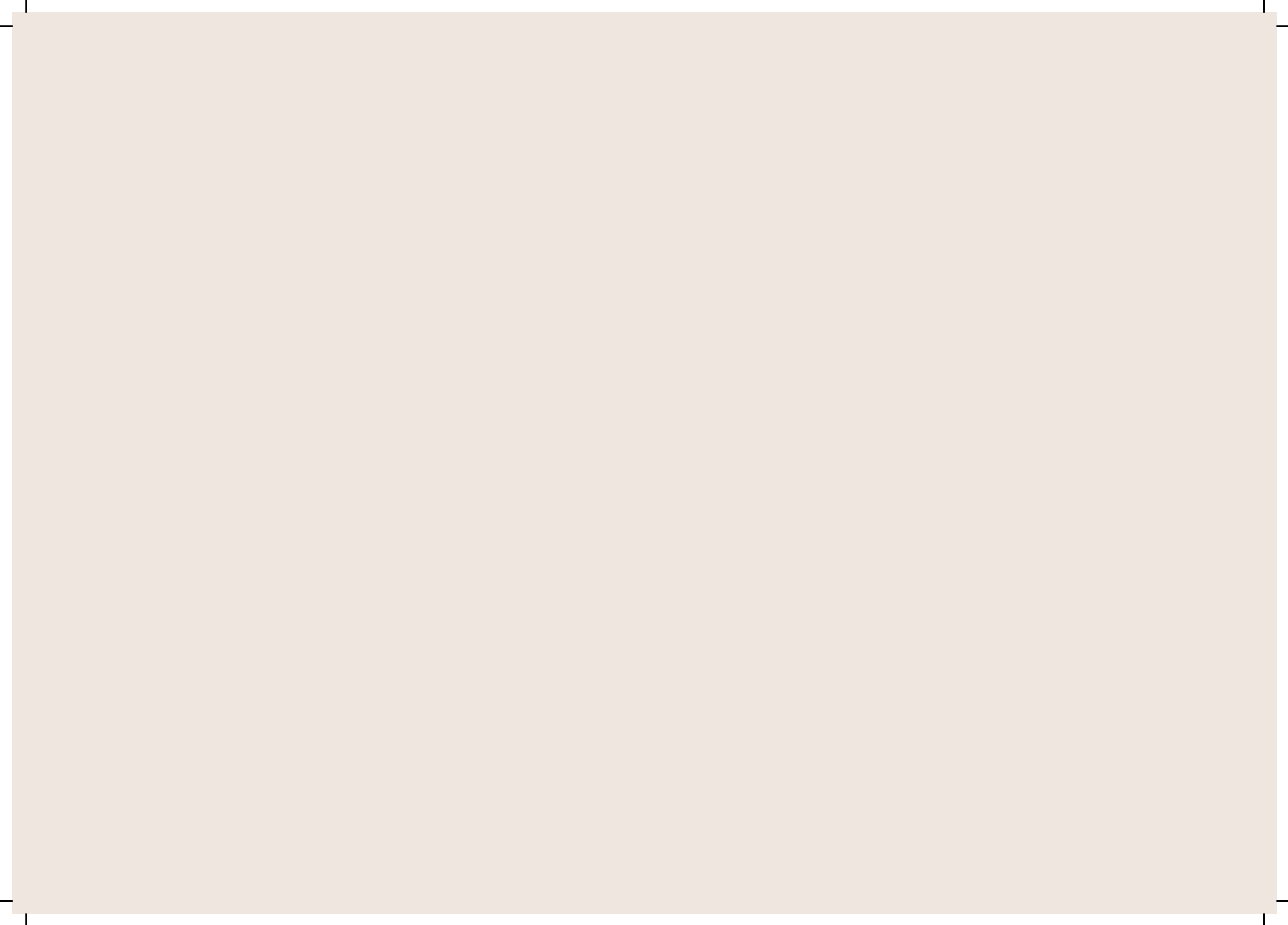


RESIDENT SATISFACTION SURVEY

2025







THE RESULTS ARE IN

In autumn 2025, 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 a similar format to the Resident Satisfaction Survey conducted in 2024.

This year, 876 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 prioritise our work and shape the facilities and services provided.

