

Connections the voice of Thurrock—Citizen Panel Feedback

Thurrock Council

'The Council is showing that they are trying to make improvements'

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Quarterly Satisfaction Survey—July 2004

What you told us

Overall satisfaction is getting better across the board. The following compares the July results against April.

- Increase in satisfaction with council estates/ neighbourhood from 75% to 79%
- A big increase in satisfaction for council tenants with the Housing Service from 72% to 83%
- Increase in satisfaction for cleanliness in local area from 61% to 64%
- South Assembly have had a large increase in satisfaction in cleanliness jumping up from 52% in April to 63% in July.
- Increase in satisfaction with parks in local area from 48% to 50%

Why you are dissatisfied

We received very few negative comments this time round in relation to local estates/ neighbourhoods and the housing service.

What annoys you the most in relation to Cleanliness is litter/ fly tipping and general mess (37% of you).

You are concerned about vandalism/graffiti, dog fouling and litter/rubbish including broken glass in your local parks.

What are we doing in relation to these concerns

At this point we need to give the schemes mentioned in the June feedback an opportunity to have an impact.

Local Bus Service

We now have two measures in relation to satisfaction with the local public bus service. The first measure is to ask all of you your level of satisfaction whether or not you used the service in the last year—we have seen an increase from 26% to 63%. This is the highest increase we have had in any of these surveys. The new measure relates to levels of satisfaction if you have *used* the local bus service in the last year: 58% of you are satisfied.

‘37% increase in satisfaction in just 3 months for the local bus service’



In relation to the new questions you told us that:

- 59% of you are satisfied with the frequency of the bus service
- 82% of you are satisfied with the provision of bus stops
- 68% of you are satisfied with the state of bus stops
- 59% of you are satisfied with the reliability of the bus service

Cultural and Recreational Services

Cultural and recreational questions were based on asking individuals for their views—this is not a response that can be measured as a percentage of satisfaction.

We have learnt that individuals like the fact that the:

- Service is inviting, venues are comfortable and it is easy to find things.
- Staff are described as both friendly and helpful.
- Quality of service is generally considered to be good.
- There is variety and choice of activities for all.
- Access to computers and the internet is good.

You dislike and want improvements in relation to

- Access to a range of services – examples access for disabled people,
- Lack of car parking, timing of the public bus service for late entertainment centres such as shows at Thameside.
- Size of service generally described as too small or not enough.
- More needs to be available for young people.
- Needs to be cheaper.

Cultural Services are currently looking at your responses in more detail to see how this can help them improve their services.

‘Choosing Health? A Consultation on improving people’s health’

A fairly wide consultation took place involving a number of different methods and groups of people. In relation to the Citizen Panel MRUK carried out two focus group discussions—23 of you took part in this. These sessions happened on the 20th May 2004.

You told us:

- You feel access to GP’s and hospital services in Thurrock has deteriorated.
- Need access to affordable leisure and sports facilities for all members of the community.
- Need to focus on ‘*choosing the right options*’ for healthy living.
- Need limit on and regulation on fast food outlets.
- The real influence and education on healthy living must start at home and be supported by schools.

Other suggestions from the different consultations covered ideas such as:

- Healthy living should be established in early life, in the home.
- Schools should reinforce patterns of healthy living.
- For adults, ignorance about risks to health is rarely a problem, however problems in relation to cooking skills maybe.

- Some problems Central and Local Government agencies could help with relate to the costs for instance the cost of attending gyms, buying fresh fruit and vegetables. And the development of local facilities.
- More should be done to control alcohol related anti-social behaviour and drug misuse.
- More should be done to limit passive smoking. There is support for a total ban in eating places. With the majority are in favour of a comprehensive ban.

What Next?

We forwarded your response to the Government to help them form new laws in relation to public health. Once these new laws have been passed by the Government we will use your response locally to help us plan new services and develop existing projects such as Healthy Living Centre, the 5 a day programme and the healthy schools initiative.

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If you are interested you can find copies of all of the reports produced by MRUK in the last year on the surveys and focus groups that the Citizen Panel have been involved with. As well as all the copies of 'Connections the voice of Thurrock—Citizen Panel Feedback'.

We are planning to expand this web site and hope to place reports on all of the larger consultations we as a Council have been or will be involved with.

To find the consultation reports when you enter the web site you will see the word 'consultation' on the right hand of the screen just click on this. You will also find a number of current web based consultations that are taken place at the moment.

Rethink on Quarterly Satisfaction Survey—taking a different approach

In the last year we have carried out 8 different consultation events and recruited some members of the panel to be involved in work with the local Primary Care Trust.

Prior to this we had tended to ask you to be involved in one or two consultations a year. We are concerned that we may have overloaded you with too many sur-

veys and focus group sessions.

We have decided to replace the quarterly satisfaction survey with one large satisfaction survey each year.

This will not be a Citizen Panel survey it will be sent out as a postal survey to a random selection of people living in Thurrock.

Our next planned survey with you will be our annual

quality of life survey in November.

Our intention is not to go back to one or two consultations a year. However, we need to get the balance right and not ask you to get involved with too many events.

We would like to thank you for your involvement in these quarterly satisfaction surveys. We have over the last year learnt a lot from you about the quality of our services.