



Residents  
Survey 2023  Barking &  
Dagenham

# LB Barking and Dagenham Annual Residents Survey 2023 Final Results

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# Background and context

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- A decision was made to conduct the survey in-house, utilising the Council's consultation and engagement website, One Borough Voice, allowing us to ask residents more questions to gain a greater insight.
- When interpreting survey data, it is important to be aware of the wider context that shapes perceptions, as this information will be essential for identifying local solutions. For example, the cost-of-living crisis and national media reporting of crime are two factors that could influence responses.
- By implementing a new survey methodology, **a comparison with previous years' surveys cannot be made.**
- This year's survey (2023) will be the **baseline year** which future surveys will be compared against.

- Letters were sent at random, but proportionately according to the population size of each Ward. The survey was also opened to all residents.
- The majority of responses were achieved from letter distribution, the Council's website advertisement, and the One Borough Voice and Council newsletters.
- Given the population of the borough, 932 responses gives us a margin of error of +/-4% at a 95% confidence interval, which is within the typically acceptable range.

# Weighting the results

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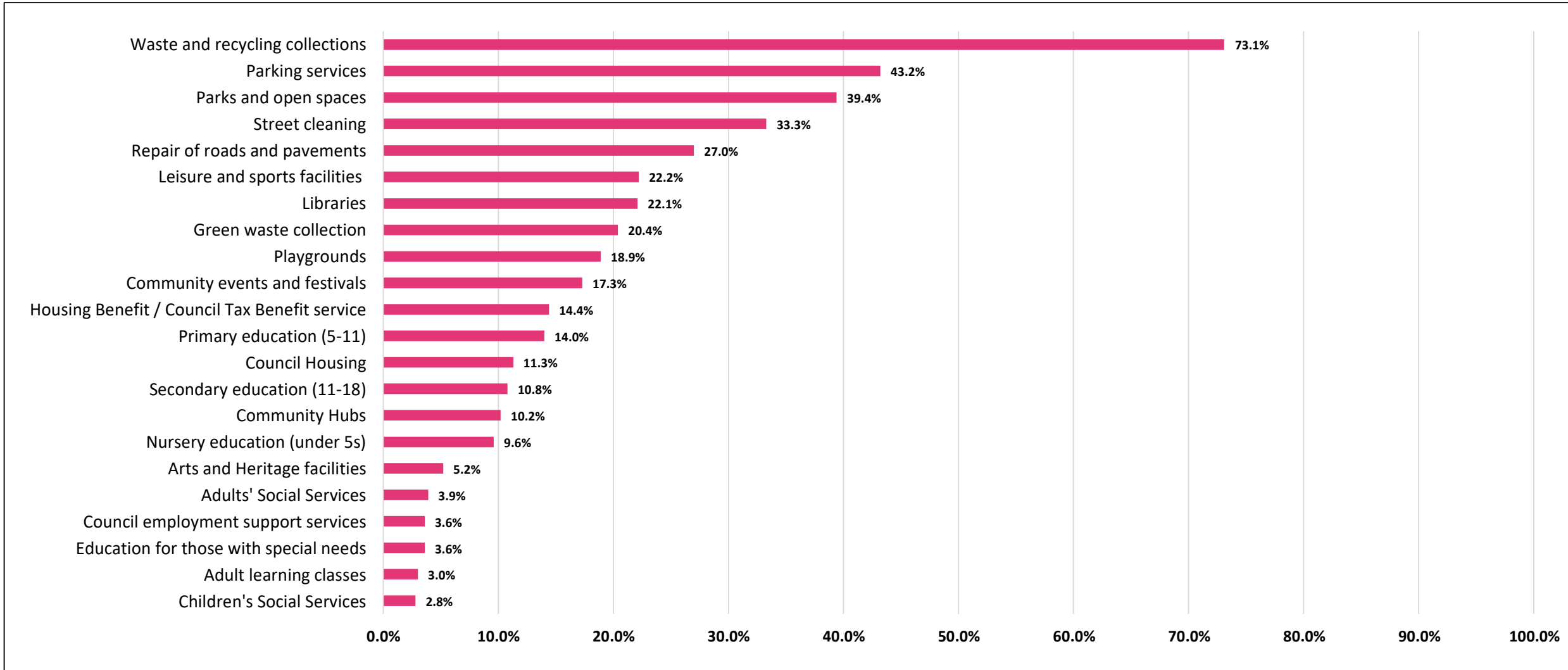


- In line with best practice, the survey data has been weighted to adjust the results to more accurately represent the Borough's population.
- Without weighting, the survey sample would include an over-representation of certain groups when looking at the respondents' demographic profiles. The results would be biased towards those groups.
- To avoid this bias, an analytical weighting has been applied to the results, in line with the Borough's demographic profile, based on respondents':
  - Age
  - Sex
  - Ethnicity
- The results of each survey question in this presentation have been weighted.

# Local Services



**In the last 12 months, which of these local services have you used / had experience of?**

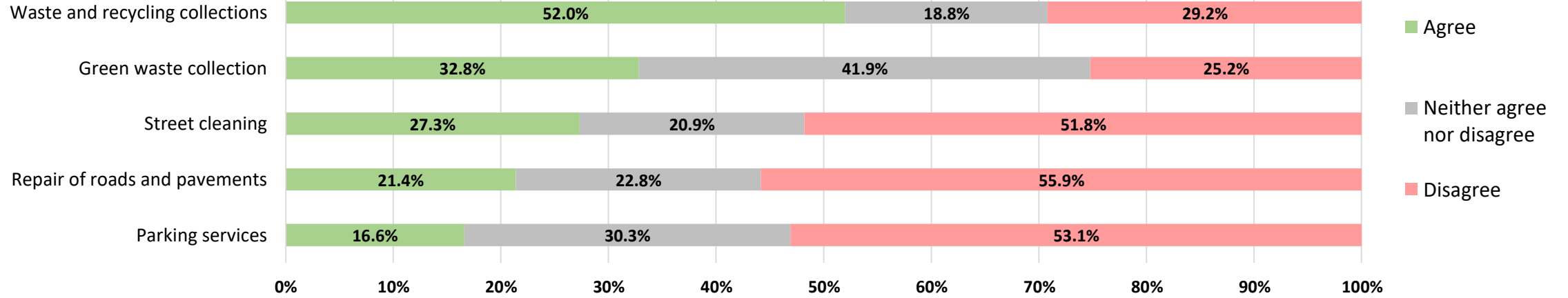


# Local Services



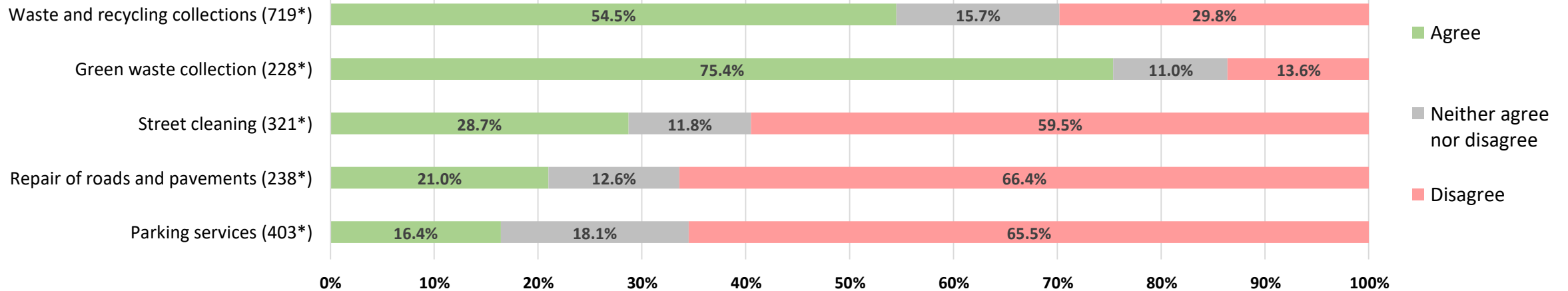
**In the last 12 months, to what extent do you agree that the Council provides good quality local services?**