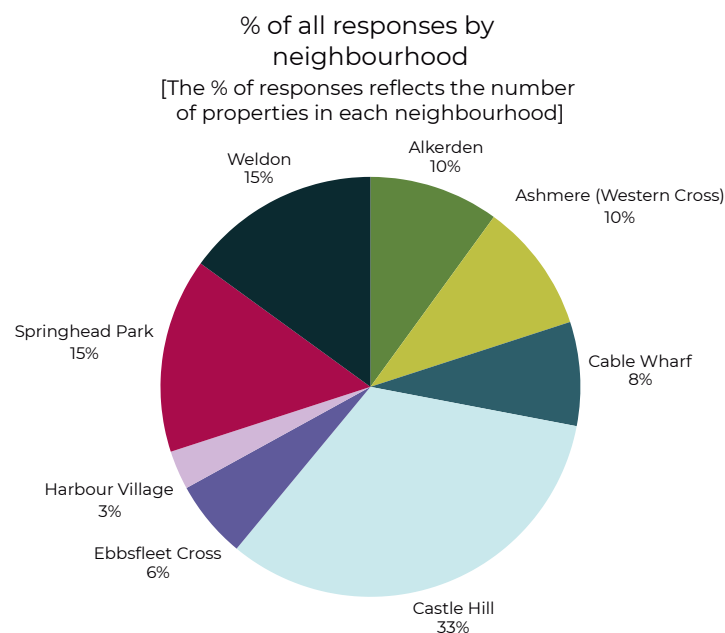
Finally, thank you to all the residents who took part in the survey. We are delighted to share the results.

