



Have your say
on council services



Barking and Dagenham Residents Survey 2023

Frequently asked questions

Q: Why have I received a letter invitation when my neighbour hasn't?

Q: Where did you get my address from?

Q: As the letter was sent to my address and you've asked for my postcode; will you be able to identify me from the responses I have given?

Q: I didn't receive a letter; can I still complete the survey?

Q: Why do you need to know things about me?

Q: Why are some of the questions asked about me mandatory to complete?

Q: English isn't my first language – can I still take part?

Q: I don't believe my views will make a difference – what are you going to do with the responses you receive?

Q: Will I be able to see the results of the survey?



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Q: Why have I received a letter invitation when my neighbour hasn't?

A: We have sent letter invitations to 6,000 addresses across Barking and Dagenham. The addresses have been chosen at random and therefore, it is possible that some households on the same street have received letter invitations whilst others haven't.

Q: Where did you get my address from?

A: Addresses have been obtained from the Barking and Dagenham Council Tax register and letter invitations have been sent out in proportion to the population size of each Ward in the Borough.

Q: As the letter was sent to my address and you've asked for my postcode; will you be able to identify me from the responses I have given?

A: No. We are asking for your postcode only and not full address. This is only to help us analyse the results by Ward. We do not ask for your name and are unable to track which addresses received a letter invitation and completed the survey.

Q: I didn't receive a letter; can I still complete the survey?

A: Of course! We want to give as many of our residents as possible the opportunity to have their say. All we ask is that only people that live in Barking and Dagenham respond to the survey. You can complete the survey online by visiting:

<https://oneboroughvoice.lbbd.gov.uk/residents-survey-2023>.

Or by scanning the QR Code:



Q: Why do you need to know things about me?

A: We only ask this information so that we can analyse the results of the other questions in the survey. We want to understand more about the different needs, priorities, and experiences of different groups of people living in Barking and Dagenham. This will help plan and shape services in the most appropriate way to reduce any inequalities.



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Q: Why are some of the questions asked about me mandatory to complete?

A: The mandatory questions help us know more about the different types of people who have taken part in the survey. We want to be confident that the survey results are as representative of the wider population as possible.

When analysing data, it is best practice to apply a weighting before presenting the results and making any conclusions about the findings. For example, if proportionately fewer younger residents have completed the survey compared to the proportion of younger residents in the wider Barking and Dagenham population, we can weight the data to make the findings more representative.

To allow us to do this, we have had to make some of the questions mandatory. However, the number of these questions has been kept to a minimum.

Q: English isn't my first language – can I still take part?

A: Yes. It is important to us that every resident is able to respond to the survey if they want to. The One Borough Voice website has a translation tool available at the top of the page, which translates the survey into your preferred language.

Q: I don't believe my views will make a difference – what are you going to do with the responses you receive?

A: Although you may think that your response won't have much of an impact, every contribution is essential for helping us to understand resident's perceptions of the Council, its services, and the local area.

When your response is combined with others that take part in the survey, it really does make a difference to ensuring we obtain as much insight and understanding as possible.

The results of the survey will be shared with all services in the Council to help make improvements and direct resources at the issues that matter the most to our residents. The information we gain will also identify where further consultation and engagement may be needed.

Q: Will I be able to see the results of the survey?

A: Yes. When the survey closes, all responses will be reviewed and analysed. The findings will be published in early 2024 and made available for everyone to view on both the Council's website and the One Borough Voice website.