## All respondents (weighted)



## Service Users only

(\* Number of service users)

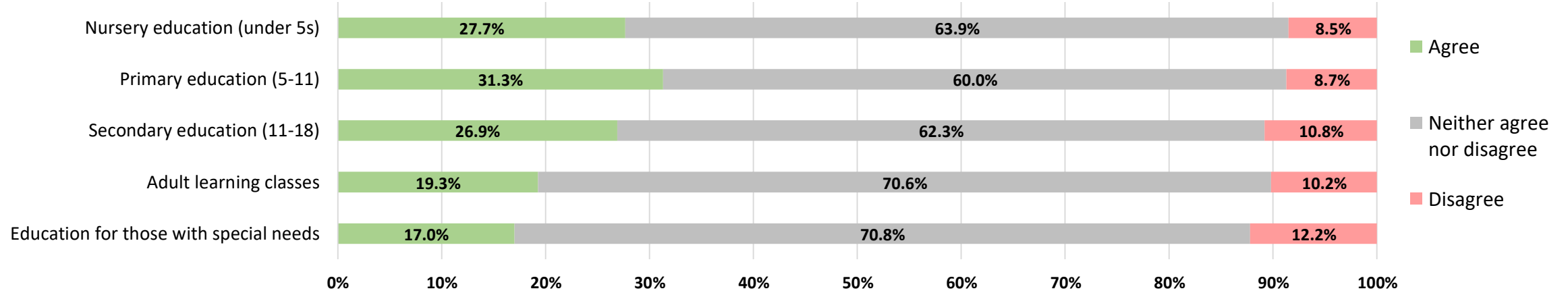


# Local Services



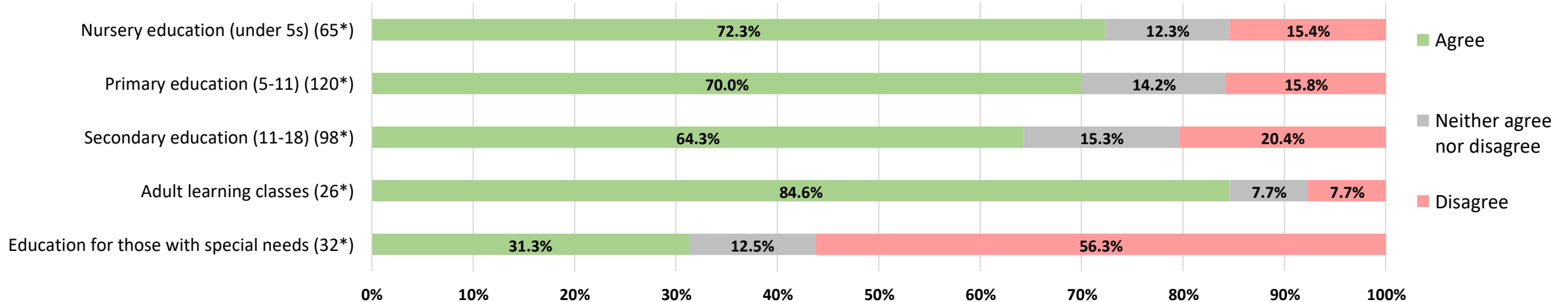
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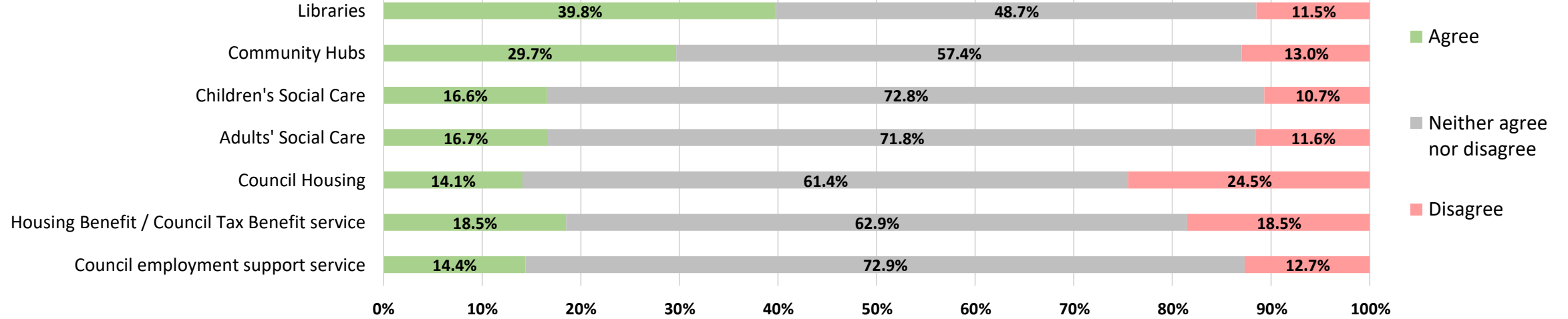


# Local Services



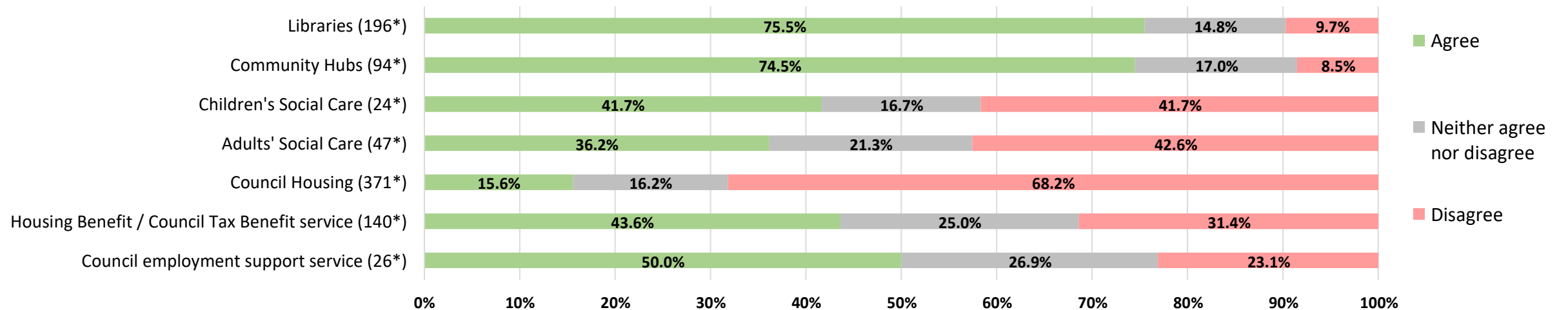
In the last 12 months, to what extent do you agree that the Council provides good quality local services?

