into more constructive channels.

This seems to be an area in which further work and development is called for. Our research for example has not directly tried to pick up views of young people themselves. The forthcoming research project on men and boys in Canning Town based at the Mayflower and action research evaluations of the family support work of Families @ Canning Town should help shed more light on this issue. One question that needs to be answered is whether the widespread adult view that kids are the major problem reflects an issue of anti-social behaviour among most local young people or whether the obvious high street profile of a small number of youngsters accounts for the vast majority of the problems.

***Other people have mentioned the crime problem?
What are your views and experiences of this?***

<u>No</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>Age Group</u>	<u>Other people have mentioned the crime problem? What are your views and experiences of this</u>
TO25				I have no experience of crime.
To26				I have been burgled 4 times. They took all my jewelry while we were on holidays. 2 cars were stolen.
RM12	Female	Asian	Under 35	There is a lot of car crime which is mainly caused by children.
TO14	Female	Asian	Under 35	
TO17	Female	Asian	Under 35	Yes crime problem is getting worse in CT., especially Asian people are affected. I myself have experienced crime when my windows were smashed by young white and black boys. Also in CT there is more racism from older men and women and young boys and girls.
TO4	Male	Asian	Under 35	
EW2	Female	Black	mid 36-60	I have not experienced any crime personally, but I am aware of the crime problem.
RM2	Female	Black	mid 36-60	Children cause the crime in this area, they break into cars and vandalise property, I myself have not been a victim of crime but I have seen them in action, if you call the police they take 15 to 20 minutes to arrive which is too late.
RM9	Female	Black	mid 36-60	Crime is not that bad, only children vandalising and breaking into cars.
RM14	Female	Black	mid 36-60	No experience.
SM2	Female	Black	mid 36-60	Friends have been victims of attacks under subways and cars have been torched.
SM6	Female	Black	mid 36-60	Car thefts and muggings.
SM9	Female	Black	mid 36-60	I have not witnessed any serious crime here, however when I read the local newspaper I notice there are more cases than I think.
Rm22	Female	Black	Pension Age	No experience.
EW9	Female	Black	Under 35	Car theft, the perpetrators have broken into my cars on numerous occasions.
RM4	Female	Black	Under 35	No experience of crime I just hear stories.
Rm18	Female	Black	Under 35	This is a major problem that needs to be addressed as soon as possible. There has been a number of occasions where I have seen smashed cars which have been set alight.
TO10	Female	Black	Under 35	People go out and their cars are smashed by vandals .I have had my car vandalised. Some times kids come

				and bang on the door and throw eggs. They smash on the door so hard shouting. My neighbour is a white lady and they have a friend who lives opposite so when they come knocking for him that is when they do all these things to me. These kids are being racist to me and my family. Everytime they come they come to visit the friend they do something to my door. Once I got a knife to frighten them and I said that I don't care if I do them some harm because I don't go to their house and disturb their mums.
RM13	Male	Black	mid 36-60	No experience of crime only hear people complaining about car crime.
SM8	Male	Black	mid 36-60	Burglaries and car theft
SM1	Male	Black	Pension Age	I have known lots of people in the area who are victims of crime such as muggings and beatings.
TO7	Male	Black	Pension Age	People only commit crime when you are away so you can't see them. I would tell them off if I saw them nicking anything that doesn't belong to them.
EW7	Male	Black	Under 35	People get physically hurt by weapons for their own goods such as gold, mobiles and other things. The youth live in a working-class environment, which leads to unemployment, crime and lack of education.
EW8	Male	Black	Under 35	Bring more CCTV cameras to the area. Security patrol cars available, to keep crime down.
RM15	Male	Black	Under 35	Children commit car crime.
Rm17	Male	Black	Under 35	There is a crime problem but I think over the last eight months it is getting better, although my car radio was stolen three weeks ago in front of my home.
TO2	Male	Black	Under 35	Young people do rebel. If the community in general watches out for the kids things would improve. Everyone is responsible for the kids. The only time that I have personally experienced crime is when some kids threw eggs at me as I was coming through the subway. I didn't do anything about it because they were young.
TO22	Male	Black	Under 35	My car has been broken into a few times. They keep stealing the car stereo. It makes the insurance go up. There has been an improvement since the CCTV. Over the past few years there has been a drop in crime rates. There is not as much car theft as there was 3 or 4 years ago.
SM3	Female	Other	mid 36-60	Yes there are a lot of crimes being committed in this area, I would like to see the Police doing more to stop the increase in crime in this area.
SM7		White	mid 36-60	Well that is what comes with all the depressive and dysfunctional behaviour around here. There is absolutely nothing for children to do. There are shootings, muggings and the vandalism of cars and

				our property has almost been burgled.
Rm28		White	Pension Age	Children set fire to cars and factories and break into cars.
Ew4	Female	White	mid 36-60	I have not come across any crime problems.
RM8	Female	White	mid 36-60	There is a lot of crime in CT, I have been mugged twice so far.
Rm19	Female	white	mid 36-60	Crime here is bad, cars are smashed and a child was shot.
Rm23	Female	white	mid 36-60	Do not know.
Rm25	Female	white	mid 36-60	I have had a break in in my house.
Rm27	Female	white	mid 36-60	There is a lot of crime in the area, need some police presence.
SM4	Female	White	mid 36-60	Car crime- there is always a stolen car dumped around here or even burned out.
SM5	Female	White	mid 36-60	There is a lot of crime, vandalism of cars, gun fights, break in's and muggings in this area.
SM12	Female	White	mid 36-60	Crime is a really big problem, I have never been a victim of crime but would not like to be. I know it exists in Canning Town but I have not witnessed it. I also have a grill on my front door just in case anything bad should happen.
TO3	Female	White	mid 36-60	I have experienced cars been broken into. Neighbours have had their houses broken into. People chuck rubbish in the streets.
TO6	Female	White	mid 36-60	There is a lot of crime- stolen cars. The lighting is really bad- there is not enough lighting. Parking is very bad- you can't get out of our street
TO18	Female	White	mid 36-60	This is quite a quiet road. My neighbour had her car stolen .It was returned because it was probably a local person who knows the owner. The kids used to leave their cars by the side of the church and I blame the parents because they should know where their children are.
TO21	Female	White	mid 36-60	When my little girl was two she picked up a syringe when she was playing downstairs with her. We even had children climbing up on our balcony when we were out. The CCTV cameras are a waste of time. The security people let the children in and they mess about at our door. The main door has been broken many times.
Ew1	Female	White	Pension Age	I have witnessed crime but have stayed silent, in fear of being attacked. A close friend has been robbed. I cannot trust on one now.
EW6	Female	White	Pension Age	There was two break-ins down stairs.
RM10	Female	White	Pension Age	Need more police on foot.
Rm20	Female	White	Pension Age	My son's car was broken into and my brothers car was
Rm21	Female	White	Pension Age	No experience.
Rm24	Female	White	Pension Age	None.

Rm26	Female	White	Pension Age	I have seen children breaking into cars and they burnt some ladies car.
TO1	Female	White	Pension Age	There are a lot of stolen cars and they get smashed to pieces. There is a big increase in crime and not enough is being done about it. The police don't seem to care.
TO8	Female	White	Pension Age	I have no experience of this.
TO9	Female	White	Pension Age	We used to have a police shop in Tarling Road and that has closed down. I have not experienced any crime.
EW5	Female	White	Under 35	Muggings (I have been mugged at Custom House station).
EW10	Female	White	Under 35	When I walk down the street I always see burnt out cars and dumped cars around almost every corner.
RM1	Female	White	Under 35	My car has been broken into and vandalised by children, most crime around here is committed by children they vandalise and break into cars.
RM5	Female	White	Under 35	No experience of this.
RM16	Female	white	Under 35	Road rage is a problem.
TO15	Female	White	Under 35	Cars get stolen and smashed to pieces. There is a big increase in crime and not enough is being done about it. The police don't seem to care.
RM3	Male	White	mid 36-60	I have had my car broken into several times and the police are never around.
RM6	Male	White	mid 36-60	I have had no incidence with crime, not seen any nor know any victims.
RM7	Male	White	mid 36-60	Kids commit lots of crime, there is no police presence, if you call them, by the time they come it is all over.
RM11	Male	White	mid 36-60	None.
TO5	Male	White	mid 36-60	You won't be able to stop people around here.
TO11	Male	White	mid 36-60	My 16 year old nicks cars all the time with other young people. I can't stop him.
EW3	Male	White	Pension Age	Car theft, car windows broken and cars getting/burnt.
TO20	Male	White	Pension Age	No views.
TO13	Male	White	Under 35	I have seen car theft and I have experienced it.
TO19	Male	White	Under 35	People try to threaten me. The neighbours tried to threaten me quite a few times and people I don't know. I have experienced people smoking drugs everywhere even inside our flats.

The comments on crime simply reinforce the general picture that it is a serious problem in the area. Many people have related personal experiences of being the victims of crime, notably car crime, street robbery, drug dealing and petty harassment. There is clearly an atmosphere where people are fed up with crime, fearful of it and bewildered that neither they nor the authorities can come up with a strategy which will make much difference. People tend to think the police can't be bothered to come to Canning Town and many people are sceptical about the CCTV surveillance in the area.

Other people have mentioned racism / racial tension as problem? What are your views and experiences of this?

No	Gender	Ethnicity	Age Group	Other people have mentioned racism / racial tension as problem? What are your views and experiences of this?
TO25				I am not fussed about it but people have moved away from here because of all the foreigners.
To26				When you see other people with food vouchers and free bus passes etc who have just come into this country you get annoyed.
RM12	Female	Asian	Under 35	No experience of this.
TO14	Female	Asian	Under 35	
TO17	Female	Asian	Under 35	Cars are destroyed and burnt., windows are smashed, stones are thrown at flats etc They need to improve security and install CCTV especially for Asians and other ethnic minorities.
TO4	Male	Asian	Under 35	
EW2	Female	Black	mid 36-60	Sometimes, I encounter racism with the elderly while waiting for buses.
RM2	Female	Black	mid 36-60	I have had no problems with racism
RM9	Female	Black	mid 36-60	Generally no problems with racism but I have had one experience where I was called racial names by children.
RM14	Female	Black	mid 36-60	I had one incident in the subway when a white boy racially abused me.
SM2	Female	Black	mid 36-60	No experience
SM6	Female	Black	mid 36-60	Never have experienced any racial tension.
SM9	Female	Black	mid 36-60	I have witnessed people saying unpleasant remarks. I have witnessed people experiencing physical abuse, by people because of their race.
Rm22	Female	Black	Pension Age	there are a lot of racists in CT.
EW9	Female	Black	Under 35	I have experienced racism for example things being thrown at me, verbal abuse such as black nigger.
RM4	Female	Black	Under 35	No experience of this.
Rm18	Female	Black	Under 35	I personally have not experienced it but that is not to say others have not, it would be good if all the races could get along and come together to a community willing to improve it's environment.
TO10	Female	Black	Under 35	These kids are being racist to me.
RM13	Male	Black	mid 36-60	No experience of this
SM8	Male	Black	mid 36-60	To some extent there is racial tension in Canning Town.
SM1	Male	Black	Pension Age	There is racism in the area but I have not personally suffered in any way. Though I know lots of people who have suffered.
TO7	Male	Black	Pension Age	I have no problem with racism You get a lot of ignorant

				people who insult black people just because they are black.
EW7	Male	Black	Under 35	There is racism, but I think it is calming down. The problem exist only if you are living in somewhere and are seen as a outcast such as the colour of your skin, culture and beliefs.
EW8	Male	Black	Under 35	I have experienced racism before, but not in Canning Town, it was in Beckton. A gang of white youths attacked me for no reason at all.
RM15	Male	Black	Under 35	No problems.
Rm17	Male	Black	Under 35	I have no experience of racism myself but it has been said to exist according to others.
TO2	Male	Black	Under 35	No comment
TO22	Male	Black	Under 35	I know it does happen but around here I don't know because I am not in contact with people around here. I don't know if CT is any different from anywhere else.
SM3	Female	Other	mid 36-60	I my view I personally have not had any experience in this area.
SM7		White	mid 36-60	You get racism anywhere you go, it just depends on the mentality of the people you are around 'that's all'.
Rm28		White	Pension Age	no experience.
Ew4	Female	White	mid 36-60	
RM8	Female	White	mid 36-60	Have faced discrimination because I am Scottish but there is no real racial tension in CT.
Rm19	Female	white	mid 36-60	no problems.
Rm23	Female	white	mid 36-60	no problem with this
Rm25	Female	white	mid 36-60	no problems with this.
Rm27	Female	white	mid 36-60	no problem.
SM4	Female	White	mid 36-60	No experiences, no problems at all.
SM5	Female	White	mid 36-60	People fight within their own groups as well as with people of other races.
SM12	Female	White	mid 36-60	There is no such thing as racism - It's just an excuse for anyone who wishes to use it whether they are White, Black or Asian
TO3	Female	White	mid 36-60	None. Sometimes it is blown up too much.
TO6	Female	White	mid 36-60	No comment.
TO18	Female	White	mid 36-60	I listen to people and I feel that you cannot afford to be racist around here.
TO21	Female	White	mid 36-60	I have never experienced racism. I get on alright with people of every race.
Ew1	Female	White	Pension Age	It does not worry me.
EW6	Female	White	Pension Age	My husband was Russian. I have not experienced racism.
RM10	Female	White	Pension Age	None.
Rm20	Female	White	Pension Age	There is racial tension since the Bosnians and other asylum seekers came, I feel these people do not want to go to work they get benefits, this causes racial tension.
Rm21	Female	White	Pension Age	I feel the Bosnians etc get handouts and housing at the

				expense of locals, this causes racial tension.
Rm24	Female	White	Pension Age	none.
Rm26	Female	White	Pension Age	too many Kosovan refugees in the area, it is their behaviour that causes racial tension i.e. they throw rubbish out of the window and other such things.
TO1	Female	White	Pension Age	No.
TO8	Female	White	Pension Age	Asylum seekers are never going to work because they do not speak English. Eastern Europeans seem to be everywhere, all dressed up and not working. I have not experienced any racialism myself. The white people are the ethnic minority now.
TO9	Female	White	Pension Age	I don't know anything about that.
EW5	Female	White	Under 35	Racism does exist, this is because I am a victim of racism.
EW10	Female	White	Under 35	Not experienced any.
RM1	Female	White	Under 35	Not happy about asylum seekers and other immigrants, they are usually given priority for housing and benefits this is causing a lot of racial tension in the area, for example I have three children in a two bedroom masionette but the council say they cannot rehouse because immigrant families have been given all the bigger flats.
RM5	Female	White	Under 35	No experience of this.
RM16	Female	white	Under 35	none.
TO15	Female	White	Under 35	No
RM3	Male	White	mid 36-60	No experience of this.
RM6	Male	White	mid 36-60	No problems with racism.
RM7	Male	White	mid 36-60	No racial problems.
RM11	Male	White	mid 36-60	No.
TO5	Male	White	mid 36-60	I have no views about it –it doesn't bother me.
TO11	Male	White	mid 36-60	
EW3	Male	White	Pension Age	No problem with the neighbours who are of different ethnicity.
TO20	Male	White	Pension Age	Racism is not a problem for me. I get on well with my neighbours.
TO13	Male	White	Under 35	Racism does happen but it doesn't affect me.
TO19	Male	White	Under 35	I have not experienced any racism. No-one has said anything to me.

The responses about racism clearly differ between the ethnic groups. Most of the black respondents recognized there is a local problem around racial tension and harassment and a significant minority have had personal experiences of racial incidents. There is however another substantial section of the black respondents who say they have experienced nothing by way of racism or there is no particular problem about Canning Town.

Most of the white respondents on the other hand see no relevance of the issue to them or are in serious denial that racism exists. Some see the label "racism" as nothing

more than an excuse or weapon applied to the discussion of any difficult conflict situation, and a few claim that it is they as whites who have been discriminated against. There is a small minority of people who were not ashamed to articulate strong racist views, (even to our mostly black interviewers) although their arguments were cast in terms of hostility to refugees and asylum seekers, with a particular emphasis on Kosovans and Bosnians as the most recent (alleged) arrivals in the area.

