

**Thurrock Council**  
**Tracking Indicators Survey**  
**(Stage 3) April 2004**  
**Key Findings**

**Prepared For: Thurrock Council**

**Prepared By: Market Research UK Limited**  
Milburn House  
Dean Street  
NEWCASTLE UPON TYNE  
NE1 1LE  
Tel: 0845 130 4576  
Fax: 0845 130 4577  
Email: [socialresearch@mruk.co.uk](mailto:socialresearch@mruk.co.uk)

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A third stage telephone survey was undertaken in April 2004 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.

In the third survey respondents were again stratified to equally represent the Four Assembly Area's. However, after exhausting the call backs to panel members in the South Assembly Area it was only possible to complete 132 interviews (thus slightly reducing the overall sample to 582). This may account for minor variations in findings when compared to previous surveys.

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

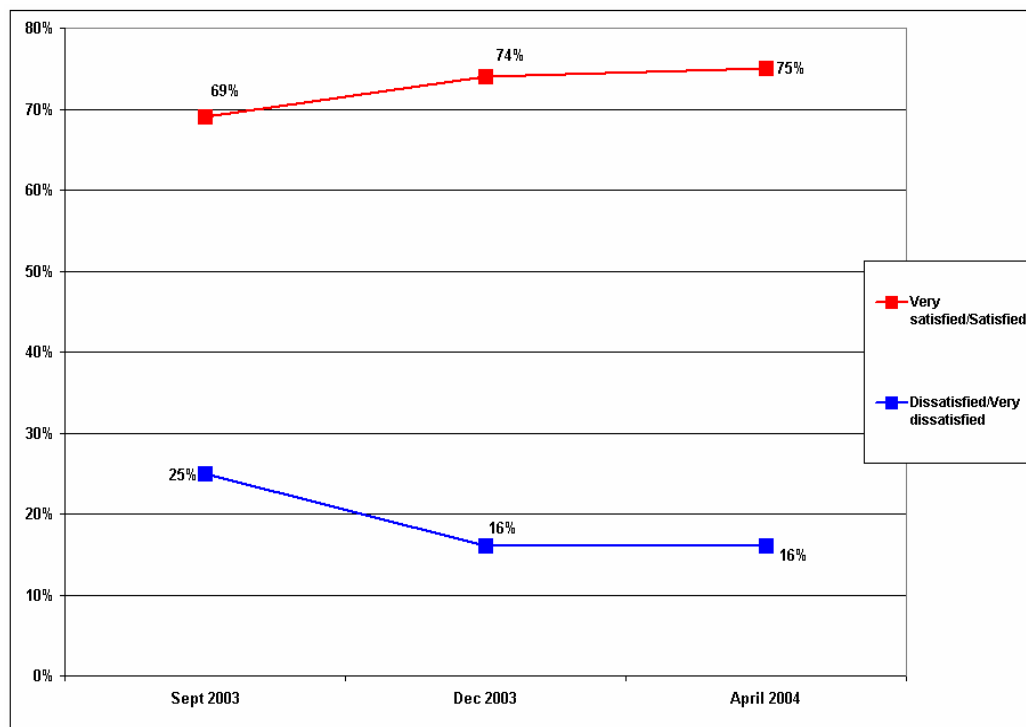
## 2. KEY FINDINGS – HOME AND AREA

Key findings are as follows:-

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

	April 2004	Dec 2003	Sept 2003
Very satisfied/Satisfied	75%	74%	69%
Neither/nor	9%	11%	6%
Dissatisfied/Very dissatisfied	16%	16%	25%

