

Spring Clean Survey Results

2012

1. Summary of Key Findings

*** Note: Results are based on the % of respondents that answered that question.**

The Spring Clean Survey gathered views from residents on how clean and tidy they feel Havering is, in respect of their local area overall, local streets, local park and nearest town centre/neighbourhood shops, what their priorities are for their local area and any suggestions they might have for making it cleaner and tidier. They were also asked to let us know if they wanted to be kept informed about things happening in their local area and opportunities for volunteering.

The survey ran for four weeks, from 19th March until 16th April 2012. The Council distributed a Freepost hard copy of the survey within our Borough-wide Council newspaper, *Living in Havering* (therefore incurring no additional distribution costs). The survey was also made available to complete online via the Council's website.

We received 7,549 completed surveys in total. This made the results we gathered statistically significant within a confidence level of 99%.

This report outlines the overall results of the survey and more detailed results by ward, parks and town centres/neighbourhood shops.

1.1. Summary of how clean and tidy the local area, local streets, local park and nearest town centre/neighbourhood shops are overall for the Borough.

In summary, we found that a very high proportion – three quarters – of survey respondents felt their local area was clean and tidy, while just over 20% felt it was very or fairly dirty and untidy.

A high proportion (74%) felt their local streets were clean and tidy, whilst 24% felt they were very or fairly dirty and untidy.

73% felt their local park was clean and tidy, and only 12% disagreed.

73% felt their nearest town centre/neighbourhood shops were clean and tidy, whilst 25% felt they were very or fairly dirty and untidy.

1.2. Summary of residents' priorities for the Borough.

The survey asked residents to tick up to three priorities regarding their local street, local park and nearest town centre/neighbourhood shops. The top three priorities - tackling dog mess, dealing with general litter and tackling vandalism - were the same across all areas, with nearest town centre/neighbourhood shops seeing a slightly different order.

2. Profile of Survey Respondents

*** Note: Results are based on the % of respondents that answered that question.**

We received 7,549 responses to the Spring Clean Survey from Havering's 236,000 residents. This level of response meant we can be confident to 99% that the results were statistically reliable as a proxy for our householders' views.

2.1 Gender

Of the survey respondents, 33% were male and 59% were female. Males were underrepresented in the survey as they comprise 48.1% of Havering's population. Note: 8% did not give their gender.

2.2 Age

There was an overrepresentation of people in the over 45 age categories (77.5%), compared to the over 45 population in Havering (44.1%). Note: 4.2% of respondents did not give their age.

Age Band	Number of responses	% Number of responses	% of Havering's 13+ population	Difference to Havering's population
13-17	12	0.2%	6.5%	-6.3%
18-24	55	0.7%	8.4%	-7.7%
25-34	420	5.6%	12.4%	-6.8%
35-44	892	11.8%	13.6%	-1.8%
45-54	1,210	16.0%	14.5%	1.5%
55-64	1,585	21.0%	12.0%	9.0%
65-74	1,594	21.1%	8.6%	12.5%
75-84	1,120	14.8%	6.5%	8.3%
85+	345	4.6%	2.5%	2.1%

2.3 Ethnicity

Of the survey respondents, 89% were White British and a further 2% were Other White groups. The remaining 9% of respondents (who fall into Non-White groups) were mainly Asian Indian (0.6%), Black African (0.3%) and Black Caribbean (0.3%). Note: 6% did not give their ethnicity.

2.4 Long standing illness or disability

Of the respondents that answered whether they have a 'long standing illness or disability', 17% reported that they had.

2.5 Duration of residence in Borough

Of the respondents that answered 'length of residency' 62% have resided in the Borough for 26 years or more.

How long lived in the Borough	Total	%
0-5 years	563	7.5%
6-25 years	1883	24.9%
26-50 years	3206	42.5%
51+ years	1475	19.5%

2.6 Response by post versus online

Of the 7,549 responses we received, the vast majority came through the post, with only 325 responses (4.3%) completed online.

77% of online respondents were aged less than 65 years old and 15% were aged between 65 and 94 years of age. The overall survey response was 40% for 65-94 years. Note: 8% did not give their age.

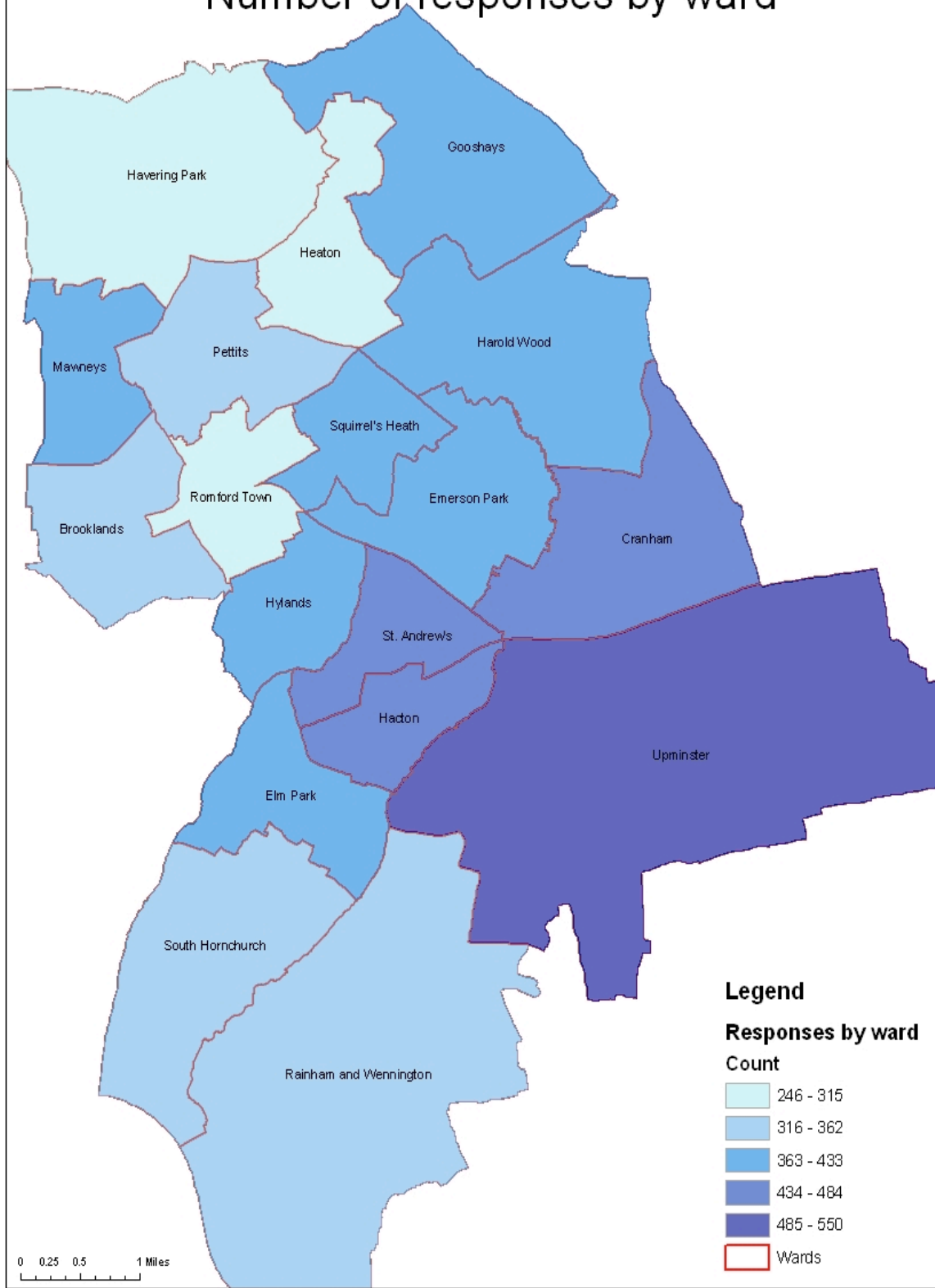
2.7 Addresses of respondents

By mapping the postcodes of respondents to the survey, we can identify which wards we had the greatest number of responses from. Note: 6% of respondents did not give their postcode and hence are not included in this section or other mapped sections of the report.

