



**Thurrock
African
Group**

Voice of African Community in Thurrock



Consultation with Thurrock's African Community

Results of Peer to Peer Research

January 2009

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Summary

In Summer 2008 Thurrock Community Empowerment Network (TCEN) and Thurrock African Group (TAG) jointly undertook a peer to peer research project with the African community in Thurrock. The research focused on the community's perception of the local area, crime and safety, transport, health and community involvement, and related issues.

TAG brought together twelve individuals from across Thurrock of varied ages, gender and African heritage, who undertook training in market research and community consultation in a group training session. The research was successfully carried out during autumn 2008 with **248** questionnaires completed, containing high quality results as summarised below.

-----PROFILE OF RESPONDENTS-----

- The respondents were almost exactly an even split between males and females.
- 46% of the individuals surveyed were aged 25-45.
- 30% of the individuals lived in Grays, 20% from South Ockendon and Tilbury and Chafford Hundred both with 16%.
- Only one individual was registered with a disability.

-----THURROCK AS A PLACE TO LIVE-----

- English was the preferred language for 98% of the participating individuals.
- 69% of individuals had lived in Thurrock between 1 and 5 years.
- 47% of the respondents were either satisfied or very satisfied with their local neighbourhoods as a place to live. When this data is broken down into variables of location and age, 25% of the most dissatisfied individuals reside in Tilbury. The age group between 16-18 also proved to be the most dissatisfied, with 49% responding in this way. This is compared to a 15% average for Thurrock as a whole.
- When asked 'What three things do you most like about living in Thurrock?' 135 (21%) responded that Thurrock is 'Peaceful'. This was followed by access to shopping facilities particularly regional facilities at Lakeside.
- The participants were then asked 'what do they most dislike about living in Thurrock?' The most frequent responses were poor public transport constituting 28% of the response, followed by racism and crime both with 12%.

-----THE COMMUNITY-----

- 166 (67%) of the respondents said they attended clubs, faith groups or organised activities within or outside Thurrock, and 80 said they did not. From these active individuals, 94% took part in a religious or faith group. The second most frequent response was some form of sporting activity that constituted 22% of the responses.
- 'To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?' 40% of respondents said that they felt their local area **is not** a place where people from different backgrounds get on well together. Breaking this down further, 49% of individuals from Tilbury also responded in the same way, as did 55% of all individuals aged 16-24.

-----CRIME AND COMMUNITY SAFETY-----

- 83% of the participants in this survey indicated they felt safe to walk outside in their local community during the day, however after dark this figure drops to 31%.
- 34% said they have been a victim of crime or anti-social behaviour in the last 12 months. Tilbury had the highest proportion of crime victims, with 61% reporting some form of crime or anti-social behaviour against them, and those aged 16-18 and 46-60 also responded highly with 38% and 41% respectively. Theft was the highest frequency crime, with 66 (61%) of these individuals responding with this answer.
- Only 54% of individuals reported the crimes or anti-social behaviour to the police. Of those who did not, 52% reported that they had not done so because they thought the police would not do anything. 62% of respondents who did report these crimes to the police said that 'nothing was done as a result'.
- 74% of individuals who stated they were victims of crime or anti-social behaviour believed that it was specifically due to their ethnicity.

-----HEALTH-----

- 97% of individuals who took part in the survey indicated they were registered with a local doctor.
- 52% of these individuals were satisfied with health care services in Thurrock. Individuals from Grays were the most dissatisfied with 21% responding dissatisfaction with their health service. The age group 25-45 proved to be the most dissatisfied age group, with 20% responding that they were dissatisfied.

-----TRANSPORT-----

- 36% of individuals recorded the train as their main means of transport.
- 41% of individuals experience transport difficulties, with individuals from Purfleet suffering the most with 57% of the sample reporting difficulties.
- The bus service was highlighted as the most important target for improvements. The vast majority of individuals highlighted the following issues for improvement: frequency, late night and weekend services, transport for young people.

-----COMMUNITY INVOLVEMENT-----

- 91% of individuals have not taken part in any form of consultation about public services in Thurrock over the past 12 months.
- 40% of individuals felt they could influence decisions about their local area. Individuals from Purfleet (50%) and Chafford Hundred (48%) recorded the most positive responses. 50% of those aged 25-45 responded most positively.
- 67% of the individuals surveyed were **not** aware of the Community Forums, however 43% of those who did know about them, felt the forums represented their interests well or very well compared to 33% who did not.
- 54% of individuals indicated they would allow us to contact them again in the future.

1. Introduction

Background

Engagement and consultation with Thurrock residents is becoming increasingly important as public and voluntary agencies respond to the Government's requirement to consult on improvements to the planning and delivery of local services. There are various existing networks and mechanisms to consult with local people in Thurrock, however the existing framework and methods have not had much success in engaging with the traditionally "hard to reach" groups. This has led to a great deal of interest from the public agencies into finding other means to discuss the needs and issues of Thurrock's minority communities.

The lack of effective engagement with the minority groups is particularly significant as Thurrock is undergoing considerable growth, specifically in terms of spatial development and its demographic profile. Projections for Thurrock 2021 suggest this trend is likely to continue in the light of the ongoing Thames Gateway development.

This peer to peer project was initiated in recognition of the changing demographic profile of Thurrock, and in particular the considerable growth of the Thurrock African community, traditionally a hard to reach group. It is also in recognition of the need to provide an appropriate method to gauge the needs and issues that our growing and changing community faces.

Thurrock Community Empowerment Network (TCEN) has a direct interest and considerable experience in accessing and consulting with traditionally hard to reach groups, and sought to give our African community the opportunity to profile their views on local public services through conducting a peer to peer research project.

The main drivers for this research and consultation can be summarised as:

- a) The growing importance of community engagement in the planning and delivery of local services.
- b) Significant growth and change in Thurrock's demographic profile, particularly in the African community.
- c) Lack of an effective means of engagement with minority communities in Thurrock.
- d) Interest in the issues and needs of minority communities from public sector agencies.

