

LET'S TALK ABOUT TILBURY SURVEY REPORT

April 2013

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EXECUTIVE SUMMARY

- In March 2013, **ngage** were commissioned by Tim Rignall, Principal Regeneration officer from Thurrock Council's Regeneration Team to administer a 'Let's Talk about Tilbury' survey on their behalf.
- The survey targeted people living or working in Tilbury St Chads and Tilbury Riverside & Thurrock Park wards.
- The consultation took place between the 11th March and the 12th April 2013.
- A selection of methods were used to ensure that all sections of the community could take part in this survey should they wish to.
- A total of (617) residents have taken part in the survey from either face to face, focus groups or online opportunities. Results can be stated with a high degree of statistical confidence and represent the opinions of a percentage of people living or working in Tilbury.
- Statistically the figures shown within the report are those analysed collectively from the various methods used within the consultation.
- In most cases, respondents chose to select more than three things that they were asked to do. Therefore the actual amount of responses does not reflect the amount of people that took part in the survey.
- When asked what three things respondents most liked about living or working in Tilbury, public transport (18%), local shops and businesses (15%), and community spirit/ people in Tilbury at (13%) were the top three selected by respondents.
- Recreational facilities (2%), facilities for young people (2%) and employment opportunities (2%) were the least popular things that respondents liked about living or working in Tilbury.
- When asked what respondents disliked about living or working in Tilbury, nearly a quarter of respondents (22%) selected crime and disorder. (15%) of respondents felt that there was 'nothing to do in Tilbury' and (13%) of respondents chose litter and a poor environment.

- (7%) of respondents stated that they disliked derelict land and empty properties in Tilbury, followed closely by a lack of facilities for young people (6%) and recreation and leisure facilities (5%). jobs and high unemployment came in at (5%).
- When respondents were asked what could happen to make Tilbury a better place to live in, the majority of responses were based on improved recreational facilities (16%), crime and safety (15%), and facilities/services for young people (14%).
- In addition to the community outreach opportunities in Tilbury, focus groups were used to explore feedback from young people, older people, people with disabilities and local businesses. There was also a community focus group which included strong representation of residents who were of black and minority ethnic background.
- The focus groups responses covered all aspects of life in Tilbury, especially around health, environment, transport, police, young people, facilities etc.
- (181) responses were received by young people and staff from the Gateway Academy. When asked what three things they most liked about Tilbury, the top three answers given were public transport, local shops and education and training. When asked what three things they most disliked about Tilbury, the top three answers given were crime and disorder, litter and poor environment and 'nothing to do' in Tilbury.
- Out of the (617) responses received, (60%) were female and (37%) were male. (3%) did not state their gender.
- Respondents came from all age groups. The highest amount of respondents were under 18 years old with a (35%) response rate. This was exceptionally high due to the outreach session at the Gateway Academy. (21%) of respondents came from the 25-44 age group, followed closely at (19%) by the 45-60 age group. (17%) of respondents were over the age of 60, and (5%) were the 18-24 age group.
- Respondents came from all ethnic backgrounds. (83%) of respondents were white British. 57 respondents (9%) were black or black British. Other ethnic backgrounds ranged between (1 & 2 %) of respondents. (2%) of respondents chose not to give their ethnicity when completing the 'about you' part of the survey.

1. BACKGROUND

1.1 Introduction and objectives of the survey

The Regeneration Team employed **ngage**, a Thurrock based Community Company to assist in the designing and undertaking of the 'Let's Talk about Tilbury' survey' exercise between the months of March and April 13.

The findings will enable Thurrock Council to help shape future plans for the area of Tilbury and they will be using the results of the survey to build on earlier findings and to develop a vision for Tilbury which is shaped by the people of live or work there.

The objective of the survey was to enable people to tell the Council what the area of is really like – the good things and the bad things – and what they would like to see there in the future in order to provide input to the regeneration vision. This ensures that subsequent actions reflect community views and will have a positive impact on the quality of life of local people.

It offered variety of methods for people to engage and ensuring that we captured all specified ages and abilities. It ensured that people from all sections of Tilbury had an opportunity take part, and that appropriate tools and methods were used to ensure greatest participation.

ngage took on an administrative role to ensure there has been independent analysis and feedback to Thurrock Council.

2. METHODOLOGY

Survey design and approach

We used a number of methods to ensure that views were representative and from a wide reaching community.

An A5 survey was designed by **ngage** and Thurrock Council, and contained questions and a brief explanation of why people's views were being sought by Thurrock Council. Respondents were asked if they would like to be kept informed about future plans for Tilbury.

The scale of the responses at (617) has been generated by a selection of methods used including promotion through the local media and voluntary/community sector, online, Gateway Academy and focus groups.

Community outreach

Copies of the survey were distributed to all community and public buildings in Tilbury, including posters to display. We visited a number of established community organisations such as Tilbury Community Forum, One Community Development Trust and Tilbury Riverside Project and drop boxes were made available at Tilbury Library and One Community Development Trust. Copies were given to local ward members.