Base: % of Council tenants responding; (99) Apr, (112) Dec, (122) Sept



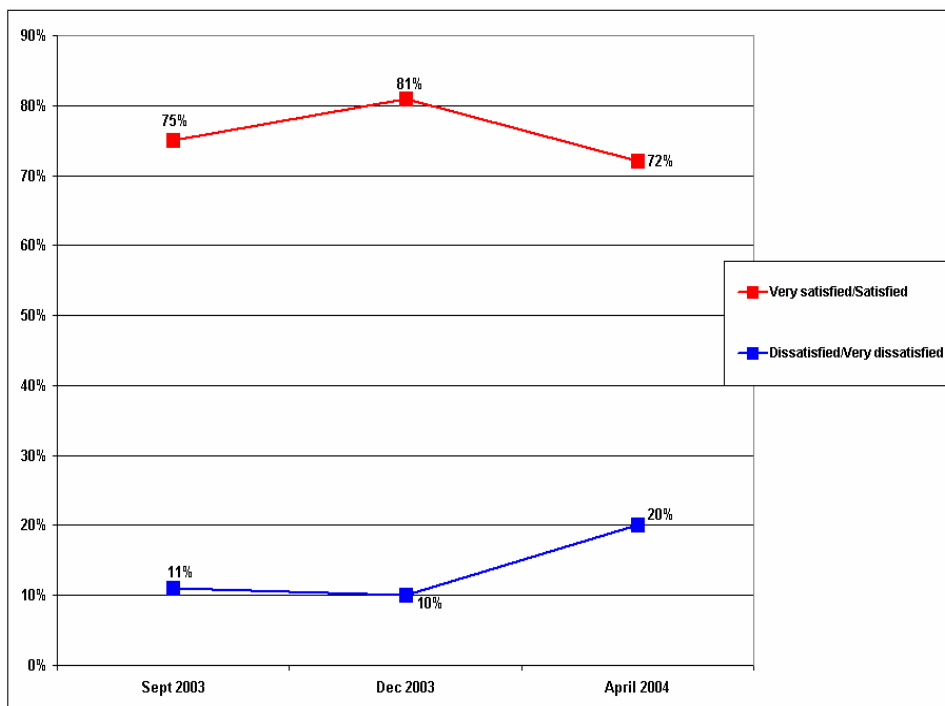
- Principal reasons for dissatisfaction continue to be children/teenagers causing trouble; high levels of litter/rubbish and crime related issues.

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

	<b>April 2004</b>	<b>Dec 2003</b>	<b>Sept 2003</b>
Very satisfied/Satisfied	62%	69%	66%
Neither/nor	8%	8%	12%
Dissatisfied/Very dissatisfied	17%	9%	9%
Don't know	13%	14%	11%

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

	<b>April 2004</b>	<b>Dec 2003</b>	<b>Sept 2003</b>
Very satisfied/Satisfied	72%	81%	75%
Neither/nor	9%	9%	14%
Dissatisfied/Very dissatisfied	20%	10%	11%



- Principal reasons for dissatisfaction are linked to repairs not getting done or taking too long and, what appears to be more tenants expressing concerns about disruption in the area and poor services. Allowing for the reduced sample base for tenants there appears a marked increase in dissatisfaction. This could be attributed to specific problems in the South and West assembly areas and/or the survey being undertaken closely following rent increases.

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

Assembly Area	Very satisfied /satisfied			Neither/nor			Dissatisfied/very dissatisfied		
	Apr 2004 %	Dec 2003 %	Sept 2003 %	Apr 2004 %	Dec 2003 %	Sept 2003 %	Apr 2004 %	Dec 2003 %	Sept 2003 %
South	52	54	43	7	8	14	36	31	43
West	64	44	43	8	13	19	27	39	38
Central	59	58	48	12	9	12	23	31	40
North East	69	61	52	9	9	13	19	28	36
<b>Total</b>	<b>61</b>	<b>54</b>	<b>46</b>	<b>9</b>	<b>10</b>	<b>15</b>	<b>26</b>	<b>33</b>	<b>39</b>

**Base: All respondents**

Missing Values = 'don't know'

- Most frequently identified 'single most annoying problems' (Apr 2004):
  - Litter/Fly tipping (32%)
  - Dog fouling (5%)
  - Poor road sweeper/ not enough street cleaners (4%)
  - Irregular rubbish collections (2%)

However, the Council will be encouraged by the improved perceptions of cleanliness particularly in the West Assembly area.

