



**Elmbridge**  
Borough Council  
*... bridging the communities ...*

# Information Bulletin

Circulation Date: Friday 7 June 2019

**This Information Bulletin contains the following item:**

- 1. 2018 Annual Residents' Survey**

(Pages 3 - 42)

**REPORT FOR INFORMATION BULLETIN**

<b>Subject:</b>	2018 Annual Residents' Survey
<b>Lead Officer:</b>	Head of Organisational Development
<b>Portfolio Holder:</b>	Community and Corporate Development
<b>Link to Council Priorities:</b>	All
<b>Exempt information:</b>	None
<b>Delegated status:</b>	For Information

**EXECUTIVE SUMMARY:**

Each year a survey is conducted to measure residents' perceptions of the Council's performance and the progress made towards the Council's Five-Year Vision, measurements for which are set out in the Council Plan. Usually the survey is sent to members of the Residents' Panel, although in 2018 the survey was made available to all residents. This Information Bulletin provides Members with a summary of the results of the 2018 survey.

**REPORT:****1. Background**

- 1.1 The Council adopted a new Five-Year Vision in 2018 to guide the Council's work until 2023, following extensive consultation with residents. The Vision is supported by Council Priorities which set out how we will meet our Vision.
- 1.2 In our Council Plan we have included a range of targets to measure our progress towards achieving our Vision. Our Priorities are also reviewed every year to ensure that they are appropriate and reflect the views of residents.
- 1.3 To evaluate our progress towards our Vision and whether residents agree with our Priorities, we include questions about these topics in our Residents' Survey.
- 1.4 In addition to measuring our long-term progress, we also use the Residents' Survey to collect residents' views on important local issues, Council communications and wider service performance.
- 1.5 An annual survey was not conducted in 2017 because we wanted to measure the 2013-18 Vision indicators at the end of 2017/18, so results were a true reflection of the 2013-18 period. A specific survey was conducted to measure this in February 2018, which is not comparable to this survey.

**2. 2018 Residents' Survey**

- 2.1 The 2018 annual Residents' Survey was conducted between 12 October-16 November 2018. Although previous annual surveys had only been sent to the Residents' Panel, this year's survey was available to all residents. This followed a membership refresh as a result of compliance with the General Data Protection Regulation in 2018, after which membership of the Panel decreased

from over 1000 to approximately 250. Residents could access the survey through a link on our website.

- 2.2 Online surveys were sent out via email to all members of the Residents' Panel. Of the 241 surveys sent out, there were 82 responses, giving a response rate of 34%. Through the link on the Elmbridge website there were 179 responses. The total number of responses was 261, a decrease of 274 from 2016. This was the first year that the response level to the annual survey was below the Local Government Association-recommended minimum of 500 responses for an effective survey. No demographic data about the respondents is available so it is important to consider that the results may not accurately reflect the Borough's population.

This makes the survey statistically unreliable for gauging the views of the wider population and can only be interpreted as representing the views of those responding to the survey.

Year	No. of total responses	Residents' Panel response %
2018	261	34
2016	535	35
2015	602	38
2014	645	43
2013	544	45

### 3. **Headline results**

- 3.1 Headline results from the survey were:

- 86% of respondents believe Elmbridge is a 'good place to live and work'.
- 67% of respondents believe Elmbridge provides value for money.
- 71% are satisfied overall with the way we run our services.
- No change in the priorities that are most important to residents.
- Decrease in satisfaction since 2016 for all services except Council Tax collection.
- Only 37% agree that the Council is a leader in the community they would turn to in a crisis.

### 4. **2018-2023 Vision progress**

- 4.1 The following table shows the results for targets we set for our Vision, which were included in the survey. It uses a 'RAG' scale to measure progress. Green means we have met our target, amber means we are within 10% of our target and red means we are more than 10% off our target.

Vision target	Survey result	Progress
80% of our residents see Elmbridge as a good place to live	86%	<b>G</b>
80% of residents and businesses feel the environment is safeguarded	58%	<b>R</b>
80% of residents are satisfied with the management of our parks, green spaces and common lands	82%	<b>G</b>
80% customer satisfaction in our services	71%	<b>A</b>
80% of residents and businesses believe the Council offers value for money	67%	<b>R</b>
80% of residents and businesses see the Council as a leader within the community and would turn to Elmbridge during a crisis	37%	<b>R</b>
Residents, business and community groups feel listened to and have the opportunity to influence service delivery through consultation	54%	N/A

4.2 The last of those targets is a more general aspiration and so does not have a specific target set. The corresponding question in the survey was not identical in wording and instead asked to what extent does the Council act on concerns of local residents.

## 5. Satisfaction with our services

### 5.1 Value for money

Respondents were asked to what extent did they agree that Elmbridge provides value for money for the services for which it is responsible. They were given a breakdown of their council tax bill by public body to give context to the question. 67% agreed and 27% disagreed that the Council provides value for money. This is a decrease of 6% and an increase of 8% respectively from 2016.

Value for money %	2013	2014	2015	2016	2018	Difference 2016-18
Strongly agree	8	7	10	8	8	0
Tend to agree	65	66	65	65	59	-6
Tend to disagree	15	15	13	16	20	+4
Strongly disagree	3	3	2	3	7	+4
Don't know	10	9	10	8	6	+2

5.2 One reason for this change could be the cost of dealing with the high number of unauthorised encampments in 2018, which was a key concern in the literal responses. In addition, although the question provided context there is still confusion about the respective roles of boroughs/districts and the county council.

### 5.3 Individual service satisfaction

Respondents were asked to think about the last 12 months and rate how satisfied they were with specific Council services. The following table shows the percentage of respondents satisfied with the specific services. All services showed a decrease in satisfaction since 2016, except for Council Tax collection. Environmental Services, waste collection and Leisure and Cultural Services showed the largest decreases.

The table excludes those who answered 'not used/don't know'. The apparently low scores for certain services must be seen in this context – that due to their nature they are services which relatively few survey respondents use. The following paragraphs put the results into context and detail actions we are taking to improve resident satisfaction.

<b>Satisfaction with services (%) (exc. don't know)</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2018</b>	<b>Difference 2016-18</b>
Environmental Services	76	85	73	76	64	-12
Waste collection	-	-	89	86	72	-14
Street cleaning	-	-	75	66	58	-8
Planning Services	39	44	41	43	35	-8
Community Support Services	31	29	32	33	30	-3
Leisure and Cultural Services	68	68	63	64	50	-14
Housing Services	17	13	18	17	15	-2
Council tax collection	75	78	77	77	77	0

5.4 Waste collection - Satisfaction with waste services has decreased since the 2016 survey. A new service provider took over the waste collection contract in June 2017, and in the first few weeks there was significant service disruption which affected many residents. Although service standards have returned to a similar level as achieved by the previous contractor, there is further work taking place to ensure the contract standards are met.

