



FEEDBACK

Your borough, your future, be heard!

Citizens' Panel 2010

October 2010

Prepared for
Directors

**Focusing on our customers, Investing in employees, Improving
continuously, Valuing diversity and equality,
Providing value for money, Performing with integrity
openness and honesty**

Executive Summary

The response rate to the Feedback survey 2010 was 68%, which took place over four weeks in July and August 2010. Half of respondents received their survey via a web link and half received a paper copy.

The questions covered five areas, the health and social care of older people in the Borough, Council venues, community safety, the Council's website and communication.

Health and social care of older people

Almost all respondents were aware of, or use the bus permits service and the majority are happy with the service. Just under two thirds of respondents have never heard of the Home Repair Agency and the bathing service.

Most respondents feel that the Council should provide them with information about services for older people and a quarter would like to access the information through the Council's website.

Over two thirds of respondents think that mental health services should be free to users and just over half think physical health services should be free to users.

Council venues

58% of respondents have used Bourne Hall in the last 12 months and over 47% of respondents have used The Ebbisham Centre. Almost a third have used the Rainbow Centre in the last 12 months and 20% have used Ewell Court House. The main reason respondents visit the venues is to use the libraries, this is followed by the cafés and exercising.

There is between 60% and 90% satisfaction with the service provided at the venues and between 70% and 95% satisfaction with cleanliness and the condition of the venues.

Parking is one of the most important factors for respondents when visiting a venue, along with the facilities and location.

Community safety

Overall young people committing violence and serious crime is not considered a problem in Surrey, the Borough or in the neighbourhoods of respondents.

Over half of respondents feel that there is a problem with young people committing antisocial behaviour in Surrey and Epsom & Ewell, less than half feel it is a problem in their neighbourhood.

Almost two thirds of respondents feel informed about crime and antisocial behaviour in the Borough. With most respondents finding out information through local newspapers and Borough Insight magazine.

Just under two thirds of respondents say there is nowhere in the Borough they feel unsafe.

Council's website

Just over half of respondents say they use the Council's website, the main reason being to access general information.

Over 90% of respondents say that it is easy to access information about Council services and over 80% say it easy to report problems.

Over three quarters of respondents do not know about the Council's news section on the website.

Communication

Just under a third of respondents say they find out what is happening in the Borough through local free papers and a similar number say they find out through Borough Insight magazine.

Just over 40% of respondents stated that Borough Insight is their main source of information about the Borough.

Over half of respondents do not listen to local radio stations. Of the respondents that do the most popular radio station is Radio Jackie.

741 respondents say they read the local guardian of which 93% read a paper copy. Of the local magazines listed Borough Insight is the most read by respondents, with half of them stating they read it.

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1. Purpose

The purpose of this report is to highlight the findings of the FEEDBACK Citizens' Panel survey sent in July 2010.

This document brings together information on residents views about various services provided by the Council and also measures the satisfaction of some of those services.

2. Background

The Citizens' Panel survey was sent to residents in July 2010. A number of topics were decided upon relating to service areas within the Council. A questionnaire was designed to explore respondents' views on these areas.

3. Methodology

3.1 Objectives

The objectives of the July Citizens' Panel 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
- To explore reasons for non-usage of Council initiatives and activities
- To support the Council's Key Priorities and Core Values.

3.2 Questionnaire Development

The questions were developed in liaison with service managers and partners. Subject areas covered by the survey are:

- The health and social care of older people in the Borough (in partnership with the LSP Thematic Partnership)
- Council venues
- Community safety (in partnership with the Police)
- The Council's website
- Communication.

A copy of the questionnaire can be found in appendix 1.

3.3 Method

The Survey was sent to members of Epsom & Ewell Borough Council's Citizens' Panel, FEEDBACK. The panel comprises 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. Panel members are sent £3 reward vouchers for each completed survey that they return.

1,360 questionnaires were sent out by post and email and 905 were returned. A reminder letter/email was sent, just over one week before the closing date, to all those who had not yet returned their surveys. The closing date was Friday 27 August 2010.

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 URN numbers were also used to match responses with the demographic information held in the Citizens' Panel database such as gender, age and ward.

Questionnaires returned by email were automatically imported into the survey design and analysis package, SNAP version 10. The paper returns were sent to an outside agency for data input. The results were analysed by the Council's Consultation & Communication team using SNAP. 36 of the questionnaires were returned with 'not know at this address' so these respondents were removed from the panel.

3.4 FEEDBACK

FEEDBACK

Your borough, your future, be heard!

Epsom & Ewell Borough Council's Citizens' Panel, FEEDBACK, was first established in 1996. Originally known as the Epsom & Ewell Exchange Panel, its membership was refreshed in 2003 and 2009. We currently have 1324 members.

3.4 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:	£172 including VAT
Data entry:	£1, 603.88 including VAT
Reward vouchers:	£2, 425 including VAT
Total cost:	£4, 200.88 including VAT

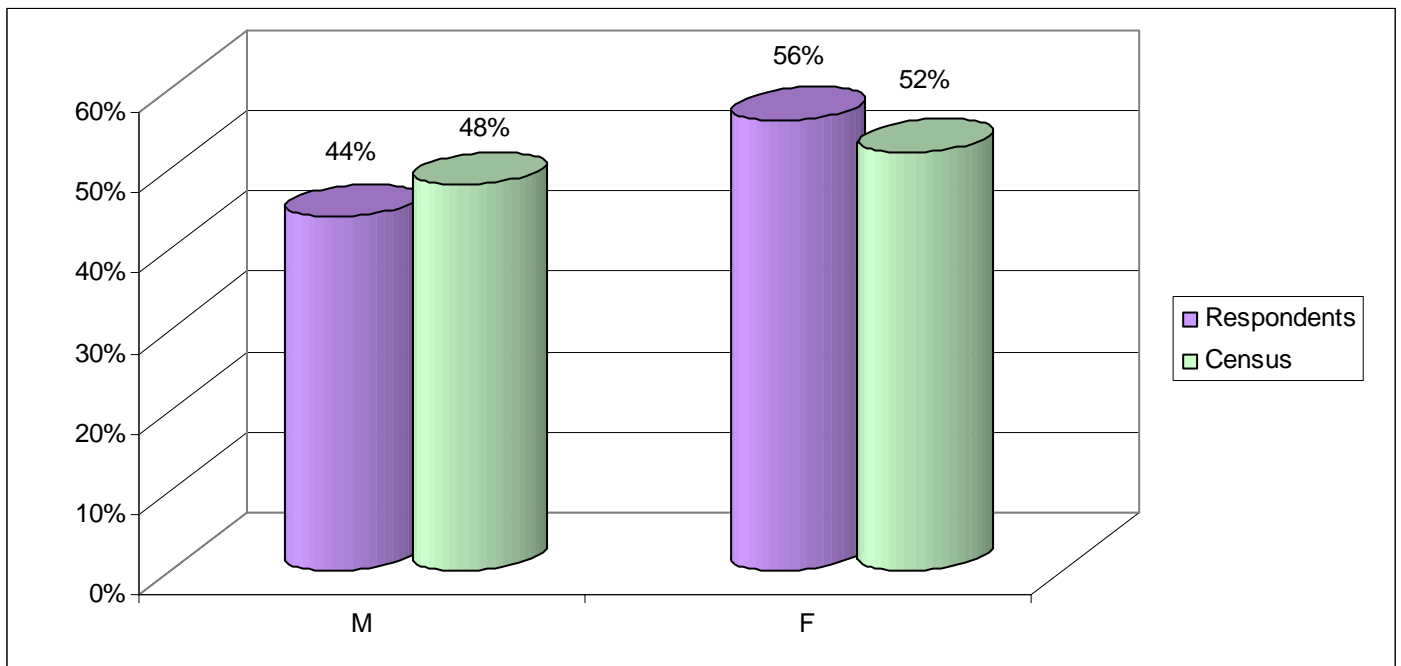
4. Results

A total of 905 surveys were returned, generating a response rate of 68%.

4.1 Sample information

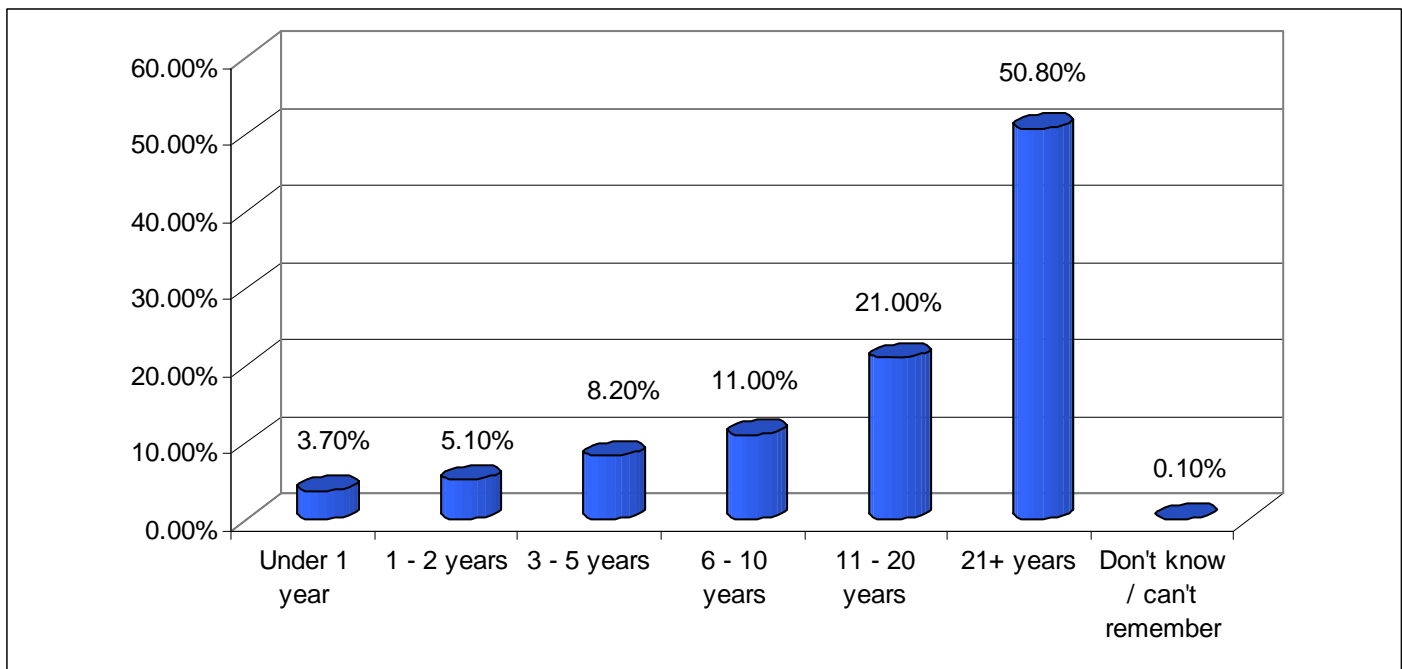
The demographic information below is taken from those panel members who returned their surveys. It is the demographic of the respondents only, not the entire panel. Where relevant it has been compared with the 2001 Census data.