Online survey

ngage established an online survey facility and promoted this through a number of articles via the local media, including 'Your Thurrock' website. Voluntary and community sector partners were also sent the article and a link to the online facility, and encouraged to share the article with user groups or possible friends and family who could help reach people who live or work in Tilbury.

The survey and online link was promoted through social networking sites such as Twitter and Facebook.

The article was promoted through the **ngage** ebulletin, as well as encouraging other groups to promote it using their own media opportunities. The survey was sent to community and voluntary groups in Tilbury who were encouraged to promote it using their own publicity opportunities.

The Gateway Academy

ngage visited the Gateway Academy to encourage feedback from young people between the ages of 11- 16 who either lived in Tilbury or went to school/socialised within the area. A total of 181 questionnaires were completed by students.

Focus groups

A number of focus groups were held to ensure an equality of opportunity to take part in the survey. The focus group gave participants the opportunity to identify issues when living or working in Tilbury and to give more detail about those issues. Focus groups included representation of Tilbury's:

- Young people
- Community – including representation of residents with a black and minority ethnic background.
- Older people
- Local Businesses
- People with disabilities

Set up a data base and annotate the responses

A database was established to ensure that feedback could be analysed efficiently.

Produce a report on the findings

This report is the work of that annotation. Key issues and findings are contained within the report.

3. RESULTS OF THE CONSULTATION

3.1 Extent of the responses

A total of (617) responses were received and are included within the full analysis of the consultation.

Table 1: Extent of responses

Method	Amount of responses received
Outreach	326
Online	79
School	181
Focus groups	31
Total	617

3.2 Summary of survey findings

Q.1 Do you live or work in Tilbury?

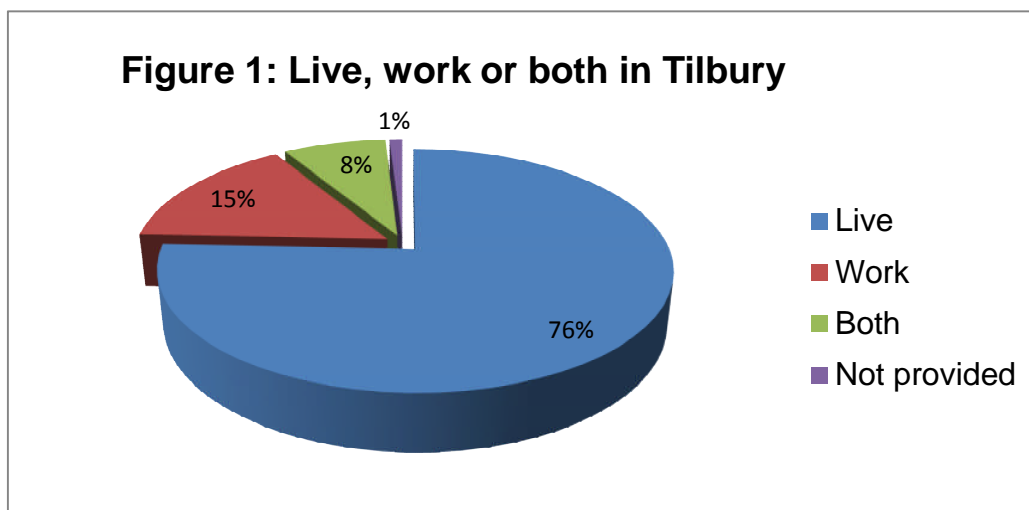


Figure 1 shows the comparison of people who took part in the 'Let's Talk about Tilbury'.

Q2. Which three things do you most like about living or working in Tilbury?