5.5 Planning Services - Literal responses to the following question suggest that dissatisfaction with Planning Services relates to specific individual applications. Applications are emotive and there are usually strongly held views on proposed developments. The common themes in comments received relate to density of development, the use of permitted development rights to build in the Borough and the impact of development on infrastructure, in particular traffic and schools.

Many of these issues will be addressed through the adoption of the new Local Plan and the supporting evidence base documents. The Council has invited local residents' groups to a preview meeting to go through the Local Plan consultation with officers prior to the start of the consultation. In the meantime, Planning Services will also be issuing a statement on density, explaining the requirements of the National Planning Policy Framework, the Council's existing policies and its approach to optimising development. Developer forums are also

planned for later in the year to allow for direct feedback on the service the Council is providing to the industry.

- 5.6 Community Support Services – A smaller number of residents are likely to use these services than more universal services such as waste collection. Furthermore, comments from the following question suggest there remains confusion around which authority is responsible for certain services – there were several comments concerning Children’s Services and Adult Social Care which are the responsibility of Surrey County Council.

Literal responses suggest that support for Citizens Advice (CA) services is a concern for some residents and this is something that the Council is committed to preserving. Currently the Council provides nearly £200,000 in core funding to CA, £36,000 for rent and a CA grant, and provides the Weybridge Older Persons Advisory service with £8,000. In addition, the Council works in partnership with Walton Charity with respect to developing a partnership fund. CABs have the opportunity to apply and CA have successfully received partnership funding.

Alternative public transport facilities were also referenced by respondents. The Council helps elderly and less mobile residents access travel through its Community Transport, Dial A Ride, Hire-a-Bus and the Community Cab service. In addition, the highly valued taxi voucher scheme supports 100 residents each year.

- 5.7 Leisure and Cultural Services - Unauthorised encampments were a key concern for residents during 2018 and the Council acted on this issue by obtaining a Final Injunction Order from the High Court in November 2018. This bans the setting up of unauthorised encampments and fly-tipping on all identified public land covering more than 150 of the Borough’s parks, open spaces and car parks.

Following a poor summer, the supply and delivery of seasonal hanging baskets and trough displays service has been awarded to a new contractor. This will be closely monitored in 2019.

- 5.8 Housing Services – This service has consistently been used by only a very small number of survey respondents so it is difficult to gauge if improvements to our services will translate into changes in satisfaction ratings in future years. It is also possible that respondents were not entirely clear about what housing services the Council provides and what are provided by other organisations, particularly housing associations.

There are several initiatives underway which are leading to improvements in performance and/or are helping address long-standing priorities and which we would anticipate will lead to increased levels of resident satisfaction.

The former includes the re-organisation of our benefits service through the Brilliant Customer Service Every Time (BCSET) initiative, which is already leading to improvements in the speed by which claims for housing benefit and council tax support are processed.

The latter includes the formation of a wholly-owned Council housing company, EBC Homes, which has been established to help increase the supply of affordable homes in the Borough and to help bring in additional income for the Council. EBC Homes has recently acquired its first properties (37 homes) and has a plan to grow significantly over the next three to five years, thereby making a contribution to meeting the need for affordable homes in the Borough.

## 5.9 Overall service satisfaction

Respondents were then asked how satisfied they were overall with the way Elmbridge runs the services for which it is responsible. 71% were satisfied and 26% dissatisfied. This is a decrease of 15% and an increase of 14% respectively since 2016. This is the lowest level of satisfaction since 2011.

<b>Overall satisfaction (%)</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2018</b>	<b>Difference 2016-18</b>
<b>Net satisfied</b>	<b>86</b>	<b>88</b>	<b>88</b>	<b>86</b>	<b>71</b>	<b>-15</b>
Very satisfied	18	16	15	13	8	-5
Fairly satisfied	68	72	73	73	63	-10
Fairly dissatisfied	9	7	10	11	20	+9
Very dissatisfied	2	2	1	1	6	+5
Don't know	2	3	2	3	3	0
<b>Net dissatisfied</b>	<b>11</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>26</b>	<b>+14</b>

5.10 Respondents were asked to detail why they were dissatisfied with the way the Council provides its services. Common themes were:

- Appearance of the environment including tidiness of the streets, litter in open spaces, and grass verge and tree cutting.
- Number of planning developments and increase in density.
- Missed waste collection.
- Speed and cost of response to unauthorised encampments.
- Lack of response to residents' concerns.

Topics which were included but are the responsibility of Surrey County Council are:

- Disruption from roadworks.
- Poor condition of roads.
- Switching off street lights.

## 6. **Council priorities**

6.1 Respondents were asked to what extent do they agree with our four priorities for 2018/19. In previous surveys respondents were asked to select three issues that they believe to be the most important over the next five years. Although this means they are not directly comparable, we can see that the character of the

Borough remains the most important priority: in 2016 'protecting the character of the area from inappropriate building development' was the most popular issue and this year Character and Environment was the most popular priority.

Agree with priority (%)	Character & Environment	Quality Services	Community Wellbeing	Economic Development
<b>Net agree</b>	82	79	76	72
<b>Net disagree</b>	14	19	20	23

6.2 Respondents were then asked if there were any other Borough-wide priorities that Elmbridge should include. The most common were:

- Crime
- Street cleaning
- Education (school places)
- Children's centres
- Roads and pavements
- Parking restrictions and fees

The issues raised are similar to previous years.

## 7. Customer Service

7.1 The survey also included a section on the customer service residents received. Respondents were asked if they had contacted the Council in the last 12 months, with 63% answering yes. Those answering yes were then asked to indicate how they contacted the Council, selecting one option. The website (44%) is now the most popular method, overtaking the telephone (24%) which was the most popular in 2016.

Method of contact (%)	2013	2014	2015	2016	2018	Difference 2016-18
Website	18	18	28	28	44	+16
Email	22	23	21	20	25	+5
Telephone	49	44	57	56	24	-32
In person	7	9	9	12	5	-7
By letter	4	3	4	3	2	-1
Social media	-	-	-	1	0	-1

7.2 Respondents were then asked why they had made their most recent contact, ticking all that apply. The most common reason remains to report a problem/issue.

<b>Reason for contact (%)</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2018</b>	<b>Difference 2016-18</b>
To report a problem/issue	42	38	37	41	33	-8
To ask for advice/information	33	28	25	33	15	-18
To request a service	24	29	27	28	14	-14
To make a complaint	9	12	13	10	11	+1
To pay a bill/make a payment	16	21	18	20	9	-11
To make a query about a service	15	15	16	19	11	-8

7.3 The respondents were asked to rate the quality of their experience when contacting the Council across a number of criteria. The following table shows the percentage of respondents who agreed with the statements presented to them.