Section C Community Activities and Services in Canning Town

Do you know of any local community centres, clubs, organisations, churches or other groups operating in Canning Town? Which?

Which if any of these do you or your family go to?

(If there is no answer mention Mayflower, St. Luke's, Community Links, Youth House and CRO, ask why they don't use or are not interested in such groups...is it that they are too busy or feel unwelcome, uncatered for etc.)

How do you feel about the activities/ service they and other such groups provide?

(which are the best, which are not so good and why)

No	Gender	Ethnicity	Age Group	<u>Do you know of any local community centres, clubs, organisations, churches or other groups operating in Canning Town? Which?</u>	<u>Which if any of these do you or your family go to?</u>	<u>How do you feel about the activities/ service they and other such groups provide? (which are the best, which are not so good and why)</u>
TO25				The Mayflower. I used to go to the old St Luke's school.	More than twenty years ago the mayflower was very active. They used to have camping at weekends for boys and girls. Camp beds used to be set out in the big rooms and they had midnight swimming. Now they have a sports centre but I don't think it gets used for much.	I don't know about CRO and the Youth House.
To26				The Friars give the Homeless a bed but if the people can afford cigarettes and cans of drink why can't they work?		There used to be very loud discos in the place where the Friary is now. They sent the priest around and he stopped it. We go to meetings in the mayflower. WE are not interested in youth activities.
RM12	Female	Asian	Under 35	mayflower, St Luke's church and Eastlea have a group in the evening.	None.	no idea.
TO14	Female	Asian	Under 35	know that there is Community Links to help the young people but my family does not attend.		They are good because they give the young people a chance to socialise with each other. I do not use these facilities. I

						just go places with friends.
TO17	Female	Asian	Under 35	Community Links, young people information centre (Youth House)		These groups keep the young people busy so that they don't get involved in crime. Different nationalities will mix together.
TO4	Male	Asian	Under 35	No	We are not interested in such groups	I don't know about their activities.
EW2	Female	Black	mid 36-60	The Youth House, Community Links and St. Margaret's.	Members of my family go to St. Margaret's and the Youth House.	St. Margaret's and the Youth House.
RM2	Female	Black	mid 36-60	I know the Mayflower center, the brothers on Kilip st, St Margarets and Community Reaching Out	None.	I do not know because I have never been.
RM9	Female	Black	mid 36-60	Mayflower and the youth club.	None.	Do not know.
RM14	Female	Black	mid 36-60	No.	No.	do not know.
SM2	Female	Black	mid 36-60	St Margaret's RC	As above	N/A
SM6	Female	Black	mid 36-60	Mayflower (offers nothing for the children)	Daughter goes to Mayflower to do PE and an after school club.	Would not know.
SM9	Female	Black	mid 36-60	St Margaret's, Mayflower and Community Links.	We go to St Margaret's Church	Good
Rm22	Female	Black	Pension Age	Mayflower center and the healing church of Christ in God	none.	do not know.
EW9	Female	Black	Under 35	St. Margaret's church, community links.	St. Margaret's, may consider Mayflower when the children are older.	Good service.
RM4	Female	Black	Under 35	No.	None.	do not know.
Rm18	Female	Black	Under 35	St Luke's and The Mayflower.	St Luke's Church.	I feel welcome at St Luke's, the vicar is

						friendly, things are improving all the time the people in the church are willing to offer their friendship which is a wonderful experience.
TO10	Female	Black	Under 35	We go to St Margarets.	My friends' kids go to the Mayflower nursery and I have registered my daughter to go there.	St Margarets is where I go and I am happy with it.
RM13	Male	Black	mid 36-60	Glory house, The Mayflower, Peacock gym.	We attend Glory house, they have good activities.	never attended the activities myself but people who attend say they are good.
SM8	Male	Black	mid 36-60	I have seen Community Links and I think a Youth Advisory Centre	We do not go to any	Not applicable
SM1	Male	Black	Pension Age	Community Links, Mayflower Centre, St Margaret's Church and The Peacock Gym.	Community Links	Very Good for those who participate in them.
TO7	Male	Black	Pension Age	Mayflower.	My girls used to go dancing at the Mayflower. It used to be called the dockland Settlement. I have my dinner at the Mayflower every day. They have dancing for old people. It is open for sport.	
EW7	Male	Black	Under 35	Community Links, the Mansfield Centre, Newham Drug Awareness Program.	None.	The Newham Drug Awareness Program.
EW8	Male	Black	Under 35	Community Links.	My family go to Community links.	

RM15	Male	Black	Under 35	Mayflower	None.	none.
Rm17	Male	Black	Under 35	St Lukes.	St Lukes.	I am happy with the worship at St Lukes and the activities they provide are alright.
TO2	Male	Black	Under 35	No	The activities are not part of my life so it is difficult to get involved.	Kids vary in their interests so let them do what they are interested in.
TO22	Male	Black	Under 35	I go to Glory Bible Church. I am very active there.	I am too busy.	I don't know.
SM3	Female	Other	mid 36-60	Community Links and St Margaret's Church.	Community Links	Community Links because there are a lot of activities going on over there. They also offer places for children to go and meet other people.
SM7		White	mid 36-60	Mayflower	Our children are all grown up, so there is no need for them to use the mayflower.	N/A
Rm28		White	Pension Age	Mayflower.	no.	not interested.
Ew4	Female	White	mid 36-60	I have noticed that there is a community centre in Forest gate. It is for people suffering with mental health.	I would be interested in going to a few of the above centres.	
RM8	Female	White	mid 36-60	St Lukes, Mayflower center, youth house and the Ascension Church.	Ascension church in Prince Regents Lane.	Ascension church is good because they have dancing classes and cheerleading.
Rm19	Female	white	mid 36-60	Mayflower center, the peacock gym and un deux trois.	none	Ok
Rm23	Female	white	mid 36-60	St Lukes.	none.	St Lukes has a good service for people with learning disability.

Rm25	Female	white	mid 36-60	St lukes church.	attended St Lukes.	had a good experience there.
Rm27	Female	white	mid 36-60	No.	none.	do not know.
SM4	Female	White	mid 36-60	Mayflower, Community links and Youth House.	Mayflower	N/A
SM5	Female	White	mid 36-60	Mayflower and a place in Shirley Street (Dance classes).	N/A	The Mayflower caters for the elderly now, I would like to see more activities for children.
SM12	Female	White	mid 36-60	Not applicable	Not applicable	Not applicable
TO3	Female	White	mid 36-60	No. You have to pay for some of the new facilities. They are expensive for young families –such as the new gyms and swimming	I know the Mayflower..My children are grown up now so I am not so much in touch.	
TO6	Female	White	mid 36-60	Community Links-I work for them.	Go to Community Links mostly. We used to go to the meetings at the Mayflower about the PFI but we stopped going because our voices did not really matter. They do what they have already decided to do.	Community Links does very well because they offer such varied activities like after school clubs, play schemes, creches etc.
TO18	Female	White	mid 36-60	No.	St Lukes is an eyesore because it is not finished and it is taking too long. When anyone like the Lord Mayor comes they do a little bit for show. We have to live opposite it and put up with all the dirt, the lorries	I feel that it is a waste of time filling in forms because too many people from other areas are coming in and taking the jobs.

					and the deliveries.It is lovely inside but what about the outside? We have to live here.The man who is running St Lukes centre is not even a local person.He lives miles away from here.People working there should be local.St Lukes is over-running with rats and mice and they are doing nothing about it.We have to live here.The people who work there don't.	
TO21	Female	White	mid 36-60		My daughter goes to the Mayflower nursery. Our family is too young for us to get involved in other activities.	I don't know.
Ew1	Female	White	Pension Age	The Mayflower (when I was young) and Community Links.		There is a lot of talk about the above but nothing gets done.
EW6	Female	White	Pension Age		Mayflower, Community Links and St Lukes.	None, I have to go out of East London in order to get to a Russian Orthodox church.
RM10	Female	White	Pension Age	Mayflower.	Mayflower	Meals for pensioners.

Rm20	Female	White	Pension Age	Mayflower, St Lukes and Peacock gym.	I used to attend The Mayflower and St Lukes for dancing and my cousins son	do not know nowadays.
Rm21	Female	White	Pension Age	Mayflower center.	no.	do not know.
Rm24	Female	White	Pension Age	St Margarets and St Lukes.	St Margarets.	It is a good and active parish.
Rm26	Female	White	Pension Age	The working men's club.	no.	do not know.
TO1	Female	White	Pension Age	No	None	I don't know about them.
TO8	Female	White	Pension Age	We used to go to the Mayflower when there were more activities there.I used to go there nearly every night.They still do the meals for the elderly.	A lot of the young people have moved away from this area because they cannot get housing in this area and they do not want to buy in this area so the kids that used to go to the Mayflower have moved	I am not interested in them now.
TO9	Female	White	Pension Age	There are bingo clubs that I don't go to.	I go to Ruscoe Road- a warden-controlled centre to play bingo and they bring me home.	I am happy with my activities.
EW5	Female	White	Under 35	No, I have just moved into the area recently. I do not know where the above places are.		
EW10	Female	White	Under 35	Mayflower and Community Links.	Do not go to either of them.	N/A
RM1	Female	White	Under 35	Fords park community centre	none	

						none of them seem to be of any use
RM5	Female	White	Under 35	Mayflower.	None.	do not know.
RM16	Female	white	Under 35	Mayflower, community links, Eastlea school has a youth club and a disability group.	none.	no idea.
TO15	Female	White	Under 35	No.	None.	
RM3	Male	White	mid 36-60	Mayflower and Community links.	None.	no good for me.
RM6	Male	White	mid 36-60	Mayflower	I have attended the Mayflower in the past.	The service I attended was good I do not know about the others.
RM7	Male	White	mid 36-60	Mayflower center.	None.	Do not know.
RM11	Male	White	mid 36-60	Mayflower.	None	Do not know.
TO5	Male	White	mid 36-60	No.	No. We used to go to meetings about the PFI but whatever you said it didn't make a blind bit of difference. so why put yourself out. The council will already go ahead with their plans.	There is nothing around here for the youth.
TO11	Male	White	mid 36-60	Community Links and the Youth House.	The children go to Community Links and the Youth House.	The kids enjoy these activities.
EW3	Male	White	Pension Age	St. Margaret's and the Mayflower.	. Mayflower, and I go to Community Links for information about benefits.	Pass that stage (i.e., I am a pensioner) and do not have an interest with socialising with people
TO20	Male	White	Pension Age	I am not a joiner.	Years ago I went to the Mayflower.	I am not a joiner. I am retired.

TO13	Male	White	Under 35	The Mayflower.	The Mayflower.	I have no contact with these groups.
TO19	Male	White	Under 35	No because I go to East ham College.	I am not interested in such groups.	

The majority of people seemed to have a minimal level of awareness of the major community centres and churches operating in the area, at least of those which are based in an identifiable building. However only a small minority appeared to be attenders or users of the services provided and in consequence few people had much to say about the quality of services provided by these agencies. Those who did attend were generally appreciative. (If they had disliked what they encountered they would have probably voted with their feet anyway.) One striking feature was that almost everybody questioned interpreted the option of community centres, organisations and activities as "something for the kids to do" and therefore of little relevance to people without families or at a different stage of their life cycle. The general impression then is that local adults are either too busy, too fearful, too privatised or too uninterested to participate actively in local community life.

Are there activities which you would like to see which are not provided?

Check especially about the need for youth activities.. what sort of things would they like to see.. What sort of things would make a real difference?

No	Gender	Ethnicity	Age Group	Are there activities which you would like to see which are not provided?
TO25				They should have a bit more for the young people. It must be really hard because the children cannot play out these days.
To26				We are happy enough with our own clubs-Conservative club etc.
RM12	Female	Asian	Under 35	Good crèches, more youth centers, more greenspace and more Newham leisure centers.
TO14	Female	Asian	Under 35	A big shopping centre like the shopping centres in Barking and Ilford.
TO17	Female	Asian	Under 35	Not really
TO4	Male	Asian	Under 35	Sports activities
EW2	Female	Black	mid 36-60	
RM2	Female	Black	mid 36-60	I would like for there to be a cinema in the area and a swimming pool nearby, if my children want to attend these places they normally have to travel far, they are teenagers so I worry about their safety especially if the film ends in the evening.
RM9	Female	Black	mid 36-60	A center for young people where they are taught to do things such as woodwork, arts and crafts, sewing.
RM14	Female	Black	mid 36-60	A prayer group, after school activities and a cinema.
SM2	Female	Black	mid 36-60	Sports centres – more central to the Canning Town area
SM6	Female	Black	mid 36-60	Family clubs- meet other families in the area, would like to see this type of club again in this area.
SM9	Female	Black	mid 36-60	An African center which would provide cultural activities for myself and my family.
Rm22	Female	Black	Pension Age	None.
EW9	Female	Black	Under 35	Uncertain as the children are still too young
RM4	Female	Black	Under 35	Leisure centers for children or sports center.
Rm18	Female	Black	Under 35	More activities and entertainment for the youth in CT. I often get the impression that many children in the area do not have a lot to do and just hang around instead.
TO10	Female	Black	Under 35	At the moment my children have lots of activities. They have an after-school club, a dance group and a maths club.

RM13	Male	Black	mid 36-60	Children need some green space where they can play.
SM8	Male	Black	mid 36-60	Not applicable
SM1	Male	Black	Pension Age	N/A
TO7	Male	Black	Pension Age	No. It is quite adequate for me.
EW7	Male	Black	Under 35	Asian community centres and internet café.
EW8	Male	Black	Under 35	
RM15	Male	Black	Under 35	Sports center, nurseries, dancing classes and a swimming pool.
Rm17	Male	Black	Under 35	
TO2	Male	Black	Under 35	The answer is to look for the kids and to find out what they want.
TO22	Male	Black	Under 35	I have seen something being constructed for the children in the playground by Rathbone Street.
SM3	Female	Other	mid 36-60	Play group for younger children.
SM7		White	mid 36-60	N/A
Rm28		White	Pension Age	No.
Ew4	Female	White	mid 36-60	
RM8	Female	White	mid 36-60	Water sports and art classes for kids. It would also be a good idea to ask the kids what they would like.
Rm19	Female	white	mid 36-60	Would like to see a bowling alley and ice skating rink.
Rm23	Female	white	mid 36-60	None.
Rm25	Female	white	mid 36-60	None.
Rm27	Female	white	mid 36-60	A sports center, music center, sailing clubs, a cyber café for children.
SM4	Female	White	mid 36-60	Not really.
SM5	Female	White	mid 36-60	Yes- Supervised activities for young children. Things to make a greater difference, like football, netball and even cubs and brownies.
SM12	Female	White	mid 36-60	I feel there should be a service which provides the community - Scouts, girl guides and so on. I have checked in the library for scouts locally but found nothing.
TO3	Female	White	mid 36-60	This question is not relevant. My family travels to the West End for entertainment such as the opera, the theatre.
TO6	Female	White	mid 36-60	No. There is plenty to do at Links if you are underprivileged.
TO18	Female	White	mid 36-60	
TO21	Female	White	mid 36-60	Something for the children that are around the estate.
Ew1	Female	White	Pension Age	Nothing much is going on around here, all playgrounds get abused by much older youths.
EW6	Female	White	Pension Age	More activities for older people, more of different interests and activities.
RM10	Female	White	Pension Age	Would like to see an ice rink or roller skating for all ages.
Rm20	Female	White	Pension Age	Would like a swimming pool, sports center for children.
Rm21	Female	White	Pension Age	Would love a bingo club.
Rm24	Female	White	Pension Age	More facilities for children such as a sports centre.
Rm26	Female	White	Pension Age	Would love a bingo hall, also a sports center for

				children, one that is well supervised.
TO1	Female	White	Pension Age	No
TO8	Female	White	Pension Age	There are clubs for my age group. We need activities for younger people.
TO9	Female	White	Pension Age	Mainly we could do with more shops around here.
EW5	Female	White	Under 35	Creches, Playgroups, to meet other mothers with their children.
EW10	Female	White	Under 35	N/A
RM1	Female	White	Under 35	A leisure center for children with some sports activities. A supervised play area for children
RM5	Female	White	Under 35	Sports centers for children.
RM16	Female	white	Under 35	Nice bar's, café's, nice restaurants ie Pizza hut, a cinema.
TO15	Female	White	Under 35	No.
RM3	Male	White	mid 36-60	Ice skating rink and a sports center for the youths.
RM6	Male	White	mid 36-60	Nothing really.
RM7	Male	White	mid 36-60	A nightclub for kids and a youth hall.
RM11	Male	White	mid 36-60	A park, green space and a social club for young people.
TO5	Male	White	mid 36-60	Youth clubs would be a good idea because there isn't anything around here.
TO11	Male	White	mid 36-60	
EW3	Male	White	Pension Age	No
TO20	Male	White	Pension Age	The park could be improved and used better for the children to play so that they would not go around smashing things.
TO13	Male	White	Under 35	I have no time because of my job.
TO19	Male	White	Under 35	I would like to do sports but I am too busy.

