

Annual Residents' Survey 2009

Focusing on our customers, improving continuously,
providing value for money, valuing diversity and equality

**Prepared For: Corporate Management Board, Officers and
Councillors**

February 2010

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Executive Summary

The purpose of this report is to highlight the findings of the recent Residents' Survey 2009. This document brings together information on residents' views about various services provided by the Council, whilst measuring levels of satisfaction with some of those services. The survey was sent to 1057 members of the Citizens' Panel and generated a good response of 75% (in total, 794 responses). The objectives of the 2009 Residents' Survey were to obtain views on various services, including whether things have got better, stayed the same or got worse within the Borough and to support the Council's key priorities. Some of the questions were altered thereby making any comparison with previous resident surveys impossible.

Key results from the survey are as follows:

Cleanliness

- Almost three quarters of respondents ticked very or fairly satisfied 74% (in total, 579) when asked about litter on their street
- Over three quarters gave a favourable response regarding satisfaction with litter in parks and open spaces 80% (in total, 451)
- Levels of satisfaction for fly tipping are very high (your street 90%, parks and open spaces 81% and Epsom Town Centre 87%). Satisfaction for Stoneleigh Broadway is 58% with 41% ticking neither agree nor disagree
- The majority of respondents gave a favourable response for fly posting (your street 91%, parks and open spaces 84% and Epsom Town Centre 76%). Again satisfaction for Stoneleigh Broadway is 53% with 44% ticking neither agree nor disagree.

Waste Services (Refuse & Recycling)

- Overall, 73% (in total, 483) of respondents were satisfied with the Council's new refuse and recycling service and 80% (in total, 599) with the types of materials they can now recycle from their doorsteps
- Over three quarters of respondents 82% (in total, 634) stated that the new waste collection service enable them to recycle more materials and 18% (in total, 142) ticked no
- Nearly half of respondents buy bio bags to dispose of their weekly food waste 44% (in total 333), a further 18% (in total, 140) use paper and 13% (in total, 102) bin it unwrapped. However, 24% (in total, 186) indicated that they do not use a food caddy
- Recycling food waste has made the majority of respondents realise that they produce less food waste than they thought 67% (in total, 461)
- The top three most recycled materials are newspapers and magazines, glass bottles and jars and plastic bottles. Other materials that respondents would like to see included in the service are tetra drinks cartons, metal and electrical items
- Over half of respondents composted at home 59% (in total, 456) and 41% (in total 322) did not. The majority of respondents 80% (in total, 615) were aware of the Council's home composting offer.

Community Safety

- The top three nuisances or anti-social behaviour that respondents suffered in their neighbourhood were loud / fast cars / motorcycles, dog mess and parking problems
- Respondents felt either very or fairly safe in their neighbourhood irrespective of the time of day it was (During the day 99%, after dark 84%)
- The majority of respondents have not been a victim of crime in the past 12 months 84% (in total, 512)
- The majority of respondents gave a favourable response when asked about how safe they felt in relation to crime 93% (in total, 724) and public order 80% (in total, 615)
- The majority of respondents felt that the level of crime in Epsom & Ewell has stayed the same 70% (in total, 544) and 61% (in total, 471) stated that level of anti-social behaviour has stayed the same.

Information Technology

- Half of respondents stated that they use the Council's website 50% (in total, 388) while the other half ticked no 50% (in total, 386)
- Respondents were asked to state what the Council could do to encourage them to use it and the majority said to advertise its use more widely in local newspapers and Borough Insight
- The majority of respondents 94% (in total 350) like the new look Council website
- Over half of respondents 57% (in total, 338) use the website for accessing general information and 75% stated that it was easy to access information relating to Council services.

Cash Office in the Town Hall

- Only 11% of respondents (in total, 83) have used the cash office facility in the Town Hall
- Overall, 87% (in total, 72) were satisfied with the convenience of opening hours, 92% (in total, 76) for availability of customer service staff and 93% (in total, 75) for the length of time before they spoke to a member of staff.

Contacting the Council

- Only 47% (in total, 353) of respondents have contacted the Council's Contact Centre in the past 12 months with 53% (in total, 405) stating that they have not
- Satisfaction with the service provided by the Contact Centre when compared over the years is very high eg availability of customer service staff (2009 90%, 2007 88% and 2005 88%), length of time before you spoke to a member of staff (2009 89%, 2007 86% and 2005 87%)
- Overall, 31% of respondents have contacted the Council with a complaint and 61% were satisfied with the way in which their complaint was handled.

Sports & Recreation

- The top factor preventing respondents from being more physically active within the Borough is time 52% (in total, 414)
- The top three sports and leisure activities respondents would like to see developed are walking, cycling and swimming
- The majority of respondents stated that they do not use outdoor bowls, grass pitches, all weather pitches, outdoor basketball courts, athletics track and outdoor tennis courts
- However, 35% (in total, 259) of respondents have used The Rainbow Centre from more than once a week to less than a month.

Community Engagement

- The majority of respondents have taken part in local elections 62% (in total, 493)
- Only 11% (in total, 79) of respondents stated that they are very or fairly involved in the Council's decision making (2007 47%, 2005 42%)
- Nearly three quarters of respondents 71% (in total, 548) have not worked in a voluntary capacity in the past year.

General

- Over half of respondents gave a favourable response regarding satisfaction with The Playhouse 63% (in total, 471), this was followed by Bourne Hall 60% (in total, 445)
- The most accessed or read information was Borough Insight 86% (in total, 683)
- Overall 76% (in total, 587) stated that the way the Council runs things have stayed the same in the past year
- The majority of respondents gave a favourable response 68% (in total, 530) regarding the way the Council runs things.

1. Purpose

The purpose of this report is to highlight the findings of the recent Residents' Survey 2009.

This document brings together information on residents' views about various services provided by the Council, whilst measuring levels of satisfaction with some of those services.

2. Background

The latest Residents' Survey was sent to residents in October 2009. A number of topics were decided upon, relating to service areas within the Council. A questionnaire was re-designed to explore respondents' views on these areas. Where possible, this survey has taken a strategic approach in that some of the question areas support the Council's Key Priorities.

The results from this survey will be compared where needed with those from the 2007, 2005 and 2004 Residents' Surveys in order to assess the improvements made over the past 4 years. There was no residents' survey carried out in 2008 due to the statutory Place Survey that all local authorities were required to conduct on behalf of Central Government.

3. Methodology

3.1 Objectives

The objectives of the 2009 Residents' Survey were:

- To measure levels of satisfaction with various services
- To obtain views on various services, including whether things have got better, stayed the same or got worse within the Borough
- To support the Council's Key Priorities.

3.2 Questionnaire Development

The questions were developed in liaison with Directors, Service Heads and Managers.

Subject areas covered by the survey include:

- Street cleanliness
- Refuse & Recycling
- Community Safety
- ICT
- Cash Office in the Town Hall
- Contacting the Council
- Sports and Recreation
- Community engagement
- Overall satisfaction with the Council.

3.3 Methodology

The Residents' Survey was sent to members of Epsom & Ewell Borough Council's Citizens' Panel, FEEDBACK, in the first week of October 2009. The panel comprised of a group of local residents, broadly representative of the Borough's population, who are sent questionnaires on Council and other local issues on a regular basis (up to five surveys per year). Panel members are sent £3 reward vouchers for each completed survey that they return.

1057 questionnaires in total were sent out: by post and by email via a web-link to panel members who stated on their panel membership forms that they would prefer to be consulted in this way. A reminder letter was sent just over one week before the closing date, to all those who were yet to return their forms, in a bid to increase the response rate. The closing date was Friday 16 October 2009.

Questionnaires were sent out with a unique reference number (URN), allowing for returns to be tracked, reminder letters to be sent and reward vouchers to be issued. The panel is broadly representative of the Borough's population, as members are recruited using statistics obtained from the 2001 Census. Questionnaires returned by email were automatically imported into the survey design and analysis package, SNAP 10. The paper returns were sent to an outside agency for data input. The results were analysed by the Council's Consultation and Communications team using SNAP 10 software.

The Panel was recently refreshed to increase the number of new members with extra measures taken to attract ethnic minorities, young people (aged 18 to 24) and disabled groups. However, new members did not take part in this survey. A flyer inviting residents to join the panel was sent to all households in the Borough and as a result 350 new members joined. The Consultation and Communication Team as part of their recruitment plan will continue to seek ways of encouraging and engaging with residents from minority and disabled groups. As part of the Equalities Law, a sexual orientation question was also added for the first time since the panel was developed. Both old and new members had to answer this question.

3.3 Costs

The costs of the survey can be found below. Please note that these costs exclude postage costs, as these are picked up by a central budget.

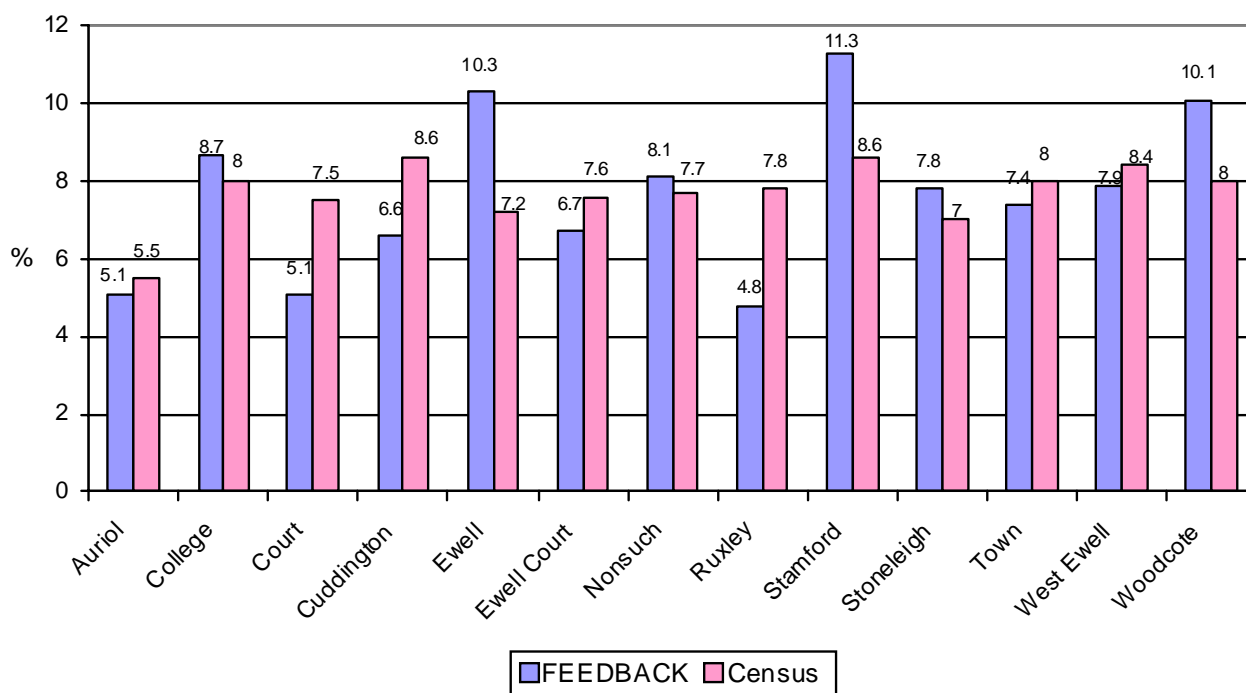
Envelope stuffing:	£ 69.00
Data entry:	£ 955.79
Reward vouchers:	£ 2,910.00
Total cost:	<u>£ 3,934.79</u> (including VAT)

4. Results

4.1 Sample information

A total of 792 surveys were returned, generating a response rate of 75%. This is slightly lower than previous surveys (2007 83.6%, 2005, 88.5%). However, the panel was recently refreshed and the next survey will hopefully have a higher response rate.

Ward

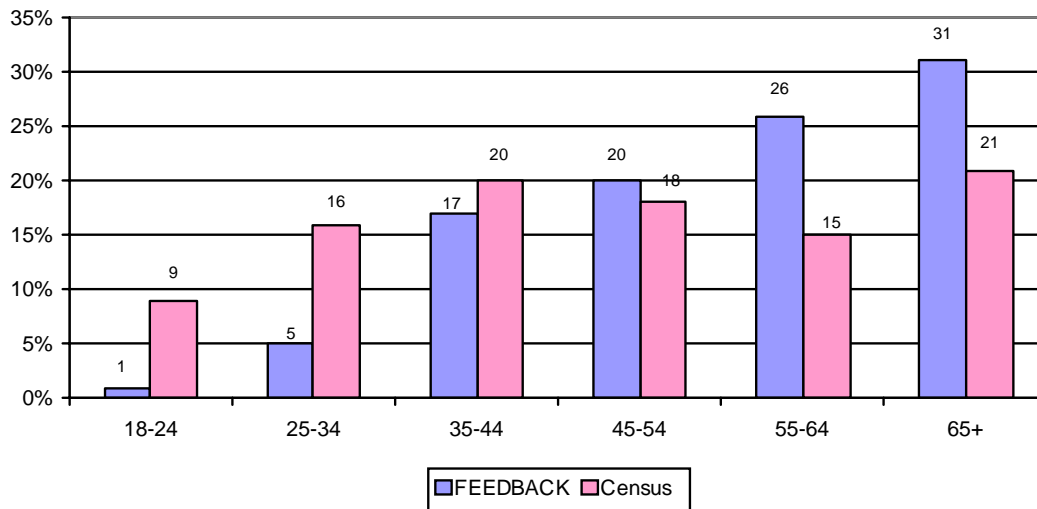


	Auriol	College	Court	Cuddington	Ewell	Ewell Court	Nonsuch	Ruxley	Stamford	Stoneleigh	Town	West Ewell	Woodcote
Base	38	65	38	49	77	50	60	36	84	58	55	59	75

Base: 744

In the 2007 survey results, the panel was underrepresented in Auriol, Court, Cuddington, Ewell Court, Ruxley and Town wards. This is still the case however most of the wards are only slightly under or over the population figures. It is worth noting that due to the sample size, this does not affect the representativeness of the results.

Age



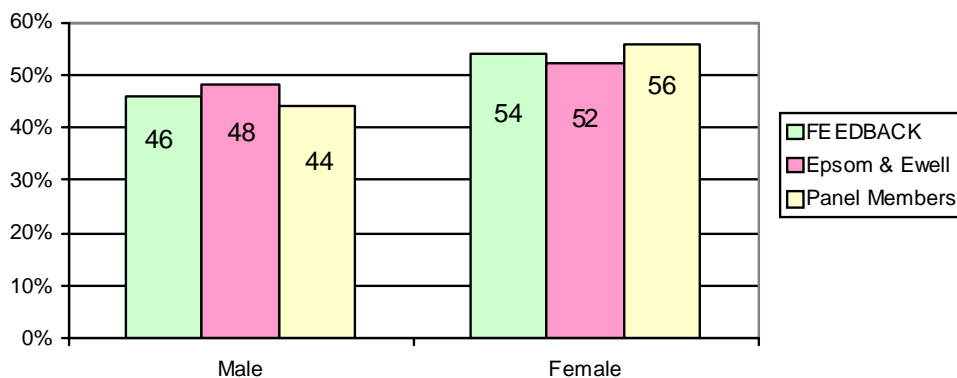
Base: 739

The Citizens' Panel is slightly over-representative of the 65+, 55-64 and 45-54 age groups, while the 18 to 24 25 to 34 and 35 to 44 age groups are underrepresented. Measures have been taken to even out the gap, as part of the panel recruitment campaign undertaken in 2009 and will continue to be explored.

Age Group	2009 Survey Results		Access Database Before Panel Refresh		Access Database After Panel Refresh	
	Base	%	Base	%	Base	%
18-24	4	1	27	2	43	4
25-34	38	5	123	9	138	11
35-44	127	17	216	16	245	18
45-54	145	20	212	18	245	18
55-64	193	26	269	23	319	24
65+	232	31	308	27	366	27

Please note: The Residents' survey 2009 was carried out before the new members were added on the panel.

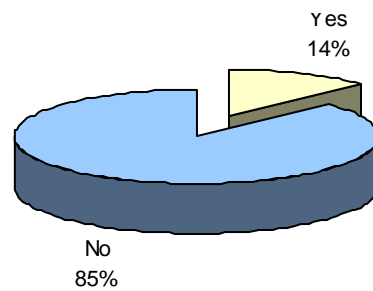
Gender



Base: 870

Of those that responded 46% (in total, 338) were male, slightly lower than the Borough population of 48%, while 54% (in total, 403) were female, higher than the population of 52%. This response is broadly representative of the population of Epsom and Ewell and our panel as a whole.

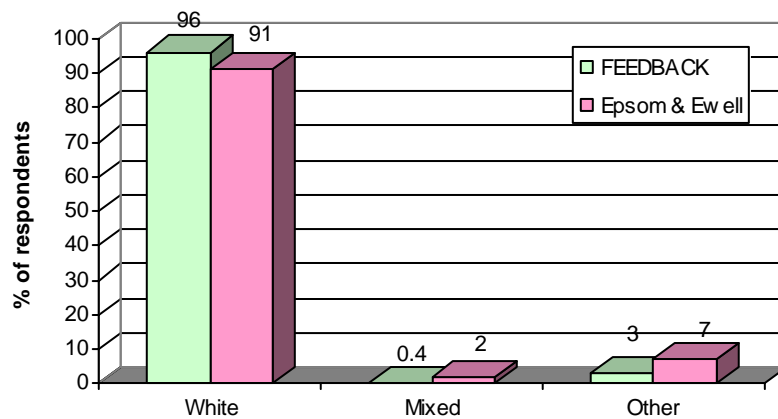
Disability



Base: 872

In the 2007 Residents' Survey, 12% of respondents indicated that they have a disability. This has increased slightly to 14% (in total, 100) in the 2009 survey and is the same as in the Census figures from 2001.

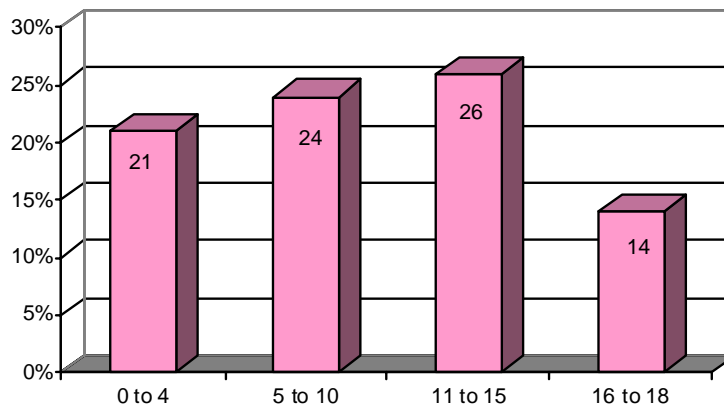
Ethnicity



Base: 823

The percentage of respondents that were from a mixed or other background was 3.4 as illustrated on the graph. The majority of panel members are white however, 7% (in total 113) are either mixed or from other ethnic minority backgrounds as a result of refreshing the panel. This was 6% (in total, 66) before the panel refresh. We are exploring interactive ways of including the difficult to engage with groups in order to boost numbers and make sure they have a say in how to shape and improve services provided by the Council.

Age Groups of Respondents' Children



Base: 393

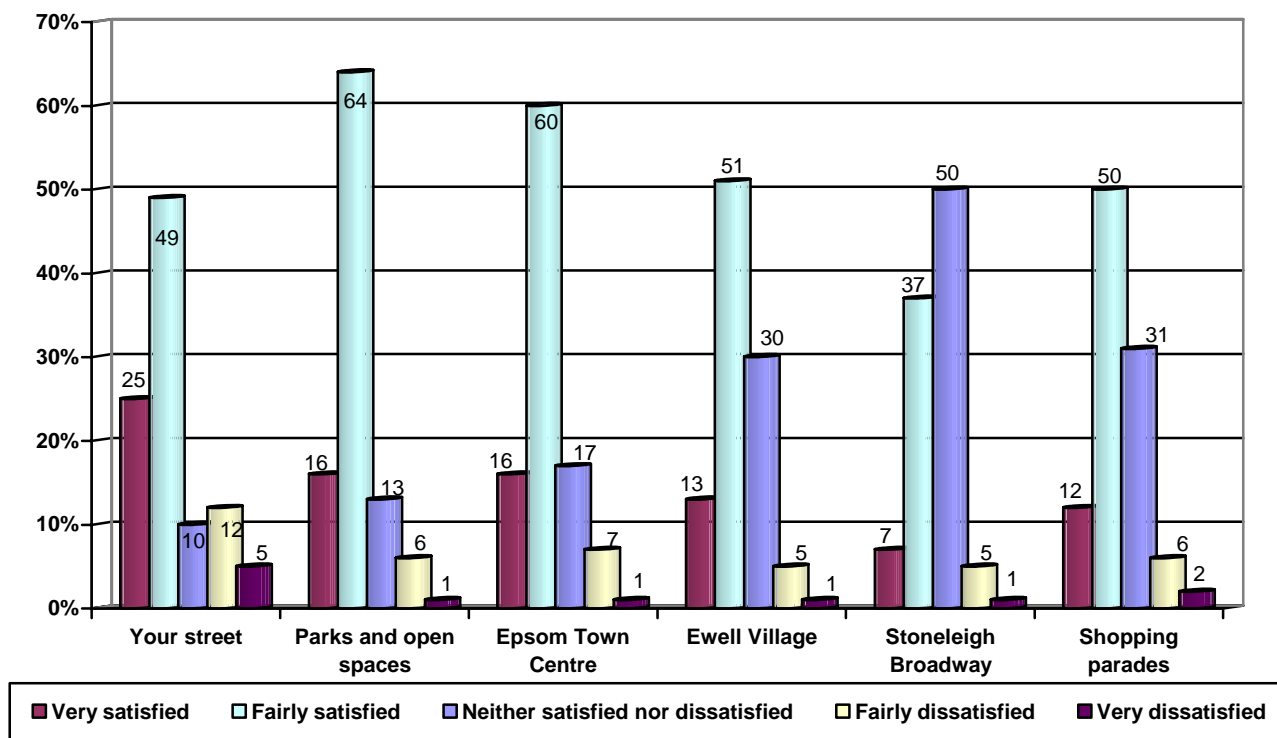
It should be noted that some respondents had more than one child in each age group and children in more than one age group.