Male or female?



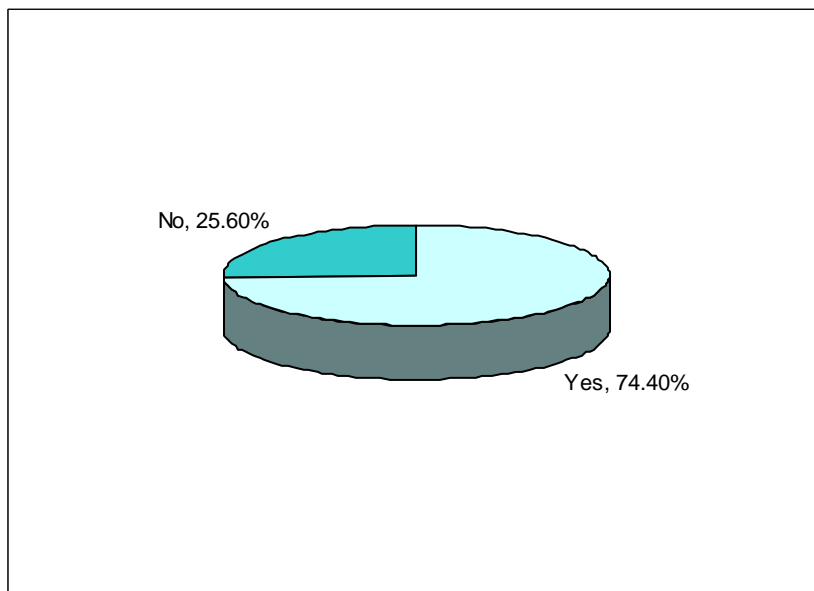
From the above graph you can see that the respondents are broadly representative of the Borough in terms of their sex.

How long have you lived in the Borough?



Just over 50% of respondents to this survey have lived in the Borough for over 21 years, with a further 21% stating they have lived in the Borough between 11 and 20 years.

Do you have access to the internet?



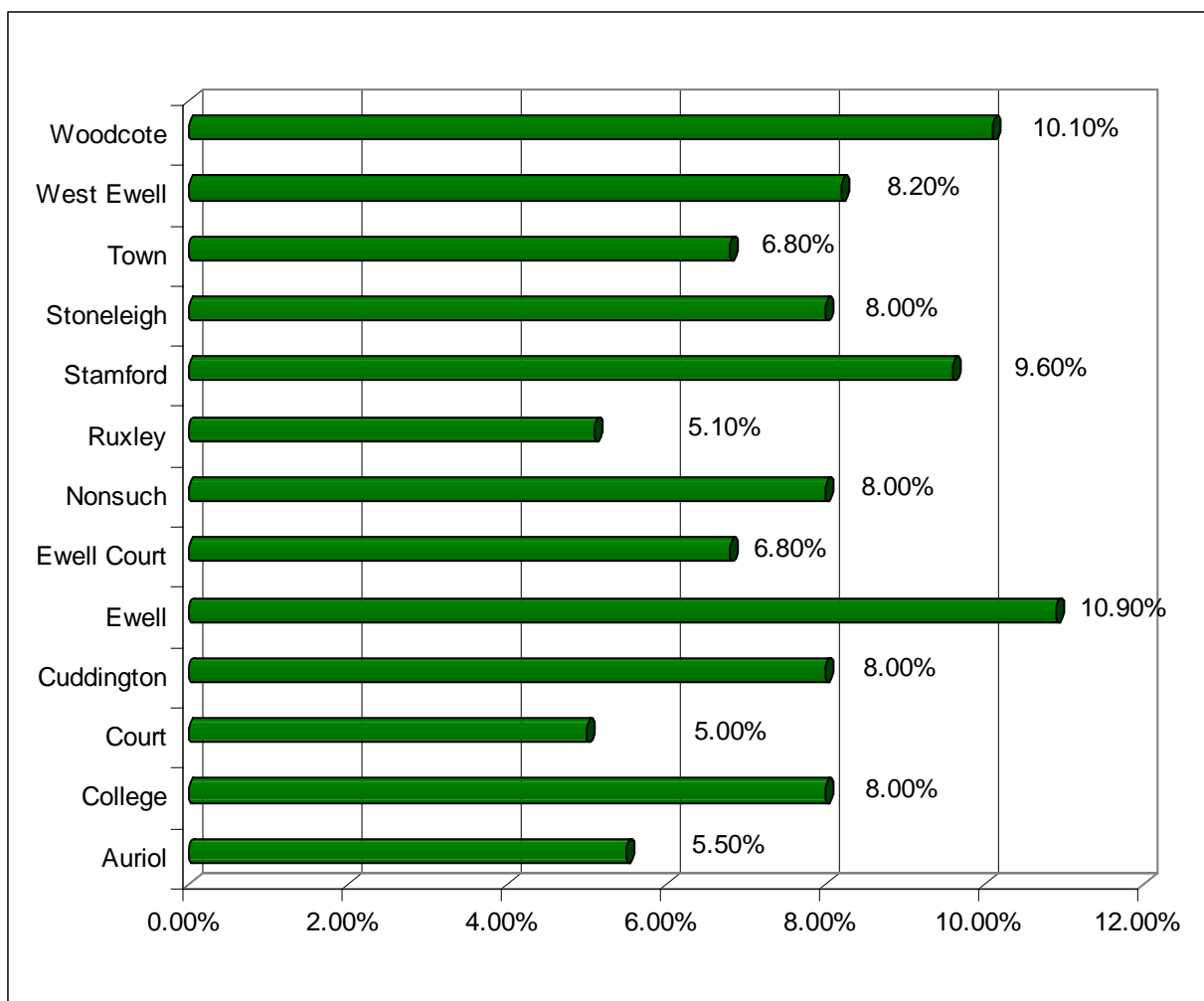
The majority of respondents to this survey have access to the internet. This is reflected in the 49.5% of respondents who prefer to receive their surveys via email.

What is your ethnicity?

British white	90.80%
Irish white	1.30%
Any other white background	3.50%
White & black Caribbean	-
White & black African	-
White & black Asian	0.30%
Any other mixed background	0.10%
Indian	0.90%
Bangladeshi	0.20%
Pakistani	0.20%
Any other Asian background	1.10%
Black or black British Caribbean	0.10%
Black or black British African	0.40%
Any other black background	-
Chinese	0.40%
Any other ethnic group	0.40%

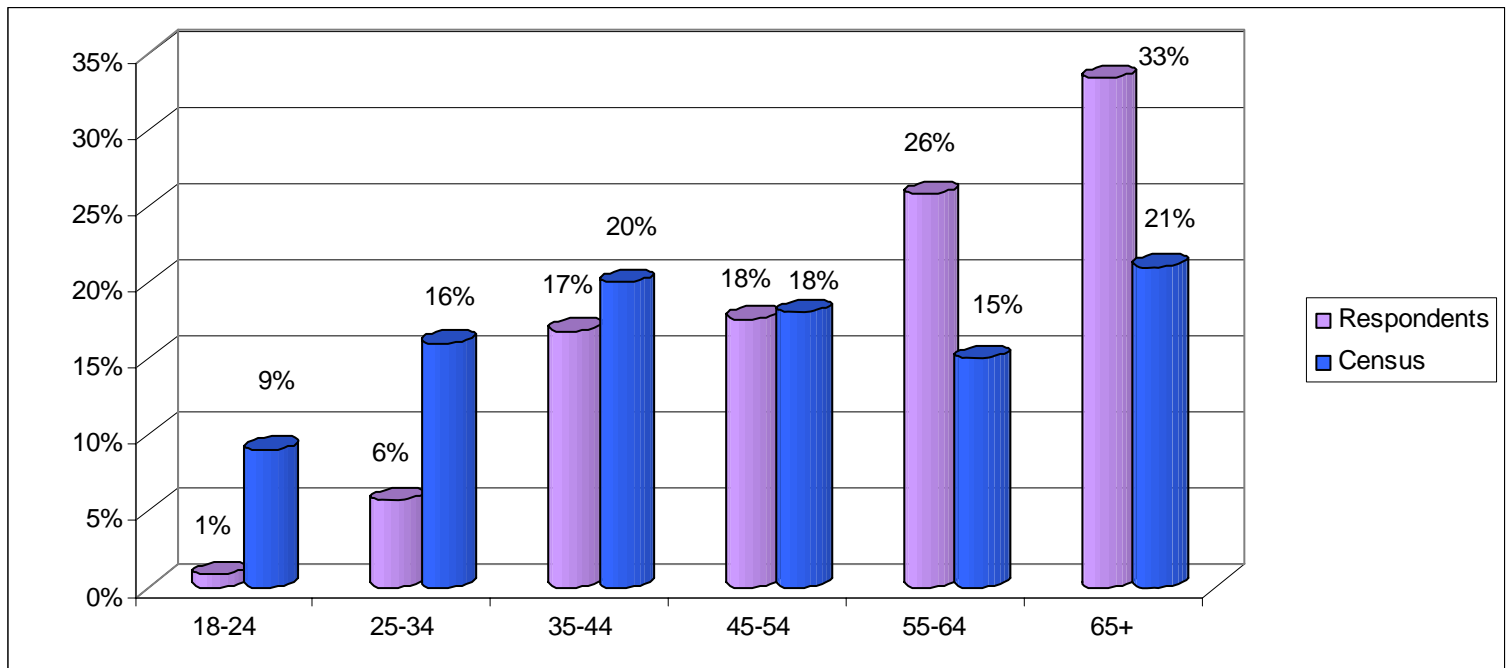
The majority of respondents to this survey are British white, compared with a similar number of 91% in the Census.