Objectives

The objectives of this peer to peer research project are three fold:

1. To produce a high quality report that is informative and of use to the service providers in Thurrock. Within this, it is important that the report accurately represents the needs and issues of the sample African community and to ensure the information is used to inform service planning and delivery where appropriate.

2. To provide structured training on various aspects of research including communication skills and health and safety to enable the researchers to effectively conduct the research and also to generate a future resource in these individuals in mind of future work.
3. To promote the Thurrock African Group's profile and aid their development as an organisation.

Methodology and Approach

In early Summer 2008 Thurrock Community Empowerment Network (TCEN) and Thurrock African Group (TAG) agreed to jointly undertake a peer to peer research project into the African community in Thurrock. The project required TAG to gather a cohort of individuals with African heritage to be part of a research training programme in order for them to be able to conduct peer to peer research interviews with the African community of Thurrock. The training involved 12 individuals of mixed ages and gender with heritage from various African countries, and being taught the principles of market research and trained on the detailed pre-prepared questionnaire.

Once trained the researchers then conducted a targeted peer research within the African community in Thurrock in the form of one to one questionnaires to be gathered from across Thurrock. TAG were commissioned on a per unit response basis, designed to provide them with an incentive to maximise the response and also to secure some core funding for their organisation through the process.

The pre-selected questions within the peer to peer survey were focused around the following themes.

1. Community priorities for Thurrock
2. Social and leisure activities
3. Crime and community safety
4. Health
5. Transport
6. Community participation

In order for the data to be of high quality, the research was conducted with strict targeting criteria to identify the individuals we wished to survey. The requirements were as follows:

1. Individuals must be residents of Thurrock
2. Individuals' family's country of origin must be within Africa.
3. Must be 16 plus.
4. There must be a mix of men and women targeted in the research
5. Individuals must be from all circumstances e.g. marriage status, employment status.

TCEN then processed and analysed this data internally. The data was processed into Microsoft excel format which was then analysed to produce a comparative, informative report which can be presented both graphically and as a written report. This report may be of particular significance, as it will tie in with the Thurrock Council's Place survey to provide a useful point of comparison.

2. Analysis of Results

The following section of this report contains the breakdown and analysis of the data collected from the peer-to-peer research interviews. Each interview took between 20 and 30 minutes, and with **248** surveys completed, this represented over 100 hours of one to one consultation and feedback. These completed surveys were screened by the Thurrock Community Empowerment Network for quality, and then processed internally to ensure accuracy and consistency.

The profile of the sample set of research participants from Thurrock's African Community is outlined below:

GENDER: **119 Female 120 Male 9 Unanswered**

REGISTERED WITH A DISABILITY: **1**

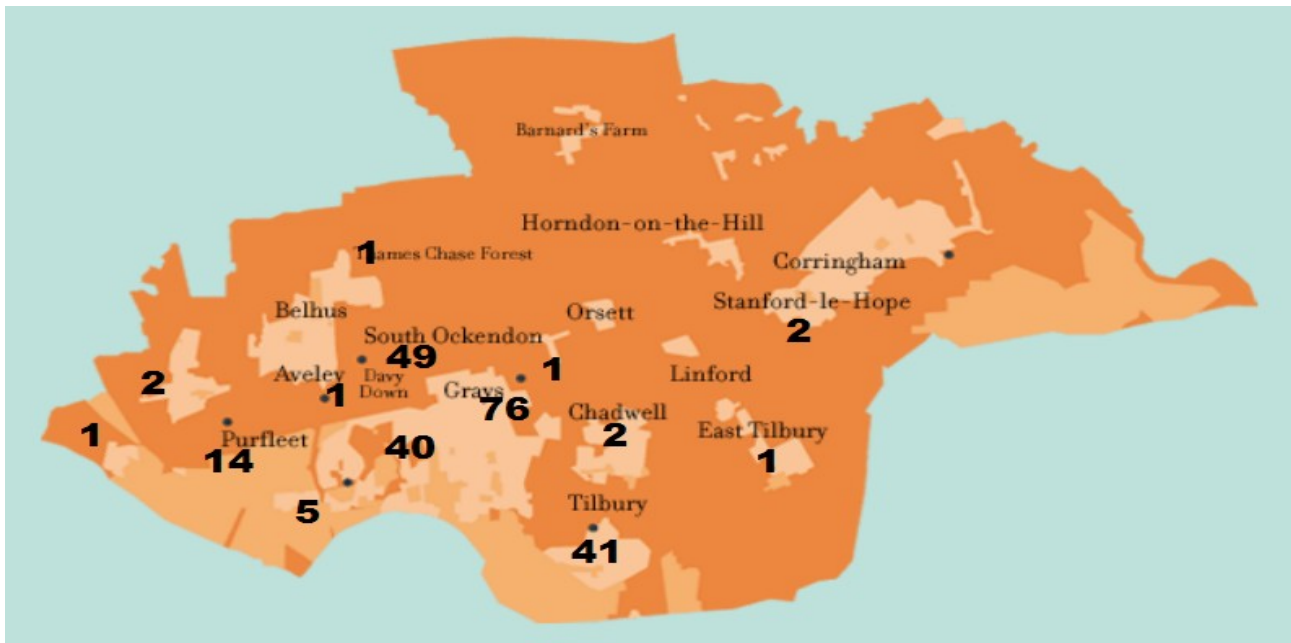
AGE RANGE: **as below**

Age range	Number of Participants
16-18	55
19-24	49
25-45	113
46-60	22
60+	3

LOCATION WITHIN THURROCK:

Location	Number of Participants
Aveley	1
Chadwell	2
Chafford Hundred	40
East Tilbury	1
Grays	76
Little Thurrock	1
Ockendon	1
Purfleet	14
Rainham	1
South Ockendon	49
South Stifford	5
Stanford Le Hope	2
Tilbury	41
West Thurrock	2

Below is a graphical representation of the geographical profile of the peer to peer participants.



-----SECTION A - THURROCK AS A PLACE TO LIVE-----

Question 1

Is English your preferred language?

From a total of 233 responses to the question, only 5 said that English was not their preferred language. This is 2% of the sample data.