4.2 Results

The results of this survey are analysed question by question. Where appropriate, further analysis has taken place and results have been compared with previous surveys in order to gauge improvement. Please contact the Consultation & Communication team should you require any further analysis.

4.2.5 Cleanliness

Question 1 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of litter?

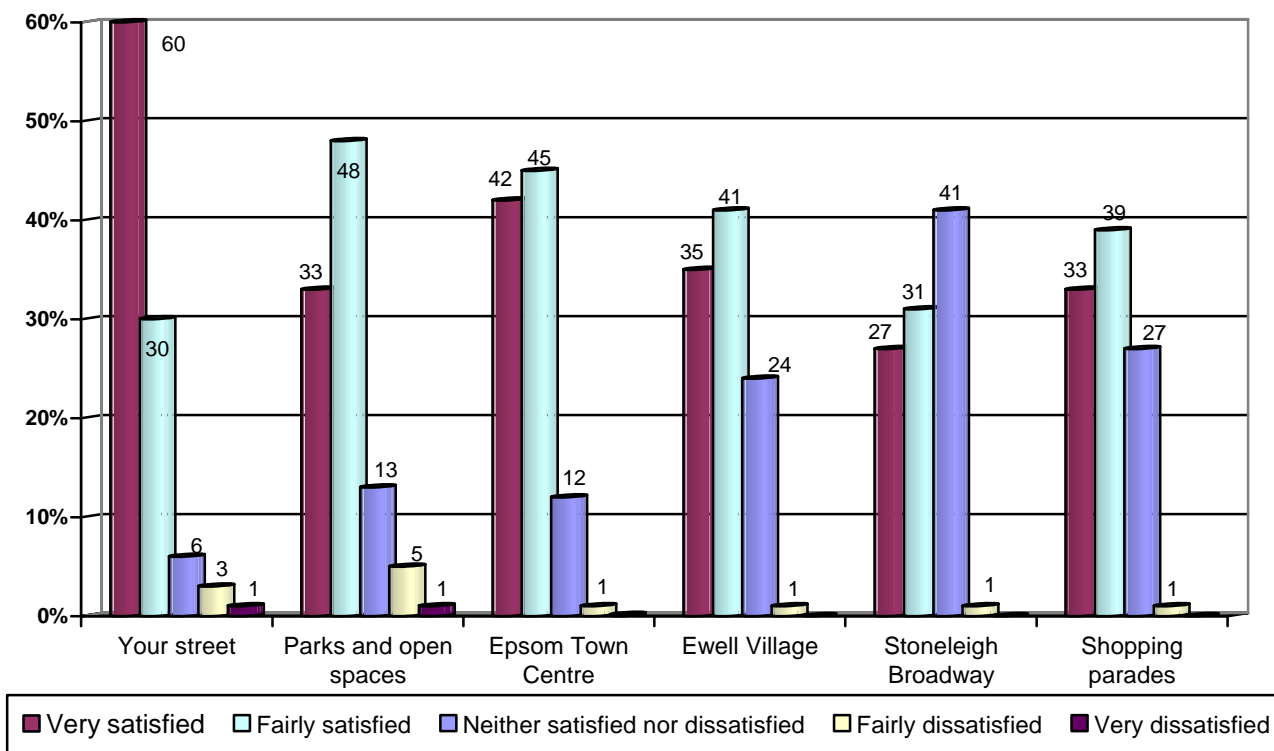


	Your Street	Parks and open spaces	Epsom Town Centre	Ewell Village	Stoneleigh Broadway	Shopping parade
Base	779	771	777	720	674	725

Almost three quarters of respondents gave a favourable response when asked about the cleanliness of their street (74%, in total 579) while 16% of respondents gave an unfavourable response (in total, 126). Over three quarters 80% (in total, 614) ticked very satisfied or fairly satisfied with parks and open spaces. Again 75% thought (in total, 583) Epsom Town Centre was clean. 62% (in total, 451) gave a favourable response when asked about the cleanliness of shopping parades. However, half of respondents ticked neither agree nor disagree about Stoneleigh Broadway (50%, in total 339).

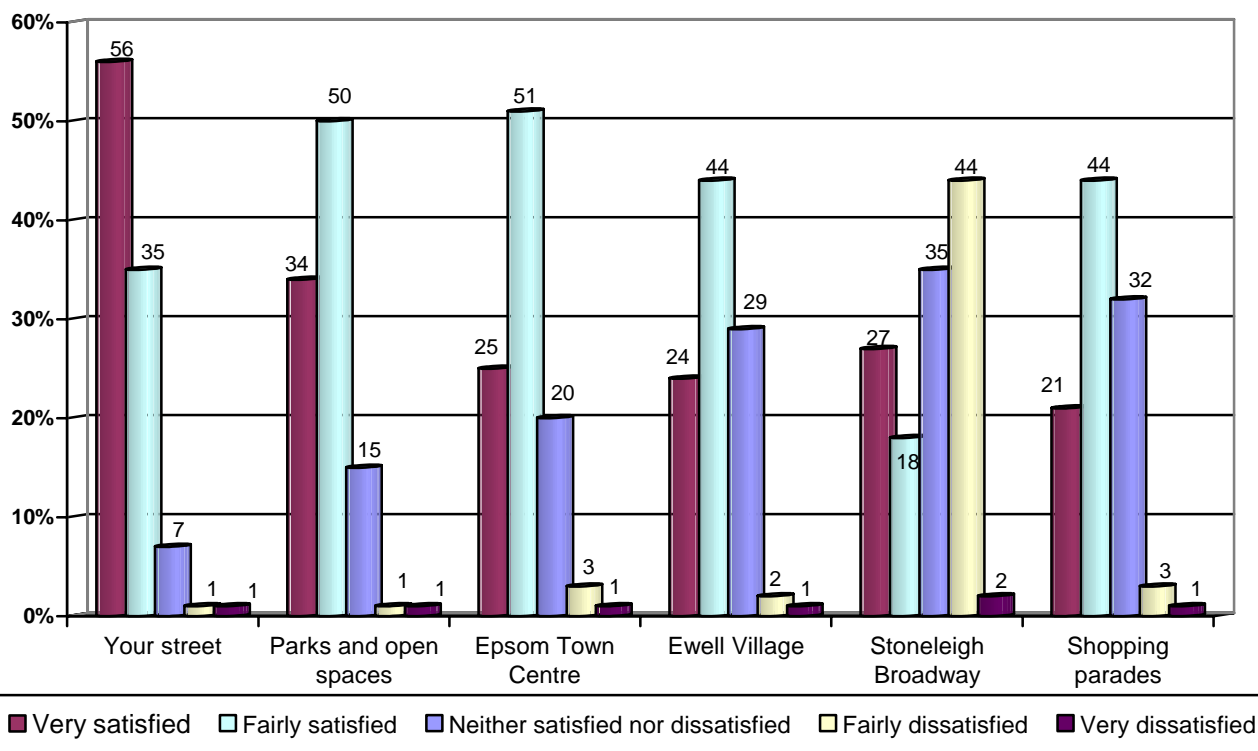
This question was changed to reflect National Indicator 195 and is therefore not comparable to previous years' results.

Question 2 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of fly-tipping?



Fly tipping	Base	Total satisfaction	Neither satisfied nor dissatisfied	Total dissatisfaction
Your Street	779	90%	6%	4%
Parks and open spaces	769	81%	13%	6%
Epsom Town Centre	697	87%	12%	1%
Ewell Village	720	76%	24%	1%
Stoneleigh Broadway	679	58%	41%	1%
Shopping parade	724	72%	27%	1%

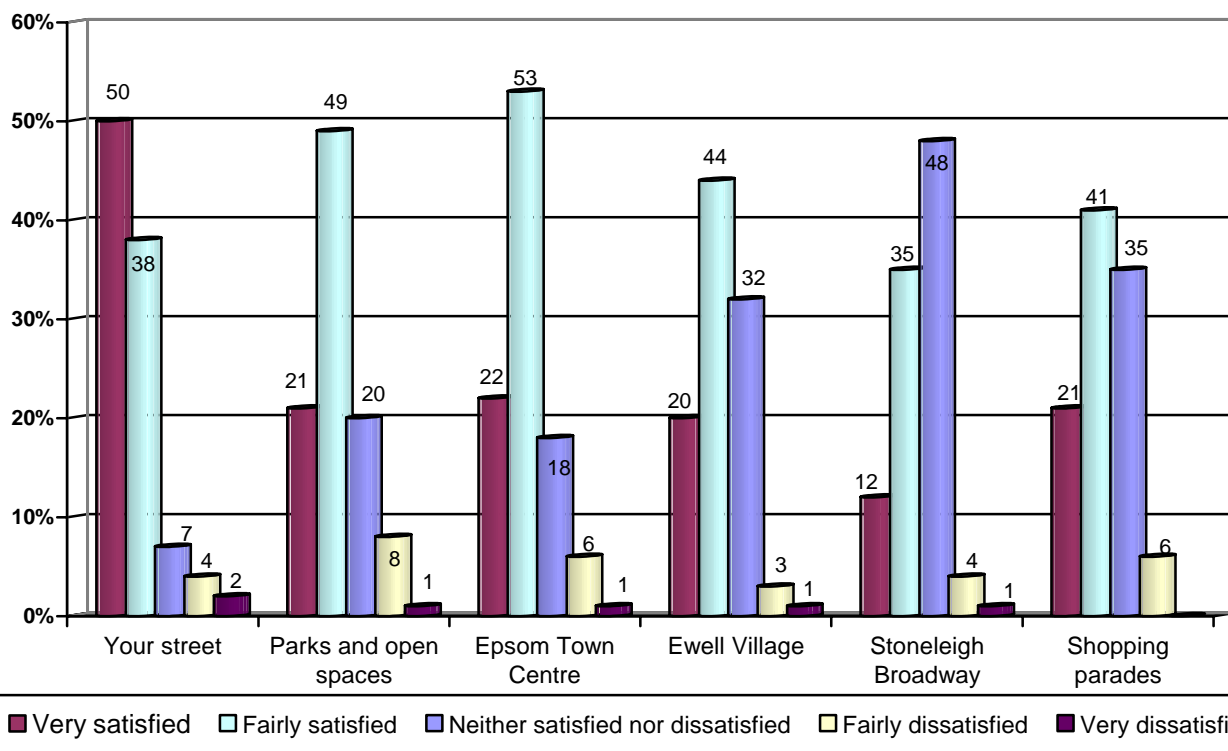
Question 3 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of fly posting?



Fly posting	Base	Total satisfaction	Neither satisfied nor dissatisfied	Total dissatisfaction
Your Street	778	91%	7%	2%
Parks and open spaces	765	84%	15%	2%
Epsom Town Centre	767	76%	20%	4%
Ewell Village	718	68%	29%	3%
Stoneleigh Broadway	678	53%	44%	3%
Shopping parade	720	64%	32%	4%

Questions 1 to 3 could not be compared to previous years' results because they have been altered, making any comparisons made inaccurate.

Question 4 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of graffiti?



Graffiti	Base	Total satisfaction			Neither satisfied nor dissatisfied	Total dissatisfaction		
		2009	2007	2005		2009	2007	2005
Your Street	777	88%	80%	77%	7%	6%	12%	4%
Parks and open spaces	766	70%	69%	61%	20%	9%	9%	5%
Epsom Town Centre	769	75%	75%	65%	18%	7%	9%	3%
Ewell Village	721	64%	63%	56%	32%	4%	7%	2%
Stoneleigh Broadway	676	47%	45%	38%	48%	5%	6%	3%
Shopping parade	716	59%	74%	66%	35%	6%	7%	3%

The table below measures level of satisfaction within the various wards by combining the percentages of very and fairly satisfied to give an overall satisfaction percentage.

Base	Wards	Your Street				Parks & open spaces				Epsom Town Centre			
		Litter	Fly tipping	Fly posting	Graffiti	Litter	Fly tipping	Fly posting	Graffiti	Litter	Fly tipping	Fly posting	Graffiti
38	Auriol	74%	89%	92%	87%	74%	79%	78%	66%	66%	84%	79%	65%
65	College	77%	94%	95%	92%	85%	81%	82%	75%	77%	90%	74%	73%
38	Court	68%	84%	86%	79%	78%	78%	81%	69%	81%	86%	78%	75%
49	Cuddington	90%	86%	98%	94%	85%	82%	86%	73%	75%	83%	75%	73%
77	Ewell	60%	86%	84%	79%	77%	72%	77%	56%	67%	82%	71%	68%
50	Ewell Court	86%	98%	98%	90%	82%	88%	94%	64%	82%	86%	75%	69%
60	Nonsuch	68%	88%	86%	94%	77%	82%	79%	68%	72%	89%	74%	74%
36	Ruxley	69%	89%	86%	80%	78%	81%	86%	80%	75%	94%	78%	74%
84	Stamford	77%	90%	90%	87%	84%	85%	89%	79%	78%	91%	84%	82%
58	Stoneleigh	76%	88%	89%	93%	86%	81%	80%	74%	80%	84%	68%	76%
55	Town	57%	85%	90%	90%	71%	79%	78%	66%	69%	85%	73%	71%
59	West Ewell	74%	97%	91%	85%	66%	81%	85%	61%	76%	88%	74%	75%
75	Woodcote	72%	93%	89%	86%	81%	86%	90%	85%	78%	94%	87%	88%

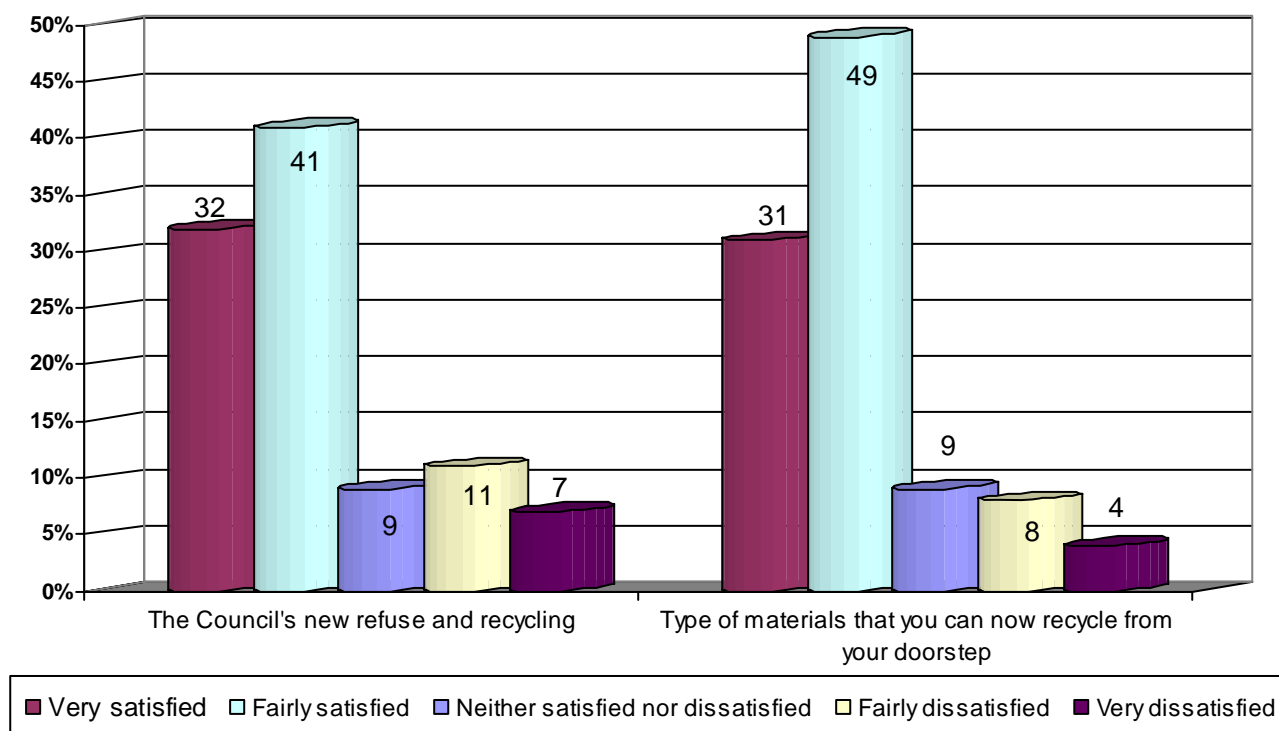
Although over half of respondents in Town and Ewell wards were satisfied with the Council keeping the Borough free of litter in their streets (Town) and graffiti in parks and open spaces (Ewell) – because it received the lowest level of satisfaction, an explanation is given below.

Town ward – over a quarter of respondents gave an unfavourable response regarding litter on their street (30%, in total 16)

Ewell ward – over a quarter of respondents ticked 'neither agree nor disagree', regarding graffiti in parks and open spaces (31%, in total 23)

4.2.5 Waste Services (Refuse & Recycling)

Q5 How satisfied are you with the following?



Base	The Council's new refuse and recycling service	Type of materials that you can now recycle from your doorstep
	774	749

The Council's new refuse and recycling service – nearly three quarters of respondents 73% (in total, 483) gave a favourable response. A further 9% (in total, 69) ticked 'Neither agree nor disagree' and 18% (in total, 134) stated that they were fairly or very dissatisfied with the new refuse and recycling service.

Type of materials that you can now recycle from your doorstep – Over three quarters of respondents ticked either very or fairly satisfied 80% (in total, 599). Only 12% of respondents (in total, 82) gave an unfavourable response.

Further analysis was carried out to gauge the levels of satisfaction across age groups and wards

Age groups	The Council's new refuse and recycling service		Type of materials that you can now recycle from your doorstep	
	Base	%	Base	%
18-24	4	100	4	100
25-34	36	67	36	67
35-44	123	70	119	86
45-54	143	74	138	78
55-65	191	69	188	75
65+	224	79	219	84

Wards	The Council's new refuse and recycling service		Type of materials that you can now recycle from your doorstep	
	Base	%	Base	%
Auriol	38	89	37	95
College	62	55	60	60
Court	37	70	37	75
Cuddington	48	84	47	94
Ewell	77	68	74	83
Ewell Court	49	84	50	86
Nonsuch	58	69	57	77
Ruxley	35	74	33	72
Stamford	82	73	75	82
Stoneleigh	58	78	56	88
Town	51	60	51	63
West Ewell	58	77	58	83
Woodcote	73	79	72	82

The Council's new refuse and recycling service

College – Overall 27% (in total, 17) gave an unfavourable response and 18% (in total, 11) ticked neither agree nor disagree regarding the new service.

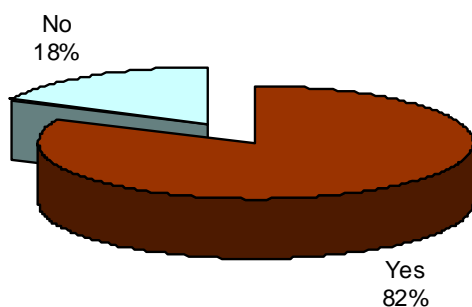
Town – Overall 32% (in total, 16) are either fairly or very dissatisfied and a further 8% (in total, 4) ticked neither agree nor disagree with the new service

Type of materials that you can now recycle from your doorstep

College – 22% (in total, 13), gave an unfavourable response and a further 18% (in total, 11) ticked neither agree nor disagree.

Town – 26% (in total, 13) are either fairly or very dissatisfied with the type of materials they can now recycle from their doorstep and a further 12% ticked neither agree nor disagree.

Q6 Do you think the new waste collection service enables you to recycle more materials?