<b>Customer service (%)</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2018</b>	<b>Difference 2016-18</b>
I waited an acceptable amount of time	78	80	80	82	71	-11
I was able to speak/write to an appropriate member of staff/services without difficulty	75	77	76	73	66	-7
I dealt with an acceptable number of people to get the service I required	71	74	70	73	60	-13
The number of times I had to contact the Council was acceptable	76	73	75	76	64	-12
I was treated fairly	78	77	76	81	65	-16
I felt confident that my privacy was fully protected	68	71	71	75	60	-15
Staff were competent/capable	74	71	72	75	62	-13
Staff were polite	77	77	78	84	69	-15
Staff kept me informed about progress	48	50	45	49	45	-4
The information I received was accurate and comprehensive	65	66	63	70	60	-10
The final outcome of my query/complaint was satisfactory	64	68	64	66	56	-10
Staff handled any problems or queries in a satisfactory way	68	68	62	67	51	-16

7.4 The responses show a decrease in satisfaction across all criteria since 2016. Results were the lowest or joint lowest level among all criteria in the last five years. The largest decreases were in the fairness, politeness and the protection of privacy that customers perceived in the service they received. The average level of satisfaction across all the criteria was 61%.

7.5 Benchmarking the customer service results

Customer service is a core value of the Council and we regularly monitor customer satisfaction through customer surveys. Calls are also recorded for training and quality purposes. Regular training and coaching is carried out to provide support and guidance for the customer service team.

It is helpful to put the Residents' Survey results into context by considering the regular real time customer service surveys from 2018/19. The surveys will continue in 2019/20 and if the service standard falls below current trends, action will be taken to address this. The table below presents the average results from all quarters in 2018/19. Overall customers are satisfied with the standard of customer service received.

<b>Customer service issue</b>	<b>Satisfied (%) (Average across 18/19 quarters)</b>
Time taken to answer call	87
Adviser friendliness	93
Contacting appropriate staff without difficulty	80
Only had to contact the Council once	69
Adviser efficiency	86
Overall service delivery	71

7.6 Time taken to answer call – This is monitored daily to ensure most customers receive a satisfactory call answering service. Overall call answering times are consistent, however this can be affected by service delivery issues such as waste and recycling. When such events occur, temporary staff are employed to answer unplanned call volumes.

7.7 Advisor friendliness – Performance results were consistently high across all quarters in 2018/19. Surveys will continue and if satisfaction falls, actions will be put in place to resolve this.

7.8 Contacting appropriate staff without difficulty – First contact resolution rates are consistently good, with 80% of calls resolved without transferring to another department. When an enquiry cannot be resolved, the call is transferred.

7.9 Only had to contact the Council once – Customers are surveyed about whether they contacted the Council once to deal with their issue. During 2018/19 results were inconsistent due to waste and recycling service issues.

- 7.10 Advisor efficiency – Customers asked how satisfied they were with overall service delivery satisfaction. Results were inconsistent due to service issues with waste and recycling. Results have now improved and are at good levels.
- 7.11 Staff kept me informed about progress – Most customer service processes keep people informed of progress through email notification.

## 8. Green Spaces

- 8.1 A section on Green Spaces was included in this year's survey. This section asked respondents about specific aspects of maintenance of the parks and green spaces in Elmbridge. Respondents were first asked to what extent do they agree that the Council safeguards the environment. 58% agreed and 33% disagreed.

Response (%)	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
The Council safeguards the environment	2	56	21	12	10

- 8.2 The next question asked respondents to rate their satisfaction with certain aspects of the service delivered by the Council's contractors in parks and green spaces in general.

Satisfaction (%)	Net satisfied	Net dissatisfied
Flowerbeds planted and well maintained	77	17
Grass cut regularly	67	26
Shrub/bed maintenance	65	26
Leaves cleared in the autumn	47	46
Wildflowers areas looked after	52	19
Hanging baskets	59	15
Dog bin collection	28	12
Litter bin collection	53	28
Site litter collection	33	25
Pathways maintenance	49	44
Pond maintenance	22	6

- 8.3 The Council has recognised that residents were not satisfied with the appearance of certain aspects of our green spaces in the summer of 2018 and so the supply and delivery of the seasonal hanging baskets and troughs displays service has been awarded to a new contractor and will be closely monitored in 2019.
- 8.4 The final question of this section asked respondents to rate their overall impression of the parks and green spaces in Elmbridge:

<b>Overall satisfaction (green spaces)</b>	<b>%</b>
<b>Net satisfied</b>	<b>82</b>
Very satisfied	16
Fairly satisfied	66
Fairly dissatisfied	12
Very dissatisfied	3
Don't know	2
<b>Net dissatisfied</b>	<b>15</b>

## 9. Communications

9.1 This section focused on the communications residents receive from the Council. Respondents were asked how often they used certain channels to receive information about the Council.

<b>Methods of receiving information about the Council (%)</b>	<b>At least once a week</b>	<b>Several times a month</b>	<b>Several times a year</b>	<b>Less often</b>	<b>Never</b>
Local newspapers	7	10	13	18	51
Local radio	3	3	5	19	70
Council magazine (Elmbridge Review)	3	5	53	23	16
Free local magazine	1	8	39	22	29
Council noticeboards	1	8	19	29	43
Council website	7	13	56	15	8
Public meetings	0	1	11	36	52
Facebook	7	7	7	12	67
Twitter	5	7	6	11	71
By email	4	8	32	23	33
Local websites	5	9	26	24	36
Leaflets	0	5	29	37	29
E:review (Council digital newsletter)	1	4	27	15	53

9.2 The Elmbridge Review, Council website, email and e:review were the most popular methods for receiving information. The channel that most respondents never use for information about the Council is Twitter.

9.3 Planning, news and consultations are the top three topics that respondents said they would like to be kept informed about, although the results were spread out across the different topics with no single topic scoring more than 14%. Other topics identified by residents include parking, waste collection and environmental issues.

Topics of interest	%
Planning	14
News	13
Consultations	13
Events	11
Emergency information	11
Community safety	10
Budget information	8
Places to visit	7
Information about local businesses	5
Democracy	5
Jobs	2

- 9.4 Although social media is used by almost two thirds of respondents (64%), 41% of all respondents do not follow a Council social media account. The most popular account is the @Elmbridge BC Twitter account (23%).

Elmbridge account	Follow (%)
None	41
@Elmbridge BC	23
My Elmbridge Facebook page	16
Elmbridge Shout! Facebook page	5
LinkedIn	5
@Enterprise Elmbridge	4
YouTube	4
Elmbridge BC Instagram account	1

## 10. Your neighbourhood

- 10.1 This section asked respondents to think of their local area as within 15-20 minutes walking distance from their home. These questions do not relate solely to the work of the Council but ask residents to consider all aspects of living in Elmbridge.
- 10.2 87% of respondents are satisfied with their local area as a place to live overall, with 12% dissatisfied.
- 10.3 Respondents were then asked to rate how strongly they agreed with the statement that Elmbridge is a good place to live and work. 86% agreed and 12% disagreed.

