



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?

| | Strongly agree | Tend to agree | Tend to disagree | Strongly disagree |
|----------------------------------|-----------------------|----------------------|-------------------------|--------------------------|
| Character and Environment | 41% | 41% | 9% | 5% |
| Quality Services | 45% | 34% | 14% | 5% |
| Economic Development | 39% | 33% | 17% | 6% |
| Community Wellbeing | 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 pot holes 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

Rubbish should be collected weekly. I pay £313 a month and as a widow on limited income with an elderly, I receive no support.

Not up to scratch IMO.

Lack of response to our wishes and just not listening to our needs in most areas unless pushed....

1. Too much development is ruining our area 2. Council officials are slow to react to requests (I am still waiting for a reply to a letter I sent to the Council 5 weeks ago!)

As a resident in Molesey I feel that it is an ignored area of Elmbridge. The shops in Walton Road are dominated by Tesco and small business have either closed or are struggling to survive. The only bank has gone. The car park charges made parking difficult and cars clog the roads and many pavements are impossible to walk on because of selfish parking either vehicles hanging over the garden boundar

You have turned off our street lights, leaving our properties, cars and own safety at risk. Particularly bad for those in the area with teenagers returning home late and shift workers. Unacceptable.

Council tax collection; this needs urgently addressing. I have found this to be difficult at best and your policies need to be reviewed and updated to take into consideration all situations.

8 Have you contacted Elmbridge Borough Council in the last 12 months?

Yes..... 63%

No 37%

9 How did you contact the Council? (Please tick the main way you contacted the Council. Tick one box)

By telephone..... 39%

By email..... 41%

By letter 2%

In person..... 9%

Via the Council's website..... 73%

Via social media..... 0%

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% |
|----------------------|----------------------|-------------------------|--------------------------|

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% |
|-----------------------|-------------------------|----------------------------|-------------------------|

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 cars 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% |