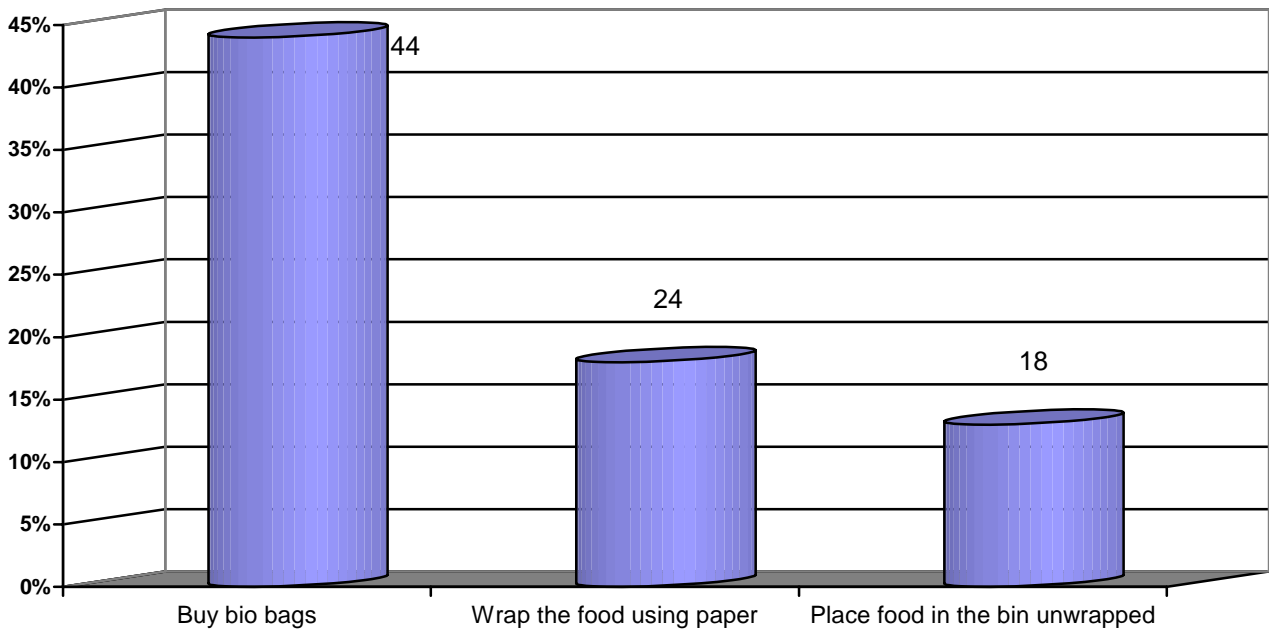


Base 776

The majority of respondents 82% (in total, 634) gave a positive response in relation to the range of materials they can now recycle as part of the new waste collection service. However, 18% (in total, 142) felt that the new service does not enable them to recycle more material. Respondents were asked to give a reason if they ticked no, and their responses are analysed in the next page.

Group	Major Themes	Examples of Comments
Flats / Council Tip / Allotments / Do not recycle	<ul style="list-style-type: none"> Over a quarter of respondents live in flats hindering the amount of recycling they would want to do, due to difficulty carrying the items to be recycled or lack of bins Few of the respondents use the dump or other recycling centres Some respondents also stated that the exclusion of all plastics and cartons as part of the doorstep collection stops them from recycling 	<ul style="list-style-type: none"> From an upstairs flat it is more difficult. At present I am using my car to recycle most things I take my waste to Council tip. Why should I pay more to have green waste collected? I already pay Council Tax Except for food waste, we collect cardboard, bottles etc and take them to recycle centre – saves petrol I live in assisted living accommodation, so recycling is limited I live near a recycling centre No recycling bins in my block of flats can some be provided please? Do not apply to us – in flat block I am unable to recycle plastics and cardboards We always take recyclable materials to the tip/recycling containers. We have virtually n food waste I am not left with any waste to dispose of Because I will not use it whilst everything gets left around the street following collections I was recycling as much as possible independently
Sainsbury's / The Need to Call the Council Before Refuse is Collected / Problems for Disabled People	<ul style="list-style-type: none"> Nearly half of respondents used supermarkets or the Council tip for their recycling. Respondents also express frustration over missing bins and having to call the Council numerous times before their bins are collected 	<ul style="list-style-type: none"> Recycled anyway – paper, bottles, cans & clothing to appropriate places eg Sainsbury's. Still take paper waste to Town Hall outlet My refuse is only collected when I phone the Council to remind them to do so Unhappy – now have 4/5 per house x44 houses, 200+ bins on the streets – causing hazard for disabled/blind people Have had extreme problems getting my food waste bin collected on a regular basis. No amounts of calls seem to be effective in resolving it. The waste collection service will not call at Homewater House, so two of our residents take it over to Depot Road – not good enough My green recycle bin has never been emptied, so I take it to the recycle centre every month Use supermarkets as I cannot recycle all plastic materials with Council I still have to go to Sainsbury's to recycle tetra packs. We still tend to use Sainsbury's for recycling – being out all day, the newspaper bag has blown away before we get home
Bins Not Emptied Properly / Problems With Size of Bins	<ul style="list-style-type: none"> Some respondents stated that the bins are not disposed of properly therefore causing hazards. They find this to be very off putting 	<ul style="list-style-type: none"> Recycling – fortnightly collection is not enough – bins fill rapidly with a large family What happens to the wrapping of say fish. The whole area smells and attracts pest Very dissatisfied as not emptied fully at times Concerned over hygiene and effect on sewers Food caddy is not always emptied properly, is messy, smelly and attracts maggots

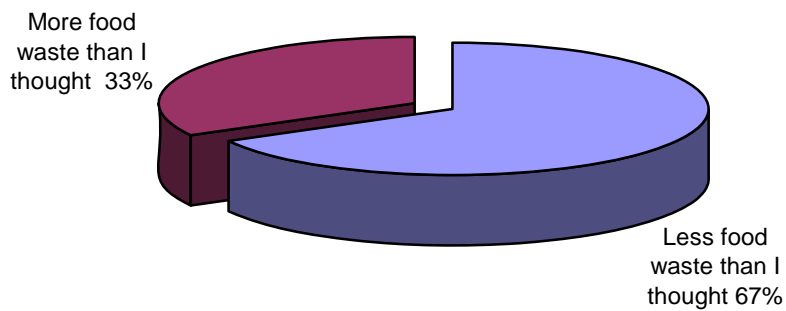
Q7 If you use a food waste caddy, how do you dispose of your weekly food waste?



Base 761

As illustrated on the graph nearly half of respondents use bio bags 44% (in total, 333). However, 24% (in total, 186) don't use a food caddy, while 18% (in total 140) wrap their food using paper and a further 13% (in total, 102) place food in the bin unwrapped.

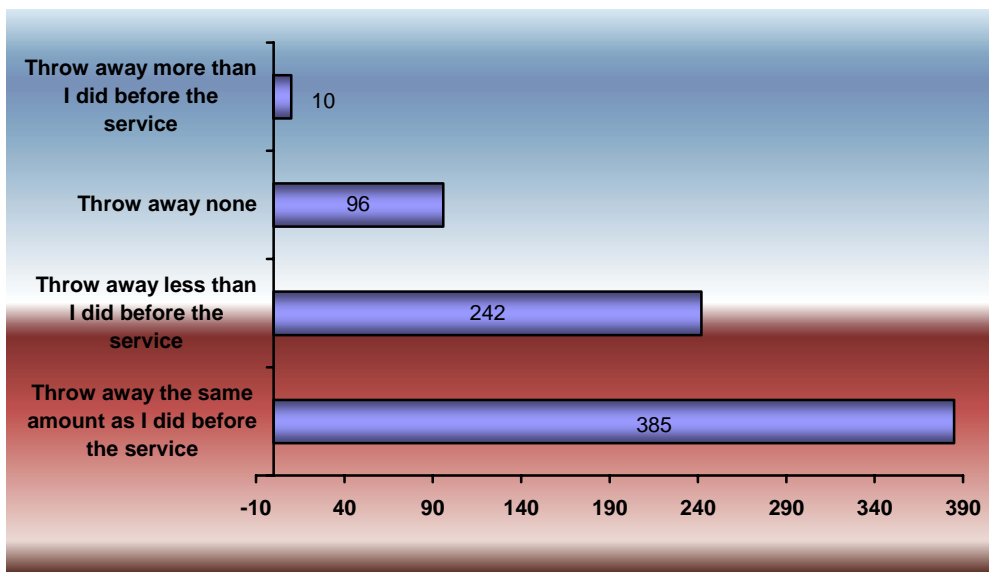
Q8 Recycling food waste has made me realise that I produce...



Base 684

Over half of respondents stated that they throw away less food waste than they thought 67% (in total, 461) with a further 28% (in total, 223) stating that they throw away more than they thought.

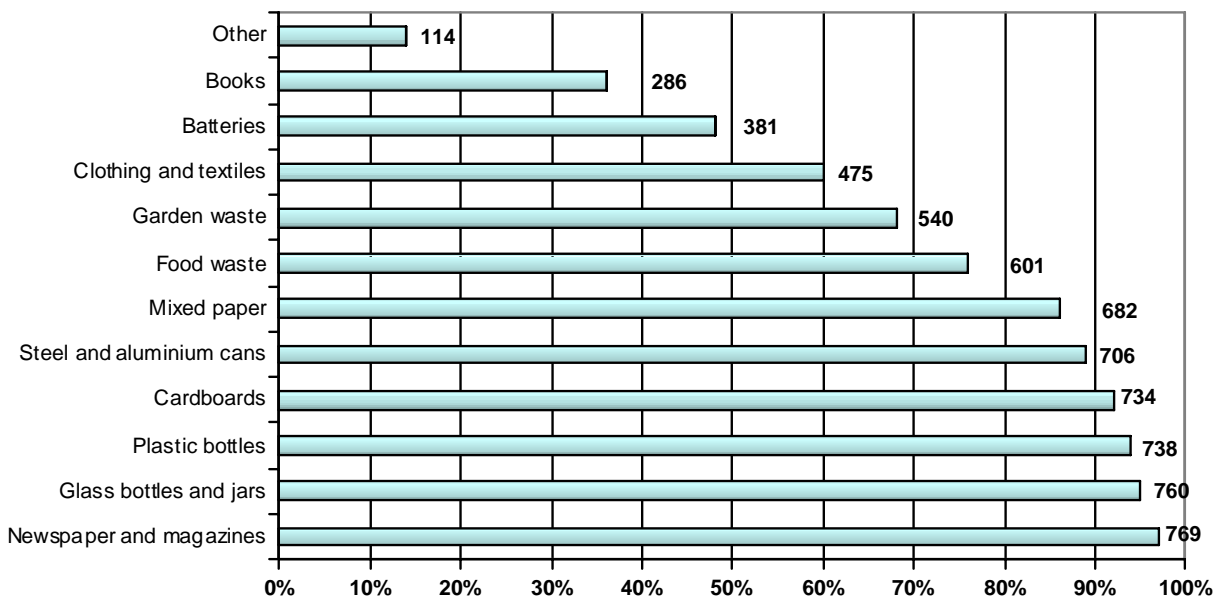
Q9 Will the new waste recycling service encourage you in the future to...



Base 733

Over half of respondents 54% (in total, 385) stated that they would be encouraged to throw away the same amount as they did before the service. Over a quarter 33% (in total, 242) said they throw away less than they did before the service, 13% (in total, 96) throw away none and only 1% indicated that they throw away more than they did before the service.

Q10 What materials do you currently recycle?



Base 794

Respondents were asked to tick all that applied hence the higher percentages. The materials that respondents recycle the most are newspapers and magazines, glass bottles and jars, plastic bottles and cardboards. This was followed by mixed papers, steel and aluminium cans and food waste came seventh in what residents recycle. The least recycled material as shown on the graph above is books.

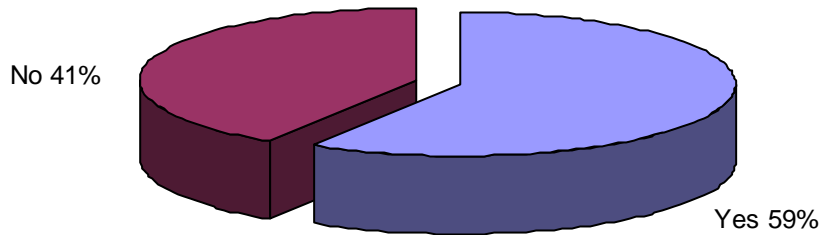
The table below compares results up to the 2005 Residents' Survey and it's worth pointing out that there has not been a major change in percentages. Only the materials listed in the table could be compared as all the other materials have been added as part of the new recycling service.

What materials do you recycle now?	2009	2009	2007	2007	2005	2005
Base	3,536	%	4055	%	3,191	%
Newspapers and magazines	769	97	947	92	815	89
Glass bottles and jars	760	96	926	90	784	85
Steel and aluminium cans	706	89	775	76	637	69
Garden waste	540	68	641	62	363	39
Clothing and textiles	475	60	506	49	422	46
Books	286	36	260	25	170	18

Respondents were asked to list other materials recycled and 126 of those who answered the survey did. Their responses are summarised on the table below:

What other materials do you recycle now?	Base	%
Tetra drinks cartons	54	43
Timber / Tin foil / Plastics	36	29
Metal and electrical items	14	11
Shoes / Furniture / Toner cartridges	11	9
Engine oil / Household goods	5	4
CDs / IT equipment	4	3
Mobile phones / Fluorescent tubes	3	2

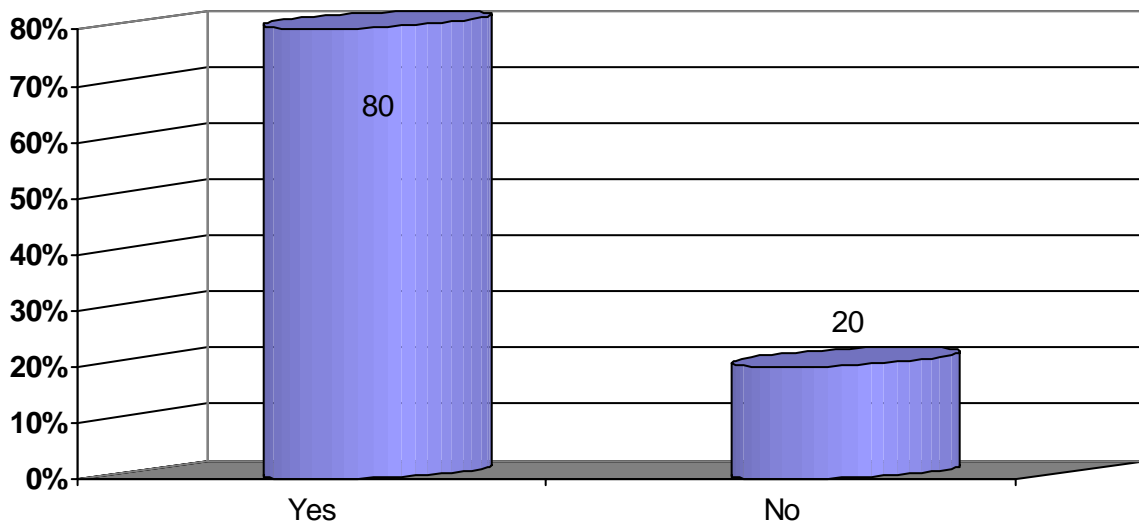
Q11 Do you compost at home?



Base 778

Over half of respondents compost at home 59% (in total, 456) and the remaining 41% (in total, 322) do not. When compared to previous results the percentage of residents who compost at home has improved slightly (2007 56%, 2005 53%).

Q12 Are you aware of the Council's home composting offer (subsidised compost bins available from £10)?



Base 766

Over three quarters of respondents are aware of the Council's home composting offer 80% (in total, 615). Even though the price of composting bins has increased from £5 to £10 since the last Residents' Survey was carried out, awareness levels have increased (2007 77%, 2005 76%).

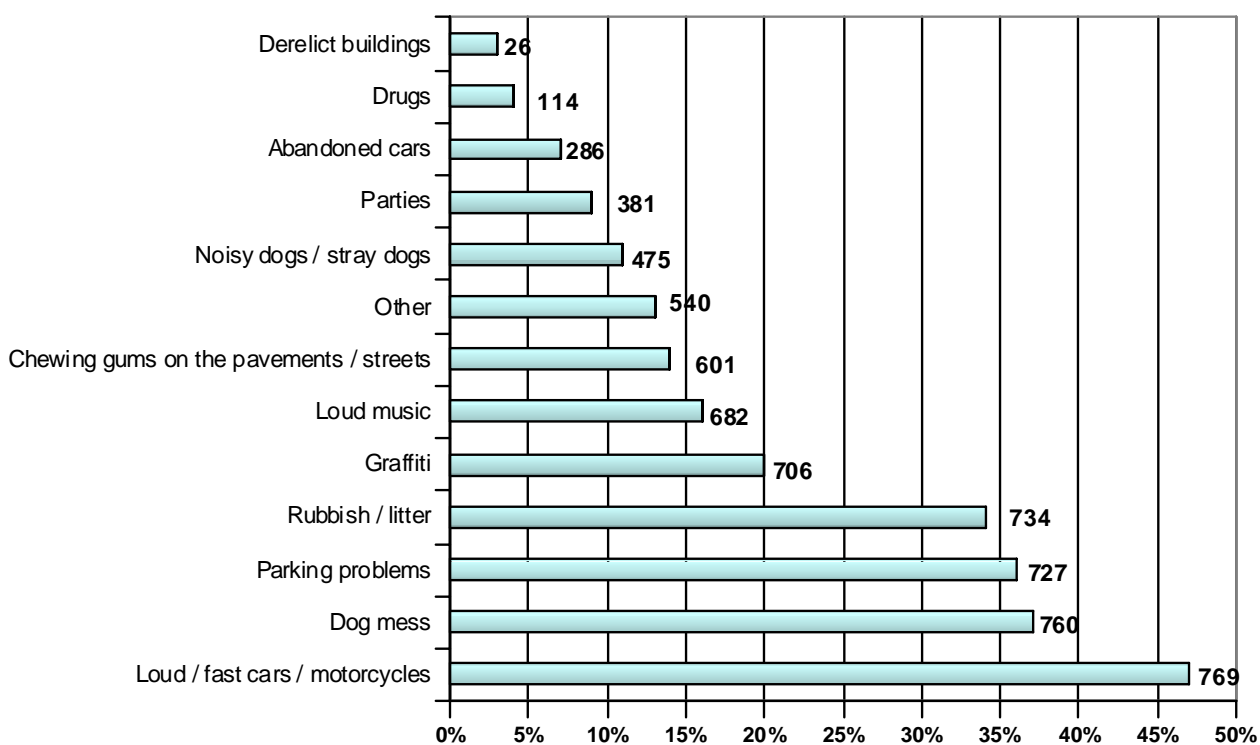
Q13 Please specify below if you have any comments on recycling or refuse collection in the Borough

Group	Major Themes	Examples of Comments
Food Waste/ Make a List of Materials Recycled / Confusion / Cardboards	<ul style="list-style-type: none"> Over a quarter of respondents stated that the new service can be confusing and that a list of what to recycle and where could be helpful. The need to specify which items goes in which bin should also be made clear to eliminate any confusion leading to binmen refusing to collect some of the items put in the bins 	<ul style="list-style-type: none"> Could a recycling list be given eg where to recycle AA batteries? Sometimes we have to take extra cardboards to dump Uncertain what items go in the green waste bin as sometimes the green waste is refused by binmen. Uncertain about what goes in the big wheelie bin
Weekly Collections / Missed Bins/ Lids / Garden Waste	<ul style="list-style-type: none"> Respondents expressed the need for weekly collection especially in the summer A few respondents highlighted issues about lids being thrown all over the place 	<ul style="list-style-type: none"> On many occasions recycling boxes or bins are missed, also paper, cans or cardboards are left in the road Lids should be replaced to prevent plastic bags blowing away. Garden waste should be more frequent Whilst the new wheelie bin for cardboard, plastic etc, together with the food waste bin seemed a good idea, the collection has been rather haphazard. Sometimes not at all (this includes paper boxes) other times some are emptied, some left or a repeat journey by the men on another day. Also some residents, with a pullout service are ignored. It seems Vernon Close is a problem area
Bin Men / Rubbish left on roads / General Rubbish Queries/ Food Caddies	<ul style="list-style-type: none"> About half of respondent queries are about the way binmen throw down the boxes, leave it half emptied, drop them at the wrong doorstep, break the boxes etc there by causing hazards and leaving the area very untidy About a quarter of respondents also highlighted their concern over waste particularly food waste not being collected for a period of two weeks. They feel it might pose a health risk particularly in Summer 	<ul style="list-style-type: none"> Not all houses have been issued with food caddies – KT19 0JL Bins and boxes not always returned to my property. Food waste often left over on street – not emptied carefully The black bin (in a house of 5) is too small. Have left small Council box beside bin, but Council would not take it. Occasional failure to collect from the bins, caddy etc, but overcome when complaint made
Plastics / Cartons / Access for less able residence / Composting	<ul style="list-style-type: none"> Over half of respondents would like cartons and more plastics to be part of the doorstep recycling service A few respondents also suggest providing free compost bins and better quality ones The need to facilitate access for disabled and those less physically able at the tip was also highlighted. Respondents also expressed the need for binmen to return bins properly back to each property as they 	<ul style="list-style-type: none"> The compost bin I purchased lasted less than 3 months before the plastic of the bin buckled and was useless – not impressed I am concerned about the amount of plastic containers and yoghurt pots that still go into household waste I still have to bin a large amount of plastic food containers We are advised to leave our recycling at edge of property, yet when the bins and boxes have been emptied they are left in the middle of our drive out on the pavement – dangerous for disabled or elderly people. Can the empty retainers please, please be returned to the edge of the property? We have complained in

	<p>block the access on pavements sometimes and that this could be a potential hazard to disabled or elderly people</p>	<p>the past but it still happens, resulting in missing containers</p> <ul style="list-style-type: none"> • It will be nice if more plastics could be recycled and also waxed cartons • I used to compost at home, but found the compost was not suitable for use as it made more weeds • My rubbish is mainly plastic that cannot be recycled • Access to the containers at the tip is not easy for the less physically able/active, although the new arrangements generally work well. • Compost bins should be available for free
Questions / Suggestions	<ul style="list-style-type: none"> • Some respondents wanted the Council to reassure them that their items they recycle does not go to landfill • They would also like answers to why some items are not part of the recycling service offered 	<ul style="list-style-type: none"> • Why cannot small metal objects be recycled ie Aluminium, steel? • Would suggest bins in the Town Centre (eg clock tower area) for 5 or 6 different recycling items. Could we ask what the Longmead Green waste mountain is used for at various times of the year? Does it generate (slight) income? • I do feel there are too many bins, I know of other councils who have one bin for glass, plastic and cans? • Does it go to landfill? • Still not absolutely sure what we recycle or how we recycle certain things ie can we recycle orange juice cartons with the recyclable symbol? How do we recycle batteries? Can we recycle light bulbs? • Are nappies treated differently to normal waste
Positive Feedback	<ul style="list-style-type: none"> • Some of the respondents felt that it was a very good service which has got better overtime and that doorstep recycling was definitely the way forward • A few respondents also felt that the binmen do a brilliant job • While respondents commented on how good the service was, they also pointed that more recycling should be encouraged by extending items that residents can recycle on their doorstep 	<ul style="list-style-type: none"> • The refuse collection is first rate and can't be faulted • Service greatly improved – really pleased! Plastics still an issue. Perhaps a greater emphasis on the 'reduce/re-use' part of the slogan would help to decrease the amount we have to recycle • Big improvement at the local tip, staff helpful. Your bins take up a great deal of space in small gardens • It works pretty well I believe. I have heard though that many Councils in UK collect in different bins then send it all to landfill. I hope I am right to feel confident that Epsom does not perform that trick too! • I like the food waste recycling • The dustmen are always very cheerful in all weathers and are helpful. They are a good bunch of men • A great initiative – could be extended to drinks cartons ie juice, smoothies etc
Negative Feedback	<ul style="list-style-type: none"> • Some respondents felt that there are way too many bins and that recycled items go the landfill. • Respondents also made a point about the timely collection of bins and were not very happy about missed bins 	<ul style="list-style-type: none"> • What is the point when recycled items go into the dust cart regardless – with the exception of bottles • It isn't user friendly, too many containers • Unreliable collection of newspapers and mixed paper waste. I'm missed in about 1 in 4 collections. Irritated at having to carry heavy boxes out and then in again

4.2.5 Community Safety

Q14 Have you suffered from any of the following kinds of nuisance or anti-social behaviour in your neighbourhood over the past 12 months?