Question 2

How long have you lived in Thurrock:

Length of time	No. Responses	%
Under 1 Year	9.00	4%
1-5 Years	169.00	69%
5-10 Years	54.00	22%
Over 10 Years	14.00	6%
Total	246.00	100%

The majority of the sample (69%) have lived in Thurrock between 1 and 5 years

Question 3

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

The table below shows what percentage of the data set has chosen each of the options.

Fig 3.1

Very Dissatisfied (1)	Dissatisfied (2)	Neither (3)	Satisfied (4)	Very Satisfied (5)
6.50%	7.72%	38.62%	35.77%	11.38%

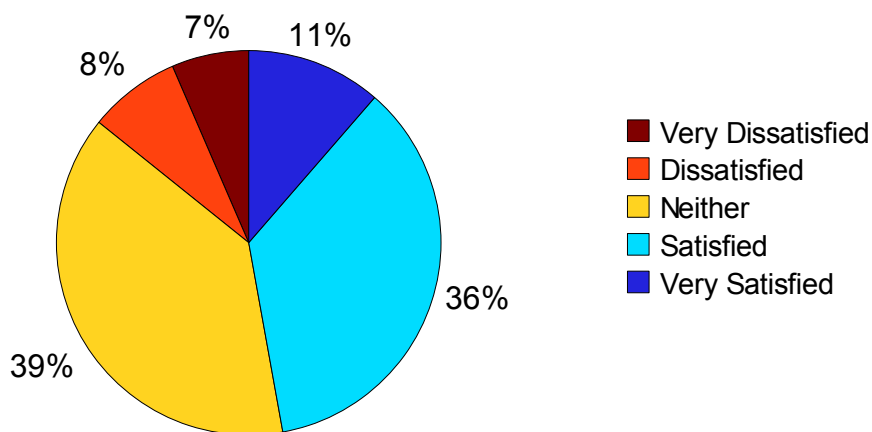
The findings contained show that 47% of individuals from our sample indicated they were either satisfied or very satisfied with their neighbourhood as a place to live.

Mean Average rating on a scale of 1 - 5 = 3.39

This mean average rating suggests the average individual from the data range is between 'neither satisfied or dissatisfied' and 'satisfied' with Thurrock as a place to live.

Shown below is a graphical representation of the responses to this question.

Fig 3.2 'How satisfied or dissatisfied are you with your neighbourhood as a place to live?'



Dissatisfaction in relation to the individuals' location within Thurrock

This table shows the location of the individuals who answered 'very dissatisfied' or 'dissatisfied' with their neighbourhood as a place to live.

Fig 3.3

Ward	Very Dissatisfied	Dissatisfied	Total	Percentage
Grays	3	5	8	26%
South Ockendon	3	3	6	19%
Tilbury	5	6	11	35%
South Stifford	2	0	2	6%
Chafford Hundred	1	1	2	6%
East Tilbury	1		1	3%
Ockendon	0	1	1	3%
Total	15	16	31	100%

Tilbury, Grays and South Ockendon appear to contain the most dissatisfied individuals from our data set, with 35% of Thurrock's dissatisfied individuals residing in Tilbury. In addition these findings are significantly worse due to the high dissatisfied proportion of individuals in Tilbury relative to the total number of people surveyed.

In total, 11 individuals are dissatisfied from a data set of 41. This is a dissatisfied proportion of 25% compared to the Thurrock borough level of 15%.

Dissatisfaction in relation to the individuals' age

The following table contains the breakdown by age of those individuals who are dissatisfied or very dissatisfied with their local neighbourhood as a place to live. The most dissatisfied are individuals aged 16-18 who make up 49% of the dissatisfied individuals in Thurrock followed by individuals aged 25-45.

Fig 3.4

Age	Number	Percentage
16-18	17	48.6%
19-24	5	14.3%
25-45	12	34.3%
46-60	1	2.9%
Over 60	0	0.00%
Total	35	100.00%

Question 4

What three things do you most like about living in Thurrock ?

The following table shows the summary of the responses regarding what individuals liked about living in Thurrock (each respondent was asked to name three things). In order to analyse the data effectively the individuals' answers were grouped together into sets e.g. transport (this group may include answers like good public transport or good access to transport and so on).

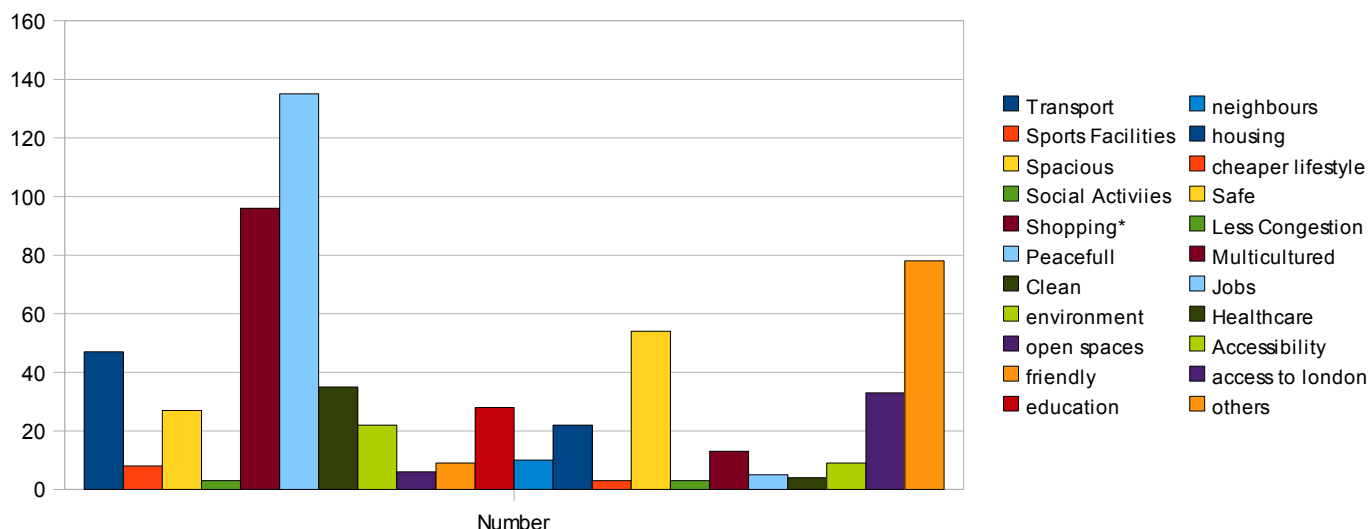
The most frequent responses are highlighted. **'Peaceful'** was the most common response with **135 responses a total of 21%** of the total data. This was followed by access to shopping facilities particularly regional shopping (i.e. Lakeside).