The highest numbers of surveys came from Upminster (550 responses), St. Andrew's (484) and Cranham (472). Havering Park had the lowest number of all 18 wards, at 246.

When we analyse the response rates by ward – i.e. the level of responses per capita from each ward who returned a survey – the response rates reflect nearly exactly the absolute numbers of surveys returned. The highest response rates were found in Upminster (4.9%), St Andrews (4.6%) and Cranham (4.4%) wards, and the lowest in Romford Town (2.5%) and Havering Park (2.4%).

Number of responses by ward



0 0.25 0.5 1 Miles

London Borough of Havering
 Policy, Partnerships & Performance
 Town Hall Romford
 Tel: 01708 432112



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3. Borough Level Results

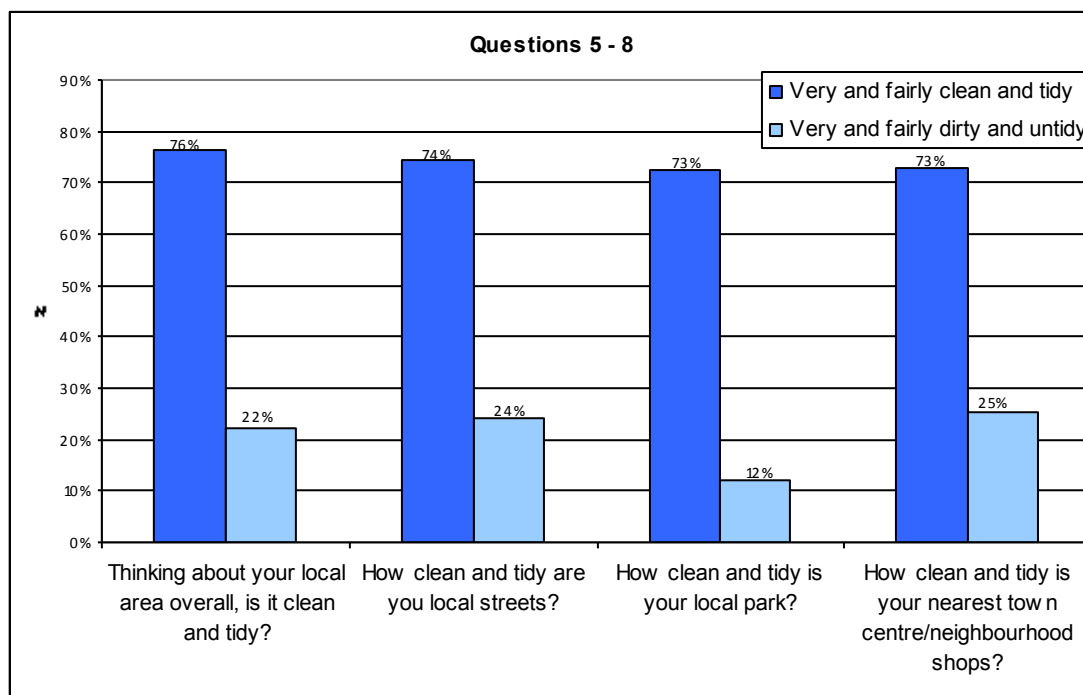
The overall results of the Spring Clean Survey are set out in this section.

3.1. Cleanliness of local area overall, local streets, local park and nearest town centre/neighbourhood shops

We asked residents to consider the following:

- ... Thinking about your local area overall, is it clean and tidy?
- ... How clean and tidy are your local streets?
- ... How clean and tidy is your local park?
- ... How clean and tidy is your nearest town centre/neighbourhood shops?

	Local area overall		Local streets		Local park		Nearest town centre/ neighbourhood shops	
Very clean and tidy	760	10%	926	12%	1,323	18%	808	11%
Fairly clean and tidy	5,009	66%	4,684	62%	4,161	55%	4,702	62%
Very dirty and untidy	342	5%	369	5%	174	2%	372	5%
Fairly dirty and untidy	1,332	18%	1,463	19%	741	10%	1,532	20%



In summary, we found that a very high proportion – three quarters – of survey respondents felt their local area was clean and tidy, while only just over 20% felt it was very or fairly dirty and untidy.

A high proportion (74%) felt their local streets were clean and tidy, whilst 24% felt they were very or fairly dirty and untidy.

73% felt their local park was clean and tidy, and only 12% disagreed with this.

73% felt their nearest town centre/neighbourhood shops were clean and tidy, whilst 25% felt they were very or fairly dirty and untidy.

3.2. Summary of priorities for local street, local park and nearest town centre/neighbourhood shops

The survey asked residents to tick up to three priorities regarding their local street, local parks and nearest town centre/neighbourhood shops. The table below highlights the top three priorities which were the same across all areas, with nearest town centre/neighbourhood shops seeing a slightly different order.

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling vandalism
Tackling vandalism	Tackling vandalism	Tackling dog mess

3.3. Priorities for local street

The survey asked residents to tick up to three priorities for their local street. The table below lists the priorities by the number of options ticked by respondents.

Priorities	Local street	%
Tackling dog mess	3,514	23.8%
Dealing with general litter	3,215	21.8%
Tackling vandalism	1,378	9.3%
Planting more trees	1,046	7.1%
Improving lighting	1,037	7.0%
Improving planting (shrubs and flowers)	805	5.5%
Removing fly tipping	586	4.0%
Repairing or renewing street signs	481	3.3%
Removing graffiti	461	3.1%
Cleaning-up rivers/streams	334	2.3%
Providing more seating	330	2.2%
Dealing with abandoned vehicles	256	1.7%
Removing fly posting	197	1.3%
Improving information and notice boards	166	1.1%
Cleaner and tidier car parks	163	1.1%
Providing public art	34	0.2%

3.4. Priorities for local park

The survey asked residents to tick up to three priorities for their local park. The table below lists the priorities by the number of options ticked by respondents.

Priorities	Local park	%
Tackling dog mess	2,722	22.1%
Dealing with general litter	1,650	13.4%
Tackling vandalism	1,273	10.3%
Providing more seating	1,258	10.2%
Cleaning-up rivers/streams	1,089	8.8%
Improving planting (shrubs and flowers)	918	7.4%
Planting more trees	740	6.0%
Removing graffiti	482	3.9%
Improving lighting	446	3.6%
Cleaner and tidier car parks	331	2.7%
Improving information and notice boards	290	2.4%
Removing fly tipping	271	2.2%
Providing public art	96	0.8%
Repairing or renewing street signs	55	0.4%
Dealing with abandoned vehicles	46	0.4%
Removing fly posting	44	0.4%

3.5. Priorities for nearest town centre/neighbourhood shops

The survey asked residents to tick up to three priorities for their nearest town centre/neighbourhood shops. The table below lists the priorities by the number of options ticked by respondents.

Priorities	Nearest town centre/ neighbourhood shops	%
Dealing with general litter	2,880	21.7%
Tackling vandalism	1,818	13.7%
Tackling dog mess	1,386	10.4%
Providing more seating	1,074	8.1%
Removing graffiti	968	7.3%
Improving planting (shrubs and flowers)	926	7.0%
Cleaner and tidier car parks	622	4.7%
Planting more trees	573	4.3%
Improving information and notice boards	494	3.7%
Improving lighting	431	3.2%
Removing fly posting	357	2.7%
Removing fly tipping	329	2.5%
Repairing or renewing street signs	235	1.8%
Providing public art	212	1.6%
Cleaning-up rivers/streams	194	1.4%
Dealing with abandoned vehicles	104	0.8%

3.6. General litter – single main priority for local street, local park and nearest town centre/neighbourhood shops

The survey asked residents to tick their single main priority when dealing with general litter for their local street, local park and nearest town centre/neighbourhood shops.

Overall, general rubbish and take-away packaging were top priorities over the three areas.

The table below lists the priorities for local street by the number of options ticked by survey respondents.

Priorities (General Litter)	Local street	%
General rubbish	1,252	53%
Take-away packaging	810	34%
Broken glass	124	5%
Cigarette butts	110	5%
Chewing gum	61	3%

The table below lists the priorities for local parks by the number of options ticked by survey respondents.

