

# Resident Satisfaction Survey

2024







# The results are in.

In autumn 2024, Ebbsfleet Development Corporation conducted its annual Resident Satisfaction Survey across Ebbsfleet to find out what residents think about where they live, their local facilities and services and their health and wellbeing.

The survey followed similar projects conducted in 2016, 2021 and 2023 but for 2024 included only the 7 new neighbourhood areas.

Almost 1000 responses were received to the survey which could be completed online, in person or via post.

The results provide an excellent snapshot of local community views and Ebbsfleet Development Corporation will use these results to prioritise investment in order to shape the facilities and services provided.

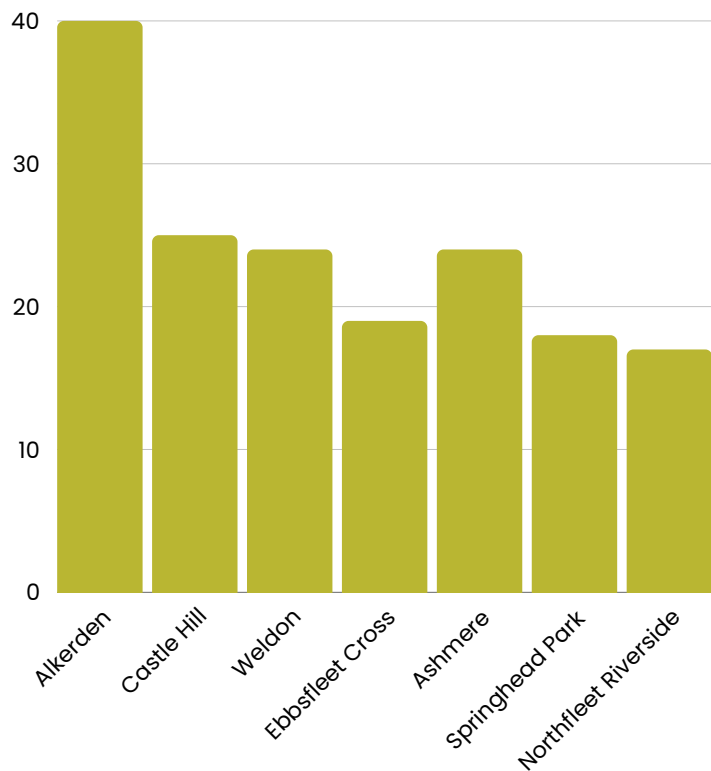
Finally, thank you to all the residents who took part in the survey. We are delighted to share the results.



# Response profile.

Residents were invited to take part in the survey from the 7 new neighbourhood areas of Alkerden, Ashmere, Castle Hill, Ebbsfleet Cross, Ebbsfleet Green, Northfleet Riverside (which includes Cable Wharf and Harbour Village) and Springhead Park. Response rates per neighbourhood ranged from 17% to 40% of households, with an average response rate across all neighbourhoods of 23% of households.

A significant proportion of the respondents moved to Ebbsfleet from London, and a third have moved locally from Dartford.

