



## NEWS UPDATE FOR THURROCK'S CITIZENS PANEL

November 2003 - issue one

---

### ***your satisfaction with local services***

#### ***- what you told us!***

In September MRUK conducted a telephone survey of 600 of you to gauge your level of satisfaction with a number of different council services. They will be asking for your views on each of these questions once every three months. Your response on this occasion and in the future will be reported to all Cabinet Members, the Managing Director and Director's.

They will through this monitoring process look for changes in opinion from you and where satisfaction drops they will be looking for ways to improve the service.

---

#### ***What did we learn from this first survey?***

##### **Council Tenants**

- generally acceptable level of satisfaction with your estate/neighbourhood at 69%. Worryingly 25% of you were dissatisfied/very dissatisfied your reasons for this include troublesome neighbours; high levels of litter and rubbish and children/teenagers causing trouble.
- good satisfaction with overall housing service provided by the council at 75%. For the small number of you dissatisfied the main reason related to repairs either not being done or taking to long.

##### **Environmental Issues**

- standard of cleanliness in local area is concerning with only 46% satisfaction and a high level of dissatisfaction at 39%.
- however in relation to overall condition of parks in local areas 59% of you stated that you were satisfied with 28% dissatisfied.
- common reasons for dissatisfaction for both cleanliness and parks related to litter and dog fouling.

## Transportation

- local bus services is the only area where you are clearly more dissatisfied than satisfied with 59% dissatisfied/very dissatisfied compared to only 30% of you who are satisfied/very satisfied. There are three principal reasons for this the buses are not frequent enough, unreliable and not enough routes.

---

### ***What will we do to improve services?***

Transport is not a service provided by the council however we are concerned at your dissatisfaction in this area and will inform the transport providers in Thurrock of your views. We will continue to monitor your view on local buses and report your level of satisfaction to the relevant people on a regular basis.

Cleanliness, parks and estates/neighbourhoods are the responsibility of the Council and we will target our work on tackling the problems of litter and dog fouling. It is worth noting that the *Gazette* and *Housing News* publish when estate inspections will take place and tenants are welcome to take part in this.

The problems in relation to troublesome neighbours and children/teenagers causing trouble is not an area with easy or quick solutions our multi-agency Crime and Disorder Strategy covers these issues and we will ensure that this partnership are aware of your views on this.

On tackling the issues around repairs to council housing we have:

- set up a centralised call centre for repairs to improve access
- enabling more local face to face reporting by expanding our opening times to Saturday mornings
- set up a major campaign to carry out repairs by appointment - which is beginning to have an impact.

---

### ***What next?***

We will give you an update in the next addition of this news update if we change the way in which we deliver our services in any of these areas over the next few months.

In November MRUK will be repeating this satisfaction survey combined with the Quality of Life survey that they conducted for us last year.

In December we will be asking you to give us your views on how we should spend our money next year.