## All Respondents (weighted)



## Services Users only

(\* Number of service users)



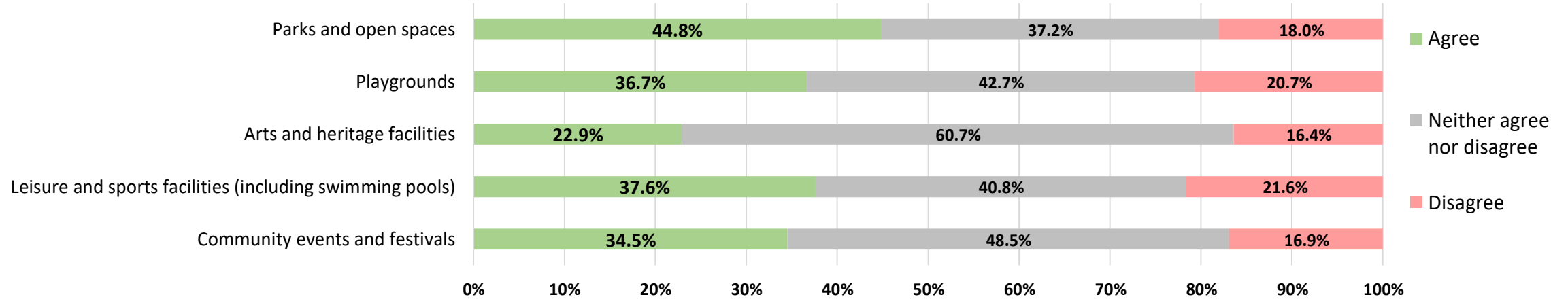


# Local Services



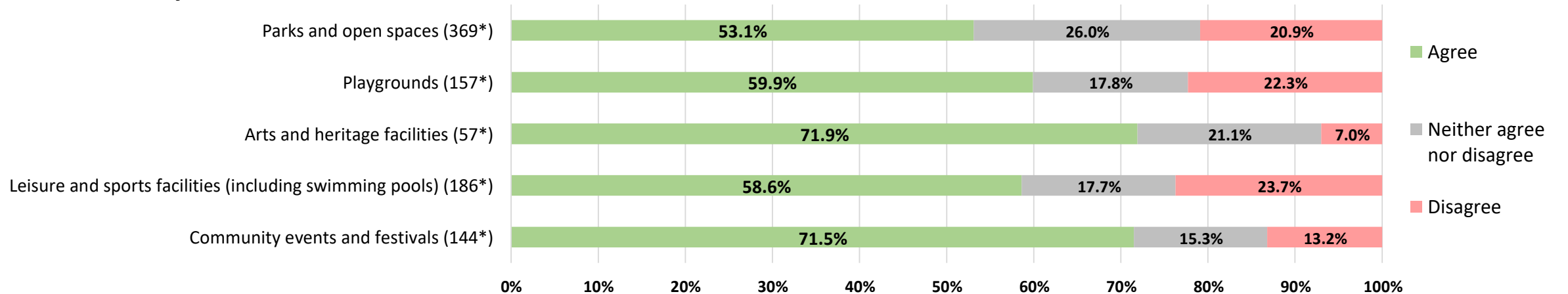
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## All Respondents (weighted)

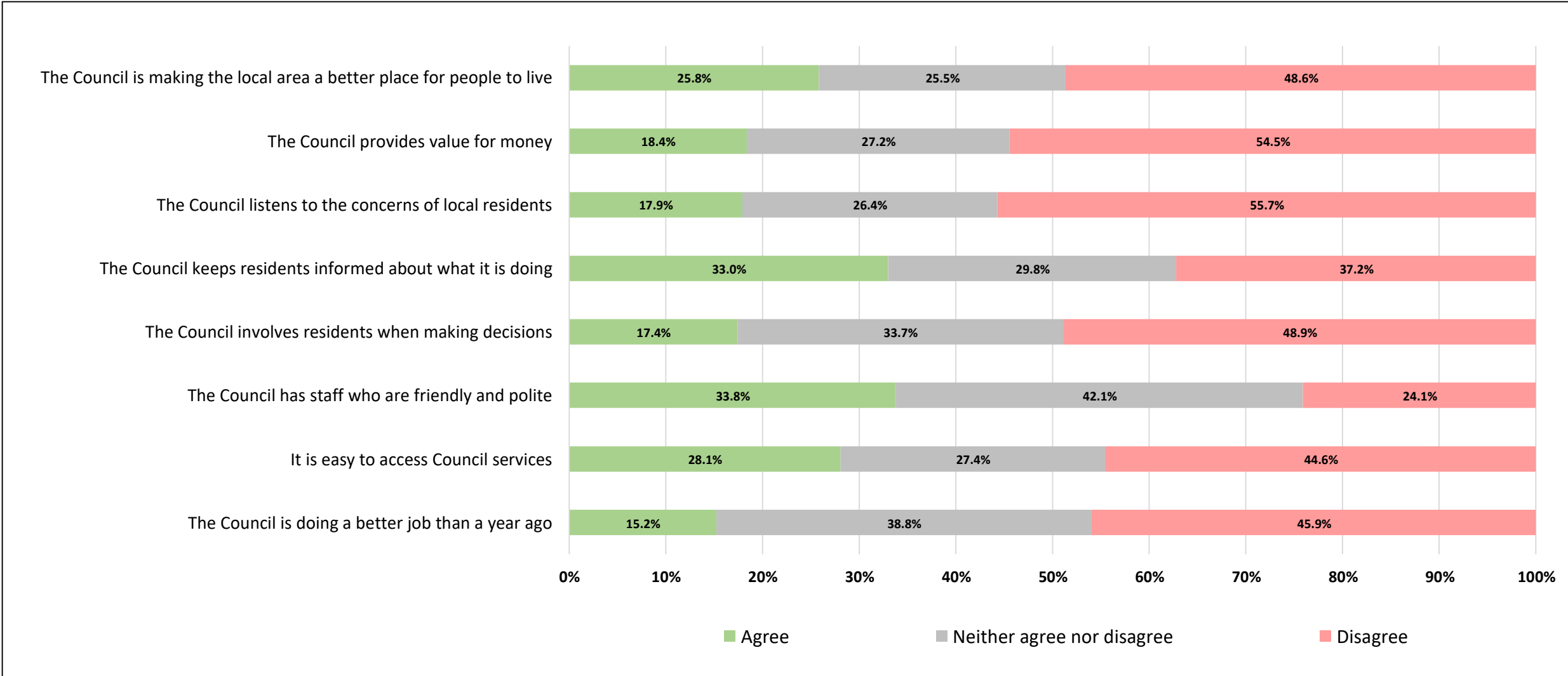


## Service Users only

(\* Number of service users)