Fig 4.1

Like	Number	Percentage
Transport	47	7%
Sports Facilities	8	1%
Spacious	27	4%
Social Activities	3	0%
Shopping*	96	15%
Peaceful	135	21%
Clean	35	5%
Environment	22	3%
Open spaces	6	1%
Friendly	9	1%
Education	28	4%
Neighbours	10	2%
Housing	22	3%
Cheaper lifestyle	3	0%
Safe	54	8%
Less congestion	3	0%
Multi-cultured	13	2%
Jobs	5	1%
Healthcare	4	1%
Accessibility	9	1%
Access to London	33	5%
Others	78	12%
Total	650	100%

*67 of these refer to access to regional shopping facilities (i.e. Lakeside)

The graph below (fig 4.2) what individuals most like about living in Thurrock.



Question 5

What three things do you most dislike about living in Thurrock ?

The following table shows all of the responses (each respondent was asked to name three things) from the data set regarding what people disliked about living in Thurrock.

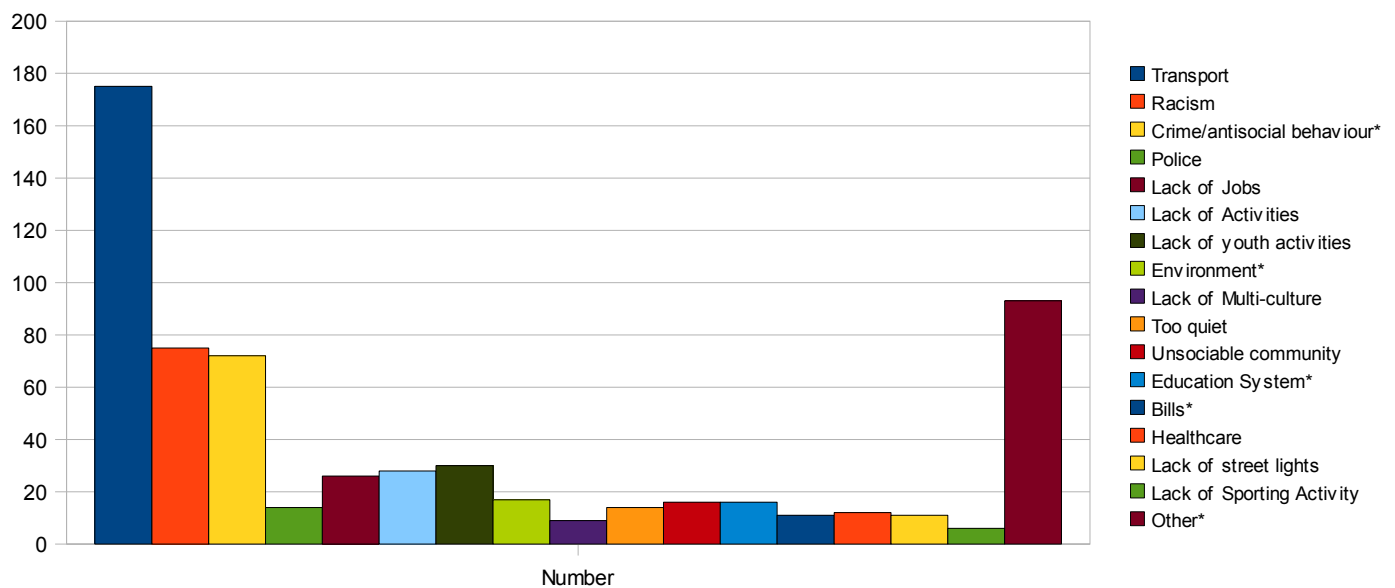
The most frequent response from our data set is **poor transport** with a total of 175 constituting 28% of the total response. Crime and racism also had a high frequency of responses.

Fig 5.1

Dislike	Number	Percentage
Transport	175	28%
Racism	75	12%
Crime/antisocial behaviour*	72	12%
Police	14	2%
Lack of Jobs	26	4%
Lack of Activities	28	4%
Lack of youth activities	30	5%
Environment*	17	3%
Lack of Multi-culture	9	1%
Too quiet	14	2%
Unsociable community	16	3%
Education System*	16	3%
Bills*	11	2%

Healthcare	12	2%
Lack of street lights	11	2%
Lack of Sporting Activity	6	1%
Other*	93	15%
Total	625	100%

Fig 5.2 'What Three things do you most dislike about living in Thurrock'



Question 6

Out of these three things, what most needs improving in Thurrock.

As shown in the table below transport is the most frequent response with 51, 40% of all responses were therefore related for better transport in Thurrock.

Fig 6.1

Issue	Number of responses
Transport	51
Racism	30
Anti-social behaviour	30
Lack of activities	17

-----SECTION B - COMMUNITY-----

Question 8

Do you attend any clubs, faith groups or organised activities within or outside Thurrock ?

166 respondents said that they did attend clubs, faith groups or organised activities within or outside Thurrock, and 80 said they did not. **67%** of individuals from our data set are therefore actively involved in some form of social activity.

The table below (*Fig 8.1*) shows the number and people that participate in particular activities and the percentage of active individuals that partake in particular activities. By far the most popular activity from our data set is participating in some form of religious, faith or prayer group with **94%** of active individuals taking part in this activity.