Ward



Respondents of this survey have between 5% and 10% representation in each ward.

Age

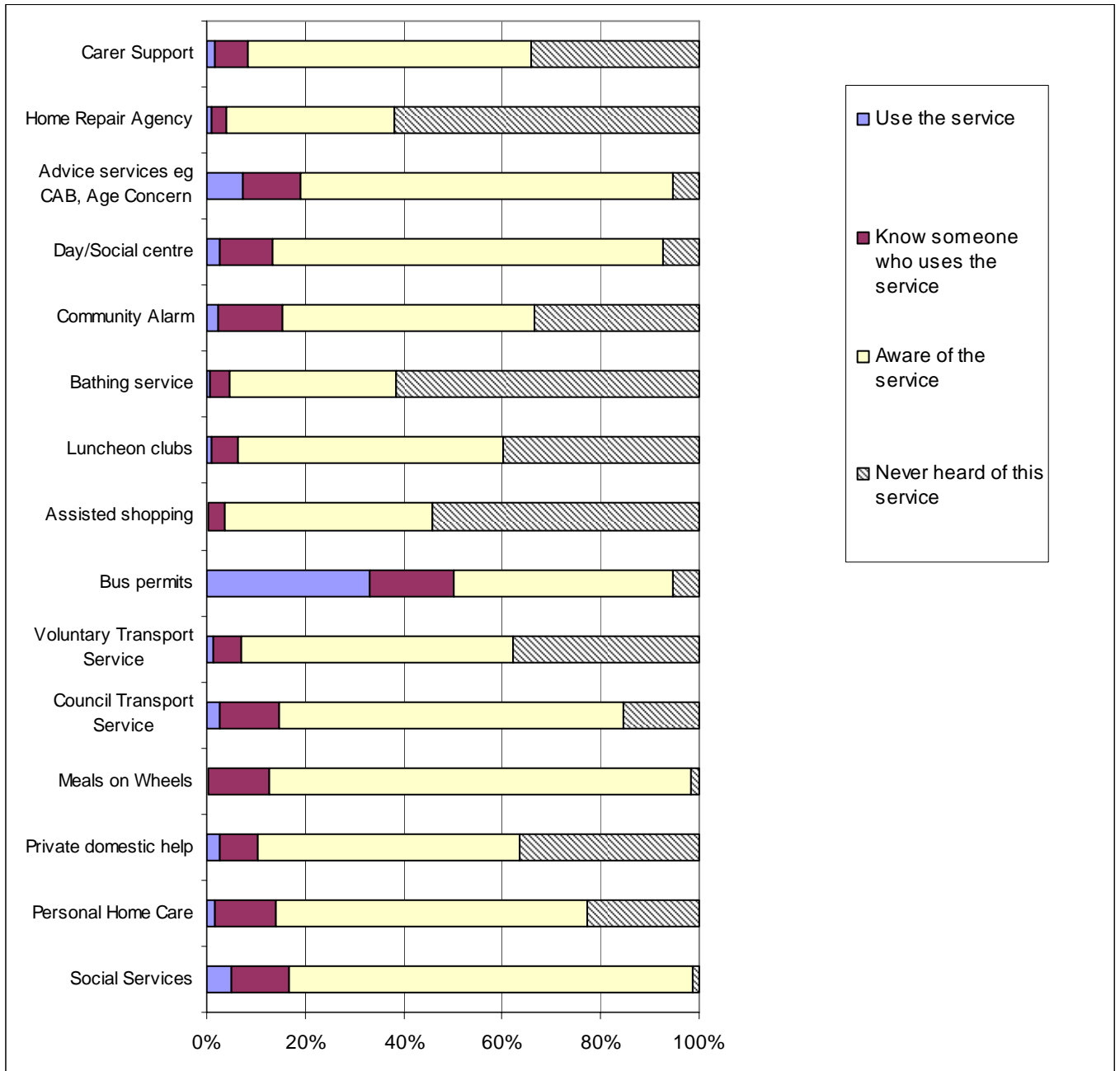


18 to 34 year olds are under represented by respondents to this survey when compared with the Borough as a whole. The numbers have increased since the last survey due to a panel refresh and a campaign to increase younger members to the panel. 55 year olds and upwards are over represented in comparison to the Borough when compared with the Census results.

4.2 Survey results

4.2.1 Questions about the health and social care of older people in the Borough

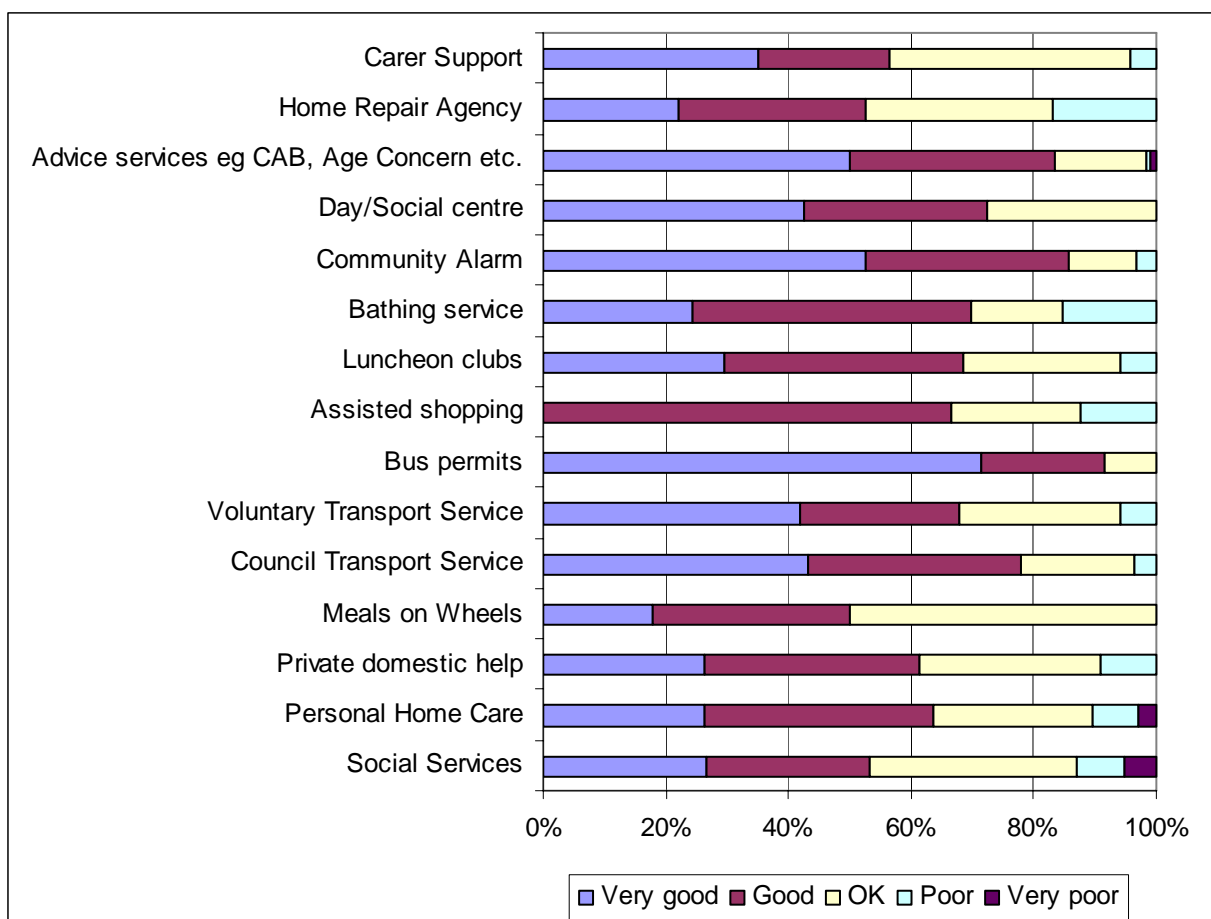
Question 1. Please could you rate your awareness of the following services... (Please tick all that apply)



	Base	Use the service	Know someone who uses the service	Aware of the service	Never heard of this service
Social Services	838	5.00%	11.70%	82.10%	1.20%
Personal Home Care	819	1.70%	12.30%	63.40%	22.60%
Private domestic help	807	2.60%	7.80%	53.00%	36.60%
Meals on Wheels	825	0.20%	12.60%	85.50%	1.70%
Council Transport Service	819	2.60%	12.00%	70.10%	15.40%
Voluntary Transport Service	805	1.20%	5.70%	55.30%	37.80%
Bus permits	873	33.20%	16.80%	44.40%	5.50%
Assisted shopping	801	0.20%	3.60%	42.10%	54.10%
Luncheon clubs	806	1.00%	5.50%	53.70%	39.80%
Bathing service	806	0.60%	4.20%	33.60%	61.50%
Community Alarm	818	2.30%	13.00%	51.20%	33.50%
Day/Social centre	812	2.70%	10.70%	79.30%	7.30%
Advice services eg CAB, Age Concern	823	7.20%	12.00%	75.30%	5.50%
Home Repair Agency	808	1.10%	2.80%	34.30%	61.80%
Carer Support	806	1.70%	6.60%	57.40%	34.20%

Of all the services listed, respondents have used the bus permits the most (290). 44.4% of respondents are aware of the service and only 5.5% of respondents said they had never heard of the service. This is compared with the Home Repair Agency where over half, 61.8% of respondents, have never heard of the service.

