

Thurrock Council

Quality of Life Survey 2007

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Prepared For: Thurrock Council

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EXECUTIVE SUMMARY

Methodology

- Thurrock Council commissioned **mruk** research, an independent market research organisation, to conduct the sixth Quality of Life survey.
- The survey was designed to provide Thurrock Council with key information relating to quality of life indicators and identify priorities for the Borough.
- A total of 1,102 telephone interviews were achieved. The sample included members of Thurrock's Citizens Panel.
- In terms of the accuracy of the survey results, if grossed up to represent the views of the total population of residents in Thurrock, the results are accurate to within a sampling error of $\pm 3\%$ at the 95% confidence limit.

The Local Neighbourhood

- The majority of respondents were satisfied with their local neighbourhood (78%). Results are consistent with the 2006 Quality of Life survey.
- The number of respondents reporting satisfaction with the cleanliness of the local area has decreased from 72% in 2006 to 66% in 2007.
- This year shows an increase in the number of respondents reporting they felt safe in the area in the day. The number of people reporting they felt safe in the area alone after dark has remained consistent with the 2006 survey.
- The main reason respondents said they felt unsafe during the day and after dark was fear of harassment or intimidation from gangs of youths.
- Two fifths of respondents said the local area had got worse over the last few years (44%) and a further 42% said the area had not changed.

The Local Community

- Levels of awareness about the Local Community Forum have increased slightly this year from 50% in 2006 to 52%. Awareness was highest in 2005 when 58% of respondents said they knew about the Community Forum.
- A fifth of respondents said they had been involved with a voluntary or community group, club, organisation or public body (13%). Nearly half the respondents who volunteered have worked with children and young people (49%).
- One in ten respondents said they had given help or unpaid support to someone who was not a relative (17%).

Activities and Opportunities

- Two thirds of respondents said they had taken part in at least one leisure activity (69%). The most popular activity was going to restaurants (37%) followed by going to cinemas (34%), going to local parks (31%), going to pubs and bars (25%) and going to the library (20%).
- Just over half the respondents did not participate in any sports activities (55%). The most popular sports activities were swimming (16%), using sports and leisure facilities (10%), fitness and aerobics sessions (7%), using outdoor sports facilities (6%), playing football (6%) and cycling (6%). The main barrier to being more active was time.
- Two fifths of respondents (37%) said they or a household member had undertaken training or adult education in the last 5 years. A fifth (20%) said they were currently enrolled on an adult education course and 16% of respondents said they planned to enrol on an adult education course in the next three years.
- Over half the respondents said there was enough variety of employment in Thurrock (57%).
- A quarter of respondents (25%) had been unemployed in the past 12 months.
- The three main barriers to finding employment were classed as: a shortage of vacancies (21%), age (17%) and lack of affordable childcare (16%).

Crime and Policing

- Around half the respondents were worried about burglary (52%), car crime (55%) and violent crime in the area (48%).
- Half the respondents (49%) said people using or dealing drugs was a problem in their area.
- Over half the respondents (54%) said they were dissatisfied with the level of foot patrols in their area.
- Three quarters of respondents said the police were doing a fair or good job (75%).

Thinking about Thurrock

- There has been a decrease in the number of respondents who said they were aware of the Local Strategic Partnership from 23% in 2006 to 18% in 2007.
- Respondents viewed the three main priorities for Thurrock as: better policing and more emphasis on tackling crime (52%), more for children and young people to do (41%) and cleaner streets (26%).

Cycling in Thurrock

- The majority of respondents do not cycle in Thurrock (77%).

-
- Two thirds (65%) said nothing would encourage them to cycle in Thurrock whilst a fifth (19%) said better cycle routes would encourage them to cycle more often.

Respondent Characteristics

- Six out of ten respondents were female (61%).
- Two fifths of respondents were aged 41-60 years (43%). One in three were aged 61 years and over (30%).
- A third of respondents were employed full-time (35%) and a further 17% were employed part-time (16%). Three in ten respondents were retired (30%).
- A quarter of respondents said they had a longstanding illness, disability or infirmity (23%). Of which, three quarters said it limited their daily activity (74%).
- The majority of respondents classed themselves as White (96%). Just four percent of respondents were from a Black or Minority Ethnic background.

1. Introduction

Thurrock Council commissioned **mruk** research, an independent market research organisation, to conduct the sixth Quality of Life Survey in 2007. The survey was conducted by telephone interviews in November 2007. The survey was designed to enable key results to be compared to previous surveys conducted in 2002, 2003, 2004, 2005 and 2006.

This report details the findings from the 2007 survey and makes direct comparisons with previous surveys where possible. The report is accompanied by a detailed output file that will enable Thurrock Council to conduct further in-depth analysis as required.

2. Objectives & Methodology

2.1 Objectives

The primary objectives of the survey were to provide Thurrock Council with key information relating to quality of life indicators and identify priorities for the Borough. The survey was designed to allow comparisons with the previous surveys undertaken in 2002, 2003, 2004, 2005 and 2006 in order to track any shift in views and opinion.

2.2 Methodology

In November 2002 the survey was carried out through a part telephone methodology combined with a door to door refreshment of one third of the Citizens' Panel. At that time the panel recruitment was undertaken using a random route quota control method. The survey itself was conducted using the same questionnaire through two methods. A total of 1,055 interviews were achieved for the Quality of Life Survey.

In 2003 the survey was conducted entirely by telephone. Existing members of the Citizens' Panel were again a primary source of respondents of whom a total of 415 interviews were completed. A further 685 were achieved on a randomly selected basis from within each of the four Local Assembly Areas to ensure a stratified sample of 275 per area. This improves area representation when compared to the previous survey and combined with the variance in methodology should be taken into account when examining findings.

In 2004 the survey was once again combined with panel recruitments for cost effectiveness reasons and this resulted in 400 telephone interviews being achieved through in-home interviews supplemented by some 866 conducted by telephone (including 600 with Panel members). A total of 1266 broadly stratified by Local Assembly Area therefore provides the most robust findings so far.

In 2005, 2006 and 2007 the surveys were conducted entirely by telephone. Existing members of the Citizens' Panel were again the primary source of respondents and then supplemented by a randomly selected sample of households. Interviews were conducted across the four Local Assembly Areas and the number of achieved interviews were 1,105 in 2005, 1,066 in 2006 and 1,102 in 2007.

2.3 Accuracy of 2007 results

A total of 1,102 interviews were achieved in the 2007 survey. Table 1 shows the overall sample broken down by whether respondent was a member of the Citizens' Panel or a non-member.

Table 1: Sample

| | Total Sample | Achieved interviews |
|------------------------|---------------------|----------------------------|
| Citizens' Panel member | 1025 | 309 |
| Non-member | 3975 | 712 |
| TOTAL | 5,000 | 1,102 |

Table 2 shows the numbers of achieved interviews compared to the total population in Thurrock based on 2006 population estimates.

Table 2: Achieved interviews and sampling error

| Thurrock Population | Achieved interviews | Sampling error |
|----------------------------|----------------------------|-----------------------|
| 148,900 | 1,102 | ± 2.94% |

In terms of the accuracy of the survey results, if grossed up to represent the views of the total population of residents in Thurrock, the results are accurate to within a sampling error of ± 3% at the 95% confidence limit.

2.4 Notes to Figures

Throughout this report, the figures show the results as percentages. Base numbers are shown where appropriate. Percentages are rounded to the nearest whole number, and for this reason may not in all cases add exactly to 100. In some figures, totals do not add to 100% where more than one response was possible to a single question.

Throughout the report, each question as appropriate has been analysed by one or more key units of analysis, as follows:

Area: Analysis was carried out by the four Local Assembly Areas: Central, North East, South and West.

Gender: Analysis was carried out by gender.

Age: Analysis was carried out by grouped age bands.

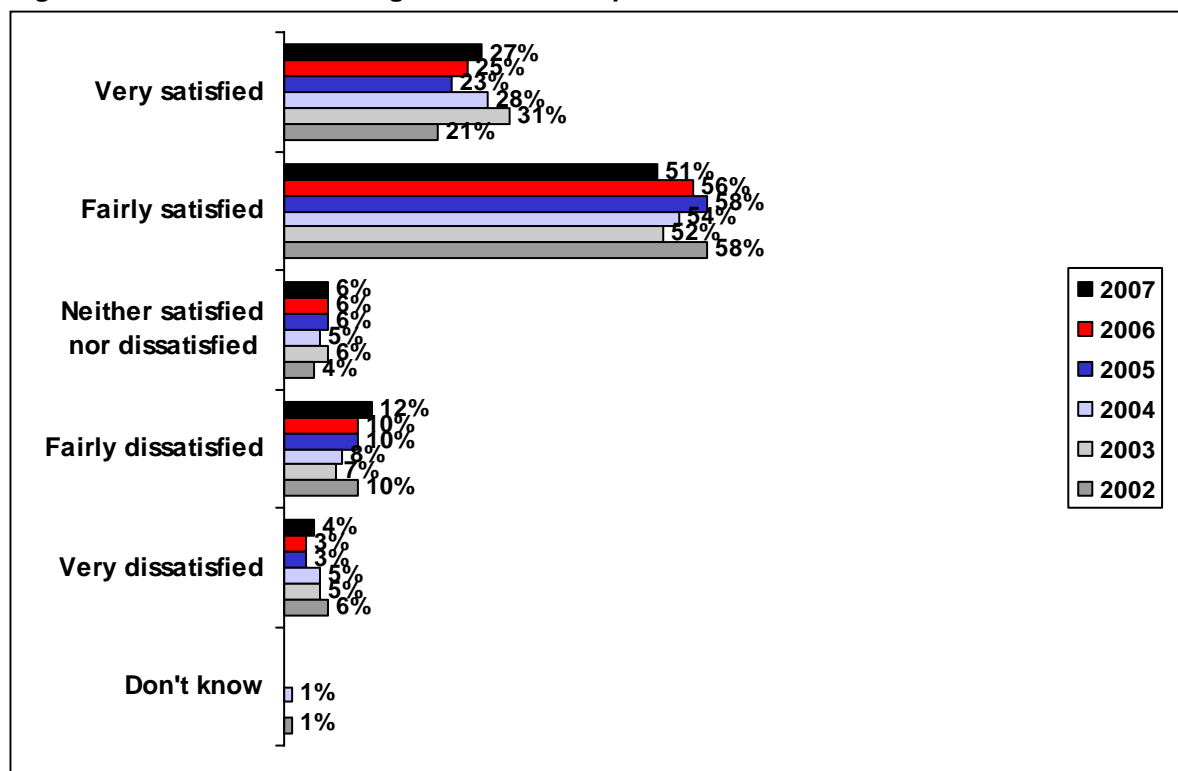
Ethnicity: Analysis was carried out on ethnicity (White or Black or Minority Ethnic (BME)).

The key units of analysis have been noted in the text where there were significant differences when compared to overall results.

3. The Local Neighbourhood

The first section asked respondents about their local neighbourhood.

Figure 1: Satisfaction with neighbourhood as a place to live

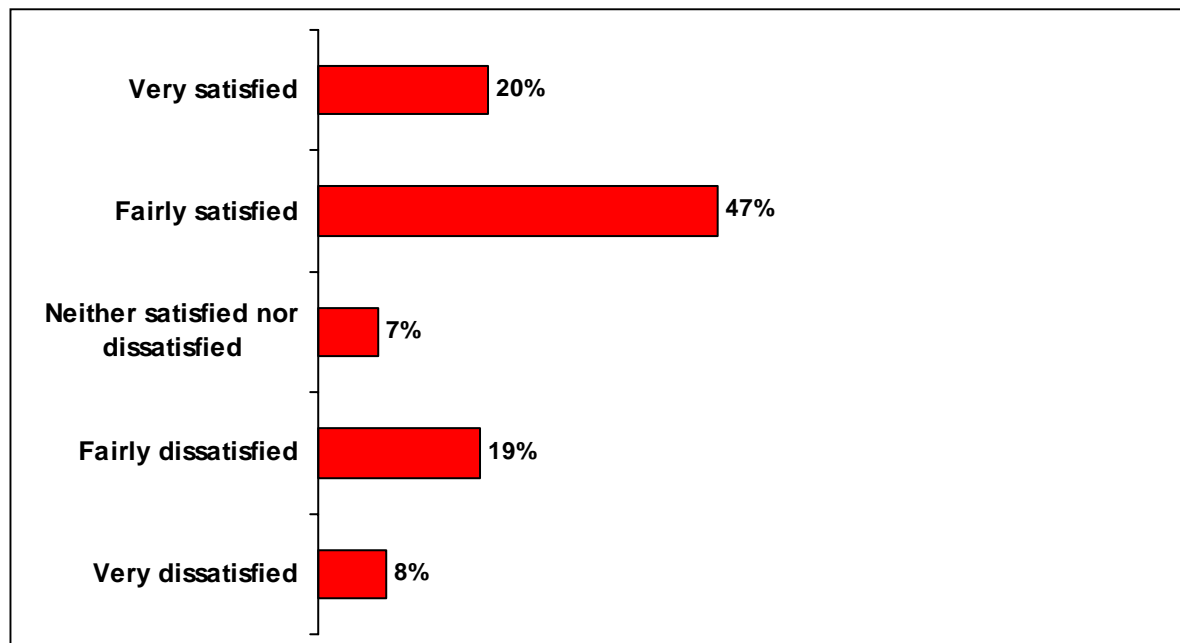


Base: 2007 = 1,102; 2006 = 1,066; 2005 = 1,105; 2004 = 1,266; 2003 = 1,100; 2002 = 1,055

- Four fifths of respondents were satisfied with their neighbourhood as a place to live (78%) with a quarter of respondents stating they were very satisfied with their neighbourhood (27%).
- Sixteen percent of respondents said they were dissatisfied with their neighbourhood.
- Results were consistent with the 2006 Quality of Life survey where 81% of residents expressed satisfaction and 13% said they were dissatisfied.
- Residents living in North East Thurrock were most satisfied (84%). Dissatisfaction was highest amongst respondents living in West Thurrock (20%).

Respondents were then asked how satisfied they were with the general cleanliness of the local neighbourhood, such as streets and open spaces.

Figure 2: Satisfaction with cleanliness of local neighbourhood

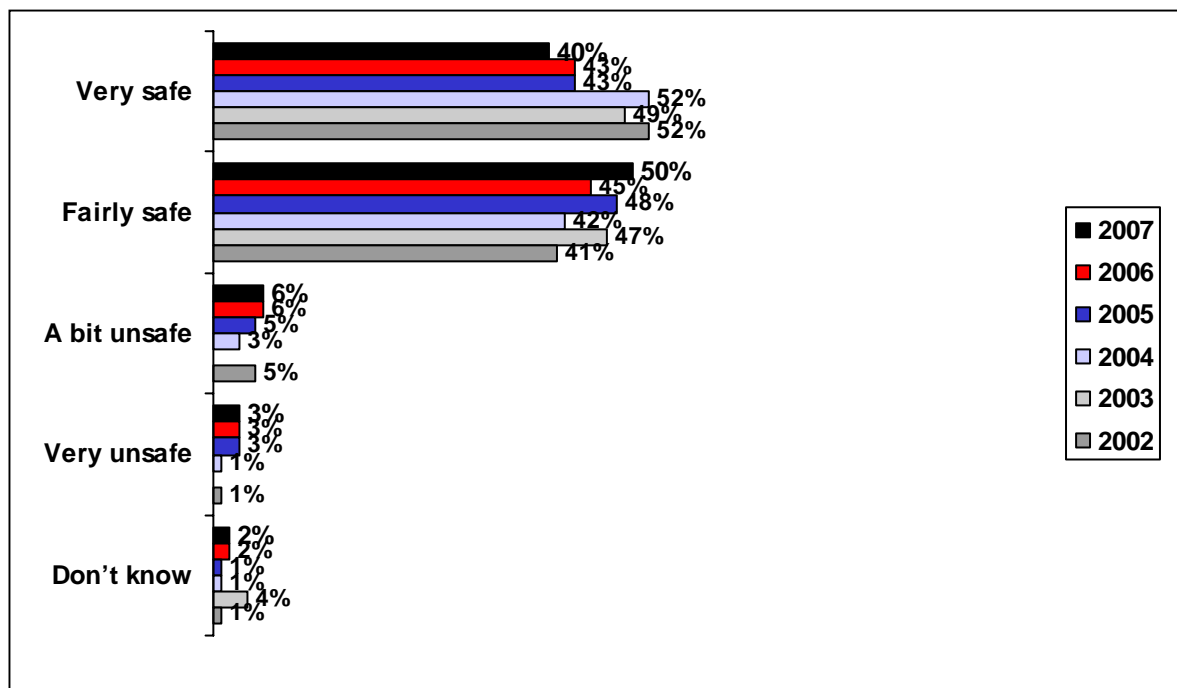


Base = 1,095 respondents

- Two thirds of respondents said they were satisfied with the cleanliness of the local neighbourhood (66%). This is a decrease of 8% from the 2006 survey when 72% expressed satisfaction.
- A quarter of respondents said they were dissatisfied (27%).
- Respondents living in the West Thurrock were most satisfied (71%) while respondents living in South Thurrock were the most dissatisfied (29%).
- Four fifths of respondents aged 16-25 years said they were satisfied with the general cleanliness in their neighbourhood (80%).
- BME respondents were more satisfied than White respondents (79% and 65% respectively).

Residents were then asked about safety in the area.

Figure 3: Safety when alone outside during the day

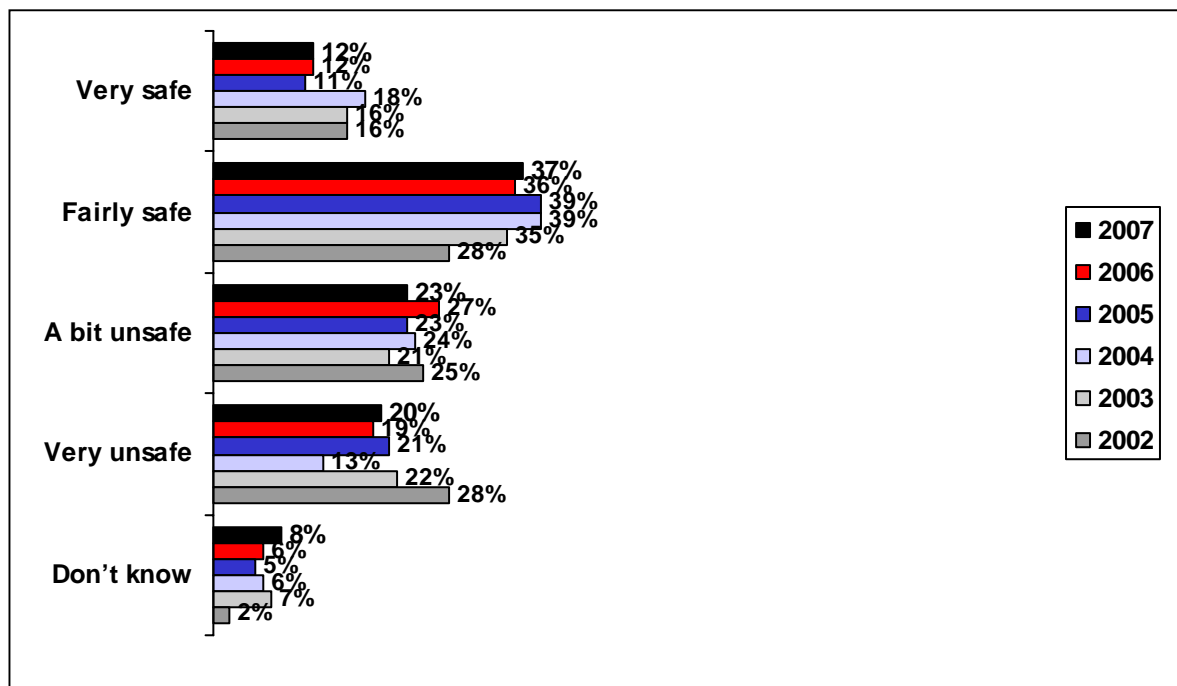


Base: 2007 = 1,102; 2006 = 1,066; 2005 = 1,105; 2004 = 1,266; 2003 = 1,100; 2002 = 1,055

- The majority of respondents (90%) said they felt 'very' or 'fairly' safe if alone outside during the day with two fifths (40%) stating they feel very safe.
- The number of respondents reporting they feel safe has been decreasing since 2003. This year shows an increase of 2% since 2006 when 88% of respondents said they felt safe
- Respondents living in North East Thurrock were most likely to say they felt safe during the day: 95% compared to 87% in Central and South Thurrock and 89% in West Thurrock.