### Q8 Satisfaction with overall condition of parks in local area?

Assembly Area	Very satisfied /satisfied			Neither/nor			Dissatisfied/very dissatisfied			Don't know		
	Apr 2004 %	Dec 2003 %	Sept 2003 %	Apr 2004 %	Dec 2003 %	Sept 2003 %	Apr 2004 %	Dec 2003 %	Sept 2003 %	Apr 2004 %	Dec 2003 %	Sept 2003 %
South	60	46	54	9	11	11	18	14	19	13	16	16
West	55	51	45	13	14	8	15	24	27	16	17	20
Central	61	46	45	12	8	13	11	16	21	16	24	21
North East	58	44	50	8	13	11	19	23	22	15	14	17
<b>Total</b>	<b>58</b>	<b>50</b>	<b>48</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>16</b>	<b>22</b>	<b>23</b>	<b>15</b>	<b>18</b>	<b>19</b>
<b>Base: All respondents</b>												

- Most frequently identified 'single most annoying problems with parks' (Apr 2004) :-
  - Vandalism/graffiti
  - Dog fouling
  - Litter
  - Bad maintenance (including concerns over grass cutting)

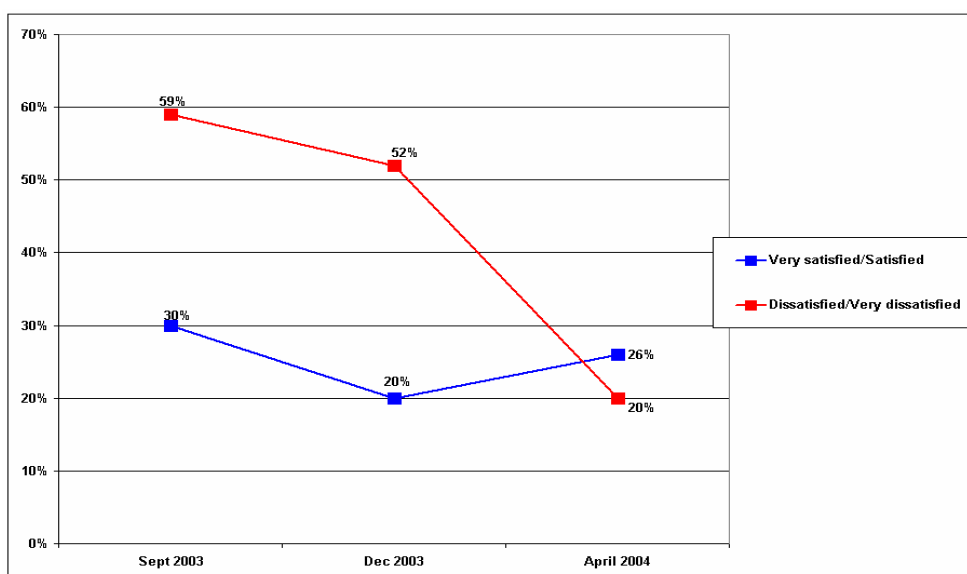
### 3. KEY FINDINGS – BUS SERVICE/PUBLIC TRANSPORT

#### Q10 Respondents satisfied with local bus service overall.

	April 2004	Dec 2003	Sept 2003
Very satisfied/Satisfied	13%	12%	15%
Neither/nor	28%	16%	6%
Dissatisfied/Very dissatisfied	10%	31%	29%
Don't know/NA	49%	42%	51%
Base: All respondents			