Base 794

The reason for the high percentages is because respondents were asked to tick all that applied. The top five kinds of nuisance or anti-social behaviour in respondents' neighbourhood over the past 12 months were identified and compared to the 2007 and 2005 surveys. Comparison was also carried out across wards and listed on the tables below:

Rank	2009	2009 %	2007	2007 %	2005	2005 %
First	Loud / fast cars / motorcycles	47	Loud / fast cars / motorcycles	47	Loud / fast cars / motorcycles	52
Second	Dog mess	37	Rubbish / litter	39	Rubbish / litter	44
Third	Parking problems	36	Parking problems	12	Dog mess	41
Fourth	Rubbish / litter	34	Dog mess	32	Parking problems	40
Fifth	Graffiti	20	Graffiti	30	Graffiti	39

Base	Wards	Have you suffered from any of the following kinds of nuisance or anti-social behaviour in your neighbourhood over the past 12 months?											
		Loud / fast cars / motorcycles	Dog mess	Parking problems	Rubbish / litter	Graffiti	Loud music	Chewing gum on the pavements / streets	Noisy dogs / stray dogs	Parties	Abandoned cars	Drugs	Derelict buildings
111	Auriol	18%	14%	9%	14%	13%	3%	4%	4%	3%	0%	1%	2%
162	College	22%	10%	18%	11%	5%	4%	7%	1%	1%	4%	1%	1%
141	Court	19%	11%	9%	11%	9%	6%	4%	6%	3%	3%	1%	3%
158	Cuddington	14%	15%	13%	13%	9%	4%	4%	6%	3%	4%	1%	3%
250	Ewell	14%	9%	12%	16%	10%	6%	8%	2%	3%	3%	2%	1%
115	Ewell Court	15%	23%	12%	9%	9%	3%	5%	3%	3%	2%	0%	3%
157	Nonsuch	18%	11%	14%	10%	7%	4%	4%	4%	4%	3%	1%	1%
113	Ruxley	18%	17%	14%	13%	9%	5%	2%	3%	4%	1%	2%	1%
208	Stamford	15%	18%	12%	9%	6%	7%	3%	7%	4%	2%	1%	0%
144	Stoneleigh	15%	13%	9%	17%	6%	6%	8%	5%	3%	2%	1%	0%
180	Town	16%	9%	16%	13%	4%	8%	5%	4%	3%	1%	3%	1%
207	West Ewell	15%	14%	13%	12%	5%	8%	5%	3%	5%	1%	0%	1%
149	Woodcote	16%	12%	13%	10%	6%	7%	7%	12%	3%	2%	3%	1%

Respondents were asked to state all other responses and they listed below:

No, none of the above (you don't seem to have an option for "none of the above", and you should do since you're requiring an answer). Our _neighbours_ think there are parking problems because they have four cars and think they own the road, but that's not our problem...

Local pub has suppliers that park outside my house to deliver, even when there is a yellow line. Very noisy, and causes damage to my driveway. The pub doesn't care and also plays loud music beyond the hours allowed on its licence

Fly tipping and illegal advertising boards. Off road motor cycles on Priest Hill.

Living opposite the Tesco Express there are insufficient bins provided for Nescot students purchasing food and then eating along road - discarding their rubbish once finished. Also, the one bin that is provided is very rickety and obscured by greenery - it is also not emptied sufficiently as it is full each day. If there were another bin provided on the grass verge a little further along and opposite the current one, it is likely to alleviate the rubbish problems in this particular area

Rented accommodation being used as party venues and disturbing other residents, antisocial

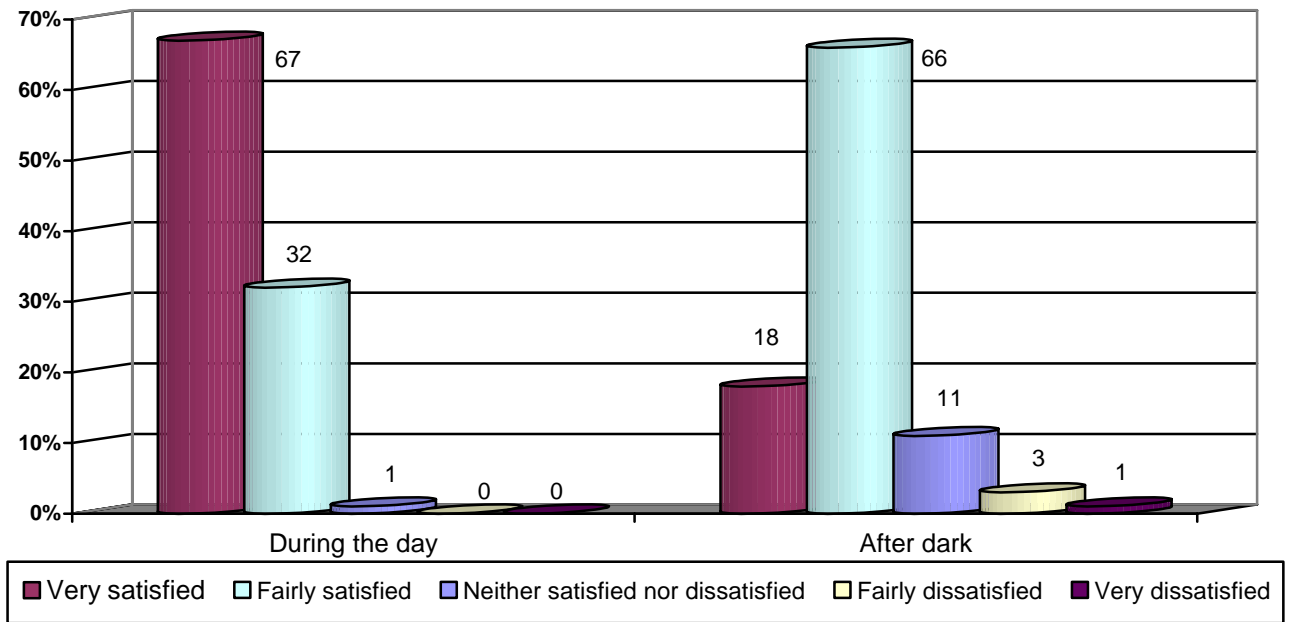
Rowdy anti-social behaviour from the 8 bells pub -which has involved fights/obstruction of the pavement with vehicles at the pub/ broken glass on pavement (rarely cleared).

I live on a service road that runs parallel with the A232. Motorists throw unwanted food and food wrappings from their cars. It lands in my garden or on the grass bank and is lodged in the grass until the grass is mown. The man mowing the grass ignores all rubbish, not his job, so I have to put on my gardening gloves and clear up the litter which includes bottles containing urine!!!

Intimidation and verbal abuse from youths and young children

The ability to get in and out of ones drive during school terms. The parking in Chadacre is exceedingly bad at this time and at times emergency vehicles would have great difficulty in getting through. I am surprised they allow parking both sides of the road when this could easily be made alternate days.

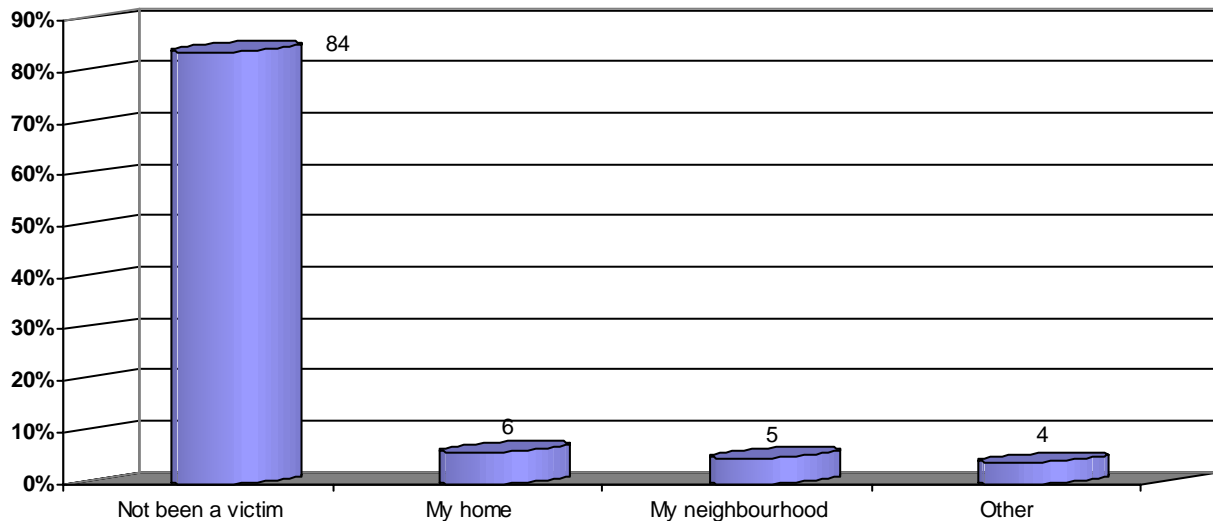
Q15 How safe do you feel in your neighbourhood...



Base	
During the day	781
After dark	777

Overall irrespective of whether it was during the day or after dark, the majority of respondents gave a favourable response (during the day 99%, after dark 84%).

Q16 If you have been a victim of any crimes in the past 12 months, please state where they happened.



Base 612

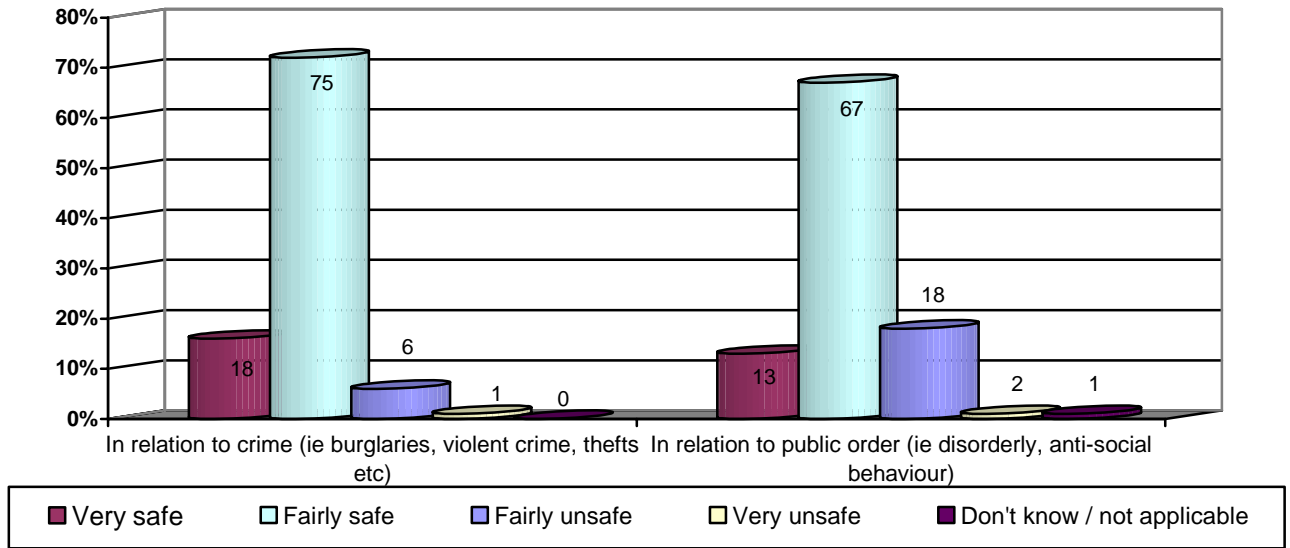
The majority of respondents stated that they have not been a victim of crime 84% (in total, 512).

Respondents were asked to explain if they selected other and their responses are listed on the table below

<ul style="list-style-type: none"> • However, just over 2 years ago I was assaulted by a group of youths in Epsom Town Centre at night whilst out with my girlfriend - Police responded, but didn't actually do anything • Throwing of stones, fruit and other rubbish from Bridle Way in back of house to garden and wall by kids • Vandalism to car • My son was intimidated and threatened whilst at the park and no one is interested • Front Drive - contents of car stolen 	<ul style="list-style-type: none"> • The Stoneleigh Public House • Credit card/ID fraud • Son a victim of threatening behaviour and extortion of money (Police informed who have taken action). • Young man run over outside my house - murdered • Both my car's side windows smashed in another borough • Lock-up garage broken into in Aug, police informed - no action
<ul style="list-style-type: none"> • Car scratched and graffiti on side, when parked at friends house • I know there has been a burglary in my road and car damage • My husband's bike was stolen from the Town Hall's bike shed. We were not impressed • Car broken into in Wales, twice in two years • My car • Vandalism as gate post pushed over 	<ul style="list-style-type: none"> • I feel slightly unsafe when returning home after dark as many lights in Ashley Road are 'off' and have been for a number of weeks. I recently returned from Glasgow and felt the need • Credit card misuse. Picked up by my bank and dealt with • Outside my home - my car parked in the road • Bike theft • Car broken into on my drive

Please note: Unfinished responses were submitted by respondents either because they have ran out of space or did not continue with their trend of thoughts.

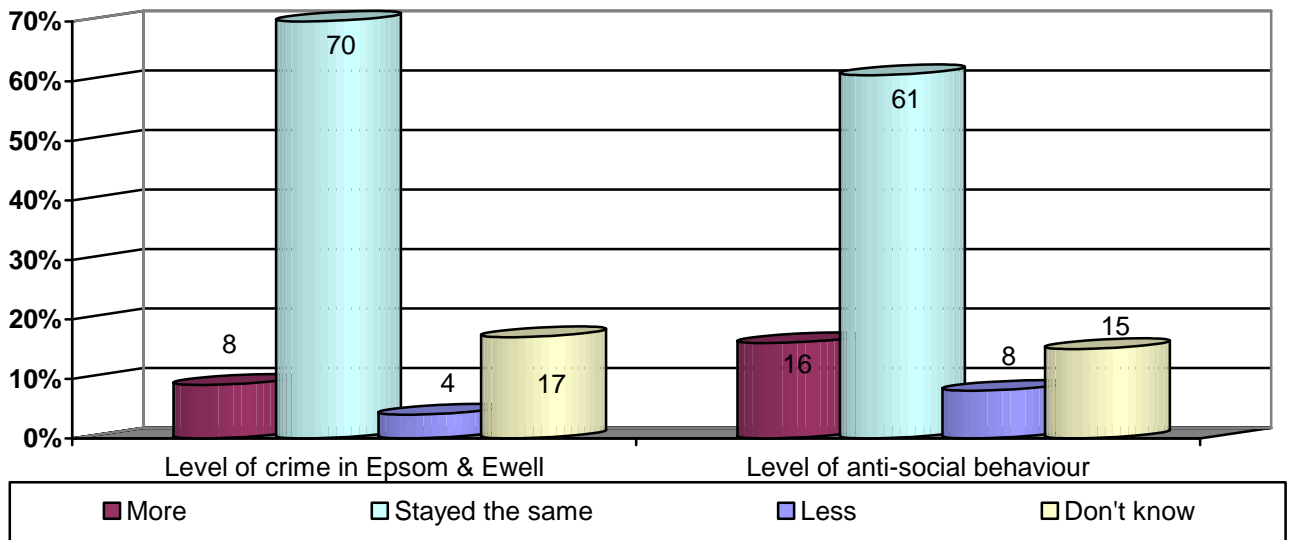
Q17 How safe do you feel about the following?



Base	In relation to crime (ie burglaries, violent crime, thefts etc)	781	In relation to public order (ie disorderly, anti-social behaviour)	772
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The majority of respondents gave a favourable response when asked about burglaries, violent crime, thefts etc 93%, in total 724 (2007 survey, 94%). Overall, 80% (in total, 615) felt very or fairly save in relation to disorderly and anti-social behaviour (2007 survey, 86%).

Q18 Over the last 12 months, how do you feel about changes in the...

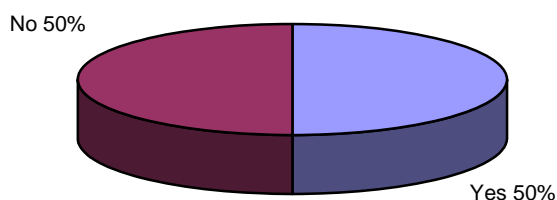


Base	Level of crime in Epsom & Ewell	773	In relation to public order (ie disorderly, anti-social behaviour)	769
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The majority of respondents as illustrated on the graph felt that the level of crime in Epsom & Ewell has stayed the same over the last 12 months as well as the level of anti-social behaviour. Those who thought was more has decreased slightly when compared to the 2007 survey (More crime in Epsom & Ewell 2009 8%, 2007 14%) Again, there was significant improvement when those who thought there was more anti-social behaviour was compared (2009 16%, 2007 27%).

4.2.5 Information Technology

Q19 Do you use the Council website?

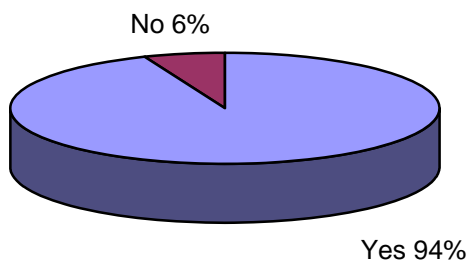


Base 774

Half of respondents stated that they do use the Council website 50% (in total, 388) and the other half ticked no 50% (in total, 386). Respondents who ticked no were asked to state what the Council could do to encourage them to use the website and 274 did. Their responses are listed below.

If 'No', what could the Council do to encourage you use the website?	Base	%
Advertise its use more widely in the local newspaper / Borough Insight	119	43
No computer / Lack of time / Stop producing information on paper	76	28
Free computer and access to broadband / Computer classes	33	12
Explain how it could be used / Give examples of what information might be useful to access	21	8
More local discussion forums / Email alerts	16	6
Give small discounts for paperless communications eg rates, bills	9	3

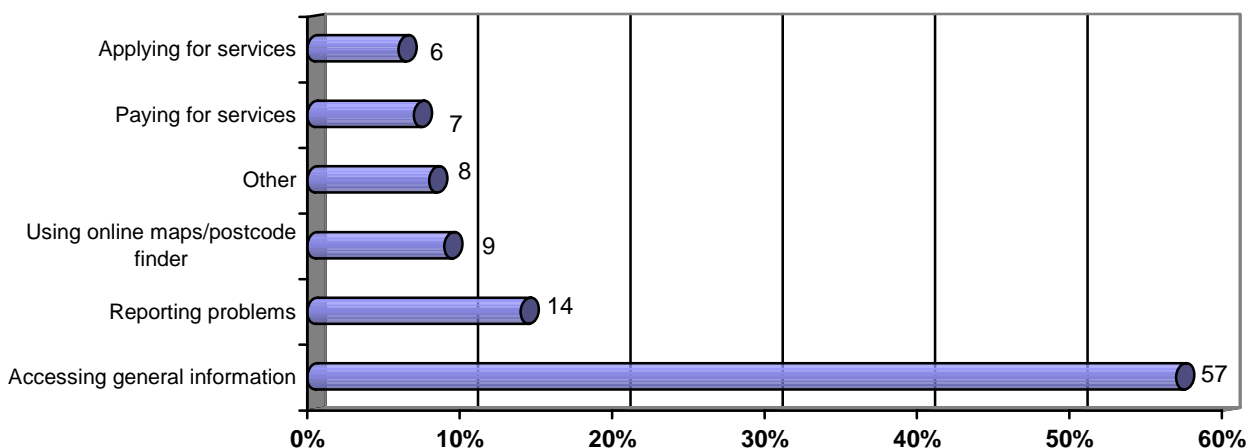
Q20 Do you like the new look Council website?