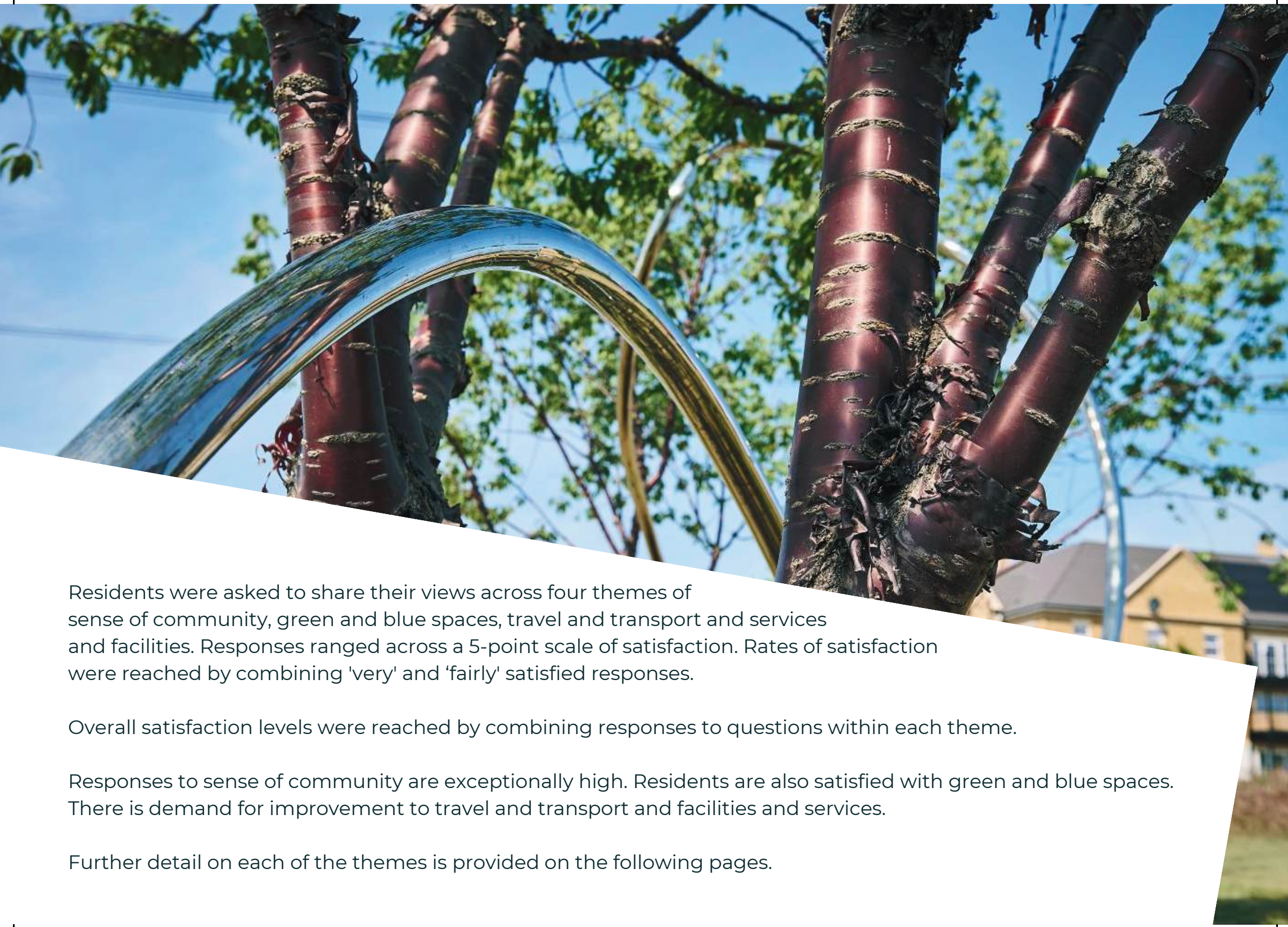
RESPONSE PROFILE

Residents were invited to take part in the survey from the 8 new neighbourhood areas of Alkerden, Ashmere, Cable Wharf, Castle Hill, Ebbsfleet Cross, Harbour Village, Springhead Park and Weldon.

Response levels across neighbourhoods ranged from 14% to 24%, with an average response rate of 17%.

At 52%, the largest proportion of respondents moved to Ebbsfleet from London, 23% of respondents have moved from Dartford Borough, and 14% of respondents moved from Gravesham Borough.



A photograph of a tree with reddish-brown bark and a shiny, curved metal sculpture in the foreground. The tree's bark is peeling in some places, revealing a lighter inner layer. The metal sculpture is highly reflective, showing the surrounding environment. The background is a clear blue sky with some green foliage visible.

Residents were asked to share their views across four themes of sense of community, 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.

Responses to sense of community 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.

SENSE OF COMMUNITY



82% of respondents feel there is a sense of belonging in their neighbourhood

87% of respondents feel that their neighbourhood is a place where people of different backgrounds get on well together

16% of respondents have volunteered at least once in the last 12 months

86% of respondents are satisfied with the local area as a place to live

51% of respondents feel they can personally influence decisions affecting the local area

54% of respondents have attended an event or activity within the Ebbsfleet area in the past 12 months

87% of respondents feel safe in their neighbourhood

TRAVEL & TRANSPORT

58%

of respondents are satisfied with bus services in their neighbourhood

54%

of respondents are satisfied with cycle routes in their neighbourhood

80%

of respondents are satisfied with public walkways in their neighbourhood

64%

of respondents are satisfied with facilities for electric vehicles in their neighbourhood



GREEN & BLUE SPACES

71%

of respondents are satisfied with parks and outdoor spaces in their neighbourhood

62%

of respondents said their access to nature has improved since moving to Ebbsfleet



FACILITIES & SERVICES



30% of respondents are satisfied with sports facilities in their neighbourhood

34% of respondents are satisfied with bars, cafes and restaurants in their neighbourhood

42% of respondents are satisfied with shops and shopping centres in their neighbourhood

36% of respondents are satisfied with health facilities in their neighbourhood

42% of respondents feel are satisfied with places of worship in their neighbourhood

53% of respondents are satisfied with community centres in their neighbourhood

31% of respondents are satisfied with cultural facilities in their neighbourhood

NEIGHBOURHOODS IN FOCUS

Alkerden Satisfaction Rates				Ebbsfleet Cross Satisfaction Rates			
72% Sense of community	65% Travel & Transport	33% Facilities & Services	88% Green & Blue Spaces	66% Sense of community	47% Travel & Transport	35% Facilities & Services	42% Green & Blue Spaces
Ashmere (Western Cross) Satisfaction Rates				Harbour Village Satisfaction Rates			
69% Sense of community	70% Travel & Transport	47% Facilities & Services	63% Green & Blue Spaces	58% Sense of community	74% Travel & Transport	20% Facilities & Services	61% Green & Blue Spaces
Cable Wharf Satisfaction Rates				Springhead Park Satisfaction Rates			
58% Sense of community	45% Travel & Transport	28% Facilities & Services	50% Green & Blue Spaces	62% Sense of community	70% Travel & Transport	57% Facilities & Services	79% Green & Blue Spaces
Castle Hill Satisfaction Rates				Weldon Satisfaction Rates			
69% Sense of community	65% Travel & Transport	33% Facilities & Services	88% Green & Blue Spaces	65% Sense of community	62% Travel & Transport	35% Facilities & Services	73% Green & Blue Spaces
Response Average: All Neighbourhoods							
66% Sense of community	64% Travel & Transport	38% Facilities & Services	75% Green & Blue Spaces				



NATIONAL CONTEXT

7.8/10 Quality of life satisfaction. Nationally, this figure is 7.5/10

87% Of respondents feel safe. Nationally, this figure is 78%

82% Of respondents feel a sense of belonging to their neighbourhood. Nationally, this figure is 62%