Question 2. Please rate the services you use or have used...



The previous graph has the 'Do not use' responses removed. Please see full results below.

	Base	Very good	Good	OK	Poor	Very poor	Do not use
Social Services	420	6.00%	6.00%	7.60%	1.70%	1.20%	77.60%
Personal Home Care	398	2.80%	4.00%	2.80%	0.80%	0.30%	89.40%
Private domestic help	391	2.30%	3.10%	2.60%	0.80%	-	91.30%
Meals on Wheels	392	1.00%	1.80%	2.80%	-	-	94.40%
Council Transport Service	395	3.50%	2.80%	1.50%	0.30%	-	91.90%
Voluntary Transport Service	383	2.10%	1.30%	1.30%	0.30%	-	95.00%
Bus permits	521	40.50%	11.30%	4.80%	-	-	43.40%
Assisted shopping	386	-	1.60%	0.50%	0.30%	-	97.70%
Luncheon clubs	392	1.50%	2.00%	1.30%	0.30%	-	94.90%
Bathing service	389	0.80%	1.50%	0.50%	0.50%	-	96.70%
Community Alarm	395	4.80%	3.00%	1.00%	0.30%	-	90.90%
Day/Social centre	396	4.30%	3.00%	2.80%	-	-	89.90%
Advice services eg CAB, Age Concern etc.	421	12.10%	8.10%	3.60%	0.20%	0.20%	75.80%
Home Repair Agency	394	1.30%	1.80%	1.80%	1.00%	-	94.20%
Carer Support	395	2.50%	1.50%	2.80%	0.30%	-	92.90%

The majority of respondents do not use any of the services.

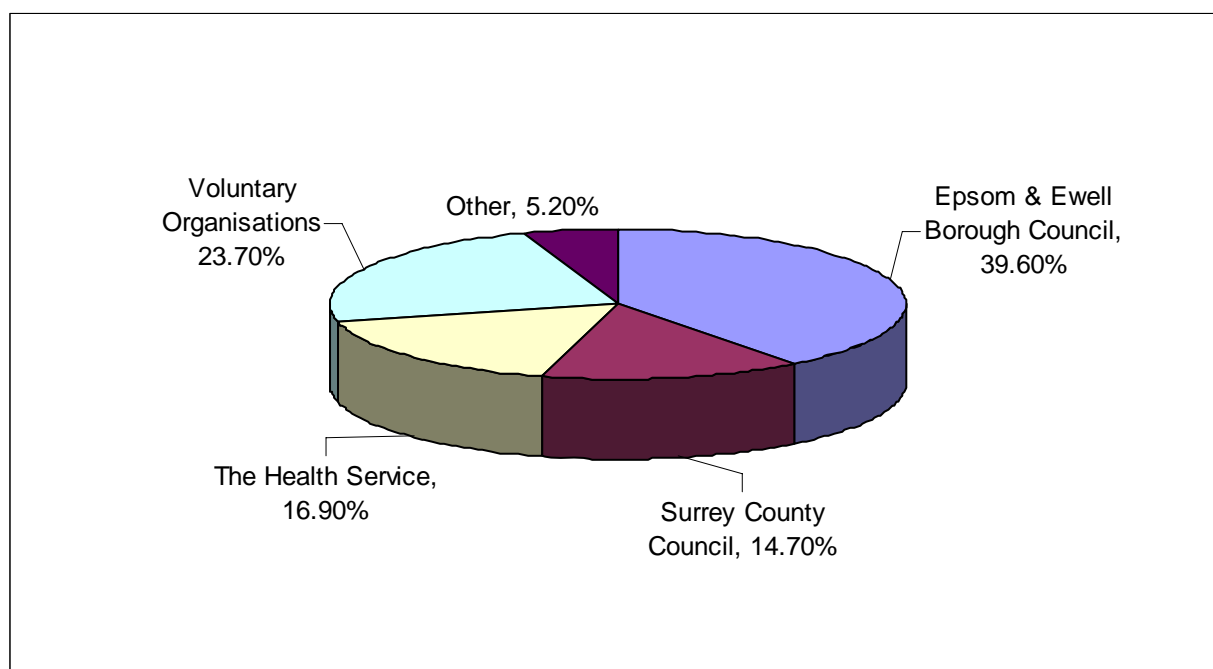
Of the services used by respondents, 2.9% thought the service from Social Services was poor or very poor. 40.5% of respondents rated the bus pass service as very good.

Question 3. Are there any other local services for the health and social care of older people in the Borough not mentioned in the above question that you think are important?

Theme	Number of comments	Examples of comments
Visiting older people	24	Friend visiting scheme Companionship service ie weekly visit for a chat Befriending services
Fitness and health	12	Advice on nutrition Free swimming Club Rainbow at the Rainbow Centre
Chiropody	11	Chiropody
Home repairs and modifications	11	Garden care Housing modifications Council's handyman scheme
Finance	7	Carer's or assistance allowance. Help with benefits for older people. There are many older people that need help in filling in forms and need awareness of benefits available.
Church and charities	5	Spiritual need, church service I believe there are some church ones

Disabled parking	5	Pick-up point for car drivers to pickup OAPs and disabled people, not much space in Ashley Avenue. Free parking for disabled.
Help at home	5	Respite care for elderly/special needs carers Assistance at bank holidays and weekends.
Activities for older people	4	List of adult colleges that cater for older people. Some courses are designed to keep the elderly active and fit.. Advice on computer learning. Anything to stimulate older peoples minds ie reading, activities etc.
Libraries	4	The library
Help walking around town	2	Taking frail people who cannot walk far unassisted around the shops. This assumes that the frail person has been transported from the home location to the shopping area and then I am unclear whether assisted shopping covers this.
General comments	35	Disability equipment service, service to deliver machines. Residential care. Types of housing for older people.

Question 4. Where would you/do you access information on local services for the health and social care of older people? (please tick all that apply)



Base 1949

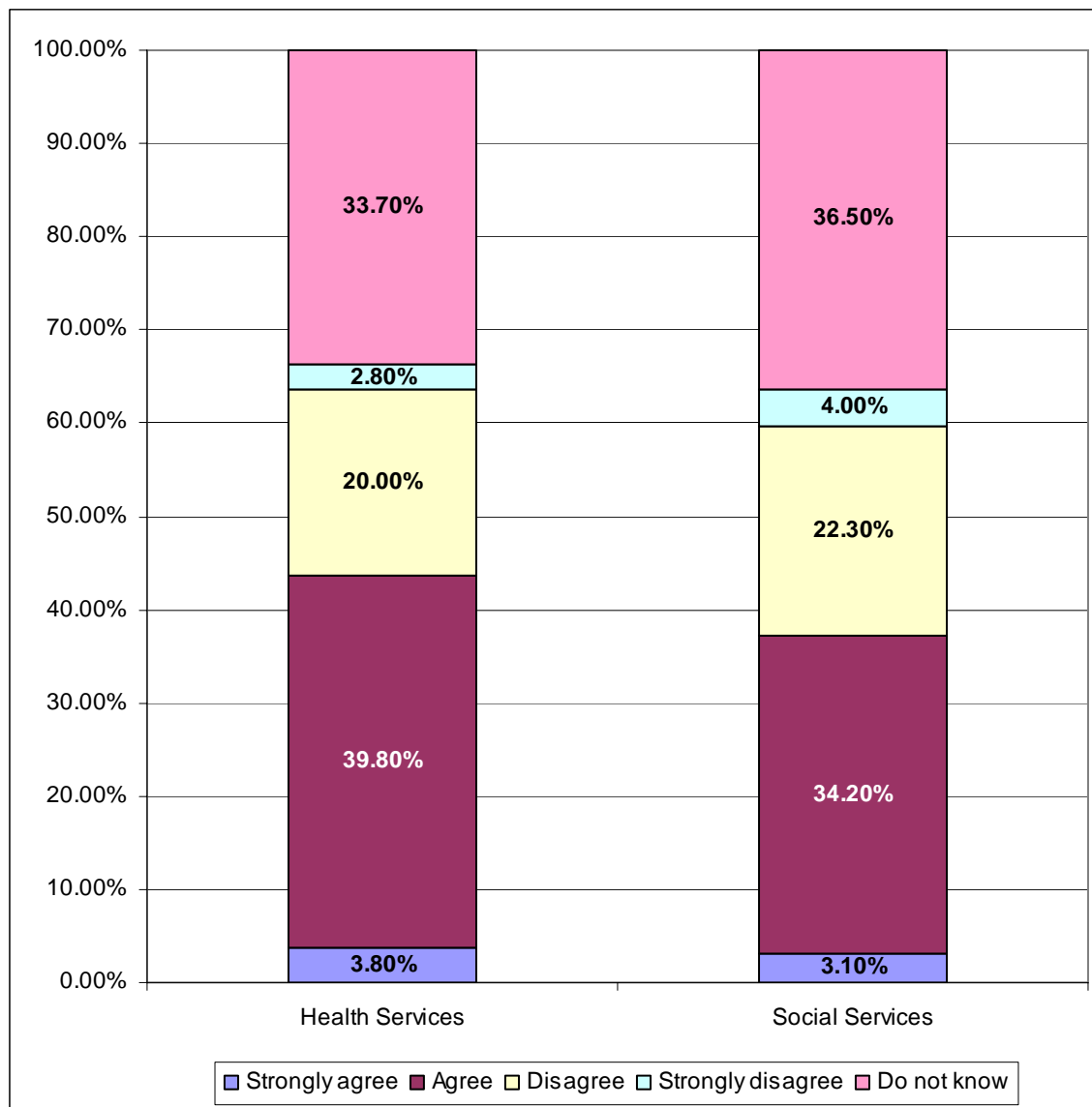
39.6% of respondents stated that they would/do access information on local services from Epsom & Ewell Borough Council. A further 23.7% of respondents said they would/do access the information through voluntary organisations.