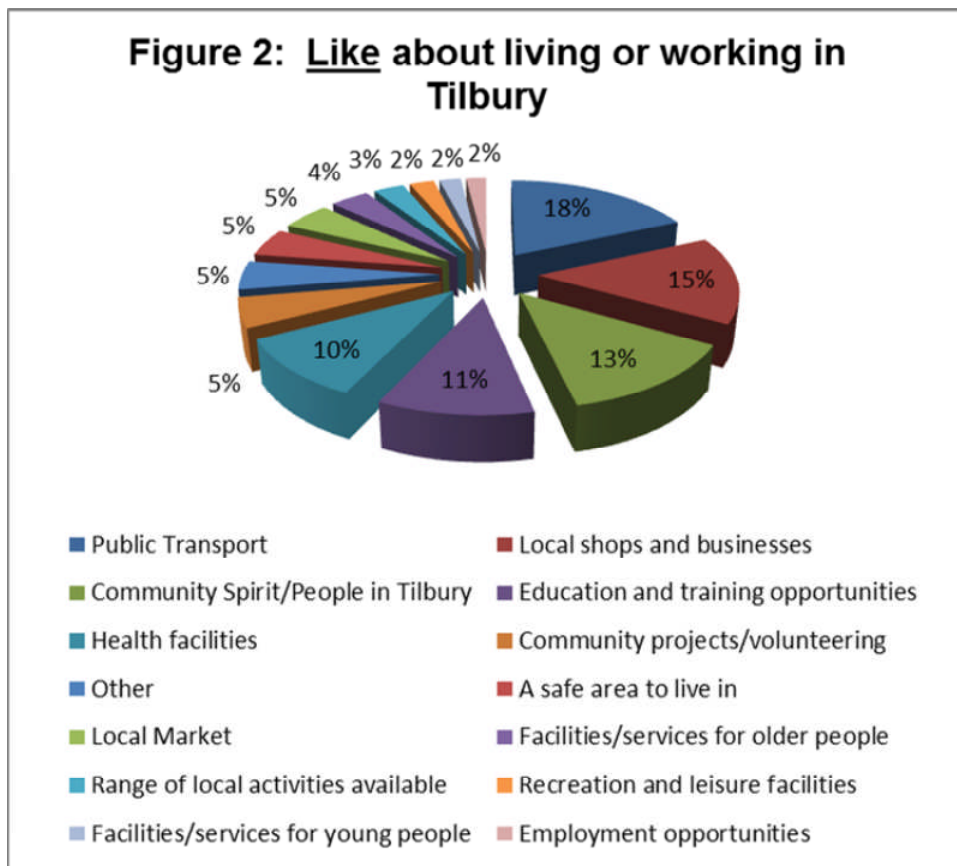


Figure 2 shows the comparison of things that respondents like about living or working in Tilbury. Out of the 14 possible choices available, the top three things that respondents most liked about Tilbury were public transport (18%), local shops and businesses (15%), followed closely by community spirit/people in Tilbury at (13%).

Recreational facilities (2%), facilities for young people (2%) and employment opportunities (2%) were the least popular things.

‘Other’ (5%) examples included good location for people who live and work there, free parking, the Library, living near to relatives, rising house prices. Some people wrote that they liked ‘nothing’ about living or working in Tilbury.

Table 2: This shows the full extent of actual responses to question 1 of the survey.

Theme	Amount of responses
Public Transport	254
Local shops and businesses	208
Community spirit/People in Tilbury	184
Education and training opportunities	147
Health Facilities	142
Community projects/volunteering	70
Other	69
A safe area to live in	67
Local Market	66
Facilities/services for older people	52
Range of local activities available	41
Recreation and leisure facilities	33
Facilities/services for young people	29
Employment opportunities	27
Total	1389

Table 2 shows the actual amount of responses that people gave to this question. It also shows that many people chose to select more than 3 answers when asked this question. The least popular thing that people liked about living or working in Tilbury was Employment opportunities with only (27) respondents selecting this.

The range of local activities available, facilities/service for young and older people, and recreational facilities all came in the bottom half of the results with only a total of (155) respondents selected these four headings as things they liked about living or working in Tilbury.

Q3. Which three things do you most dislike about living or working in Tilbury?