FIG 8.1

What Activity	Number of people	Percentage of people
Religious/faith group	152	94%
Sports group	36	21.7%
Social Club	6	3.6%
Local entertainment	8	4.8%
Forum/group	5	3%
Youth group	4	2.4%
Other	7	4.2%

NB. Includes individuals who partake in more than one activity

The table below (*Fig. 8.2*) contains information showing where these activities take place. 48% of the activities that the respondents participate in are based in Thurrock. A further 5% are held in their local villages or neighbourhoods.

Fig 8.2

Location	Number of activities	Percentage
Thurrock	104	47.71%
Beyond Thurrock	69	31.65%
Village/local	9	4.13%

Participation by individuals' location

The following table contains the proportion of individuals that are active in each area. Individuals residing in Tilbury appear to be the most active with 80% participating in activities.

Fig 8.3

Location	Participation	Total	Proportion
Chafford Hundred	24	40	60.0%
Grays	50	76	65.8%
Purfleet	9	14	64.3%
South Ockendon	30	49	61.2%
Tilbury	33	41	80.5%

NB. Outliers were removed from the data

Participation by individuals' age

From the data shown in the table below, the highest proportion of individuals who are active and participate in some form of group are in the age group of 16-18. 78% of individuals in this age bracket participate.

Fig 8.5

Age	Number	Total	Percentage
16-18	43	55	78.2%
19-24	30	49	61.2%
25-45	75	113	66.4%
46-60	15	22	68.2%
Over 60	1	3	33.3%

Question 9

To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together ?

The table below (*fig 9.1*) contains the percentage of responses from our data set for each option. As the table below shows **40%** of the individuals surveyed **do not feel Thurrock is a place where people from different backgrounds get on well together**.

60% agree that their local area is a place where people from different backgrounds get on well together.

Fig 9.1

Definitely Agree	Tend to agree	Tend to disagree	Definitely Disagree
10.1%	49.6%	29.0%	10.5%

Fig 9.2

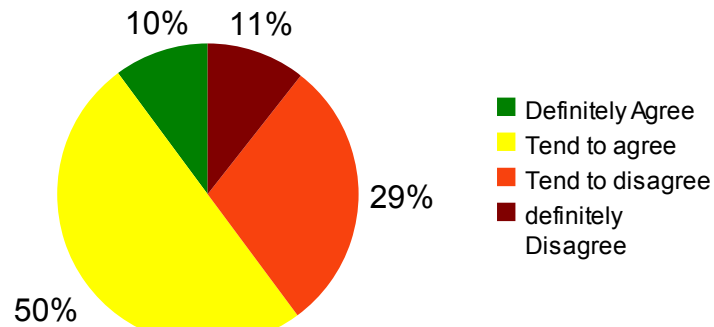
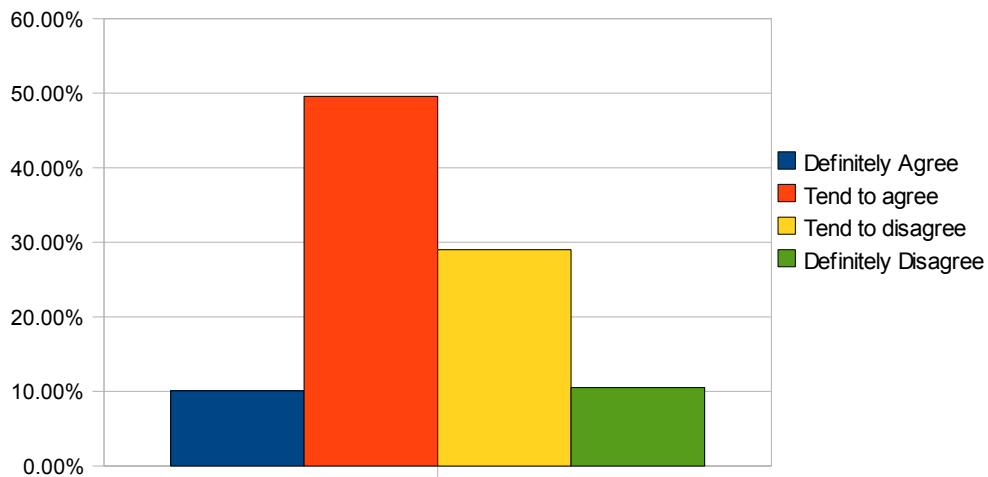


Fig 9.3



'Tend to disagree or definitely disagree' by location in Thurrock

The table below shows what proportion of individuals from different locations in Thurrock 'tend to' or 'definitely' disagree that their local area is a place where people from different backgrounds get on well together. The highest proportion is within Tilbury (shown in green) where **49%** of our sample data answered negatively to this question.

Fig 9.4

Location	Disagree	Total	Proportion
Chafford Hundred	7	40	17.5%
Grays	21	76	27.6%
Purfleet	3	14	21.4%
South Ockendon	16	49	32.7%
Tilbury	20	41	48.8%

'Tend to disagree or definitely disagree' by age group

The evidence contained within this table shows that the age group that disagree the most with this question are between **16 and 18** and **19 and 24** where a **proportion of 55%** in both age brackets answered negatively to this question.

Fig 9.5

Age	Number	Total	Percentage
16-18	30	55	54.6%
19-24	27	49	55.1%
25-45	30	113	26.6%
46-60	7	22	31.8%
Over 60	1	3	33.3%

-----SECTION C - CRIME AND COMMUNITY SAFETY-----

Question 10

How safe do you feel walking (outside) in your community alone in the daytime ?

The table below (*fig 10.1*) contains the responses to each option in the question. The percentage attributed to each option is out of the total number of responses. **83%** of the data sample feel very safe or fairly safe during the day.

Fig 10.1

Very Safe	Fairly Safe	A bit safe	Fairly unsafe	Never go out
42.3%	40.3%	14.9%	2.4%	0.00%

The charts below (*fig 10.2 and 10.3*) represent this data graphically.