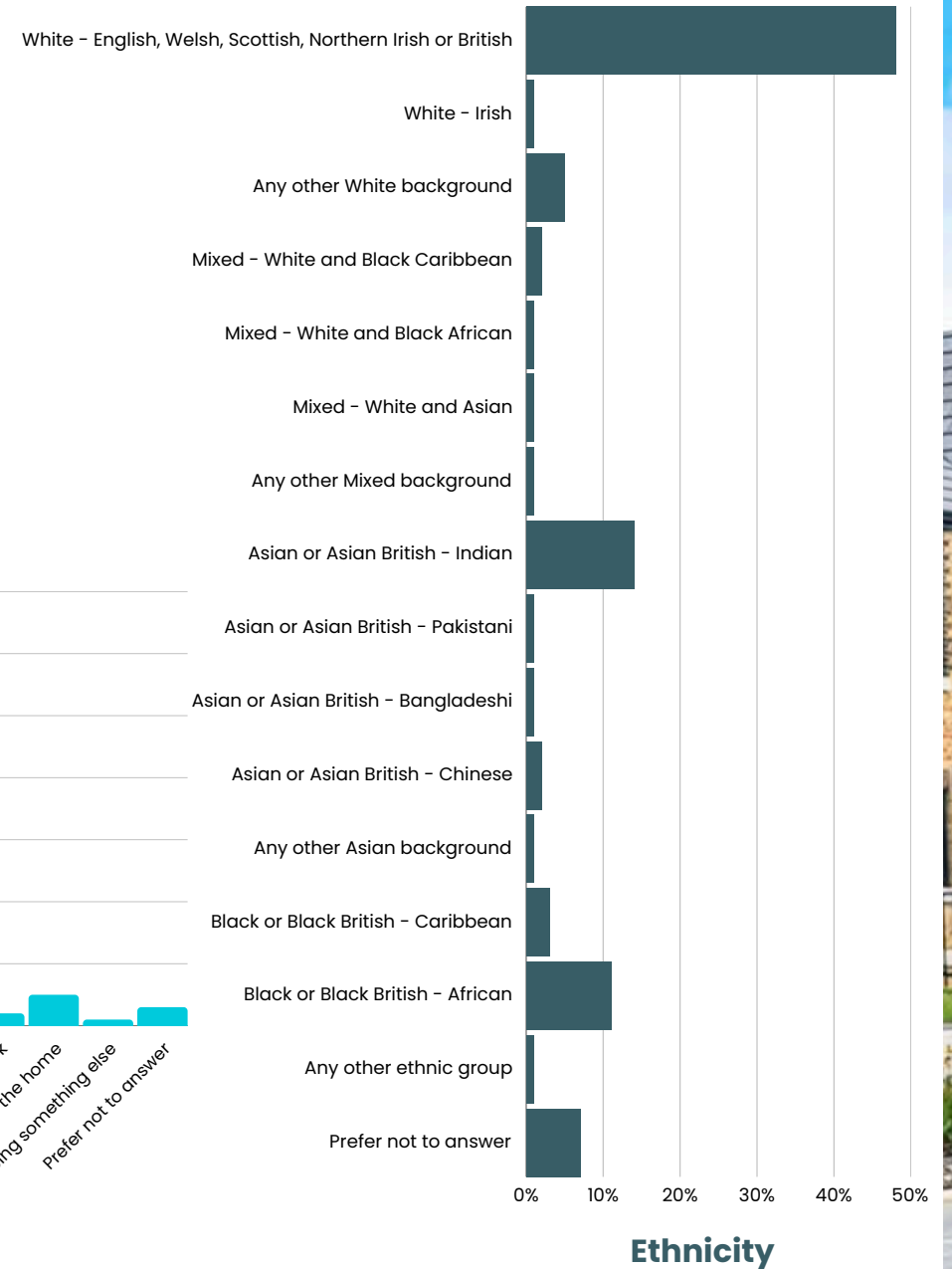
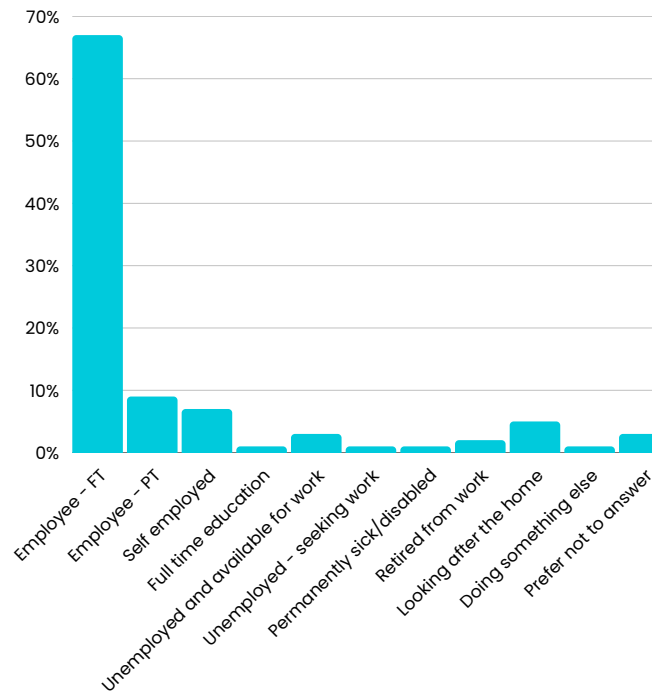
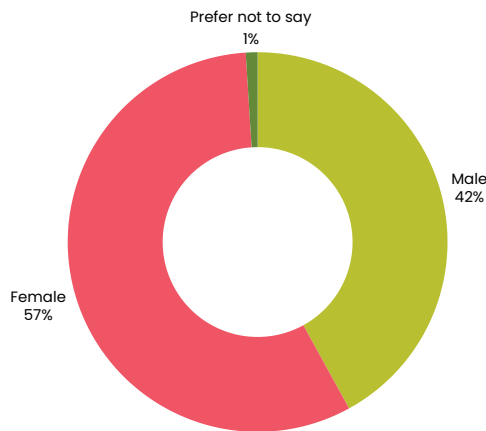
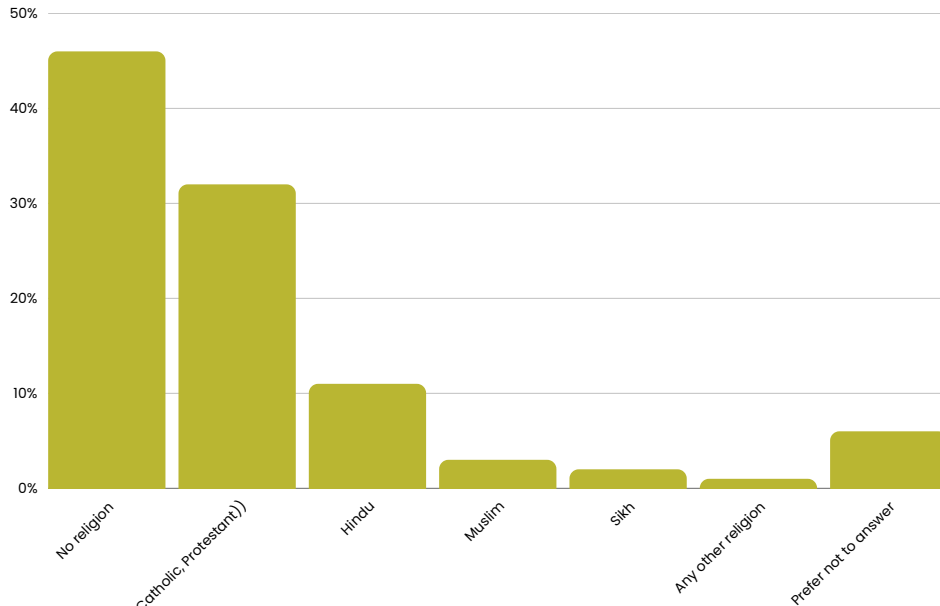