Other, please specify

Theme	Number of comments	Examples of comments
Internet	30	Internet The web
Other organisations	15	Social Services Specific organisations ie Age UK, ARC etc. Citizen's Advice
Doctors	10	GP A doctor's surgery
Library	9	Library
Family/friends	9	Friends that have already been there Word of mouth by talking with other people and hearing of what services they receive.
Local papers/magazines	5	Local newspapers Magazines
Church	5	Church magazine Local churches
General	4	Telephone books eg disability services.

Question 5. Please state how far you agree with the following statements?

Local people already have good information on the following services for older people...

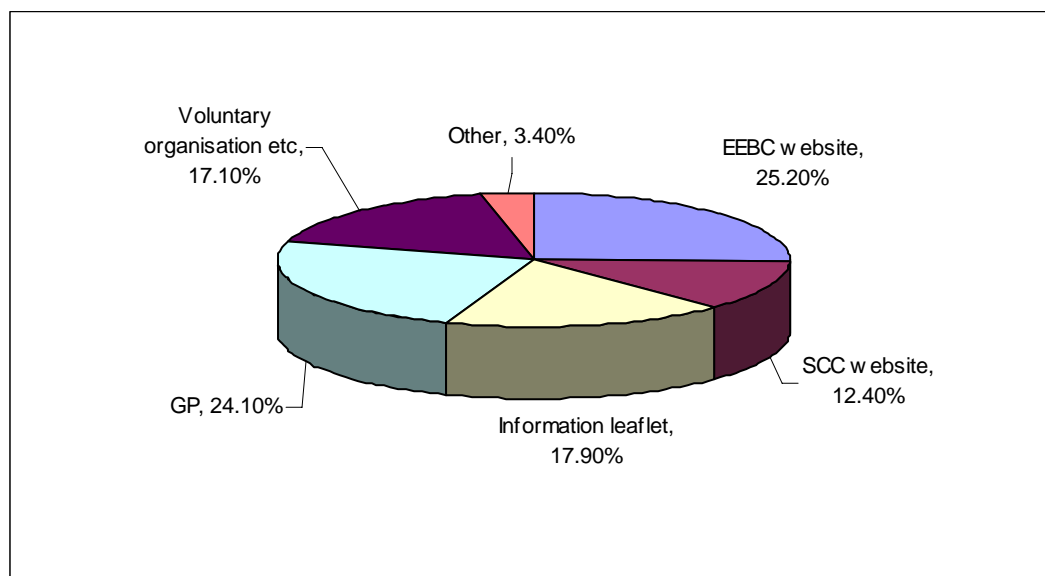


Base Health Services 879

Base Social Services 885

43.6% of respondents strongly agree or agree that local people have good information on health services for older people. Whilst 37.3% of respondents strongly agree or agree that local people have good information on Social Services for older people. 22.8% of respondents either disagree or strongly disagree that local people receive good information on health services for older people and 26.3% disagree or strongly disagree that they receive good information on Social Services.

Question 6. Where would you like to access information on local services for the health and social care of older people? (please tick all that apply)



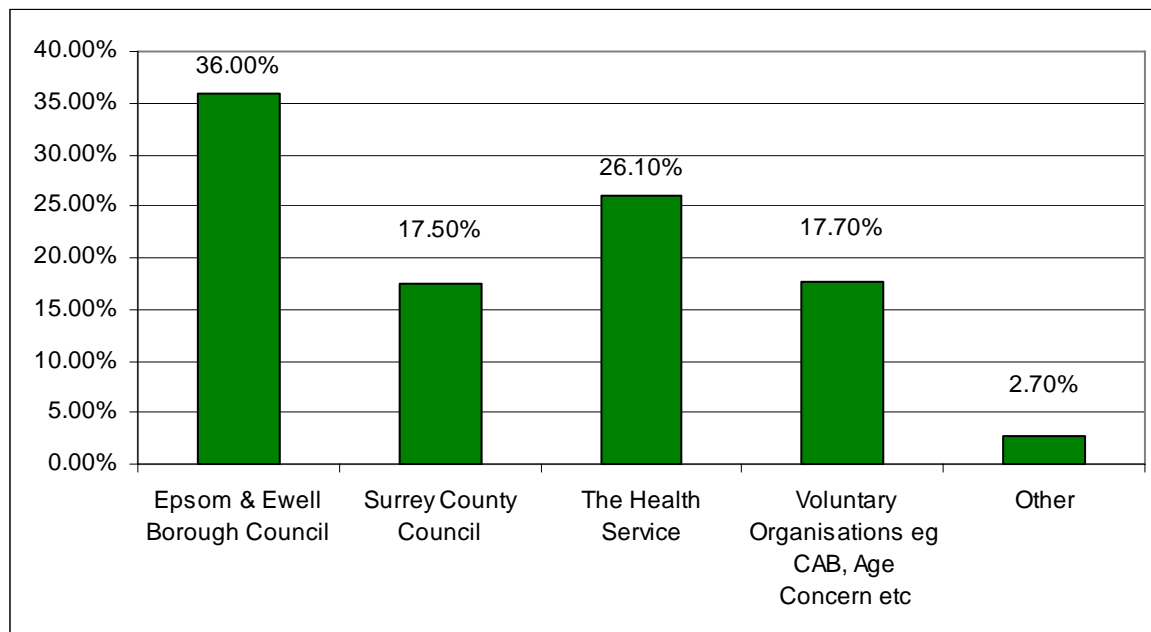
Base 2661

25.2% (671) of respondents would like to access information on the health and social care of older people on the Epsom & Ewell Borough Council website. With 24.1% (640) stating they would like to access the information through their GP.

Other, please specify

Theme	Number of comments	Examples of comments
Library	27	Libraries
In person	8	Local Council help desk Town Hall
Internet	6	Internet
Booklet	6	A booklet containing all services, including contact numbers etc. Notices put through the door of older people.
Hospital/GP	6	Epsom Hospital Hospitals
Difficulties with web	5	Older people are not familiar with the website. Many elderly people often don't use websites or are unable to use.
Noticeboards	5	Posters Noticeboards
Local paper/magazines	4	Local newspapers
Other	15	Social worker. Faith groups. All are useful.

Question 7. Who do you think should provide you with the information on local services for the health and social care of older people? (please tick all that apply)



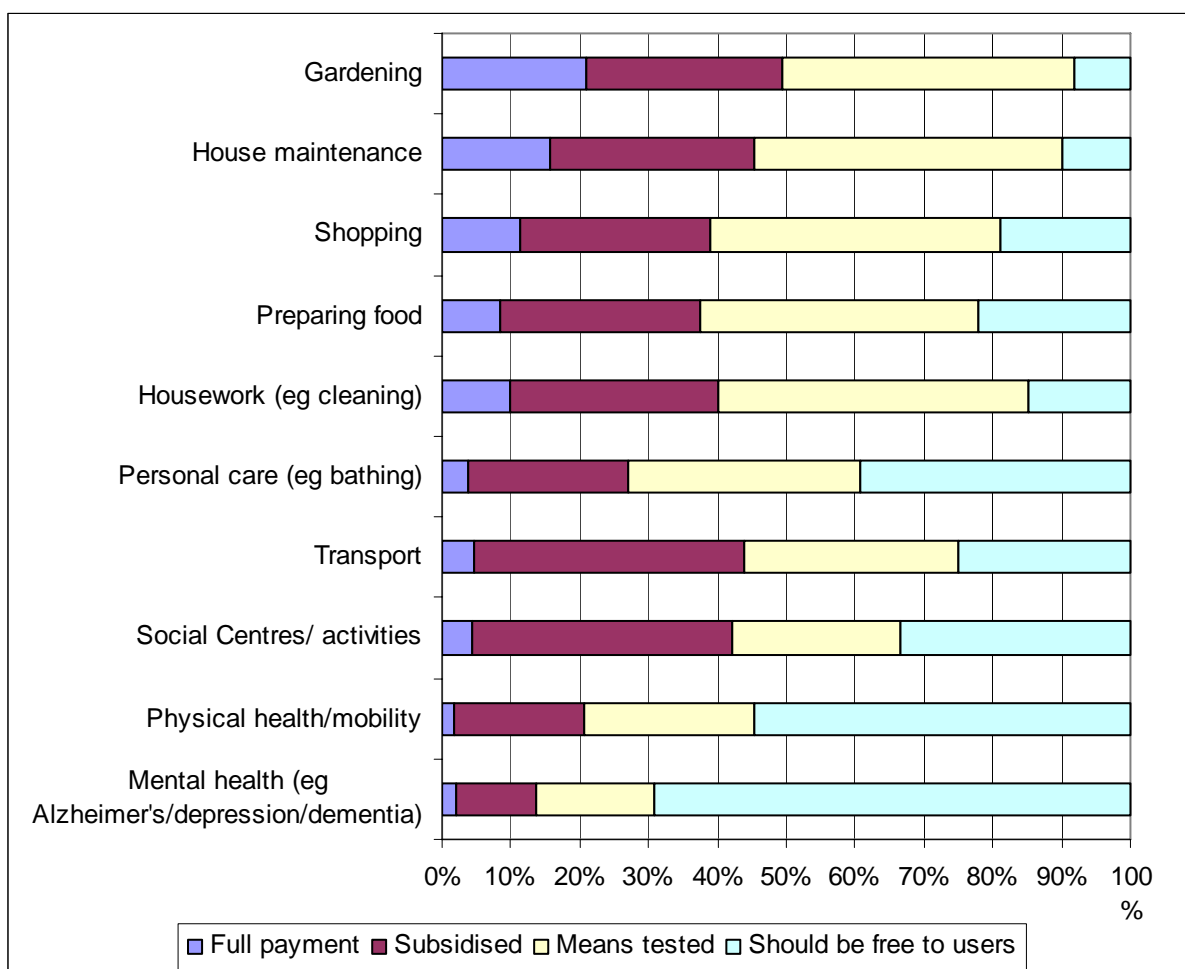
Base 2291

36% (824) of respondents feel that Epsom & Ewell Borough Council should provide them with the information on local services for the health and social care of older people and 26.1% (597) feel that the Health Service should provide the information.