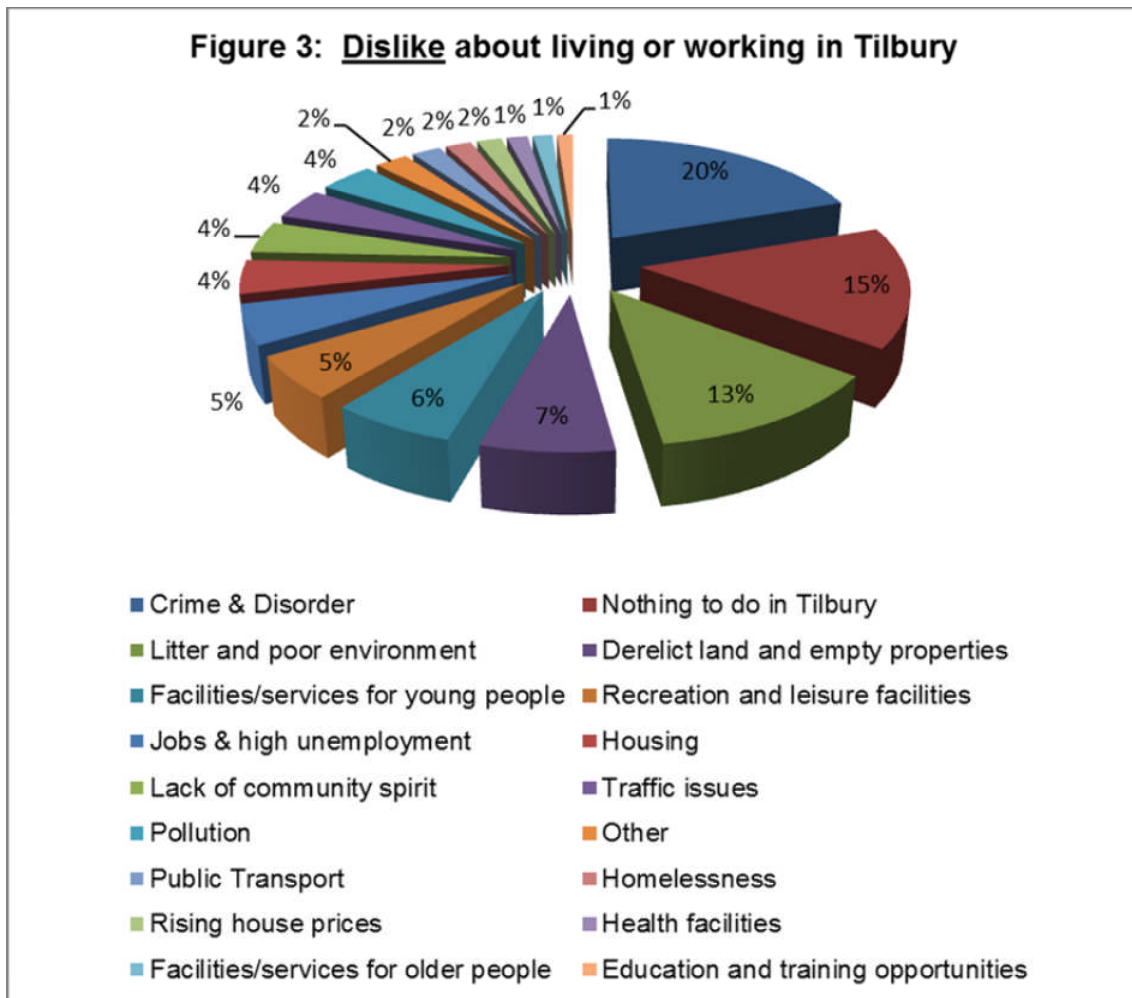


Figure 3 shows the comparison of things that people dislike about living or working in Tilbury. Out of 18 possible choices, the top three things that respondents disliked came to (50%) of the overall feedback. Nearly a quarter (22%) of respondents chose crime and disorder in Tilbury. (15%) of people felt that there was ‘nothing to do’ in Tilbury and (13%) of people felt that there was litter and a poor environment.

‘Other’ (2%) examples include racial comments, drugs and the local market. Some people wrote that they disliked ‘nothing’ about living or working in Tilbury.

Table 3: This shows the full extent of actual responses to question 2 of the survey.

Theme	Amount of responses
Crime & Disorder	343
Nothing to do in Tilbury	267
Litter and poor environment	218
Derelict land and empty properties	118
Facilities/services for older people	111
Recreation and leisure facilities	95
Jobs and high unemployment	87
Housing	75
Lack of community spirit	72
Traffic issues	69
Pollution	68
Other	42
Public Transport	36
Homelessness	33
Rising house prices	31
Health facilities	26
Facilities/services for older people	25
Education and training opportunities	20
Total	1736

Table 3 shows that many respondents gave more than 3 answers when asked this question, and the dislikes at (1736) far outweighed the responses to the things that respondents liked at (1389).

Q4. Looking to the future, which three things, if they can happen, would make Tilbury a better place to live in?



Figure 4 shows the different type of responses we had when asking people to come up with ideas on how Tilbury could become a better place to live in.

Although this was an open question, and the above categories were set up for ease of data entry. The majority of responses were based on recreational facilities (16%), crime and safety (15%), and facilities/services for young people (14%) comments or suggestions.

‘Other’ made up (19%) of the responses and included comments such as leaving old buildings alone, improving the local market, improving transport to Basildon and Orsett hospitals and a variety of racial comments.

Specific suggestions about making Tilbury a better place to live or work in included:

- Moving the market to Montreal Road in front of the shops and changing the day to a Monday.
- Having a family pub in Tilbury such as a Weatherspoons.
- Building a local cycle park/track.
- Having better mobility services for the elderly.
- Having a football club for Tilbury.
- Creating more leisure facilities, for example a leisure centre that can be a great community hub and provide much needed services to the area.
- Providing 24 hour health service and having more doctors.
- Improving the local shops and offering more shopping variety, such as hair shops, make up, clothes and bringing in larger retailers such as Topshop and New Look.
- Moving the post office nearer to the sheltered housing residential area.
- Having a local cycle park for young children to learn to ride their bike.
- Reintroducing the play bus scheme.
- Bringing back the annual Tilbury Festival/Carnival to improve Tilbury's Community morale.
- Building an adventure playground for young people.
- Improving Koala park.
- Building more affordable housing.
- Improving cycle paths to keep horses off the pavement.
- Building a lake with flowers and a seating area.

The Gateway Academy

(181) responses were received by young people and staff from the Gateway Academy. The Gateway Academy were extremely helpful in ensuring that their staff and young people were made aware of our presence at the school and encouraged them to participate. A lot of thought was given to the responses by young people, and it is important that staff and young people feel that their feedback has been acknowledged. The Gateway Academy is happy to assist Thurrock Council when addressing some of the needs of the community and planning for the future.

When asked about the three things they most liked, the top three answers given were public transport, local shops and education and training.

When asked what three things they most disliked about Tilbury, the top three answers given were crime and disorder, litter and poor environment and 'nothing to do' in Tilbury.

