

Thurrock Council
Tracking Indicators Survey
(Stage 2) December 2003
Key Findings

Prepared For: Thurrock Council

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1. INTRODUCTION



A second stage telephone survey was undertaken in December 2003 with the Citizens' Panel by **mruk** on behalf of Thurrock Council to determine Panel Members views on a series of tracking indicators.

In the first survey conducted late August/early September, 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.

In the second survey respondents were stratified to equally represent the four Assembly Areas. 150 interviews were therefore completed in each.

The following report illustrates the extent to which views and opinions have shifted since September.

2. KEY FINDINGS

Key findings are as follows:-

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

	Dec 2003	Sept 2003
Very satisfied/Satisfied	74%	69%
Neither/nor	11%	6%
Dissatisfied/Very dissatisfied	16%	25%
Base: % of Council tenants responding (112) Dec: (122) Sept		

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

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

	Dec 2003	Sept 2003
Very satisfied/Satisfied	69%	66%
Neither/nor	8%	12%
Dissatisfied/Very dissatisfied	9%	9%
Don't know	14%	11%

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

	Dec 2003	Sept 2003
Very satisfied/Satisfied	81%	75%
Neither/nor	9%	14%
Dissatisfied/Very dissatisfied	10%	11%

- Principal reasons for dissatisfaction are linked to repairs not getting done or taking too long and, poor condition of home.

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

Assembly Area	Very satisfied /satisfied		Neither/nor		Dissatisfied/very dissatisfied	
	Dec 2003 %	Sept 2003 %	Dec 2003 %	Sept 2003 %	Dec 2003 %	Sept 2003 %
South	54	43	8	14	31	43
West	44	43	13	19	39	38
Central	58	48	9	12	31	40
North East	61	52	9	13	28	36
Total	54	46	10	15	33	39
Base: All respondents (600)						

Missing Values = 'don't know'

- Most frequently identified 'single most annoying problems' (Dec 2003):
 - Litter (44%)
 - Dog fouling (8%)
 - Fly tipping (3%)
 - Roads not being swept/ poor standard of cleaning (3%)
 - Recycling bins not collected (3%)

Q8 Satisfaction with overall condition of parks in local area?

Assembly Area	Very satisfied /satisfied		Neither/nor		Dissatisfied/very dissatisfied		Don't know	
	Dec 2003 %	Sept 2003 %	Dec 2003 %	Sept 2003 %	Dec 2003 %	Sept 2003 %	Dec 2003 %	Sept 2003 %
South	46 (55)	54 (65)	11 (17)	11(13)	14 (29)	19 (22)	16	16
West	51 (61)	45 (56)	14 (10)	8 (10)	24 (29)	27 (34)	17	20
Central	46 (61)	45 (57)	8 (18)	13(16)	16 (21)	21 (27)	24	21
North East	44 (64)	50 (60)	13 (10)	11(13)	23 (26)	22 (27)	14	17
Total	50 (60)	48 (49)	11 (13)	11 (13)	22 (26)	23 (28)	18	19
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' (Dec 2003) :-
 - Vandalism/graffiti/youths destroying parks
 - Dog fouling
 - Litter/broken glass

Q10 Respondents satisfied with local bus service.

	Dec 2003	Sept 2003
Very satisfied/Satisfied	12%	15%
Neither/nor	16%	6%
Dissatisfied/Very dissatisfied	31%	29%
Don't know	42%	51%
Base: All respondents		

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

	Dec 2003	Sept 2003
Very satisfied/Satisfied	20%	30%
Neither/nor	28%	11%
Dissatisfied/Very dissatisfied	52%	59%

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

Q12 Council Tax Consultation – Council Tax Level

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
It is important for the City Council to maintain current levels of service even if this means increasing Council Tax by more than inflation	8%	22%	35%	31%	4%
It is important for the City Council to improve current levels of service even if this means increasing Council Tax by more than inflation	10%	24%	34%	25%	7%
It is important for the city Council not to increase Council Tax by more than inflation, even if this means a reduction in the levels of some services	9%	21%	34%	24%	13%

Note: Findings suggest that the majority of respondents have not distinguished clearly enough between the options and/or do not feel they can agree with any of the options (and by implication are looking for no increase at all in Council tax levels)

Q13 Council Tax Consultation – Spending on Services

	Would like the Council to spend more	Prepared for Council to spend less	Don't know
Schools	77%	8%	16%
Support for Schools	66%	8%	27%
Pre-school services	60%	16%	25%
Youth Service	72%	10%	18%
Social Care for older people	83%	6%	12%
Social Care for people with disabilities	78%	6%	16%
Social Care for people who are mentally ill	76%	7%	17%
Social Care for vulnerable children and young people	80%	9%	11%
Homeless and Housing advice	42%	28%	30%
Street cleaning	53%	22%	25%
Waste disposal	38%	31%	31%
Libraries	36%	32%	32%
Parks and Countryside	43%	28%	29%
Sports, recreation and community centres	51%	24%	25%
Arts, museums and events	29%	39%	33%
Road maintenance and repair	59%	22%	19%
Road safety and traffic management	47%	31%	22%
Free bus passes on public transport	62%	17%	22%
Trading standards and licensing	34%	31%	36%
Community safety and anti-social behaviour	81%	7%	12%
Grants to voluntary organisations	43%	27%	30%
Planning permission for home and business extensions	18%	44%	38%
Enforcing public health regulations	64%	16%	21%

Respondent Characteristics

Q14 AGE

16 – 25	1%
26 – 40	26%
41 – 60	36%
60 – 65	13%
Over 65	24%

Q15 GENDER

Male – 49%
Female – 52%

Q16 ETHNIC ORIGIN

White British – 96%
Other White Background – 2%
Non white – 1%
Refused – 1%