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

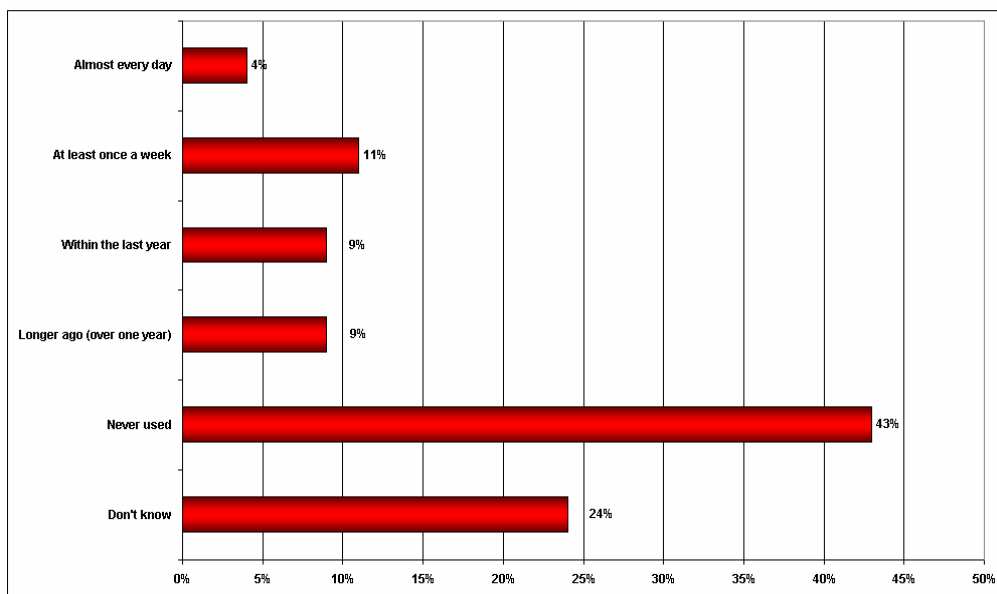
	April 2004	Dec 2003	Sept 2003
Very satisfied/Satisfied	26%	20%	30%
Neither/nor	55%	28%	11%
Dissatisfied/Very dissatisfied	20%	52%	59%



### Q10 Satisfaction with other aspects of Bus Service

	Very satisfied /satisfied	Neither/ nor	Dissatisfied /very dissatisfied	N/A
The frequency of the bus service	13%	27%	11%	49%
The provision of bus stops	22%	25%	5%	48%
The state of bus stops	18%	27%	7%	48%
The reliability of the bus service	14%	25%	12%	48%
<b>Base: All respondents April 2004 (582)</b>				

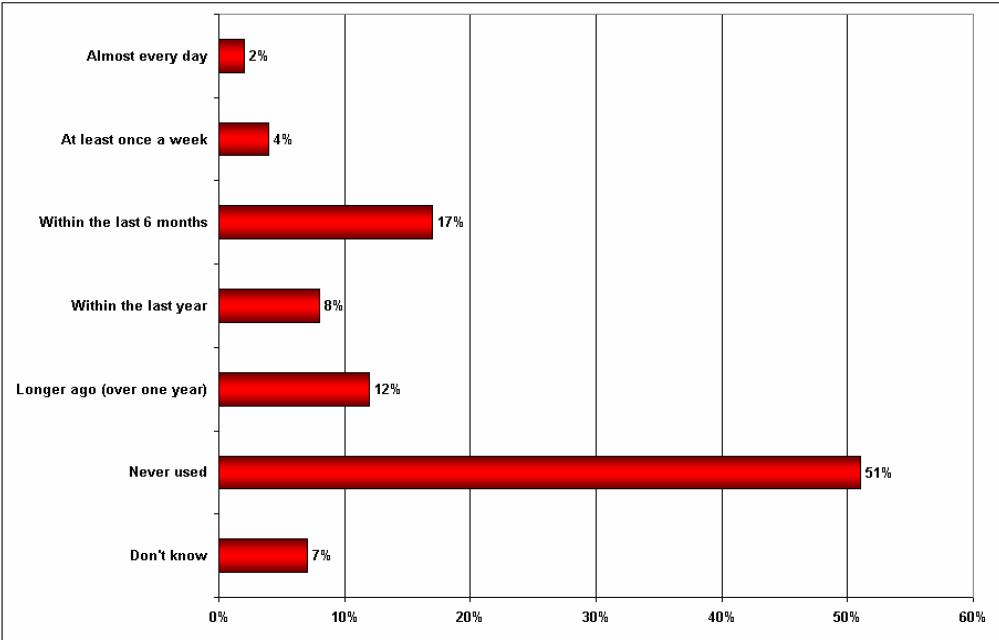
### Q11 How frequently, if at all, do you use the local bus service?



Base: All respondents

- Use of bus services amongst members of the Citizens Panel appears relatively limited and therefore some caution should be exercised in the interpretation of the responses. It should be noted that the level of respondents who have used the local bus service within the last year only amounts to 135. In view of this, responses should be considered indicative rather than statistically robust. Nevertheless in this context main concerns do appear to be frequency and reliability.