When looking to the future, the top three answers given were based around crime and safety, the need for more recreational facilities and concerns about the environment and pollution. Many of the young people spoke about bullying when walking about in Tilbury and they had concerns about homelessness. There were also suggestions made such as installing lights at Daisy fields and a new park with zip wire and ramps.

FOCUS GROUPS

To ensure inclusivity and an equality of opportunity to take part, **ngage** held a number of focus groups for older people, younger people and people with disabilities. There was also a community focus group which included representation of residents who were of black and minority ethnic background.

Older People

When asked what they most liked about living or working in Tilbury, the residents in Crown Court talked about how friendly the Tilbury people were that lived there. However there were concerns that 'new' communities that have moved to Tilbury, are not as friendly or have tried to get involved in the community.

Good transport links were important to them and the majority of those present felt that the transport links in Tilbury were very good. However they also mentioned their concerns that there was not adequate transport links to Basildon or Orsett hospital, and concerns were raised that the 66 bus no longer stopped at Heath Road.

Crime and disorder was raised as a concern for participants. When asked if this was based on actual crime or their perception, some spoke about their experiences with burglary and anti-social behaviour. There were also concerns about young people playing football near the complex. They felt it was important that the Police station stayed open for more hours and that under no circumstances should it be closed down. Concerns were raised about the underpass near Asda and that it's not safe.

Health facilities were raised as a concern, not because of a limited number of GP's, but because they felt that the quality of care wasn't particularly very good. Pollution dust from the docks was raised as a problem at times when living in Tilbury.

When asked what they thought could help make Tilbury a better place to live in, this is when participants had a lot more to say. Participants felt that there were not many opportunities for older people in Tilbury, and that they would benefit from more leisure facilities including a bingo hall, bowling and a swimming pool. Participants felt that there should be less fast food outlets in Tilbury and gave a figure of 12 within a quarter of a mile radius.

Concerns were made about Tilbury market and respondents felt that the market was very important to Tilbury. There were rumours that stalls were going due to increased rent. They also felt that the selection of shops/local businesses were not good, particularly for older people who cannot always get to larger shopping centres. They felt there was a lack of clothes and shoes shops, green grocers and butchers. A suggestion was made for a wool shop or community café. These concerns were also raised by respondents from our community outreach in the high street. A suggestion was made that Tilbury could benefit from an Iceland store.

It was felt that more jobs and apprenticeship schemes are needed for Tilbury people. Participants felt that there was not enough affordable housing in Tilbury, and that there were a lot of empty and boarded up properties. Participants were not happy about people parking on grassed verges, as it was “unsafe and unsightly” and more parking facilities needed to be considered for Tilbury.

Young people

The comments made by young people at the Tilbury locality group focused very much on the lack of facilities for younger people, and that there was nothing to do in the area. They didn't feel that the youth club was opened as much as they would like it to be. Suggestions were made about having a leisure centre or indoor ball court. It was suggested that the outdoor ball court in Quebec Road could be astro-turfed as the ground is very hard and sometimes dangerous if you fall over. A suggestion was also made for an outdoor skate or bike park.

Additional suggestions for activities included a snooker hall and fishing. A few of the young people also talked about having an under covered seating area for young people for when it rains.

When talking about jobs in Tilbury, young people felt that there should be more forklift courses available and more spaces offered on the courses.

They did not have a lot of positive things to say about the local police and felt that the police harassed them for no reason. Comments were extremely negative, and they felt that they were searched far more often than was necessary, and that the police followed them about for no reason.

Community Focus Group

Tilbury Market was extremely important to those present. Participants felt that the local market brought people together, but also recognised that it was important to have more stalls available and to offer a bigger variety similar to Grays market.

When discussing employment, it was suggested that local businesses in Tilbury could look at recruiting young people via the schools, in order to give them a better chance of getting work locally. It was felt that the gap between salaries in Thurrock and London was far too wide.

More projects could be developed to encourage community involvement and bring 'old' and 'new' communities together; especially people from Black and minority ethnic communities. Food would be a great place to start when considering a project and to help promote the different cultures; African food was given as an example.

More opportunities should be available for people who do not work in Tilbury, but who can get more involved in the local community at evenings and weekends. There are some good examples of local projects in Tilbury, but maybe more projects could be available to help young people and families experience other areas outside of Tilbury such as day trips to the seaside etc. A suggestion was made about having a community centre which would help to generate and deliver more projects for the area.

When discussing crime and disorder, a comment was made that criminals must love Tilbury because of its 'ideal' layout for burglaries. Access is available from the front and back of premises and it was extremely open for crime which is something that could be considered when regenerating the area. It was also said that drug dealing takes place outside the shops in Tilbury. There needs to be a shift between people's attitude about crime and the police, and maybe more police on the streets would deter street crime and alleviate fear of children's safety. It will also help to create relationships between the community and the local police.