Respondents were then asked how safe they felt alone outside after dark.

Figure 4: Safety when alone outside after dark



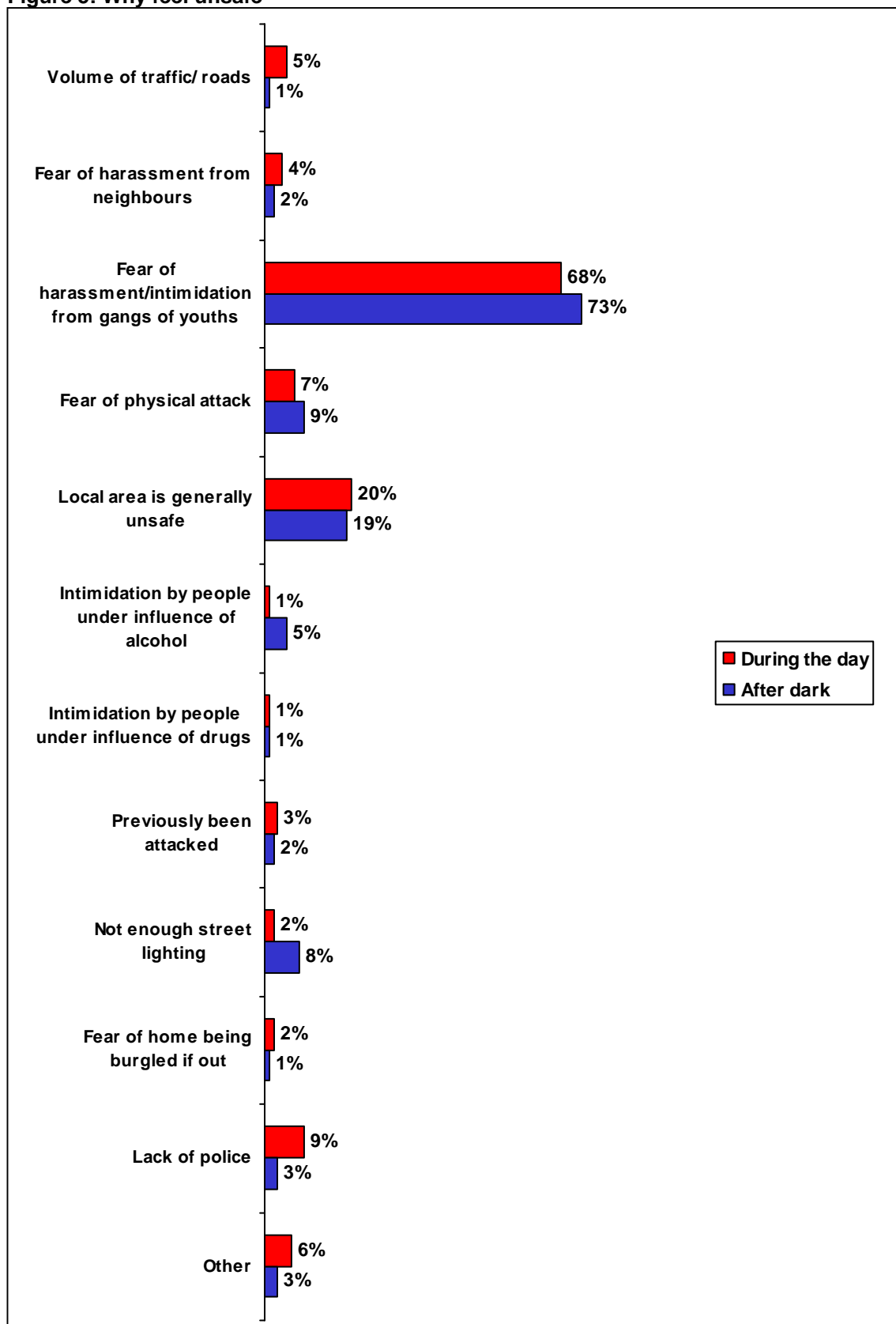
Base: 2007 = 1,102; 2006 = 1,066; 2005 = 1,105; 2004 = 1,266; 2003 = 1,100; 2002 = 1,055

- Half the respondents said they felt 'very' or 'fairly' safe if alone outside after dark (49%).
- This number remains consistent with the 2006 survey where 48% said they felt safe after dark.
- Over half the respondents in North East Thurrock (57%) said they felt safe alone outside after dark. This compares to 44% in Central Thurrock, 45% in South Thurrock and 51% in West Thurrock.
- Half the women said they felt unsafe after dark: 50% compared to 32% of men.
- Younger respondents were more likely to say they felt safe alone outside after dark: 58% compared to 55% of respondents aged 26-40, 51% aged 41-60 years and 40% of respondents aged 60 years and over.

Respondents who felt unsafe were asked to give their reasons for feeling unsafe and Figure 5 details the findings.

- The main reason respondents said they felt unsafe during the day and after dark was fear of harassment or intimidation from gangs of youths (68% during the day and 73% after dark). This figure is consistent with results from the 2006 survey.
- A fifth of respondents said the area is generally unsafe (20% during the day and 19% after dark). This is an increase since the 2006 survey when 7% stated this during the day and 13% after dark.
- The number of people fearing a physical attack has decreased since 2006: from 20% to 7% during the day and 14% to 9% after dark.
- Women who said they felt unsafe during the day were more likely than men to say they feared harassment or intimidation from gangs of youths during the day (74% compared to 58% of men). A third of men who felt unsafe in the day said the local area was generally unsafe (33% compared to 12% of women).
- All the BME respondents who said they felt unsafe during in the day said they feared harassment or intimidation from gangs of youths. This compares to 65% of White respondents.

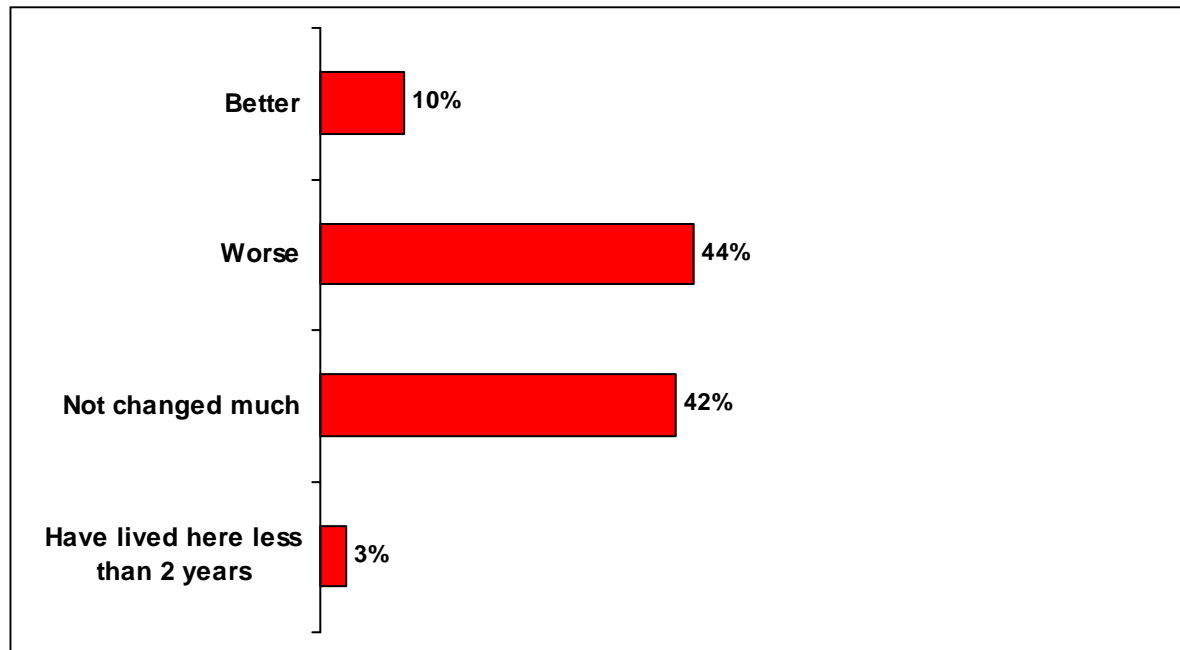
Figure 5: Why feel unsafe



Base varies. Results do not total 100% as respondents could choose more than one answer.

The last question in this section asked respondents if the neighbourhood had got better or worse over the past two years.

Figure 6: Whether neighbourhood has got better or worse over the past two years



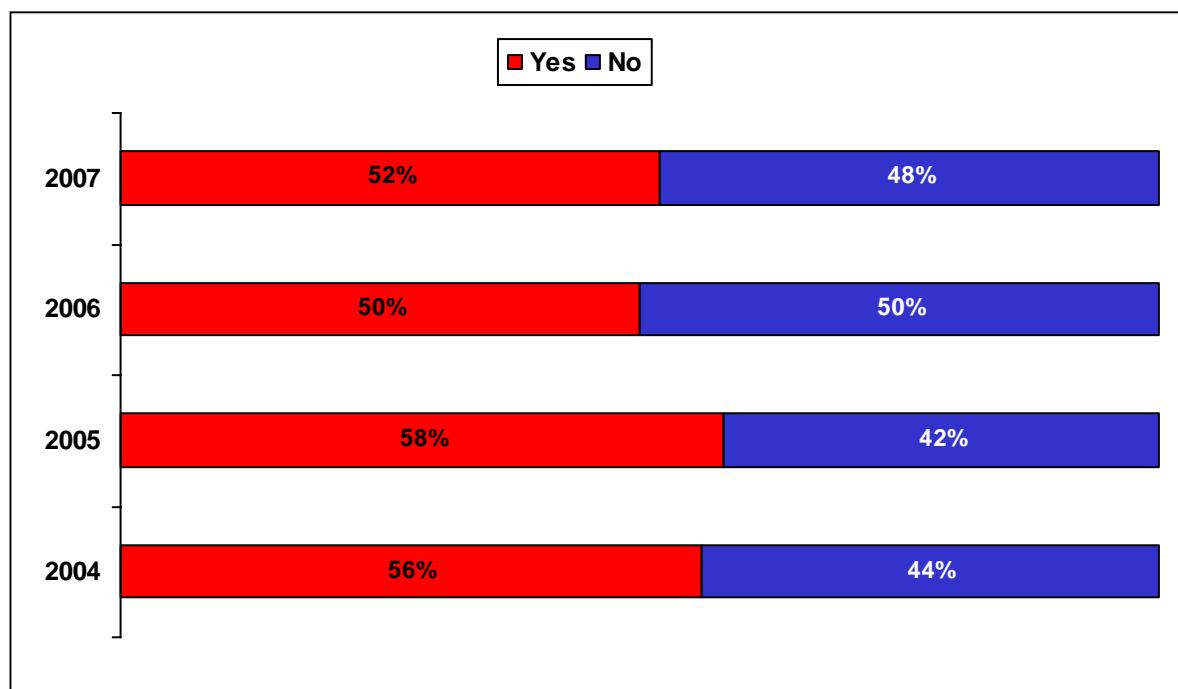
Base = 1,076 respondents

- Two fifths of respondents said the area had got worse (44%). This is an increase of 4% since the 2006 survey when 40% said the area had got worse.
- A further 42% said the area had not changed much over the past two years.
- One in ten respondents said the area had got better over the last two years (10%).
- Just 3% of respondents had lived in the area less than two years.
- Respondents living in North West Thurrock were more likely to say the area had not changed much over the last two years (51% compared to 37% in Central Thurrock, 40% in South Thurrock and 41% in West Thurrock).
- Half the respondents in Central Thurrock said the area had got worse (53%).
- A quarter of BME respondents said the area had got better: 26% compared to 9% of White residents.

4. The Local Community

The next section looked at the local community. Respondents were asked if, before the survey, they had heard of the local community forum that represented their area.

Figure 7: Awareness of local community forum that represents the local area

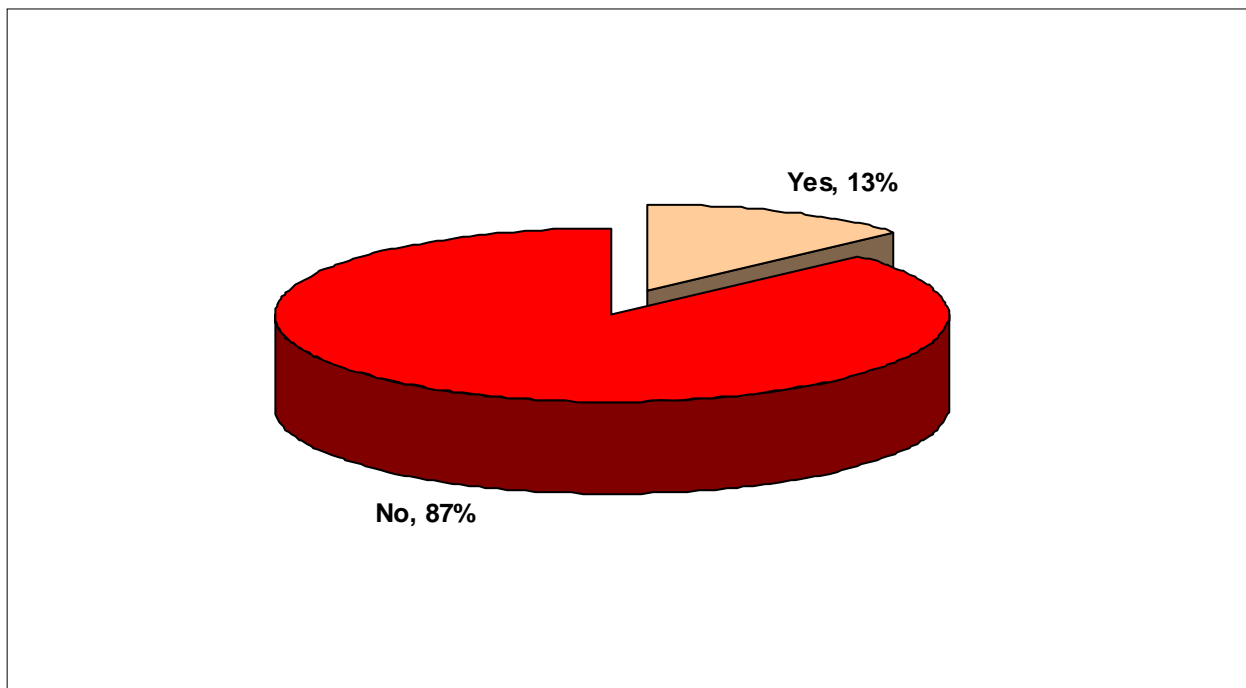


Base: 2007 = 1,102; 2006 = 1,066; 2005 = 1,105; 2004 = 1,266

- Half the respondents (52%) were aware of the local community forum that represents their local area.
- Levels of awareness have decreased since 2005 when 58% of respondents said they were aware of the local community forum but risen slightly since 2006 when 50% said they were aware of the local community forum.
- Respondents in West Thurrock were most aware: 67% said they knew about the local community forum. This compares to 40% in West Thurrock, 47% in North East Thurrock and 54% in Central Thurrock.
- Women were slightly more aware than men: 55% and 47% respectively.
- White respondents were more aware than BME residents (53% and 43% respectively).
- Only a fifth of respondents aged 16-25 years said they were aware of the community forum (22% compared to 45% of respondents aged 26-40, 56% of those aged 41-60 and 55% of respondents aged 61 years and over).

The next few questions asked respondents about involvement with voluntary or community groups.

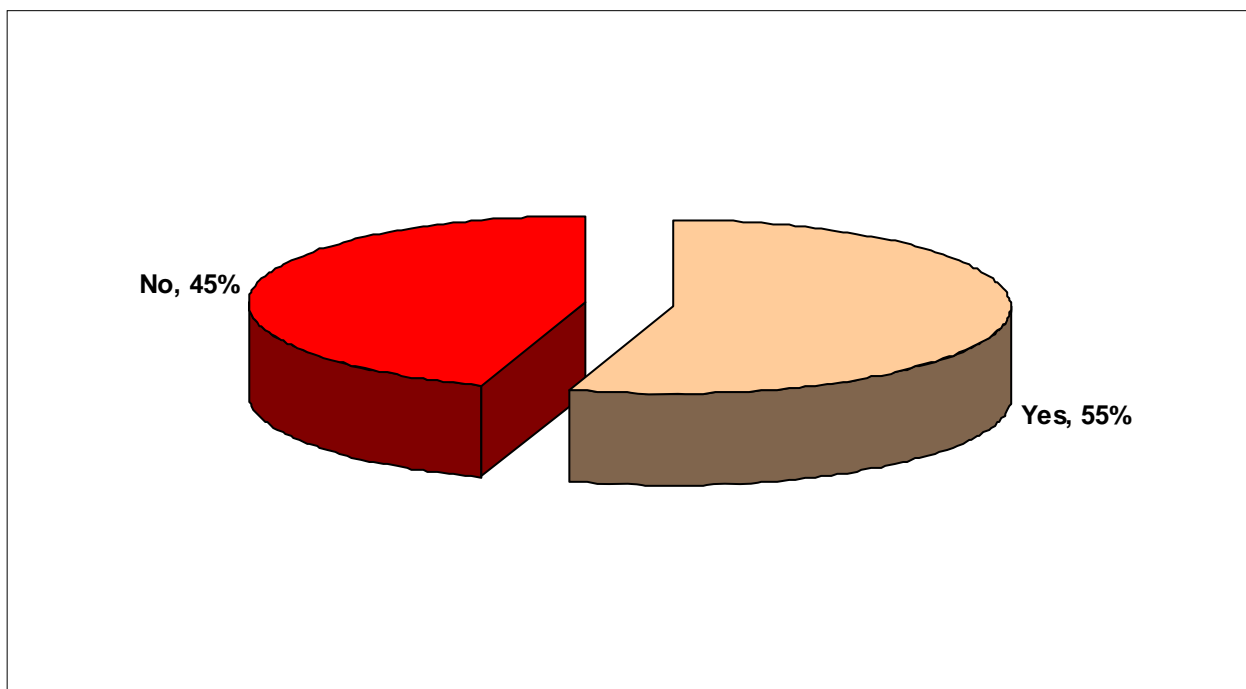
Figure 8: Involvement with voluntary or community groups, clubs, organisations or public bodies



Base = 1,102 respondents

- Just over one in ten respondents said they had been involved with a voluntary or community group, club, organisation or public body (13%). This is a decrease of 5% since the 2006 survey.
- Younger respondents were least likely to have been involved with a voluntary group: 6% of 16-25 year olds had been involved compared to 11% of respondents aged 26-40, 16% aged 41-60 and 11% of respondents aged 61 years and over.

Figure 9: Whether respondent spends two or more hours a week giving unpaid help to voluntary or community groups or organisations

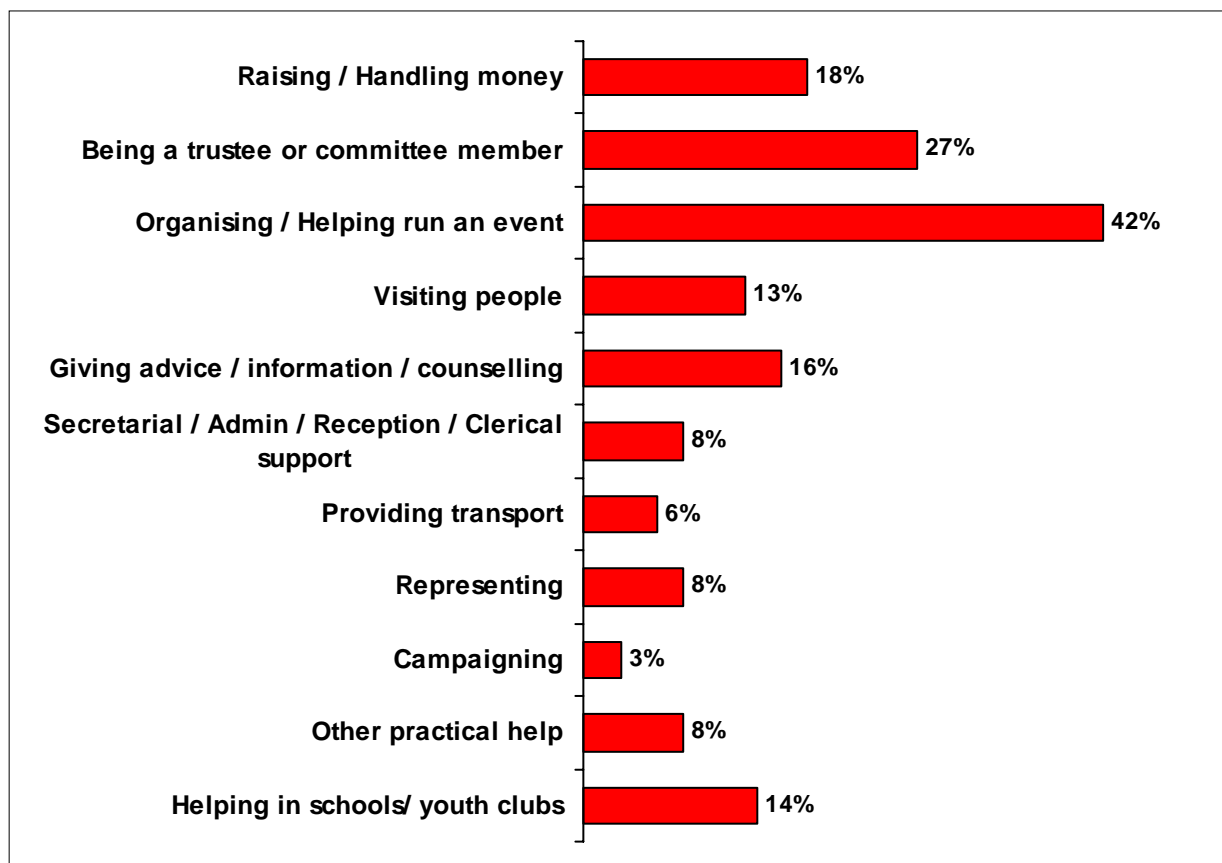


Base = 144 respondents

- Over half the respondents who volunteered said they spent two or more hours a week giving help (55%).

