

Your **Riverside**



Spitalfields Local Offer Update – October 2025

Spitalfields Local Offer – Coming Soon!

On 2 September 2025, Riverside staff visited your area and carried out a survey on what Riverside can do to improve the neighbourhood you live in and what support we can offer. We also sent a text message to customers we didn't get to speak with on the day.

We are now in the process of developing the neighbourhood plan for your area following your feedback. Details of the plan will be sent to you in a local offer for your neighbourhood.

Here is an update on the feedback from the survey:





22% of households across the neighbourhood completed the survey. If you took part in the survey, thank you for taking the time to complete the survey and provide feedback.

What customers told us

The main feedback received from the survey, just to mention a few included:



- Tackling anti-social behaviour such as rough sleeping, loitering, alcohol and drug related activity.
- Improving security.
- Dealing with fly-tipping and making improvements to the neighbourhood appearance.
- Tackling issues with parking issues.
- Improving management of the community centre.
- Developing a quicker responsive repairs service.

Following the survey, we have also been contacting everyone interested in our additional services such as employment & training, fuel tariffs & fuel debt advice and customer involvement opportunities.

What next?



We are currently working on how we can make improvements as part of a neighbourhood plan for your area which will be detailed in our Local Offer for Spitalfields. This will be available in Winter 2025.

We'll be in your neighbourhood on Wednesday 29 October for a Community Action Day when Riverside teams will come together for a day of making a difference - we'll be cleaning up, litter picking, tidying up the community centre and more!

To find out more or get involved in the neighbourhood plan developed for your area, contact us at:
neighbourhoodplans@riverside.org.uk