People's suggestions for new facilities and activities were quite varied but once again focused mainly on activities for children and young people. In terms of major new facilities leisure and sports centres, an ice rink and cinemas were mentioned several times and might well be worth consideration in the context of wider regeneration of Canning Town.

5. What do you think about the services provided by the Council in the area? Housing, social services, leisure etc. Have you views on the idea to have a local one stop shop?

No	Gender	Ethnicity	Age group	<u>Question: What do you think about the services provided by the Council in the area? Housing, social services, leisure etc. Have you views on the idea to have a local one stop shop for all Council services.?</u>
TO25				My dust-bin got stolen in August and I did not get a new one until the end of January. My property is private so I do not need any other services.
To26				We don't get any benefits. We paid for our drive. And sometimes we can't get the car out of the drive. They have put a bollard which stops the cars from parking near our house. We went to Social Services to get a handrail for my husband. He was shot at Arnhem so he cannot get up the stairs It took over a year before they installed it. We appreciate it. He still has shrapnel coming out of his leg since the War.
RM12	Female	Asian	Under 35	It is ok, the garden is always a mess it is not properly looked after, the staircase is filthy.
TO14	Female	Asian	Under 35	Not too good and not too bad.top shop for all Council services.?
TO17	Female	Asian	Under 35	I am very disgusted by the services provided by the council in Custom House Housing Benefit office because they do not get in touch by writing or telephone when we make enquiries about rent or other services. I therefore have to phone several times .When I go there I have to wait a long time to see an officer.
TO4	Male	Asian	Under 35	We pay the rent in Upton Park Housing office. It would be better if the local housing office was open.
EW2	Female	Black	mid 36-60	I do not think it is a good idea, the reason being its location for example transport
RM14	Female	Black	mid 36-60	Poor service.
RM2	Female	Black	mid 36-60	I do not really know.
RM9	Female	Black	mid 36-60	Not very good.
SM2	Female	Black	mid 36-60	Cleaning of shared facilities (stairwells)
SM6	Female	Black	mid 36-60	Poor- not sure about the one stop shop idea, would only appreciate the idea if it was located in a convenient location not too far for the elderly.
SM9	Female	Black	mid 36-60	I think it would be useful to have a One Stop shop, but at the moment three rent offices are closed and

				they were all very close to where I live. Now I have to go all the way to Freemasons Road.
Rm22	Female	Black	Pension Age	They do the best they can.
EW9	Female	Black	Under 35	Perfect service currently, but the office is too far.
Rm18	Female	Black	Under 35	Having a local stop shop would be brilliant it would reduce the number of problems local people have ie queuing up in the major council centers. Being in a local area with friendly faces will improve my impression of the council meeting my needs within the community.
RM4	Female	Black	Under 35	Good.
TO10	Female	Black	Under 35	I am not happy with the service provided by the council. The metals in the cupboard are rusted because the building is so old so the doors of the cupboards are broken. I called the council and they said that they couldn't repair them.
RM13	Male	Black	mid 36-60	Quite good.
SM8	Male	Black	mid 36-60	I would guess it would be useful for information and advice
SM1	Male	Black	Pension Age	Very poor, flooding in the area, which I pump out myself. Have made complaints on numerous occasions but the problem never gets fixed.
TO7	Male	Black	Pension Age	You have to keep on at them if you want something done.
EW7	Male	Black	Under 35	I think it is a good thing. It should be within close proximity of old/elderly people's homes.
EW8	Male	Black	Under 35	
RM15	Male	Black	Under 35	Ok.
Rm17	Male	Black	Under 35	I do not think much of it, The parks should be made brighter with more rides and slides, the parks are very dull and should be renovated. The parks should be better equipped for children.
TO2	Male	Black	Under 35	
TO22	Male	Black	Under 35	
SM3	Female	Other	mid 36-60	No complaints, they are doing a good job so far.
SM7		White	mid 36-60	It is terrible, the West Ham (Beckton Rd) Plaistow (New Barn St) and Fords Park Rd offices are all now closed. The council should have shut down only one of the above not all. Now we have to travel all the way to freemasons road or go to NATWEST Bank.
Rm28		White	Pension Age	ok.
Ew4	Female	White	mid 36-60	A one stop shop for all Council services has its advantages such as bringing everything together under one roof.
Rm19	Female	White	mid 36-60	Awful.
Rm23	Female	White	mid 36-60	No experience with them so I do not know.
Rm25	Female	White	mid 36-60	The housing service is diabolical.
Rm27	Female	White	mid 36-60	I do not really deal with the council.

RM8	Female	White	mid 36-60	Not good at all.
SM12	Female	White	mid 36-60	Not very good, they give poor information and there is no services that offers good advice on where to go in your spare time. (Not even in the library).
SM4	Female	White	mid 36-60	Not very- Lack of communication within the housing divisions.
SM5	Female	White	mid 36-60	They should have a local service that actually stays open, instead of chopping and changing.
TO18	Female	White	mid 36-60	The council should provide more leisure activities for the area.
TO21	Female	White	mid 36-60	The one stop shop might be good because you would only have to go to one place
TO3	Female	White	mid 36-60	I think the services provided by the council are crap – very bad.Repairs used to be bad.
TO6	Female	White	mid 36-60	I am not happy with Housing. My husband is disabled. They have given him things that he needs for his disability. My daughter is homeless at the moment and they have not rehoused her .Because she is not married she is not a priority. The council is putting in new roofs. When they get to More Close they say that they have run out of money. Why is More Close left out all the time?
Ew1	Female	White	Pension Age	The Council do not do much around here. Enquires get passed around to different sections. The Council send out cowboys to carryout work. The Council had a one Stop Shop but it got shut down, don't bother.
EW6	Female	White	Pension Age	I find the Council good, a one stop shop would be good – it has its advantages
RM10	Female	White	Pension Age	Not sure.
Rm20	Female	White	Pension Age	Not very good.
Rm21	Female	White	Pension Age	No good.
Rm24	Female	White	Pension Age	Do not know.
Rm26	Female	White	Pension Age	Social services are not very good.
TO8	Female	White	Pension Age	
TO9	Female	White	Pension Age	
EW10	Female	White	Under 35	The one stop shop could add convenience when I am paying my bills.
EW5	Female	White	Under 35	I think to some extent it is a good idea.
RM1	Female	White	Under 35	Council services are all rubbish and one stop shop will not make any difference.
RM16	Female	White	Under 35	Very disorganised, there is no local housing office or local information center .
RM5	Female	White	Under 35	No experience with them so I cannot really say.
TO15	Female	White	Under 35	The service provided by the Council is not satisfactory.
RM11	Male	White	mid 36-60	No experience with them.
RM3	Male	White	mid 36-60	I do not know.
RM6	Male	White	mid 36-60	I use social services and my experience with them has

				not been good, I find the very inefficient and disorganised.
RM7	Male	White	mid 36-60	Not good.
TO11	Male	White	mid 36-60	Shit. We have lots of problems with housing. They tell too many lies. I don't want a one-stop shop. Don't change nothing.
TO5	Male	White	mid 36-60	Not very good. I don't think a one stop shop would help.
EW3	Male	White	Pension Age	Yes, as long as it is in close proximity of my home.
TO20	Male	White	Pension Age	The services are pretty good apart from the Housing department. I have lots of trouble with them. When I retired I thought that the Social people would be more helpful to get me a rent rebate but it has taken a long time to sort it out.
TO1	Male	White	Under 35	Housing is not satisfactory.
TO13	Male	White	Under 35	The double glazing is good.
TO19	Male	White	Under 35	Its alright. People leave rubbish and write graffiti and leave their rubbish inside the flat. The caretaker does not seem to do his job. Noone says anything much to them to stop them.

This question picked up quite high levels of dissatisfaction and discontent about Newham Council's services in the area, especially in regard to housing matters and social services. The discontent seemed to be strongest among the white respondents. On the whole the suggestion to establish a local one stop shop did meet with approval although this topic revealed a fairly widespread level of resentment about recent closures and changes in the local Housing Offices which mean that tenants now have to travel unreasonable distances to see anyone in person. There does seem to be a common dissatisfaction about the problems of communication and information systems between the Council and residents, and between different sections of the Council.

Section D Housing in Canning Town

What do you think of the housing on this estate? A) its condition and suitability..

<u>No</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>Age group</u>	<u>Question: What do you think of the housing on this estate? A) its condition and suitability.</u>
TO25				
To26				It has gone down the pan. It has been let run down.
RM12	Female	Asian	Under 35	Housing is mundane, needs improving, needs to be knocked down.
TO14	Female	Asian	Under 35	We are happy enough with our four-bedroom house.
TO17	Female	Asian	Under 35	The housing on this estate is in good condition. We have a large house with enough rooms, enough space both in the front garden and at the back.
TO4	Male	Asian	Under 35	The problem is the lifts. The lifts are wet and water leaks into them. Children wee in the lifts. Sometimes children from outside come in and play on the lifts. The lifts used to keep breaking down.
EW2	Female	Black	mid 36-60	It is alright, however, recently the Council did a job, they drilled through a gas pipe. I had no gas for about 5 days.
RM14	Female	Black	mid 36-60	Terrible houses, no security on the flats anyone can enter including children who urinate on the stairs.
RM2	Female	Black	mid 36-60	The condition of these flats is terrible, there is no balcony, no fire escape, there is no security we need entry phones.
RM9	Female	Black	mid 36-60	It is ok, still needs improvement. Needs to be refurbished completely
SM2	Female	Black	mid 36-60	Fine, improving of the security entrances and guards. Not allowing everyone from the streets to have access to our homes.
SM6	Female	Black	mid 36-60	Disgusting, no main entry door downstairs, everyone comes in and urinates and takes drugs on the stairway.
SM9	Female	Black	mid 36-60	Alright they could improve the waste disposal service
Rm22	Female	Black	Pension Age	no views on this.
EW9	Female	Black	Under 35	Good, new door, double glazing, windows are cleaned regularly.
Rm18	Female	Black	Under 35	Most of the housing I have seen in the area have been reasonable, however there is always room for improvement.
RM4	Female	Black	Under 35	Reasonably good.
TO10	Female	Black	Under 35	My family is overcrowded because all the kids are sharing one room. They have asthma and the more the room starts to become hot and stuffy they start having

				crises. I would like to move to a three –bedroom property.
RM13	Male	Black	mid 36-60	Buildings need a facelift.
SM8	Male	Black	mid 36-60	It is alright
SM1	Male	Black	Pension Age	I feel that it is very neglected, the management and maintenance of the housing is very poor. They are always sending out the plumber to fix dampness on the walls or sending people out who never fix things promptly
TO7	Male	Black	Pension Age	Its okay.
EW7	Male	Black	Under 35	It is very bad, homes are in disrepair and dampness
EW8	Male	Black	Under 35	These flats are very secure, and we have a new security system and front doors. We also have double glazed windows.
RM15	Male	Black	Under 35	Not good, toilets need modernising, bath tub too tiny, floor too weak-it vibrates for neighbours.
Rm17	Male	Black	Under 35	I do not think much of it eg some of the flats are double glazed and some are not which is not fair, it is very cold without double glazing, you spend a lot of money on heating. I think all the housing in this area should be better insulated for the winter especially when you are close to the river it is extremely cold.
TO2	Male	Black	Under 35	I think that it is suitable for me.
TO22	Male	Black	Under 35	They have improved the lifts which is good. They washed the floor tiles and polished them.
SM3	Female	Other	mid 36-60	OK. But could do with a little upgrading (insulation, draft proofing and rewiring).
SM7		White	mid 36-60	Rubbish, it's dirty, nobody cares anymore. All the council want is back handers. I do not know how they got the award for best council of the year.
Rm28		White	Pension Age	Needs redecorating.
Ew4	Female	White	mid 36-60	Central heating good, flat compact, however I had problems with the toilet
Rm19	Female	white	mid 36-60	Disgusting.
Rm23	Female	white	mid 36-60	The housing on this estate is in good condition.
Rm25	Female	white	mid 36-60	no good.
Rm27	Female	white	mid 36-60	it is good.
RM8	Female	White	mid 36-60	Ok.
SM12	Female	White	mid 36-60	These flats are clean and well maintained, the lifts are also kept clean - Very happy
SM4	Female	White	mid 36-60	Not in good condition- A full survey would prove that all the properties need a lot of work.
SM5	Female	White	mid 36-60	Not adequate at all.
TO18	Female	White	mid 36-60	Not applicable
TO21	Female	White	mid 36-60	Terrible. We cannot get three beds into one bedroom. We have two bedrooms for 2 adults and 3 children.
TO3	Female	White	mid 36-60	It needs some tidying up. The housing has gone down

				since it was first built
TO6	Female	White	mid 36-60	
Ew1	Female	White	Pension Age	.. Mine is alright
EW6	Female	White	Pension Age	No complaints about my flat.
RM10	Female	White	Pension Age	Very good now if kept up.
Rm20	Female	White	Pension Age	The road has nice houses.
Rm21	Female	White	Pension Age	The housing is nice, it is a nice quiet street.
Rm24	Female	White	Pension Age	This estate is in a good condition.
Rm26	Female	White	Pension Age	it is fine.
TO8	Female	White	Pension Age	
TO9	Female	White	Pension Age	Its alright. I have no trouble.
EW10	Female	White	Under 35	Hardly no problems, very good condition since I moved in, in November. However, one problem is dampness in the kitchen they are going to fix it.
EW5	Female	White	Under 35	This Motel is not too bad, its suitability is not very good. This is because I need to put two cots into the room. The Motel does not provide cots, or facilities for young children.
RM1	Female	White	Under 35	Awful-everything about it
RM16	Female	white	Under 35	Need CPZ, need entry phone to be fixed, need a lift, the houses need modernising in particular the toilets.
RM5	Female	White	Under 35	Average.
TO15	Female	White	Under 35	I think that the council waste a lot of money. Security is very important in this area and repairs. The council will not help to rebuild my fence to keep people from looking in my bedroom window. They said that there was no budget.
RM11	Male	White	mid 36-60	Not too bad.
RM3	Male	White	mid 36-60	Terrible: it needs cleaning, there is damp everywhere, there is overflow which leaks.
RM6	Male	White	mid 36-60	Needs a lot of modernising, cleaning up and improvements.
RM7	Male	White	mid 36-60	It is ok but could be better.
TO11	Male	White	mid 36-60	Shit.
TO5	Male	White	mid 36-60	Its good if they were looked after.
EW3	Male	White	Pension Age	Security is very bad, the surfacing of the staircases need repair, the housing on this estate is alright otherwise.
TO20	Male	White	Pension Age	The housing is improving. They are talking about putting in new bathrooms or new kitchens. That would be good.
TO1	Male	White	Under 35	I think that the council waste a lot of money. Security is very important in this area and not enough money is being spent to keep us safe in our flats.
TO13	Male	White	Under 35	There are too many parked cars belonging to people who don't live here. I am looking forward to the controlled parking zones.
TO19	Male	White	Under 35	

This general question about housing on the estate seems to have divided the respondents into two groups. Some thought it was fine, others thought it needed major surgery. There appears to be no coherent pattern according to age, gender or ethnic group which suggests that views are mainly shaped by personal experiences of living at a particular address in the area. Several people mentioned improvements that had already been made and others suggested specific things that needed to be done in their location.