Respondents were asked how they had given unpaid help.

Figure 10: Type of unpaid help given

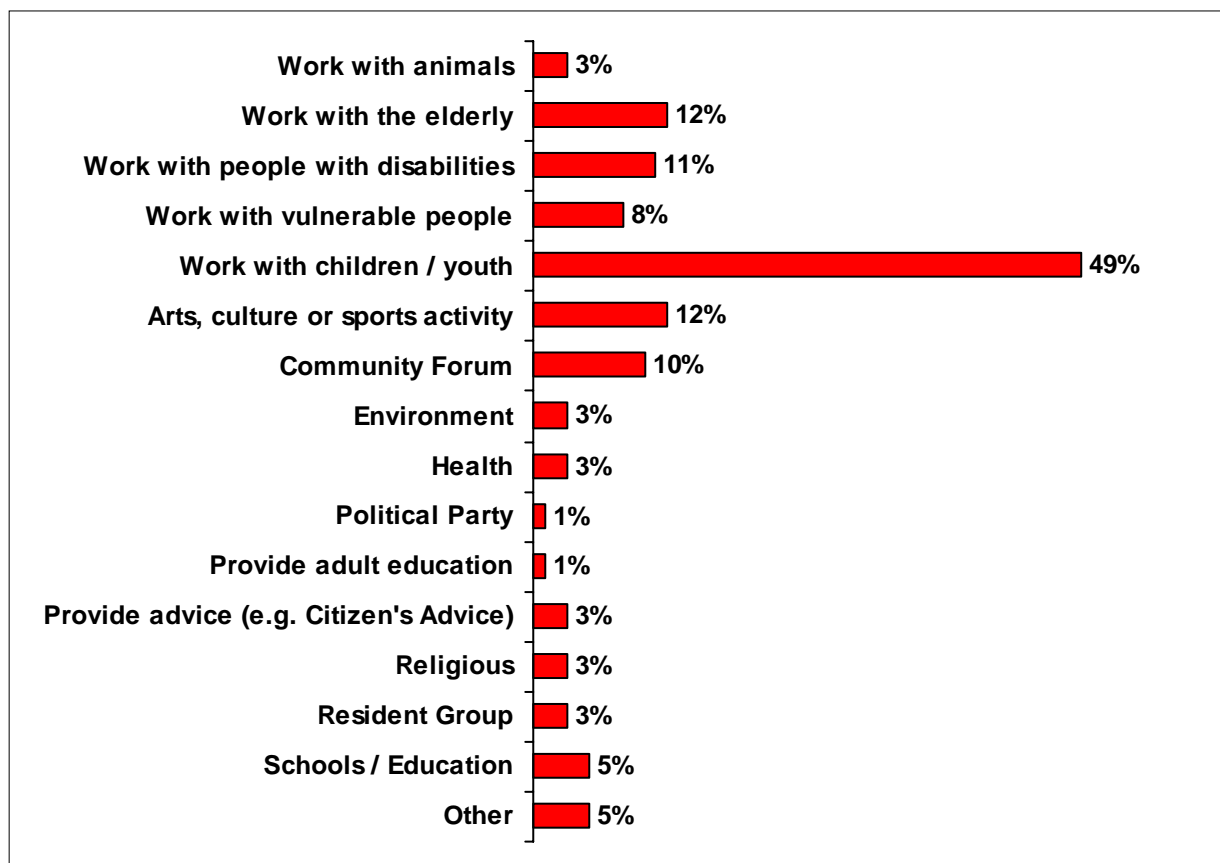


Base = 146 respondents. Results do not total 100% as respondents could choose more than one answer.

- The majority of respondents had helped organise or run an event (42%).
- A quarter had been a trustee or committee member (27%).
- One in five had raised or handled money (18%) or given advice, information or counselling (16%).
- Over one in ten had helped in schools, youth clubs or the local church (16%) or visited people (13%).
- One in ten had provided secretarial support (8%), represented an organisation (8%) or provided other practical help (8%).

Respondents were then asked what the organisation they volunteered for mainly did.

Figure 11: Type of organisation or group respondent provides unpaid help

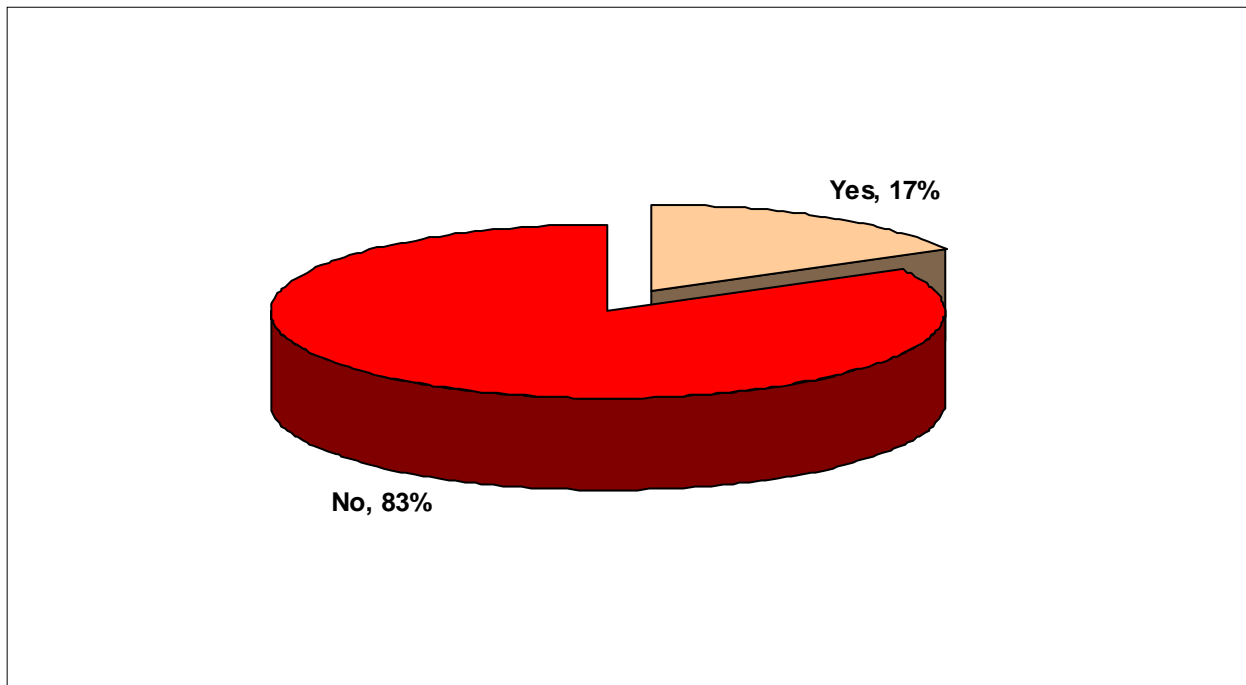


Base = 146 respondents. Results do not total 100% as respondents could choose more than one answer.

- Half the respondents who undertook volunteer work said they worked with children and young people (49%).
- One in ten worked with the elderly (12%), helped out at an organisation linked to arts, culture or sports (12%), worked with people with disabilities (11%), helped at a Community Forum (10%) or worked with vulnerable people (8%).

Respondents were then asked about unpaid help given to people who were not a relative.

Figure 12: Whether given help or unpaid support to someone who is not a relative in the past 12 months

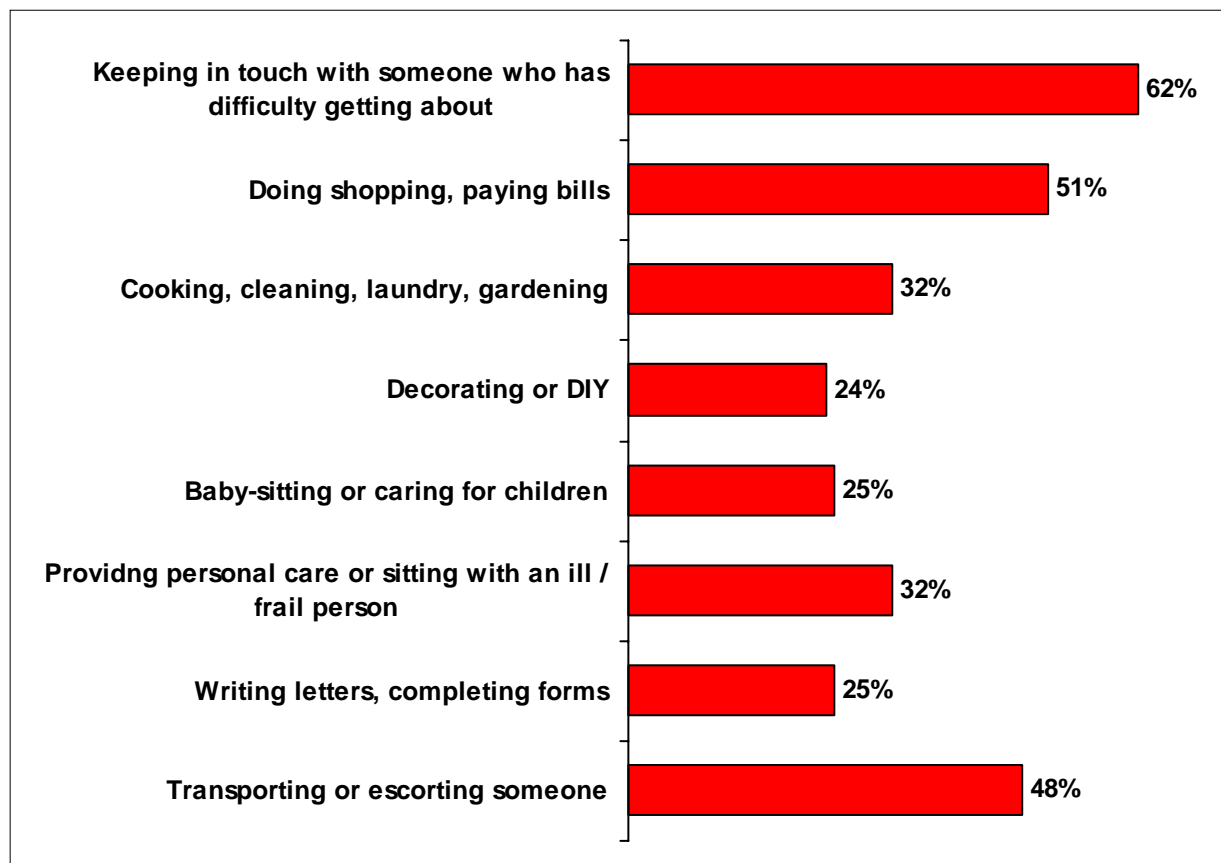


Base = 1,102 respondents

- A fifth of respondents said they had given help or unpaid support to someone who was not a relative (17%).

Those who had given unpaid help were asked how they had helped.

Figure 13: Type of help given in last 12 months



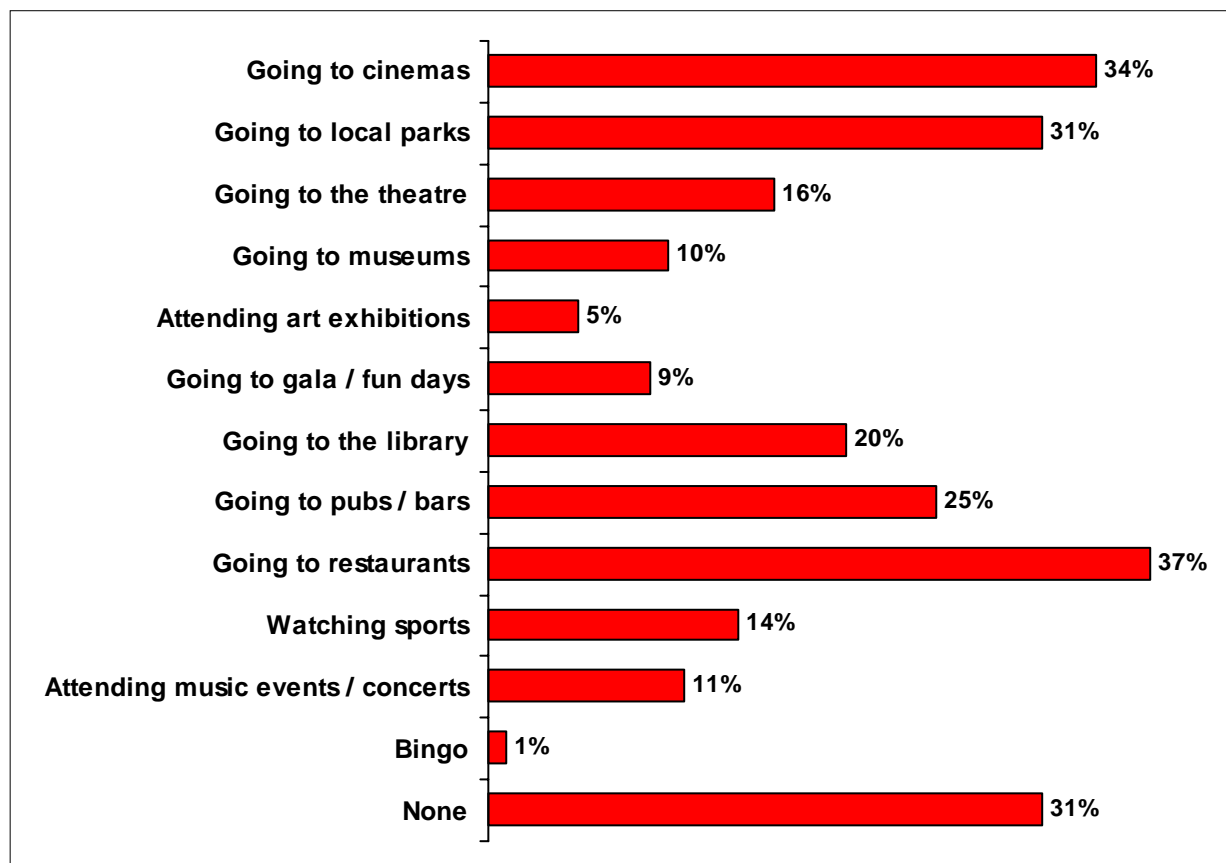
Base = 182 respondents. Results do not total 100% as respondents could choose more than one answer.

- The most popular way to give help or support to someone who was not a relative was by keeping in touch with someone who has difficulty getting about (62%). This was followed by doing shopping or paying bills (51%) or transporting or escorting someone (48%)
- A third of respondents had provided person care or had sat with an ill or frail person (32%) or had done cooking, cleaning, laundry or gardening (32%).
- A quarter of respondents had babysat or cared for children (25%), written letters or completed forms (25%) or undertaken decorating or DIY (24%).

5. Activities & Opportunities

The next section looked at leisure and lifestyle.

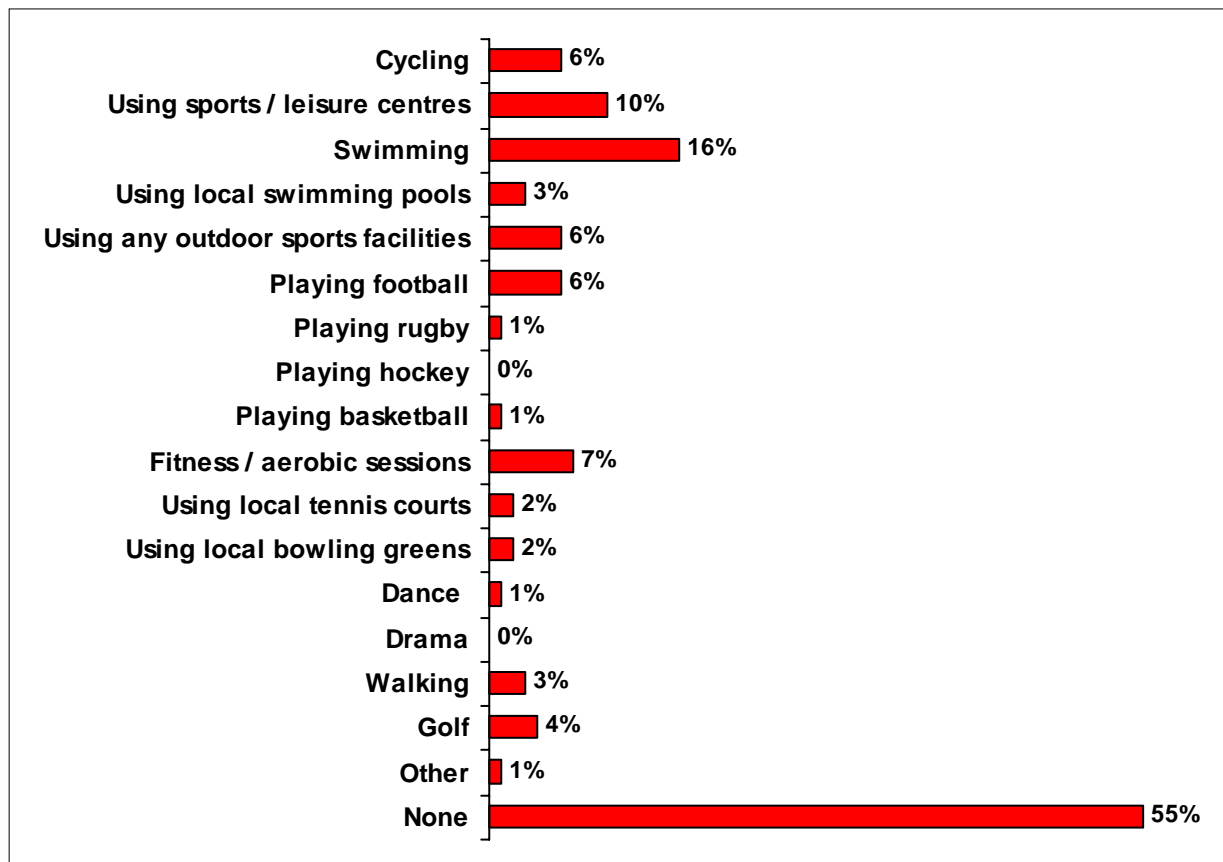
Figure 14: Participation in leisure activities



Base = 1102 respondents. Results do not total 100% as respondents could choose more than one answer.

- Two thirds of respondents said they had taken part in at least one leisure activity (69%). This is the same as the 2006 survey (69% in 2006).
- The most popular activity was going to restaurants (37%). This was followed by going to cinemas (34%), going to local parks (31%), going to pubs and bars (25%) and going to the library (20%).
- Around one in ten respondents said they go to the theatre (16%), watch sports (14%), attend music events and concerts (11%), go to museums (10%) and go to gala or fun days (9%).