Base 371

Over three quarters of respondents ticked yes 94% (in total, 350) and 6% ticked no (in total, 21).

Q21 What was your reason for visiting the website?

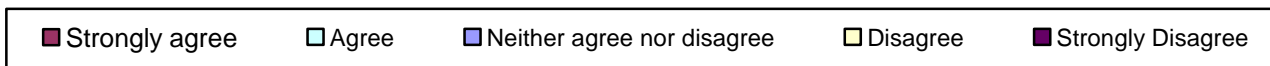
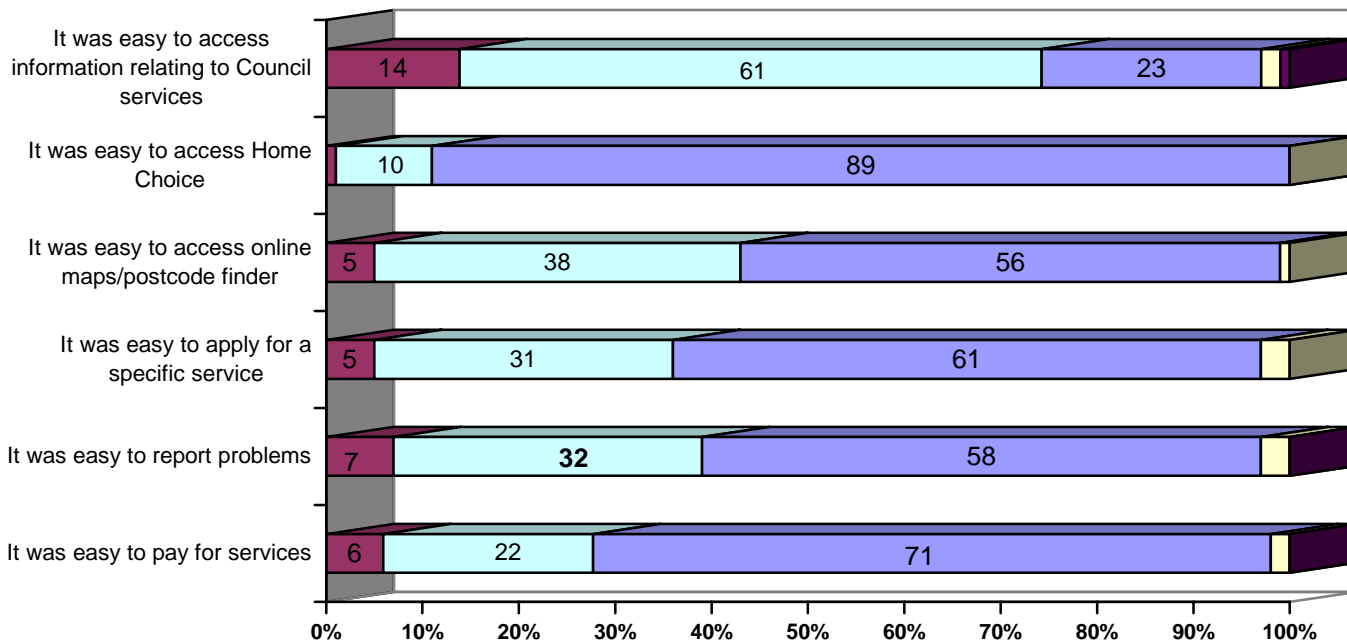


Base 596

Respondents were asked to tick all that applied. Over half of respondents used the website for accessing general information 57% (in total, 338). This was followed by 14% using it to report problems (in total, 82). Respondents were asked to state other reasons they used the website and they are listed on the table below.

<ul style="list-style-type: none"> • Schools information. • To look at a planning application. • Looking for neighbour’s planning permission. • Applying for schools. • Schools for our grandchildren. • Checking planning consent. • Jobs. • Asking for information about cycling maps. • Using the library portal and renew check items. • Library services. • Information for an elderly person. • Checking service provision. • Political information about Councillors. • Job opportunities. 	<ul style="list-style-type: none"> • Ordering food waste bags. • Finding telephone number/information about specific services. • Tracking planning applications. • Latest news on changes in Nonsuch Park catering - nothing found. • Building applications. • Employment. • Did not use it • Looking for planning applications • Searching for local events • Planning • Planning applications • Library information, Restaurants, Links to entertainment in borough.
<ul style="list-style-type: none"> • Telephone number • Accessing the titles of personnel when composing minutes for a meeting • Finding out rubbish collection times after bank holidays and what time the dump is open • Have not used the website • Library information • Did not use the new look of the website • Library services • Library renewal and checking recycling centre details • Library • Looking at what's on guide • Refuse collection timetable & Planning application check 	<ul style="list-style-type: none"> • To see the job vacancies • Building control • Tracing/tracking a Planning Application • Looking for careers in the council • Planning application comments • Doing this survey • Using the online library service • Using online library service • Council tax • Information on recent planning applications, council meetings. • Submission of housing plans for approval to the planning dept. • Planning • Holiday waste collection dates

Q22 To what extent do you agree with the following statements about the Council's website....



Base 376

As illustrated on the graph, the majority of respondents ticked neither agree nor disagree for all options listed apart from 'it was easy to access information relating to Council services' 75% (in total, 281)

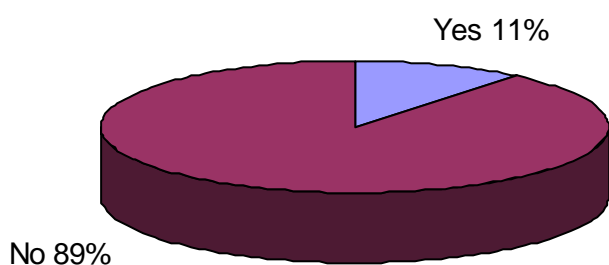
Q23 How could the Council's website be improved?

- | | |
|--|--|
| <ul style="list-style-type: none"> • More direct access to problem reporting • I don't think it needs improving. I was able to do what I wanted on website without any problems • Okay for information I needed • All information on planning applications could be looked at on-line, rather than having to go to Bourne Hall • More detailed information/procedure for applying services • Very happy with above, just not used these as yet • Don't use it enough to comment • Have drop down boxes from heading titles, i.e. school dinners and music lessons, etc • Better search engine • Found it difficult to work map attached to planning applications | <ul style="list-style-type: none"> • Keep it up to date regularly and give more detailed information, i.e. catering contract • Advertise services available on web in libraries, etc • The facility to find out stuff specifically relating to your postcode (e.g. rubbish collection days) completely fails to work in Firefox • Larger font, better use of graphics. The map page is very clunky!! • Actually respond to emails instead of ignoring them • It is all very well reporting a problem (overgrown pavement) but without an acknowledgement and a reply, it leaves you very unimpressed |
|--|--|

<ul style="list-style-type: none"> • Larger print, but otherwise I find it fine as it is. The problem, if any, is with my ability to manipulate the technology, not the site itself • Make it easy to access Home Choice • Make it simpler to use! • Better search facility 	<ul style="list-style-type: none"> • When viewing the job vacancy part of the site it is very slow to view the new link. Also when you accidentally press the back key after viewing a job it takes you back to homepage • I have found that the use for which I went on-line was very good • A link could be placed on the homepage straight to the place where you request a new bin or bag as this is not as easy to find as it could be
<ul style="list-style-type: none"> • Include a good quality map of the Borough showing the area it covers and naming all the streets and parks • Allow searching to operate over all sections at once, not just the current one, as I may not know which section I should be in • Personalise with password etc • Ensure completely up-to-date and that links are monitored regularly • It would be helpful if someone at the council could read the online forms • Could you put more info on which day what coloured bins are collected for particular areas. I have lost the booklet (and the will) • Was unable to open the Planning Portal recently when I wanted to check the current situation regarding my planning application. 	<ul style="list-style-type: none"> • More obvious headings. Better search facility. • Potentially services could be colour-coded - anything to make web use easier for those who are not confident using computers • Clearer menu system and links • I think it's quite good • It is fine for my needs. My main use is to access committee minutes • Improve the directory • don't know as I find it straightforward • It is alright • I found it difficult to find the report on the Pike Hill conservation area

4.2.5 Cash Office in the Town Hall

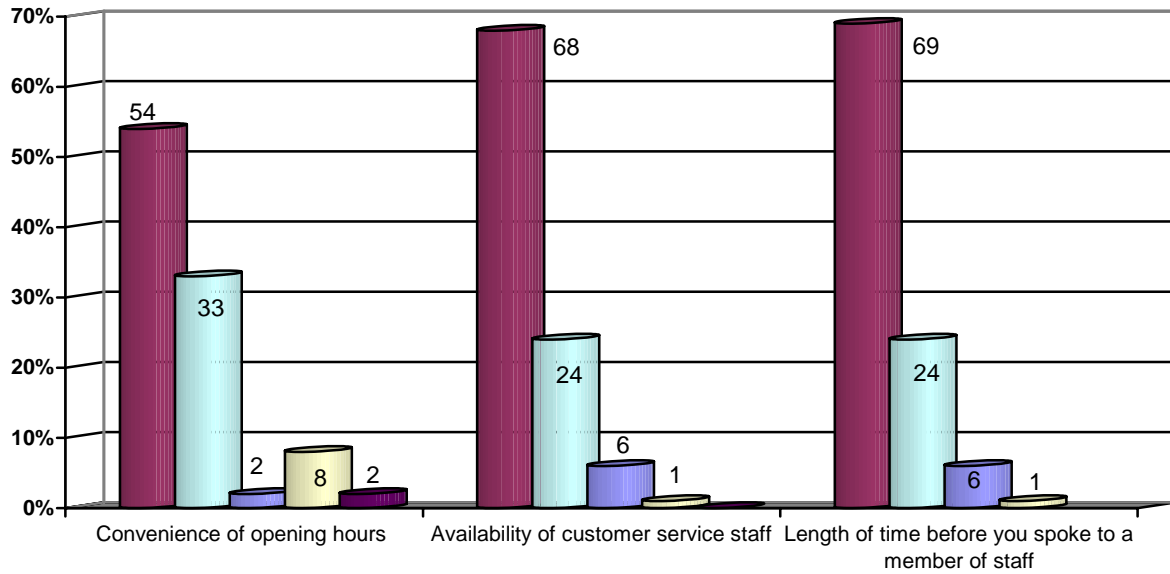
Q24 Have you used the Cash Office facility in the Town Hall in the past 12 months (eg to pay your Council Tax bill or pay planning fees)?



Base 770

The majority of respondents ticked no 89% (in total, 687). The percentage that answered yes has improved slightly when compared to previous surveys (2007 yes 9% and no 91%, 2005 yes 8% and no 92%)

Q25 How satisfied were you with the following aspects of the cash office facility in the Town Hall?



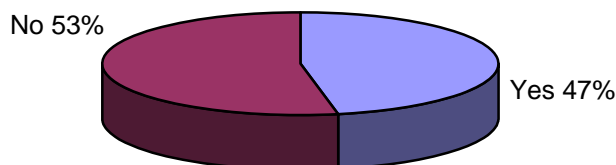
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied

Base	Convenience of opening hours	Availability of customer service staff	Length of time before you spoke to a member of staff
	83	82	81

This question was added in the 2009 survey thereby making any direct comparison impossible. Overall, the majority of respondents gave a favourable response for all options listed as illustrated on the graph, convenience of opening hours 87% (in total, 72), availability of customer service staff 92% (in total, 76) and for length of time before they spoke to a member of staff 93% (in total, 75).

4.2.5 Contacting the Council

Q26 Have you contacted the Council's Contact Centre (01372 732000) in the past 12 months?



Base 758

The majority of respondents did not contact the Council as only 47% (in total, 353) ticked yes. This has dropped slightly when compared to previous years (2007 51%, 2005 50%).

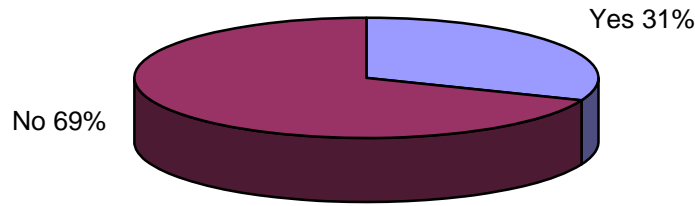
Q27 How satisfied were you with the following aspects of the service provided during your most recent call to the Contact Centre?

	Base	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfied %	Fairly dissatisfied %	Very dissatisfied %
Convenience of opening hours (9am to 5pm Monday to Friday)	343	37	43	11	8	0
Availability of customer service staff	338	49	41	7	2	0
Length of time before you spoke to a member of staff	334	47	42	8	2	0
Politeness and friendliness of staff	340	62	33	5	1	0
Staff knowledge and helpfulness	340	56	32	8	4	1
Availability of information /advice provided to meet your needs	333	49	34	11	5	2
Provision of specialist help if required	309	35	29	31	4	2
Resolution of the issue you contacted the Contact Centre about	329	43	31	11	9	7
Overall service that you received from the Contact Centre	331	47	39	9	3	2

This table is based on the favourable responses given when the very and fairly satisfied percentages were combined	2009 %	2007 %	2005 %
Convenience of opening hours (9am to 5pm Monday to Friday)	81	83	82
Availability of customer service staff	90	88	88
Length of time before you spoke to a member of staff	89	86	87
Politeness and friendliness of staff	95	95	93
Staff knowledge and helpfulness	88	86	86
Availability of information /advice provided to meet your needs	83	82	74
Provision of specialist help if required	64	65	61
Resolution of the issue you contacted the Contact Centre about	74	74	70
Overall service that you received from the Contact Centre	86	85	79

As illustrated on the table above, satisfaction with the service provided by the Contact Centre when compared over the years is consistently high as the majority of respondents gave a favourable response for all categories.

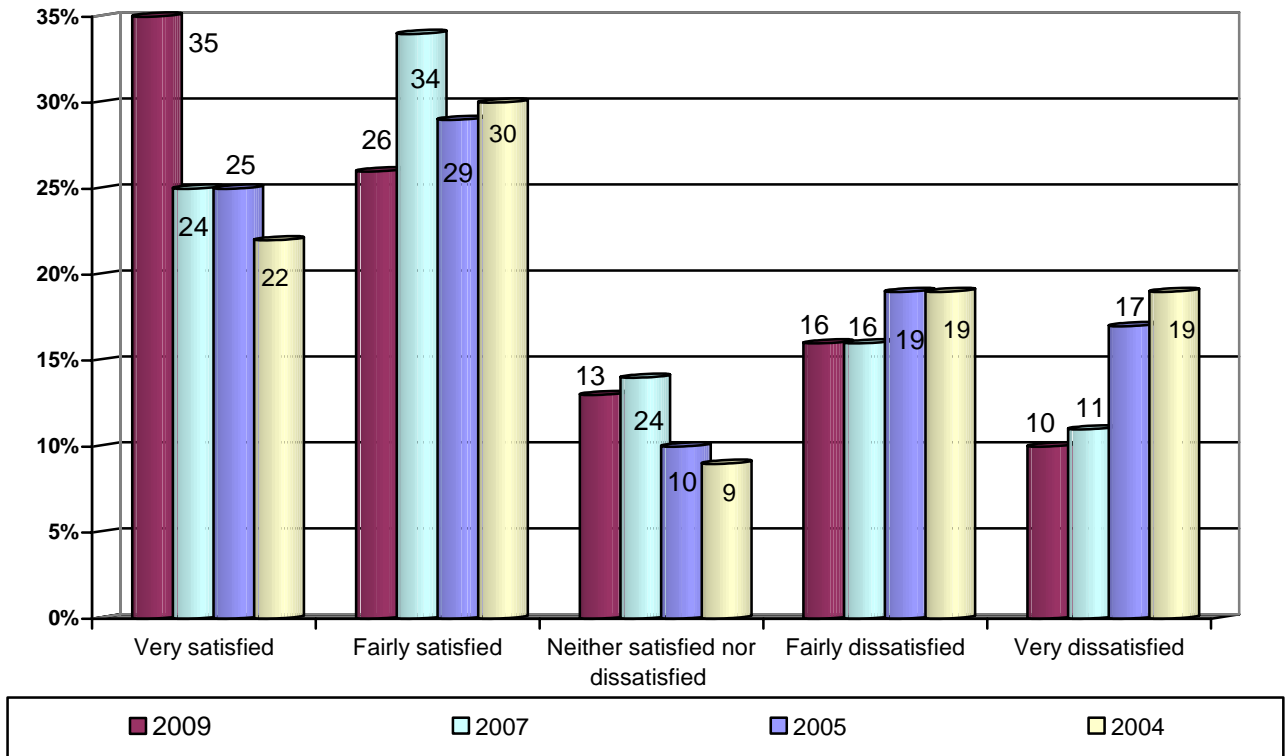
Q28 Have you contacted the Council with a complaint in the past 12 months?



Base 768

Only 31% of respondents ticked yes (in total, 240) the remaining 69% (in total, 528) stated that they did not contact the Council with a complaint in the past 12 months. When compared to previous Resident Surveys there has been a 3% increase in complaints (2007 28%, 2005 28%).

Q29 How satisfied were you with the way in which the complaint was handled?

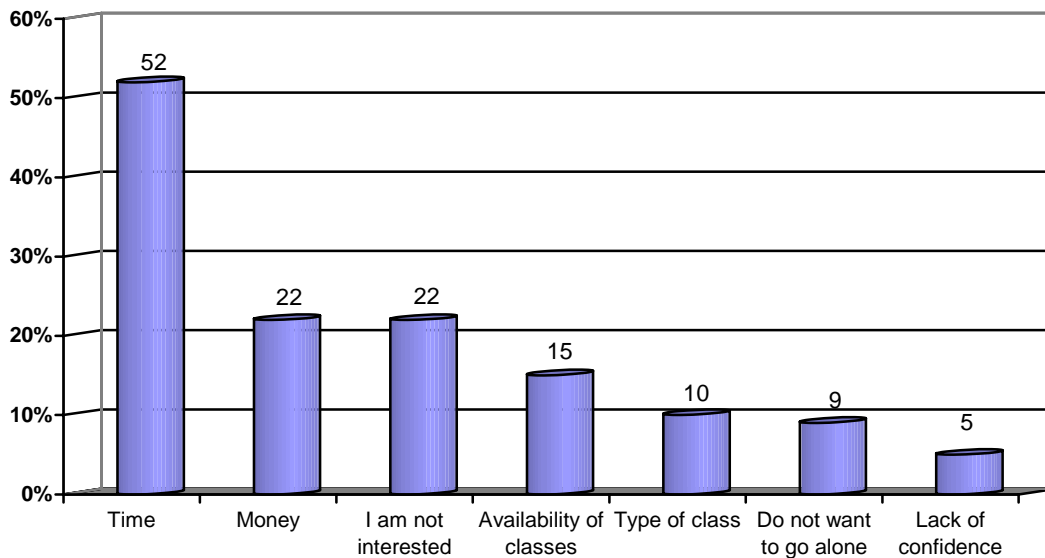


Base 231

Overall, 61% of respondents gave a favourable response this compares to 58% in 2007, 54% in 2005 and 52% in 2004. It is worth noting that 26% of respondents were either fairly or very dissatisfied with the way their complaint was handled (2007 27%, 2005 29% and 2004 38%). This has improved slightly when compared to 2007, 2005 and significantly when compared to 2004.

4.5.7 Sports & Recreation

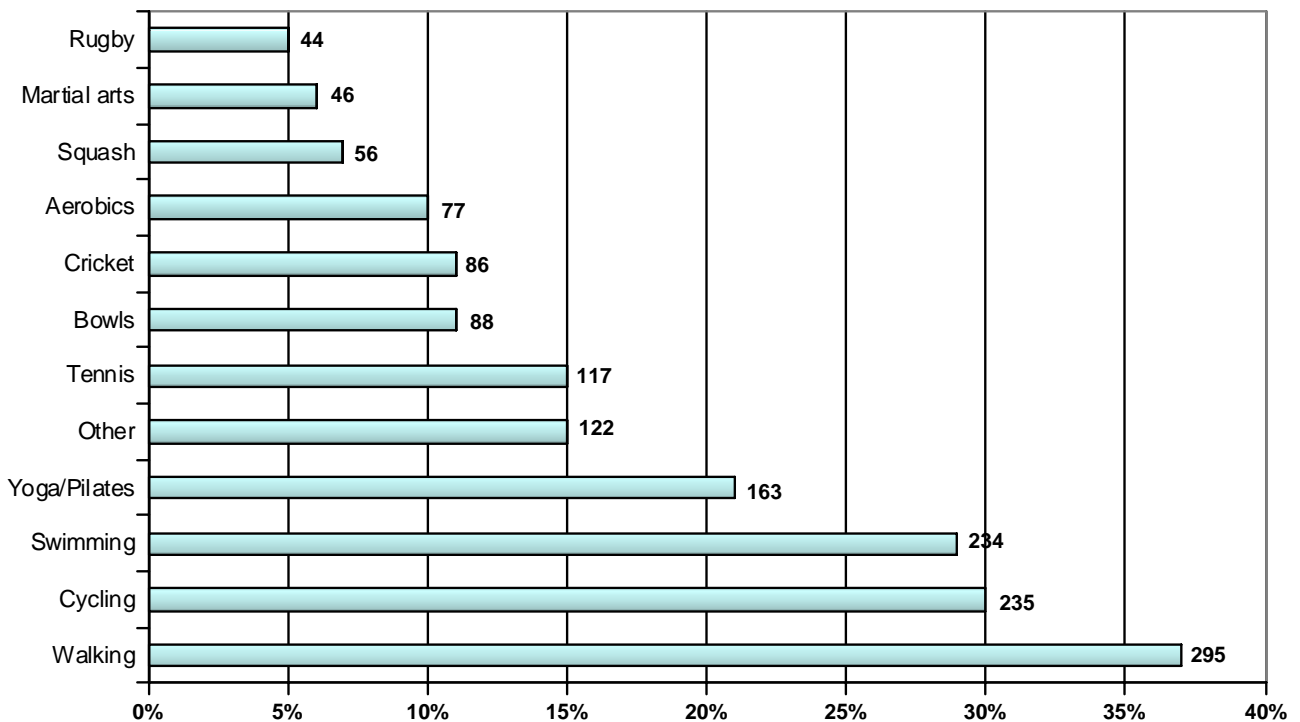
Q30 Which of the following are key factors preventing you from being more physically active within the Borough?