B) The management of it by Housing Office.../ Council

No	Gender	Ethnicity	Age group	Question: The management of it by Housing Office.../ Council -
TO25				
To26				
TO14	Female	Asian	Under 35	
RM12	Female	Asian	Under 35	Do not really know.
TO17	Female	Asian	Under 35	I am very disgusted by the services provided by the council in Custom House Housing Benefit office because they do not get in touch by writing or telephone when we make enquiries about rent or other services. I therefore have to phone several times .When I go there I have to wait a long time to see an officer.
TO4	Male	Asian	Under 35	It is difficult to get hold of them.
SM9	Female	Black	mid 36-60	Not very good as I said earlier that three housing offices are shut
RM9	Female	Black	mid 36-60	It is badly managed, streets are always dirty, litter everywhere, houses falling apart looks tacky and derelict buildings.
EW2	Female	Black	mid 36-60	It is disorganised especially when making an enquiry.
SM6	Female	Black	mid 36-60	Never keep appointments and have never been compensated.
SM2	Female	Black	mid 36-60	No problems
RM14	Female	Black	mid 36-60	Not good.
RM2	Female	Black	mid 36-60	Terrible management, there is no proper coordination.
Rm22	Female	Black	Pension Age	do not know.
Rm18	Female	Black	Under 35	do not know.
EW9	Female	Black	Under 35	Alright.
TO10	Female	Black	Under 35	Its ok.
RM4	Female	Black	Under 35	There is a lack of communication between council and tenants.
SM8	Male	Black	mid 36-60	Fine it could be better
RM13	Male	Black	mid 36-60	Not very good, staircase is always dirty, gardens are filthy.
TO7	Male	Black	Pension Age	
SM1	Male	Black	Pension Age	I feel that it is very neglected, the management and maintenance of the housing is very poor. They are always sending out the plumber to fix dampness on the walls or sending people out who never fix things promptly.

Rm17	Male	Black	Under 35	
TO22	Male	Black	Under 35	
RM15	Male	Black	Under 35	Awful.
TO2	Male	Black	Under 35	I am not happy that the Fords Park Housing office has been closed.
EW7	Male	Black	Under 35	It is appalling.
EW8	Male	Black	Under 35	Seems fine to me, my parents have not complaints.
SM3	Female	Other	mid 36-60	OK
SM7		White	mid 36-60	'It is shit!' Disorganised problems with communication esp via telephone. The council do not listen to the tenants or the caretakers. Very poor, the repairs and maintenance of in Tower Hamlets are a lot better. Yet, they are supposed to be more deprived than us.
Rm28		White	Pension Age	response is ok but when it comes to doing the actual work they are very slow.
Rm19	Female	white	mid 36-60	disgusting.
Rm23	Female	white	mid 36-60	The council needs to stop closing down rent offices because people have to travel all over the place which is inconvenient.
Rm25	Female	white	mid 36-60	do not know.
Rm27	Female	white	mid 36-60	I bought the house so I do not deal with the council.
SM12	Female	White	mid 36-60	I have no problems with the way the management of the council is. I'm not happy however, with travelling all the way to Freemasons Road to pay rent.
TO3	Female	White	mid 36-60	
SM5	Female	White	mid 36-60	Caretakers and workers do not do much.
Ew4	Female	White	mid 36-60	I do not think much of the Council.
RM8	Female	White	mid 36-60	It depends on the staff that is on duty that day.
TO18	Female	White	mid 36-60	Not applicable
SM4	Female	White	mid 36-60	Some are alright but, bad attitudes of staff sometimes occur over the phone.
TO21	Female	White	mid 36-60	We don't know who our new housing officer is but we were happy with the previous one.
TO6	Female	White	mid 36-60	You never see the engineers.
Rm20	Female	White	Pension Age	not very good.
Rm21	Female	White	Pension Age	do not know.
Rm24	Female	White	Pension Age	no real experience of this so I cannot say.
Rm26	Female	White	Pension Age	own the house do not deal with them.
TO9	Female	White	Pension Age	
TO8	Female	White	Pension Age	It is good for repairs.
EW6	Female	White	Pension Age	It is pretty good.
RM10	Female	White	Pension Age	Ok.
Ew1	Female	White	Pension Age	The Council is very disorganised, I am sure the management of the Housing Office can be improved.
EW5	Female	White	Under 35	

RM16	Female	white	Under 35	badly managed, the streets are always dirty, the staircase is dirty all the time. I would suggest a TMO.
TO15	Female	White	Under 35	
RM5	Female	White	Under 35	It is ok.
EW10	Female	White	Under 35	Not bad, not complaining yet because I am new to this.
RM1	Female	White	Under 35	Terrible management, only one council office
TO11	Male	White	mid 36-60	
TO5	Male	White	mid 36-60	
RM7	Male	White	mid 36-60	Badly managed.
RM6	Male	White	mid 36-60	It is ok.
RM3	Male	White	mid 36-60	Not very good.
RM11	Male	White	mid 36-60	Ok.
EW3	Male	White	Pension Age	
TO20	Male	White	Pension Age	No problems.
TO1	Male	White	Under 35	
TO19	Male	White	Under 35	
TO13	Male	White	Under 35	Some housing offices have closed down.

A dozen or so respondents said they were basically happy with the management of the housing department but far greater numbers listed specific or generalised complaints. There was a common view that the Council's housing service was inefficient and disorganised and not good at passing on or acting on requests or information given them by tenants, though some people said it depended on individual staff.. Increased distance from the local housing office was again mentioned as a problem by several people.

C) The repairs and maintenance service

No	Gender	Ethnicity	Age group	Question : repairs and maintenance service.
TO25				I used to have to wait ages for repairs.
To26				We were promised Double Glazing. They had a meeting about the noise of aircraft. But we still have not got Double Glazing. Other roads have new roofs and new street doors. We are paying full rent. A lot of money needs to be spent on these houses. We have only one entrance –the front door.
RM12	Female	Asian	Under 35	This service is terrible, roof drainage pipes were blocked so the roof was leaking, took the council about 4 weeks to repair the roof, also a problem in the electric cupboard.
TO14	Female	Asian	Under 35	The repairs are good.
TO17	Female	Asian	Under 35	I am very happy with repairs and maintenance because they are easy to report and they are dealt with quickly.
TO4	Male	Asian	Under 35	No major problems. The outside door has been fixed.
EW2	Female	Black	mid 36-60	It is alright, however, recently the Council did a job, they drilled through a gas pipe. I had no gas for about 5 days. The management of the above is alright apart from the above incident
RM2	Female	Black	mid 36-60	They take too long to come, they are not efficient, I recently had a problem with the electricity the person who came to have a look said he would return with the equipment to fix the problem, that was two months ago.
RM9	Female	Black	mid 36-60	Terrible, disorganised, never do things on time or properly.
RM14	Female	Black	mid 36-60	Terrible, a month ago my central heating broke down, they took weeks to come -this is winter. My children's room is damp they have yet to sort it out, my sink was blocked they took so long that I got some one to come out and unblock it.
SM2	Female	Black	mid 36-60	If any problems pop up they do seem to get rectified
SM6	Female	Black	mid 36-60	Window fell out of living room wall, the council only fixed the problem with a couple of screws not allowing me to air out my living room.
SM9	Female	Black	mid 36-60	It is alright but it can be a lot better
Rm22	Female	Black	Pension Age	Bought the house do not deal with this department.
EW9	Female	Black	Under 35	Perfect.
RM4	Female	Black	Under 35	Disorganised:everyone passes the job to someone else,tenants are left to chase up whoever is supposed to do the repairs, everyone you phone gives you someone else to phone.
TO10	Female	Black	Under 35	All these cupboards need changing because they are so old. I was planning to go to a solicitor about it because the whole kitchen is in a mess and I can't afford to replace them.
Rm18	Female	Black	Under 35	do not know

RM13	Male	Black	mid 36-60	No experience.
SM8	Male	Black	mid 36-60	Alright
SM1	Male	Black	Pension Age	Maintenance of the housing is very poor. They are always sending out the plumber to fix dampness on the walls or sending people out who never fix things promptly.
TO7	Male	Black	Pension Age	I have no complaints at the moment.
EW7	Male	Black	Under 35	Very bad services.
EW8	Male	Black	Under 35	We had a leak in the bottom of the sink the other week, the council fixed it really quick.
RM15	Male	Black	Under 35	Terrible: reported leaking roof last September – still not fixed, windows are loose they do not close properly – still not done.
TO2	Male	Black	Under 35	The front door was repaired when it was not working. They always change the lights here. We do not have double glazing
TO22	Male	Black	Under 35	I have a problem with the water overheating. They arranged a date for someone to come and look at it. I waited in all day and they didn't come. Getting the time off costs me money because I am self-employed. When you take a whole day off you don't get paid. I'll see if I can get someone private to fix it myself. We have a garbage problem. They are not getting emptied. They said that the rubbish truck could not get through because of the cars. They made a gate- a compartment to keep the big bins together. I did have a meeting with someone from Housing and they explained the problem.
Rm17	Male	Black	Under 35	I have had no problem with this department but that is me I cannot speak for anyone else.
SM3	Female	Other	mid 36-60	Good
SM7		White	mid 36-60	Very poor, the repairs and maintenance of in Tower Hamlets are a lot better. Yet, they are supposed to be more deprived than us.
Rm28		White	Pension Age	I had a pipe that burst, I had to phone the department at least five times before they finally came out, job's are never done on time.
Ew4	Female	White	mid 36-60	It is not very good.
RM8	Female	White	mid 36-60	They do come eventually, the service is too slow and disorganised.
SM4	Female	White	mid 36-60	The length of time it takes to fix problems, the amount of time it takes to send engineers out to work.
SM5	Female	White	mid 36-60	Not too bad attempt to fix things which have gone wrong.
TO3	Female	White	mid 36-60	Not good
TO6	Female	White	mid 36-60	We do have the major repairs done through Social Services. I have a leaking shed and damp. It gets inspected by the council and 3 different firms come. The one that gives the cheapest quote gets the job.

TO18	Female	White	mid 36-60	Not applicable
TO21	Female	White	mid 36-60	We cannot fault the council. They are very good at repairs.
Rm19	Female	White	mid 36-60	terrible.
Rm23	Female	White	mid 36-60	My back fence is falling apart I have reported it today, I will see how efficient they are.
Rm25	Female	White	mid 36-60	I had a leak in the kitchen this took a couple of weeks, there is also a hole in the kitchen waiting to be fixed.
Rm27	Female	White	mid 36-60	I bought the house so I do not deal with the council.
SM12	Female	White	mid 36-60	It is alright but it can Everything gets done when reported.
Ew1	Female	White	Pension Age	The service is nothing like it used to be, this is because they just patch things up. Today the repairs and maintenance service is never done in the right way
EW6	Female	White	Pension Age	The Council always tell a time and turn up and turn up on time.
RM10	Female	White	Pension Age	Ok.
TO8	Female	White	Pension Age	It is good for repairs.
TO9	Female	White	Pension Age	If you want repairs done they do it.
Rm20	Female	White	Pension	terrible, there are two light switches are broken, the house
Rm21	Female	White	Pension Age	do not know
Rm24	Female	White	Pension Age	do not know.
Rm26	Female	White	Pension Age	do not know.
EW5	Female	White	Under 35	N/A.
EW10	Female	White	Under 35	As I said the dampness in the kitchen.
RM1	Female	White	Under 35	Terrible, I have mould growing in the bedroom walls and my children have bronchitis and asthma, Upstairs always flooding my flat Walls are damp There is no ventilation Carpets get saturated and the repairs and maintenance people have done nothing about all this.
RM5	Female	White	Under 35	
TO15	Female	White	Under 35	Not satisfactory.
RM16	Female	White	Under 35	The floor is falling through, the kitchen window is broken, the bathroom window does not open, all this was reported six months ago and nothing has been fixed.
RM3	Male	White	mid 36-60	Not good: my toilet broke and it took them weeks to come out and fix it. I also had to make at least two appointments for them to fix my bathroom taps.
RM6	Male	White	mid 36-60	Terrible service: I needed my bathroom to be fixed which was quite urgent but it took them weeks just to have a look.
RM7	Male	White	mid 36-60	Repairs take too long to be done.
RM11	Male	White	mid 36-60	Ok.

TO5	Male	White	mid 36-60	I had to get solicitors involved to get work done and they still did not do it.
TO11	Male	White	mid 36-60	We get long delays and too many excuses.
TO16	Male	White	mid 36-60	We get long delays and too many excuses
EW3	Male	White	Pension Age	There are problems when you want repairs seeing to. I have been living in Hugh Terrace for 37 years, my flat has not been rewired. It is dangerous for example there are few plug sockets on the wall, at the moment I have to use a cable over the cooker.
TO20	Male	White	Pension Age	Pretty good.
TO1	Male	White	Under 35	I asked the council to rebuild a fence at the back of my flat to keep people from looking in to my bedroom. They said that there was no budget for this.
TO13	Male	White	Under 35	We have not needed repairs for a long time.
TO19	Male	White	Under 35	

Again about a dozen (one in five) of the respondents seemed satisfied with the housing repairs service but a far greater number were generally dissatisfied or gave accounts of particular sagas where their problems had not been properly dealt with. Long waiting times and failure to keep appointments were the most common complaints. Some people clearly felt they had major problems needing attention in their homes and were perplexed why the Council had failed to put things right. Others felt aggrieved that particular pieces of work had been refused by the Housing Department on the grounds that they had no budget for them.

How could the housing be improved? Or what do you think of the recent improvements if you've had any..?

No	Gender	Ethnic	Age group	Question How could the housing be improved? Or what do you think of the recent improvements if you've had any..?
TO25				If major repairs such as new roofs were being introduced the private owners should have the option of having it done at a discount.
To26				If they would put the entrance in Ibbotson Avenue it would be easier.
RM12	Female	Asian	Under 35	Needs more single housing, the place is too built up.
TO14	Female	Asian	Under 35	They need to employ more people in the housing office because there are long queues. You have to keep phoning them and they don't reply back.
TO17	Female	Asian	Under 35	It would be nice to see five to six bedroom houses.
TO4	Male	Asian	Under 35	There is a caretaker/warden who can see who is coming in .This makes it safer. There have been no improvements in the flats recently.
EW2	Female	Black	mid 36-60	I am quite happy with what the Council has done so far such as, double glazing and rewiring. However, it would be nice to have a new door.
RM2	Female	Black	mid 36-60	The only improvement I have is the new door. I need a modern toilet and I need more kitchen cupboards.
RM9	Female	Black	mid 36-60	The door needs to be fixed and the streets need some lighting.
RM14	Female	Black	mid 36-60	The flats need an entry phone, bathroom windows need redoing, damp everywhere including on the walls
SM2	Female	Black	mid 36-60	Increase in caretakers regarding the cleaning of the estate. Security staff in car parks in order to deter car theft.
SM6	Female	Black	mid 36-60	No such thing as recent improvements, rewired house, but has not stopped the circuit from tripping everytime I use the iron.
SM9	Female	Black	mid 36-60	It has improved a bit, inside of the building and lifts are tidy. There are new front doors with a good new security system.
Rm22	Female	Black	Pension Age	would like to see porches on the estate.
EW9	Female	Black	Under 35	I do not know how
RM4	Female	Black	Under 35	Only improvements are the new lifts, the building needs to be knocked down.
TO10	Female	Black	Under 35	I have not had any improvements. Apart from my cupboards everything else is fine.