Figure 15: Type of sports activities participated in

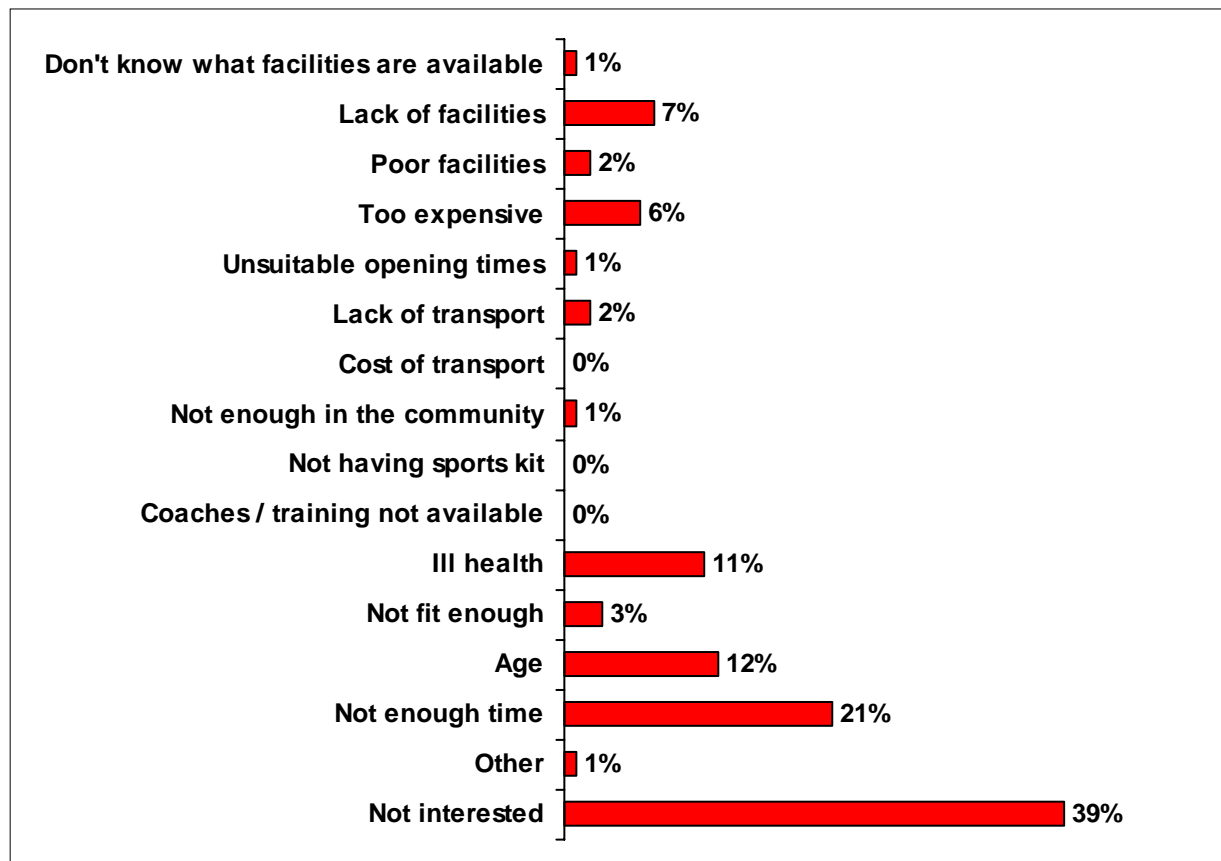


Base = 1,102 respondents. Results do not total 100% as respondents could choose more than one answer.

- Less than half the respondents had participated in a sports activity (45%).
- The most popular sports activities were swimming (16%), using sports and leisure facilities (10%), fitness and aerobics sessions (7%), using outdoor sports facilities (6%), playing football (6%) and cycling (6%).

Respondents were asked if there were any specific barriers that prevent or deter them from being more active.

Figure 16: Barriers deterring from being more active

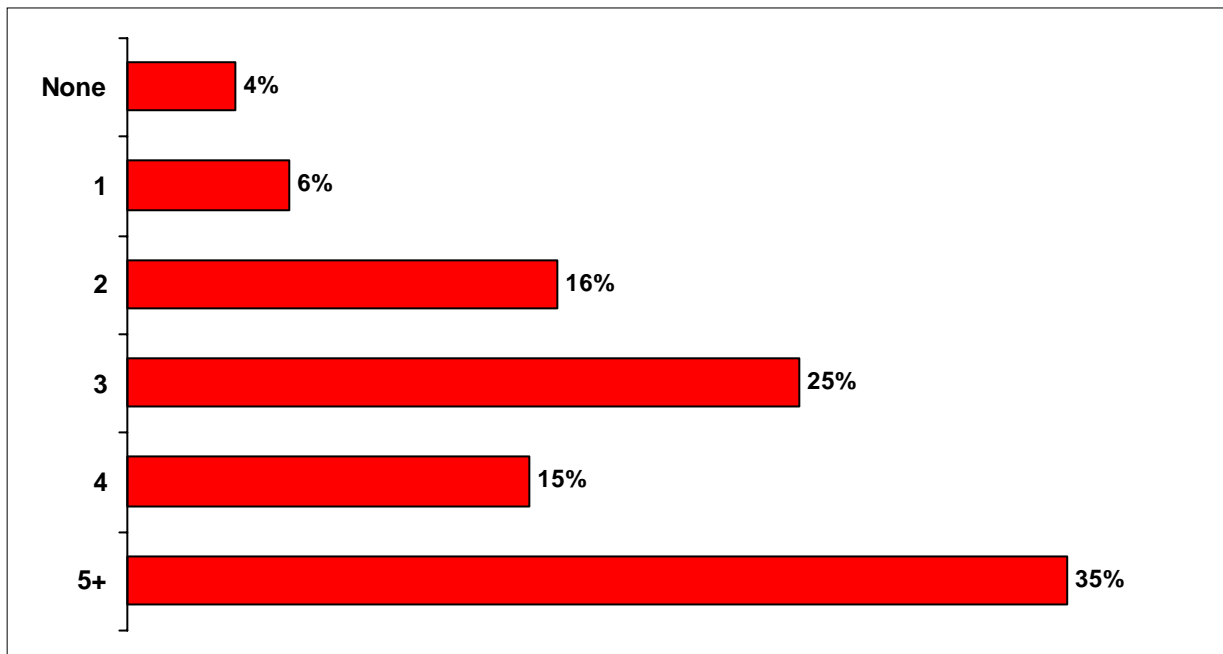


Base = 1,014 respondents. Results do not total 100% as respondents could choose more than one answer.

- Two fifths of respondents said there were no barriers and they were not interested in being more active (39%).
- A fifth of respondents said they did not have enough time to be more active (21%).
- Around one in ten said the following were barriers: age (12%), ill health (11%), lack of facilities (7%) and the expense of sports and leisure facilities (6%).

Residents were then asked, on average, how many portions of fruit and vegetables they ate each day.

Figure 17: Number of portions of fruit & vegetables eaten each day

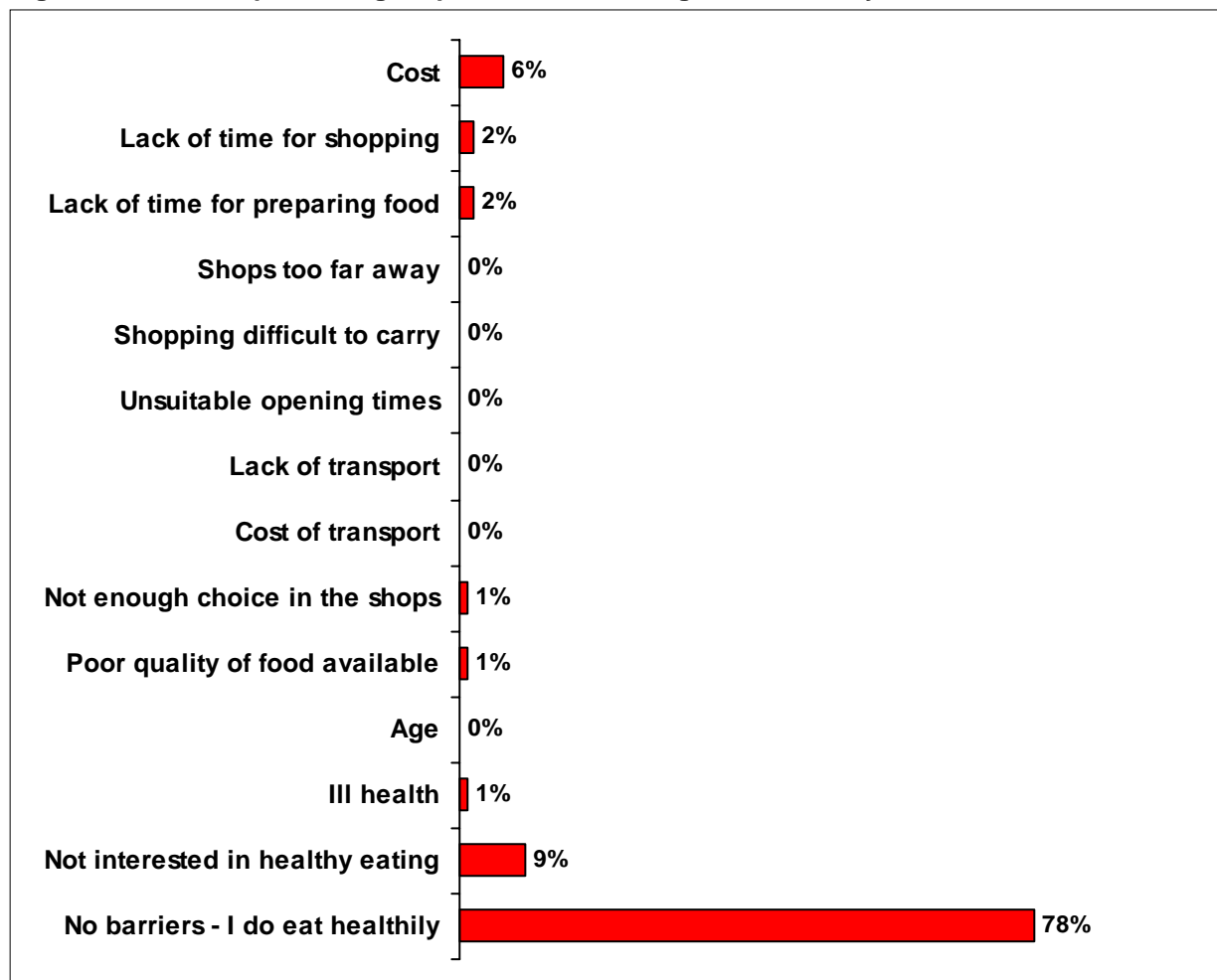


Base = 1,102 respondents

- A third of respondents ate five or more pieces of fruit and vegetables per day (35%). Fifteen percent eat 4 portions a day and a quarter of residents (25%) eat three portions per day.
- Just 4% eat no fruit or vegetables.
- Women were more likely than men to eat five or more portions of fruit and vegetables per day (39% compared to 29% of men).
- Respondents aged 16-25 were least likely to eat five or more portions per day: 22% compared to 35% aged 26-40 years, 41-60 years and 39% aged over 60 years.

Respondents were asked if there were any specific barriers that prevented them from eating more healthily.

Figure 18: Barriers preventing respondent from eating more healthily

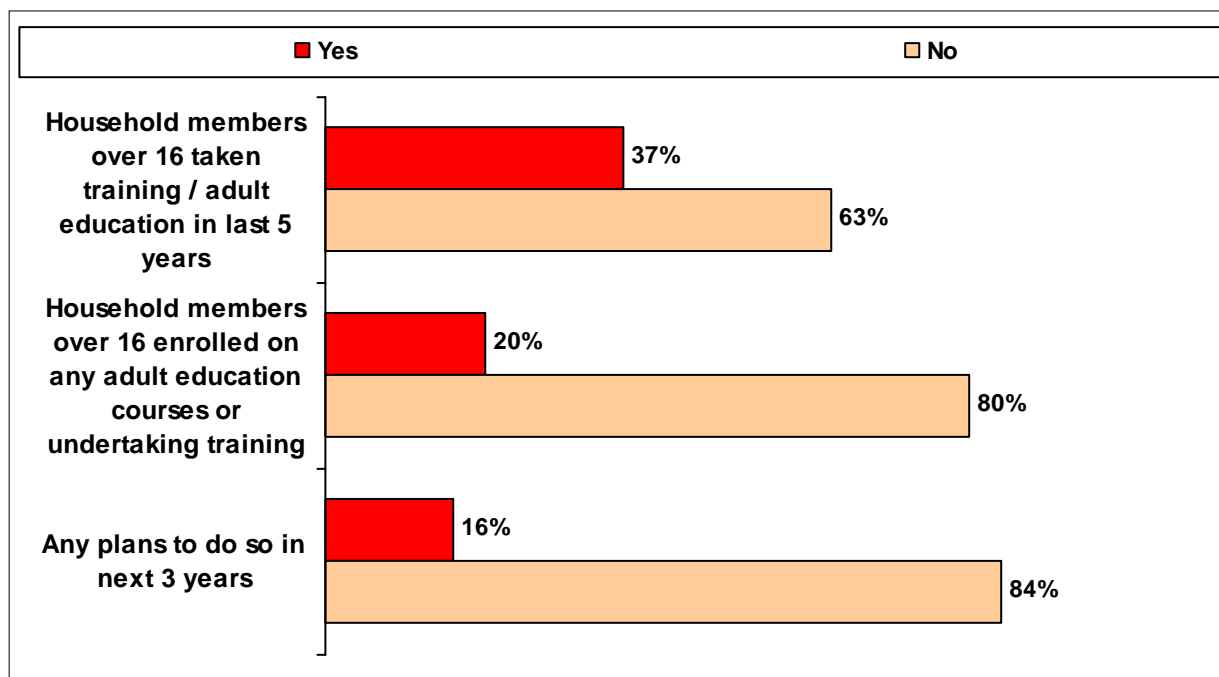


Base = 1,077 respondents. Results do not total 100% as respondents could choose more than one answer.

- The majority of respondents (78%) respondents said there were no specific barriers and they did eat healthily.
- One in ten said they were not interested in health eating (9%) and 6% said cost prevented them from eating more healthily.

Respondents were then asked about adult education and training.

Figure 19: Adult education and training

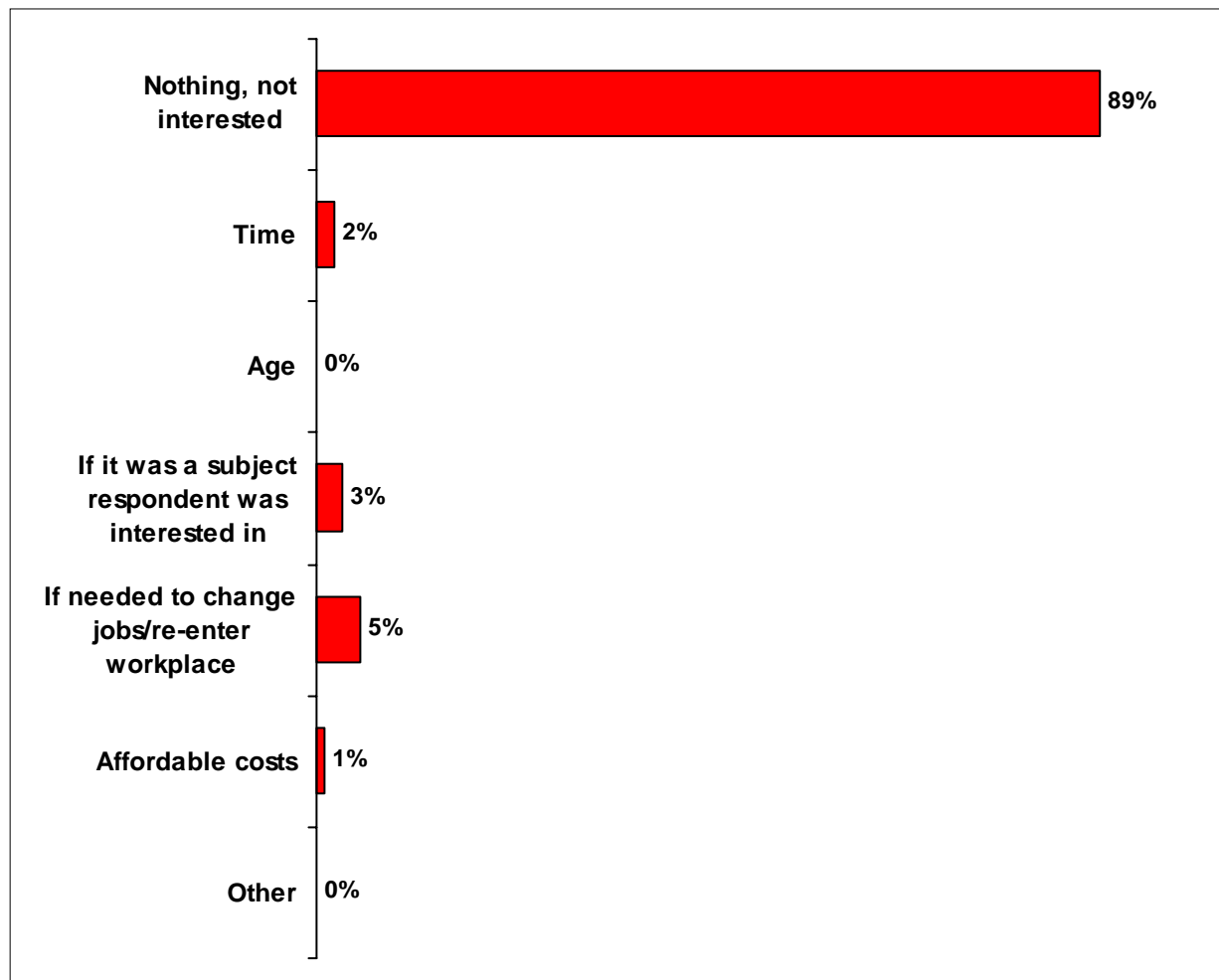


Base varies

- Two fifths of respondents (37%) said they or a household member had undertaken training or adult education in the last 5 years.
- A fifth (20%) said they were currently enrolled on an adult education course.
- Just under a fifth of respondents said they planned to enrol on an adult education course in the next three years (16%).
- Just a fifth of respondents aged 61 years and over had undertaken training or adult education in the last five years: 16% compared to 48% of respondents aged 16-25, 43% aged 26-40 years and 47% aged 41-60 years.
- Three in ten respondents aged 16-40 planned to enrol on a course in the next 3 years. This compares to 13% of respondents aged 41-60 years and 6% aged 61 years and over.
- BME respondents were more likely than White residents to say they planned to enrol on a course in the next three years: 24% compared to 15% of White respondents.

Respondents who said they would not undertake training were asked if there was anything that would persuade them to undertake adult education or training.

Figure 20: Reason for being persuaded to undertake training / learning over next 3 years

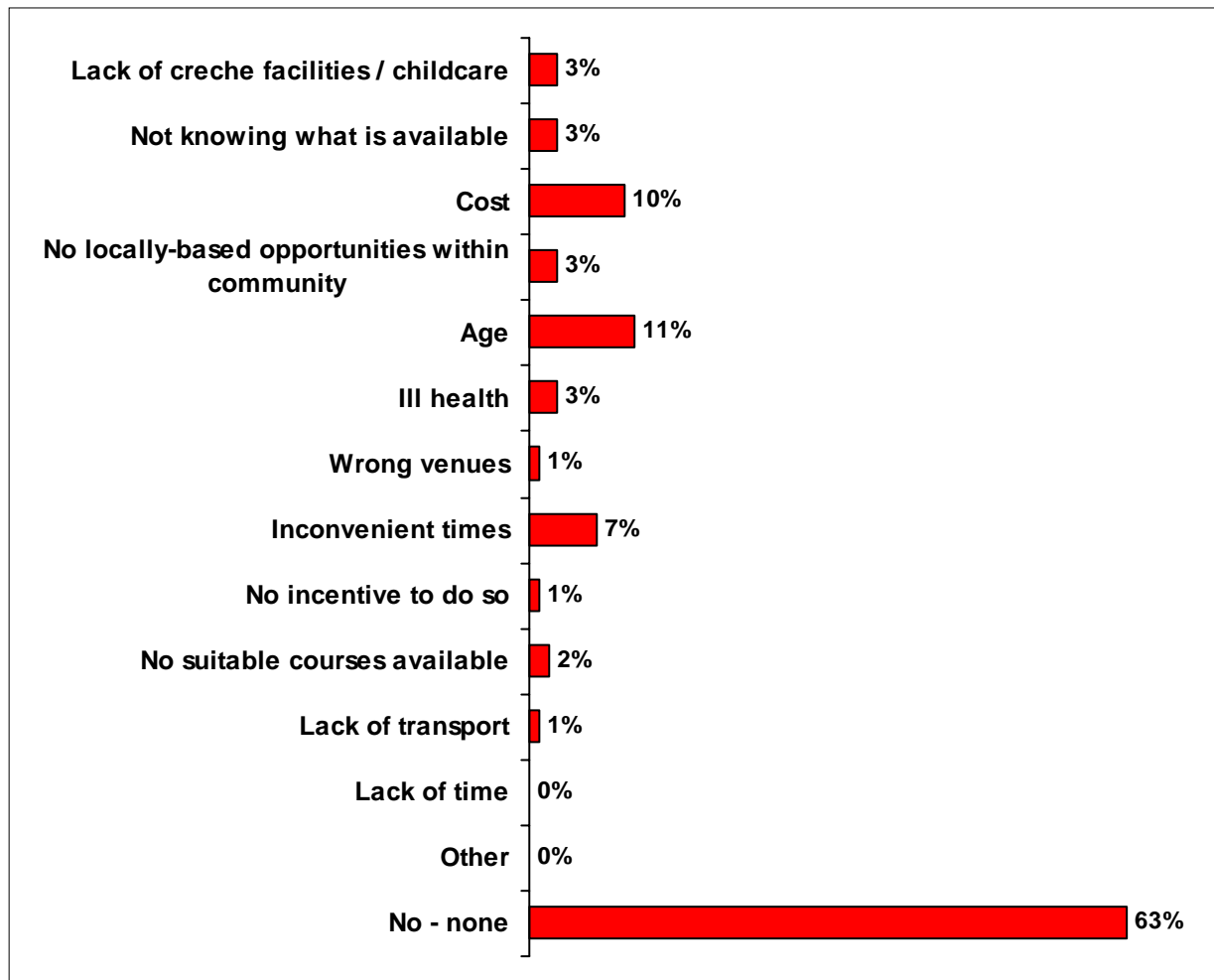


Base = 646 respondents

- The majority of respondents said nothing would encourage them to undertake training (89%).