Fig 10.2

9. How safe do you feel walking (outside) in your community alone in the daytime ?

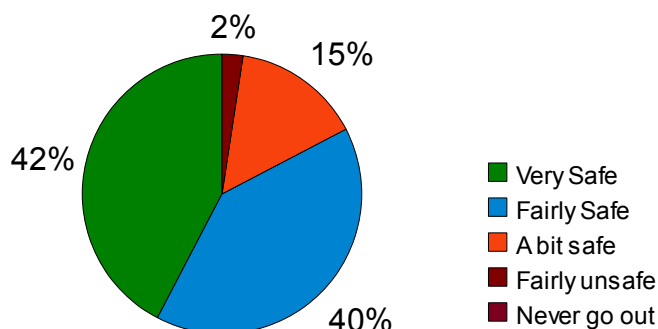
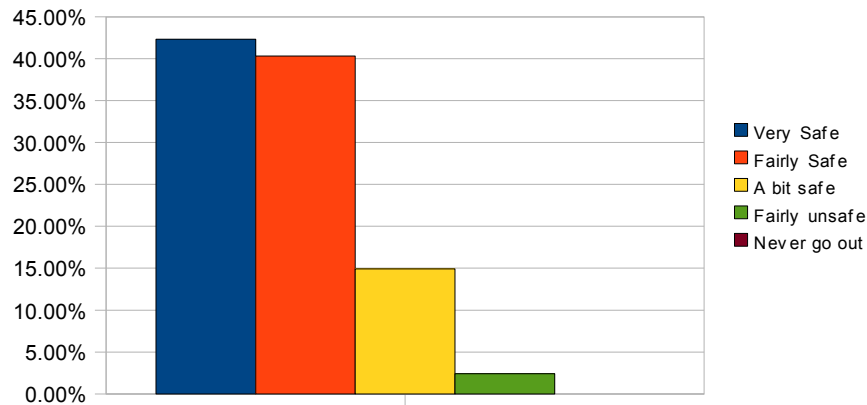


Fig 10.3



Question 11

How safe do you feel walking (outside) in your community alone after dark ?

Following question 10, the interviewees were also asked how safe they felt after dark. The findings are displayed as a percentage of the total responses. Interestingly the results demonstrate a swing of 51% from question ten. After dark only 31% of individuals within our sample feel safe walking outside in their community after dark.

Fig 11.1

Very Safe	Fairly Safe	A bit safe	Fairly unsafe	Never go out
10.89%	20.16%	25.81%	33.06%	9.68%

Shown below is a graphical representation of these findings (fig 11.2 and 11.3).

Fig 11.2

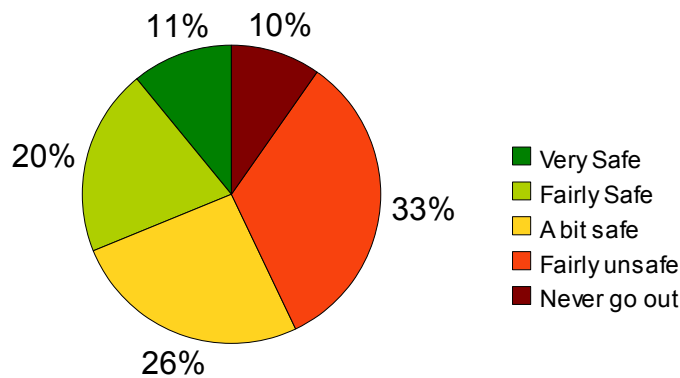
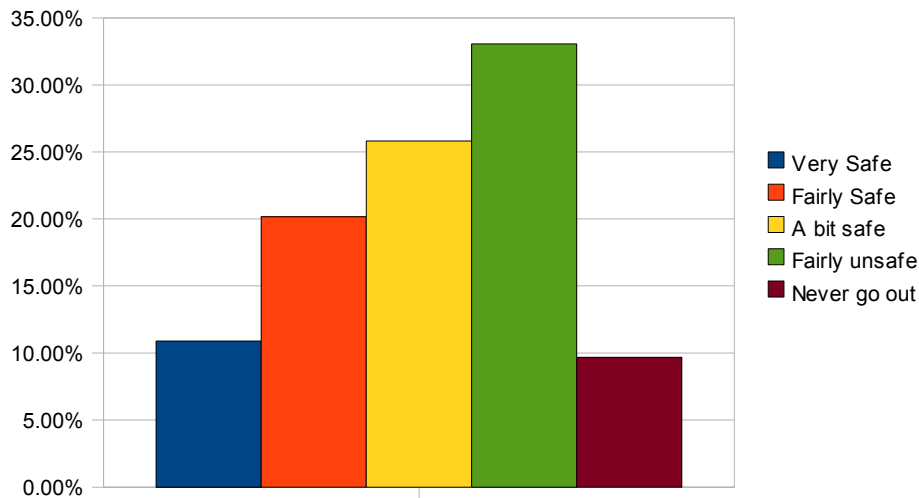


Fig 11.3



Question 12.

Have you been a victim of crime or anti-social behaviour in the last 12 months?

From the 246 who answered the question, **84** (34%) individuals responded 'Yes' to being a victim of crime in the past 12 months. 162 reported that they had not.

If yes, what was it?

The table (fig 12.1) contains data on what crimes the individuals from our data sample have reportedly suffered. As shown in the table 61% of crimes suffered were theft (shown in green). The second most frequently reported crime was harassment or verbal abuse, which constituted 19% of responses.

Fig 12.1

Crime	Number of crimes	Percentage
Burglary	8	7.3%
Vandalism to home or vehicle	4	3.7%
Mugging	6	5.5%
Harassment or verbal abuse	21	19.3%
Theft	66	60.6%
Other	4	3.7%
Total	109	100.00%

Have you been a victim of crime by location in Thurrock

The following table shows what proportion of individuals have been victims of crime by location. Tilbury has a proportion of 61%, almost double the Thurrock average of 34%.

Fig 12.2

Location	Victim of crime	Total	Proportion
Chafford Hundred	9	40	22.5%
Grays	17	76	22.4%
Purfleet	5	14	35.7%
South Ockendon	16	49	32.7%
Tilbury	25	41	61%

Have you been a victim of crime by age group

The following table shows what proportion of individuals have been victims of crime. The age brackets 16- 18 and 46-60 appear to be most likely to be a victim of crime with proportions of 38% and 41% respectively 10% above the Thurrock average.