Rm18	Female	Black	Under 35	do not know.
RM13	Male	Black	mid 36-60	No improvements on my flat. The buildings need repainting, staircase needs washing and cleaning
SM8	Male	Black	mid 36-60	It is fine at the moment, there are only minor improvements made here anyway
SM1	Male	Black	Pension Age	
TO7	Male	Black	Pension Age	I have no complaints at the moment.
EW7	Male	Black	Under 35	More caretakers.
EW8	Male	Black	Under 35	We have got a new car park downstairs, it is more secure than having our cars parked in the open.
RM15	Male	Black	Under 35	Toilets need redoing, need a balcony and new central heating.
TO2	Male	Black	Under 35	By installing double glazing for the windows. They put in a new buzzing system which is better.
TO22	Male	Black	Under 35	
Rm17	Male	Black	Under 35	In my house they have put this plastic stripping around the windows and doors for better insulation but the air still manages to get in. It has been a very cold and expensive winter, my children were suffering with the flu this winter because the house was very cold.
SM3	Female	Other	mid 36-60	I think that the housing could be improved if the council can carry out the right Improvements. Recently my house was repaired and I still have the same problem.
SM7		White	mid 36-60	We ask for improvements yet none was carried out. We still have a broken glass street door, which was caused by the Isle of Dogs bombing. The council refuse to fix the door.
Rm28		White	Pension Age	the kitchen needs redecorating, it needs new cupboards.
Ew4	Female	White	mid 36-60	Flat alright for young person, but not for an elderly person.
RM8	Female	White	mid 36-60	There has been an improvement on the estate. I have had double glazing and central heating in my house. The flats need knocking down and rebuilding
SM4	Female	White	mid 36-60	Shake up of the organisation.
SM5	Female	White	mid 36-60	Have not had any improvements.
TO3	Female	White	mid 36-60	The improvements of the houses seem to be hit and miss. We need more information on the plans for improvement of the council housing .We want to find out can private tenants chip in and pay to have them done.
TO6	Female	White	mid 36-60	We are supposed to have new doors and new roofs and double glazing but we have not got it yet. We keep getting promises.
TO18	Female	White	mid 36-60	
TO21	Female	White	mid 36-60	We have had no improvements since we came.
Rm19	Female	white	mid 36-60	no improvements have been done to the estate, would like double glazing and we need new kitchens.
Rm23	Female	white	mid 36-60	no idea.
Rm25	Female	white	mid 36-60	would like central heating.

Rm27	Female	white	mid 36-60	
SM12	Female	White	mid 36-60	We have a new car park on the way, which means our cars will be a lot safer.
Ew1	Female	White	Pension Age	There has not been any improvements in this building (I have lived here for over 36 years). They are going to pull down the block, so what could be improved?
EW6	Female	White	Pension Age	Very satisfied with the services provided.
RM10	Female	White	Pension Age	
TO8	Female	White	Pension Age	The housing could be improved if more was built but I am aware that there is not much space.
TO9	Female	White	Pension Age	The council have put in central heating ,double glazing, new windows and doors.
Rm20	Female	White	Pension Age	I have had double glazing done and central heating about
Rm21	Female	White	Pension Age	do not know
Rm24	Female	White	Pension Age	do not know.
Rm26	Female	White	Pension Age	
EW5	Female	White	Under 35	N/A.
EW10	Female	White	Under 35	Very good the car parking facilities downstairs even though I do not drive.
RM1	Female	White	Under 35	Knock down the flats Needs to be completely refurbished
RM5	Female	White	Under 35	Housing is ok.
TO15	Female	White	Under 35	By improving the security. I have had no improvements in 5 years.
RM16	Female	white	Under 35	the building needs knocking down, the gardens and greenery needs cleaning, more shops are needed on Newham way, better security, there is no air in the flat and we need a shower.
RM3	Male	White	mid 36-60	Knock the flats down and start again.
RM6	Male	White	mid 36-60	Would like a new bathroom and a new kitchen. Improvements I have had are; double glazing and central heating which are great.
RM7	Male	White	mid 36-60	Need double glazing, central heating repainting and general redecoration.
RM11	Male	White	mid 36-60	I have had double glazing and central heating. Would like a balcony.
TO5	Male	White	mid 36-60	No improvements. It doesn't matter what I say because this area is coming under the PFI.
TO11	Male	White	mid 36-60	We had double glazing which is not bad.
TO16	Male	White	mid 36-60	We had double glazing which is not bad.
EW3	Male	White	Pension Age	None done, apart from putting in windows and central heating.
TO20	Male	White	Pension Age	Double glazing has made a big difference. I am happy that the main entry door has been taken away because it was being vandalised. The front door of my flat is fragile and could be kicked in easily.
TO1	Male	White	Under 35	By improving the security.I have had no improvements in

				5 years.
TO13	Male	White	Under 35	The Double Glazing was good.
TO19	Male	White	Under 35	

Very few of the respondents had a vision for improvements which could usefully be applied to the whole estate. Most responded with particular requests for their own and neighbouring homes. Issues such as security, double glazing, central heating and balconies were frequently mentioned. A handful of people said knock the flats down and start again. This research was for the most part before the Council's options for redeveloping the estate went out to public consultation and confrontation.

Who should have priority when properties become empty or new housing is built? (local people, homeless people, families, singles, old people?)

<u>No</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>Age group</u>	<u>Question :Who should have priority when properties become empty or new housing is built? (local people, homeless people, families, singles, old people?)</u>
TO12				
TO25				Local people with families should have priority.
To26				Montgomery promised Homes for Heroes during the war so why can't we have decent homes? Priority should be for local people.
RM12	Female	Asian	Under 35	People who eventually want to buy and the council needs to check on tenants because some of them rent out the flats.
TO14	Female	Asian	Under 35	There should be more facilities for homeless people in CT. There is not enough housing.
TO17	Female	Asian	Under 35	Local people, homeless people.
TO4	Male	Asian	Under 35	Homeless people with families and children
EW2	Female	Black	mid 36-60	The homeless and families.
RM2	Female	Black	mid 36-60	Old people and families.
RM9	Female	Black	mid 36-60	First come first served.
RM14	Female	Black	mid 36-60	First come first served.
SM2	Female	Black	mid 36-60	Families, young people need to be settled early in life.
SM6	Female	Black	mid 36-60	Homeless families should get first priority.
SM9	Female	Black	mid 36-60	I think all of the above should not be discriminated or discredited because of their status in and outside of Canning Town.
Rm22	Female	Black	Pension Age	local people.
EW9	Female	Black	Under 35	Homeless people and families.
RM4	Female	Black	Under 35	Hard to say.
TO10	Female	Black	Under 35	The way we are living is like being homeless. The kids have no freedom. The room is so jammed up that there is no space to put your legs. I think families should be a priority.
Rm18	Female	Black	Under 35	families and homeless people.
RM13	Male	Black	mid 36-60	Families.
SM8	Male	Black	mid 36-60	Old people, families and homeless people.
SM1	Male	Black	Pension Age	Local people, because they have family locally and it is nice having family close by.
TO7	Male	Black	Pension Age	The homeless people should have priority
EW7	Male	Black	Under 35	Homeless, families, local, old and singles.
EW8	Male	Black	Under 35	Families, it is harder for families to find suitable property.

RM15	Male	Black	Under 35	Families and old people.
TO2	Male	Black	Under 35	This is a difficult question. There will be some people who need housing at different times. Any of them could be a priority at different times of their lives. I would want to leave those decisions to people with experience in these areas to the people who work for housing and social services. If there is a choice the family should have priority.
TO22	Male	Black	Under 35	Whoever needs it most.
Rm17	Male	Black	Under 35	do not know.
SM3	Female	Other	mid 36-60	I think families should have first priority when people are being housed in new or old houses.
SM7		White	mid 36-60	The local people and homeless should get first priority.
Rm28		White	Pension Age	old people.
Ew4	Female	White	mid 36-60	Local people who has been on the housing list for years and the homeless.
RM8	Female	White	mid 36-60	Families, I do think that children should not live in tower blocks.
SM4	Female	White	mid 36-60	Local people should get first priority.
SM5	Female	White	mid 36-60	Local people should have first priority.
TO3	Female	White	mid 36-60	Local people with children. People on the housing list should be given priority to keep young people in the community. Sometimes the people that deserve to get the houses do not get them.
TO6	Female	White	mid 36-60	Homeless people.
TO18	Female	White	mid 36-60	Local people , families
TO21	Female	White	mid 36-60	I do not think that families with children should be put in tower blocks.
Rm19	Female	white	mid 36-60	local people.
Rm23	Female	white	mid 36-60	elderly.
Rm25	Female	white	mid 36-60	families.
Rm27	Female	white	mid 36-60	should depend on peoples needs.
SM12	Female	White	mid 36-60	Families have a greater need and children need to get settled early in their lives.
Ew1	Female	White	Pension Age	The Homeless if they do not have anywhere to live, then subsequently the locals.
EW6	Female	White	Pension Age	Homeless and local people.
RM10	Female	White	Pension Age	Local people. Old people and families.
TO8	Female	White	Pension Age	I think local people should have a priority. People with children is flats should be rehoused as a priority. If there were more small bungalows for the elderly they would be happy to move from their three-bedroom houses but they may not want warden-controlled flats. They may still want some independence. There are not enough alternatives.
TO9	Female	White	Pension Age	I don't know.
Rm20	Female	White	Pension Age	local families.

Rm21	Female	White	Pension Age	local families.
Rm24	Female	White	Pension Age	families.
Rm26	Female	White	Pension Age	local youngsters.
EW5	Female	White	Under 35	It has to be homeless people with families.
EW10	Female	White	Under 35	Homeless people and families.
RM1	Female	White	Under 35	Families because there is too much overcrowding
RM5	Female	White	Under 35	Families.
TO15	Female	White	Under 35	Families should have priority.
RM16	Female	white	Under 35	first come first served.
RM16	Female	white	Under 35	1 - Homeless people, 2- old people 3 - families 4 - local people.
RM3	Male	White	mid 36-60	Everyone who is on the list-1 st come 1 st served.
RM6	Male	White	mid 36-60	Families.
RM7	Male	White	mid 36-60	Families.
RM11	Male	White	mid 36-60	Do not know.
TO5	Male	White	mid 36-60	Local people should come first. People with children- some local people had to move out because they could not get council housing.
TO11	Male	White	mid 36-60	We are infested with blacks. All the old people have been pushed out to make room for the refugees. The priorities should be fair.
TO16 =TO11	Male	White	mid 36-60	
EW3	Male	White	Pension Age	Local people (to be re-housed under their own conditions and not that of the Council's.
TO20	Male	White	Pension Age	I have a three bedroom flat on my own and sometimes I feel a bit guilty. I would not mind a one-bedroom flat in a tower block. I would enjoy the view. I thought that the council would ask me to move but they haven't.
TO1	Male	White	Under 35	Families.
TO13	Male	White	Under 35	People with families should have priority.
TO19	Male	White	Under 35	

There was no easy consensus on the priorities for housing allocation; as one respondent said "*This is a difficult question. There will be some people who need housing at different times. Any of them could be a priority at different times of their lives.*" Many respondents recognised the needs of homeless people, and even more suggested that families had a strong case for decent homes (not in tower blocks). There was a group of respondents, mostly but not entirely white, who stressed the needs of local people or said "first come- first served". The problem here is that the definition of "local people" is contested, it can be code for saying "white people like us, keep the newcomers out". Only one or two respondents were willing to put it that starkly, speaking of for example of being "infested with blacks". One suspects however that there are more of these racist attitudes in the community than our research was able to pick up.

Section E Employment and Jobs in Canning Town

There has been a lot of unemployment in Canning Town for many years. Why do you think this is?

No	Gender	Ethnicity	Age group	<u>Question :There has been a lot of unemployment in Canning Town for many years. Why do you think this is</u>
TO25				Before when you went for a job they would judge you on how you sold yourself personally. They are asking you to write down if you are capable of doing a job and because you have no qualifications to prove that you can do it, it is very difficult to get accepted for interviews.
To26				The demise of the docks and the demise of all the factories. On the waterside. Factories have moved out.
RM12	Female	Asian	Under 35	Laziness, a dependency culture, area was neglected for a long time, not many local jobs, do not have good education to be able to move up the ladder.
TO14	Female	Asian	Under 35	Some people are unemployed because there is not enough training for people to get experience to get the jobs. The companies are not willing to give training to young people. The New Deal is a big improvement because it gives some experience.
TO17	Female	Asian	Under 35	There are less jobs such as less office jobs. There are less of all kinds of jobs.
TO4	Male	Asian	Under 35	There is not a lot of new industry. There are not enough recruitment agencies in this area to get work.
EW2	Female	Black	mid 36-60	Closure of factories, closure of three banks and building societies.
RM2	Female	Black	mid 36-60	Lack of qualifications and lack of motivation.
RM9	Female	Black	mid 36-60	Do not know, maybe people do not like to travel and there are not many local jobs.
RM14	Female	Black	mid 36-60	No jobs locally.
SM2	Female	Black	mid 36-60	No job opportunities and not enough effort is being put into the recruiting of local people.
SM6	Female	Black	mid 36-60	Nothing around here, no businesses are in the area to employ locals.
SM9	Female	Black	mid 36-60	Few jobs available in the area, people are paid low wage and there should be more supermarkets and banks in the area to create more jobs.
Rm22	Female	Black	Pension Age	Do not know.

EW9	Female	Black	Under 35	No jobs.
RM4	Female	Black	Under 35	Area has been neglected for too long, there was also a lack of transport for a long time.
TO10	Female	Black	Under 35	There is a lot of employment here because the Excel is opened , the Holiday Inn is opened , there are lots of nursing homes.
Rm18	Female	Black	Under 35	This is definitely a major problem that needs to be tackled as soon as possible, unemployment brings down property prices.
RM13	Male	Black	mid 36-60	Laziness and sometimes asylum seekers do not have work permits.
SM8	Male	Black	mid 36-60	There are no Banks, Building Societies and there are not a lot of offices.
SM1	Male	Black	Pension Age	Major industries have moved out of the area or closed down completely.
TO7	Male	Black	Pension Age	Because employers do not pay enough money. People won't work for nothing nowadays.
EW7	Male	Black	Under 35	Not enough businesses such as factories, textiles, offices and banks.
EW8	Male	Black	Under 35	The Job Centre does not keep track of people, to make sure that people stay employed.
RM15	Male	Black	Under 35	Do not know.
TO2	Male	Black	Under 35	In general there are no industries around.
TO22	Male	Black	Under 35	The docks and factories closed. This is a low economic area. People need more qualifications wherever you go. It is very important to educate people. They are too dependent on manual labour and unskilled labour.
Rm17	Male	Black	Under 35	Do not know.
SM3	Female	Other	mid 36-60	There has a lot of unemployment in Canning Town for so many years, because a lot of people dont want to work knowing that there are benefits available for them.
SM7		White	mid 36-60	The council has got rid of skilled workers. Today they employ workers who lack skill/experience, some council employees cannot speak a word of English. They do not know basic English terms such as Balcony door.
Rm28		White	Pension Age	Not enough factory work, children in this area are not academic, they need factories where younger people can get some skills.
Ew4	Female	White	mid 36-60	It used to be a dock area.
RM8	Female	White	mid 36-60	Local firms do not like to employ local people.
SM4	Female	White	mid 36-60	No job opportunities- going from bad to worse.
SM5	Female	White	mid 36-60	Not a lot of jobs are on offer around here- you always have to travel.
TO3	Female	White	mid 36-60	Because some people do not want to work.
TO6	Female	White	mid 36-60	I have not got a clue. Maybe since the docks closed down.