A suggestion for more facilities for young people to help get them off the streets. Suggestions included a leisure centre, youth clubs, snooker, darts and better recreational equipment.

More investment should be made in education, specifically around value and respect, Jobs and training needs further investment, and create more opportunities for volunteering to help with job opportunities.

When planning for the future regeneration of Tilbury, concentration needs to be put into changing people's perception of the area otherwise nothing will change.

People with Disabilities

It was suggested that the environment was poor in some areas, particularly grassed verges needing to be better maintained. There were also concerns about parking on the verges and that parking bays would be better.

A comment was made about the amount of dog fouling on the pavements. It was suggested that more flowers and plants could be used to brighten up the area, as they did not feel that enough money was spent in the area.

A request was made about replacing a bench between Feenan Highway the Gateway Academy. This had been removed and never replaced.

Health provision in Tilbury needs to improve and that GP's do not come out to patients like they should do.

Better facilities are needed for younger and older people. The area could benefit from a leisure centre and swimming pool, and a suggestion was made about using the old St Chads site. More activities should be available during the school holidays.

A comment was made about the amount of empty properties in the area, for example a property has been empty for 2 years on Feenan Highway. Suggestions also included more jobs, more housing and more things to do in Tilbury.

There needs to be recognition that Tilbury is changing and more activities should be available to bring people together. It was felt that some people “keep to their own” and do not mix with other communities.

It felt that Tilbury market was important for most local people and that there needed to be an improvement in the mix of shops available, such as having a family butchers or green grocers, and definitely less takeaways.

Local Businesses

A door to door approach in the high street was used to speak to businesses on an individual basis.

The town centre benefits from free parking, but there is a problem in Civic Square as it has very limited parking, and a lot of parking spaces are used by people who work there. This makes it difficult for people using the businesses there to quickly ‘shop and go’. A suggestion was made to use the old Fire Station for parking.

Some of the businesses in the Civic Square felt that there was little foot fall from the centre of the town and that their businesses can be missed. There needs to be more flow between the two areas so that people can use the shops at the Civic Square better. There was also a need for more signs and better advertisement.

Civic square businesses would like to see more street entertainment in Tilbury, with performances being brought up to the square and around it.

The row of shops on Montreal Road suggested that the market could be moved to their car park site once a week. It would encourage people to use their shops and wouldn't take away from their own businesses. A suggestion was made about introducing various market themes into Tilbury such as the farmers market or a French market. Businesses in Montreal Road also spoke about the need for better signage to encourage a flow of shoppers through the whole town, rather than just the main centre of Tilbury. A suggestion was made for advertising boards that can let people know what local businesses are available in Tilbury.

Links from Tilbury train station to the town centre could be better, and they could help promote the towns business. Suggestions were made for advertisement boards at the train station to promote local businesses in Tilbury rather than anything else.

One business suggested that there could be stronger links with the local schools to promote the local businesses.

It was suggested that smaller independent businesses could be encouraged to come to Tilbury like a Fish Mongers or Butchers, rather than the trade going to the bigger shops like Tesco and Asda.

Shop fronts in Tilbury were discussed, and some businesses felt proud of their look, however comments were made about other shop fronts in Tilbury which could be made smarter and could give Tilbury a fresher look and feel about it.

4. EQUALITIES MONITORING FORM

The following information was obtained from the 'About You' section of the survey.

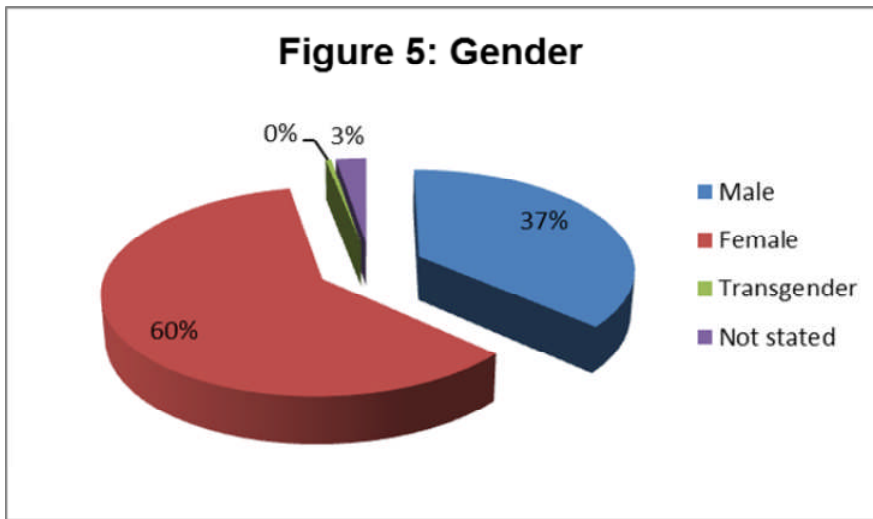


Figure 5 shows the total amount of responses received by gender. A Total of (617) responses were received. (60%) of respondents were Female, (37%) were Male. (3%) of respondents did not state their gender.