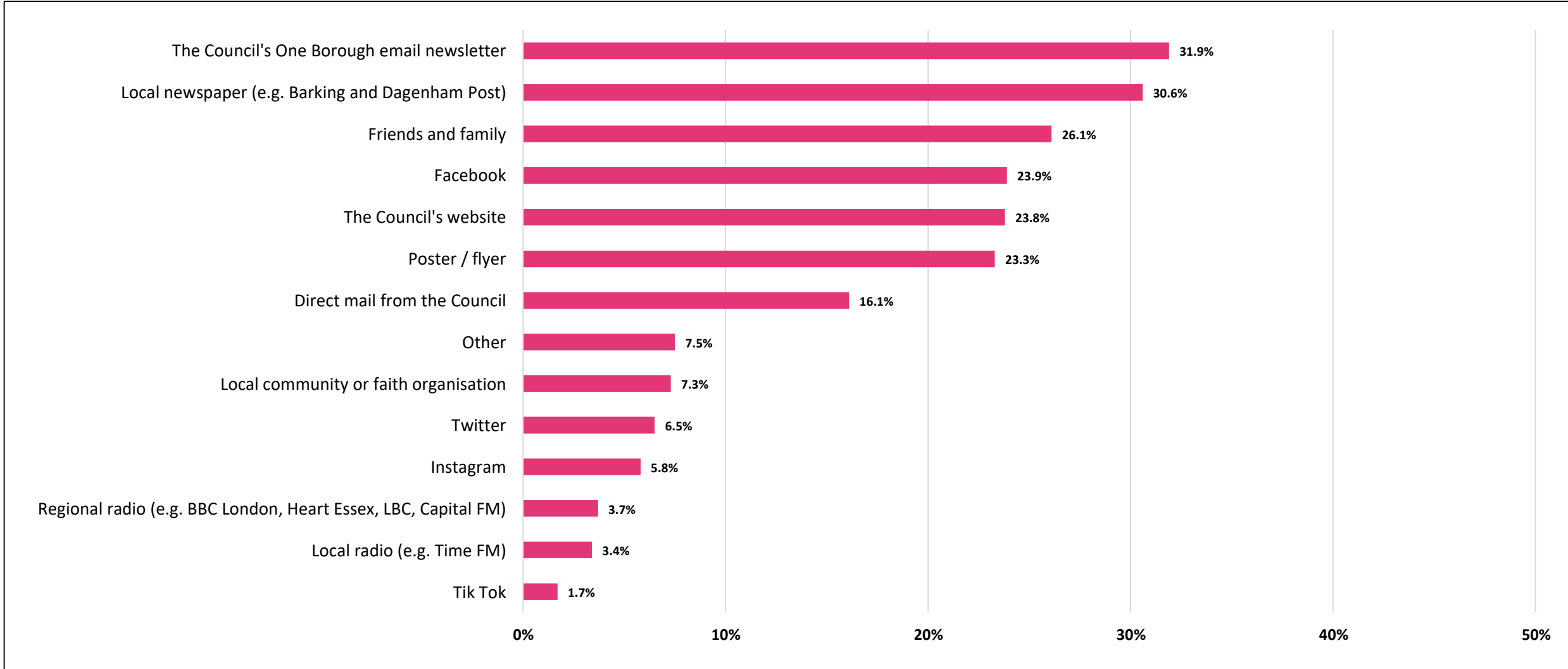
## To what extent do you agree or disagree with the following statements about Barking and Dagenham Council?