TO18	Female	White	mid 36-60	
TO21	Female	White	mid 36-60	Factories have closed down. There does not seem to be enough employment.
Rm19	Female	white	mid 36-60	Not much work in the area, companies like Excel etc do not employ local people, also local people do not have any experience.
Rm23	Female	white	mid 36-60	No idea.
Rm25	Female	white	mid 36-60	Available pay is too low people better off on benefits.
Rm27	Female	white	mid 36-60	There are no local industries or businesses in the area.
SM12	Female	White	mid 36-60	People are left to get on with their own lives, without proper guidance into getting the right jobs. No one has enough self esteem to actually take the initiative to make a go of things jobwise.
Ew1	Female	White	Pension Age	A lot of industries/factories are closing, the people are lazy because they have other opportunities, yet they choose not to work.
EW6	Female	White	Pension Age	Don't really know, there are some people who don't want to go out and get some work.
RM10	Female	White	Pension Age	Loss of local employment ie docks and factories moving out.
TO8	Female	White	Pension Age	The main thing is that the docks closed down and the factories.
TO9	Female	White	Pension Age	
Rm20	Female	White	Pension Age	Maybe laziness plays a big part.
Rm21	Female	White	Pension Age	Laziness.
Rm24	Female	White	Pension Age	Not sure.
Rm26	Female	White	Pension Age	Laziness. Their benefits need to be stopped.
EW5	Female	White	Under 35	Too many people have come over here and have taken the jobs.
EW10	Female	White	Under 35	There are not many places to get work in Canning Town in the first place.
RM1	Female	White	Under 35	People are lazy They lack motivation Take too many drugs
RM5	Female	White	Under 35	Laziness, people here are bone idle.
TO15	Female	White	Under 35	A lot of people can't be bothered to work.
RM16	Female	white	Under 35	There was a lack of transport, the people lack good education, lack motivation and lack good role models.
RM3	Male	White	mid 36-60	There are not enough local jobs.
RM6	Male	White	mid 36-60	There are not enough jobs in the area.
RM7	Male	White	mid 36-60	Most firms pulled out and when there are local job's ie the City Airport, which was supposed to employ locals but instead employs outsiders especially for management and other top posts.
RM11	Male	White	mid 36-60	Not many factories or business in the area.
TO5	Male	White	mid 36-60	Because people have never bothered with Canning Town. They only started bothering with it since the airport was built. And the train station because they

				know that they can get money on the properties
TO11	Male	White	mid 36-60	They are all lazy.
EW3	Male	White	Pension Age	Closure of factories, the docks, banks, the LEB, Building Societies and British Gas.
TO20	Male	White	Pension Age	My family are finding it quite easy to get a job. They are more concerned about getting jobs than staying on at school.
TO1	Male	White	Under 35	A lot of people can't be bothered to work.
TO13	Male	White	Under 35	Because children prefer to mess about and not use the education to learn.
TO19	Male	White	Under 35	

There seem to be two popular explanations of unemployment in the area. The first seems to put the blame on the economy and the employers and harks back to the closure of the docks and local industries. There are just no jobs to be had in the area. And even where people recognised that new jobs had come into the area they tend to think that the employers are not offering jobs at worthwhile rates of pay to local people. The other common explanation offered is that unemployed people are generally lazy and as long as there are benefits available will not bother to work. A few people made side swipes at asylum seekers when talking in this way about unemployment. Very few people referred to the mismatch of the jobs in the new industries with the level of skills and qualifications of local people, and no one suggested that there was a thriving underground or informal economy which provided income while people avoided employment as officially defined and regulated.

What are the barriers, or problem that stop local people getting decent jobs? (Suggest / check out low pay/benefits trap, Child care, low skills, discrimination, different needs of men and women at work)

<u>No</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>Age group</u>	<u>Question What are the barriers, or problem that stop local people getting decent jobs?</u>
To25				When you have been out of work for a long time, maybe with family responsibilities it is difficult to complete a curriculum vitae. They should hold employment training courses locally to help. I feel that I would be discriminated against because I have been out of the workforce for so long.
To26				People don't want to work. Its too easy not to work. The DHss makes it too easy for people. Rich people are buying town houses in Docklands.
RM12	Female	Asian	Under 35	Lack of education.
TO14	Female	Asian	Under 35	Low pay and very long hours. Teaching is especially hard and the pay is low. You get low pay and you still are taxed higher. Once you have a full-time job you have lots of bills-rent etc.
TO17	Female	Asian	Under 35	Some people may have good qualifications but no experience. The employer looks for everything-qualifications and experience. The employers should train people if they don't have the experience and give people a chance to show their potential
TO4	Male	Asian	Under 35	The low/pay/benefits trap. There is not enough work in this area.
EW2	Female	Black	mid 36-60	Low pay, the standard of education and discrimination.
RM2	Female	Black	mid 36-60	Low pay and low skills.
RM9	Female	Black	mid 36-60	Local people do not fight for the jobs enough, and lack of motivation.
RM14	Female	Black	mid 36-60	Poor education.
SM2	Female	Black	mid 36-60	Low skills, discrimination in education is very high.
SM6	Female	Black	mid 36-60	Low wages, a lot of people want to work, but cannot because they cannot afford all the expenses of living on a low wage. Alternatively they find benefits are the safer option.
SM9	Female	Black	mid 36-60	Race discrimination in the sense that one look at my name completely put prospective employers in the opposite direction, low skills, difficulties in finding

				child - care and the cost.
Rm22	Female	Black	Pension Age	do not know.
EW9	Female	Black	Under 35	Benefits trap and low skills.
RM4	Female	Black	Under 35	Discrimination and lack of motivation.
Rm18	Female	Black	Under 35	There are a lot of jobs that can enable families to achieve a reasonable standard of living. There are no real companies or businesses in CT, Most are sole traders making it harder for people to find work. Effort should be made to sort out childcare facilities in the area, this would enable families to leave the area and find work that can support a family.
TO10	Female	Black	Under 35	I don't think that is a problem with local people getting jobs because if you have the qualifications you will get the job. Most of these jobs are low-paid . I only get £4. 54 an hour for my job and I should get £5.
RM13	Male	Black	mid 36-60	Lack of motivation, lack of education and some are unemployable.
SM8	Male	Black	mid 36-60	Low skills, lack of qualifications and very low pay
SM11	Male	Black	mid 36-60	Low skills, lack of qualifications and very low pay
SM1	Male	Black	Pension Age	It is hard to compete sometimes because employers want qualifications more than experience.
TO7	Male	Black	Pension Age	Low pay. The majority of jobs are low-paid for the high standard of living. People get part-time jobs and live off benefits.
EW7	Male	Black	Under 35	benefit trap, child-care and low skills.
EW8	Male	Black	Under 35	For young parents it might be the childcare and benefits trap.
RM15	Male	Black	Under 35	Do not know.
Rm17	Male	Black	Under 35	low skills and low pay.
TO2	Male	Black	Under 35	People need to have better education and skills to start off with. There was nothing happening positively locally until the Millenium Dome was built. The docks closed down so there was no work for the workers skills.
TO22	Male	Black	Under 35	Lack of computer skills. They don't want to work for low-pay because they won't risk giving up the benefits. Some people will risk it to get the experience
SM3	Female	Other	mid 36-60	They don't want to work knowing that there are a lot of benefits they can get. Work will not be their first priority.
SM7		White	mid 36-60	It's not worth it.
Rm28		White	Pension Age	laziness.
Ew4	Female	White	mid 36-60	No industry, low pay, lack of qualifications and experience.
RM8	Female	White	mid 36-60	Most local companies tend to want casual workers, a lot of locals are not well educated enough for better

				jobs and there is also a lack of motivation by locals.
Rm19	Female	white	mid 36-60	lack of experience.
Rm23	Female	white	mid 36-60	do not know.
Rm25	Female	white	mid 36-60	too many immigrants available for low pay this makes it hard for local people to demand decent wages.
Rm27	Female	white	mid 36-60	Discrimination pays a big part people's perception of CT people.
SM4	Female	White	mid 36-60	Low pay – childcare and leaving children with trustworthy people.
SM5	Female	White	mid 36-60	Not a lot of jobs are on offer around here- you always have to travel.
SM12	Female	White	mid 36-60	Self esteem - We don't like feeling like nothing, esp. as we are from Canning Town
TO3	Female	White	mid 36-60	There is (not?) enough education for retraining.
TO6	Female	White	mid 36-60	Unless you are not Irish you will not get a job-in Docklands. Companies will not employ local people. When my husband applied for a job in Docklands they told him in writing that unless he was Irish he could not get a job with that building firm.
TO18	Female	White	mid 36-60	
TO21	Female	White	mid 36-60	Low-pay/ benefits trap. And childcare can be a problem.
Ew1	Female	White	Pension Age	N/A
EW6	Female	White	Pension Age	Some people don't have the qualifications needed for the jobs.
RM10	Female	White	Pension Age	Benefits traps and low skills.
Rm20	Female	White	Pension Age	low pay.
Rm21	Female	White	Pension Age	low pay.
Rm24	Female	White	Pension Age	Employers are biased against people from CT.
Rm26	Female	White	Pension Age	lack of education.
TO8	Female	White	Pension Age	There should be more jobs coming up now with the new developments. Some people may not want to work but most people around here are working.
TO9	Female	White	Pension Age	
EW5	Female	White	Under 35	Child care, low pay, discrimination such as disability and people who cannot read and write.
RM1	Female	White	Under 35	Childcare for me I do not know about other peoples excuse
RM5	Female	White	Under 35	Poor education.
RM16	Female	white	Under 35	low expectation, low skills.
TO15	Female	White	Under 35	The schools don't encourage people to go into further education. Low-pay and the benefits trap is another barrier and if you have children you need more childcare.
RM3	Male	White	mid 36-60	Low skills.
RM6	Male	White	mid 36-60	Do not know.
RM7	Male	White	mid 36-60	Discrimination and low paid jobs.

RM11	Male	White	mid 36-60	Poor education.
TO5	Male	White	mid 36-60	There are no decent jobs around here and most of the employers around here will not employ local people. 20 firms around here will not employ local people The print firm that I work for in the Isle of Dogs will not employ anyone from the Isle of Dogs. When people can't get jobs they move out Then the council sell the properties when they completely refurbish them. Then they sell them at a colossal price. So you get people living in them who want to work in the city. People park here to get to the station for work. In the Excel Centre they will tell you that they don't need you. At London airport only 10% of the workers come from this area.
TO11	Male	White	mid 36-60	Low pay and low skills stop local people getting decent jobs.
EW3	Male	White	Pension Age	The local people are too lazy and they lack skills.
TO20	Male	White	Pension Age	My daughter left school to get married. People move away from this area.
TO1	Male	White	Under 35	The schools don't encourage people to go into further education Low pay and the benefits trap is a factor. If you have children you need childcare to be able to work so you need more childcare.
TO13	Male	White	Under 35	Lack of experience. Bosses are not prepared to take on people who are not fully skilled. Thus people are in a low-pay/benefits trap.
TO19	Male	White	Under 35	

One of the most common themes in peoples responses about the barriers to work was that of low pay, which when combined with the benefits trap made it scarcely worthwhile to take on paid work. There was also a recognition my many respondents in this section that employers were looking for evidence of qualifications and skills which local people do not have because of their lack of education. Laziness and lack of motivation or self esteem were also mentioned. Discrimination was also cited, and this came as much from white people who believed employers would not look at local people from Canning Town as from black people who thought race was an issue. A few people mentioned special barriers for mothers seeking work such as child care and lack of a continuous work record.

Would you personally want / choose / prefer / need to work locally in Canning Town? If so what sort of job... and what would be the advantages of working near to home?

No	Gender	Ethnicity	Age Group	<u>Would you personally want / choose / prefer / need to work locally in Canning Town? If so what sort of job... and what would be the advantages of working near to home?</u>
To25				If I could get a decent job. There would be less travelling.
To26				
RM12	Female	Asian	Under 35	I work locally, it is cheaper on transport and I spend less time travelling.
TO14	Female	Asian	Under 35	Yes I would prefer to work locally-to save money on transport. It is good to create new jobs in the area.
TO17	Female	Asian	Under 35	
TO4	Male	Asian	Under 35	No. There is no work in my field of computers.
EW2	Female	Black	mid 36-60	Yes, because it is close to home.
RM2	Female	Black	mid 36-60	I do work locally, the advantages are the cheap transport cost.
RM9	Female	Black	mid 36-60	Do not know.
RM14	Female	Black	mid 36-60	Yes would like to work in the area, it would be cheaper on transport and less time consuming travelling.
SM2	Female	Black	mid 36-60	In the medical and health field is where I would like to be employed, Preferably, not at Newham General Hospital.
SM6	Female	Black	mid 36-60	If there was somewhere to work.
SM9	Female	Black	mid 36-60	Prefer to work in Canning Town, I have young children and I am interested in Nursing and it may be easier to work shifts around the school hours.
Rm22	Female	Black	Pension Age	I am pensioner.
EW9	Female	Black	Under 35	I would like to work in the above area. I would like to do Midwifery.
RM4	Female	Black	Under 35	Yes. Less time spent travelling.
Rm18	Female	Black	Under 35	Personally I would not, because I have not seen any job's that seen any appropriate jobs that would meet my needs. Definitely employment opportunities need to be improved in CT.
TO10	Female	Black	Under 35	I would not mind if the money was good if the job was a bit far.
RM13	Male	Black	mid 36-60	Yes.
SM8	Male	Black	mid 36-60	I would prefer to work in this area but there are no reputable companies, be it banks or businesses that needs accountants so therefore I have to go elsewhere.

SM1	Male	Black	Pension Age	N/A
TO7	Male	Black	Pension Age	I was a cab driver. So I worked where the money was.
EW7	Male	Black	Under 35	Yes, solicitors.
EW8	Male	Black	Under 35	No.
RM15	Male	Black	Under 35	Yes I would because of the children it would be easier to drop them and pick them up from nursery, also it is cheaper on transport and quicker to travel.
Rm17	Male	Black	Under 35	Yes I would like to work locally, an advantage would be spending more time with my family which is important to me.
TO2	Male	Black	Under 35	Yes I would prefer to work locally- in graphic design. I have a disability so it would save me the time of walking around. There would be no need for transport.
TO22	Male	Black	Under 35	Yes if I had the job because of less transport costs. In the beginning you need the experience so you would travel. Later you would choose jobs in London.
SM3	Female	Other	mid 36-60	It does not matter as long as the work place is close to home and that I can pick up my children after school.
SM7		White	mid 36-60	We were told that the council would be pulling down our building. We intend to move out Newham.
Rm28		White	Pension Age	I am a pensioner.
Ew4	Female	White	mid 36-60	I would if I could work in Canning Town.
RM8	Female	White	mid 36-60	Yes I would prefer to work locally in the Excell center in computing. This would be good because there would no travelling expense and more time with my family.
Rm19	Female	white	mid 36-60	Do not know.
Rm23	Female	white	mid 36-60	Yes I would like to work locally because it would be cheaper overall.
Rm25	Female	white	mid 36-60	I would prefer to work locally if I did.
Rm27	Female	white	mid 36-60	
SM4	Female	White	mid 36-60	Yes- because I'm here when the children came home from school.
SM5	Female	White	mid 36-60	Close by- to be able to pick up the children and the job would have to also be during term time.
SM12	Female	White	mid 36-60	I'm currently a volunteer at Newham General and it is very local, the advantage is that I can be home in time to be home when the kids get home from school.
TO3	Female	White	mid 36-60	Yes I would prefer to work nearer home –there would be less transport costs
TO6	Female	White	mid 36-60	Yes- less transport costs. You get to work quicker. I am working near home.
TO18	Female	White	mid 36-60	
TO21	Female	White	mid 36-60	Yes- there would be less travelling, less expenses and easier.
Ew1	Female	White	Pension Age	N/A
EW6	Female	White	Pension Age	N/A
RM10	Female	White	Pension Age	N/A
Rm20	Female	White	Pension Age	My son works in Barking he would like to work in CT,

Rm21	Female	White	Pension Age	I used to work locally, it was convenient.
Rm24	Female	White	Pension Age	I do not know.
Rm26	Female	White	Pension Age	I am a pensioner.
TO1	Female	White	Pension Age	No because the pay is too bad.
TO8	Female	White	Pension Age	Yes because there is less travelling and less cost.
TO9	Female	White	Pension Age	
EW5	Female	White	Under 35	Yes, I would like to work in Canning Town. This is because I have to think about my children's needs first.
EW10	Female	White	Under 35	I would prefer to work locally, to pick up my daughter on time from childcare.
RM1	Female	White	Under 35	No I do not want to work in Canning town and the only advantage would be cheaper transport costs.
RM5	Female	White	Under 35	No.
RM16	Female	white	Under 35	Yes, it is cheaper to travel.
TO15	Female	White	Under 35	I would not want to work locally because the pay is too bad.
RM3	Male	White	mid 36-60	Yes I would because it would be cheaper on my petrol.
RM6	Male	White	mid 36-60	Would prefer local work, it would be cheaper on transport and spend less time travelling.
RM7	Male	White	mid 36-60	No.
RM11	Male	White	mid 36-60	I am retired.
TO5	Male	White	mid 36-60	No.
TO11	Male	White	mid 36-60	Yes I prefer to work locally. There is less transport.
EW3	Male	White	Pension Age	N/A
TO20	Male	White	Pension Age	I always did work locally.
TO13	Male	White	Under 35	No.
TO19	Male	White	Under 35	

The vast majority of respondents said they would prefer to work locally if it was possible. The obvious savings of travelling times and costs were the most common reasons given. Women with children (and some fathers) said they needed local work in order to pick up and look after their children after school. The people who said they were willing to travel to work generally cited problems of finding decently paid work in their career in the locality.