Priorities (General Litter)	Local park	%
General rubbish	687	53%
Take-away packaging	334	26%
Broken glass	198	15%
Cigarette butts	40	3%
Chewing gum	26	2%

This table lists the priorities for their nearest town centre/neighbourhood shops by the number of options ticked by survey respondents.

Priorities (General Litter)	Nearest town centre/ neighbourhood shops	%
Take-away packaging	918	44%
General rubbish	777	37%
Chewing gum	207	10%
Cigarette butts	139	7%
Broken glass	54	3%

4. Geographic Results

This section analyses the survey results at the following geographies:

- Ward level
- Parks
- Town centre/neighbourhood shops

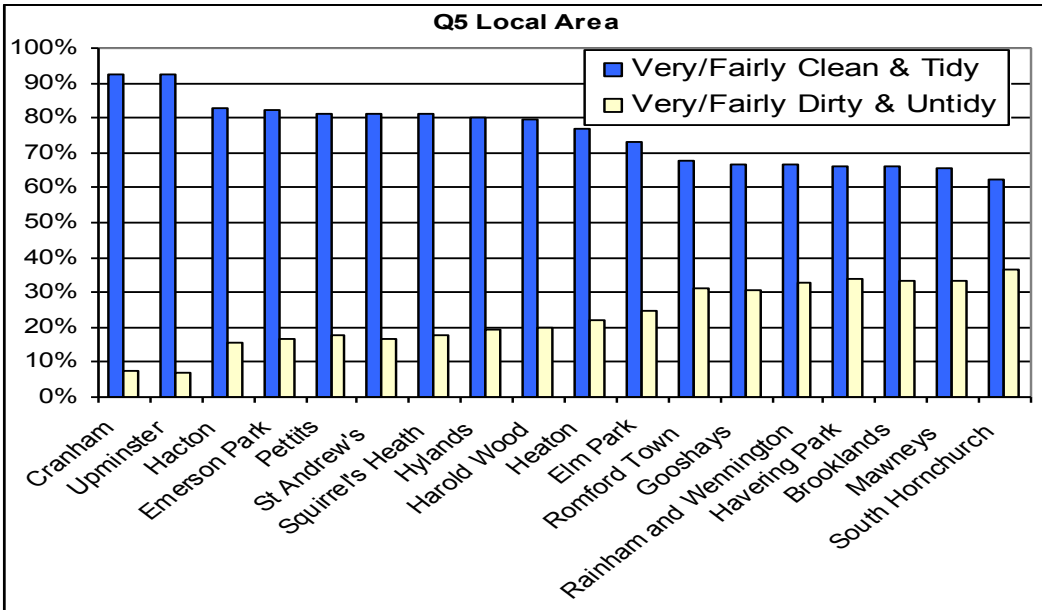
4.1 Ward level results:

The first section focuses on questions five to nine.

4.1.1. Cleanliness of local area overall

The survey asked residents how clean and tidy their local area overall is, on a scale of very clean and tidy to very dirty and untidy. The chart groups together very and fairly clean and tidy and very and fairly dirty and untidy for each ward (based on those that answered the survey).

The chart shows, of the survey respondents from Cranham and Upminster 92% (in each) felt their local area to be very or fairly clean and tidy. Whilst 67% of survey respondents from Havering Park and 63% from South Hornchurch felt their local area was very or fairly clean and tidy. Of the 18 wards, 11 wards are above the Borough average of 76% for local streets being very or fairly clean and tidy.



The following table displays Havering's 18 wards and their cleanliness (based on those that answered the survey) on a scale of very clean and tidy to very dirty and untidy for the local area overall.

Of the survey respondents from Cranham and Upminster 19% (in each) felt their local area overall was very clean and tidy. 74% of Squirrel's Heath and 73% (in each) of Upminster and Cranham survey respondents felt their local area overall was fairly clean and tidy.

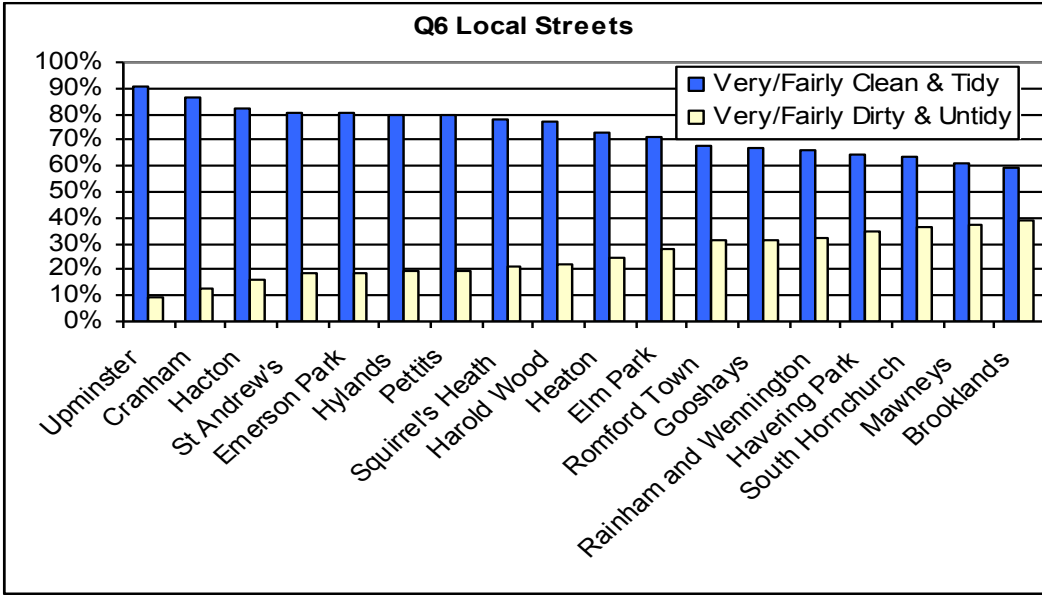
Of the survey respondents from Rainham and Wennington and Romford Town 10% (in each) felt their local area overall is very dirty and untidy. 28% (in each) of survey respondents from South Hornchurch and Havering Park felt their local area is fairly dirty and untidy.

Ward	Very clean and tidy	% Very clean and tidy	Fairly clean and tidy	% Fairly clean and tidy	Very dirty and untidy	% Very dirty and untidy	Fairly dirty and untidy	% Fairly dirty and untidy
Brooklands	15	4%	206	61%	21	6%	90	27%
Cranham	92	19%	344	73%	6	1%	30	6%
Elm Park	21	5%	270	68%	16	4%	83	21%
Emerson Park	60	14%	291	68%	20	5%	52	12%
Gooshays	25	6%	242	61%	24	6%	98	25%
Hacton	46	10%	324	72%	10	2%	60	13%
Harold Wood	53	13%	281	67%	16	4%	67	16%
Havering Park	16	7%	147	60%	14	6%	69	28%
Heaton	22	7%	217	70%	10	3%	58	19%
Hylands	37	9%	280	71%	15	4%	61	15%
Mawneys	31	7%	252	58%	26	6%	119	27%
Pettits	48	14%	228	67%	8	2%	52	15%
Rainham and Wennington	20	6%	219	61%	37	10%	81	23%
Romford Town	24	8%	190	60%	31	10%	67	21%
South Hornchurch	24	7%	201	56%	32	9%	100	28%
Squirrel's Heath	30	7%	301	74%	9	2%	64	16%
St Andrew's	53	11%	341	70%	12	2%	69	14%
Upminster	105	19%	403	73%	7	1%	31	6%

4.1.2 Cleanliness of local streets

The survey asked residents how clean and tidy their local streets are, on a scale of very clean and tidy to very dirty and untidy. The chart groups together very and fairly clean and tidy and very and fairly dirty and untidy for each ward (based on those that answered the survey).

The chart shows, survey respondents from Upminster (90%) and Cranham (87%) felt their local streets were very or fairly clean and tidy. Whilst 61% of survey respondents from Brooklands and 61% from Mawneys felt their local streets were very or fairly clean and tidy. Of the 18 wards, eight wards are above the Borough average of 74% for local streets being very or fairly clean and tidy.