## Relocation insight.

**34% have moved from Dartford**  
**7% have moved from Gravesham**  
**7% have moved from wider Kent & Medway**  
**44% have moved from London**  
**8% have moved from other areas.**

# Resident Insight.

Residents needed to be over 16 to take part in the survey.  
The average age of respondents was 39 years old and only 3% of respondents were aged over 65.



Ethnicity



# Sense of community.



78% of respondents feel there is a sense of belonging in their neighbourhood



84% of respondents feel that their neighbourhood is a place where people of different backgrounds get on well together



18% of respondents have volunteered at least once in the last 12 months



50% of respondents have attended an event or activity within the Ebbsfleet area in the past 12 months

# Local Area Perceptions.

Residents were asked to share their views across 4 themes of neighbourhoods, green and blue spaces, travel and transport and services and facilities. Responses ranged across a 5-point scale of satisfaction. Rates of satisfaction were reached by combining 'very' and 'fairly' satisfied responses.

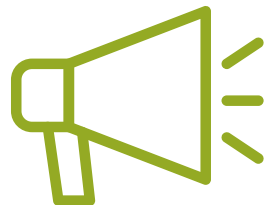
Overall satisfaction levels were reached by combining responses to questions within each theme.

Levels of satisfaction with neighbourhoods are exceptionally high. Residents are also satisfied with green and blue spaces. There is demand for improvement to travel and transport and facilities and services.

Further detail on each of the themes is provided on the following pages.