All respondents were asked if they thought there were any barriers to undertaking training or adult education courses.

Figure 21: Barriers to undertaking training or adult education courses

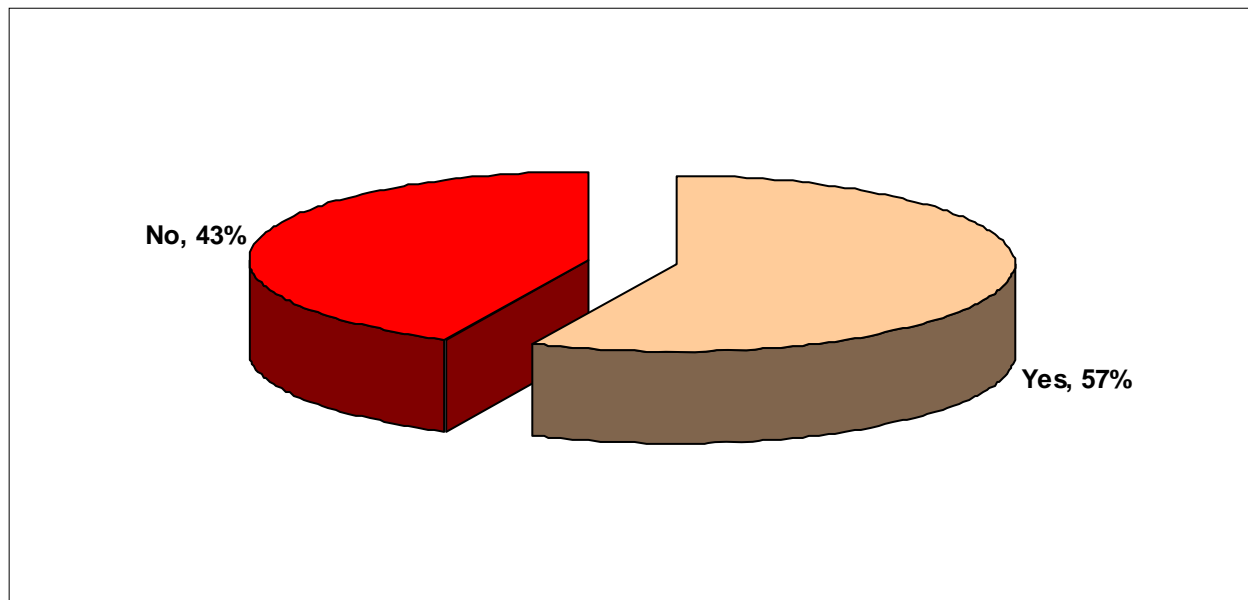


Base = 1,102 respondents. Results do not total 100% as respondents could choose more than one answer.

- Two thirds of respondents did not think there were any barriers to undertaking training (63%).
- One in ten said age (11%), cost (10%) or inconvenient times (7%) were barriers.

Respondents were then asked if there was enough variety of employment in Thurrock.

Figure 22: Variety of employment opportunities in Thurrock

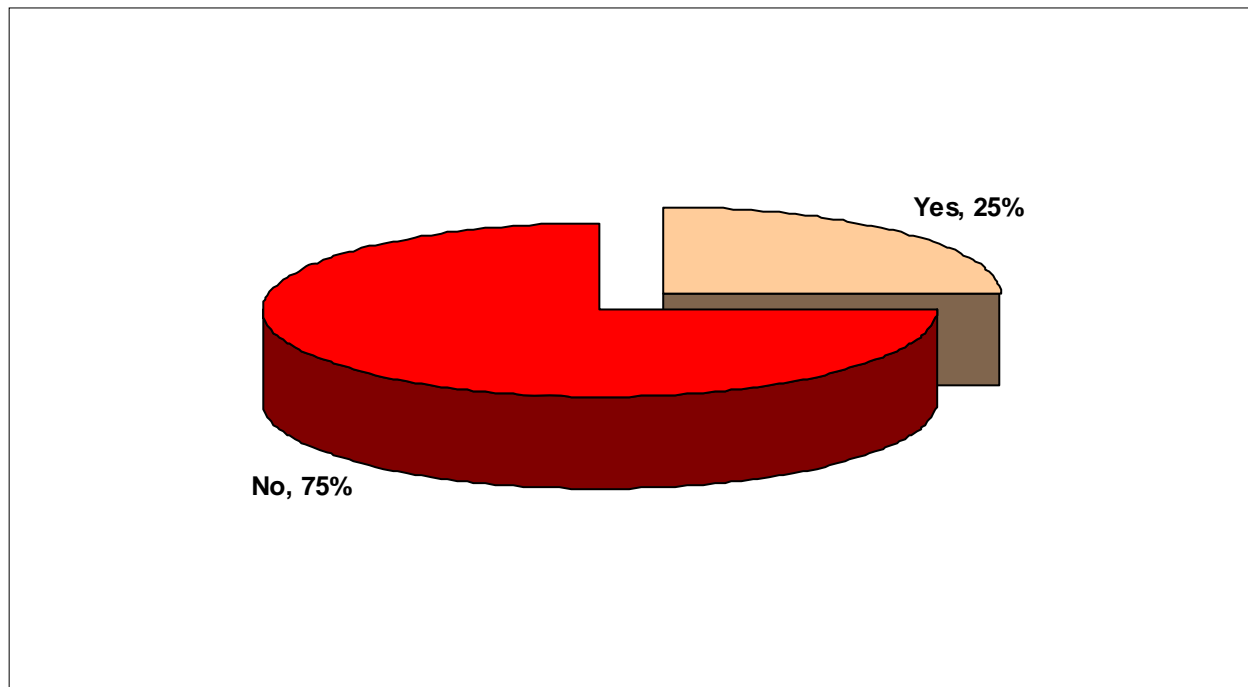


Base = 822 respondents

- Just over half the respondents said there was enough variety of employment in Thurrock (57%).
- Less than half the respondents aged 16-25 agreed there was enough variety of employment opportunities in Thurrock (43% compared to 61% of respondents aged 26-40 years, 58% aged 41-60 years and 55% aged 61 years and over).

Respondents were asked if they had been unemployed in the last twelve months.

Figure 23: Unemployment in last 12 months

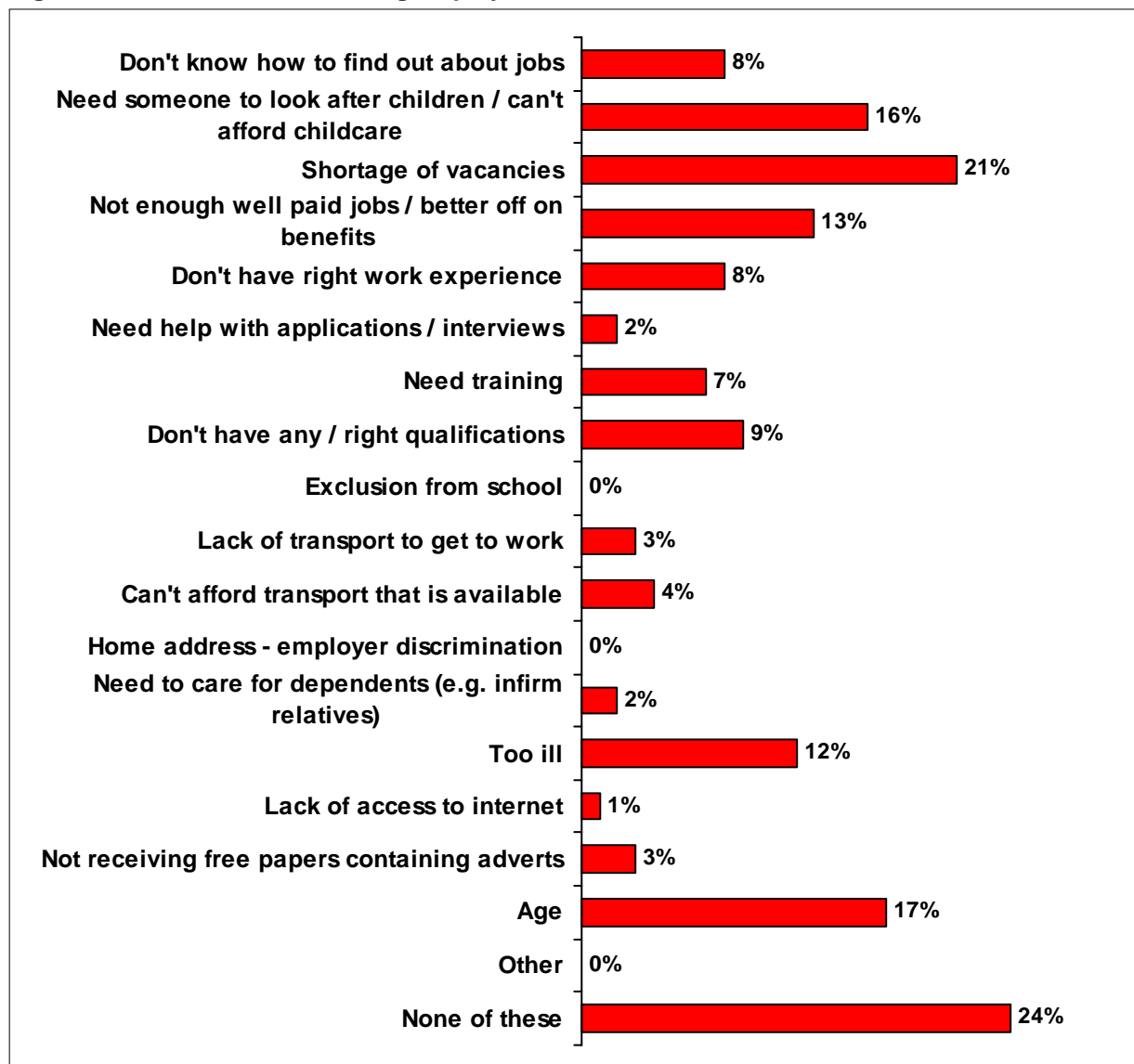


Base = 1,102 respondents

- A quarter of respondents said they have been unemployed within the last twelve months (25%).
- Respondents aged 16-25 years were most likely to have been unemployed: 36% compared to 20% of 26-40 year olds, 21% of 41-60 years olds and 32% of respondents aged over 61 years.

Respondents who had been unemployed were asked to list the three main barriers to finding employment.

Figure 24: Main barriers to finding employment



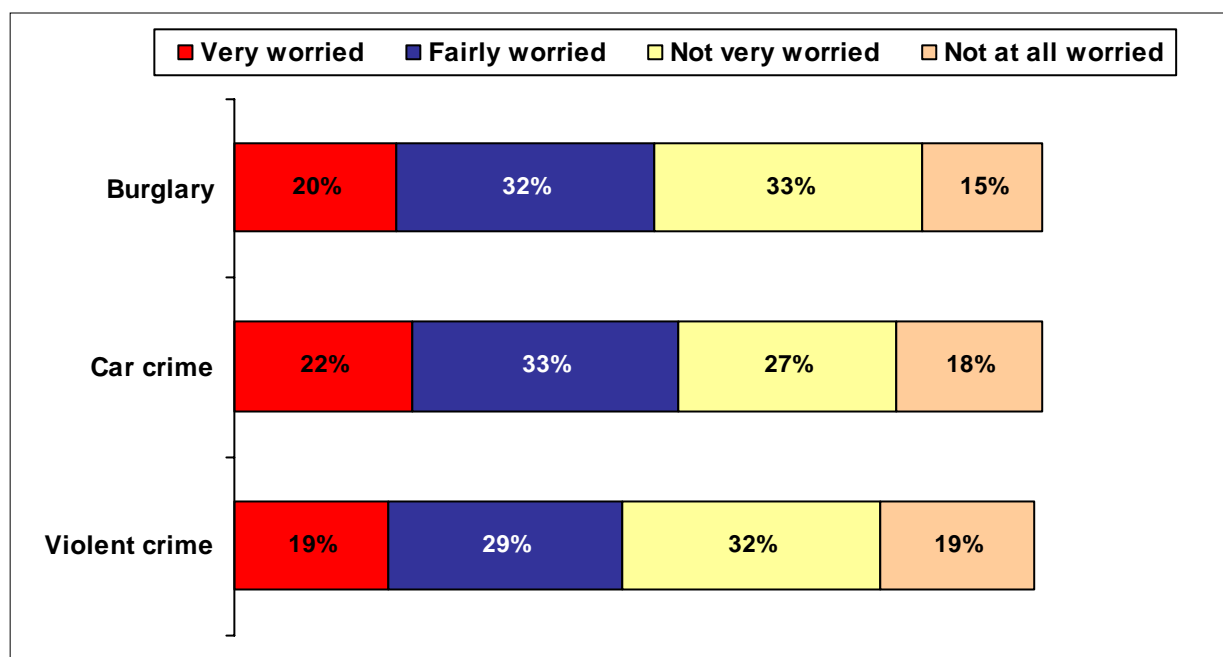
Base = 206 respondents. Results do not total 100% as respondents could choose more than one answer.

- The three main barriers to finding employment were classed as: a shortage of vacancies (21%), age (17%) and lack of affordable childcare (16%).
- Around one in ten respondents also listed the lack of well-paid jobs (13%), illness (12%), not having the right qualifications (9%), not knowing where to find jobs (8%) and not having the right work experience (8%).
- A quarter of respondents did not think there were any barriers to finding employment (24%).

6. Crime and Policing in Thurrock

The next section asked respondents about crime and policing. Respondents were asked to what extent they worried about specific crimes.

Figure 25: Worry about crime



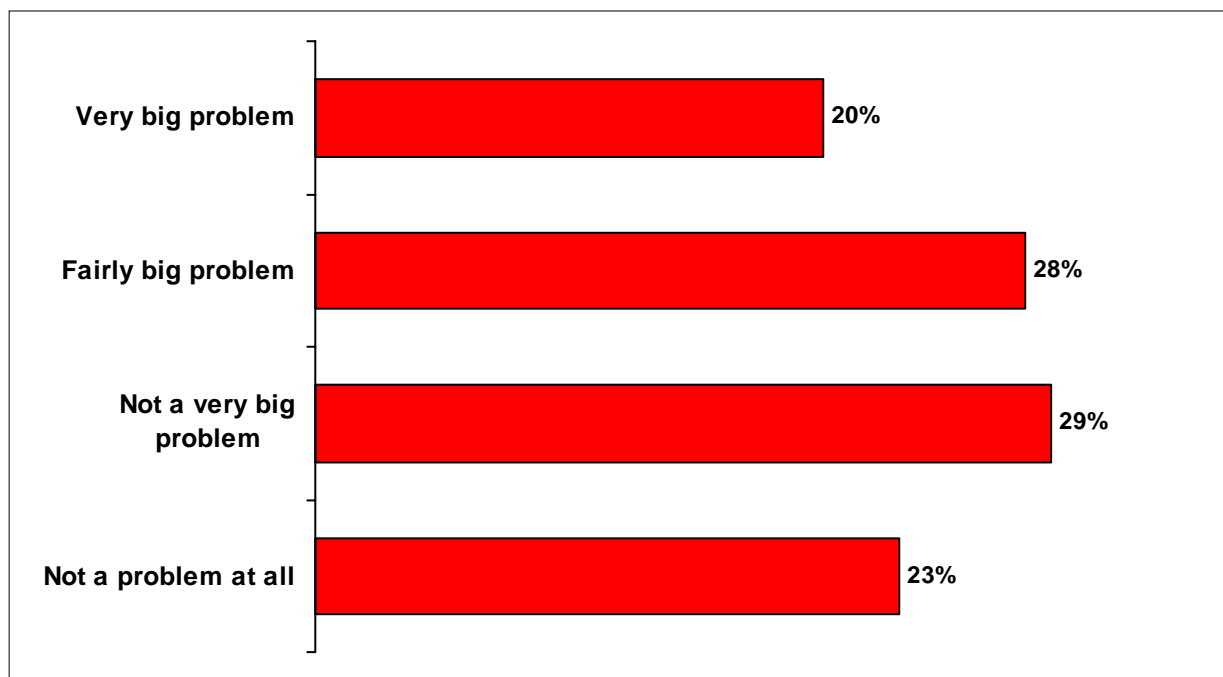
Base varies

Around half the respondents were worried about crime in their area.

- Respondents were most worried about car crime – 55% were worried about this crime (22% said they were very worried and 33% were fairly worried).
- Around half the respondents (52%) said they worried about burglary: 20% were very worried and 32% were fairly worried.
- A fifth of respondents (19%) were very worried about violent crime and 29% were fairly worried.
- Respondents aged 16-25 years were least worried about burglary (40% compared to 51% of respondents aged 26-40 years, 55% aged 41-60 years and 50% aged 61 years and over).

Respondents were then asked to what extent people using or dealing drugs in the area were problem.

Figure 26: Extent people using or dealing drugs are a problem in the area

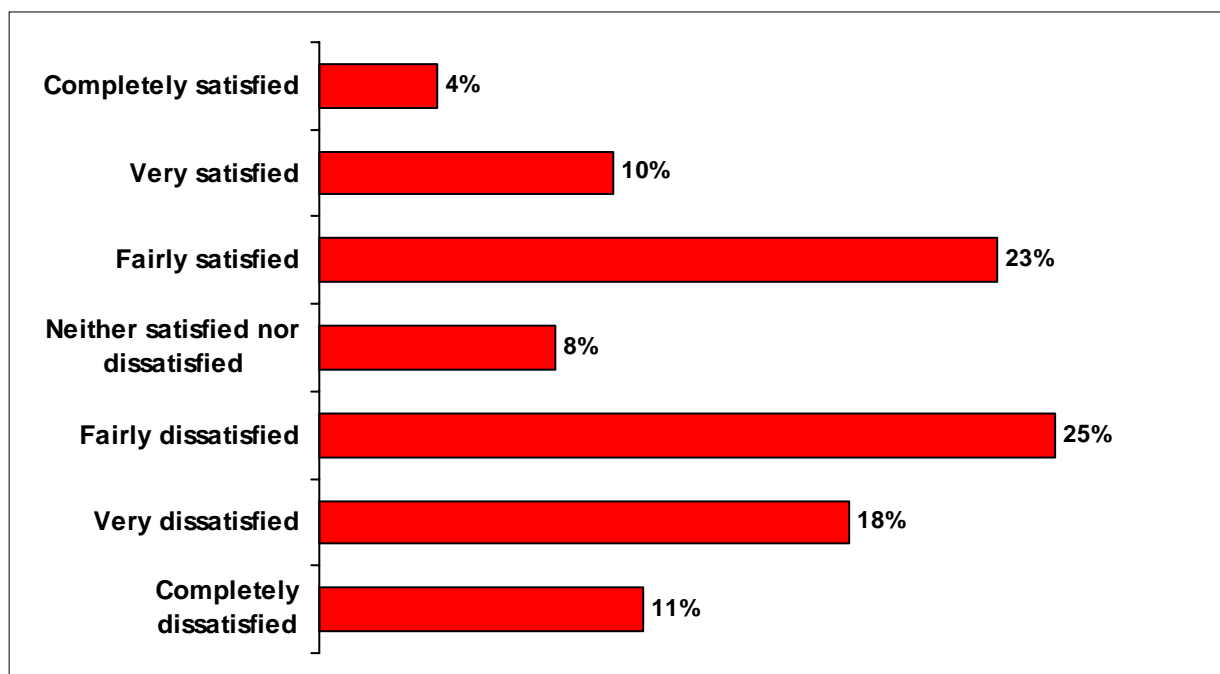


Base = 676 respondents

- Half the respondents (49%) said people using or dealing drugs was a problem in their area: 20% said it was a very big problem and 28% said it was a fairly big problem.
- A quarter of respondents said it was not a problem at all (23%).
- Two thirds of BME residents said it was a not a problem in their area: 63% compared to 50% of White respondents.