**Q13 Frequency of use of any other forms of local public transport**



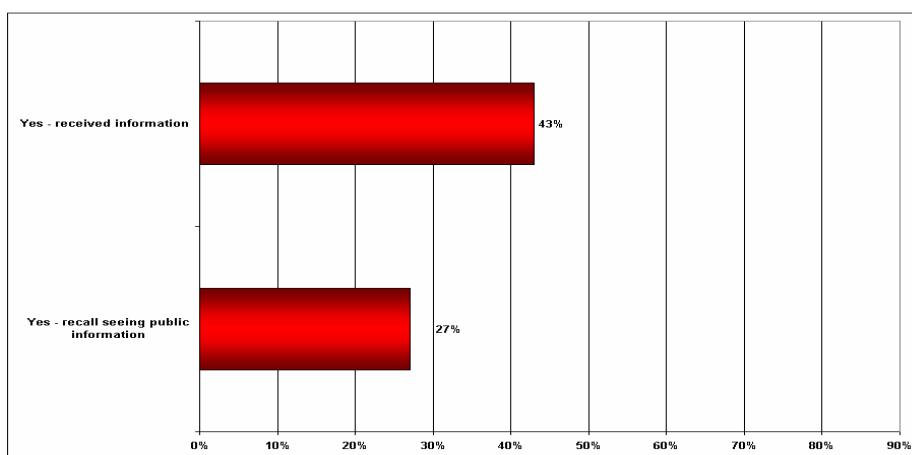
Base: All respondents April 2004 (582)

**Q14 Satisfaction with elements of the information on local bus services**

	Very satisfied /satisfied	Neither/ nor	Dissatisfied/very dissatisfied	N/A
Amount of information provided	39%	11%	12%	38%
Clarity of information provided	41%	8%	7%	43%
Accuracy of information provided	36%	8%	9%	46%
The provision of public transport information overall	36%	11%	11%	43%

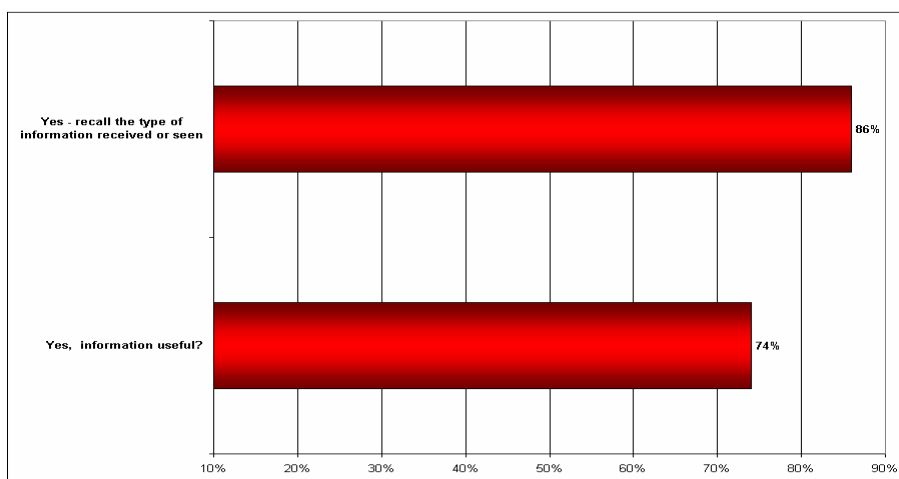
**Base: All respondents April 2004 (582)**