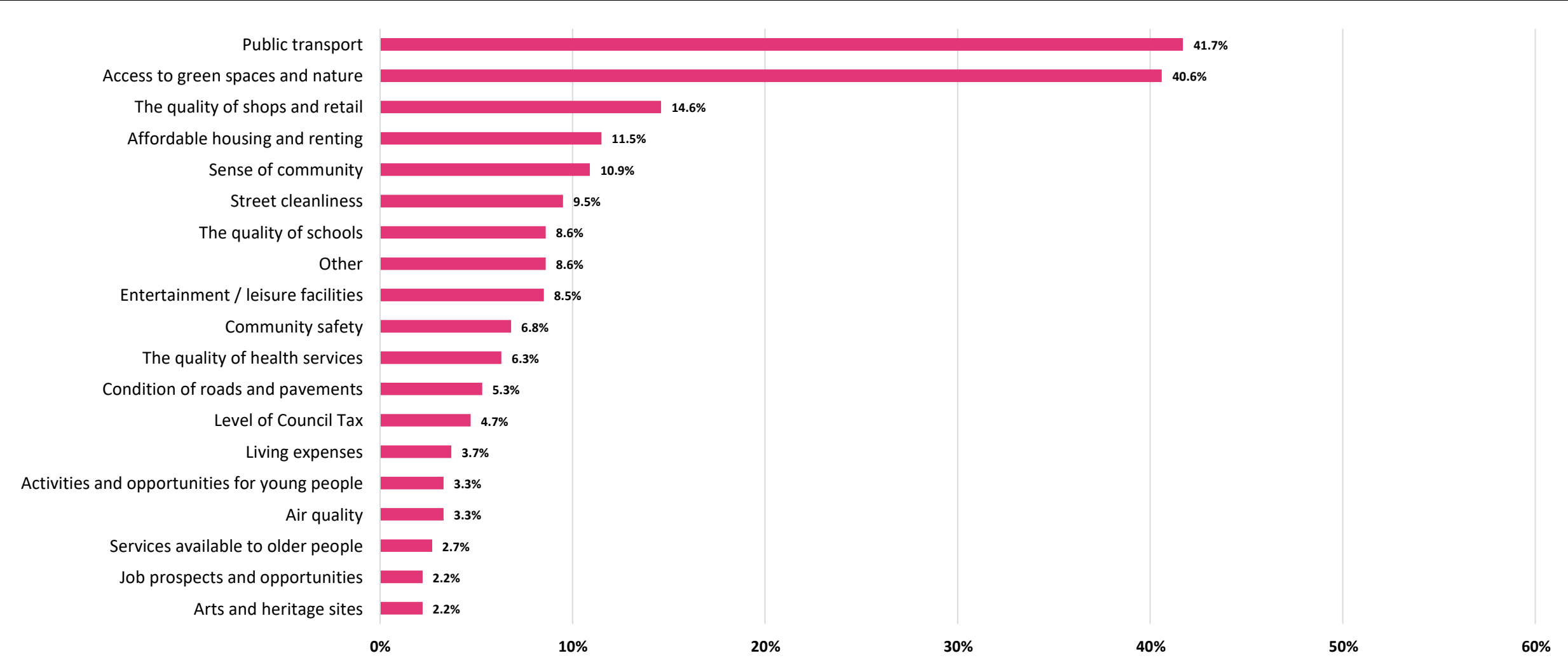
# Keeping informed



## How do you find out about what's going on in your local area?



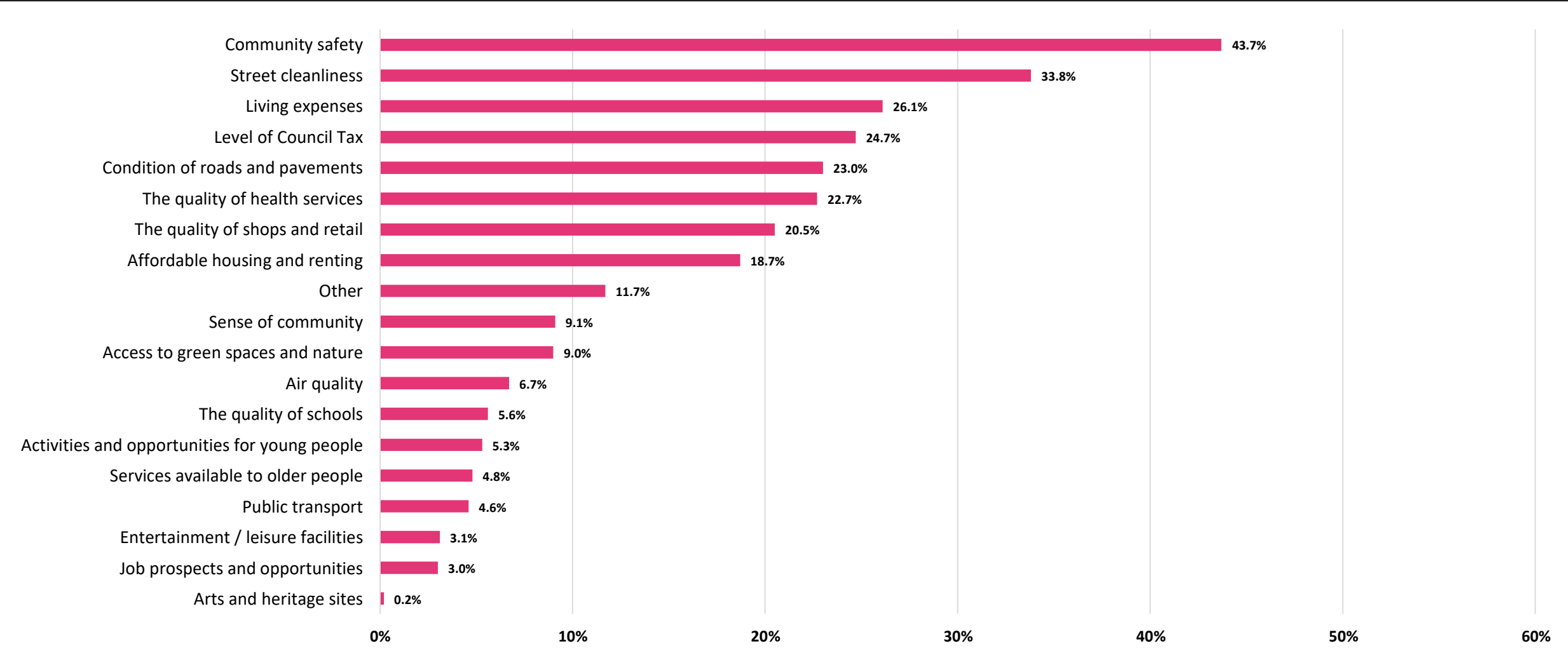
## In the last 12 months, which three things have made the local area a good place to live?