The following table displays Havering's 18 wards and their cleanliness (based on those that answered the survey) on a scale of very clean and tidy to very dirty and untidy for local streets.

Survey respondents from Cranham (21%) and Upminster (20%) felt their local streets were very clean and tidy. 70% of Upminster and 69% of Hacton survey respondents felt their local streets are fairly clean and tidy.

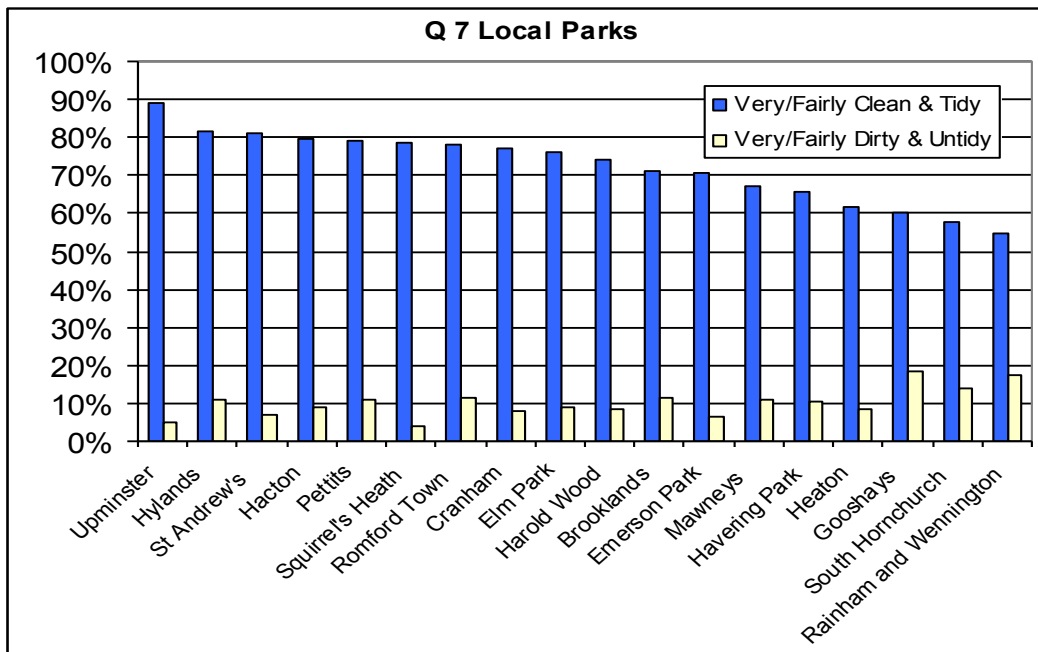
Survey respondents from Rainham and Wennington (10%) and Romford Town (9%) felt their local streets are very dirty and untidy. 30% (in each) of survey respondents from Brooklands and Mawneys felt their local streets were fairly dirty and untidy.

Ward	Very clean and tidy	% Very clean and tidy	Fairly clean and tidy	% Fairly clean and tidy	Very dirty and untidy	% Very dirty and untidy	Fairly dirty and untidy	% Fairly dirty and untidy
Brooklands	23	7%	177	53%	31	9%	99	30%
Cranham	100	21%	310	66%	14	3%	47	10%
Elm Park	35	9%	246	62%	16	4%	96	24%
Emerson Park	80	19%	262	61%	22	5%	57	13%
Gooshays	28	7%	240	60%	25	6%	99	25%
Hacton	61	14%	307	69%	14	3%	60	13%
Harold Wood	68	16%	256	61%	17	4%	77	18%
Havering Park	13	5%	145	59%	19	8%	67	27%
Heaton	24	8%	203	65%	10	3%	66	21%
Hylands	54	14%	263	66%	13	3%	64	16%
Mawneys	21	5%	243	56%	29	7%	132	30%
Pettits	58	17%	211	62%	10	3%	56	17%
Rainham and Wennington	33	9%	204	57%	35	10%	82	23%
Romford Town	31	10%	182	58%	27	9%	72	23%
South Hornchurch	32	9%	197	54%	30	8%	101	28%
Squirrel's Heath	45	11%	273	67%	13	3%	72	18%
St Andrew's	63	13%	325	67%	12	2%	79	16%
Upminster	111	20%	386	70%	6	1%	45	8%

4.1.3 Cleanliness of local park

The survey asked residents how clean and tidy their local park is, on a scale of very clean and tidy to very dirty and untidy. The chart groups together very and fairly clean and tidy and very and fairly dirty and untidy for each ward (based on those that answered the survey).

The chart shows, survey respondents from Upminster (89%) and Hylands (82%) felt their local park was very or fairly clean and tidy. Whilst 55% of survey respondents from Rainham and Wennington and 58% from South Hornchurch felt their local park was very or fairly clean and tidy. Of the 18 wards, 10 wards are above the Borough average of 72% for the local park being very or fairly clean and tidy.



The table below displays Havering's 18 wards and their cleanliness (based on those that answered the survey) on a scale of very clean and tidy to very dirty and untidy for the local park.

Survey respondents from Upminster (31%), Cranham and Squirrels Heath (25% in each) felt their local park was very clean and tidy. 65% (in each) of Hacton and Elm Park survey respondents felt their local park was fairly clean and tidy.

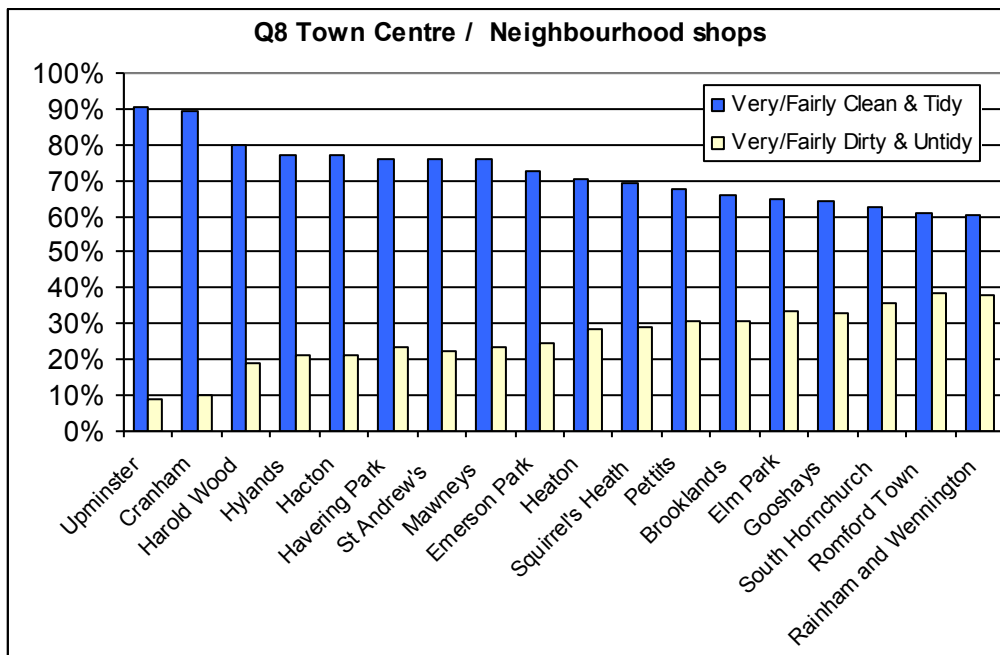
Survey respondents from Gooshays (7%) and South Hornchurch (5%) felt that their local park was very dirty and untidy. 19% of survey respondents from Gooshays and 18% from Rainham and Wennington felt their local park was fairly dirty and untidy.