Respondents were then asked to rate their satisfaction with the level of foot patrols in their area or neighbourhood.

Figure 27: Satisfaction with level of foot patrol in area



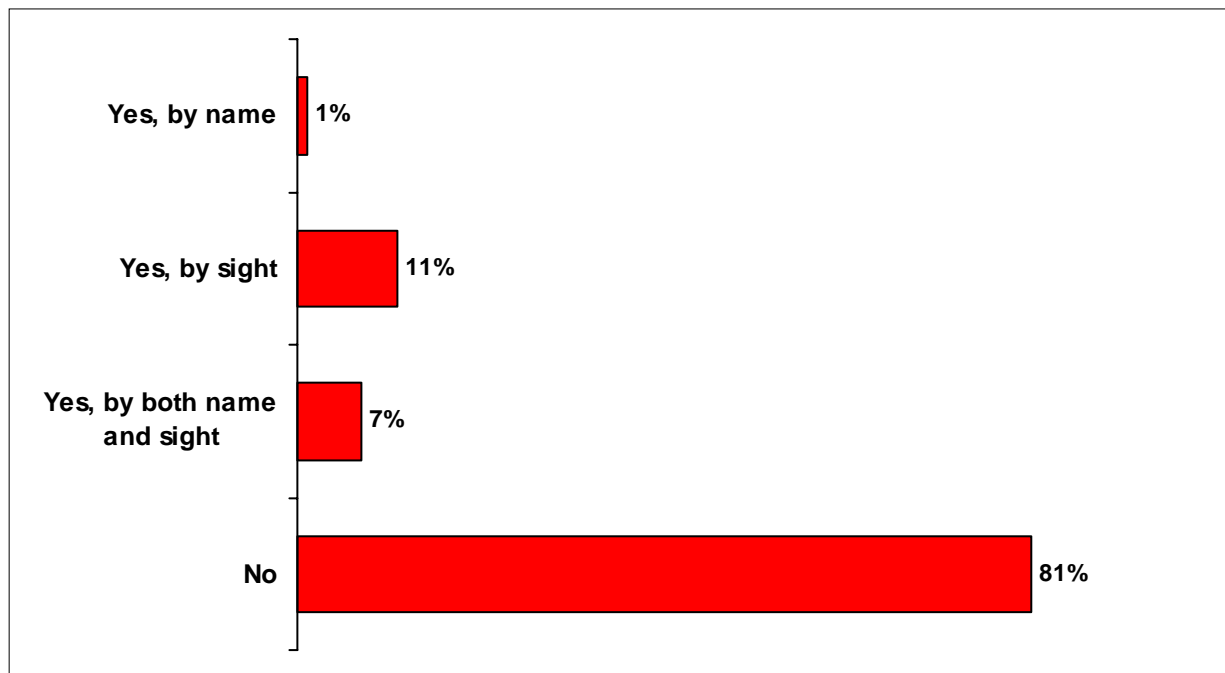
Base = 1,029 respondents

- Over half the respondents said they were dissatisfied with the level of foot patrols in their area (25% were fairly dissatisfied, 18% were very dissatisfied and 11% were completely dissatisfied).
- A third said they were satisfied: 23% were fairly satisfied, 10% were very satisfied and 4% were completely satisfied.
- Half the BME respondents said they were satisfied with the level of foot patrols: 50% compared to 36% of White respondents.

Respondents were then asked if they knew any of the police or Police Community Support Officers (PCSOs) who work in their local area.

- The majority of respondents did not know any of the police or PCSOs in their local area (81%).
- One in ten said they knew the police or PCSOs by sight and a further 7% said they knew then by both name and sight.
- Just 1% said they knew any of the police or PCSOs by name only.

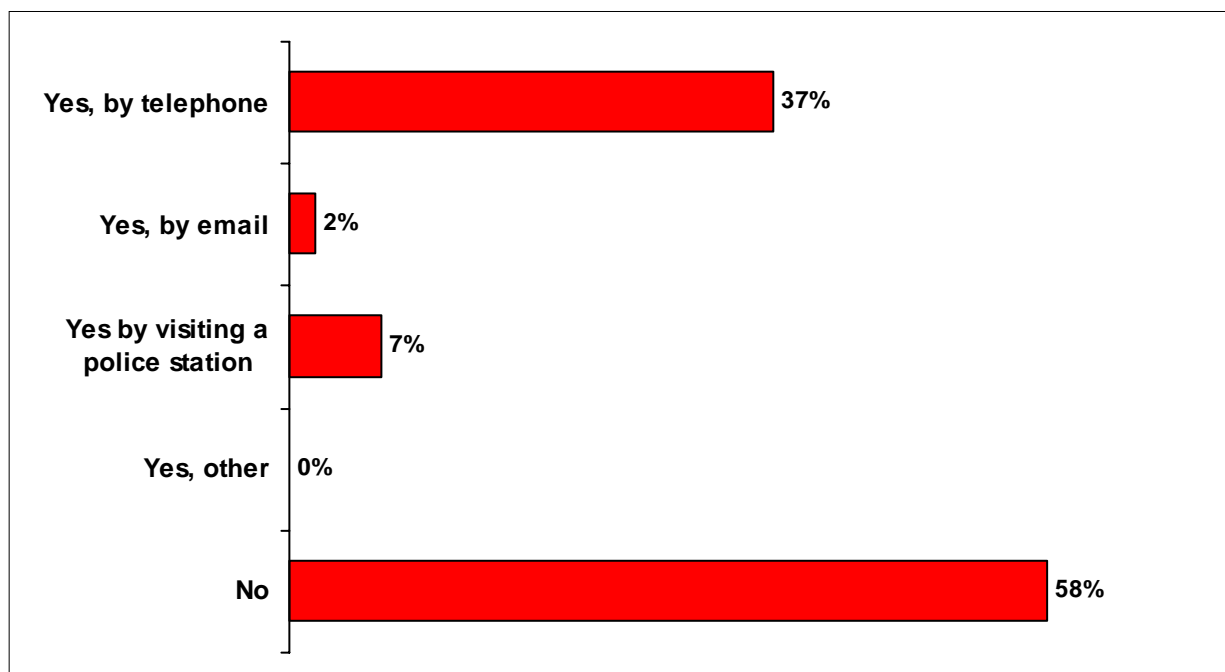
Figure 28: Whether know about police or Police Community Support Officers in the area



Base = 1,102 respondents

Respondents were then asked if they knew how to contact the police or Police Community Support Officers (PCSOs) in their area.

Figure 29: Whether know how to contact the police or PCSOs

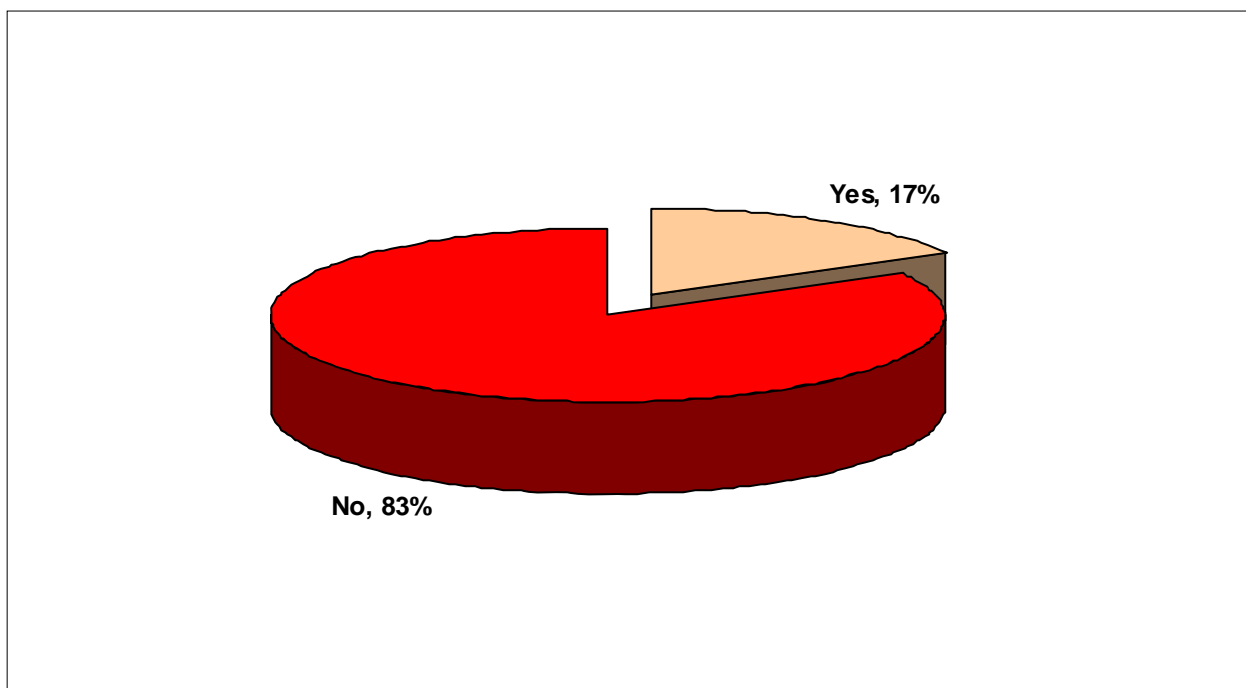


Base = 1,102 respondents

- Over half the respondents did not know how to contact the police (58%).
- A third (37%) knew how to contact the police by telephone.
- Less than one in ten knew how to contact the police by visiting a police station (7%) and just 2% knew how to contact the police by email.

Respondents were asked if they were aware of how, when and where they can take part in agreeing the local priority issues with the police in their area or neighbourhood.

Figure 30: Whether know how, when and where to agree local priority issues

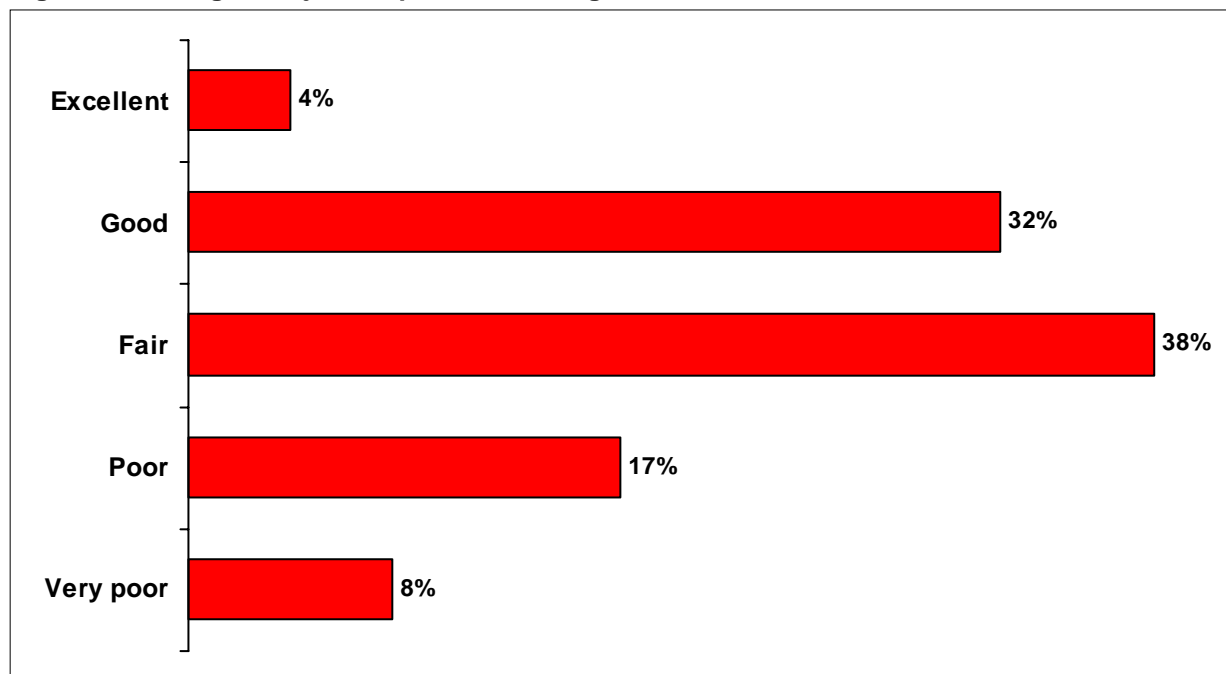


Base = 1,086 respondents

- The majority of respondents did not know how, when and where to agree local priority issues in their area (83%).
- Less than a fifth of respondents (17%) knew how to agree priority issues.
- A quarter of BME respondents said they knew how to agree local priorities; 27% compared to 17% of White respondents.

Finally in the section, respondents were asked how good a job they think the police in their local area are doing.

Figure 31: How good a job the police are doing in the local area



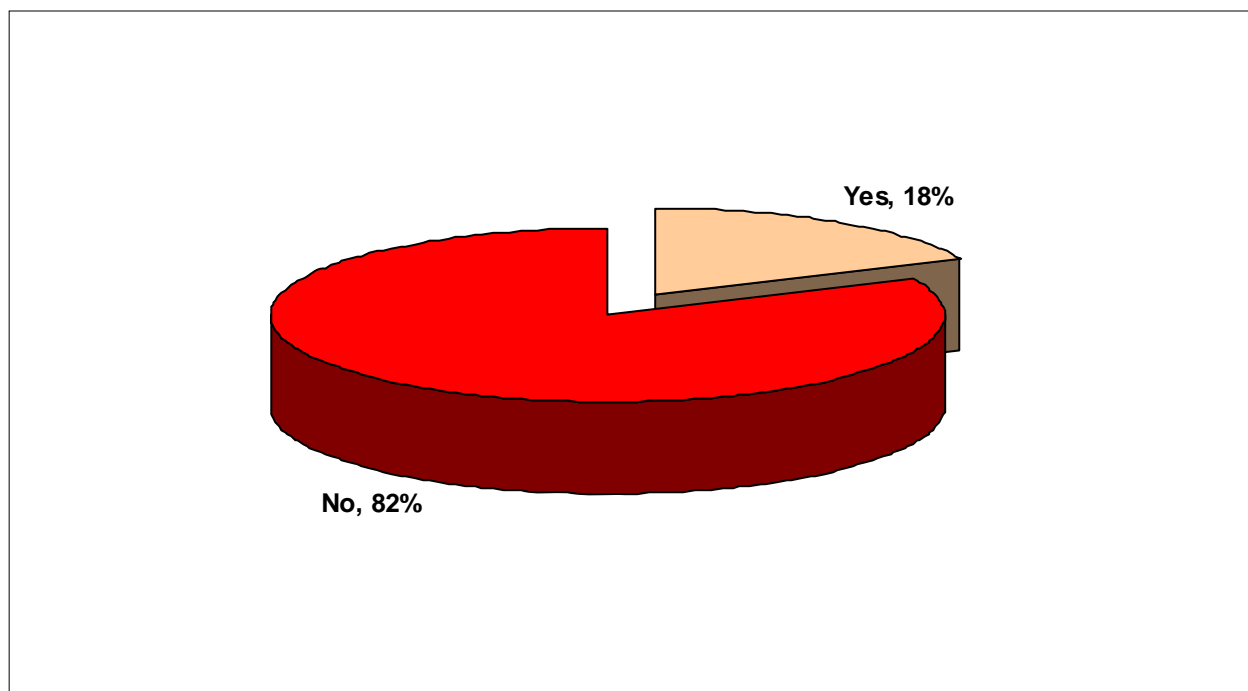
Base = 999 respondents

- A third of respondents said the police were doing an excellent or good job (36%).
- A further two fifths said the police were doing a fair job (38%).
- A quarter of respondents (25%) said police were doing a poor job with 8% stating the police are doing a very poor job.

7. Thinking about Thurrock

The next section asked respondents about Thurrock. Residents were asked if they were aware of the Local Strategic Partnership.

Figure 32: Awareness of Local Strategic Partnership (Shaping Thurrock)

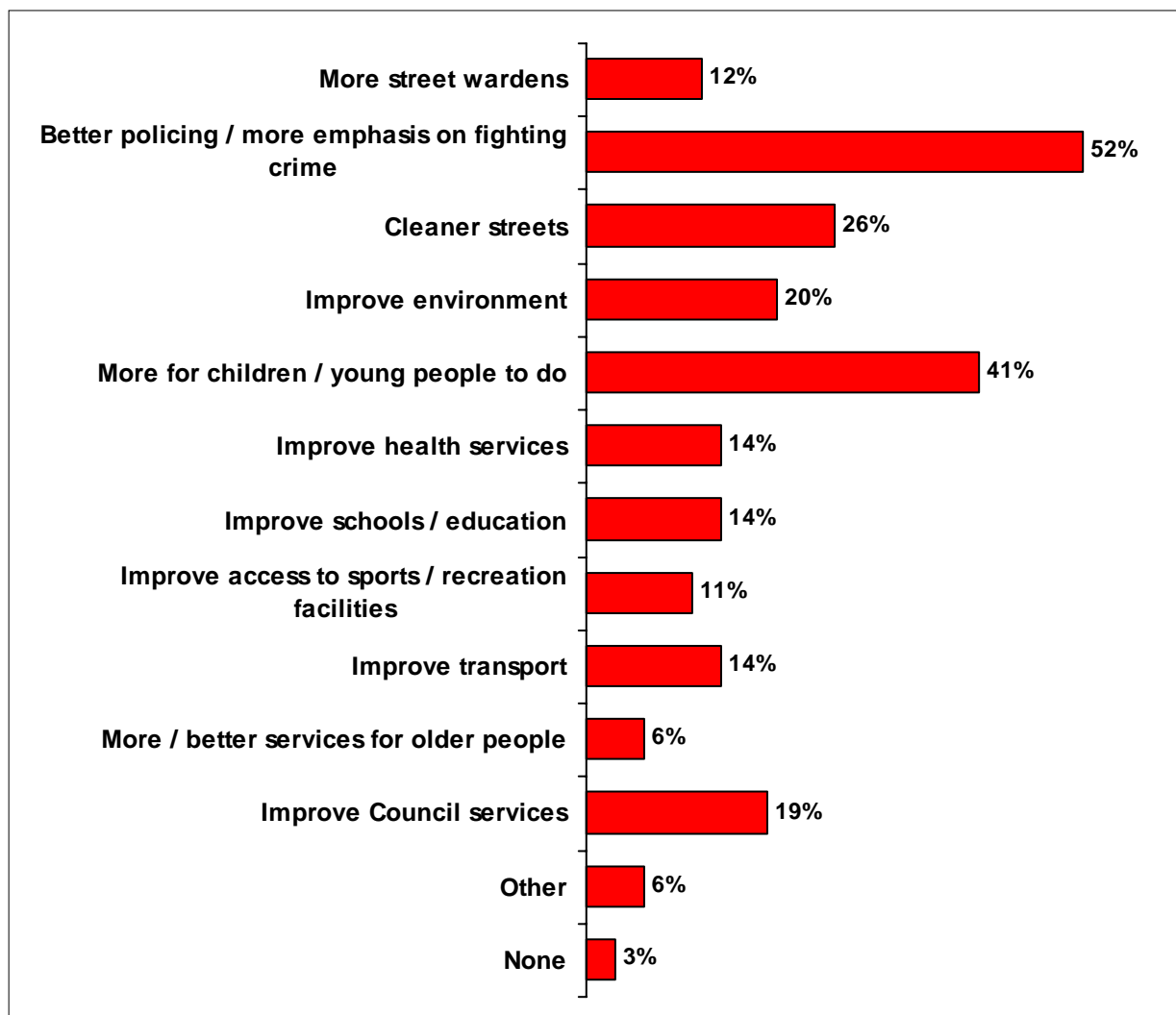


Base = 1,102 respondents

- A fifth of respondents (18%) said they were aware of the Local Strategic Partnership.
- There has been a decrease in awareness since 2006 when 23% of respondents said they were aware of the Partnership.
- Respondents aged 61 years and over were most aware: 20% compared to 8% of respondents aged 16-25, 14% aged 26-40 and 18% aged 41-60 years.
- A quarter of the BME respondents knew about the Local Strategic Partnership: 28% compared to 17% of White respondents.