Fig 12.3

Age	Number	Total	Percentage
16-18	21	55	38.2%
19-24	15	49	30.6%
25-45	37	113	32.7%
46-60	9	22	40.9%
Over 60	0	3	0.00%

Question 13

Did you report it to the police?

The table (fig 13.1) shows what percentage of the crimes reported in question 12 by our sample were reported to the police. The total number of individuals who did not report it to the police was 38 out of the 83 who responded. This relates to a proportion of 46 %.

Fig 13.1

Answer	Number	Percentage
Yes	45	54.2%
No	38	45.8%
Total	83	100.00%

If no, why not?

The most frequent response to this question was the belief that 'the police will not do anything', with 15 responses to this affect, a proportion of 52%. The second most frequent response was that the crime that they had suffered was not serious enough to report.

Fig 13.2

Answer	Number	Percentage
Police will not do anything	15	51.7%
Not serious enough to report	9	31.0%
Other	5	17.2%
Total	29	100%

If yes, what was the outcome?

From our sample, 62% of individuals who did report these crimes to the police responded by saying that 'nothing was done'.

Fig 13.3

Answer	Number	Percentage
Nothing done	26	61.9%
Disappointed in Police action	4	9.5%
Positive response	5	16.7%
No action, but pleased with response	3	7.1
Unknown	2	4.8
Total	42	100%

Question 14.

Do you believe this crime was specifically due to your ethnicity?

62 people, 73.8% believe this crime was specifically due to their ethnicity

Question 15.

What do you think needs to happen to improve community safety and reduce crime in Thurrock ?

Respondents were given the following options (shown in fig 15.1) to improve community safety. Each individual could choose up to 5 responses, the figures and percentages therefore show the total number of times each option was selected. The most frequent response) was **the need for youth activities** with **171 (15%)** selections.

Fig 15.1

Options	Number	percentage
improved street lighting	100	8.6%
more police patrols	119	10.3%
lower speed limits	28	2.4%
improved environment	96	8.3%
more consultation between locals and the police	88	7.6%
more drugs education services	55	4.7%
more youth activities to divert them from crime	171	14.7%
increased training/job opportunities	147	12.7%
more CCTV	116	10.0%
more help for parents to raise children successfully	66	5.7%
more work with offenders to help them avoid reoffending	102	8.7%
knowing more people in my area	59	5.1%
Other:	11	1.0%
Don't know	2	0.2%
Total	1160	100%

Question 16

Do you feel that you can approach the police if you have any community safety concerns?

From the respondents, 50 (21%) felt they could not approach the police with any community safety concerns was 50, a percentage of 21%.

Fig 16.1

Yes	194
No	50

If no, why not?

The table below contains the reasons why people felt they could not approach the police with any community safety concerns. The most frequent responses were 'racism', 'the belief that the police will not do anything' and 'poor perception in the community', which included poor police presence and poor communication between the police and the public.

Fig 16.2

Reason	Number	Percentage
Poor perception in the community	9	27%
Racism	9	27%
Do not feel they will do anything	11	33%
Slow process	3	9%
Other	1	3%
Total	33	100%

-----SECTION D - HEALTH-----

Question 17

Are you registered with a doctor ?

From the data sample **97%** are registered with doctor.

Yes	240
No	7

If no, why not?

The individuals who are not registered with a doctor responded with the following reasons for why they are not.

Fig 17.1

Reason	Number
Doctor in London	2
Do not know the nearest doctor	1
New to the area	1
Previous doctor was not very good	1
Do not get ill	1

Question 18

How satisfied or dissatisfied are you with your experience of health care services on a score of 1 – 5, 1 is very dis-satisfied and 5 is very satisfied

The table below (fig 18.1) contains the findings from our data set as a percentage of the total response. The total proportion of satisfied individuals was **52%** (shown in green).

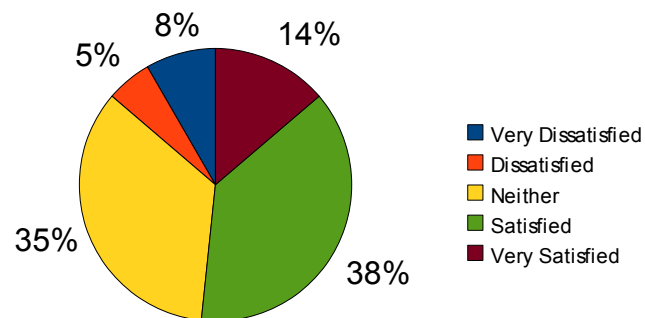
Fig 18.1

Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
8.3%	5.4%	34.6%	37.9%	13.8%

The mean average satisfaction rating was 3.43

The mean satisfaction rating of 3.43 indicates that the average individual from our data sample is between 'neither satisfied or unsatisfied' and 'satisfied'.

Fig 18 .2



How dissatisfied by location within Thurrock

The information displayed in the table below shows that individuals from Grays are most dissatisfied with their health service, in total 21% of individuals from Grays in our sample are dissatisfied. This is 6% above the Thurrock wide level.

Fig 18.3

Location	Satisfaction with Healthcare	Total	Proportion
Chafford Hundred	1	40	2.5%
Grays	16	76	21.0%
South Ockendon	7	49	14.3%
Tilbury	5	41	12.2%

How dissatisfied individuals are by age group

The following table contains the proportion of individuals by age that are dissatisfied with their health service. 19% of the age group 25-45 appear most dissatisfied.

Fig 18.4

Age	Number	Total	Percentage
16-18	5	55	9.1%
19-24	5	49	10.2%
25-45	22	113	19.5%
46-60	0	22	0.0%
Over 60	0	3	0.0%

Question 19

Are there any improvements or additional medical or health services you would like to see provided in Thurrock?

Yes	114
No	125

NB A full list of public recommendations is available on demand.

-----SECTION E - TRANSPORT-----

Question 20

What is your main means of transport ?