Ward	Very clean and tidy	% Very clean and tidy	Fairly clean and tidy	% Fairly clean and tidy	Very dirty and untidy	% Very dirty and untidy	Fairly dirty and untidy	% Fairly dirty and untidy
Brooklands	51	15%	188	56%	6	2%	38	11%
Cranham	118	25%	245	52%	6	1%	37	8%
Elm Park	44	11%	259	65%	6	2%	36	9%
Emerson Park	86	20%	215	50%	2	0%	27	6%
Gooshays	52	13%	188	47%	27	7%	74	19%
Hacton	65	15%	291	65%	7	2%	41	9%
Harold Wood	75	18%	236	56%	13	3%	35	8%
Havering Park	39	16%	123	50%	3	1%	26	11%
Heaton	51	16%	141	45%	13	4%	27	9%
Hylands	74	19%	249	63%	7	2%	44	11%
Mawneys	55	13%	235	54%	10	2%	48	11%
Pettits	61	18%	208	61%	3	1%	37	11%
Rainham and Wennington	30	8%	167	47%	13	4%	63	18%
Romford Town	66	21%	180	57%	8	3%	36	11%
South Hornchurch	32	9%	177	49%	19	5%	50	14%
Squirrel's Heath	100	25%	220	54%	3	1%	16	4%
St Andrew's	92	19%	301	62%	11	2%	34	7%
Upminster	168	31%	323	59%	3	1%	26	5%

4.1.4 Cleanliness of town centre/neighbourhood shops

The survey asked residents how clean and tidy their nearest town centre/neighbourhood shops are, on a scale of very clean and tidy to very dirty and untidy. The chart groups together very and fairly clean and tidy and very and fairly dirty and untidy for each ward (based on those that answered the survey).

The chart shows, survey respondents from Upminster (91%) and Cranham (90%) felt their nearest town centre/neighbourhood shops were very or fairly clean and tidy. Whilst 60% of survey respondents from Rainham and Wennington and 61% from Romford Town felt their nearest town centre/neighbourhood shops were very or fairly clean and tidy. Of the 18 wards, 10 wards are above the Borough average of 72% for nearest town centre/neighbourhood shops being very or fairly clean and tidy.



The following table displays Havering's 18 wards and their cleanliness (based on those that answered the survey) on a scale of very clean and tidy to very dirty and untidy for the nearest town centre/neighbourhood shops.

Survey respondents from Cranham (22%) and Upminster (19%) felt their local park was very clean and tidy. 72% of Upminster and 62% of Hacton and Mawneys survey respondents felt their nearest town centre/neighbourhood shops were fairly clean and tidy.

Survey respondents from Romford Town (10%) and South Hornchurch and Rainham and Wennington (9% in each) felt their nearest town centre/neighbourhood shops were very dirty and untidy. Elm Park and Rainham and Wennington (29% in each) survey respondents felt their nearest town centre/neighbourhood shops were fairly dirty and untidy.

Ward	Very clean and tidy	% Very clean and tidy	Fairly clean and tidy	% Fairly clean and tidy	Very dirty and untidy	% Very dirty and untidy	Fairly dirty and untidy	% Fairly dirty and untidy
Brooklands	27	8%	194	58%	27	8%	76	23%
Cranham	105	22%	318	67%	7	1%	40	8%
Elm Park	25	6%	233	59%	20	5%	114	29%
Emerson Park	42	10%	268	63%	17	4%	88	21%
Gooshays	34	9%	223	56%	30	8%	102	26%
Hacton	47	10%	298	67%	14	3%	80	18%
Harold Wood	69	16%	265	63%	18	4%	62	15%
Havering Park	32	13%	155	63%	11	4%	47	19%
Heaton	34	11%	185	59%	19	6%	70	23%
Hylands	43	11%	262	66%	11	3%	74	19%
Mawneys	38	9%	290	67%	12	3%	90	21%
Pettits	32	9%	197	58%	23	7%	82	24%
Rainham and Wennington	20	6%	196	55%	33	9%	104	29%
Romford Town	24	8%	168	53%	33	10%	88	28%
South Hornchurch	17	5%	210	58%	32	9%	97	27%
Squirrel's Heath	23	6%	259	64%	18	4%	101	25%
St Andrew's	49	10%	318	66%	9	2%	100	21%
Upminster	103	19%	396	72%	7	1%	42	8%

4.1.5 Priorities for local street, local park and nearest town centre/neighbourhood shops

The survey asked residents about their priorities for their local neighbourhood. This section summarises these priorities and is followed by individual ward tables highlighting survey respondents' top five priorities for their local street, local park and nearest town centre/neighbourhood shops.

Local street

The survey asked residents to tick up to three priorities for their local street. Tackling dog mess, dealing with general litter and tackling vandalism were the top three priorities for 14 of the 18 wards within the Borough. Cranham, Hacton, Pettits, St. Andrews and Upminster stated their third priority as either planting more trees or improving lighting.

Planting more trees, improving lighting and improving planting (shrubs and flowers) were featured within the top five priorities for local street for the majority of wards. Removing fly tipping was also within the top five priorities for local street in Brooklands, Gooshays, Heaton and Rainham and Wennington wards.

Local park

The survey asked residents to tick up to three priorities for their local park. Tackling dog mess, dealing with general litter and tackling vandalism were the top three priorities for eight of the 18 wards within the Borough. Providing more seating was a top three priority for seven of the 18 wards and cleaning up rivers / streams was a top three priority in seven wards.

Planting more trees, improving planting (shrubs and flowers), providing more seating and cleaning up rivers / streams and tackling vandalism were featured within the top five priorities for local parks.

Nearest town centre/neighbourhood shops

The survey asked residents to tick up to three priorities for their nearest town centre/neighbourhood shops. Dealing with general litter, tackling vandalism and tackling dog mess were the top three priorities for 13 of the 18 wards in the Borough. Providing more seating, improving planting (shrubs and flowers) and removing graffiti featured in the top three priorities for seven of the 18 wards.

Removing graffiti was featured in the top five priorities for 12 wards in the Borough. Cleaner and tidier car parks were also a top five priority for nearest town centre/neighbourhood shops in Cranham and South Hornchurch.

Individual ward tables

This section outlines the survey respondents’ top five priorities for their local street, local park and nearest town centre/neighbourhood shops for each ward.

Brooklands

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Dealing with general litter	Tackling dog mess	Dealing with general litter
Tackling dog mess	Dealing with general litter	Tackling vandalism
Tackling vandalism	Tackling vandalism / Improving planting	Tackling dog mess
Removing fly tipping	Providing more seating	Providing more seating
Planting more trees	Planting more trees	Removing graffiti

Cranham

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling dog mess
Planting more trees	Providing more seating	Tackling vandalism
Tackling vandalism	Tackling vandalism	Providing more seating
Improving planting	Planting more trees	Cleaner and tidier car parks

Elm Park

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Providing more seating	Tackling vandalism
Tackling vandalism	Dealing with general litter	Tackling dog mess
Improving lighting	Cleaning up rivers / streams	Removing graffiti
Improving planting / Planting more trees	Tackling vandalism	Improving planting

Emerson Park

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling vandalism
Tackling vandalism	Providing more seating	Providing more seating
Planting more trees	Tackling vandalism	Tackling dog mess
Improving lighting	Improving planting/Cleaning up rivers/streams	Improving planting

Gooshays

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling dog mess
Tackling vandalism	Cleaning up rivers / streams	Tackling vandalism
Removing fly tipping	Tackling vandalism	Providing more seating
Improving lighting	Providing more seating	Removing graffiti

Hacton

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling vandalism
Tackling vandalism / Planting more trees	Cleaning up rivers / streams	Tackling dog mess
Improving lighting	Providing more seating / Tackling vandalism	Providing more seating
Improving planting	Planting more trees	Improve planting

Harold Wood

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Dealing with general litter	Tackling dog mess	Dealing with general litter
Tackling dog mess	Dealing with general litter	Tackling vandalism
Tackling vandalism	Cleaning up rivers / streams	Tackling dog mess
Planting more trees	Tackling vandalism	Removing graffiti
Improving lighting	Improving planting	Providing more seating

Havering Park

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling vandalism
Tackling vandalism	Tackling vandalism	Tackling dog mess
Improving lighting	Cleaning up rivers / streams	Removing graffiti
Planting more trees	Providing more seating	Providing more seating

Heaton

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Providing more seating	Tackling vandalism
Tackling vandalism	Dealing with general litter	Tackling dog mess
Removing fly tipping	Tackling vandalism	Providing more seating
Improving lighting	Planting more trees / Improving planting	Removing graffiti

Hylands

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Cleaning up rivers / streams	Tackling vandalism
Tackling vandalism	Tackling vandalism	Improving planting
Planting more trees	Dealing with general litter / Providing more seating	Removing graffiti
Improving lighting	Improving planting	Providing more seating