Respondents were then asked to consider the three main priorities for Thurrock.

Figure 33: Main priorities for improving Thurrock

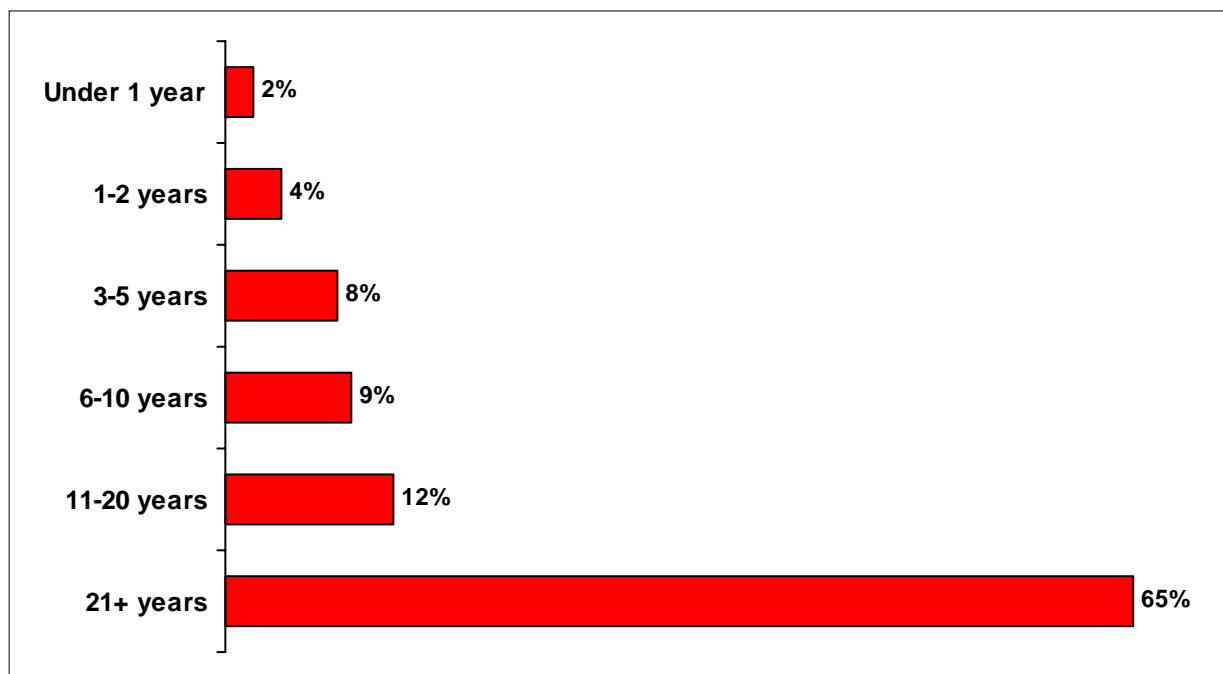


Base = 1,001 respondents. Results do not total 100% as respondents could choose more than one answer.

- The three main priorities for Thurrock are: better policing and more emphasis on tackling crime (52%), more for children and young people to do (41%) and cleaner streets (26%).
- A fifth of respondents wanted to see the environment improved (20%) or wanted the Council to improve (19%).
- Around one in ten respondents also considered the following to be important: improving transport (14%), improving health services (14%), improving schools and education (14%) and having more street wardens (12%).

Respondents were asked how long they had lived in Thurrock.

Figure 34: Length of time living in Thurrock

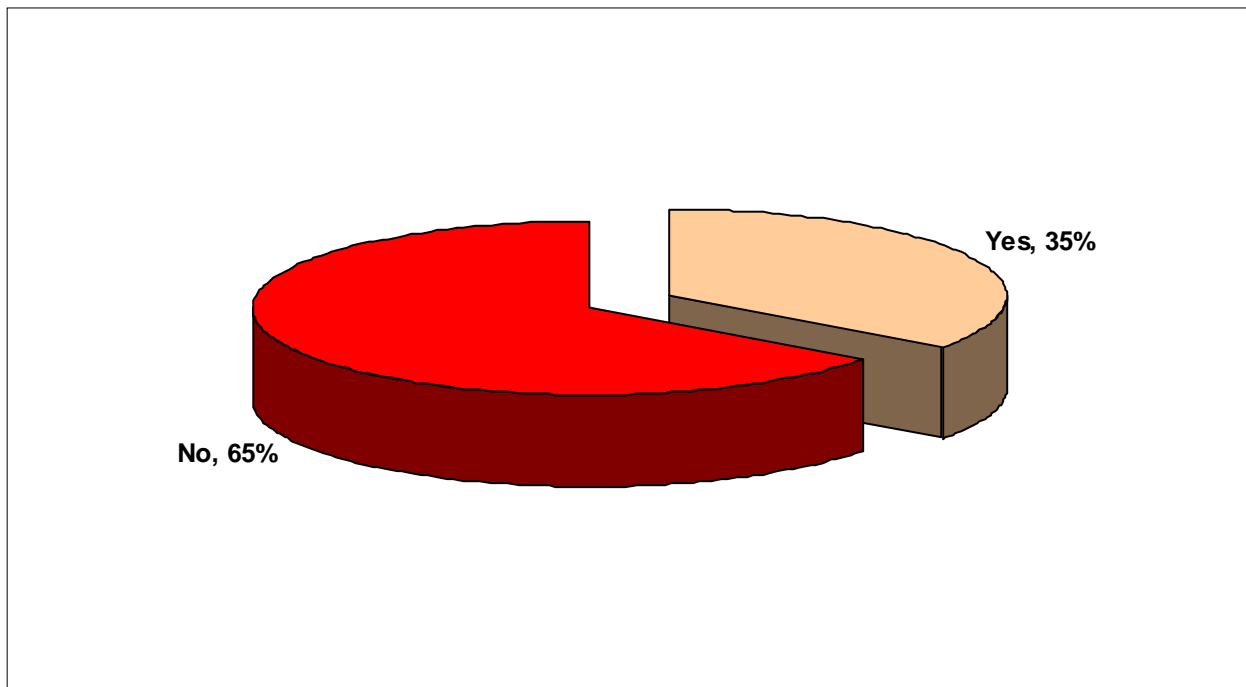


Base = 1,102 respondents

- Two thirds of respondents had lived in Thurrock for 21 years and over (65%).
- A fifth had lived in Thurrock for 6-20 years (21%).
- Just over one in ten residents had lived in Thurrock for five years or less (14%).

Respondents were asked if they want to move from their current home.

Figure 35: Whether want to move from current home

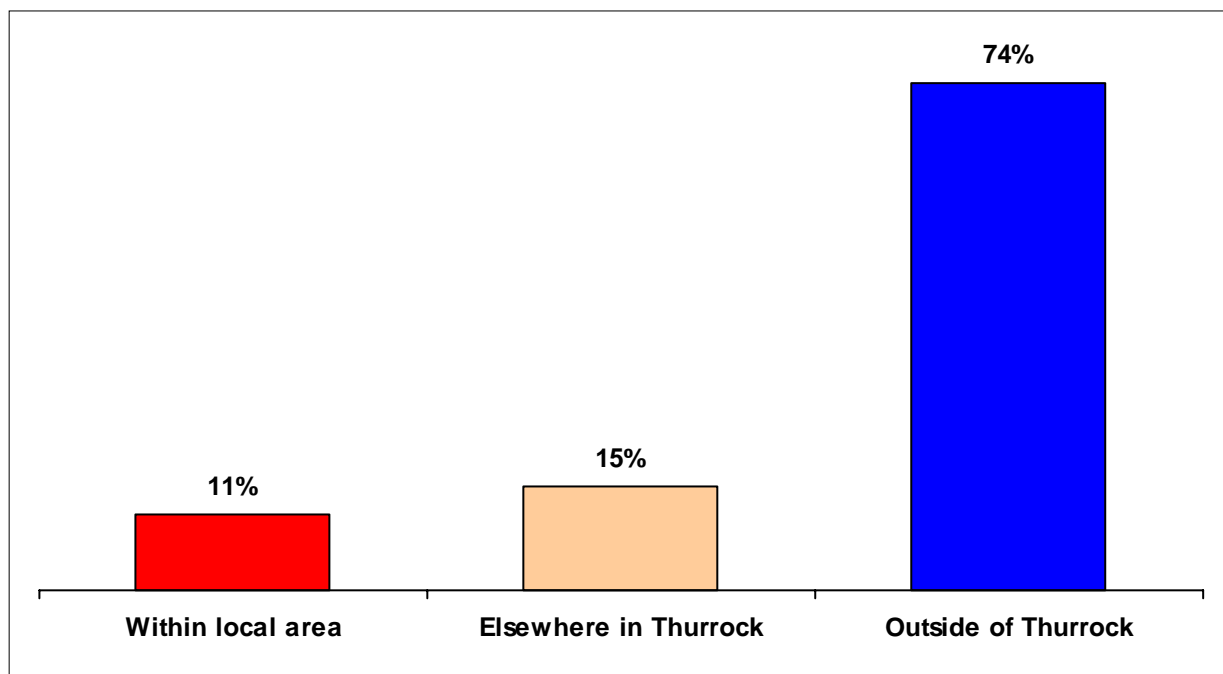


Base = 1,102 respondents

- The majority of respondents did not want to move from their current home (65%).
- A third said they wanted to move (35%).
- Younger respondents were more likely to say they wanted to move: 50% of respondents aged 16-24 years wanted to move compared to 26% of respondents aged 61 years and over, 37% aged 41-60 years and 43% aged 26-40 years.
- A quarter of BME residents said they wanted to move from their current home: 26% compared to 10% of White respondents.

Respondents who said they wanted to move were asked where they would like to move to.

Figure 36: Location respondent would like to move to

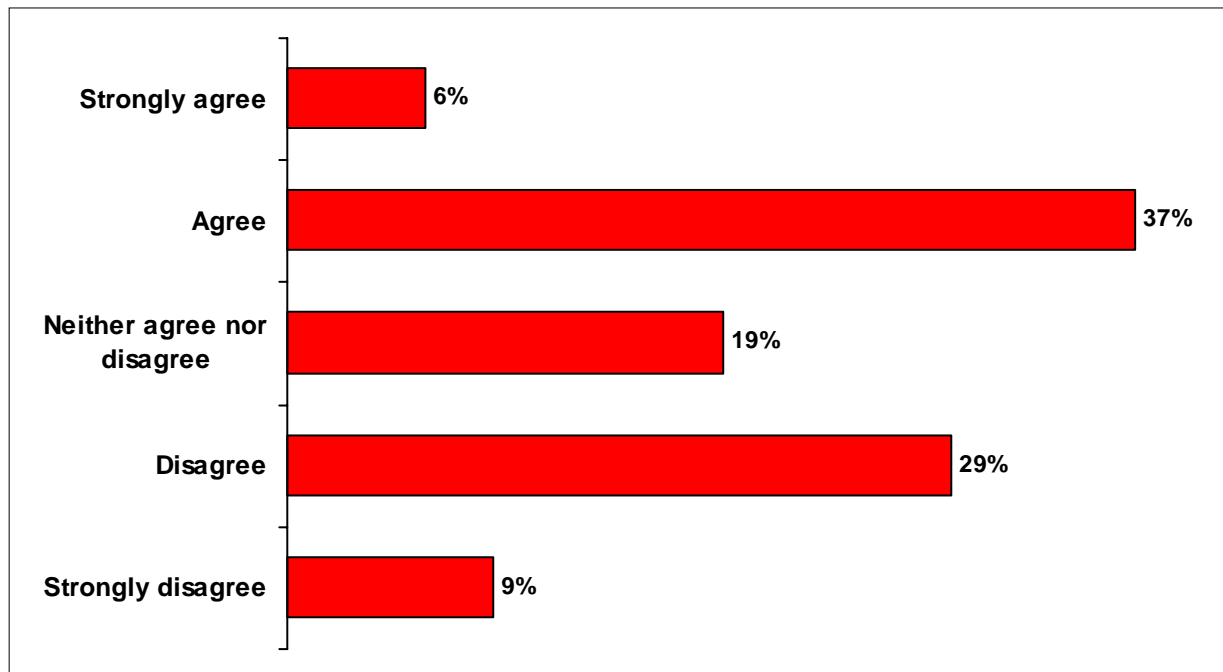


Base = 390 respondents

- The majority of residents who want to move wanted to live outside Thurrock (74%)
- Fifteen percent wanted to move elsewhere in Thurrock and one in ten (11%) wanted to stay in the local area.
- A quarter of respondents aged 16-25 years who wanted to move wanted to remain in their local area (24%).

Residents were asked to what extent they agreed with the statement, “Thurrock is a thriving and attractive place to live and work”.

Figure 37: Thurrock is a thriving and attractive place to live and work



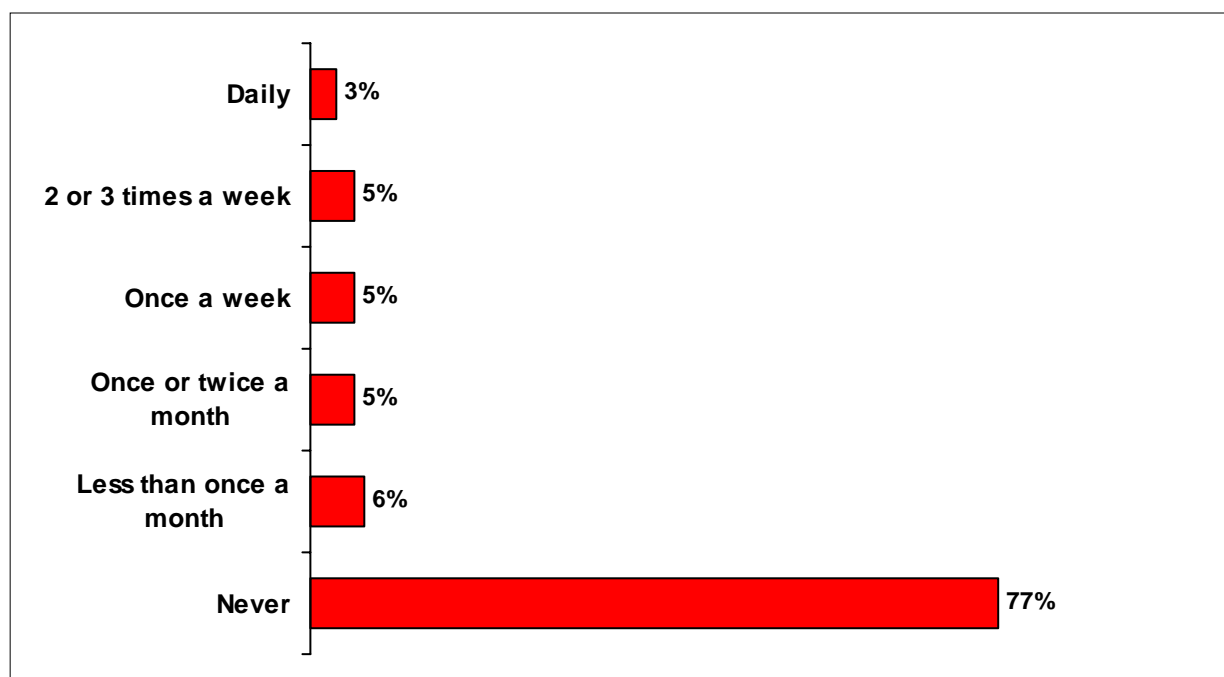
Base = 1,064 respondents

- Two fifths of respondents agreed Thurrock was a thriving and attractive place to live and work (44%).
- A third disagreed with the statement (38%).
- A further 19% neither agreed nor disagreed with the statement.
- BME respondents were more likely to agree with the statement: 73% compared to 41% of White respondents.

8. Transport in Thurrock

The penultimate section asked respondents about cycling in Thurrock. Respondents were asked how often they cycled in Thurrock.

Figure 38: Cycling in Thurrock



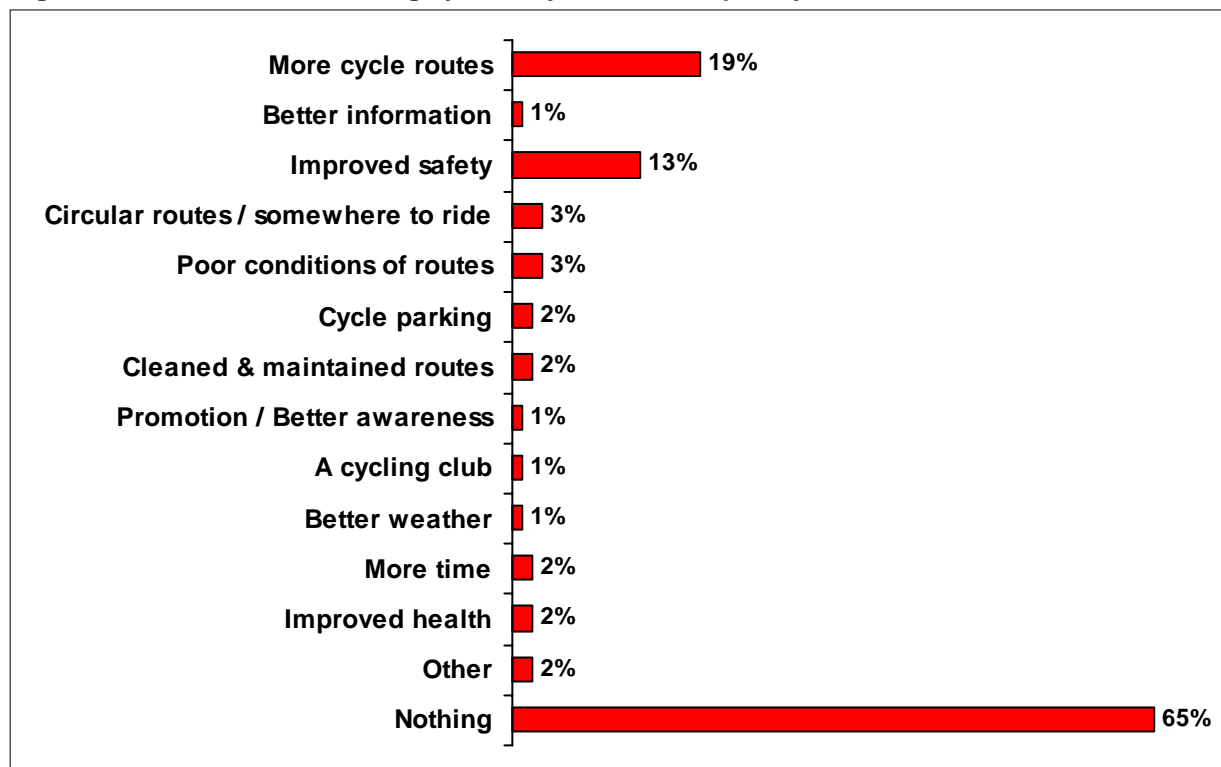
Base = 1,102 respondents

The majority of respondents do not cycle in Thurrock.

- Three quarters of respondents said they never cycled (77%).
- Around one in ten respondents said they cycled at least once a week (13%).
- A further 11% cycled less than once a week in Thurrock.

Respondents who cycled less than once a week were asked what would encourage them to cycle more frequently.

Figure 39: What would encourage you to cycle more frequently?