The following table contains individuals' preferences ranked 1st 2nd and 3rd, and then displays the proportion of each option compared to the whole data set for each preference. 36% of our data sample's first choice of transport method is 'the train service'.

Fig 20.1

Transport	1st	2nd	3rd	1st	2nd	3rd
Bus	60	41	39	24.4%	19.7%	21.6%
Car	75	46	35	30.5%	22.1%	19.3%
Cycle	3	3	4	1.2%	1.4%	2.2%
Train	89	71	29	36.2%	34.1%	16.0%
Walk	19	47	74	7.7%	22.6%	40.9%

Question 21

Do you have any transport difficulties?

59% of our data set does not have any transport difficulties

Fig 21.1

Answer	Number	Percentage
Yes	99.00	40.9%
No	143.00	59.1%

Do you have any Transport difficulties by location

Fig 21.2

Location	Transport problems	Total	Proportion
Chafford Hundred	17	40	42.5%
Grays	28	76	36.8%
Purfleet	8	14	57.1%
South Ockendon	18	49	36.7%
Tilbury	20	41	48.8%

If yes, are there any improvements or additional transport services you would like?

The most frequent response from our sample was related to 'Bus services' with 50 of the total suggested improvements. Table (Fig 21.3) shows the breakdown of this information.

Fig 21.3

General comment	Number
Bus services	50
Train Services	10
Lower fares	15
public transport	22

The vast majority of suggested improvements covered the following issues

- Frequency
- Late night and weekend services
- Oyster cards (in London)
- Transport for younger people

-----SECTION F – COMMUNITY INVOLVEMENT-----

Question 22

Are there any ways in which you have participated in any surveys or consultations about local services in Thurrock in the past 12 months?

91% of individuals who took part in this project had not taken part in any surveys or consultations about local services in Thurrock.

Fig 22.1

Yes	23	9.31%
No	224	90.69%
Total	247	100.00%

If yes, what have these been?

All of the responses given are listed below.

What individuals were involved with:
Africans in Thurrock
Couldn't remember because of no feedback
Consultation/Debate Survey
Crime and sports in Thurrock
crime prevention strategies in Chelmsford/Basildon police
Dartford Bridge Survey (3)
electoral canvass
G.P Questionnaire
Grays Carnival
Health Matters
Independent Advisory Group
New regeneration in South Ockendon
Planting Permission Consultation- Frenton Farm South Ockendon
Police
Post master
Teenage parent conference
Tilbury power station
Transportation
Voting during election

Question 23

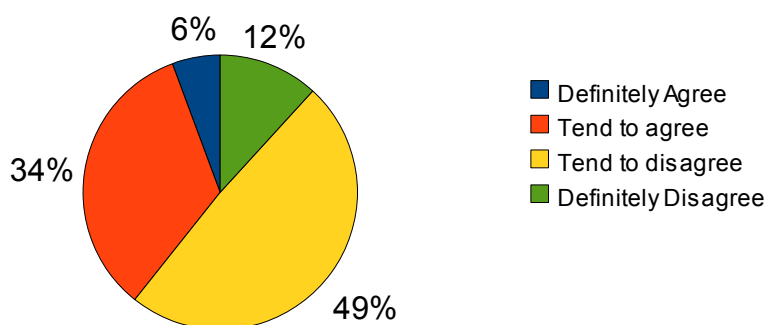
To what extent do you agree or disagree that you can influence decisions affecting your local area (i.e. within 15 minutes walking distance)

The responses indicate 40% of individuals definitely agree or tend to agree that they can influence decisions affecting their local area. This is shown in green in the table below.

Fig 23.1

Definitely Agree	Tend to agree	Tend to disagree	Definitely Disagree
5.7%	33.6%	48.9%	11.8%

Fig 23.2 'To what extent do you agree or disagree that you can influence decisions affecting your local area (i.e. within 15 minutes walking distance)'



Influencing local decisions by location in Thurrock.

Fig 23.3

Location	Influencing decisions	Total	Proportion
Chafford Hundred	19	40	47.5%
Grays	22	76	29.0%
Purfleet	7	14	50.0%
South Ockendon	17	49	34.7%
Tilbury	12	41	29.3%

Influencing local decisions by age group

Fig 23.4

Age	Number	Total	Percentage
16-18	14	55	25.45%
19-24	9	49	18.37%
25-45	57	113	50.44%
46-60	8	22	36.36%
Over 60	0	3	0.00%

Question 24

Are you are aware of the Community Forums?

Fig 24.1

Yes	79	32.6%
No	163	67.4%
Total	242	100.0%

Question 25

If Yes, how do you know of them?

Fig 25.1

Answer	Number	Percentage
Attend meetings	8	13.3%
Seen their websites, posters or other information	37	61.7%
Word of mouth	9	15.0%
Other*	6	10.0%
Total	60	100.0%

*Includes church, TRUST and community groups.

Question 26

How well do you feel they have represented your interests?

Fig 26.1

Answer	Number	Percentage
Very well	7	8.9%
Well	27	34.2%
Not well	20	25.3%
Poorly	6	7.6%
Don't Know	19	24.1%
Total	79	100.00%

Question 27

What is the best way for you to receive information about what changes or activities are going on in Thurrock?

Fig 27.1

Type	Number	Percentage
Email	79	21.4%
Leaflets	123	33.2%
Local newspaper	23	6.2%
Neighbours	7	1.9%
Phone	3	0.8%
Post	119	32.2%
Posters	3	0.8%
Website	7	1.9%
Word of mouth	3	0.8%
Other	3	0.8%
Total	370	100.00%

Question 28

Out of **243** responses **131 (53.9%)** said they **would allow** us to contact them again for their views on possible solutions.

113 (46.09 %) said they **would not** like to be contacted again.

Question 28 (ii)

Would you like to hear more about how you can get involved with Thurrock African Group ?

Out of 242 responses **52.48%** of the dataset responded that they would like to hear more about how to can get involved with the Thurrock African group, **47.52%** would not.

For further copies of this report, or for more details on the research process or the results, please contact:

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