## 11. Benchmarking

- 11.1 Comparing Elmbridge's results with other local authorities allows us to benchmark the Council's performance. This helps us to view the results in the context of the wider performance of local government.
- 11.2 The LGA conducts a national survey of resident satisfaction every four months. The below table compares the key questions from Elmbridge's survey with the LGA polling. Elmbridge's results compare favourably with the LGA's national average. Since 2012, LGA polling shows the steady, gradual decline of resident satisfaction with local government on a national scale. This suggests that there may be national factors affecting resident satisfaction and Elmbridge's results must be seen in this context. The full LGA polling results are available [online](#).

Question	Elmbridge	LGA
Local area as a place to live (% satisfied)	87	78
Overall satisfaction with local Council (% satisfied)	71	60
Council providing value for money (% agree)	67	44
Council responsiveness (% acts on concerns of residents)	54	56
Methodology		
	Online	Telephone
Dates	Oct-Nov 18	Oct 18
Total sample size	261	1,001

**Financial Implications:**

One of the measurements for the Council's Five-Year Vision is delivering value for money and another aim is to maintain an unqualified opinion on financial statements and value for money conclusion. Failure to deliver these objectives could negatively affect the Council's financial position.

**Environmental/Sustainability Implications:** None.

**Legal Implications:** None.

**Equality Implications:**

The Council's vision and priorities are underpinned by a commitment to delivering quality services to all. The Council's statutory duty under the Equality Act 2010 requires it to have due regard to protected characteristics. In the delivery of individual outcomes and actions the Council undertakes equality impact assessments to ensure that there are no negative impacts on the protected characteristics, as well as those who may be considered vulnerable but not covered by a protected characteristic.

**Risk Implications:** None.

**Community Safety Implications:** None.

**Principal Consultees:**

Head of Organisational Development  
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**Background papers:** None.

**Enclosures/Appendices:**

Appendix A – Full survey results

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## Residents' Survey 2018

Elmbridge Borough Council is a local authority at the heart of the community. We are a progressive organisation; one that prides itself on listening to our customers and to providing high quality services as cost effectively as possible.

With a gross annual expenditure of £70M, we have a workforce of over 300 people and are supported by countless volunteers and numerous partner organisations.

## Section 1: Satisfaction with our services

This survey is open to those who live in, work in or visit Elmbridge. Please tick as many of the following statements that apply:

- I live in Elmbridge..... 81%
- I work in Elmbridge..... 16%
- I visit Elmbridge..... 3%

Elmbridge Borough Council is committed to providing a high standard of service and delivering good value for money to its residents. In order to do this we need to know how satisfied you are with the services we deliver.

**1 While Elmbridge Borough Council collects your Council Tax, we only retain 11% of your Council Tax, with the remainder going to Surrey County Council (76%) and Surrey Police (13%).**

**To what extent do you agree or disagree that Elmbridge Borough Council provides value for money for the services for which it is responsible?**

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
8%	59%	20%	7%

**2 To what extent do you think Elmbridge Borough Council acts on the concerns of local residents?**

A great deal	A fair amount	Not very much	Not at all
6%	48%	33%	7%

**3 To what extent do you agree or disagree that Elmbridge Borough Council is a leader in the community that you would turn to in a crisis?**

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
4%	33%	34%	15%

**4 Our priorities set out how we meet the goals of our five-year vision. These priorities are reviewed every year. To what extent do you agree or disagree with our four priorities for 2018/19?**

	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
<b>Character and Environment</b>	41%	41%	9%	5%
<b>Quality Services</b>	45%	34%	14%	5%
<b>Economic Development</b>	39%	33%	17%	6%
<b>Community Wellbeing</b>	38%	38%	13%	7%

**Are there any other Borough-wide key priorities that Elmbridge Borough Council should include?** Please specify below

Cheaper parking for shoppers. Traffic, especially on Monument Hill and through Church Street. Average speed Monument Hill 40/45 MPH and in some stretches of Church Street. The noise and the pollution is intolerable. Over ninety pe

Lack of local school places

Ensure that the community has a walk-in centre and that local residents are prioritised over travellers who do not contribute to the taxes in the area.

Stop locking residents and families out of public tennis courts!

Mental Health services

More schools and social care planning

State of the roads and pavements

Where I live, in Molesey, the noise from aircraft (departures and arrivals) has become unbearable, especially on Easterly operations. I feel that with the 3rd Runway, the quality of life in Molesey

Put more resources into the green spaces. Encourage all user groups (walkers, cyclists, horse riders etc) to use the recreational areas. Helps with mental health and general fitness.

Roads, youth crime, efficiency in how you run council owned buildings

Reopen the Hersham village hall immediately, carry out the essential repairs and cancel the costly feasibility report.

Get rid of the refuse collection co.

Youth/gang violence

Schooling, transport and crime prevention

The notion that they are delivering! Some genius decided to introduce payment for tennis courts.

Courts are empty and surprise surprise free apparently during summer when iuou find out be accident

I strongly disagree that Elmbridge Council are making the Character/Environment sustainable and attractive for Rodney Road Residents in Walton on Thames. Given the fact that The Health Centre has rece
Far too much building going on without infrastructure. Too many beauty salons, nail bars, restaurants allowed. Look at Hersham - even 2 school uniform shops opposite each other. Hideous buildings a
Joined up working with Surrey Police and SCC to address Borough issues like crime, traffic flow & school places
Roads safety does not seem to be a priority...
Cycling infrastructure. Eg. Continue the cycling path from kingston to esher.
Support small local business by making business rate more reasonable and affordable to run a business. The high street in Esher, Walton, Molesey and most parts of the borough becoming slum areas, wit
Policing: We need police that will disregard training that goes against any principals of enforcing THE LAW equally. Did you ASK your residents if they wanted to focus on HATE CRIME or OTHER PHYSICAL
Affordable housing for younger, first time buyers. Not just social housing
Innovation - actively look for new ways of working to provide services more effectively
Protect green spaces and the Green Belt
More doctors surgeries will be required to cope with the increase in population from the 3 huge building sites now underway . EG The Bird's eye site could accommodate this. Additional Car Park
Street cleansing has deteriorated dramatically since Amey were appointed. Generally very poor standard of street cleansing now the accepted norm. Very disappointing.
Traffic and transport: reducing speed limits in residential areas to reduce noise and danger to children; buses more frequent and cheaper would get more cars off the road.
Parking and traffic is a huge issue - we need URGENT action.
Measures to reduce the volume of traffic in the Borough (particularly in Weybridge) to reduce the high levels of noise, pollution and the chaotic and dangerous street car parking.
Promote housing by withdrawing affordable housing tax on new small single dwellings. It is a disgrace that Elmbridge and (Maidenhead) are the only councils who charge this tax on new small single deve
Provide water fountains at open spaces to discourage plastic bottles. Install WCs at Brooklands Community Park and other busy open spaces where children play.
Rights of pedestrians-they are under attack by both motorists and cyclists
"Affordable" housing for new families as well as key worker housing in town centre locations.
Can you help reduce traffic and pollution in Elmbridge?