**85% of respondents feel safe in their neighbourhood**



**43% of respondents feel they can influence decisions in their local area**

Responses said they are satisfied with facilities and services

**47%**

Responses said they are satisfied with their neighbourhood

**83%**

**59%**

Responses said they are satisfied with travel and transport

**68%**

Responses said they are satisfied with green and blue spaces



# Local Area Perceptions.

Neighbourhoods

**84%** are satisfied with the local area as a place to live

**73%**

are satisfied with the cleanliness of the streets

**84%**

are satisfied with access to broadband

**90%**

are satisfied with their home





# Local Area Perceptions.

## Green & Blue Spaces

**76%**

Are very or fairly satisfied with places for wildlife

**77%**

Are very or fairly satisfied with the quality of footpaths and public walkways

**73%**

Are very or fairly satisfied with parks and playgrounds in the area

**79%**

Are very or fairly satisfied with the character & beauty of the area

**89%**

Spend time outside in green and blue spaces at least once a week

**76%**

Are very or fairly satisfied with the amount of trees, shrubs and flowers

**68%**

Are very or fairly satisfied with the quality of trees, shrubs and flowers

**27%**

Feel the quality of green and natural spaces has improved

**75%**

Are very or fairly satisfied with lakes and waterways





# Local Area Perceptions.

## Travel & Transport

**79%**

Are very or fairly satisfied with public walkways

**70%**

Are very or fairly satisfied with train services

**63%**

Are very or fairly satisfied with repair of roads

**57%**

Are very or fairly satisfied with facilities for electric vehicles

**57%**

Are very or fairly satisfied with cycle routes

**54%**

Are very or fairly satisfied with road and traffic congestion

**53%**

Are very or fairly satisfied with traffic flows

**39%**

Are very or fairly satisfied with bus services



# Local Area Perceptions.

## Facilities and Services

**41%** Are very or fairly satisfied with art and cultural centres

**58%**

Are very or fairly satisfied with shops and shopping centres

**41%**

Are very or fairly satisfied with bars and restaurants

**51%**

Are very or fairly satisfied with places of worship

**34%** Are very or fairly satisfied with swimming pools

**56%**

Are very or fairly satisfied with community centres

**34%**

Are very or fairly satisfied with sports facilities and gyms

**41%**

Are very or fairly satisfied with health facilities





# Neighbourhoods in focus.

## Springhead Park

Satisfied with...	
79%	Neighbourhood
63%	Travel & Transport
63%	Green & Blue Space
58%	Facilities & Services

## Ebbsfleet Cross

Satisfied with...	
77%	Neighbourhood
60%	Travel & Transport
68%	Green & Blue Space
58%	Facilities & Services

## Northfleet Riverside

Satisfied with...	
87%	Neighbourhood
70%	Travel & Transport
69%	Green & Blue Space
65%	Facilities & Services

## Castle Hill

Satisfied with...	
85%	Neighbourhood
56%	Travel & Transport
78%	Green & Blue Space
42%	Facilities & Services

## Alkerden

Satisfied with...	
87%	Neighbourhood
64%	Travel & Transport
76%	Green & Blue Space
42%	Facilities & Services

## Ashmere

Satisfied with...	
71%	Neighbourhood
54%	Travel & Transport
51%	Green & Blue Space
41%	Facilities & Services

## Weldon

Satisfied with...	
83%	Neighbourhood
56%	Travel & Transport
62%	Green & Blue Space
48%	Facilities & Services





# NATIONAL CONTEXT.

- 84% of respondents said they are satisfied with their local area as a place to live. Nationally, the figure is 74%.
- 85% of respondents said they feel safe in their neighbourhood. Nationally, the figure is 78%.
- 78% of respondents said they feel a sense of belonging in their local neighbourhood. Nationally, the figure is 61%.
- 84% of respondents agreed that the local area is a place where people of different backgrounds can get on well together. Nationally, the figure is 81%.
- 43% of respondents feel they can influence decisions affecting the local area. Nationally, the figure is 23%.
- Residents scored their quality of life as 7.9/10. Nationally, the figure is 7.5/10.
- 90% of respondents are satisfied with their home. Nationally, the figure is 88%.





**Ebbsfleet**  
DEVELOPMENT CORPORATION

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