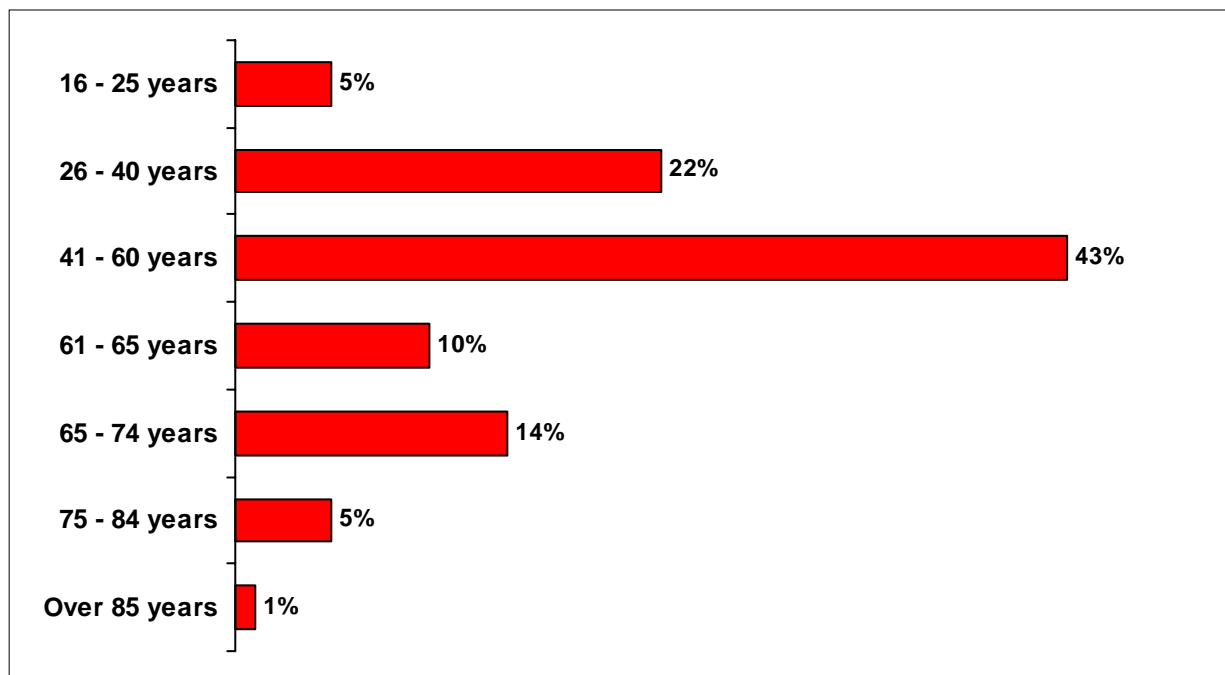
Base = 1017 respondents

- Two thirds of respondents said nothing would encourage them to cycle more frequently (65%).
- A fifth of respondents said more cycle routes would encourage them to cycle more often (19%) and one in ten (13%) said improved safety would encourage more regular cycling.

9. Respondent Characteristics

The final section asked the respondent about their characteristics.

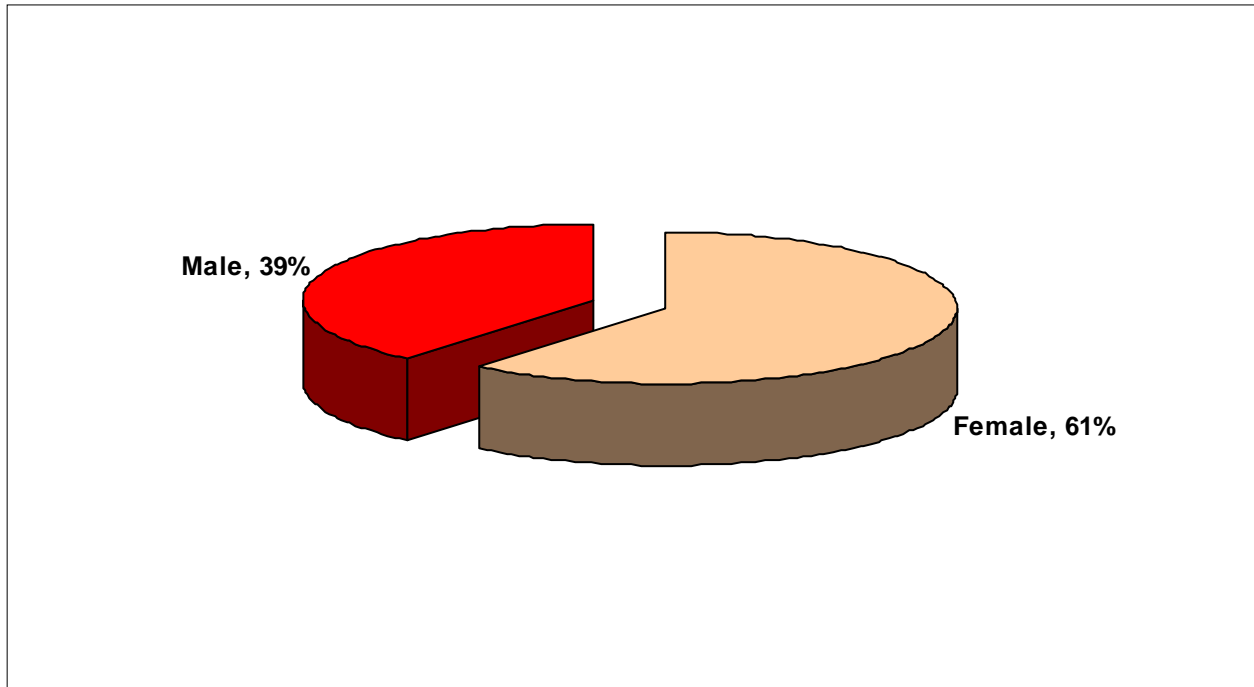
Figure 40: Age



Base = 1,095 respondents

- Two fifths of respondents were aged 41-60 years (43%) while one in three were aged 61 years and over (30%).
- A quarter of respondents were aged 40 years or younger (27%).

Figure 41: Gender

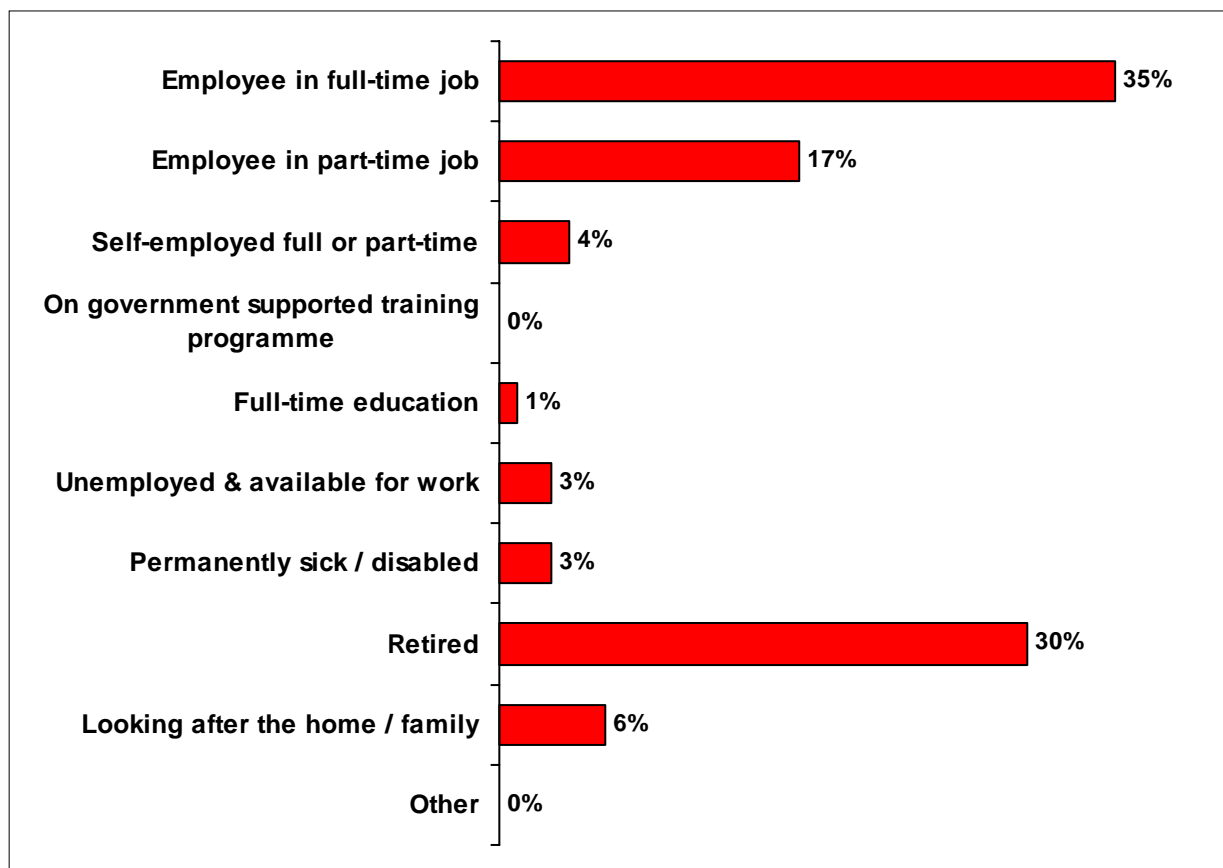


Base = 1,101 respondents

- Sixty one percent of respondents were female and 39% were male.

Respondents were asked about their employment status.

Figure 42: Work status

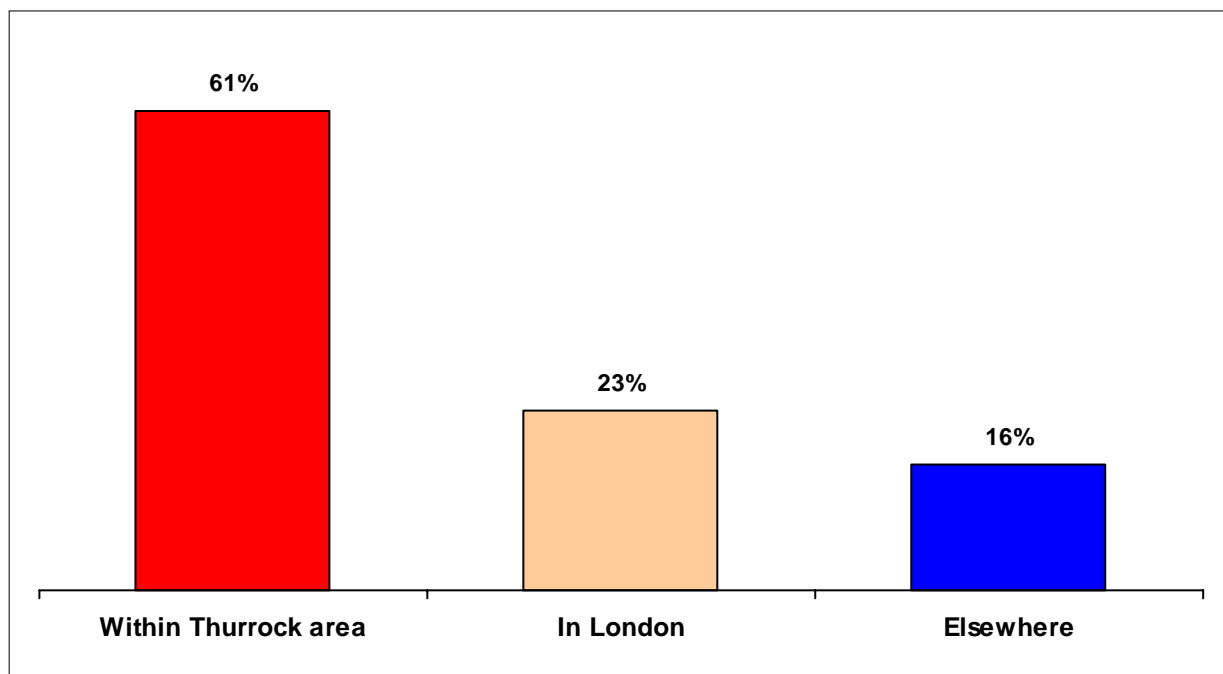


Base = 1,102 respondents

- A third of respondents were employed full-time (35%) and a further 17% were employed part-time.
- Three in ten respondents were retired (30%).

Respondents who were employed were asked where they worked.

Figure 43: Location of work

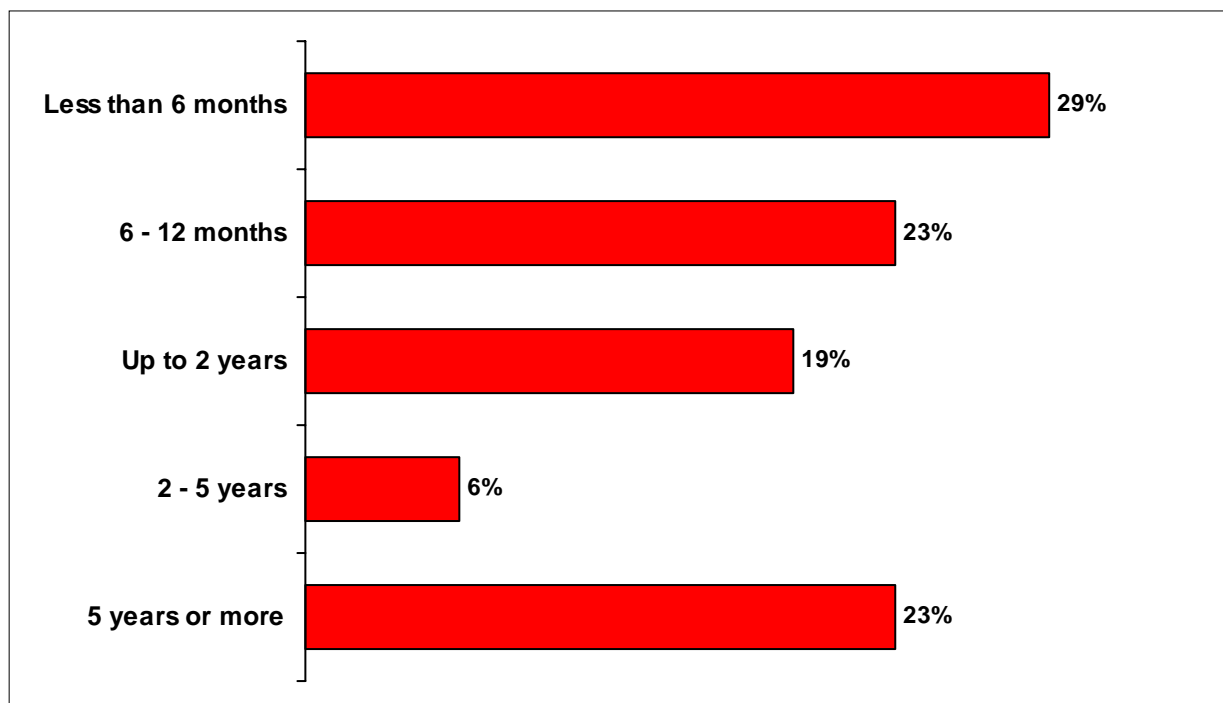


Base = 616 respondents

- Two thirds of respondents were employed within Thurrock (61%).
- A quarter worked in London (23%) and the remaining 16% worked elsewhere.

Respondents who were unemployed were asked how long they had been unemployed.

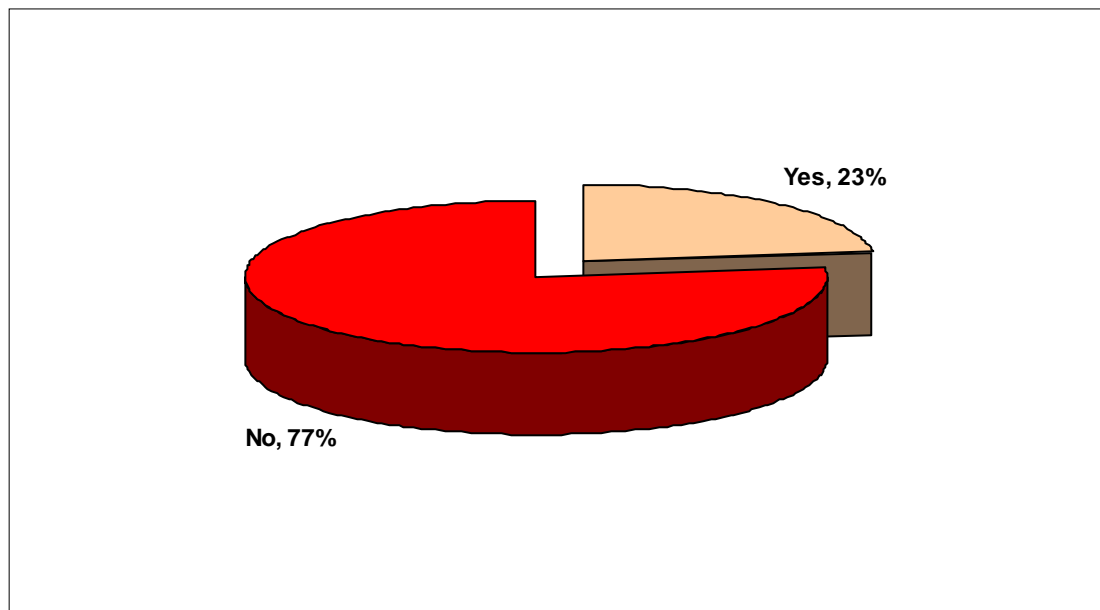
Figure 44: Length of time of unemployment



Base = 31 respondents

- Half the respondents said they had been unemployed for less than a year (52%): 29% for less than 6 months and 23% for 6 – 12 months.
- A fifth had been unemployed between 1 – 2 years (19%).
- A quarter had been unemployed for 5 years or more (23%).

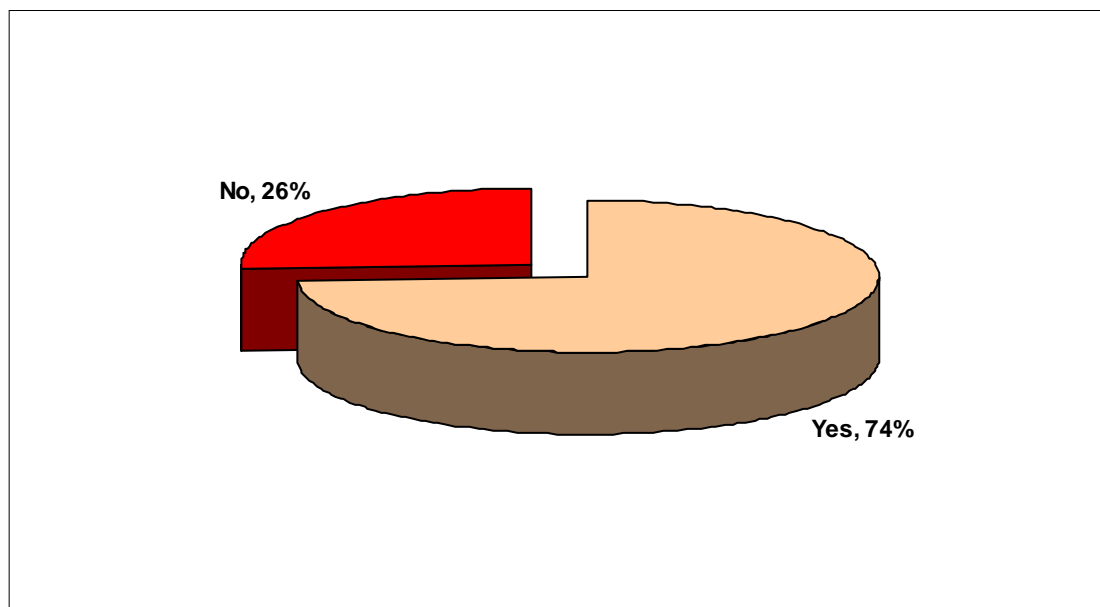
Figure 45: Longstanding illness, disability or infirmity



Base = 1,095 respondents

- A quarter of respondents said they had a longstanding illness, disability or infirmity (23%).
- Of which, three quarters said it limited their activity (74%).

Figure 46: Limiting activities due to illness or disability



Base = 256 respondents

Figure 47: Ethnicity



Base = 1,082 respondents

- The majority of respondents classed themselves as White (94%). Just six percent of respondents were from a Black or Minority Ethnic background.

10. Conclusion

The main conclusions from the 2007 Quality of Life Survey are:

- The majority of respondents are satisfied with their neighbourhood as a place to live. Satisfaction levels have remained constant with previous surveys.
- The number of respondents satisfied with the cleanliness of their local area has decreased by 8% since the 2006 survey.
- This year's survey shows an increase in the number of people reporting they feel safe in the area in the day. The number of people feeling unsafe alone after dark has remained the same.
- The most significant fears about personal safety relate to potential harassment and intimidation from gangs of youths. This has remained consistent with previous surveys.
- Around half the respondents said they were worried about burglary, car crime and violent crime in the area and half the respondents said people using and dealing drugs was a problem in their local area.
- There were high levels of dissatisfaction with the level of foot patrols by police in the area.
- Awareness of the Local Strategic Partnership has decreased since 2006 while awareness of the Local Community Forum has increased slightly since 2006.
- The three main priorities for Thurrock remain: better policing and more emphasis on tackling crime, more for children and young people to do and cleaner streets.