Avoid over population with constant construction of new residential properties, particularly via conversion or demolition of commercial properties. Increasing population requires increased provision
Crime is out of control
As part of the first priority help to preserve green spaces including allotments regardless of who owns them
Protecting our open spaces from unauthorised traveller incursions (who are not permanent residents)
All the above priorities should be for permanent residents who contribute for these services through
Keeping the park equipment well maintained. A new basket ball stand wouldn't go amiss at hurst meadows open space. You have marked out and used an area to put in a pentanque area, when their are bask
You don't listen to the Community regarding houses, you are over building especially in Molesey and the infrastructure and facilities cannot cope with it as it is.
Solar energy on new builds, more smaller properties, less larger. Preserve the green belt, villages that are indicative of the Elmbridge character.
Review of outdated concept/design of landscaping and planting public areas. Can be upgraded so that it is still cost effective but has more interest and impact
Continued financial & other support for the Citizens Advice services
Roads and traffic issues ; making homes affordable ie our children on low salaries can afford to live in Elmbridge
Pot hole issues
The development within Cobham town centre could have been much more community friendly if you had listened to some residents WITHOUT any additional costs or financial loss to the developer!
I think it should give more publicity to its restraints, ie only getting 11% of the Council tax, and roads, schools etc being outside its control. Also ParGon housing which seems to serve its tenants
review air quality
Not often approving 2 for 1 builds
Implement controls over dog walkers, like Richmond Borough Council. Off-lead dogs in Council owned green spaces are an increasing nuisance, attacking homeowners pets and wildlife, disturbing wildlife
Protect the green belt Provide affordable housing Improve car parking
Get the Village Hall refurbished and open with a sense of urgency. Two years of doing nothing is
shameful! Stop the Childrens' Centres closing. Kill the foot high weeds growing everywhere along paths

Safety. Need police on the beat.
Sustainability - needs clearer definition. To my mind sustainability is about eco credentials. Accordingly, this should reflect your drive to develop cycle paths, alternative public transport facilities
We will work to ensure that Elmbridge is a vibrant place which supports and attracts young people and offers them decent affordable homes.
NO MORE STUPID PARKING RESTRICTIONS IN ROADS AND MAKE ALL PARKING FREE, ESPECIALLY FREE TRAIN STATION PARKINGS!!!!!!!!!!!!!!!!!!!!!!
Enforcement of planning regulations. Reducing anti social behaviour
Protection of green/ trees /wildlife spaces and increase number and size of green conservation areas
It is very confusing to know what is Surrey CC or Elmbridge BC's responsibility. The state of our roads is shameful. Improvement is desperately needed. It has been noted that the Council (whoever is
Recent events affecting me and my immediate neighbours have led me to question why we have a local council at all. The old adage: Why keep a dog when you do all the barking, springs to mind.

**5 Thinking about the last 12 months and your personal experience, please indicate whether you are satisfied or dissatisfied with each of the services provided by Elmbridge Borough Council.**

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not used/Don't know
Environmental Services e.g. noise nuisance, food hygiene, pest control, licensing and recycling, removal of graffiti	20%	44%	17%	8%	11%
Waste collection (recycling, refuse and food collection)	25%	47%	20%	8%	0%
Street cleaning	12%	46%	26%	13%	3%
Planning Services e.g. planning applications, tree preservation, heritage and conservation, planning policy, Community Infrastructure Levy	2%	33%	20%	17%	27%
Community Support Services e.g. Centres for the Community, meals on wheels and community transport, community alarms, supporting voluntary organisations	8%	22%	5%	4%	61%

Leisure and Cultural Services e.g. play schemes, parks, leisure centres and pools, museum and public halls	9%	41%	14%	12%	24%
Housing Services e.g. homelessness, housing register and housing benefits	2%	13%	7%	6%	72%
Council Tax collection	22%	55%	10%	5%	8%

**6 Overall, how satisfied or dissatisfied are you with the way we provide the services for which we are responsible?**

Very satisfied.....	8%
Fairly satisfied.....	63%
Fairly dissatisfied .....	20%
Very dissatisfied.....	6%
Don't know.....	3%

**7 Please could you tell us why you are dissatisfied with the way Elmbridge Borough Council provides the services for which it is responsible?**

It took a long time to deal with the problems of the travelling community and there is now a proposal to build diets for these people when they do not contribute to the local area. Instead local residents should be a priority
Planning permission is being granted too freely. The building on Oatlands Chase is becoming too dense causing big traffic difficulties. Large houses should not be demolished
Your 5 year plan is weak, and not representative of the whole borough needs and requirements
No enforcement of double yellow lines. Too slow to act on the horrendous summer of traveller incursions. Completely ignored consultation result on locking up tennis courts.
Not enough ability to feed back the issues to the council, no indication of steps taken, and nothing actually done.
Poor communication on any upcoming road works or other public related works
I feel that the area I live in used to somewhere to be proud to live in, good roads, upkeep of green areas etc. Now the upkeep of green areas, especially the sides of roads is awful. There is rubbish everywhere and I can't remember the last time I saw a road cleaner. Visitors to this area must be quite shocked. I know I'm embarrassed.

Just regarding Heathrow and the Councils relationship with them, with many of the Tory councillors backing the 3rd Runway.
The change in refuse collection is the worse I have encountered
The Parks/Playgrounds are full of empty gas canisters, the equipment needs replacing. The rubbish bins are not emptied on time. There is not enough done to help the homeless !!!
The streets are dirty, green spaces are not well maintained, Hersham village hall closed for political reasons. Everything seems dirty and run down.
We pay far more council tax than most other areas and yet there is very little investment in local economy, supporting young families and attracting business
After over a hundred complaints by myself you still can not get the simplest thing right. Many apologies from you but still the same situation.
The roads in and around Elmbridge are still very bad, they are only ever 'patched up' and no long term planning has been made. I would far rather roads be fixed properly even if that means closing them for a period of time and having to put up with the congestion that would cause because in the long run it will be worth it. I also thought that during the summer of 2018 the council were very slow
Potholes everywhere, had several car tyre punctures
planning services are poor Councillors have very little knowledge and are unsupportive of residents
Bins can be shambolic, tree and bush care and cutting back is non existent, green areas are cut but cuttings left strewn everywhere and all the weeds in open areas are left to take over when they used to be sprayed.
There is no personal service, understanding of your payers. This country is falling to the depths of horror. Zero compassion, just get the money. Appreciate you get a tiny proportion and SCC has mismanaged the spending, boosted their pensions and allowances, so more clarity is needed.
£175k to deal with the gypsies is unbelievable. The pot of money, the never-ending request is becoming intolerable
Problems with the plans to build on Stokes Field in Long Ditton. Losing Stokes Field will be a huge loss to the community.
It's a town for people to die in now. Business closing, soulless high street and no proactive measures from the Council of significance. It's a cosy culture where the Local MP is under very little pressure to deliver as many residents just vote for a an MP because of part affiliated with rather than someone that may actually deliver!
I am disasstisfied with the way Elmbridge Council provides its services for the following reasons: 1)
The Health Centre in Rodney Road, Walton on Thames, has recently extend its services; to 7:30am-9pm during Mon-Fri, and is open weekends and bank holidays. This change has come about without any consideration for or, consultation with local residents that live in the near vacinity and, yet due to Communal Gardening/vedges have been left and only select areas been

maintained Cycling infrastructure compared to Kingston. Speed limits in residential areas need to be 20