There are thousands of new jobs coming to the area with the Excel Centre and other developments. What do you think needs to be done to get local people into these jobs.

No	Gender	Ethnicity	Age Group	There are thousands of new jobs coming to the area with the Excel Centre and other developments. What do you think needs to be done to get local people into these jobs.
To25				I have done one day's work at the Travel Inn . Because it was such low pay for the work expected it was not worth it. I went to the job centre and had an interview for cleaning aeroplanes but they wanted some form of ID.i said that I could get a reference from a local businessman but they would not accept this. Because I had no ID for getting Unemployment Benefit I was discriminated against.
To26				You need to create industry eg produce cars. This was the biggest industrial area in the country. The airport took away 110 times as much employment as it created. There was a huge stadium in Custom House before.
RM12	Female	Asian	Under 35	Take benefits away, have childcare issues solved and advertise locally.
TO14	Female	Asian	Under 35	They should send more leaflets to inform people of what is happening, for example at the Excel Centre and other places.
TO17	Female	Asian	Under 35	
TO4	Male	Asian	Under 35	We need more information about these jobs. They need to distribute leaflets to the local houses.
EW2	Female	Black	mid 36-60	To advertise jobs in the local newspapers.
RM2	Female	Black	mid 36-60	Make the salary more attractive, better employment conditions.
RM9	Female	Black	mid 36-60	Training people would help.
RM14	Female	Black	mid 36-60	Need to offer them training and education.
SM2	Female	Black	mid 36-60	Asking locals about their opinions of work being offered locally. Training possibilities becoming more apparent.
SM6	Female	Black	mid 36-60	Sister works at the EXCel centre (Silver Service). They should advertise jobs more widely.
SM9	Female	Black	mid 36-60	To advertise jobs in the local press/
Rm22	Female	Black	Pension Age	Do not know.
EW9	Female	Black	Under 35	Training.
RM4	Female	Black	Under 35	Better pay, more marketing.
Rm18	Female	Black	Under 35	Firstly, the right training should be introduced enabling local people to achieve the skills needed to get a job successfully.

				Also more needs to be done to improve the chances of single parent families getting work.
TO10	Female	Black	Under 35	Training which would depend on the job.
RM13	Male	Black	mid 36-60	Offer good pay, good employment conditions, offer further development.
SM8	Male	Black	mid 36-60	Local advertising such as newspapers and booklets.
SM1	Male	Black	Pension Age	More local advertising preferably free (encourage employers into employing local people)
TO7	Male	Black	Pension Age	There needs to be more advertising.
EW7	Male	Black	Under 35	Training courses such as computer skills.
EW8	Male	Black	Under 35	I don't know – they should have a jobs fair in the open, outside where everybody can see job opportunities while they are out and about.
RM15	Male	Black	Under 35	Offer well paid jobs and a chance to develop oneself.
Rm17	Male	Black	Under 35	Advertise these jobs, have open days, create workshops to train local people.
TO2	Male	Black	Under 35	The local people need more information on what the jobs are and what are the requirements for these jobs. We need trainers to help the people to get the jobs. People need experience and refresher courses to keep them up to date on their qualifications. They need on-job training to give them a chance to get the experience.
TO22	Male	Black	Under 35	I think that a lot of people from the Millennium Dome have got jobs at Excel.
SM3	Female	Other	mid 36-60	More child care facilities.
SM7		White	mid 36-60	N/A
Rm28		White	Pension Age	Offer better pay in order to get off benefits.
Ew4	Female	White	mid 36-60	Would there be unskilled/unqualified jobs available?
RM8	Female	White	mid 36-60	to Better aim at specific groups.
Rm19	Female	white	mid 36-60	People need training that is practical that gives people hands on experience.
Rm23	Female	white	mid 36-60	Offer people better pay.
Rm25	Female	white	mid 36-60	Need to improve pay and offer better posts.
Rm27	Female	white	mid 36-60	I tried to get a job with excel but got no response because I wanted a management post, the only job's available were menial jobs such as car park attendants and security jobs. They need to offer more pay and better job's.
SM4	Female	White	mid 36-60	Son had applied for a job at excel- but there were no vacancies. They need to send out circulars to the unemployed, to inform them of the jobs available locally.
SM5	Female	White	mid 36-60	Decent pay, local people would like to work but it has to be worth it and better off in the long run.
SM12	Female	White	mid 36-60	Encourage people that they can get jobs and they are worthwhile.
TO3	Female	White	mid 36-60	We need more information about the Excel Centre. They should stop the Social Security so that people would be motivated to get the jobs.
TO6	Female	White	mid 36-60	Companies have to employ local people and offer them

				training.
TO18	Female	White	mid 36-60	Advertise for local people and only locals.
TO21	Female	White	mid 36-60	Give them a decent wage.
Ew1	Female	White	Pension Age	N/A
EW6	Female	White	Pension Age	N/A
RM10	Female	White	Pension Age	Make sure they are sent information about these jobs.
Rm20	Female	White	Pension Age	Better pay and stop their benefits.
Rm21	Female	White	Pension Age	Stop their benefits.
Rm24	Female	White	Pension Age	Leaflets would be an idea.
Rm26	Female	White	Pension Age	Offer better pay and cut their benefits.
TO1	Female	White	Pension Age	You need to inform local people-to advertise the jobs in the local job centres.
TO8	Female	White	Pension Age	There should be meetings at the Job Centres to let people know what is available They should have recruitment days.
TO9	Female	White	Pension Age	
EW5	Female	White	Under 35	More training, to help people with special needs, such dyslexia.
EW10	Female	White	Under 35	Training centres to train and give people new skills.
RM1	Female	White	Under 35	Send leaflets and offer more money.
RM5	Female	White	Under 35	Advertise in the paper.
RM16	Female	white	Under 35	Information, there are people who do not even know about Excell.
TO15	Female	White	Under 35	You need to inform local people and advertise the jobs in the local job centres.
RM3	Male	White	mid 36-60	More pay would do the trick because at the moment people are better of the dole than in work.
RM6	Male	White	mid 36-60	Better pay.
RM7	Male	White	mid 36-60	Offer locals higher posts and decent wages.
RM11	Male	White	mid 36-60	Better pay.
TO5	Male	White	mid 36-60	
TO11	Male	White	mid 36-60	It is all Northerners at the Excel Centre. There has been no advertising for it. We need more information.
EW3	Male	White	Pension Age	N/A
TO20	Male	White	Pension Age	They need good education.
TO13	Male	White	Under 35	People would take the job if it was the right job.
TO19	Male	White	Under 35	

The general view is that information, advertising and training are the key to recruiting local people for jobs at Excel. White respondents in particular also stressed the need for decent pay and employment conditions, and some of them felt that Canning Town people were excluded from the jobs on offer because of employer's prejudice. Pensioners often said that benefits should be stopped to encourage people into work. A few people mentioned the need for childcare support.

Section F Job Training and Education in Canning Town

Have you or your family/friends any personal experience of local job training schemes or courses? If so how did you/ they rate what was offered?

<u>No</u>	<u>Gender</u>	<u>Ethnicity</u>	<u>Age Group</u>	<u>Have you or your family/friends any personal experience of local job training schemes or courses? If so how did you/ they rate what was offered?</u>
To25				No
TO26				No.
RM12	Female	Asian	Under 35	No.
TO14	Female	Asian	Under 35	No. I am doing a full-time computing course at present. Then I will be going to job fairs etc when it is finished.
TO17	Female	Asian	Under 35	
TO4	Male	Asian	Under 35	No
EW2	Female	Black	mid 36-60	Yes, but they did not rate their experience with me.
RM2	Female	Black	mid 36-60	No
RM9	Female	Black	mid 36-60	No.
RM14	Female	Black	mid 36-60	No.
SM2	Female	Black	Mid 36-60	Went to St Lukes passed IT exams, put my name down as someone looking for work a year ago. I have had no feed back since and on top of that I got the second from highest mark in the class.
SM6	Female	Black	Mid 36-60	Son has done courses near gainsborough school, Beckton Globe, Djing, East Ham College and Eastlea School. My son found that the teachers were not teaching to their ability and was very disappointed.
SM9	Female	Black	Mid 36-60	No
Rm22	Female	Black	Pension Age	No.
EW9	Female	Black	Under 35	I have not had any personal experience of local job training.
RM4	Female	Black	Under 35	No.
Rm18	Female	Black	Under 35	No.
TO10	Female	Black	Under 35	No.
RM13	Male	Black	Mid 36-60	No.
SM8	Male	Black	Mid 36-60	No
SM1	Male	Black	Pension Age	N/A

TO7	Male	Black	Pension Age	No.
EW7	Male	Black	Under 35	None.
EW8	Male	Black	Under 35	No.
RM15	Male	Black	Under 35	No.
Rm17	Male	Black	Under 35	No.
TO2	Male	Black	Under 35	No
TO22	Male	Black	Under 35	Somewhere in North Woolwich they teach people computers. It is free and someone has got into the system through this.
SM3	Female	Other	Mid 36-60	N/A
SM7		White	Mid 36-60	N/A
Rm28		White	Pension Age	In Millwall.
Ew4	Female	White	Mid 36-60	None.
RM8	Female	White	Mid 36-60	Yes, computer training.
Rm19	Female	white	Mid 36-60	Yes, I went to St Philips church to train as a nursery nurse, it was useful
Rm23	Female	white	Mid 36-60	Yes, I did my training at work.
Rm25	Female	white	Mid 36-60	No.
Rm27	Female	white	Mid 36-60	None.
SM4	Female	White	Mid 36-60	N/A
SM5	Female	White	Mid 36-60	N/A
SM12	Female	White	Mid 36-60	Not applicable
TO3	Female	White	Mid 36-60	No
TO6	Female	White	Mid 36-60	No.
TO18	Female	White	Mid 36-60	My daughter put in an application form and her C.V. for a job at the Excel Centre. She did not get a job. Now she has a job in Vauxhall and has to commute to Canning Town.
TO21	Female	White	Mid 36-60	No
Ew1	Female	White	Pension Age	N/A
EW6	Female	White	Pension Age	N/A
RM10	Female	White	Pension Age	No.
Rm20	Female	White	Pension Age	No.
Rm21	Female	White	Pension Age	No.
Rm24	Female	White	Pension Age	No.
Rm26	Female	White	Pension Age	No
TO1	Female	White	Pension Age	No
TO8	Female	White	Pension Age	No.
TO9	Female	White	Pension Age	No.
EW5	Female	White	Under 35	No
EW10	Female	White	Under 35	N/A.
RM1	Female	White	Under 35	No, I am doing a hairdressing course but it is not local
RM5	Female	White	Under 35	No.
RM16	Female	white	Under 35	No.
TO15	Female	White	Under 35	No.
RM3	Male	White	Mid 36-60	No.
RM6	Male	White	Mid 36-60	

RM7	Male	White	Mid 36-60	No.
RM11	Male	White	Mid 36-60	No.
TO5	Male	White	Mid 36-60	No.
TO11	Male	White	Mid 36-60	My family are not old enough for job training schemes yet
EW3	Male	White	Pension Age	No
TO20	Male	White	Pension Age	My grandson is doing an apprenticeship. He is doing a course on insulation in Canning Town as part of his work training and going to college.
TO13	Male	White	Under 35	No.
TO19	Male	White	Under 35	

Only a handful of the respondents had direct personal experience of local employment training schemes. Of these a couple had found it useful and a couple had been dissatisfied with their experience. In order to answer the question about effectiveness of training schemes a different piece of research specifically evaluating projects by talking to trainees, who had completed or dropped out of the course would be needed.

What types of training do you think would be most helpful to get local people into decent work?

No	Gender	Ethnicity	Age Group	What types of training do you think would be most helpful to get local people into decent work?
TO25				More back-to-work employment training would be helpful.
To26				The training does not continue long enough.
RM12	Female	Asian	Under 35	Office and IT training.
TO14	Female	Asian	Under 35	Computers. It would be good if there was an advice centre in CT giving advice on careers for young people.
TO17	Female	Asian	Under 35	
TO4	Male	Asian	Under 35	Computer training because you need computers for everything.
EW2	Female	Black	mid 36-60	Courses such as Nursing and Football.
RM2	Female	Black	mid 36-60	Varied training ie hairdressing and IT.
RM9	Female	Black	mid 36-60	They should offer various training.
RM14	Female	Black	mid 36-60	Catering.
SM2	Female	Black	mid 36-60	IT, I cant say much because everyone is an individual.
SM6	Female	Black	mid 36-60	More training centres, with greater competence in teaching and training. Specialise in specific areas to suit every individual.
SM9	Female	Black	mid 36-60	Nursing and computer and office skills
Rm22	Female	Black	Pension Age	Do not know.
EW9	Female	Black	Under 35	Computer skills.
RM4	Female	Black	Under 35	Computers.
Rm18	Female	Black	Under 35	1 - admin 2 - computer skills basic and intermediate. 3 - customer service skills. These are invaluable and would definitely improve the chances of anyone looking for a reasonable job. I believe people on these training courses should be subsidised so people will not end up in the poverty trap, this put's people of studying.
TO10	Female	Black	Under 35	More career advice for the young people.
RM13	Male	Black	mid 36-60	Self help projects for the unemployable.
SM8	Male	Black	mid 36-60	Accountancy, computing skills - IT, Web design, programming
SM1	Male	Black	Pension Age	People can learn more by actual hands on experience in the work place.
TO7	Male	Black	Pension Age	They need to send information out. They need to have recruitment days to see what kind of jobs people would like.
EW7	Male	Black	Under 35	Where ever is suitable for their training

EW8	Male	Black	Under 35	Encourage people to specialise in what they like and have skills in, instead of offering them jobs or training in places where they don't feel comfortable.
RM15	Male	Black	Under 35	IT training.
Rm17	Male	Black	Under 35	Do not know.
TO2	Male	Black	Under 35	I think it depends on the job and the flexibility of the company.
TO22	Male	Black	Under 35	Computers and the Internet. You can get computer jobs in America and Europe. I know friends who go to other countries for short contracts because they have the skills. It's the only job that lets you live in England and go to work for 6 months and then come back. Computers cut across barriers.
SM3	Female	Other	mid 36-60	Improve skills by training in that particular field in order to enhance their career prospects.
SM7		White	mid 36-60	N/A
Rm28		White	Pension Age	Various training for everything.
Ew4	Female	White	mid 36-60	To be trained as a florist, clothes designer, cook, clerical/secretarial.
RM8	Female	White	mid 36-60	Do not know
Rm19	Female	white	mid 36-60	On job experience training is what is needed.
Rm23	Female	white	mid 36-60	Specific training depending on what people want to train for.
Rm25	Female	white	mid 36-60	IT courses.
Rm27	Female	white	mid 36-60	IT and other computing area's.
SM4	Female	White	mid 36-60	Computer and Administration should be offered and be made more apparent to locals.
SM5	Female	White	mid 36-60	Depends on what type of job people want.
SM12	Female	White	mid 36-60	Job finding, communication skills, IT, those are what employers these days seem to be looking for.
TO3	Female	White	mid 36-60	
TO6	Female	White	mid 36-60	Computers. Training for going back to work.
TO18	Female	White	mid 36-60	Nothing because if they get the training they still will not get the jobs .People are coming from up north and the companies are bussing them in. The companies pay very little. People cannot manage on that sort of money.
TO21	Female	White	mid 36-60	A decent education. To have training for the things that people want to do like forklift driving.
Ew1	Female	White	Pension Age	It depends on what people want to do.
EW6	Female	White	Pension Age	N/A
RM10	Female	White	Pension Age	Three year apprentices.
Rm20	Female	White	Pension Age	Computers.
Rm21	Female	White	Pension Age	Do not know.
Rm24	Female	White	Pension Age	Do not know.
Rm26	Female	White	Pension Age	Need more vocational training.
TO1	Female	White	Pension Age	Computer training
TO8	Female	White	Pension Age	Computer training.
TO9	Female	White	Pension Age	I don't know.