Other, please specify

Theme	Number of comments	Examples of comments
Doctors	29	A doctors surgery. GP
Library	9	Libraries
Internet	3	Internet
Other	14	Churches and social clubs All agencies involver shops

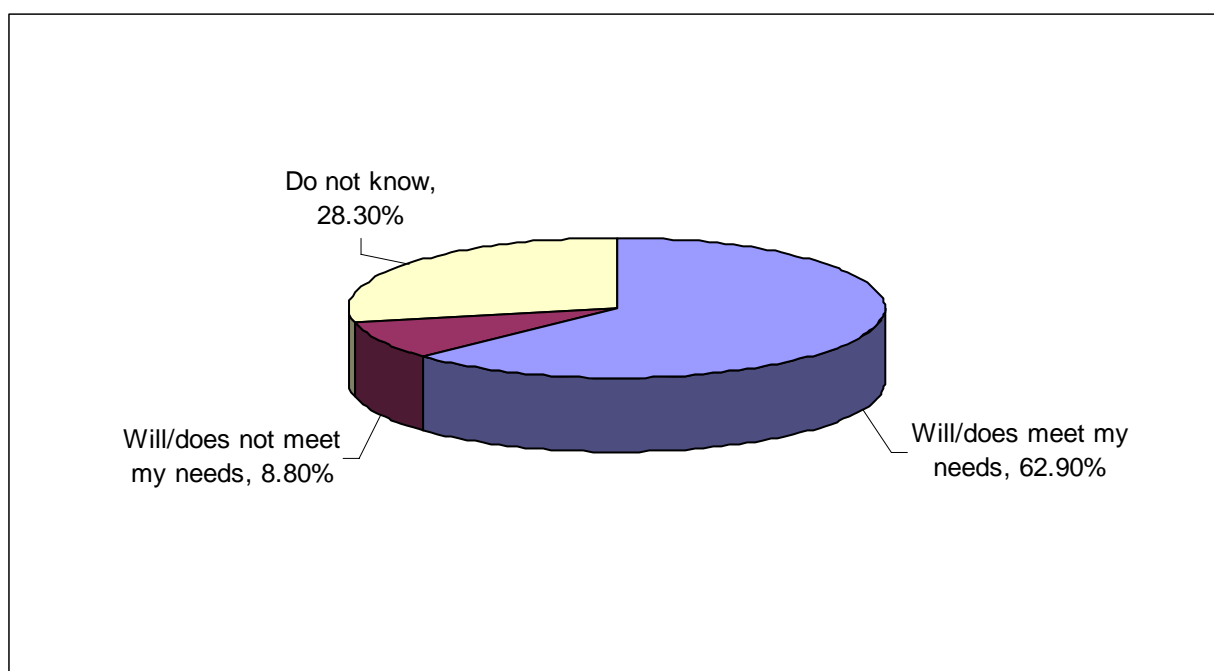
Question 8. Would you be willing to pay for the following services and at what level?



	Base	Full payment	Subsidised	Means tested	Should be free to users
Mental health (eg Alzheimer's/depression/dementia)	860	2.00%	11.60%	17.10%	69.30%
Physical health/mobility	843	1.80%	19.00%	24.60%	54.70%
Social Centres/ activities	844	4.40%	37.80%	24.30%	33.50%
Transport	852	4.60%	39.20%	31.10%	25.10%
Personal care (eg bathing)	851	3.80%	23.40%	33.50%	39.40%
Housework (eg cleaning)	863	9.80%	30.40%	45.10%	14.70%
Preparing food	847	8.50%	29.00%	40.40%	22.10%
Shopping	856	11.30%	27.70%	42.10%	18.90%
House maintenance	870	15.60%	29.80%	44.80%	9.80%
Gardening	873	21.00%	28.50%	42.50%	8.00%

The majority of respondents, 63.9%, feel that mental health services should be free to users. This is followed by 55% of respondents who feel that physical health and mobility services should be free to users. 45% of respondents feel that Housework should be means tested, 45% also feel that house maintenance should be means tested. 39% of respondents feel that transport should be subsidised and 37% of respondents feel that Social Centres should be subsidised. 21% of respondents feel that gardening should receive full payment and 6% think that house maintenance should also receive full payment.

Question 9. Overall, how satisfied are you that your current housing will meet your housing needs when you are aged 65 and over?



Base 883

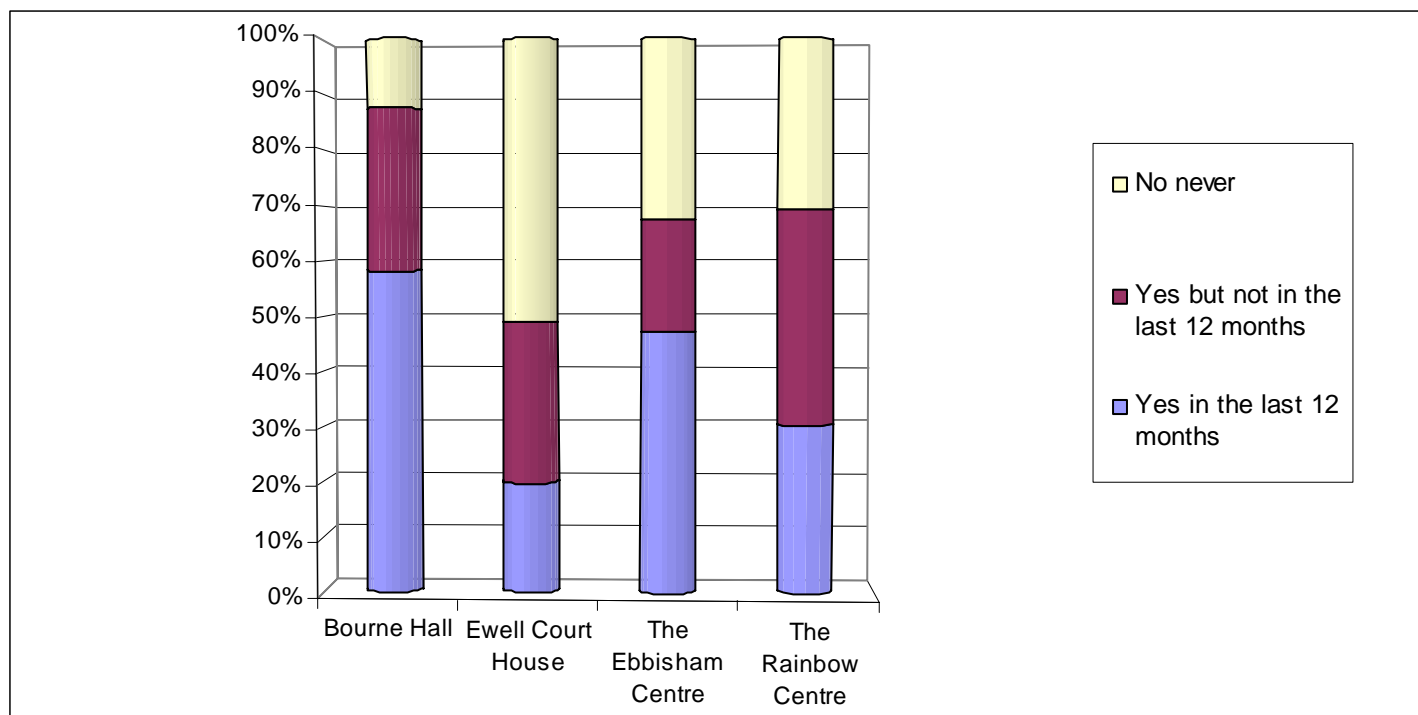
The majority of respondents, 62.9% (555) think their current housing will or does meet their housing needs, 8.8% do not think it will or does meet their housing needs.

Please specify any issues about your current or future housing needs

Theme	Number of comments	Examples of comments
Modifications to property	53	I may need to install a stair lift. I have stairs and no downstairs toilet or shower. Too many stairs.
Moving to a smaller property	12	I will want to downsize We need to sell up and get somewhere smaller.
Garden	10	I am a little concerned about our ability to maintain our garden. The garden may become too big to maintain.
Budget/finance	9	I live in a rented property and the rent may be too great for my income after I retire.
Transport	6	No transport links if not mobile. Main issue is the lack of public transport to this area.
Sheltered accommodation	3	May want sheltered accommodation.
General	44	OK now at 70 but who knows in the future. This will depend on my health. Do not know for how long my housing will meet my needs.

4.2.2 Council venues

Have you used any of the following Council venues?



	Base	Yes in the last 12 months	Yes but not in the last 12 months	No never
Bourne Hall	870	58.20%	29.30%	12.50%
Ewell Court House	798	19.90%	29.10%	51.00%
The Ebbisham Centre	824	47.20%	20.30%	32.50%
The Rainbow Centre	814	30.30%	39.10%	30.60%

Over half of respondents, 58.2%, have used Bourne Hall in the last 12 months.

Just over half of respondents, 51%, have never used Ewell Court House.