Mainly the waste collection or lack of .... has been our main concern and also issues with road line marking in Long Ditton

The roads are rubbish. It is virtually impossible to drive through our village and we have no real safe alternatives - no cycle highways like Kingston, the bus services are virtually non-existent in Thames Ditton. There is no money put into anything in our area

Council tax is HIGH. I live in a semi-detached fairly low value property and my council tax is too high for the area. I would like the chance to challenge my tax band every 5 years but this is not an option

POLICE do not do the job the PEOPLE EXPECT. We EXPECT POLICE to protect and instill ORDER and apply THE LAW equally. Now police are mainly concerned with hurt feelings vs dealing with

Slow, need better website and online services. Recently I was sent a PDF form by electoral services, with a covering email proudly telling me it was sent by email to reduce printing save the environment. Yet I have to print and return the form on paper for it to be processed. Sums up the attitude to digital services!

Very poor standard of street cleansing and very unresponsive to attend when you complain. They say they are coming but don't turn up. Amey your contractor is pretty hopeless.

We are one of the richest boroughs in the country, yet our services, facilities, roads, etc are probably the worst around. It's very shameful to live in a borough that's so out of touch with its residents and looks so grotty and run-down in comparison to those around us!

Street maintenance, why send a motorised lorry to clean the streets when all it does is go up and down the centre due to the roads being constantly jam-packed with parked cars? This is a ridiculous and blatant waste of resources. Made even more annoying by the fact that I often see pedestrian street cleaners down roads like Oatlands Chase Avenue. I wonder who, on the local council, lives down those.

It does not take sufficient account of the presence of so many students in Riverside-the generation of litter, often done in open defiance of any authority, by both school and college students, means that local residents have to clear up after them. The presence of speeding cyclists in the lanes is putting

everyone in danger-local politicians seem unaware of the number of accidents and constant friction

Crime is out of control. Roads have more potholes than a third world country.

Doesn't seem to innovate or come up with solutions to e.g. poor refuse collections, uninspiring townscapes.

The new sports hub is great. Just too bad it is not made available to residents. Should be free unlimited access to encourage sports activities.

Roads are in a shocking state

Totally disagree with fortnightly dustbin emptying. Too many roadworks still allowed at the same time.

Disagree with street lamps switch off after 1.00 am
Refuse collection remains an issue. Unreliable and insufficient. The new company is very poor.
Planning permission is issued for extensions REGARDLESS of genuine issues being raised by neighbours. Garages should NOT be turned into rooms exacerbating parking. Look and feel of neighbourhoods is being ruined by Elmbridge council ignoring their own published guidelines and issuing planning permissi
Expensive charge for removal of large waste items. Leaving extra waste bags if not in bins. Parking in Thames Ditton is hampering local residents - please make the village car park free to encourage parking there.
The whole area looks shabby and unkempt. The roads and pavements are disgraceful. Nothing is maintained or repaired. Every month there something new under threat of closure. We get Burleys back, but then they are not allowed to do more than the bare minimum.
Since the Tory regime got back in they just ride roughshod over everybody. They don't care what residents want or what their priorities are.
Streets and roads are rarely cleaned sufficiently - fallen leaves are left to gather in drains for months causing flooding when it rains. Numerous planning decisions are approved without due consideration for increases in traffic and for the protection of heritage.
The approval of demolition of listed buildings is shocking. The outsourcing of waste disposal and street cleaning has been disastrous.
There are no police walking the beat. The crime is going up. The xcel is falling apart, changing rooms need a revamp. Too many flats being built.
Given that the Borough's council tax is higher than average across the country I feel we have the right to expect a high level of service.
Some things that could be easy wins:- - eradicate car park charges across the borough- encourage people to use our local shops rather than go to Kingston or resort to online shopping. - drop charges for using the council waste sites - it's no wonder fly tippin
It is difficult to find the applicable area of responsibility when needing to make contact. When contact is made, responses may be professional - but responses are always fairly rude and abrupt. There doesn't seem to be very much focus on customer service/satisfaction
Hardly any services for homeless and vulnerable people and those with mental health issues. Over flowing bins and unhygienic river spaces.
The council needs to collect more council tax from the defaulters to pay for much needed services.
The contracts should be awarded for efficiency & effectiveness not because they're cheap. Waste collection has been appalling since the contract changed.
Please see previous note. Thank you.
As you send letters threatening court if we are a few days late with our (very overpriced) council tax no help or support given that staff are arrogant.

That you spray weedkiller on paths and parks WITHOUT NOTICE... i hope its not glysphosphate or you could be getting sued since the court case won in US that i put out small items/clothes etc to be recycled in bags on weekly bins (as offered) a

The free tennis courts now cost money and nobody is using them, the streets are covered in broken glass and used nitrous oxide canisters, fly tipping is absolutely rampant since extra charges were introduced at the tip - and those existing charges are being increased.

Several local graffiti artists are tagging everything in sight, which nobody seems able to control or clean up adequately.

Quality of streets and potholes Quality of paving in Walton and Weybridge shopping streets

The borough is scruffier. Permitted housing developments are too dense and without suitable facilities. Green space is being eaten up with "soft" development to allow dense development at other sites.

Cannot comment on your support for vulnerable people/groups but general environment seems to have deteriorated in certain areas.

Weeds left to grow everywhere in the roads and pavements. Station parking charges drive commuters to park inconsiderately in surrounding roads. Planning allows extremely ugly and unsustainable developments. Inefficient use of funds and resources.

How much does the annual cycling (Ride Surrey) blight cost us?

I am very concerned about the slow progress on the re-building of the pavilion at Claygate recreation ground. Despite large funds being raised by local people nothing has happened. I am under the impression that expensive project management was bought in by the council which seems to have hindered progress. It appears that money been squandered on this project with no result to date.

You approve planning applications for extensions with NO thought for objections, the neighbourhood, parking, the concerns of residents.

The refuse and recycling collection service is appalling and

unreliable and has been since you switched contractors. You WASTE money on things that don't matter (e.g. a Thames Ditton sign on Giggs Hill Green). You allow commercial activities on Giggs Hill Green

The Council seems to be swayed by lobbyists wielding money ie promises of economic development, rather than taking account of a longer-term wish by residents that services move towards being sustainable as well as improving the health and quality of life of the whole population, not just those with wealth.

Filthy streets, filthy pavements. litter everywhere, no public toilets, many removed but not replaced.