Base 794

Respondents were asked to tick all options that applied hence the higher percentage. The top three key factors preventing respondents from being more physically active with the Borough as illustrated on the graph were Time 52% (in total, 414), Money 22% (in total, 177) and lack of interest 22% (in total, 178).

Q31 Which of the following sports and leisure activities would you like to see developed further in the Borough?

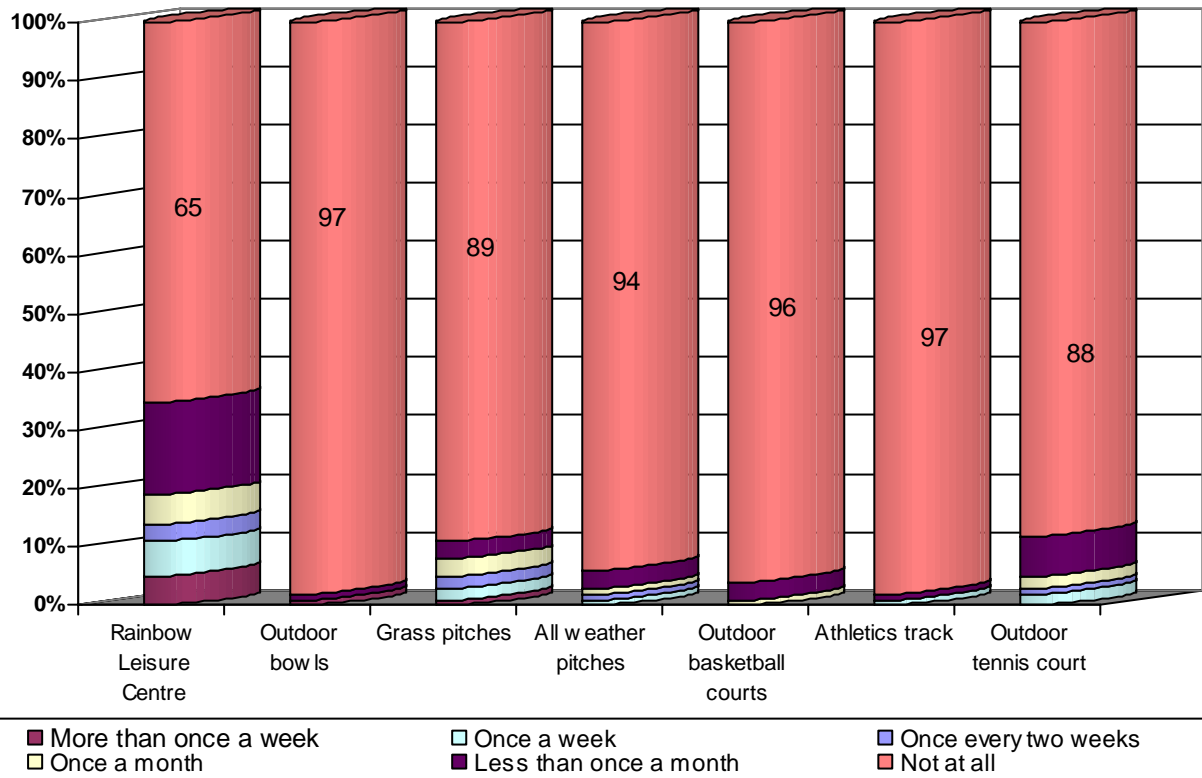


Base 794

Respondents were asked to specify their other responses regarding sports and leisure activities they would like to see developed further in the Borough. Their responses are listed on the below.

<ul style="list-style-type: none"> • Tai Chi (4) • Dances classes (10) • Athletics • Bird watching/spotting • Gentle keep fit • Keep fit for the elderly • Fencing • Fitness classes for beginners • Netball for juniors • Allotments • Free of charge swimming for OAPs at the Rainbow Centre • Some form of dancing, modern for over 30's, salsa classes, etc - Basketball for over 30's. • Basketball (5) • Bridge 	<ul style="list-style-type: none"> • Volleyball • Any sport for children • Indoor bowls • Archery • Exercise classes for the over 60s • Reading/book circles - based in the libraries • Aquaerobics for the less able • Why not provide a graffiti wall for teenagers to paint on? • A gym for the older person with heart and arthritic problems • Keep Fit class for OAPs • Swimming free for OAPs • Age related discussions • Something to interest young people • Adult education classes
<ul style="list-style-type: none"> • Table tennis and golf • My interest is Sea Angling which is not represented • Ice skating • Premiership Rugby Union club • Five a side football • Not bothered for myself but need more from children at accessible times for working parents. IE clubs that start at 4pm are no good • Aqua aerobics; also sports for the less able - not disabled - but I have arthritis and knee replacements, so exercise for me is very little • development should grow with increase in interest • Keep fit as per physiotherapy class • Health fitness centres - ie the late Bourne Hall centre • Over 60 exercise • If someone wants to walk they can walk, if someone wants to play football they can do that by getting together with like minded people 	<ul style="list-style-type: none"> • My sport is dinghy sailing, so why support only those activities above? • Horse riding • Classes for those overweight • Glad to see Yoga for pre/postnatal mums and Rainbows - although bit late for me • Transcendental meditation • Bowling, Ice Skating • Leisure activities, i.e. gym and aerobic classes for 12-15 year olds • Fishing • Golf (4) • Bowling • Running/Jogging • Netball • All sports should be developed • More support for youth clubs • Table Tennis, Ice Skating • Areas to fly model aircraft • Keep Fit exercise classes for over 65's

Q32 How often have you used the following types of sport and recreational facilities inside the Borough in the last 12 months?

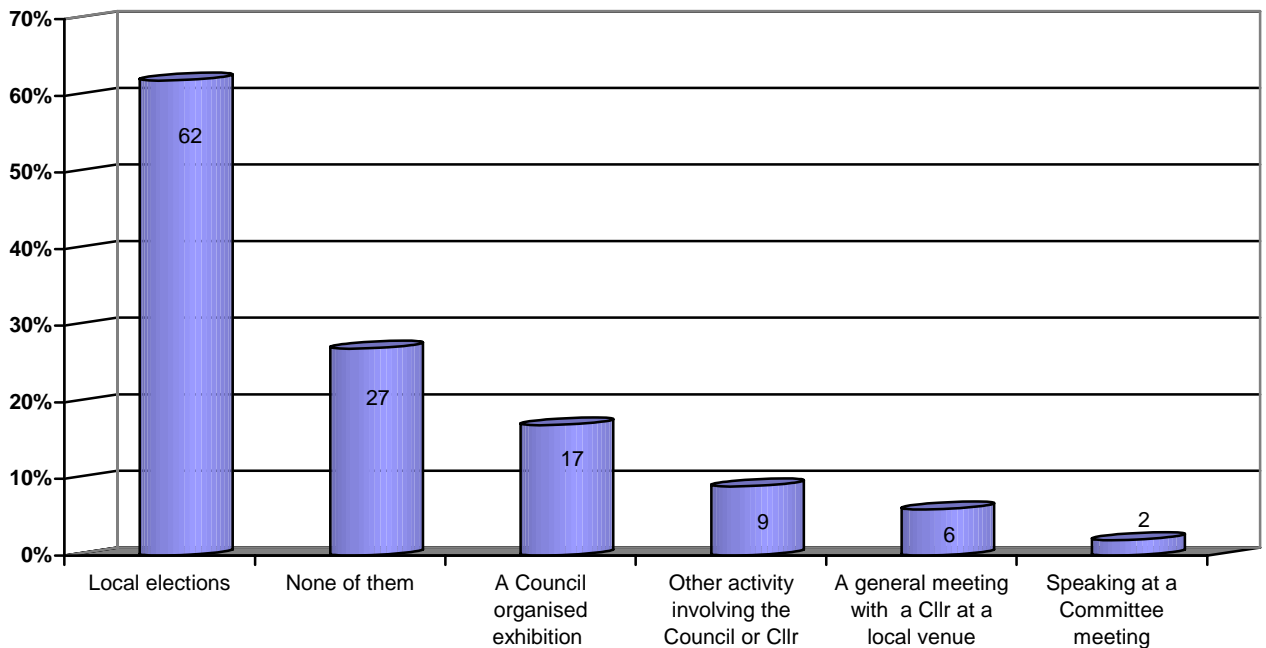


	Rainbow Leisure Centre	Outdoor bowls	Grass pitches	All weather basketball courts	Outdoor basketball courts	Athletics tracks	Outdoor tennis court
Base	738	691	693	687	687	684	688

As illustrated on the graph the majority of respondents do not use the types of sport and recreational facilities listed. The Rainbow Centre did quite well when compared to the other options as 35% of respondents stated that they used it. The level of usage ranges from more than once a week to less than once a month.

4.5.8 Community Engagement

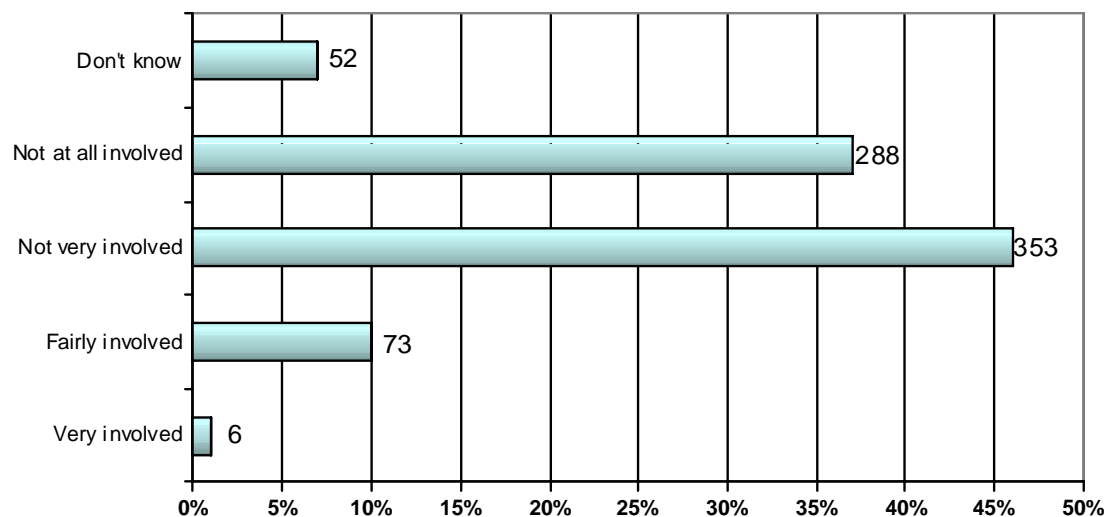
Q33 In the past 12 months, which of the following activities have you taken part in?



Base 794

Respondents were asked to tick all that applied hence the higher percentage. More than half of respondents stated that they took part in local elections 62% (in total, 493) this compares to 63% in 2007 and 95% in 2005 (when the last local elections was held). Just over a quarter of respondents stated that they took part in none of the options listed 27% (in total, 214) and only 2% (in total, 18) spoke at a Committee meeting.

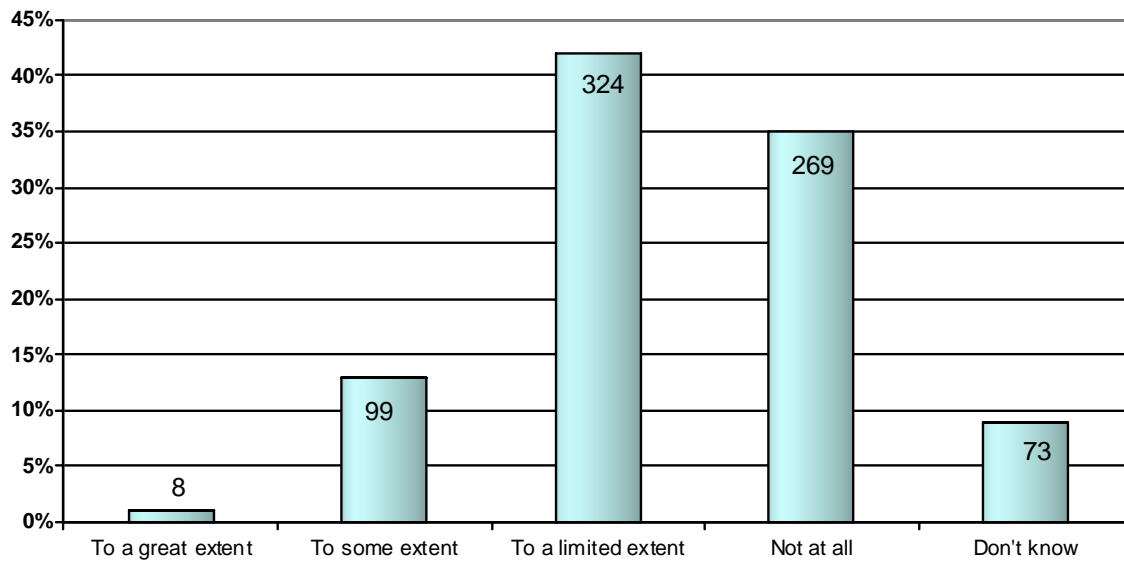
Q34 To what extent do you feel you are involved in the Council’s decision making?



Base 772

Overall, 11% of respondents (in total, 79) ticked very or fairly involved and has remained consistent over the years (2007 10%, 2005 11%). Again 46% (in total, 353) ticked not very involved (2007 47%, 2005 42%).

Q35 How much do you feel you can influence decisions that are made by the Council?

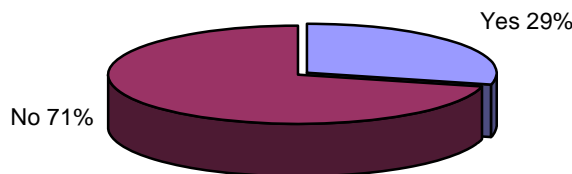


Base 773

There has been little change to the percentages when compared to previous years albeit a slight improvement to those respondents that ticked to some extent. The table below compares responses received from 2009, 2007 and 2005.

	2009	2007	2005
	%	%	%
To a great extent	1	1	1
To some extent	13	11	10
To a limited extent	42	44	45
Not at all	35	37	36
Don't know	9	8	8

Q36 Have you worked in a voluntary capacity within the past 12 months?



Base 771

The majority of respondents ticked no 71% (in total, 548). This improved slightly when compared to 2007 and consistent when compared to 2005 Resident Surveys (2007 75%, 2005 71%).

Group	Major Themes	Examples of Comments
Medical Charities	<ul style="list-style-type: none"> Over a quarter of respondents helped with one form of medical charity or another 	<ul style="list-style-type: none"> I am a Trustee of a medical charity in London which meets four times a year and also holds fundraising events which have to be organised and attended. The charity has also launched now website that I have been involved in developing Cancer Research Shop. Helped The Children's Trust, Macmillan Cancer Care, Girl guiding UK, Duchenne Muscular Dystrophy, I work one day per week for a cancer charity shop. Also take part in collecting donations - collection tin, e.g. outside Sainsbury's I do office admin work for CRY (Cardiac Risk in the Young) a total of about 4 hours per week Volunteer in British Heart Foundation, Epsom one day a week
Elderly / Less Physically Able Residents	<ul style="list-style-type: none"> Respondents also did a varying degree of voluntary work to help the elderly and disabled 	<ul style="list-style-type: none"> Helping a disabled lady, with financial problems and meeting with nursing homes and social workers with regard to the lady's mother Collected for Age Concern Riding for the disabled. Citizens Advice Bureau Carer for elderly and mentally disabled I am a volunteer visitor working with the elderly through Age Concern Epsom & Ewell Host/driver for Contact The Elderly Visiting the elderly and McMillan Nurses cake making events I serve on the committee of my local residents association and am a volunteer "befriender" for Age Concern Epsom (I visit an elderly resident with memory loss once a week) Organised parties and day trips for pensioners Until his recent death looked after a 98 year old friend
Religion & Council Related / Toddler Groups	<ul style="list-style-type: none"> Almost half of respondents stated that they are involved in some sort of religious or toddler groups activity 	<ul style="list-style-type: none"> Worked for The Church of The Good Shepherd for the Sunnybank Trust Fortnightly at Dovecote Christian Book Centre. Once a week or fortnightly. Church Watcher for Friends of City Churches (London) Help at toddler group. Cooking and Admin. for old people's Lunch Club. Voluntary work at Pre-school President of local Rotary Club ; Trustee of Epsom & District Scouts; Trustee of Conquest Art for disabled people; Lay member of Council Standards Committee. Teacher at Church School. Run Youth Group. Help run Toddler Group I have taken an active part in keeping Court Recreation Ground and surrounding alleys clear of graffiti and litter on a daily basis in liaison with the council's graffiti team. I am a member of the Friends group for Court Rec. and regularly attend the Town Ward police meetings At Ewell Grove Infants - parent helper

Schools / Scouts group / Brownies / Charities	<ul style="list-style-type: none"> • A few respondents also highlighted their involvement with schools ie reading, organising trips etc. Some took part in other charities 	<ul style="list-style-type: none"> • Helped out Rainbows and Brownies • Two half days each week in Charity shop. Taking goods to pit stop. Organise sales in Ashley Centre for Rotary. Reading once a week in Primary School. Rotary Christmas collection • Helped at school PTA events, school trips, Brownies • Voluntary Room Steward for the National Trust at Polesdenlacy and Clandon Park • Reading with junior school children on a weekly basis and helping in class and on trips • Helped at school, helped in adult learning • NSPCC, Rosebery School Trustee • Epsom Methodist Scouts • Scouts and Guide fundraising • Supported a Scouts group and an athletics club in an administrative capacity • Carer on respite holidays and a minibus driver for the charity ROYAD • Teaching political economy to adults - out of Borough
Council Venues / Borough	<ul style="list-style-type: none"> • Some respondents have also volunteered at Council venues eg Bourne Hall, The Play House etc as well as within the Borough in various capacities 	<ul style="list-style-type: none"> • Worked as a Steward at Epsom Playhouse • 150 Anniversary of steam at West Ewell Station. 2. Local Sport Club, volunteer. 3. Assist with local wildlife • Two afternoons at Bourne Hall Museum • Playhouse Steward • Helped with Epsom Protection Society organising social events and trips • Residents Association • Lead Town Walks. Organised work on Old Tower, Ewell. Chaired meeting of local groups. Lectured to local groups. Advised on work at Mansion House • Correspondent for Epsom and Ewell Cycling Action Group. Rights of Way Rep. for Cyclists for Epsom and Ewell and Mole Valley Districts • Represent a major children's charity in the Epsom and Ewell area, running fun raising events, talks, etc. • Chair of Trustee Board and Secretary, Epsom and Ewell Citizens Advice Bureau Trustee Director and Secretary, Carers of Epsom Member of Mayor's Charity Committee 2008-9
Variety of Voluntary Work Carried Out	<ul style="list-style-type: none"> • A few respondents carry out voluntary work that were specific to them 	<ul style="list-style-type: none"> • Participated in Community Social Responsibility project for a day at work (painting a hostel) • I help with dog rescue and re-homing • Volunteer for British Red Cross Fire & Emergency Support Service in Surrey • I act as a business mentor to several people who run local listed charities • Helping a young woman with a baby with forms for housing, finance etc & practical help. Helping care for a terminally ill friend • NADFAS volunteer with National Trust Agreed to help set up bowls indoors at Swale house Attended and Taken minutes at community meeting

4.5.9 General

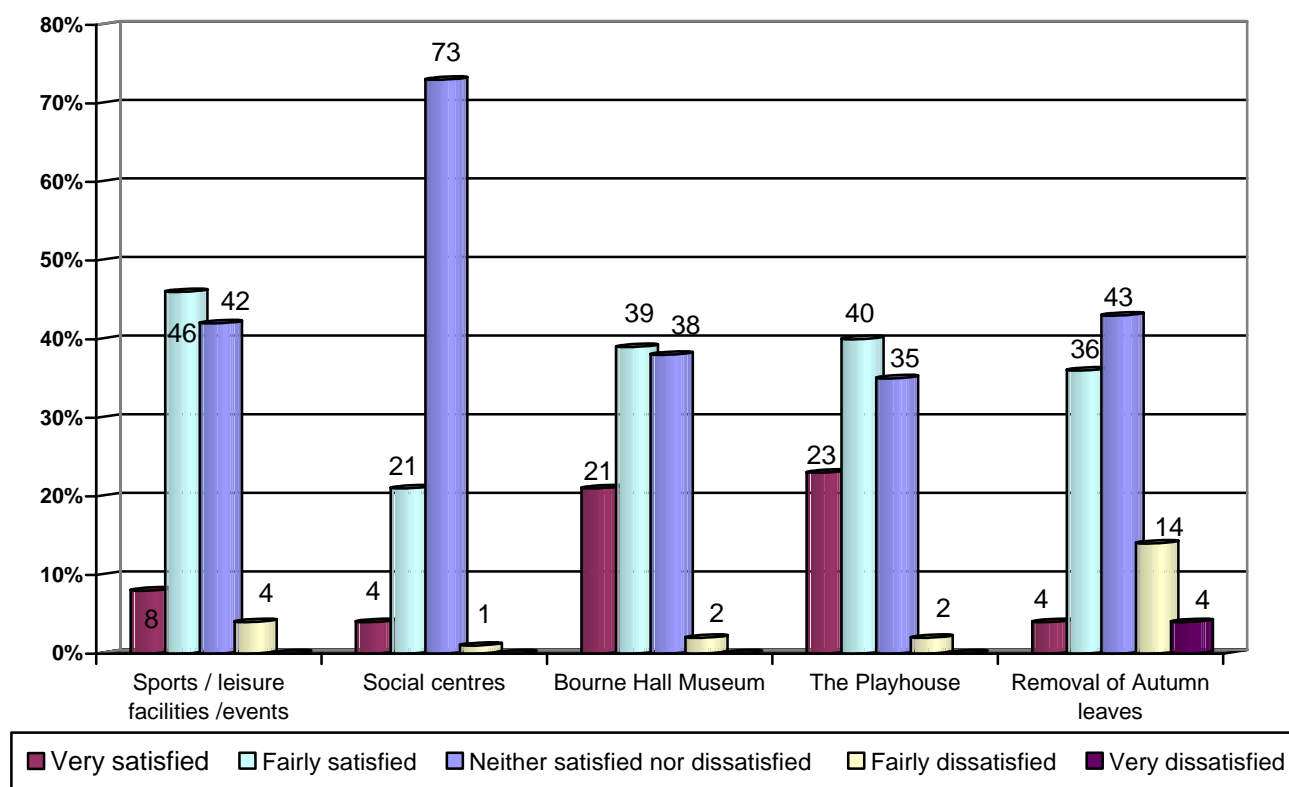
Q38 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the past 12 months, or has it stayed the same?