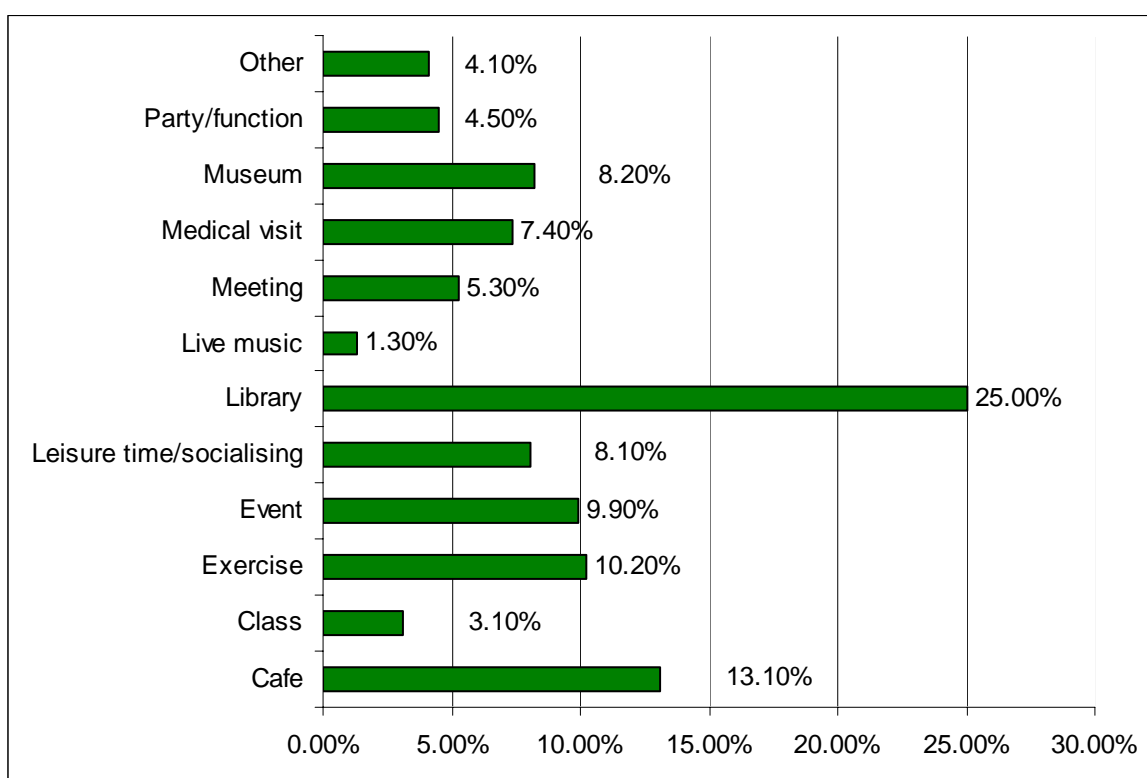
Almost half of respondents, 47.2%, have used the Ebbisham Centre in the last 12 months.

Over a third of respondents, 39.1%, have used the Rainbow Centre, but not in the last 12 months.

The table on the next page shows the venues respondents have visited broken down by their ward. The highest percentage of visitors to Bourne Hall come from Ewell ward, where Bourne Hall is situated. Ewell ward along with Woodcote ward see the make up the highest percentage of visitors to the Rainbow Centre, only 6.7% of respondents from Town ward, where the centre is situated say they visit it.

	Bourne Hall	Ewell Court House	The Ebbisham Centre	The Rainbow Centre
Auriol	5.80%	6.00%	6.00%	5.80%
College	8.20%	8.20%	8.70%	8.20%
Court	4.80%	4.50%	4.90%	4.90%
Cuddington	7.90%	8.40%	7.50%	8.10%
Ewell	11.20%	10.80%	10.80%	10.70%
Ewell Court	6.90%	7.40%	6.00%	6.40%
Nonsuch	8.10%	7.40%	7.60%	7.60%
Ruxley	5.00%	4.80%	5.10%	4.90%
Stamford	9.50%	9.80%	10.00%	9.90%
Stoneleigh	8.40%	8.00%	7.00%	7.90%
Town	6.40%	6.50%	7.50%	6.70%
West Ewell	8.40%	8.40%	8.10%	8.40%
Woodcote	9.50%	9.80%	10.80%	10.70%

Question 11. What was the purpose of your most recent visit to either Bourne Hall/The Ebbisham Centre/ Ewell Court House/ The Rainbow Centre? (please tick all that apply)



Base 2456

A quarter of respondents stated that using the library was the purpose of their most recent visit to either Bourne Hall/ The Ebbisham Centre/ Ewell Court House/ The Rainbow Centre. 13.1% said they visited to use the café and 10.2% of respondents said they visited for exercise.

Other, please state

Theme	Number of comments	Examples of comments
Exercise and activities	20	Dancing at Bourne Hall Bridge club weekly Swimming
Blood donation	13	Blood donation
Voting	7	Polling station.
Planning	6	To look at planning applications.
Exhibitions	6	Art exhibition.
Garden Centre/Gardens	5	To visit parks attached. Garden Centre.
ICT	5	To access the internet. Photostat machine.
Toilets	5	Good toilet facilities
Bus passes	3	Register/collect bus pass.
Local History	2	Family history information.
General	21	School visit RA meeting Training

Break down by venue

This break down only gives a rough guide to the activities respondents undertook at each venue. It is assumed that respondents answered question 11 in accordance with their most recently visited venue highlighted in question 10.

Bourne Hall

	Yes in the last 12 months	Yes but not in the last 12 months
Cafe	13.70%	11.60%
Class	3.00%	3.50%
Exercise	7.80%	14.10%
Event	10.60%	9.20%
Leisure time/socialising	8.60%	6.20%
Library	24.90%	23.40%
Live music	1.40%	1.10%
Meeting	5.80%	4.70%
Medical visit	7.00%	8.30%
Museum	9.50%	7.00%
Party/function	3.50%	7.10%
Other	4.30%	3.80%

Ewell Court House

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	Yes in the last 12 months	Yes but not in the last 12 months
Cafe	13.90%	11.80%
Class	3.20%	3.20%
Exercise	6.10%	9.30%
Event	11.10%	11.00%
Leisure time/socialising	10.40%	7.70%
Library	23.00%	23.80%
Live music	1.10%	1.50%
Meeting	7.90%	5.90%
Medical visit	6.30%	6.70%
Museum	10.20%	8.90%
Party/function	3.70%	6.60%
Other	3.30%	3.60%

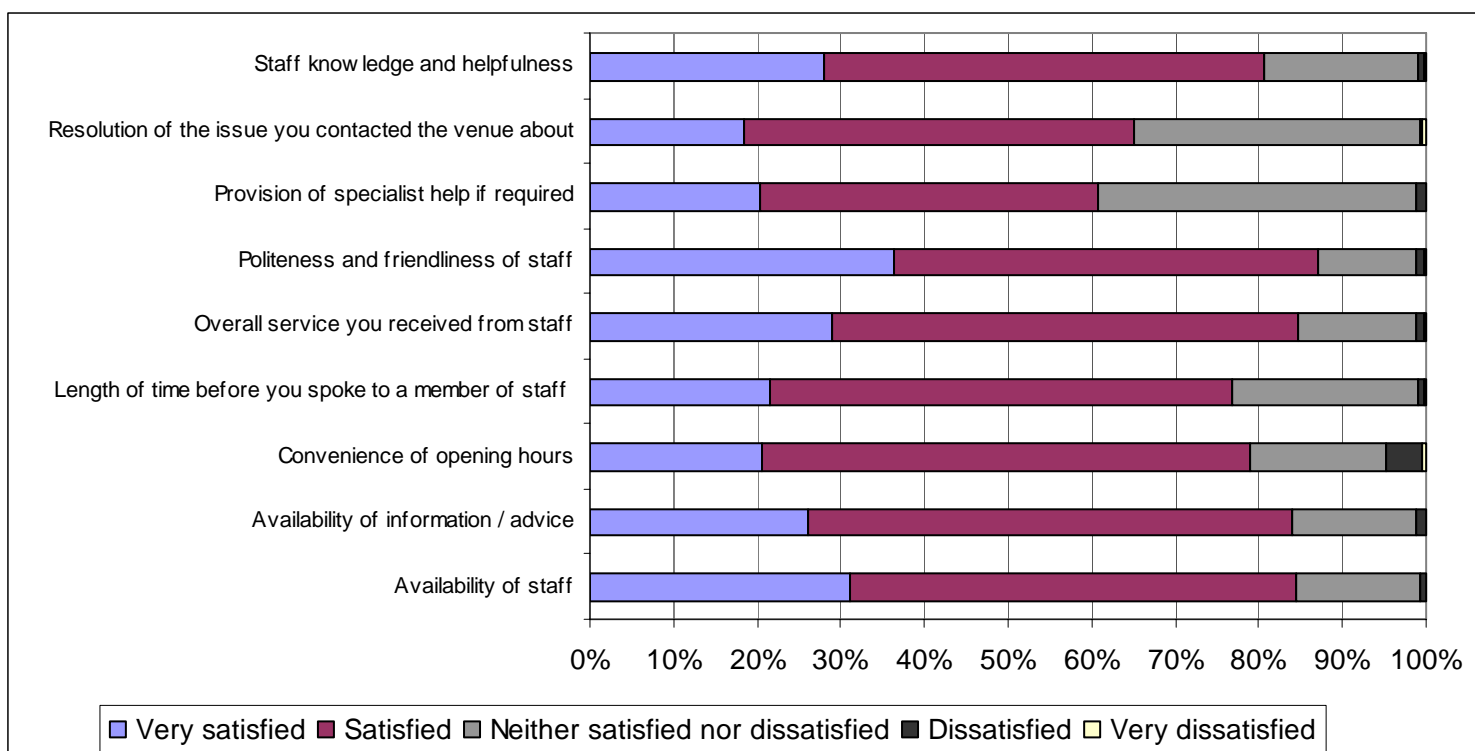
Ebbisham Centre

	Yes in the last 12 months	Yes but not in the last 12 months
Cafe	14.0%	11.20%
Class	3.3%	2.90%
Exercise	10.4%	11.40%
Event	8.7%	11.60%
Leisure time/socialising	8.7%	7.40%
Library	25.4%	25.30%
Live music	1.3%	1.30%
Meeting	4.5%	5.80%
Medical visit	8.4%	4.50%
Museum	7.7%	8.90%
Party/function	4.30%	5.40%
Other	3.40%	4.30%

Rainbow Centre

	Yes in the last 12 months	Yes but not in the last 12 months
Cafe	12.4%	12.5%
Class	3.4%	2.9%
Exercise	18.7%	8.2%
Event	7.5%	11.8%
Leisure time/socialising	10.8%	7.1%
Library	21.6%	25.3%
Live music	1.4%	1.6%
Meeting	3.4%	5.6%
Medical visit	6.6%	7.3%
Museum	5.9%	9.3%
Party/function	5.1%	4.8%
Other	3.20%	3.70%

Question 12. How satisfied were you with the following aspects of the service provided during your most recent visit to either Bourne Hall/ The Ebbisham Centre/ Ewell Court House/ The Rainbow Centre?