Mawneys

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling vandalism
Tackling vandalism	Cleaning up rivers / streams	Tackling dog mess
Planting more trees	Tackling vandalism	Removing graffiti
Improving lighting	Improving planting	Providing more seating

Pettits

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling vandalism
Planting more trees	Cleaning up rivers / streams	Removing graffiti
Tackling vandalism	Providing more seating	Providing more seating
Improving planting	Tackling vandalism	Improving planting

Rainham and Wennington

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Tackling vandalism	Tackling vandalism
Tackling vandalism	Dealing with general litter	Tackling dog mess
Improving planting	Providing more seating	Improving planting
Planting more trees / Fly tipping	Improving planting	Removing graffiti

Romford Town

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Dealing with general litter	Tackling dog mess	Dealing with general litter
Tackling dog mess	Dealing with general litter	Tackling vandalism
Tackling vandalism	Tackling vandalism	Removing graffiti
Planting more trees	Providing more seating	Tackling dog mess
Improving lighting	Cleaning up rivers / streams	Providing more seating

South Hornchurch

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Dealing with general litter	Tackling dog mess	Dealing with general litter
Tackling dog mess	Dealing with general litter	Tackling vandalism
Tackling vandalism	Tackling vandalism	Tackling dog mess
Improving planting	Providing more seating	Cleaner and tidier car park
Improving lighting	Cleaning up rivers / streams	Providing more seating / Removing graffiti

Squirrels Heath

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Tackling dog mess	Tackling dog mess	Dealing with general litter
Dealing with general litter	Dealing with general litter	Tackling dog mess
Tackling vandalism	Providing more seating	Tackling vandalism
Planting more trees	Tackling vandalism	Providing more seating
Improving lighting	Cleaning up rivers / streams	Improving planting

St. Andrew's

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Dealing with general litter	Tackling dog mess	Dealing with general litter
Tackling dog mess	Cleaning up rivers / streams	Tackling vandalism
Improving lighting	Dealing with general litter	Providing more seating
Tackling vandalism	Providing more seating	Improving planting
Planting more trees	Improving planting	Tackling dog mess

Upminster

The top five local priorities for the three categories are:

Local street	Local park	Nearest town centre/ neighbourhood shops
Dealing with general litter	Tackling dog mess	Dealing with general litter
Tackling dog mess	Dealing with general litter	Tackling vandalism
Planting more trees	Providing more seating	Tackling dog mess
Improving lighting	Tackling vandalism	Providing more seating
Tackling vandalism	Planting more trees	Improving planting

4.1.6 Priorities for general litter

Survey respondents who ticked general litter as a priority were asked what their single main priority is for their local street, local park and nearest town centre/neighbourhood shops.

Local street

Overall for local street, general rubbish was the priority for the Borough followed by take-away packaging, broken glass, cigarette butts and chewing gum. The priorities at ward level mirrored the Borough, with the exceptions of Cranham, Emerson Park and Pettits.

In Cranham, chewing gum was a higher priority than cigarette butts and in Emerson Park and Pettits, chewing gum was a higher priority than cigarette butts and broken glass.

Ward	Broken glass	Chewing gum	Cigarette butts	General rubbish	Take-away packaging
Brooklands	4	3	7	61	37
Cranham	10	6	3	78	52
Elm Park	7	2	4	72	47
Emerson Park	2	5	4	64	45
Gooshays	15	2	4	67	33
Hacton	5	5	11	61	56
Harold Wood	6	1	10	75	41
Havering Park	10	2	6	46	15
Heaton	5	3	5	46	29
Hylands	5	4	6	70	43
Mawneys	9	1	4	84	36
Pettits	1	5	4	47	32
Rainham and Wennington	5	1	2	66	44
Romford Town	3	2	5	59	36
South Hornchurch	7	3	4	56	38
Squirrel's Heath	6	5	12	84	48
St Andrew's	8	2	2	61	78
Upminster	11	7	13	91	67
Grand Total	119	59	106	1188	777

Local park

Overall for local park, general rubbish was the priority for the Borough followed by take-away packaging, broken glass, cigarette butts and chewing gum. The priorities at ward level mirrored the Borough, with a few exceptions.

In St. Andrew's and Upminster, the top priority was take-away packaging followed by general rubbish (in Upminster, the response for take-away packaging was nearly double general rubbish). Chewing gum was a higher priority than cigarette butts in Gooshays, Heaton, Harold Wood, Hylands and Pettits (although these are very small numbers).

Ward	Broken glass	Chewing gum	Cigarette butts	General rubbish	Take-away packaging
Brooklands	12	0	1	36	18
Cranham	14	2	7	44	22
Elm Park	7	1	1	27	25
Emerson Park	10	2	2	30	12
Gooshays	19	2	0	44	7
Hacton	11	2	5	50	13
Harold Wood	11	2	0	47	8
Havering Park	6	0	2	24	10
Heaton	8	4	0	22	8
Hylands	8	2	1	30	16
Mawneys	11	2	5	37	12
Pettits	8	3	1	38	13
Rainham and Wennington	8	0	1	32	9
Romford Town	11	0	3	35	9
South Hornchurch	11	0	1	28	10
Squirrel's Heath	11	2	6	49	13
St Andrew's	14	0	1	31	33
Upminster	10	2	2	46	78
Grand Total	190	26	39	650	316

Nearest town centre/neighbourhood shops

Overall for nearest town centre/neighbourhood shops, take-away packaging was the priority for the Borough followed by general rubbish, chewing gum, cigarette butts and broken glass. The priorities at ward level mirrored the Borough, with a few exceptions.

In Gooshays, Harold Wood, Havering Park, Heaton, Mawneys and Pettits, the top priority for was general rubbish. Cigarette butts was a higher priority than chewing gum in Elm Park, Gooshays, South Hornchurch and St. Andrew's. Broken glass was a higher priority than chewing gum and cigarette butts in Rainham and Wennington.

Ward	Broken glass	Chewing gum	Cigarette butts	General rubbish	Take-away packaging
Brooklands	3	14	5	27	57
Cranham	6	16	12	41	51
Elm Park	2	4	5	40	83
Emerson Park	3	11	10	45	48
Gooshays	3	10	12	54	25
Hacton	2	10	9	46	50
Harold Wood	2	15	9	46	35
Havering Park	2	9	4	28	17
Heaton	4	6	6	36	20
Hylands	4	9	5	35	57
Mawneys	2	13	10	39	26
Pettits	2	13	5	44	36
Rainham and Wennington	4	2	2	40	53
Romford Town	1	17	6	37	50
South Hornchurch	2	4	8	36	37
Squirrel's Heath	1	17	4	61	69
St Andrew's	4	10	12	40	83
Upminster	6	21	12	49	78
Grand Total	53	201	136	744	875