Base		Got Better			Stayed the Same			Got Worse		
		2009	2007	2005	2009	2007	2005	2009	2007	2005
755	Quality of grass cutting in parks and open spaces	14%	10%	13%	79%	83%	80%	7%	7%	8%
750	Frequency of grass cutting in parks and open spaces	13%	10%	14%	79%	83%	78%	6%	7%	8%
758	Quality of grass cutting on verges	10%	9%	13%	71%	71%	68%	19%	20%	20%
746	Frequency of grass cutting on verges	9%	8%	14%	72%	72%	68%	19%	19%	18%
731	Condition of street furniture (eg benches, litter bins)	10%	11%	14%	75%	72%	68%	16%	17%	18%
668	Activities for teenagers	6%	4%	7%	84%	77%	78%	11%	19%	16%
687	Cultural facilities	6%	7%	9%	92%	89%	88%	3%	4%	3%
683	Play facilities for young children	23%	22%	12%	74%	74%	82%	2%	4%	6%
667	Play facilities for teenagers	9%	n/a	n/a	83%	n/a	n/a	9%	n/a	n/a
726	Parks and open spaces	18%	17%	13%	79%	80%	84%	3%	3%	4%
678	Race relations	3%	6%	6%	93%	90%	91%	4%	4%	3%
702	Sports and leisure facilities	7%	12%	19%	91%	85%	79%	3%	3%	2%
758	Level of traffic congestion	3%	7%	5%	32%	30%	23%	65%	65%	72%

Please note that play facilities for teenagers is a new addition to the Residents' Survey hence the reason it cannot be compared to previous years.

Rank (Got Worse)	2009	2009 %
First	Level of traffic congestion	65
Second	Frequency of grass cutting on verges	19
Third	Quality of grass cutting on verges	19
Fourth	Condition of street furniture	16
Fifth	Activities for teenagers	11

Q39 How satisfied are you with each of the following services provided by the Council?



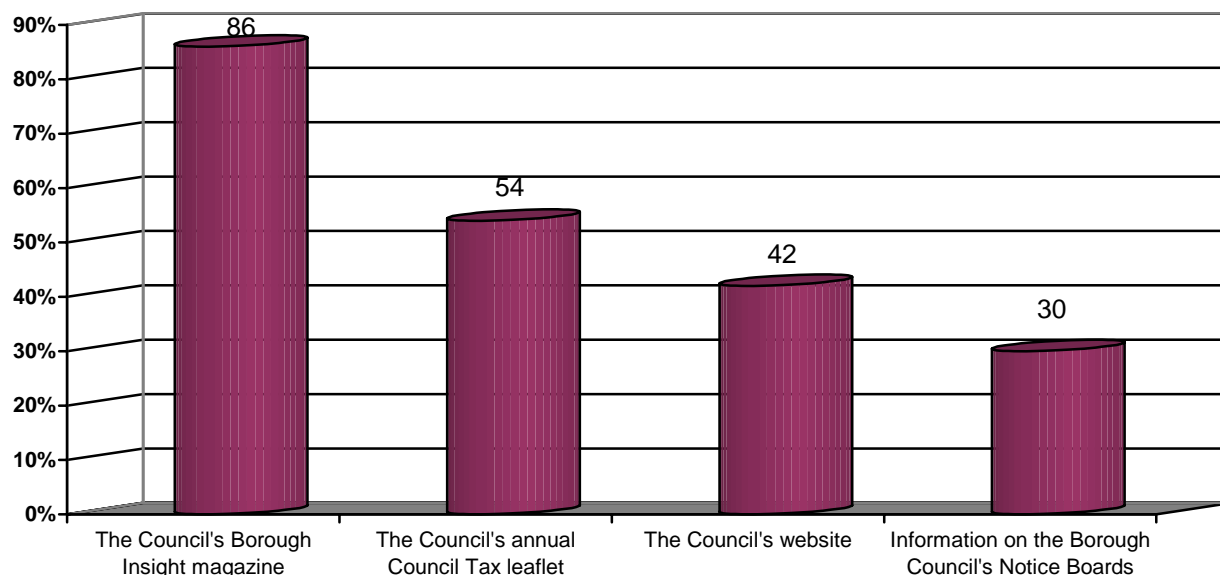
	Sports / leisure facilities / events	Social centres (The Wells, Cox Lane, Longmead, The Cedars)	Bourne Hall Museum	The Playhouse	Removal of Autumn leaves
Base	743	710	742	748	715

The service that majority of respondents were either very or fairly satisfied with was The Playhouse 63% (in total, 471). This was followed by Bourne Hall Museum 60% (in total, 445) and Sports / leisure facilities / events 54% (in total, 398). The service that respondents were least satisfied with was Removal of Autumn leaves 18% (in total, 131). As illustrated on the graph, the percentages for neither agree nor disagree was quite high for all options listed particularly for social centres.

The table below compares results from previous Residents' Surveys.

	Favourable			Undecided			Unfavourable		
	2009	2007	2005	2009	2007	2005	2009	2007	2005
Sports / leisure facilities / events	54%	64%	64%	42%	31%	32%	4%	5%	5%
Social centres (The Wells, Cox Lane, Longmead, The Cedars)	25%	28%	25%	73%	71%	74%	1%	2%	1%
Bourne Hall Museum	60%	63%	64%	38%	35%	34%	2%	2%	2%
The Playhouse	63%	67%	67%	35%	30%	31%	2%	3%	3%
Removal of Autumn leaves	40%	44%	48%	43%	35%	29%	18%	18%	23%

Q40 Which of the following information have you read /assessed within the past 12 months?

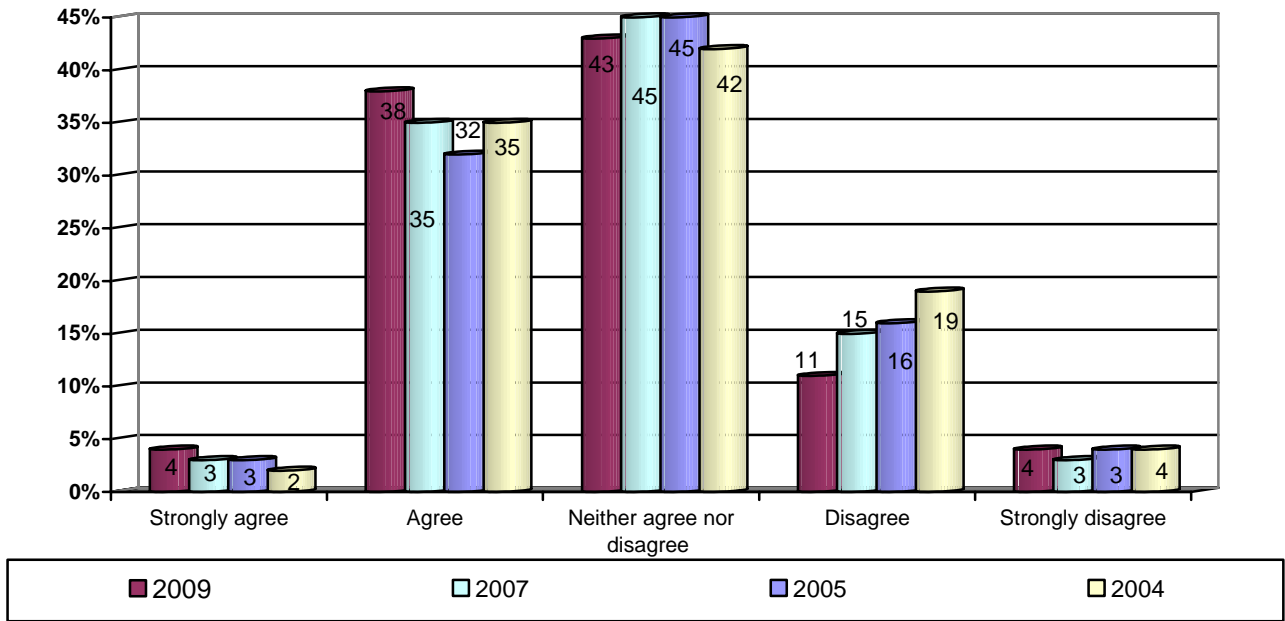


Base 794

Respondents were asked to tick all that applied hence the higher percentage. The top two most read / assessed information is Borough Insight 86% (in total, 683) and Council Tax leaflet 54% (in total, 431). The least accessed / read information is Borough Notice Boards 30% (in total, 241). Borough Insight remains at the top spot when compared to 2007 and 2005 surveys.

Base		Q41 How well do you think Epsom & Ewell Borough Council keeps its residents informed about...											
		Well informed			Quite well informed			Not very well informed			Not informed at all		
		2009	2007	2005	2009	2007	2005	2009	2007	2005	2009	2007	2005
761	The service it provides	20%	17%	22%	70%	67%	59%	10%	15%	18%	1%	1%	1%
756	The reason why it makes the decisions that it does	10%	8%	8%	52%	45%	47%	34%	42%	38%	4%	6%	7%
760	How the Council spends its money	16%	12%	13%	58%	55%	56%	23%	31%	27%	2%	2%	4%
753	Planned improvements for services	11%	7%	9%	53%	48%	47%	33%	41%	39%	4%	3%	5%
756	Local events and activities	13%	13%	12%	60%	57%	58%	25%	27%	27%	2%	3%	3%
757	How well the Council is performing	12%	10%	10%	55%	52%	52%	29%	33%	32%	4%	6%	6%

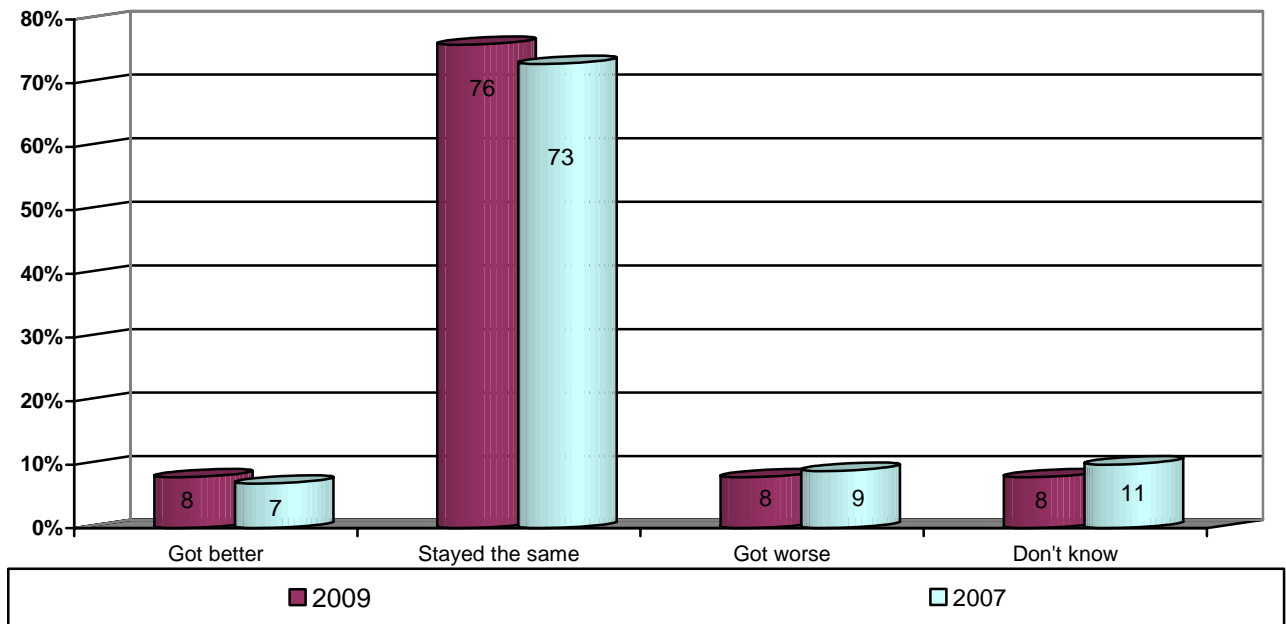
Q42 To what extent do you agree with the statement “the Council provides good value for money”?



Base 774

The majority irrespective of the year neither agreed nor disagreed with the options listed. There has been a slight improvement in favourable as well as unfavourable responses given when compared to 2007, 2005 and 2004.

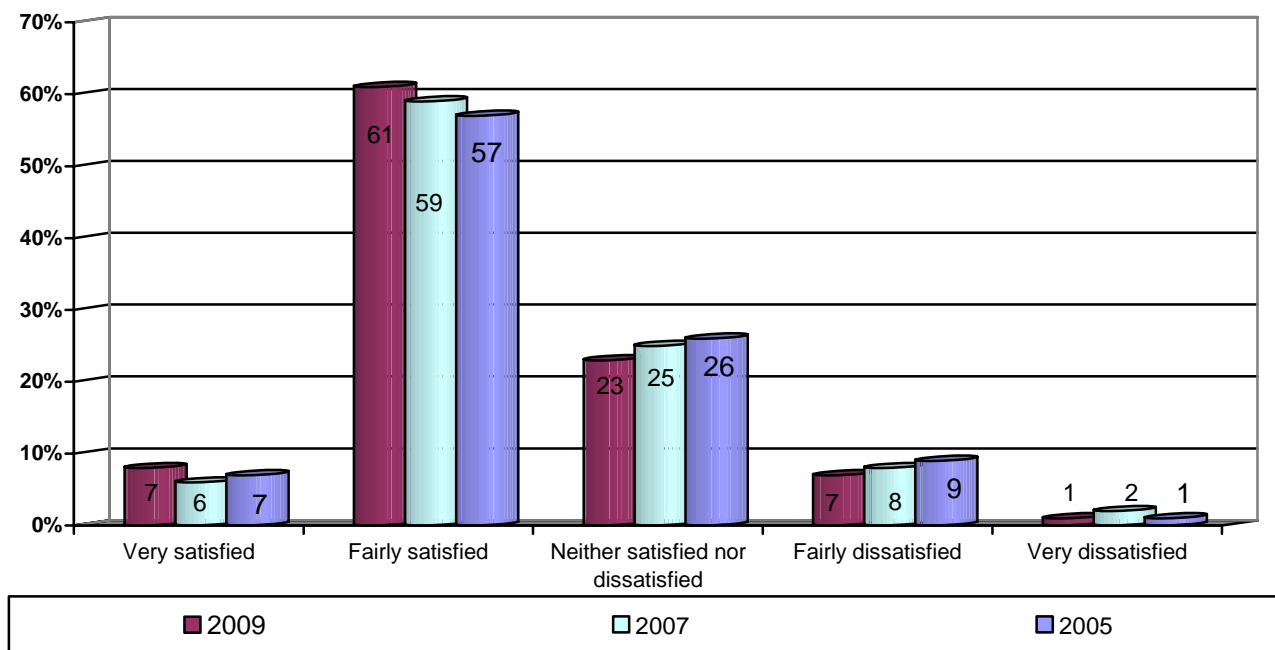
Q43 Thinking about the way the Council runs things, do you think this has got better or worse over the past 12, or has it stayed the same?



Base 774

The majority of respondents 76% (in total, 587) thought the way the Council runs things stayed the same. This has improved by 3% when compared to 2007. Overall, there has been slight improvement in the percentage that thought things have got better, got worse or don't know enough to give an informed answer.

Q44 Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things?



Base 777

Overall, the majority of respondents are either very or fairly satisfied with the way the Council runs things 68% (in total, 530). This has improved slightly when compared to previous Resident Surveys (2007 65%, 2005 64%). The same applies to levels of dissatisfaction as well 8% (in total, 65).

Q45 If you have any further comments that you would like to make the Council aware of, please use the space below.

Group	Major Themes	Examples of Comments
Streetcare / Traffic / Pavements / Parking	<ul style="list-style-type: none"> Almost half of respondents had issues with streetcare, the level of traffic congestion, parking and the implication it is having on their neighbourhood as well as the condition of pavements 	<ul style="list-style-type: none"> The condition of the pavement at the town end of Rosebank is very unsatisfactory. Also the hedge overgrowing into the High Street makes it extremely difficult to emerge safely in a car from Rosebank The island in Hookfield is very untidy and needs attention Commuter parking in Downhill Road, Autumn leaves and blocked drainage at the bottom of Downhill Road. Trees that are too big on pavements, e.g. near the small roundabout by Walpole Road/Ashley Road Traffic warden should prevent parking illegally on double yellow lines, etc. The roads are still full of potholes after last winter. Parking ban near schools, hold ups around school time Tree planting along residential roads. Potholes issue. Traffic problem at Ewell Village. Foxes problem. Improve/enhance children's play area Pavement in the Kingsway Pool are uneven and dangerous

Council Related Issues / Council Tax	<ul style="list-style-type: none"> • A few respondents also stated that they would like the Council to address the imbalance between the high Council Tax paid and the services it offers to residents • The need to meet councillors and discuss specific issues with them was also highlighted 	<ul style="list-style-type: none"> • We pay far too much Council Tax and get very little in return. London Borough pay a lot less and appear to get a lot more in return • Council run evening activities for teenagers - juice bars, youth clubs would be good • The Council Tax is far too high • Given the current economic downturn I would like to see reduced Council Tax and no increases please • I think the Council magazine is well produced, but I think one way of reducing Council rates would be to charge a token amount to people that want it. I'm afraid a lot of people treat it as junk mail • Organise an event where we can meet Councillors • Bonfires and the smoke from them has become a real bug bearer this year. I wish the Council would pass a by law forbidding fires • I would be interested to speak to a Councillor about the possibility of creating a playing area in the Borough similar to Priory Park, Reigate. A large number of families I know travel to Priory Park in the week and weekends, it seems a shame we can't have this locally
Public Toilets / Litter & Graffiti / Waste Bins	<ul style="list-style-type: none"> • Lack of public conveniences was raised as a concern by few respondents • The need to produce more public bins in order to curb the litter issues particularly in certain parts of the Borough was also pinpointed by respondents • Over a third of respondents felt that litter and graffiti were a major concern in their areas 	<ul style="list-style-type: none"> • Lack of toilets in all parks though they have improved equipment • Public waste bins overflowing at times • There has been a marked deterioration in the appearance and tidiness of public spaces around the Borough, particularly grass verges and grass areas and the accumulation of litter • Litter in Ewell village, leading Upton Nescot College • Litter and graffiti are still an eyesore, cigarette ends, food packaging, litter and cans, etc. Also, not enough care about shrubs at road crossing, they could cause accidents by blocking the view • Lack of provision of public conveniences in public parks. I am 84 years of age and walking in the parks is still a pleasure, but lack of this essential commodity is appalling compared to 50 years ago. In the 21st century this should not happen • Educate residents to respect their environment and take their rubbish home and reduce litter • Before grass cutting remove the litter, otherwise it gets chopped into smaller pieces! Target litter areas, parkside edge of London Road for example. Ensure litter bins are emptied early. Clear the litter in Stoneleigh Broadway on a Sunday morning, whilst the area is empty and before the litter is scattered
Rainbow Centre / Dog Related	<ul style="list-style-type: none"> • Points raised by respondents about the Rainbow Centre included parking, cost etc • A few respondents were concerned about the way some dog owners behave 	<ul style="list-style-type: none"> • I would use the Rainbow Leisure Centre if there were more parking spaces. Instead I use Banstead Baths as it's easy to park and free. Lighting on footpath to Riverview Road, Epsom is very bad

		<ul style="list-style-type: none"> • The craziness of the Rainbow centre-- receptionists answering phones rather than dealing with people who are there, state of changing rooms, temperature of pool etc • Once again the dog fouling around my area is terrible. I have confronted elderly dog owners and they simply flick the mess into the road. My children and neighbours children always have to look out for mess on the way to school
Free Swimming	<ul style="list-style-type: none"> • Again respondents highlighted the need for free swimming and stated that this is always taking place in other boroughs 	<ul style="list-style-type: none"> • I would like free swimming. I think Surrey County Council do not use money as well as Epsom & Ewell • Free swimming for the under 16's • It always seems a struggle with Epsom Council to get any of the Government's funding schemes, i.e. free swimming • Swimming for pensioners should be free in line with other local councils • Would have loved to have taken part in the Government's scheme for free swimming for the over 60's as I think it would have been perfect for people with all manners of problems, backs etc. To use on a regular basis takes quite a chunk out of one's pension.
Waste and Recycling Collection	<ul style="list-style-type: none"> • Some respondents stated that the bins are not disposed of properly therefore making their environment untidy. They find this to be very off putting 	<ul style="list-style-type: none"> • We find the food waste caddy a good idea, but unhygienic and time consuming. No point in asking about removal of autumn leaves, when the leaves are still on the trees! • A better facility needs to be introduced to redress the problems caused when bins are missed, particularly food waste • The waste collectors should be advised that they must not leave any paper, tissues, newspapers, etc., around the pavements when emptying bins. I go round my house and clear it after • I made a comment about litter in my neighbourhood. A lot of this is caused by sloppy collection of the paper waste by the recycling services and more care is needed not to let paper blow away or at least pick it up
Positive Comments	<ul style="list-style-type: none"> • A few respondents commended the Council on a job well done while highlighted the need to improve continuously 	<ul style="list-style-type: none"> • The Council does well and Epsom is an attractive place to live. I am very grateful • Generally the council seems to be doing a good job but there's always room for improvement in any activity • We have a good Borough • Generally feel it is a good place to live. A small local authority with friendly staff • Keep up the good work, and any chance you could lower the council tax on pensioners?

