

# Connections the voice of Thurrock—Citizen Panel Feedback

*Thurrock Council*

## Special points of interest:

- Satisfaction with the local bus service is higher than we thought
- Library and Cultural Services want to ask you questions in August on how they can improve their services
- West Area Assembly has had a major increase in satisfaction with the cleanliness of their area

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## WHAT YOU TOLD US—HELPING TO IMPROVE COUNCIL SERVICES 2003/04

This is a public document that we have just produced and circulated in all of our libraries to put on display for people to pick up.

The document briefly outlines 17 different consultations that the council has been involved in over the last financial year—April 2003 to March 2004. We have included the consultations that we have involved you in.

The documents covers a brief description of the consultation, it highlights something we have learnt and how we have or will be responding to this information.

We wanted to show the people who live in Thurrock that we can and do act on the information we collect as a conse-

quence of the public consultations we ask them to get involved with.

You will find reference to both the telephone survey on satisfaction with libraries and cultural services and the quarterly satisfaction survey with the additional questions around the public transport services.



## Public Transport Satisfaction Survey—April 2004

This is the third and final satisfaction survey covering your views for the financial year—April 2003 to March 2004.

Because of our concerns around the low satisfaction rates in relation to our question on the public bus service we added a number of questions to this survey.

One of the things we learnt from doing this is that the first two surveys did not ask you if you had used the local bus service. This is very important as only 23% of you told us that you had used the service within the last year. To show the difference this makes we know that:

- Generally 26% of you, whether using the service, or not stated it was satisfactory.
- 41% of you who used the local bus service in the last year rated it

as satisfactory.

### What you told us:

- General satisfaction from all of those surveyed shows an increase from 20% in December 2003 to 26% in April 2004.
- We are pleased to note that those dissatisfied with the service has decreased from 59% in September 2003 to 20% in April 2004.
- 88% of you were satisfied with the way in which we introduced 'Travel Thurrock' - free bus travel for the over 60s and people with disabilities.
- It is clear that the two most annoying factors are the reliability and frequency of the bus service.
- Only 27% of you recall seeing public transport information those of you that do recall it are generally very satisfied.

### What we will be doing

- We will talk to the local transport providers and ensure that they are aware of the problems in

relation to reliability and frequency of the service.

- We are responsible for providing public transport information. We will therefore need to learn from how we carried out the Travel Thurrock campaign and the revised timetables as these are the two that most of you remember.

- In the future we will be asking how many of you have used the local bus service in the last 12 months so we can measure the level of satisfaction of those who use the bus service.



## Quarterly Satisfaction Survey—April 2004

### What you told us third time round

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- Increase on satisfaction for council estates/neighbourhood from 74% to 75%
- Decrease in satisfaction for the housing service from 81% to 72%
- Increase on satisfaction for cleanliness of local area from 46% to 61%
- West Assembly have had the most dramatic increase in satisfaction on cleanliness from 43% in September to 64% in April.
- Increase on satisfaction for the condition of parks from 60% to 69%

What annoys you the most litter/fly tipping, graffiti and housing repairs.

### What are we going to do?

You will see from the attached document that we are looking to redefine our priorities around repairs in the hope that this will ensure the repairs that most concern you are dealt with quickly.

*If you decide to compare this with the attached document it is worth pointing out that the three yearly Tenant Satisfaction Survey shows a higher level of satisfaction with the housing*

*service at 80%. This was carried out at the end of last year.*

We have 5 sets of CCTV in operation in fly tipping hotspots we move these around to enable us to get the evidence we need to prosecute. We have had two successful prosecutions and have 4 awaiting court dates. Since December we have issued 43 fixed penalty notices to people who have littered the environment.

We have introduced the Litter Rangers—Street Wardens take young people out litter picking for a couple of hours each week, we then get to talk to young people about the problem that litter causes.

Junior Wardens are also a new development they are aged 11 and over and they work and patrol with the wardens report and removing graffiti, abandoned cars and litter nuisance.



Housing repairs is a priority

*Thurrock Council*

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*We will be asking the local Primary Care Trust to give us some feedback on the outcome of the consultation that you were involved with on health improvement for individuals and local communities*

*Their response we will be cover in the next edition of this newsletter*

## **Satisfaction with library and cultural services**

For those people who have used these services the satisfaction levels are very good. You told us

- 76% of you use the library service—87% are fairly to very satisfied
- 48% of you have visited the museum—73% are fairly to very satisfied
- 64% of you have visited Thameside Theatre—83% are fairly to very satisfied

The service intends to use this information as the baseline from which to start to improve satisfaction levels. They want to

carry out another survey in August to measure your level of satisfaction and also expand the survey to ask for your views on how they can improve these services.

As you will see from the attached document Library services try to be as responsive as possible to suggested improvements that their clients have identified in the past.