# Your Local Area



## In the last 12 months, which three things have you personally been most concerned about in your local area?

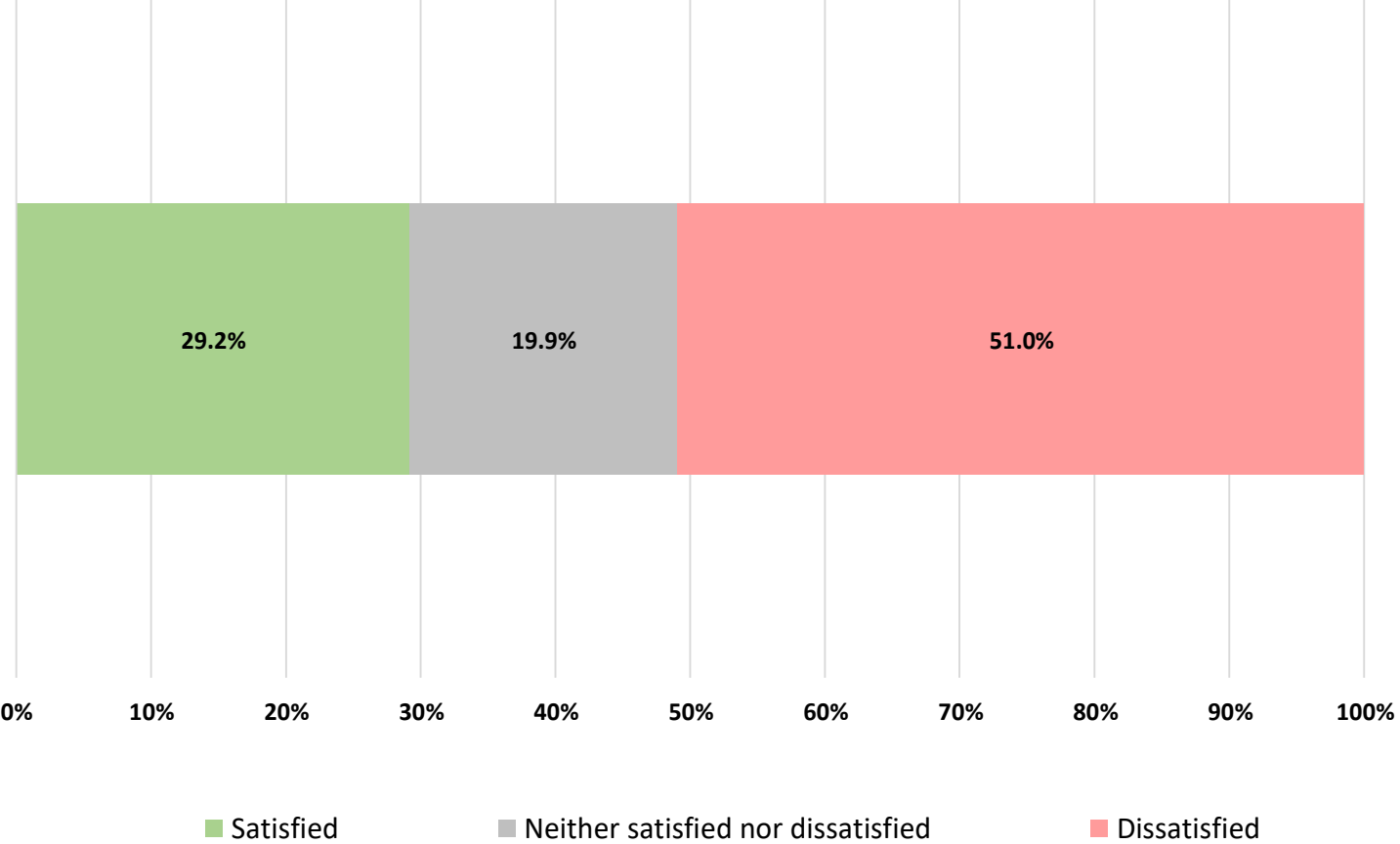


# Your Local Area



## Overall satisfaction

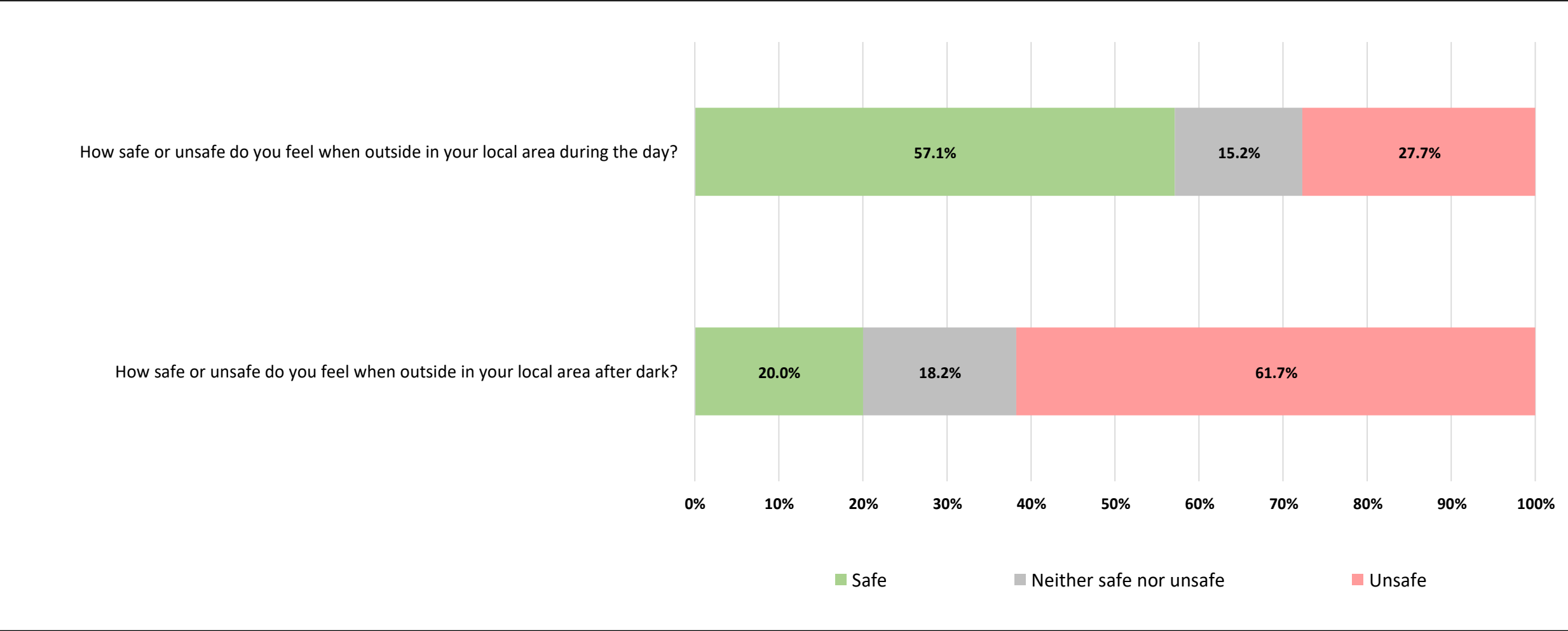
Overall, how satisfied or dissatisfied are you with your local area as a place to live?



