

Thurrock Council

Tracking Indicators Survey

Key Findings

Prepared For: Thurrock Council

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1. INTRODUCTION



A telephone survey was undertaken with the Citizens' Panel by **mruk** on behalf of Thurrock Council to determine Panel Members views on a series of tracking indicators.

The initially agreed total of 600 interviews was achieved with 173 interviews conducted in West and Central Assembly Areas (respectively), 152 in North East and 102 in the South.

2. KEY FINDINGS

Key findings are as follows:-

Q1 Council Tenants overall satisfied with the estate/neighbourhood in which they live.

Very satisfied/Satisfied	69%
Neither/nor	6%
Dissatisfied/Very dissatisfied	25%
Don't know	1%
Base: % of Council tenants responding (122)	

- Principal reasons for dissatisfaction include troublesome neighbours; high levels of litter and rubbish and children/teenagers causing trouble.

Q2 Council Tenants satisfied with overall housing service provided by the Council.

Very satisfied/Satisfied	66%
Neither/nor	12%
Dissatisfied/Very dissatisfied	9%
Don't know	11%

Nb. If those who say 'don't know' are excluded (this is the practice with BVPI indicators) findings would be revised to:-

Very satisfied/Satisfied	75%
Neither/nor	14%
Dissatisfied/Very dissatisfied	11%

- Principal reasons for dissatisfaction are linked to repairs not getting done or taking too long.

Q6 Satisfaction with overall standard of Cleanliness in local area (all respondents)

Assembly Area	Very satisfied /satisfied	Neither/nor	Dissatisfied/very dissatisfied
	%	%	%
South	43	14	43
West	43	19	38
Central	48	12	40
North East	52	13	36
Total	46	15	39
Base: All respondents (600)			

- Most frequently identified 'single most annoying problems' :-
 - Litter
 - Recycling bins not collected
 - Fly tipping
 - Overgrown trees/weeds
 - Roads not being swept/ poor standard of cleaning
 - Dog fouling

Q8 Satisfaction with overall condition of parks in local area?

Assembly Area	Very satisfied /satisfied	Neither/nor	Dissatisfied/very dissatisfied	Don't know
	%	%	%	
South	54 (65)	11 (13)	19 (22)	16
West	45 (56)	8 (10)	27 (34)	20
Central	45 (57)	13 (16)	21 (27)	21
North East	50 (60)	11 (13)	22 (27)	17
Total	48 (59)	11 (13)	23 (28)	18
Base: All respondents (600)				

Nb. Figures in brackets denote findings if 'don't knows' are excluded.

- Most frequently identified 'single most annoying problems with parks' :-
 - Vandalism/graffiti
 - Dog fouling
 - Litter/broken glass

Q10 Respondents satisfied with local bus service.

Very satisfied/Satisfied	15%
Neither/nor	6%
Dissatisfied/Very dissatisfied	29%
Don't know	51%
Base: All respondents	

Nb: If 'don't knows' excluded findings are revised to:-

Very satisfied/Satisfied	30%
Neither/nor	11%
Dissatisfied/Very dissatisfied	59%

- Most annoying factor about bus services:
 - Not frequent enough
 - Unreliable
 - Not enough routes