Rumours about Village Hall and Day Centre in Hersham being demolished. Rumours about Hersham Library being moved into "new" village hall, and also doctor's surgery. Rumours of 50 new flats being built on the "new" centre. 250k spent on day centre that would be demolished! Village Hall must be refurbished (existing report says 500k for both day centre and village hall so, 250k should be left for



10

**Which of these describes the reasons why you made your most recent contact with the Council? (Please tick all that apply)**

- To request a service ..... 11%
- To ask for advice/information..... 15%
- To report a problem/issue..... 33%
- To make a complaint..... 11%
- To pay a bill/make a payment ..... 9%
- To make a query about a service..... 11%
- Other (please tick and specify below). 7%

Parking review
Planning objection
To comment on the waste of money and resources spent on the Elmbridge Review – it has very little, of any, useful content
Planning
Cobham Conservation working group
Comment on planning applications
Document verification
Re a planning application
To comment about a planning application nearby
Object to planning application
To report the feat of my mother who had been in a council run respite memory group at Walton Day Centre, and also had assistance from Sight for Surrey
Attend planning application appeal
To respond to a consultation
With regard to a planning application

Village Hall closure
Planning
To register attendance at a meeting

**11 Thinking about your most recent contact with the Council, to what extent do you agree or disagree with the following statements?**

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	NA/Don't know
I waited an acceptable amount of time	26%	45%	7%	11%	10%
I was able to speak/write to an appropriate member of staff/service without difficulty	23%	43%	9%	10%	15%
I dealt with an acceptable number of people to get the service I required	24%	36%	8%	10%	23%
The number of times I had to contact Elmbridge Borough Council was acceptable	29%	35%	12%	16%	9%
I was treated fairly	30%	35%	7%	8%	20%
I felt confident that my privacy was fully protected	27%	33%	3%	2%	35%
Staff were competent/capable	25%	37%	12%	7%	19%
Staff were polite	28%	41%	4%	2%	26%
Staff kept me informed about progress	16%	29%	12%	14%	28%
The information I received was accurate and comprehensive	24%	36%	14%	13%	13%
The final outcome of my query/complaint was satisfactory	28%	28%	16%	20%	9%
Staff handled any problems or queries in a satisfactory way	21%	30%	14%	13%	21%

## Section 2: Green Spaces

### 12 To what extent do you agree or disagree that the Council safeguards the environment?

Strongly agree 2%	Tend to agree 56%	Tend to disagree 21%	Strongly disagree 12%
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### 13 Taking into consideration the various aspects of the service delivered by the contractors in parks and green spaces in general, can you tell us how satisfied you are with:

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Flowerbeds planted and well maintained	17%	60%	12%	5%	7%
Grass cut regularly	16%	51%	17%	9%	6%
Shrub/bed maintenance	12%	53%	17%	9%	9%
Leaves cleared in the autumn	6%	41%	29%	15%	9%
Wildflower areas looked after	10%	42%	13%	6%	29%
Hanging baskets	12%	47%	9%	6%	26%
Dog bin collection	6%	22%	8%	4%	60%
Litter bin collection	7%	46%	18%	10%	19%
Site litter collection	3%	30%	15%	10%	42%
Pathways maintenance	5%	44%	25%	19%	7%
Pond maintenance	4%	18%	5%	1%	72%

### 14 What is your overall impression of the parks and green spaces in Elmbridge?

Very satisfied 16%	Fairly satisfied 66%	Fairly dissatisfied 12%	Very dissatisfied 3%
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**Please add any comments you would like to make**

Lack of flower beds' lack of colour in parks. Complete lack of litter bins in parks, urgent need, security in parks not good.
Elmbridge residents are fortunate to have a high number of public spaces, these are well looked after by the council.
When they're not taken over by travellers!!
They need protecting from proposed housing development especially green belt
Lovely when they don't have travellers taking them over!
The grass in the parks needs mowing more frequently
Unable to use them for most of the summer due to the council's lack of action against travellers, and the poor attempt at cleaning and maintenance after travellers have moved on. It hasn't been safe to use most parks with my 16 month old due to glass, faeces and other waste
Parks are good just wish the people that frequented the parks treated it so well, rubbish left often, dog waste not picked up, this shouldn't be down to the council
Dog waste bins needed
There has been a notable increase in littering down Rodney Road, and people abandoning household items (just yesterday saw a green box full of empty beer cans at the pedestrian entrance to Inwood Court (just behind the screening buses/near to Paragon's Residents Parking car park).
Parks are generally well looked after - make sure you don't build on them. Cemeteries overgrown - Burvale.
Charges for tennis leave courts empty now - very disappointing, no longer use them
Contractor very hit and miss
The splash park in Hershaw felt a bit neglected during the summer, especially after the travellers had used the site. The sand pit smelled of urine and was unusable.
Long ditton field covered by travellers. Exercise machines need maintenance.
Although I do agree with most of the previous statements, the big concern is the food hygiene as I don't believe it is monitored as it should be and re-rating should be carried out annually I have been to places with 4-5 star cafes and they should get 0 star or closed down!
There is a LOT OF LITTER at the OXSHOTT STATION as the station does not maintain the walkway. Also ELMBRIDGE does not protect its green spaces. Our community should not have to pay to regenerate a playground sandpit because of illegal WEEING in it by certain people. Elmbridge is terrible with enforcing a restriction on litter and parking where cards are not allowed.
put in some callisthenics equipment / rigs instead of outdoor gym machines
Maintenance of the play equipment needs to be looked at and ensure it is safe and fit for purpose.

<p>Hersham Green is the green space I have most experience with and this is being damaged by the weight of the fairs when hired out. The soil is now very compacted and waterlogged in heavy rain.</p>
<p>Walkers paths around the wey towpath and Jessamy Road need to be retarmaced - looking very tired.</p>
<p>Much better now back with Birleys. Need more help at Weybridge Cricket Green</p>
<p>As well as water fountains and WC already mentioned; we need more dog poo bins at desborough. Need the grass cut more often there. Need the hedgerow cut back along the riverside walk at Brooklands as it is impassable.</p>
<p>Step in and stop any development on allotment land even I'd not owned by the council</p>
<p>Grass cutting was dreadful over the past year. I don't see any evidence of ponds being looked after.</p>
<p>They could use more rubbish bins, however not sure that even those will make people tidy up after themselves</p>
<p>Often scruffy and look unloved</p>
<p>The healthy walks programme and its volunteers is to be commended - Well done all involved,</p>
<p>I'm pleased about the work in the woods in West End. Somewhat disappointed with rubbish and dog bins overflowing</p>
<p>Giggs Hill Green is used for commercial purposes causing parking chaos and impinging on residents enjoyment of the public space. Fitness trainers, fetes, "fun" runs, cricket club parties (with marquis). Please STOP allowing commercial activity on the green. If I moved my business to Giggs Hill Green I would be stopped. Why are other businesses allowed to operate on it??</p>
<p>I feel the street scene standard is low. Outside Weybridge job centre wheels bins line up. Pavements in Weybridge are a mish mash of materials were repairs are piecemeal. buildes are allowed to put up buildings that do not reach to highest energy conservation standards.</p>
<p>The Long Ditton area seems to get a bit neglected compared to Weybridge</p>
<p>Parks and open spaces are increasingly used for antisocial and illegal purposes. In areas where the Council has asked dog walkers to keep pets on a lead, this is being completely ignored. Off-lead dogs are chasing other pets and wildlife and harming wildlife breeding areas. Dog faeces on lawns is a health risk to children. The Council should follow the lead taken by Richmond Borough Council in controlling dogs</p>
<p>I live at the very end of Effingham Road and I tend to go/walk to Surbiton. I often cross Victoria</p>

Park but I hardly ever use Elmbridge parks.

better painted parking bays in the car park for West End

A difficult year with the traveller incursions leaving mess - the childrens play area at Cobham rec could have been cleaned quicker

Let Burleys do the job properly and stop cutting corners.