# Your Local Area



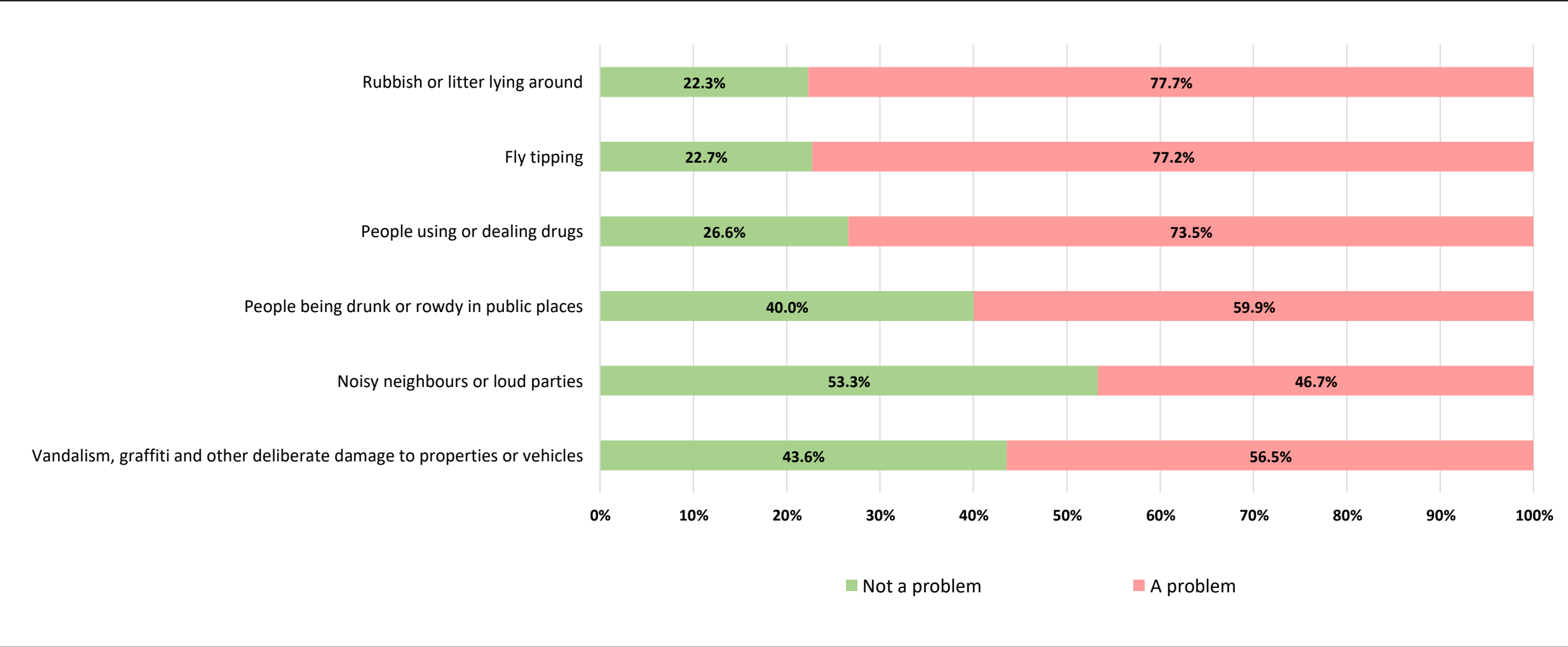
## Feelings of safety



# Your Local Area



## In your experience, how much of a problem are the following?

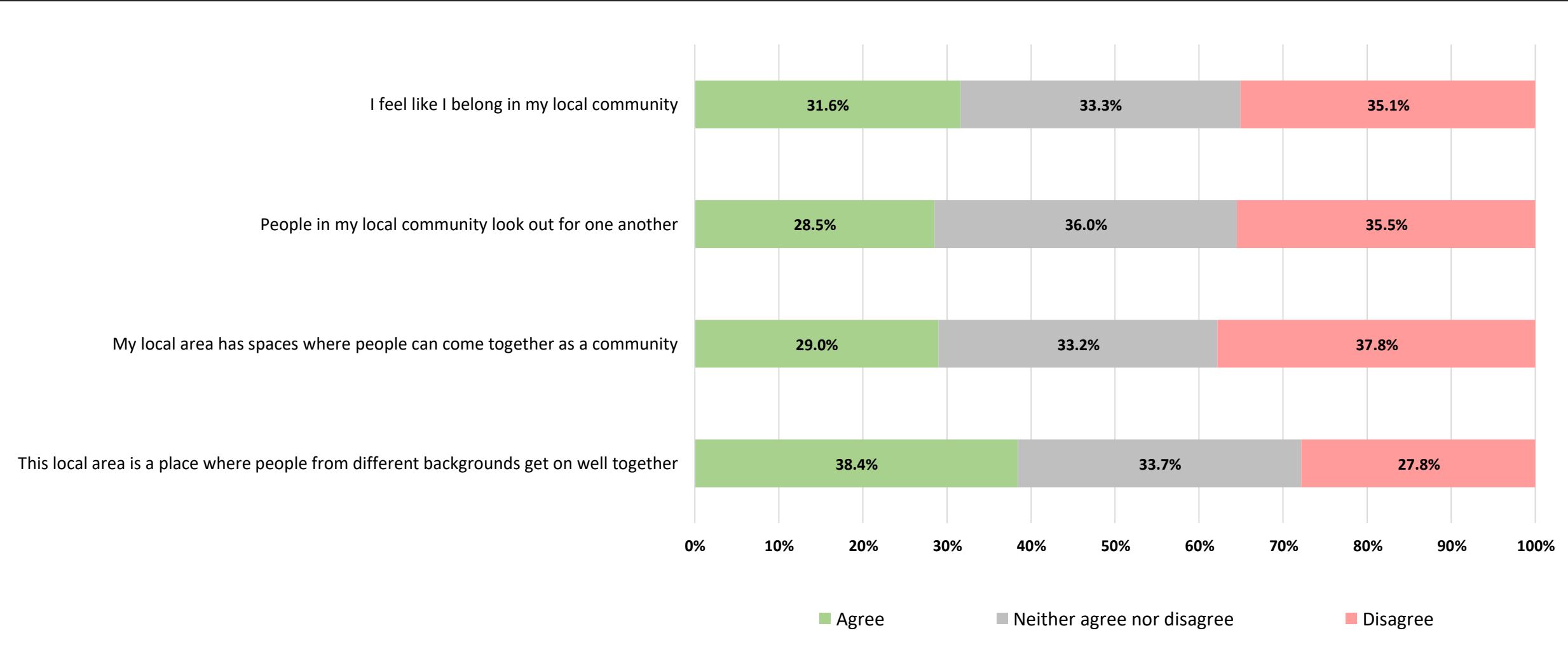




# Community Life



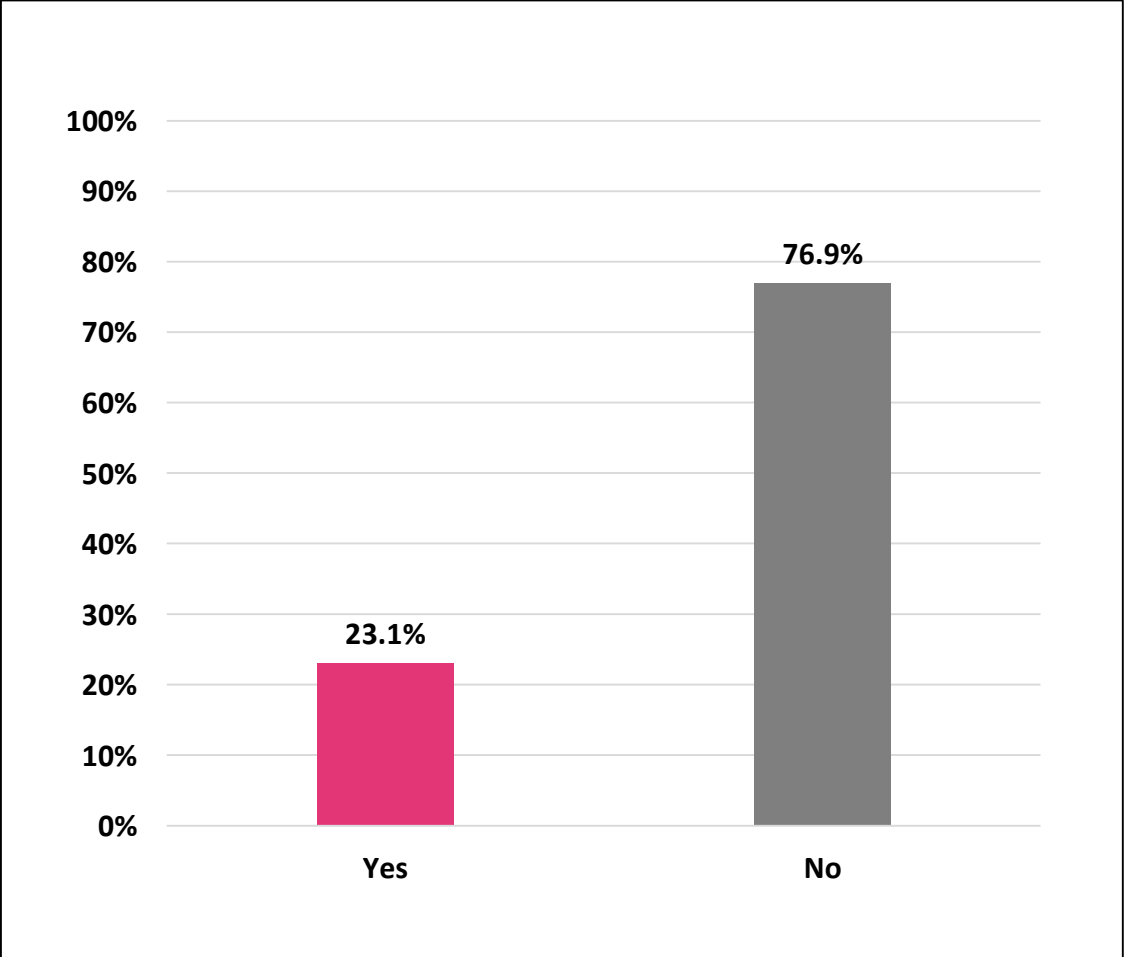
## To what extent do you agree or disagree with the following statements about community life?