**Q15 Have you received any information or recall seeing any public information?**



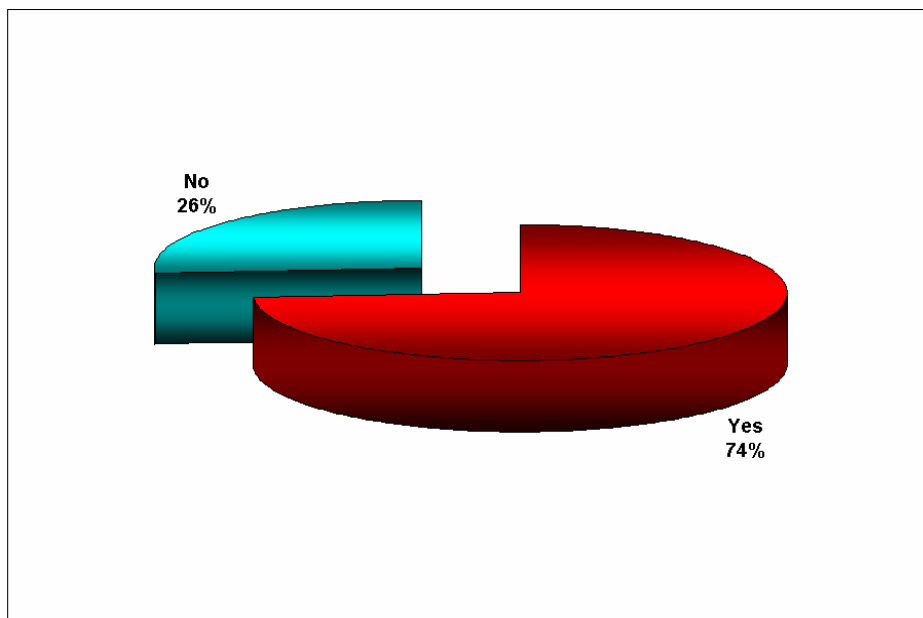
Base: All respondents April 2004 (582)

**Of those respondents receiving or seeing information...**



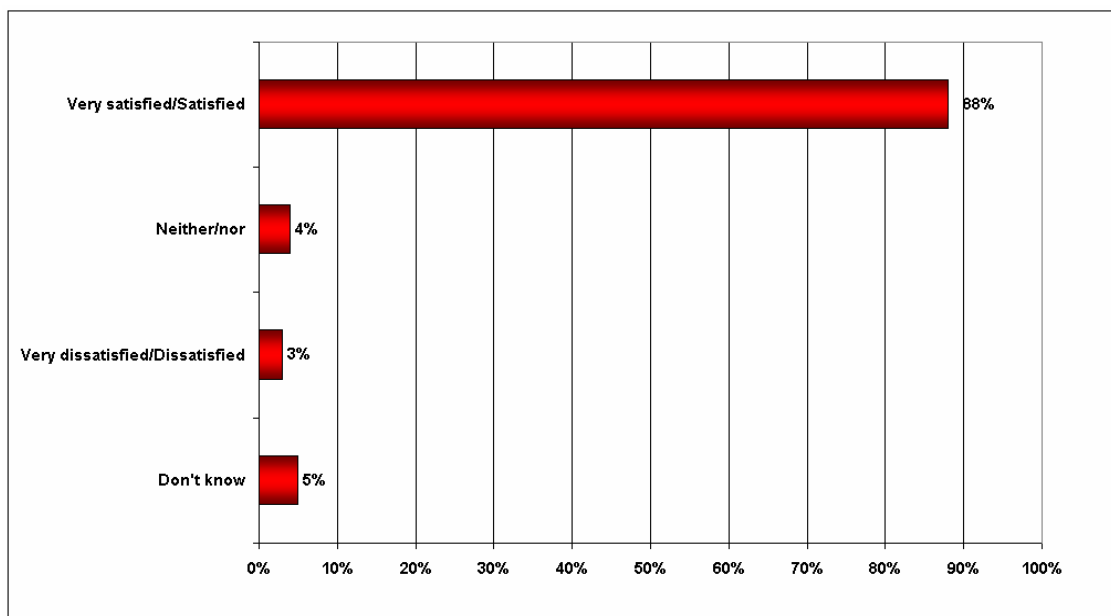
Base:155/133

**Q16 Aware of public transport concessionary fare scheme for people aged 60 years or who have a disability**



Base: All respondents April 2004 (582)

**Q17 Satisfaction with the introduction of this scheme**



Base: All respondents April 2004 (582)

## 6. RESPONDENT CHARACTERISTICS

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### AGE

16 – 25	2%
26 – 40	18%
41 – 60	46%
61 – 65	9%
Over 65	25%

### GENDER

Male – 47%  
Female – 53%

### ETHNIC ORIGIN

White British – 98%  
Non white – 1%