4.2 Parks

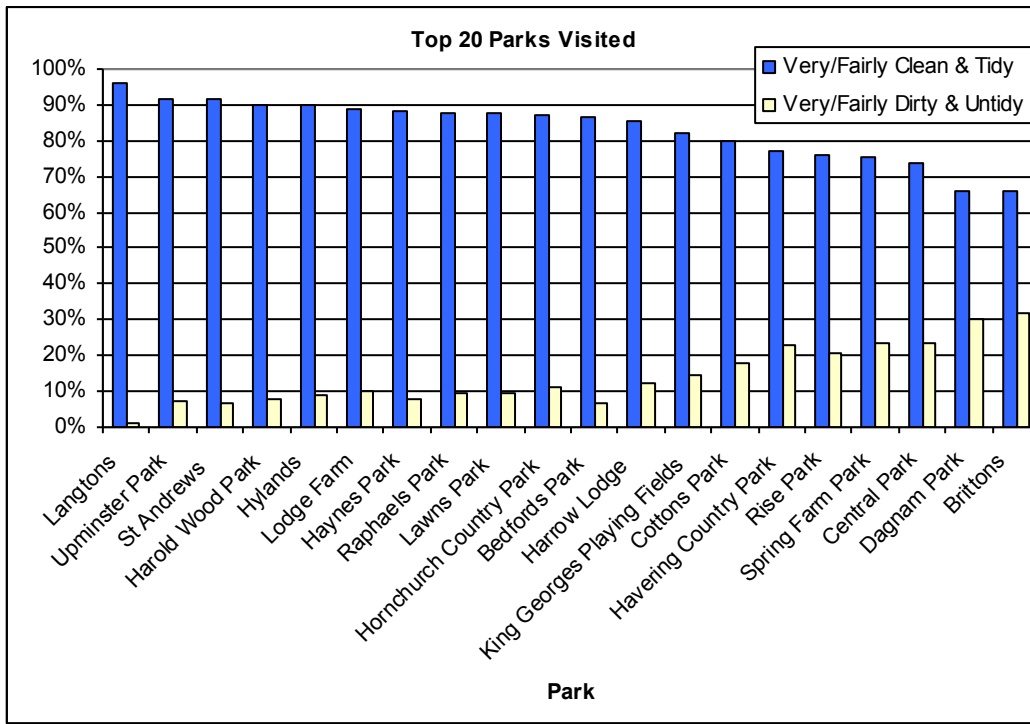
This section of the report focuses on the 20 parks in the Borough most visited by survey respondents. Overall, 234 different parks were provided by survey respondents. Note: not all parks provided by survey respondents are actually in the Borough (i.e. Hyde Park).

The survey asked residents 'What is the name of the park you visit most often?', 'How clean and tidy is your local park?' and 'What are the priorities for your local park?' We cannot guarantee that the park residents' visit most often is their local park, but for the purposes of this report we have assumed that it is.

4.2.1 Cleanliness of local park

The survey asked residents how clean and tidy their local park is, on a scale of very clean and tidy to very dirty and untidy. The chart groups together very and fairly clean and tidy and very and fairly dirty and untidy for each park.

The chart shows, the 20 parks survey respondents visit most often. Of the respondents who stated Langtons as the park they visited most often, 96% felt it was very or fairly clean and tidy. Similarly, of the respondents who stated Upminster Park and St. Andrew's as the parks they visited most often, 92% (in each) felt it was very or fairly clean and tidy. However, survey respondents who stated Dagnam Park and Brittons as the parks they visited most often, only 66% (in each) felt it was very or fairly clean and tidy.



The following table displays Havering's 20 most visited parks and their cleanliness (based on those that answered the survey) on a scale of very clean and tidy to very dirty and untidy.

Park visited most often	Very clean and tidy	% Very clean and tidy	Fairly clean and tidy	% Fairly clean and tidy	Very dirty and untidy	% Very dirty and untidy	Fairly dirty and untidy	% Fairly dirty and untidy
Harrow Lodge	134	14%	672	71%	20	2%	94	10%
Upminster Park	264	34%	459	58%	5	1%	50	6%
Raphael Park	151	24%	401	64%	7	1%	54	9%
Hornchurch Country Park	72	17%	287	69%	9	2%	38	9%
Harold Wood Park	87	27%	208	64%	5	2%	20	6%
Central Park	40	13%	189	61%	19	6%	54	17%
Hylands	63	28%	143	62%	0	0%	20	9%
Bedfords Park	60	33%	98	54%	3	2%	9	5%
Lawns Park	31	19%	113	69%	3	2%	13	8%
Cottons Park	26	17%	94	63%	4	3%	23	15%
Haynes Park	26	20%	87	68%	1	1%	9	7%
King Georges Playing Fields	13	10%	89	72%	5	4%	13	10%
Rise Park	22	18%	69	58%	2	2%	23	19%
St Andrews	35	32%	64	59%	1	1%	6	6%
Lodge Farm	20	20%	68	69%	4	4%	6	6%
Havering Country Park	12	16%	46	61%	0	0%	17	23%
Langtons	24	33%	46	63%	0	0%	1	1%
Spring Farm Park	11	15%	44	60%	1	1%	16	22%
Dagnam Park	4	8%	31	58%	3	6%	13	25%
Brittons	4	9%	27	57%	5	11%	10	21%

4.2.2 Priorities for local park

The survey asked residents about their priorities for their local park. This section summarises these priorities for the 20 most visited parks by our survey respondents.

Tackling dog mess was stated the top priority for all 20 parks; dealing with general litter was stated as a top three priority for 16 of the 20 parks; cleaning-up rivers/streams was stated as a top three priority for nine of the 20 parks and providing more seating was stated as a top three priority for eight of the 20 parks. Other top three priorities were tackling vandalism (six out of 20 parks) and improving planting (one out of 20 parks).

After the top three priorities, the next two priorities were either providing more seating, tackling vandalism, cleaning-up rivers/streams, improving planting (shrubs and flowers), fly tipping or planting more trees.

Removing fly tipping was within the top five priorities for Dagnam Park.

4.2.3 Local park priorities for general litter

Survey respondents who stated general litter as a priority were asked what their single main priority was for their local park. The following table lists the 20 parks and their priorities for general litter.

Overall, general rubbish was the priority for the Borough followed by take-away packaging, broken glass, cigarette butts and chewing gum. The priorities for the top 20 parks mirror the Borough level priorities for general litter.

Park visited most often	Broken glass	Chewing gum	Cigarette butts	General rubbish	Take-away packaging
Bedfords Park	1	1	2	20	7
Brittons	3	0	0	9	1
Central Park	17	2	0	38	8
Cottons Park	5	0	1	21	8
Dagnam Park	5	0	0	7	1
Harold Wood Park	9	0	1	37	6
Harrow Lodge	24	2	5	79	45
Havering Country Park	3	0	0	12	2
Haynes Park	9	0	2	8	5
Hornchurch Country Park	6	2	2	51	16
Hylands	5	2	2	26	8
King Georges Playing Fields	4	1	2	10	6
Langtons	3	0	2	7	5
Lawns Park	5	1	1	17	4
Lodge Farm	4	1	3	9	3
Raphael Park	15	8	5	83	30
Rise Park	4	0	0	12	6
Spring Farm Park	3	0	1	11	0
St Andrews	3	0	1	8	13
Upminster Park	18	3	5	75	89

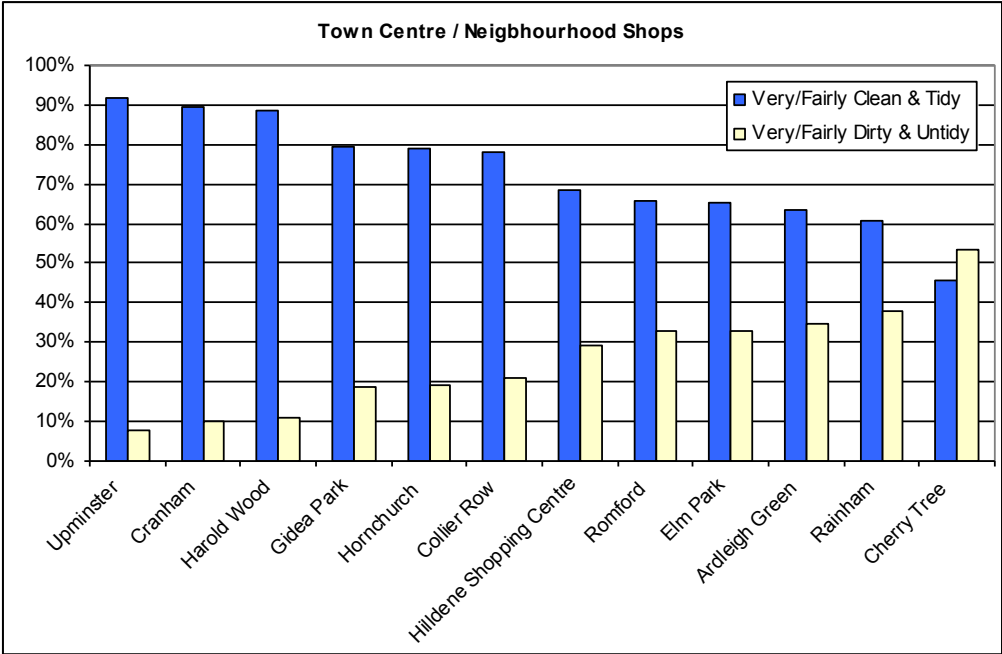
4.3 Town centre/neighbourhood shops

This section of the report focuses on 12 town centres/neighbourhood shops which were mentioned most often by survey respondents. These 12 count for 87% of all town centres/neighbourhood shops mentioned in the survey.