5. Conclusion

The 2009 Residents' survey generated an overall response rate of 75%, respondents' views and opinions were collected on a wide range of subjects including Street Cleanliness, Refuse & Recycling, Community Safety, ICT, Cash Office in the Town Hall, Contacting the Council, Sports and Recreation, Community Engagement and Overall Satisfaction with the Council. The following conclusion can be drawn:

Street cleansing

The majority of respondents were generally satisfied with the way the Council has kept the Borough free of litter, fly-tipping, fly posting and graffiti in their streets, parks and open spaces, Ewell Village and in Epsom Town Centre. Satisfaction levels tends to vary for Stoneleigh Broadway eg for litter 50% ticked neither agree nor disagree and it could be that respondents have no affiliation to the area and therefore unable to make an informed judgement. Overall, 90% of respondents were satisfied with the way the Council deals with fly tipping on their streets 90% (in total, 779) as well as in parks and open spaces 81% (in total, 769). However, further comparison was carried out across wards and it is worth noting that over a quarter of respondents in Town ward gave an unfavourable response regarding litter on their street 30%(in total,16) while 31% in Ewell ward (in total, 23) felt the same way as well.

Refuse & Recycling collection

Satisfaction with the Council's new refuse & recycling service is very high 73% (in total, 483) and the type of materials that residents can recycle from their doorstep 80% (in total, 599). Comparison was drawn across the various age groups and wards and overall the majority are either very or fairly satisfied with the service and materials they can now recycle. However, of all the wards, Colledge seems to be the least satisfied as only 55% (in total, 62) are happy with the new service and 27% (in total, 17) stated they were unsatisfied. It is worth noting that although 60% (in total, 17) of Town ward are happy with the service, 32% are not (in total, 16). Again, 82% (in total, 634) of respondents stated that the new service enable them to recycle more and 67% (in total, 461) indicated that the food waste service made them realise they produce less food waste than they thought. The top three most recycled materials were newspapers and magazines, glass bottles and jars and plastic bottles. The majority of respondents' compost at home 59% (in total, 456) and 80% (in total, 615) were aware of the Council's home composting offer.

Community Safety

Loud and fast cars continue to be the top type of nuisance or anti-social behaviour that respondents have experienced in the past twelve months. This was followed by dog mess and parking problems. When compared to the 2007 Residents' Survey, the results remain unchanged at 47% however, there has been a 5% improvement when compared to 2005 (52%). Overall, the majority respondents felt very safe in their neighbourhood irrespective of what time of day it was (during the day 99%, after dark 84%). The majority of respondents 84% have not been a victim of crime however, 6% were a victim in their home and 5% in their neighbourhood. In relation to crime and public order, the majority of respondents ticked either very or fairly safe (crime 93%, public order 80%).

Information Technology

There has been a 50% split between respondents that said yes they use the Council website and no. Respondents were asked to state what the Council could do to encourage them use the website if they ticked no and the majority said to advertise its use more widely in the local newspapers and Borough Insight. Overall, 94% of respondents stated that they like the new look Council website and the top reason for visiting the website was to access general information.

Cash Office in the Town Hall

Only 11% of respondents have used the Cash Office facility in the Town Hall in the past year. Overall, the majority of respondents gave a favourable response for all options listed as illustrated on the graph, convenience of opening hours 87% (in total, 72), availability of customer service staff 92% (in total, 76) and for length of time before you spoke to a member of staff 93% (in total, 75).

Contacting the Council

Overall, 47% (in total, 353) stated that they have contacted the Council's Contact Centre in the past 12 months. This has dropped slightly when compared to previous years (2007 51%, 2005 50%). Satisfaction

with the service provided by the Contact Centre when compared to previous years has remained consistently high. It is worth noting that 31% (in total, 240) of respondents had contacted the Council with a complaint and this has increased by 3% when compared to 2007 and 2005. However, 61% of respondents were satisfied with the way their complaint was dealt with and this has improved slightly when compared to previous years.

Sport and Recreation

The main factor preventing respondents from being more physically active within the Borough was time. Respondents were then given a list of sports and leisure activities and asked to tick those they would like to see developed and the top three were walking, cycling and swimming. However the majority of respondents do not use any of the sport and recreational facilities inside the Borough in the past year eg Rainbow Centre, Outdoor bowls, Grass pitches, All weather pitches Outdoor basketball courts, Athletics track and Outdoor tennis court. Of all the options, the Rainbow Centre had the most users as 35% had used it and the level of usage varies from more than once a week to less than once a month.

Community engagement

The top activity that respondents took part in was local elections and the activity they are least likely to take part in was speaking at a Committee meeting. The majority of respondents do not feel involved in the Council's decision making and this has remained consistent over the years. Respondents were asked whether they feel they can influence decisions made by the Council and again only 13% ticked either to a great extent or to some extent. Only 29% of respondents have worked in a voluntary capacity within the past year.

General

The five areas that respondents felt have got worse were level of traffic congestion, frequency of grass cutting on verges, quality of grass cutting on verges, condition of street furniture and activities for teenagers. Overall 63% of respondents gave a favourable response for The Playhouse and this was followed by Bourne Hall Museum 60%. The most accessed or read information within the past 12 months was Borough Insight 41%). Regarding value for money, the majority of respondents ticked neither agree nor disagree. There has been an improvement in both favourable and unfavourable responses when compared to 2007, 2005 and 2004. Respondents were asked to think about the way the Council runs things and state whether it has got better, stayed the same or got worse over the past 12 months and 76% thought has stayed the same.



Residents Survey 2009

This questionnaire is designed to obtain your views about a variety of services provided by Epsom & Ewell Borough Council and how we can improve these for the future. Please read each question carefully before selecting the boxes that best represent your feelings or experiences.

Cleanliness

Q1 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of litter? *Please tick one satisfaction level for each area*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epsom Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ewell Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoneleigh Broadway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping parades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of fly tipping? *Please tick one satisfaction level for each area*

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epsom Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ewell Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoneleigh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping parades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough free of fly posting? *Please tick one satisfaction level for each area*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Your street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epsom Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ewell Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoneleigh Broadway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping parades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 How satisfied are you that Epsom & Ewell Borough Council has kept the Borough clear of graffiti? Please tick one satisfaction level for each area

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Your street.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epsom Town Centre.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ewell Village.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoneleigh Broadway.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping parades.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Waste Services (Refuse & Recycling)

Q5 How satisfied are you with the following? Please tick one option only

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The Council's new refuse and recycling service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of materials that you can now recycle from your doorstep.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Do you think the new waste collection service enables you to recycle more materials?

Yes..... No.....

If 'No', please state why

Q7 If you use a foodwaste caddy, how do you dispose of your weekly foodwaste? ... Please tick one option only

Wrap the food using paper.....	<input type="checkbox"/>	Place food in the bin unwrapped.....	<input type="checkbox"/>
Buy bio bags.....	<input type="checkbox"/>	I don't use a food waste caddy.....	<input type="checkbox"/>

Q8 Recycling food waste has made me realise that I produce... Please tick one option only

Less food waste than I thought.....	<input type="checkbox"/>	More food waste than I thought.....	<input type="checkbox"/>
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Q9 Will the new food waste recycling service encourage you in the future to Please tick one option only

Throw away none.....	<input type="checkbox"/>
Throw away less than I did before the service.....	<input type="checkbox"/>
Throw away the same amount as I did before the service.....	<input type="checkbox"/>
Throw away more than I did before the service.....	<input type="checkbox"/>

Q10 What materials do you currently recycle? Please tick all that apply

Newspapers and magazines.....	<input type="checkbox"/>	Cardboards.....	<input type="checkbox"/>
Glass bottles and jars.....	<input type="checkbox"/>	Food waste.....	<input type="checkbox"/>
Steel and aluminium cans.....	<input type="checkbox"/>	Books.....	<input type="checkbox"/>
Clothing and textiles.....	<input type="checkbox"/>	Garden waste.....	<input type="checkbox"/>
Mixed paper.....	<input type="checkbox"/>	Batteries.....	<input type="checkbox"/>
Plastic bottles.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>

If 'Other', please specify:

Q11 Do you compost at home?

Yes..... No.....

Q12 Are you aware of the Council's home composting offer (subsidised compost bins available from £10)?

Yes..... No.....

Further information on this offer can be found on our website www.epsom-ewell.gov.uk or by calling our Customer Contact Centre on 01372 732000.

Q13 Please specify below if you have any comments on recycling or refuse collection in the Borough.

Community Safety

Q14 Have you suffered from any of the following kinds of nuisance or anti-social behaviour in your neighbourhood over the past 12 months? Please tick as many boxes as required

Abandoned cars..... <input type="checkbox"/>	Graffiti..... <input type="checkbox"/>	Derelict buildings..... <input type="checkbox"/>
Drugs..... <input type="checkbox"/>	Rubbish / litter..... <input type="checkbox"/>	Parking problems..... <input type="checkbox"/>
Loud / fast cars / motorcycles... <input type="checkbox"/>	Neighbourhood disputes..... <input type="checkbox"/>	Parties..... <input type="checkbox"/>
Dog mess..... <input type="checkbox"/>	Loud music..... <input type="checkbox"/>	Chewing gum on the pavements / streets..... <input type="checkbox"/>
Noisy dogs / stray dogs..... <input type="checkbox"/>	Cycling on footpaths / towpaths <input type="checkbox"/>	Other..... <input type="checkbox"/>

If 'Other', please specify:

Q15 How safe do you feel in your neighbourhood... Please tick one safety level for each option

	Very safe	Fairly safe	Fairly unsafe	Very unsafe	Don't know / not applicable
During the day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After dark?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 If you have been the victim of any crimes in the past 12 months, please state where they happened. Please tick all that apply.

My home..... <input type="checkbox"/>	Elsewhere in Epsom & Ewell <input type="checkbox"/>	Other..... <input type="checkbox"/>
My neighbourhood..... <input type="checkbox"/>	Not been a victim..... <input type="checkbox"/>	

If 'Other', please specify:

Q17 How safe do you feel about the following? Please tick one safety level option for each.

	Very safe	Fairly safe	Fairly unsafe	Very unsafe	Don't know / not applicable
In relation to crime (i.e. burglaries, violent crime, thefts etc).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In relation to public order (i.e. disorderly, anti-social behaviour)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Over the last 12 months, how do you feel about changes in the...

	<i>More</i>	<i>Stayed the same</i>	<i>Less</i>	<i>Don't know</i>
Level of crime in Epsom & Ewell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information Technology

Q19 Do you use the Council's website?

Yes..... Go to Q20
 No..... Go to Q19a

Q19a If 'No', what could the Council do to encourage you use the website? Go to Q24

Q20 Do you like the new look Council website?

Yes..... No.....

Q21 What was your reason for visiting the website? Please tick all that apply

<i>Paying for services</i>	<input type="checkbox"/>	<i>Using online maps/postcode finder</i>	<input type="checkbox"/>
<i>Applying for services</i>	<input type="checkbox"/>	<i>Accessing general information</i>	<input type="checkbox"/>
<i>Reporting problems</i>	<input type="checkbox"/>	<i>Other</i>	<input type="checkbox"/>

If 'Other', please specify

Q22 To what extent do you agree with the following statements about the Council's website.... Please tick one option in each line only

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
It was easy to pay for services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to report problems.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to apply for a specific service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to access online maps/postcode finder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to access Home Choice (The Council's webpage for allocating housing association properties for rent and shared ownership properties for sale).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to access information relating to Council services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23 How could the Council's website be improved?

Cash Office in the Town Hall

Q24 Have you used the Cash Office facility in the Town Hall in the past 12 months (e.g. to pay your Council Tax bill or pay planning fees)?

Yes No Go to Q26

Q25 How satisfied were you with the following aspects of the cash office facility in the Town Hall?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Convenience of opening hours (9am to 4pm, Monday to Friday).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of customer service staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time before you spoke to a member of staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contacting the Council

Q26 Have you contacted the Council's Contact Centre (01372 732000) in the past 12 months?

Yes No Go to Q28

Q27 How satisfied were you with the following aspects of the service provided during your most recent call to the Contact Centre? *Please tick one satisfaction level for each aspect of service*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Convenience of opening hours (9am to 5pm, Monday to Friday).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of customer service staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time before you spoke to a member of staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness and friendliness of staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff knowledge and helpfulness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of information / advice provided to meet your needs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of specialist help if required.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolution of the issue you contacted the Contact Centre about.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall service that you received from the Contact Centre.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 Have you contacted the Council with a complaint in the past 12 months?

Yes No Go to Q30

Q29 How satisfied were you with the way in which the complaint was handled? *Please tick one box only*

Very satisfied Neither satisfied nor dissatisfied Fairly dissatisfied
 Fairly satisfied Very dissatisfied

Sports & Recreation

Q30 Which of the following are key factors preventing you from being more physically active within the Borough? *Please tick all that apply*

Money	<input type="checkbox"/>	Quality of venue	<input type="checkbox"/>
Time	<input type="checkbox"/>	Type of class	<input type="checkbox"/>
Availability of classes/activities.....	<input type="checkbox"/>	Do not want to go alone.....	<input type="checkbox"/>
Lack of confidence	<input type="checkbox"/>	I am not interested.....	<input type="checkbox"/>

Q31 Which of the following sports and leisure activities would you like to see developed further in the Borough? Please tick all that apply

Bowls.....	<input type="checkbox"/>	Cycling.....	<input type="checkbox"/>
Cricket.....	<input type="checkbox"/>	Swimming.....	<input type="checkbox"/>
Football.....	<input type="checkbox"/>	Yoga/Pilates.....	<input type="checkbox"/>
Tennis.....	<input type="checkbox"/>	Martial arts.....	<input type="checkbox"/>
Badminton.....	<input type="checkbox"/>	Aerobics.....	<input type="checkbox"/>
Squash.....	<input type="checkbox"/>	Rugby.....	<input type="checkbox"/>
Walking.....	<input type="checkbox"/>	Other.....	<input type="checkbox"/>

If 'Other', please specify

Q32 How often have you used the following types of sport and recreational facilities inside the Borough in the last 12 months? Please tick one option only for each facility.

	More than once a week	Once a week	Once every two weeks	Once a month	Less than once a month	Not at all
Rainbow Leisure Centre.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor bowls.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grass pitches.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All-weather pitches.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor basketball courts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Athletics track.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor tennis courts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community Engagement

Q33 In the past 12 months, which of the following activities have you taken part in? Please tick all that apply

Local elections.....	<input type="checkbox"/>	A meeting with a Councillor at a surgery.....	<input type="checkbox"/>
A Council organised exhibition (e.g. on planning changes).....	<input type="checkbox"/>	A general meeting with a Councillor at a local venue.....	<input type="checkbox"/>
Speaking at a Committee meeting.....	<input type="checkbox"/>	Other activity involving the Council or Councillors.....	<input type="checkbox"/>
		None of them.....	<input type="checkbox"/>

Q34 To what extent do you feel you are involved in the Council's decision making? Please tick one box only

Very involved.....	<input type="checkbox"/>	Not very involved.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>
Fairly involved.....	<input type="checkbox"/>	Not at all involved.....	<input type="checkbox"/>		

Q35 How much do you feel you can influence decisions that are made by the Council? Please tick one box only

To a great extent.....	<input type="checkbox"/>	Not at all.....	<input type="checkbox"/>
To some extent.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>
To a limited extent.....	<input type="checkbox"/>		

Q36 Have you worked in a voluntary capacity within the past 12 months?

Yes.....	<input type="checkbox"/>	No.....	<input type="checkbox"/>	Go to Q38
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Q37 Please state below what you have done in a voluntary capacity within the past 12 months.

General

Q38 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the past 12 months, or has it stayed the same?

	<i>Got better</i>	<i>Stayed the same</i>	<i>Got worse</i>
Quality of grass cutting in parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of grass cutting in parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of grass cutting on verges.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of grass cutting on verges.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of street furniture (e.g. benches, litter bins)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play facilities for young children.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play facilities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of traffic congestion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q39 How satisfied are you with each of the following services provided by the Council? Please tick one satisfaction level for each service

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>
Sports / leisure facilities / events.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social centres (The Wells, Cox Lane, Longmead, The Cedars).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bourne Hall Museum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Playhouse.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Removal of Autumn leaves.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q40 Which of the following information have you read / accessed within the past 12 months? Please tick all that apply

<i>The Council's Borough Insight magazine</i>	<input type="checkbox"/>	<i>The Council's annual Council Tax leaflet.....</i>	<input type="checkbox"/>
<i>The Council's website.....</i>	<input type="checkbox"/>	<i>Information on the Borough Council's Notice Boards ..</i>	<input type="checkbox"/>

Q41 How well do you think Epsom & Ewell Borough Council keeps its residents informed about... Please tick one 'informed' level against each option

	<i>Well informed</i>	<i>Quite well informed</i>	<i>Not very well informed</i>	<i>Not informed at all</i>
The services it provides.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reasons why it makes the decisions that it does	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How the Council spends its money.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planned improvements for services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local events and activities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the Council is performing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q42 To what extent do you agree with the statement "the Council provides good value for money"? Please tick one box only

<i>Strongly agree</i>	<input type="checkbox"/>	<i>Disagree</i>	<input type="checkbox"/>
<i>Agree</i>	<input type="checkbox"/>	<i>Strongly disagree</i>	<input type="checkbox"/>
<i>Neither agree nor disagree</i>	<input type="checkbox"/>		

Q43 Thinking about the way the Council runs things, do you think this has got better or worse over the past 12 months, or has it stayed the same? Please tick one box only

<i>Got better</i>	<input type="checkbox"/>	<i>Got worse</i>	<input type="checkbox"/>
<i>Stayed the same</i>	<input type="checkbox"/>	<i>Don't know</i>	<input type="checkbox"/>

Q44 Taking everything into account, how satisfied or dissatisfied are you with the way the Council runs things? Please tick one box only

<i>Very satisfied</i>	<input type="checkbox"/>	<i>Neither satisfied nor dissatisfied</i>	<input type="checkbox"/>	<i>Fairly dissatisfied</i>	<input type="checkbox"/>
<i>Fairly satisfied</i>	<input type="checkbox"/>			<i>Very dissatisfied</i>	<input type="checkbox"/>

Q45 If you have any further comments that you would like to make the Council aware of, please use the space below.

Q46 As a result of 'The Equality and Sexual Orientation Regulation Act 2007', Epsom & Ewell Borough Council need to ask panel members the following optional question. Do you consider yourself to be... Please tick one box only

<i>Heterosexual</i>	<input type="checkbox"/>	<i>Other</i>	<input type="checkbox"/>
<i>Gay or lesbian</i>	<input type="checkbox"/>	<i>Prefer not to say</i>	<input type="checkbox"/>
<i>Bisexual</i>	<input type="checkbox"/>		

If 'Other', please specify

Thank you for completing this questionnaire!

Any information collected by this questionnaire will only be used by the Council's Consultation department. All data collected for this survey will be treated in the strictest of confidence. Anonymised responses to some questions may be shared with partner agencies.