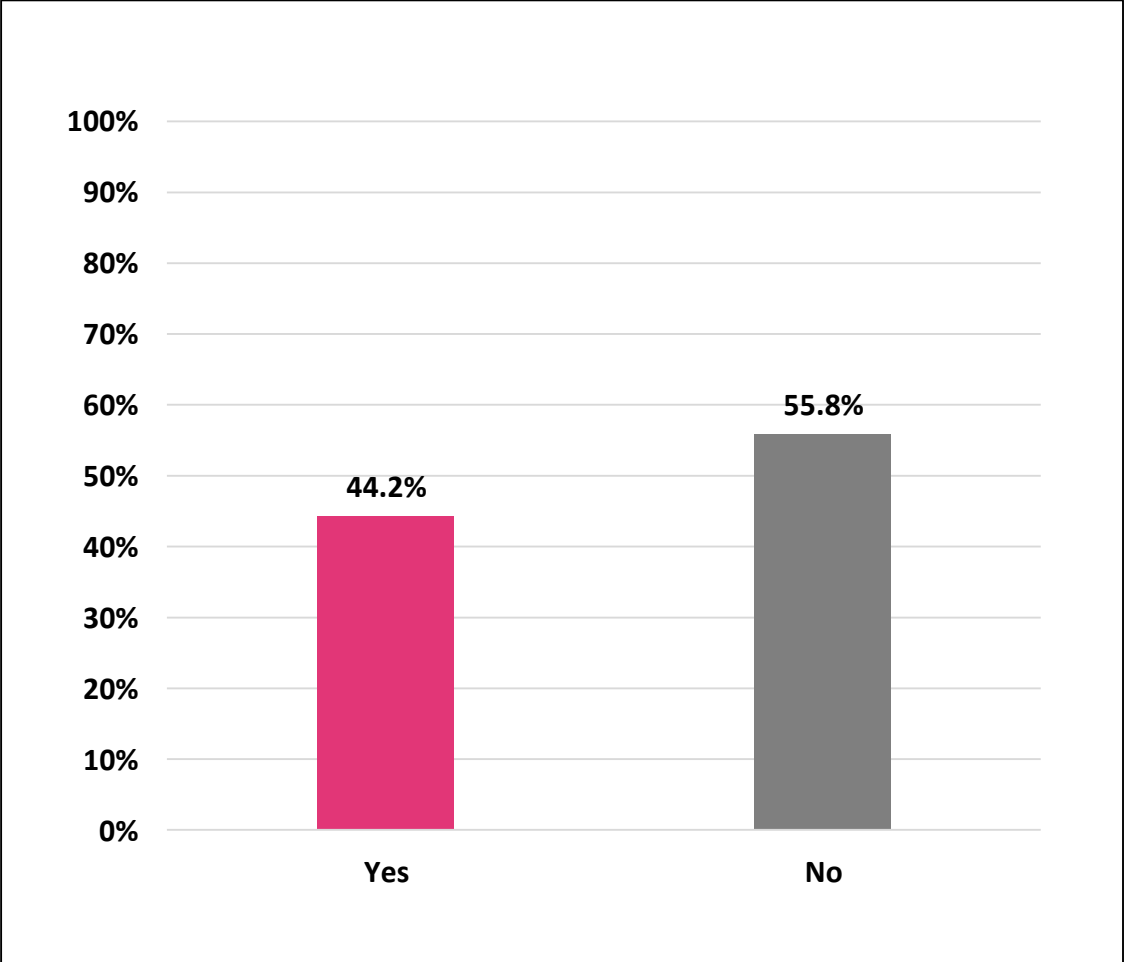
# Community Life



Have you given any unpaid help to any group(s), club(s) or organisation(s) in the last 12 months?



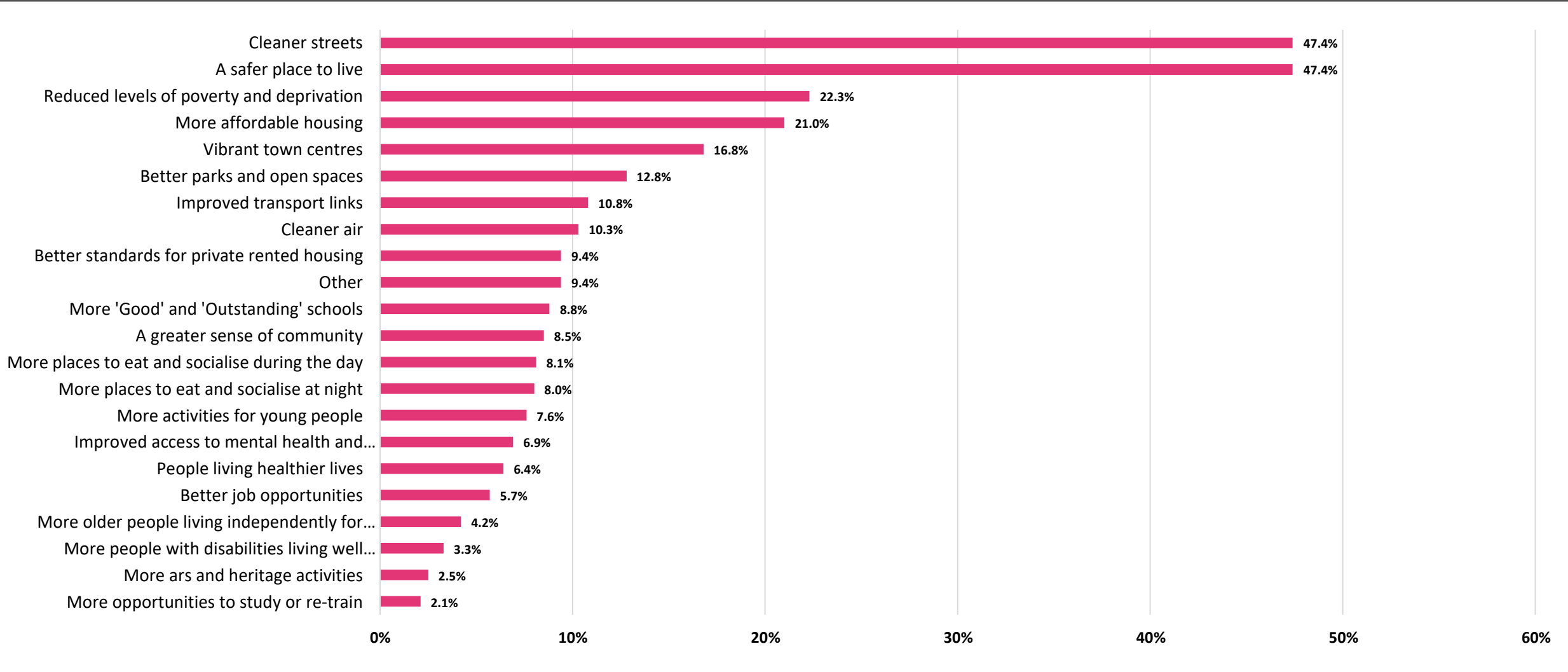
Have you provided any unpaid support in the community in the last 12 months? e.g. helping a neighbour or relative?



# The Future of Barking and Dagenham



## What are the biggest changes you would like to see in Barking and Dagenham in 5 years' time?



# Comments



Less betting shops required, investment to attract better shops into the area.

River Roding path from Ilford to Barking should be a cycling route.

More support for start up groups such as CIC

Less parking restriction during Friday prayers as most areas are zone and makes difficult to join community gatherings / events

Thank you for all the improvements so far and for trying to make B&D better place to live.

Private renters should be fined for not keeping property & gardens tidier.

Lack of access to GP appointments and NHS dental services. Lots of flats are being built without corresponding adequate services provided.

Please make Barking and Dagenham look cleaner, bring back the front and back garden tidy policies that you used to have...

Would be nice if the council website news section could be as active as their twitter account.

There is a lot of anti-social behaviour around the Barking train station.

Overall LBDD try on every level to improve the areas in and around the Borough.

I've only just moved into an affordable rent here. The lower rent and better quality home has made a significant impact on my partner and I's life and we are both very grateful - we have also found the area largely pleasant (especially it's green areas).

The children's park at the Abbey Green park could have a lot more facilities (swings/more play apparatus). It is a lovely space where lots of families come together but sadly only 1 swing and 1 slide makes it hard for the children to play.

Some streets do not have good lighting at night.

I moved the Barking via a home swap 3 years ago...since coming here I've experienced very good council services and I love the well-kept green spaces, I haven't any regrets.

Difficult to reach council by phone now...

The air quality in Barking Riverside it is very concerning.

Fines for people who don't clean up after their dogs

Our neighbourhood need more community police and CCTV coverages

The council is now faceless and virtually uncontactable.

Lovely borough to live – lets make it more nicer.

Local people should keep the streets tidy, stop throwing litter on the pavements!

Like to see people keeping their gardens tidy, not discarding rubbish outside other people's houses or on amenity greens.

I love Dagenham it is a brilliant place and valence house is a gem.

It will help the environment to provide recycling facilities for those living in flats.

I think the Parks department do a very good job and so do the men who collect the red bags from the litter bins.

I love Dagenham it is a brilliant place and valence house is a gem.

Thank you for doing this survey to get to know what residents think! I do really hope the area can be much cleaner and that those who are deprived will be somewhat lifted out of poverty or helped so there will be less homeless/people in need soon!

Dagenham Heathway is a major commercial centre for local people, and this deserves to be recognised. As more shops and services move from the high street, more and more of these shops and services are leaving Dagenham Heathway, with no real replacement.

We need to encourage high quality shops and restaurants into the town.

Customer Service telephone line should still remain accessible.

I would like see more training programmes and job opportunities for young people.