4.3.1 Cleanliness of town centre/neighbourhood shops

The survey asked residents how clean and tidy their nearest town centre/neighbourhood shops are, on a scale of very clean and tidy to very dirty and untidy. The chart groups together very and fairly clean and tidy and very and fairly dirty and untidy for each town centre/neighbourhood shops.

The chart shows the town centres/neighbourhood shops most frequently mentioned by survey respondents. Of the respondents who stated Upminster as their nearest town centre/neighbourhood shops, 92% felt it was very or fairly clean and tidy. This was closely followed by Cranham, where 90% of respondents who stated this as their nearest town centre/neighbourhood shops felt it was very or fairly clean and tidy. Of the survey respondents who stated Cherry Tree and Rainham as their nearest town centre/neighbourhood shops 46% and 61% respectively felt they were very or fairly clean and tidy.



The following table displays Havering’s 12 town centres/neighbourhood shops most frequently mentioned in the survey and their cleanliness (based on those that answered the survey) on a scale of very clean and tidy to very dirty and untidy.

Town Centre / Neighbourhood Shops	Very clean and tidy	% Very clean and tidy	Fairly clean and tidy	% Fairly clean and tidy	Very dirty and untidy	% Very dirty and untidy	Fairly dirty and untidy	% Fairly dirty and untidy
Ardleigh Green	5	5%	63	59%	1	1%	36	34%
Cherry Tree	2	2%	47	44%	16	15%	41	38%
Collier Row	56	11%	352	67%	13	2%	98	19%
Cranham	53	19%	191	70%	7	3%	20	7%
Elm Park	44	7%	346	58%	29	5%	168	28%
Gidea Park	11	8%	94	71%	5	4%	20	15%
Harold Wood	59	22%	178	66%	3	1%	26	10%
Hilldene Shopping Centre	38	8%	288	61%	34	7%	105	22%
Hornchurch	146	10%	1007	69%	32	2%	246	17%
Rainham	24	6%	231	55%	35	8%	123	29%
Romford	117	8%	810	57%	110	8%	355	25%
Upminster	157	20%	553	71%	6	1%	54	7%

4.3.2 Priorities for nearest town centre/neighbourhood shops

The survey asked residents about their priorities for their nearest town centre/neighbourhood shops. This section summarises the priorities for their nearest town centre/neighbourhood shops based on the 12 most frequently mentioned locations by survey respondents.

Dealing with general litter was stated as the top priority for all 12 town centres/neighbourhood shops; tackling vandalism was stated as a top three priority for nine of the 12 town centres/neighbourhood shops; and tackling dog mess was stated as a top three priority for eight of the 12 town centres/neighbourhood shops.

Other top three priorities highlighted by survey respondents were either removing graffiti (Gidea Park and Harold Wood), providing more seating (Hornchurch and Romford), improving planting (Ardleigh Green) and cleaner and tidier car parks (Cherry Tree).

Removing graffiti was a top five priority for six of the 12 town centres/neighbourhood shops. Providing more seating was a top five priority for seven of the 12 town centres/neighbourhood shops. Improving planting was a top five priority for seven of the 12 town centres/neighbourhood shops.

Furthermore, removing fly tipping was a top five priority for Cherry Tree; removing fly posting was a top five priority for Gidea Park; planting more trees was a top five priority for Ardleigh Green and cleaner and tidier car parks was a top five priority for Cranham and Cherry Tree.

4.3.3 Town centre/neighbourhood shops priorities for general litter

Survey respondents who stated general litter as a priority were asked what their single main priority is for their local park. The following table lists the 12 town centres/neighbourhood shops mentioned most by survey respondents and their priorities for general litter.

Overall, general rubbish was the priority for the Borough followed by take-away packaging, broken glass, cigarette butts and chewing gum. The priorities for the 12 town centres/neighbourhood shops differ from the Borough overall.

Take-away packaging was the top priority for all locations except Collier Row, Hilldene Shopping Centre and Cherry Tree (Cherry Tree tied with general rubbish).

Nearest Town Centre / Neighbourhood Shops	Broken glass	Chewing gum	Cigarette butts	General rubbish	Take-away packaging
Ardleigh Green	0	8	1	13	24
Cherry Tree	0	1	1	11	11
Collier Row	5	15	7	50	41
Cranham	5	6	4	25	34
Elm Park	4	9	10	68	134
Gidea Park	1	5	2	17	27
Harold Wood	2	7	5	28	37
Hilldene Shopping Centre	2	14	16	50	25
Hornchurch	10	36	30	128	178
Rainham	4	2	4	45	56
Romford	7	58	30	140	147
Upminster	8	30	20	65	102

5. Suggestions

5.1 Borough Overview

Of the 7,549 surveys received overall, 61% provided a comment for Q10. 'Do you have any other suggestions for making your area cleaner and tidier?' These comments have been broken down to identify whether they refer to an 'issue', a 'solution' or 'other'.

The following table displays the top 10 issues received, these issues count for 76% of comments received and relate to specific issues ranging from litter (36%) to dog mess (14%) and pavements (8%).

Issue	Count	%
Litter	2,071	36.26%
Dog Mess	781	13.67%
Pavement	465	8.14%
Litter (School Children)	343	6.00%
Environment	153	2.68%
Fly Tipping	150	2.63%
Rubbish Bags	107	1.87%
Foxes	98	1.72%
Bus Stop	76	1.33%
Trees	75	1.31%
Total	4,319	75.61%

The following table displays the top 10 solutions received; these solutions count for 79% of comments received and relate to specific solutions ranging from supplying more bins (24%) to enforcement (20%).

Solution	Count	%
Bins / Empty Bins More	1,131	26.14%
Fine / Enforcement	858	19.83%
Sweeping	465	10.75%
Education	277	6.40%
Signage	184	4.25%
Regular street cleaners / Cleaning	159	3.67%
Fix old pavements	114	2.63%
Pruning / Trees	77	1.78%
Business responsibility	74	1.71%
Recycling	73	1.69%
TOTAL	3,412	78.85%

6. Want to know more and get involved

6.1 Overall, how many respondents would like to receive regular updates and/or information

Of the 7,549 respondents, 2,738 (36%) would like to receive updates in the future. Of these 2,738 respondents 55% were female and 40% were male.

Age Band	Total	%
13-17	3	0.11%
18-24	18	0.66%
25-34	152	5.55%
35-44	353	12.89%
45-54	431	15.74%
55-64	628	22.94%
65-74	592	21.62%
75-84	365	13.33%
85-94	104	3.80%
95+	5	0.18%

Of the respondents who want to know more or get involved the majority (73%) are aged between 35 to 74 years of age.

58/% of respondents who want to know more or get involved are working age population (18-64 years).

6.2 % of people who would like to be kept informed by email or by post

Of the 2,738 respondents who would like to receive updates in the future 60% would prefer to receive these by email and 40% by post.

Email is the preferred method for the majority of age ranges for being kept informed. The main age range exception was from 75 plus; however 4.1% from this age range do prefer email.

Age Band	Total	% Post	% Email
13-17	3	0.0%	0.1%
18-24	18	0.3%	0.4%
25-34	163	1.5%	4.7%
35-44	361	3.0%	10.7%
45-54	425	3.9%	12.1%
55-64	627	7.5%	16.2%
65-74	582	9.8%	12.2%
75-84	361	10.1%	3.6%
85-94	99	3.2%	0.5%
95+	5	0.2%	0.0%
Total	2644	39.5%	60.5%

6.3 What would respondents like to know more about or be involved in

The majority of respondents who would like to know more or be involved would like to know more about what is happening in their local area (31%). Opportunities for volunteering saw the lowest response (8%).

	Total	%
What's happening in local area	2,332	31%
Information on reducing waste	999	13%
Information on recycling and composting	1,046	14%
Clean-up of Local Area/ Neighbourhood	778	10%
Opportunities for volunteering	600	8%