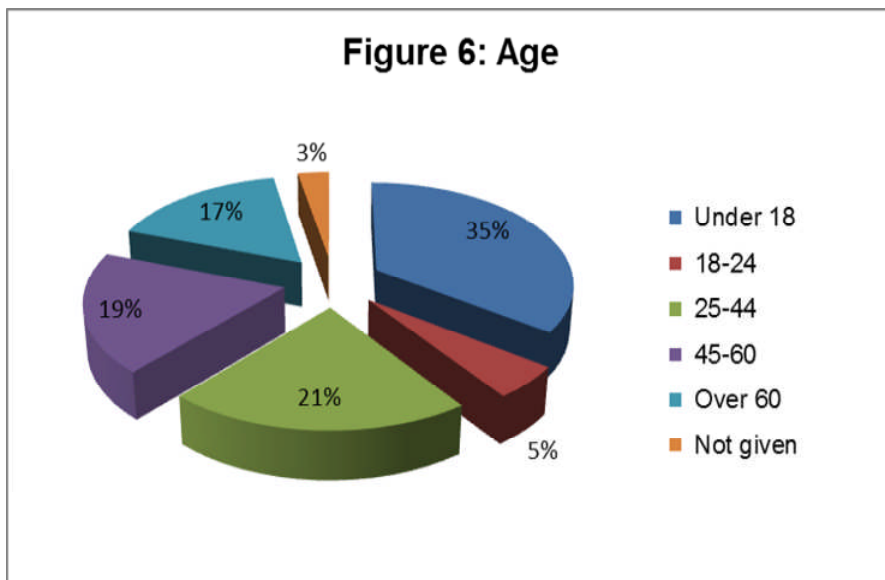


Figure 6 shows the age of respondents that took part in the survey. Over a third of respondents were aged under 18 (35%), however this is high due to the feedback from young people at Gateway Academy. Respondents came from all age groups.

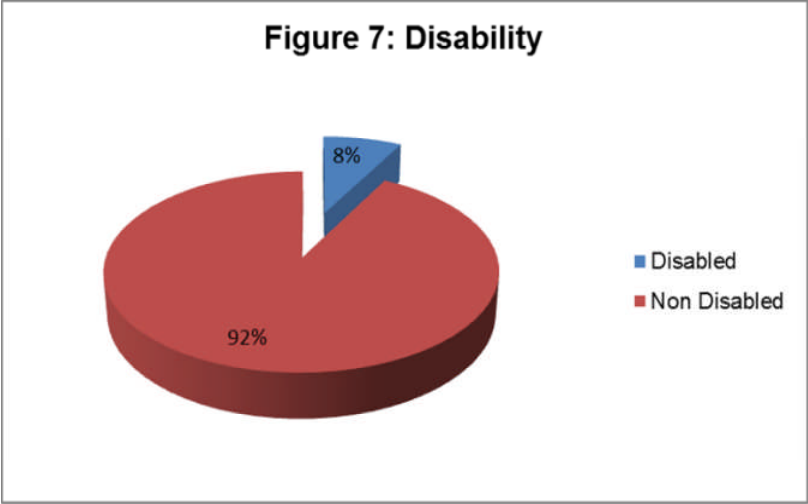


Figure 7 shows a total of 48 respondents (8%) out of the (617) number of respondents who took part in the survey considered themselves to have a disability.