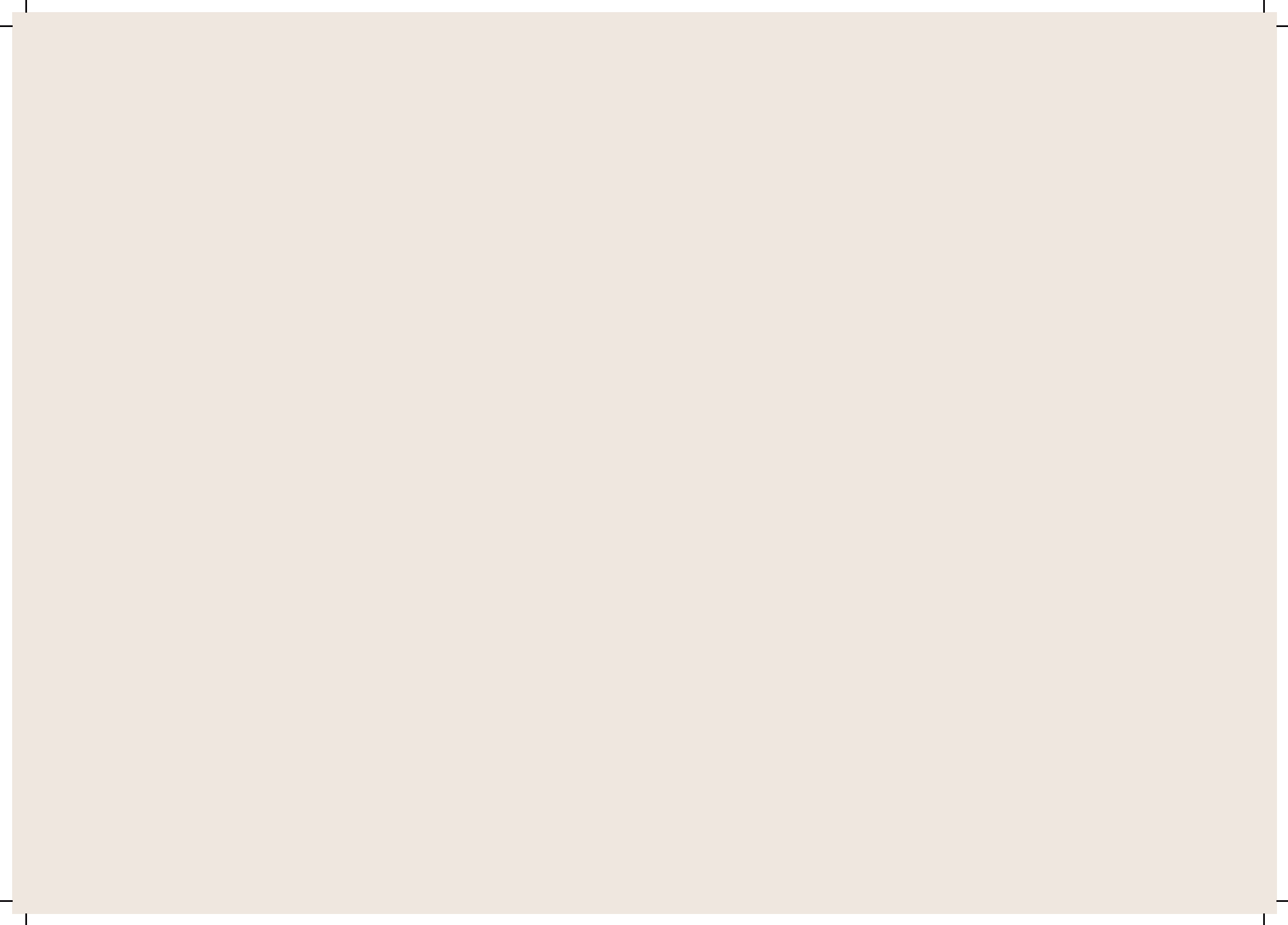
51% Of respondents feel they can influence decisions affecting their area. Nationally, this figure is 24%

87% Of respondents feel their neighbourhood is a place where people of different backgrounds get on well. Nationally, this figure is 81%

86% Of respondents are satisfied with their local area as a place to live. Nationally, this figure is 73%

87% Of respondents spend time outside every week. Nationally, this figure is 69%





GET IN TOUCH

If you have any questions or would like to get in touch with the team, please contact us via the information below:

Ebbsfleet Development Corporation
hello@ebbsfleetdc.org.uk
0303 444 8831
www.ebbsfleetgardencity.org.uk