EW5	Female	White	Under 35	Courses such as extra English, Maths and Computing.
EW10	Female	White	Under 35	Computer and communication skills if they were to go for a job at the Excel Centre.
RM1	Female	White	Under 35	Specific training would help for example I am doing an NVQ in hairdressing
RM5	Female	White	Under 35	No idea.
RM16	Female	white	Under 35	Computers, fitness instructor, plumbing, engineering and business management.
TO15	Female	White	Under 35	Computer training
RM3	Male	White	mid 36-60	Any training depending on what people want to do. Computers maybe because they appear to be in demand.
RM6	Male	White	mid 36-60	I do not know.
RM7	Male	White	mid 36-60	Offer various training .
RM11	Male	White	mid 36-60	No.
TO5	Male	White	mid 36-60	Computer training
TO11	Male	White	mid 36-60	
EW3	Male	White	Pension Age	N/A
TO20	Male	White	Pension Age	Computer training nowadays.
TO13	Male	White	Under 35	GCSEs would be enough but they also need college courses to progress further.
TO19	Male	White	Under 35	

A wide variety of ideas for types of training were offered, but the most popular suggestion by far was computers and IT. Nursing, hairdressing and various service industries were mentioned and some people advocated on the job training and others a sound basic general education. A few were cynical about the reality of training leading to decent jobs. Interestingly hardly anyone mentioned training for traditional industrial work, driving and transport, the construction industry or the skilled manual trades, for which young men were in former days trained by apprenticeship.

What sort of job do you think the local schools are doing in preparing youngsters for adult life?

No	Gender	Ethnicity	Age Group	What sort of job do you think the local schools are doing in preparing youngsters for adult life?.
TO25				I have got out of touch with the local schools because my children have grown up.
To26				No comment on this.
RM12	Female	Asian	Under 35	At the school where I teach which is Eastlea they are doing a good job, they provide extra English lessons, homework clubs. Some schools including Eastlea take the brighter students to mentoring sessions by taking them to banks etc. Eastlea does GNVQ programmes.
TO14	Female	Asian	Under 35	I went to a local secondary school. I don't think I learned a lot there because the teachers were unable to control a lot of the pupils. I stayed on until I was 16 years.
TO17	Female	Asian	Under 35	
TO4	Male	Asian	Under 35	They did a good job in preparing me for adult life.
EW2	Female	Black	mid 36-60	I do not really think the local schools are supporting/preparing youngsters for adult life.
RM2	Female	Black	mid 36-60	My children went to school in Forest Gate and they did a good job, I do not know about this area.
RM9	Female	Black	mid 36-60	Schools cannot be bothered.
RM14	Female	Black	mid 36-60	Ok.
SM2	Female	Black	mid 36-60	Don't think they are doing much.
SM6	Female	Black	mid 36-60	Some schools do nothing for the children, children ask for specific work experience, schools however find it very hard to fulfill the children's expectations and give them the complete opposite of what they ask for.
SM9	Female	Black	mid 36-60	It is alright but the standard of their teaching could be improved.
Rm22	Female	Black	Pension Age	Do not know.
EW9	Female	Black	Under 35	I think the local schools are doing a good job.
RM4	Female	Black	Under 35	Do not know.
Rm18	Female	Black	Under 35	I do not know.
TO10	Female	Black	Under 35	They are trying to do their best. I am happy with St Helens .My older daughter is going to Kier Hardie and I am happy with it.
RM13	Male	Black	mid 36-60	Schools are doing a bad job especially Cumberland school.
SM8	Male	Black	mid 36-60	I do not know because I do not have any children
SM1	Male	Black	Pension Age	N/A
TO7	Male	Black	Pension Age	Grange School is doing a good job with my granddaughter.
EW7	Male	Black	Under 35	Nothing, because we live in a very poor borough. There

				should be more apprenticeships and work-related pay.
EW8	Male	Black	Under 35	I did not go to school in Newham.
RM15	Male	Black	Under 35	Do not know.
Rm17	Male	Black	Under 35	Do not know.
TO2	Male	Black	Under 35	The teachers are over-burdened. It is difficult to know what they can do. If the teachers give the children a chance academically that would be very good. The teachers may be doing well but the community may be not be contributing enough- for example they learn to call each others names outside school. This has nothing to do with the teachers.
TO22	Male	Black	Under 35	I don't know but I would advise them to prepare them to be computer-literate so they can have diversity
SM3	Female	Other	mid 36-60	I think that the schools are doing their best to help.
SM7		White	mid 36-60	It is rubbish because the government do not care about the well being of youngsters today, they are too busy dreaming up domes and wheels.
Rm28		White	Pension Age	Do not know.
Ew4	Female	White	mid 36-60	The system has changed. Before children learned to read/ write and have social skills. Today sex education. Teachers do not correct children. I do not think this is a good thing.
RM8	Female	White	mid 36-60	They do a weeks work experience which is good.
Rm19	Female	white	mid 36-60	No idea.
Rm23	Female	white	mid 36-60	Do not know.
Rm25	Female	white	mid 36-60	No they are not doing a good job.
Rm27	Female	white	mid 36-60	They are doing a very bad job.
SM4	Female	White	mid 36-60	Not really- push youngsters into work they don't want. At 15 they are told to make decisions and they are not ready for it yet.
SM5	Female	White	mid 36-60	Have a belief that some children need help and some do not need as much. Teachers today cannot keep up with the integration of children with special needs on top of those with disruptive behaviours.
SM12	Female	White	mid 36-60	They could be doing better, although I hope for my kids sake the system gets better.
TO3	Female	White	mid 36-60	I do not have much experience of the local schools
TO6	Female	White	mid 36-60	I don't think they are doing a good job.
TO18	Female	White	mid 36-60	They are doing the best they can.
TO21	Female	White	mid 36-60	I don't know.
Ew1	Female	White	Pension Age	Schools are not strict enough, the children bully the teachers or vice versa. Now the teachers are scared to approach pupils
EW6	Female	White	Pension Age	Pretty good whilst in school, but when they leave they are a nightmare.
RM10	Female	White	Pension Age	Not a lot.
Rm20	Female	White	Pension Age	Schools are no good they hardly give out homework.
Rm21	Female	White	Pension Age	Do not know.

Rm24	Female	White	Pension Age	Schools are doing ok.
Rm26	Female	White	Pension Age	Do not know.
TO1	Female	White	Pension Age	Rubbish
TO8	Female	White	Pension Age	The two older children went to the Catholic primary and secondary schools and did well. The local schools are doing the best they can.
TO9	Female	White	Pension Age	I couldn't say.
EW5	Female	White	Under 35	They are not helping/preparing youngsters for adult life. They should be helping children a lot more
EW10	Female	White	Under 35	Not too bad, it could be better.
RM1	Female	White	Under 35	Schools are not doing a good job at all.
RM5	Female	White	Under 35	No idea.
RM16	Female	white	Under 35	Schools have no real power over their students.
TO15	Female	White	Under 35	Rubbish.
RM3	Male	White	mid 36-60	Do not know.
RM6	Male	White	mid 36-60	I do not know.
RM7	Male	White	mid 36-60	Do not know.
RM11	Male	White	mid 36-60	Do not know.
TO5	Male	White	mid 36-60	My two boys both got good jobs- all three of them got what they wanted.
TO11	Male	White	mid 36-60	Shit.
EW3	Male	White	Pension Age	N/A
TO20	Male	White	Pension Age	I don't know.
TO13	Male	White	Under 35	There is too much fighting in the secondary schools. The teachers do the best they can.
TO19	Male	White	Under 35	

Opinions were divided about local education, with little evident difference between key groups in the sample, while a large number of people felt unqualified to offer a view. Several respondents were quite negative and implied that schools were letting students get away with too much in terms of work and discipline. Others felt the schools were trying hard and doing reasonably well. Interestingly no-one offered much evidence for their views, and no one took up the theme of improving standards which are evident and which have been widely trumpeted by Newham Council and the government.

11. Conclusions and discussion of the issues raised

Our research has revealed perhaps more clearly than any earlier work that two contrasting Canning Towns are being constructed in peoples' minds, in marketing and planning images and in the physical and social reality of the neighbourhood.

There is an underlying question about who constructs the images of the area and on the basis of what information. In writing a research report one is very conscious of the role played by researchers, ourselves and others, in shaping perceptions and policy in the neighbourhood. In a regeneration area such as Docklands one is also aware of the glossy image culture of developers and regeneration professionals, who use the techniques of advertising agencies in their bids to attract business to the area. As community workers in the area we are much more inclined to listen to the descriptions and interpretations of local residents, and indeed this is the area on which the current research concentrated. However in reading responses to the interviews, and reflecting on the low levels of participation, both in the survey and in community life in general it is fair to raise the question about the origin of local residents views. At times indeed it seems that our respondents may describe Canning Town as much through the filters of TV portrayal of the East End or their own reading of the Daily Mail, Sun and the Newham Recorder as from their own daily interaction with neighbours, and community groups in the area.

The first scenario is a picture of regeneration and enterprise, of positive change, of life and buzz. In this there is potential for improved facilities, improved housing and improved work opportunities leading to prosperity.

The second is a picture of anger, discontent, decline, crime, poverty and exclusion. In this scenario local people will miss out on the positive changes in the area.

Newcomers to the area including Africans and other ethnic minorities are likely to relate to the former scenario, while the older indigenous community with roots in the unskilled white working class Docklands council estate community, especially the men, are more likely to be trapped in the latter more negative one. An increasing polarisation of the community, with boundaries following ethnic and social class lines is one plausible outcome which would not be good news for the community as a whole.

There is a high level of concern about crime and community safety in the area, and this is linked with concern about children and young people. While there is a case for improved policing and law enforcement, there is a stronger one for heavy investment in youth provision ranging from affordable leisure activities, crime diversion projects, and intensive training and mentoring initiatives.

Access to decent jobs in the new local industries for local people will not be ensured by a random collection of low quality and sometimes inappropriate training schemes, and advertising low paid insecure posts in the local press, networks and job centres. Fundamental changes in the economy, technology and employment practice will need a radical cultural change among employers, statutory authorities and the workforce which will need long term investment in education and lifelong learning. Within this there is a place for developing quality training at appropriate and challenging levels, where possible with an on the job work experience element, in computers and IT, in health and caring, and in service areas such as catering.

Housing conditions on the estate are in general not felt to be an insuperable issue as long as there is money for specific improvements, renewals and repair, the details of which tenants are quite capable of suggesting. There is however a larger problem over the relationship between the Council as landlord and the local tenants. Housing management is perceived as distant, powerful but arbitrary, inefficient and unreliable in delivering services and poor at internal and external communication. In this context it is not surprising if conflict erupts over suddenly presented proposals which might utterly transform the physical and community infrastructure of the area.

The whole community stands to benefit from regeneration of the environmental, physical and economic regeneration of Canning Town, especially the Town Centre. Local residents concerns such as decent affordable shopping and banking facilities and safe pedestrian crossings of the A13 need to be integrated into planning of the redevelopments.

One of the fundamental underlying issues emerging from our research is around the questions "who belongs to Canning Town?" and "who does Canning Town belong to?". If the answer to the first question is expressed by looking back into history in terms of the Cockney Docker tradition and the Spirit of the Blitz, we might be able to regenerate the area as a museum, but we are more likely to be trapped in a low pay, low skill, high unemployment economy, where new ideas and new people will be forever unwelcome. If the answer to the second question is that Canning Town belongs to powerful people like the Council, the government and the property developers, then we are likely to see massive and rapid physical, economic and social change in the area. But this could well be at the expense of current local residents, who may even be forced out of the area by the forces of the housing market. The challenge is to build a culture of partnership in regeneration in which all the different interests, and especially the residents, old and new feel they have a substantial and genuine stake. In a community like Canning Town in which there is such a huge gap between the official culture and the cultures of the street, in which local residents feel they have very little capacity for organized involvement, a sense based on history that no one will listen to them anyway, and where the day to day pressures of life give them many other priorities, it will be

12. Specific Recommendations

Canning Town Partnership and Newham Council; should prioritise investment in schemes which impact young people. Initiatives which use effective and proven methods of turning young people from anti social behaviour towards inclusion in economic and constructive involvement are particularly important.

An effective and credible crime and community safety strategy for Canning Town is urgently required. This must go beyond law enforcement, punitive measures and target hardening and requires a rebuilding of personal trust between the authorities and the local community.

Long term regeneration and economic development strategies should be continued but need to be co-ordinated in a joined up way with other strategies such as education, housing renewal, environment and health improvement.

Active and effective community development will be a challenging and costly strategy requiring high levels of commitment and intensive personal interaction with local residents, but is essential if trust between groups of residents and between residents and the authorities is to develop.

Training initiatives should concentrate on skills which equip local people for jobs in the new sectors of the economy and will inevitably need to focus on computing and IT skills.

It will be necessary to recognise that many local people, especially from the white working class community start at a competitive disadvantage in terms of educational qualifications, motivation and marketable skills. Therefore intensive long term personal mentoring will be a strong element of such schemes.

Local employers should be challenged to invest in quality long term training with a large element of on the job learning.

There is also need for serious independent evaluation of training projects in the area, which takes into account the views of trainees, follows up their progress and investigates how and why people fail to take up or drop out of training.

The CT Partnership should look with other agencies at the possibility of supporting training schemes which will allow local people access to careers in the field of health and community care.

As much of the take up of such courses will be from women with family responsibilities it would be important to build in flexibility, family friendly working hours and child care support.

Policy makers need to be sensitively aware of the rapid demographic changes which are taking place in Canning Town at the present time. While the increasing presence of ethnic minorities who appear to be enterprising and relatively well qualified there are new opportunities for economic and cultural development. Effective equal Opportunities policies and practice are clearly essential. However neglecting and further excluding a local white community which already feels beleaguered and even discriminated against, could lead to serious political and social problems.

13. Appendices:

***HREF="SELF COMPLETION QUEST.doc
MACROBUTTON HtmlResAnchor Self Completion
Questionnaire distributed to all 1052 voters in the
Rathbone Estate***

***Interview Guide used by interviewing team for doorstep
interviews.***

Script for use on the doorstep

Schedule and Training Programme

Learning Agreement and assignments

Team Members accounts of their work

Ros	<u>Fieldwork Experiences</u>	<u>Analysis of section on social problems</u>	<u>Project Portfolio</u>
Teresa	<u>Fieldwork Experiences</u>	<u>Analysis of section on social problems</u>	<u>Notes on community networking</u>
Liz	<u>Fieldwork Experiences</u>	<u>Analysis of section on unemployment</u>	<u>Analysis of section on housing</u>
Sheila	<u>Fieldwork Experiences</u>	<u>Analysis of survey data</u>	<u>Project Portfolio</u>