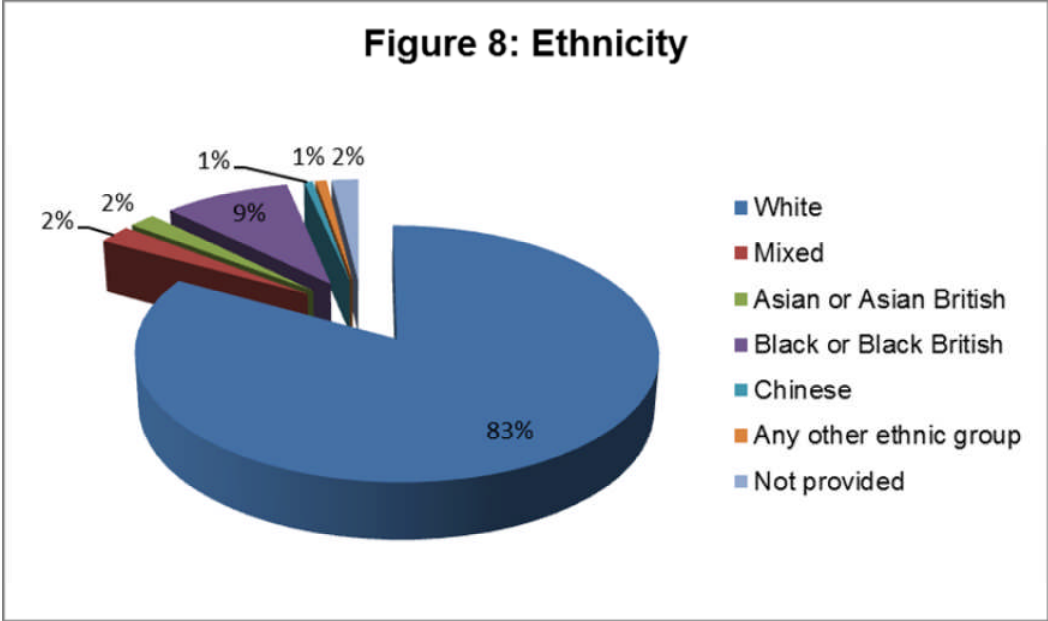


Figure 8 shows the ethnicity of respondents. (83%) of respondents were White British. (9%) of respondents were Black or Black British, and the other ethnicities made up (6%) of the respondents. (2%) of respondents did not state their ethnicity.

The full list offered to respondents to select from was as follows:

- A. White British:** British, Irish and other white background.
- B. Mixed:** White & Black Caribbean, White & Black African, White & Asian and other mixed background.
- C. Asian/Asian British:** Indian, Pakistani, Bangladeshi and other Asian background.
- D. Black/Black British:** Caribbean, African and other black background.
- E.** Chinese.
- F.** Any other ethnic group.
- G. Not given:** Unknown or chose to not provide.

5. KEY MESSAGES AND RECOMMENDATIONS

The following information should be considered when planning for the future regeneration of Tilbury.

- The results of the 'Let's Talk about Tilbury' survey are used to support any decisions made about Tilbury and that local people have their views taken into account and feel that they have influenced those decisions.
- Services, activities and projects should be targeted more closely on providing what local people want and avoiding what they don't want.
- People are very passionate about the community spirit and people of Tilbury, however more work needs to be done to ensure that the 'new' and 'old' communities come together and help support and improve cohesion within both communities.
- Tilbury market is a big topic of conversation for most people, and it is very important to the people of Tilbury. They want to see the market become vibrant and offer more choice to local people.
- The local police were mentioned a lot with regards to them not being as visible as residents would like them to be. There are many concerns about the local police station closing and young people are very negative about how they feel they are treated by the police.
- People feel very passionate about the lack of leisure facilities in Tilbury, and there is a real desire to have a leisure/community facility which can incorporate leisure activities such as swimming, snooker, darts etc, but also become a main hub in Tilbury.
- Having a place to socialise as a family is extremely important to people. A family pub was mentioned by a lot of people across all ages, although there are concerns about the trouble it could cause too.
- It is important that new housing is affordable and accessible to local people as many people like to live within the area because of family.
- More apprentice schemes and training opportunities are needed in Tilbury, with better partnership working between local businesses and the schools/colleges.

- Many people are concerned about the litter, environment and pollution in Tilbury. More attention needs to be made with the grass verges and parking on them. Adding more flower beds and hanging baskets may give people a better sense of pride in the area and address comments about the area looking grey and drab.
- Recreational, leisure and activities for young and older people is something that needs to be addressed. People of all ages commented that there was nothing to do in the area.
- More variety in local shops and fewer takeaways is also something that is important to local people. Having a town that resembles Grays shopping centre was often mentioned.

The following are comments made by respondents that we feel are important to acknowledge:

“There is nothing to say because they we are just use to it, born and bred in Tilbury and can’t see it ever changing” (Crown Court resident).

“The best thing about Tilbury is the road out of it, and the worst thing about Tilbury is the road in” (Tilbury resident).

“I have lived in Tilbury all my life and I have never seen it look so down” (Tilbury resident).

“If there was more leisure facilities there would be more places for the kids to go and hang out” (Tilbury resident).

“The Leisure Centre to be rebuilt and used as the heart of the community” (Local business).

“Regenerate the whole are – it always looks forgotten” (Tilbury resident).

“When the Market moved to Commonwealth shops, the traders and shops were talking to each other and there was a sense of togetherness” (Local business).

“It is crucial that Thurrock Council listens to what people have to say” (focus group member).

6. Summary

We feel that the 'Let's Talk about Tilbury' survey has been well received by people who either live or work in Tilbury. This can be evidenced by the high amount of responses received. Our survey has highlighted many concerns by people who live or work in Tilbury.

The detail we obtained in many of the responses demonstrates that people were keen to participate and felt that it was a worthwhile exercise to be involved with. It is important that their views, positive and negative about Tilbury, are explored and used to support future decisions about Tilbury.

ngage have undertaken measures to ensure the survey was representative, effective and delivered to a high standard.

ngage would advise that people are provided feedback on how their responses to the survey have been used and of any decisions that are made as stated within the 'Principles of Community Engagement'.

ngage would like to thank One Community Development Trust, Gateway Academy, Crown Court, Tilbury Forum, Tilbury Riverside project, Tilbury locality youth group for allowing us access to their groups and to encourage further participation.

We would like to extend our thanks to the people who live or work in Tilbury that have taken part in the 'Let's Talk about Tilbury' survey, and local ward members.

We would also like to thank the Regeneration Team for all their support.