Mostly done pretty well but the hot weather spoilt a lot of flower beds and boxes

These are important to me - the well managed green spaces help to improve my quality of life.

What about protecting the Green Belt?! This is an environmental resource that's being destroyed by planning decisions.

There are too few bins provided and often litter strewn.

they are shrinking, that we are not told when you spray them with weedkiller, that you dont cut shrubs down reguarly, that you have blocked gates, and now totally banned all travellers from elmbridge- where are they to go?

Bins constantly overflowing, litter and broken glass everywhere.

## Section 3: Communicating with you

### 15 How often do you use the following to receive information about Elmbridge Borough Council?

	At least once a week	Several times a month	Several times a year	Less often	Never
Local newspapers	7%	10%	13%	18%	51%
Local radio	3%	3%	5%	19%	70%
Council magazine (The Elmbridge Review)	3%	5%	53%	23%	16%
Free local magazines	1%	8%	39%	22%	29%
Council noticeboards	1%	8%	19%	29%	43%
Council website (elmbridge.gov.uk)	7%	13%	56%	15%	8%
Public meetings	0%	1%	11%	36%	52%
Facebook	7%	7%	7%	12%	67%
Twitter	5%	7%	6%	11%	71%
By email	4%	8%	32%	23%	33%
Local websites	5%	9%	26%	24%	36%
Leaflets	0%	5%	29%	37%	29%
e:review (Council digital newsletter)	1%	4%	27%	15%	53%

**16 Which topics of interest would you like the Council to keep you informed about?  
(Please tick all that apply)**

News.....	13%	Emergency	
Consultations.....	13%	information.....	11%
Events.....	11	Places to visit.....	7%
Democracy.....	5%	Budget information.....	8%
Community Safety.....	10%	Information about local businesses.....	5%
Jobs .....	2%	Other (please tick and specify below) ....	1%
Planning.....	14%		

**17 Do you use social media? e.g. Twitter, Facebook, Instagram**

Yes..... 64%

No ..... 36%

**18 Do you follow or look at any of the following Elmbridge social media accounts?  
(Please tick all that apply)**

@ElmbridgeBC..... 23%

@EnterpriseElmb..... 4%

ElmbridgeBC Instagram account..... 1%

My Elmbridge Facebook  
page..... 16%

Elmbridge Shout! Holiday Activities  
Facebook page..... 5%

LinkedIn..... 5%

YouTube..... 4%

None (please could you tell us why in  
the box below?) ..... 41%

I don't feel it would provide me with relevant information for me
I didn't know about them and I don't see social media as a way to effectively communicate official information
Just not much on social media
Life s too short. When I want information I check the EBC website, or ask our councillors (sometimes at Residents' Association meetings) but I don't want EBC to "push" PR information at me.
I am already innundated with digital technology, so I look at the Elmbridge website if needbe
I use social media for 'fun' topics such as news from friends
not aware of them
Not exactly a priority in life
Never heard of them. Now that I have, what are the differences between each of them?
use council website when want to know something - use Facebook and You Tube (but not often), but not Twitter/LinkedIn
Selective with social media accounts as simply too many notifications and alerts. Want to have access to a really excellent website for information.
I generally get too many updates from pages I follow
I only use social media to keep in touch with friends
Find information by other means
I am "forced" to use Social Media for a number of professional and private matters; I am "Social Media-ed Out" and don't want to be forced to spend any more time on it than I do already
not aware of them
Only have a facebook account, which I don't use much.
Didn't know about them. And some aren't relevant to me
Didnt know about them
Was not aware of them
Did for a bit, but just found it to be the same old faff and no real meat.

Prefer to find what I need when I need it
NitBut needed to
Don't have time
Didn't know they existed
Didn't know there was an online presence
Never thought about it
Not interested
Not well publicised, or content is lightweight
Wasn't aware of them. Would also like newspapers or magazines but haven't been given any info on how to get them
Not aware of them and it's not what I use social media for
Little interest
Haven't felt the need to follow. Will look when I need to
I very rarely use my Facebook account, (too busy), and I would expect our local council/(elected local councillors to inform residents through their regular news letters) to inform us of any significant changes to Rodney Road and the NHS services/facilities therein.
Didn't know they existed
no
Tend to use more traditional methods of accessing council info
not aware of them
Didn't think to look for Elmbridge on these sites
Haven't felt the need
Didn't know about them, don't use twitter often--> no response if I did use twitter which is a problem. Follow elmbridge police
not very interesting, would only use twitter if they used it properly to repsond to reports intead of telling you to fill in a form

didnt know they existed
Didn't know they existed
Spend too much time on social media already
Didn't know they existed.
I haven't been very aware that Elmbridge were operating social media accounts.
I didn't know about them
Didn't know they existed
Not aware of the sites that exist. Weybridge Network on Facebook is the main site for local discussions
I wasn't aware of them
I already find that I have to spend more time than I wish online just to run my life. I therefore limit myself to only using Social media for what I deem to be essential to my daily life
Social media is not an appropriate way to communicate Council business
I am not a fan of any non traditional information sources !
Didn't know you had such sites !
It's never occurred to me to look! I regularly see Weybridge, Walton, Hersham and Long Ditton local groups.
I go to the website when I need to know anything
Did not know they existed.
I only use Facebook to keep in touch with friends
Dont get them
Didn't know they existed.
I like to get the information I want, when I want it
Didn't know Twitter handle

## Section 4: Your neighbourhood

In this section we want to know what you think of your local neighbourhood. When answering please consider your local area to be the area within 15 - 20 minutes walking distance of your home.

### 19 To what extent are you satisfied with your local area as a place to live?

Very satisfied.....	38%
Fairly satisfied.....	49%
Fairly dissatisfied .....	10%
Very dissatisfied.....	2%

### 20 To what extent do you agree that Elmbridge is a good place to live and work?

Strongly agree.....	36%
Tend to agree.....	50%
Tend to disagree.....	10%
Strongly disagree.....	2%

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