	Base	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Availability of staff	803	31.00%	53.40%	14.80%	0.60%	0.10%
Availability of information / advice	788	26.10%	57.90%	14.70%	1.10%	0.10%
Convenience of opening hours	796	20.60%	58.30%	16.30%	4.40%	0.40%
Length of time before you spoke to a member of staff	779	21.60%	55.20%	22.30%	0.60%	0.30%
Overall service you received from staff	794	29.00%	55.70%	14.10%	1.00%	0.30%
Politeness and friendliness of staff	802	36.40%	50.60%	11.80%	0.90%	0.20%
Provision of specialist help if required	720	20.40%	40.40%	38.10%	1.00%	0.10%
Resolution of the issue you contacted the venue about	726	18.30%	46.80%	34.00%	0.40%	0.40%
Staff knowledge and helpfulness	789	27.90%	52.70%	18.50%	0.60%	0.30%

84.4% of respondents stated that they were satisfied with the availability of staff on their most recent visit.

84% of respondents were either satisfied or very satisfied with the availability of information/advice on their most recent visit.

On their most recent visit 78.9% of respondents were satisfied or very satisfied with the convenience of opening hours.

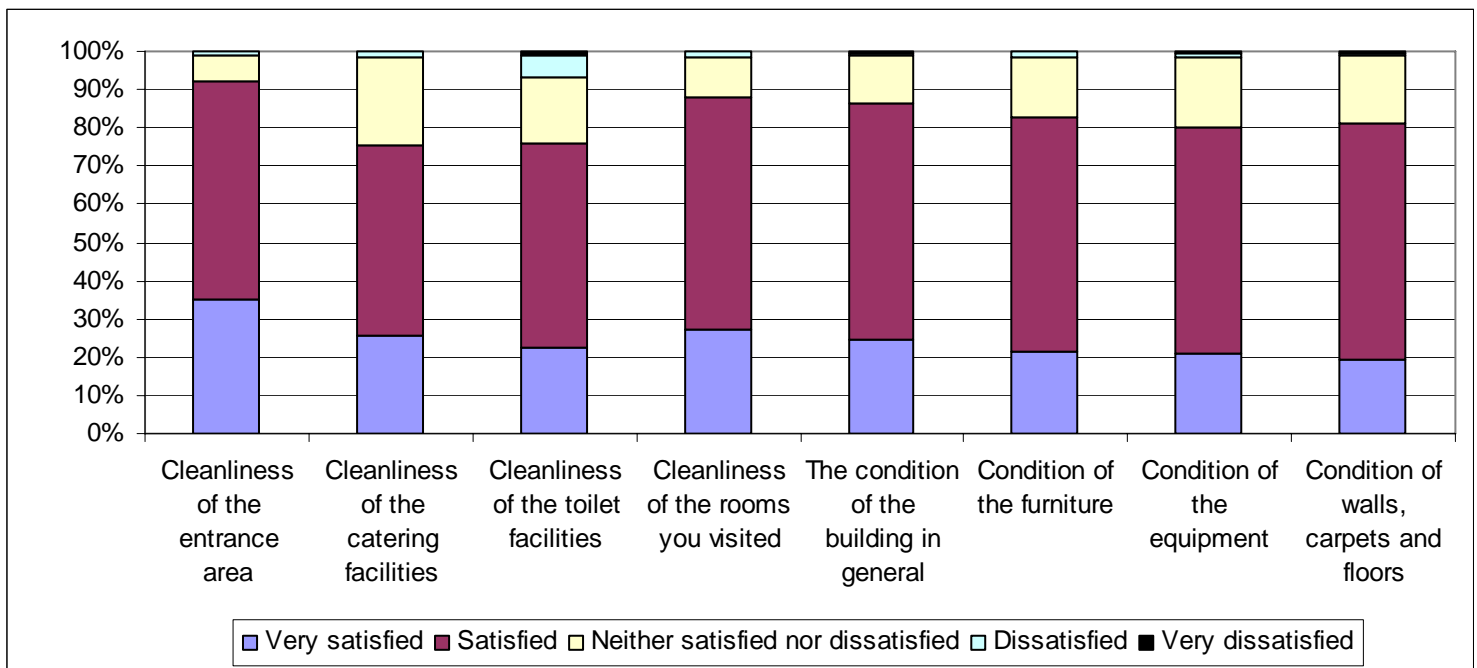
76.8% of respondents gave a favourable response to the length of time before they spoke to a member of staff, 22.3% are undecided.

On their most recent visit, 84.7% of respondents gave a favourable response to the overall service they received. Only 1.3% gave a negative response. 87% of respondents said they were very satisfied or satisfied with the politeness and friendliness of staff on their most recent visit.

60.8% of respondents gave a favourable response to the provision of specialist help if they required it and 38.1% neither agreed nor disagreed.

65.1% of respondents were either very satisfied or satisfied with the resolution of the issue they contacted the venue about and 80.6% of respondents were either very satisfied or satisfied with staff knowledge and helpfulness on their most recent visit.

Question 13. How satisfied were you with the following on your most recent visit to either Bourne Hall/ The Ebbisham Centre/ Ewell Court House/ The Rainbow Centre?

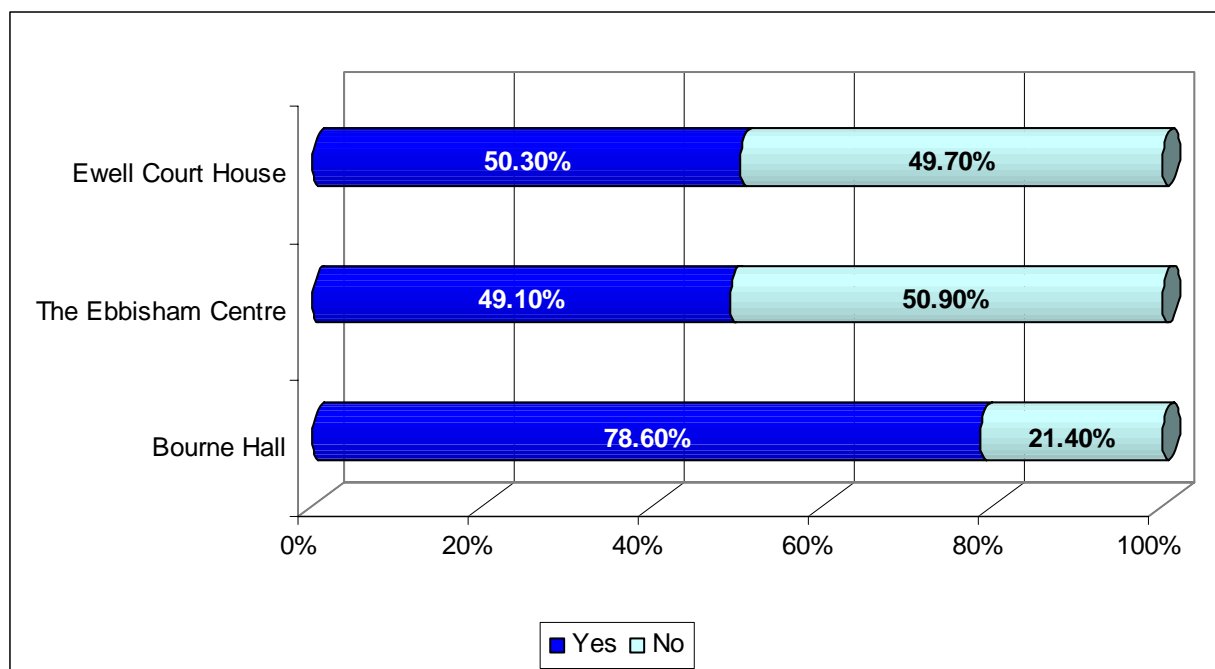


	Base	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Cleanliness of the entrance area	810	35.20%	57.20%	6.80%	0.90%	-
Cleanliness of the catering facilities	743	25.70%	49.50%	23.30%	1.50%	-
Cleanliness of the toilet facilities	794	22.30%	53.40%	17.50%	5.70%	1.10%
Cleanliness of the rooms you visited	791	27.30%	60.80%	10.40%	1.40%	0.10%
The condition of the building in general	797	24.50%	61.90%	12.80%	0.60%	0.30%
Condition of the furniture	797	21.70%	61.00%	15.80%	1.40%	0.10%
Condition of the equipment	783	20.70%	59.40%	18.50%	1.10%	0.30%
Condition of walls, carpets and floors	796	19.30%	62.10%	17.60%	0.80%	0.30%

92.4% of respondents are satisfied or very satisfied with the cleanliness of the entrance area in the venue they most recently visited.

75.2% of respondents are satisfied or very satisfied with the cleanliness of the catering facilities and 75.7% are satisfied or very satisfied with the cleanliness of the toilet facilities. 88.1% of respondents were satisfied or very satisfied with the cleanliness of the rooms they visited on their most recent visit. 86.4% of respondents when asked about the condition of the furniture rated it positively, either stating they were satisfied or very satisfied. 82.7% of respondents rated the condition of the equipment positively and 80.1% rated the condition of walls, carpets and floors positively on their most recent visit to one of the venues.

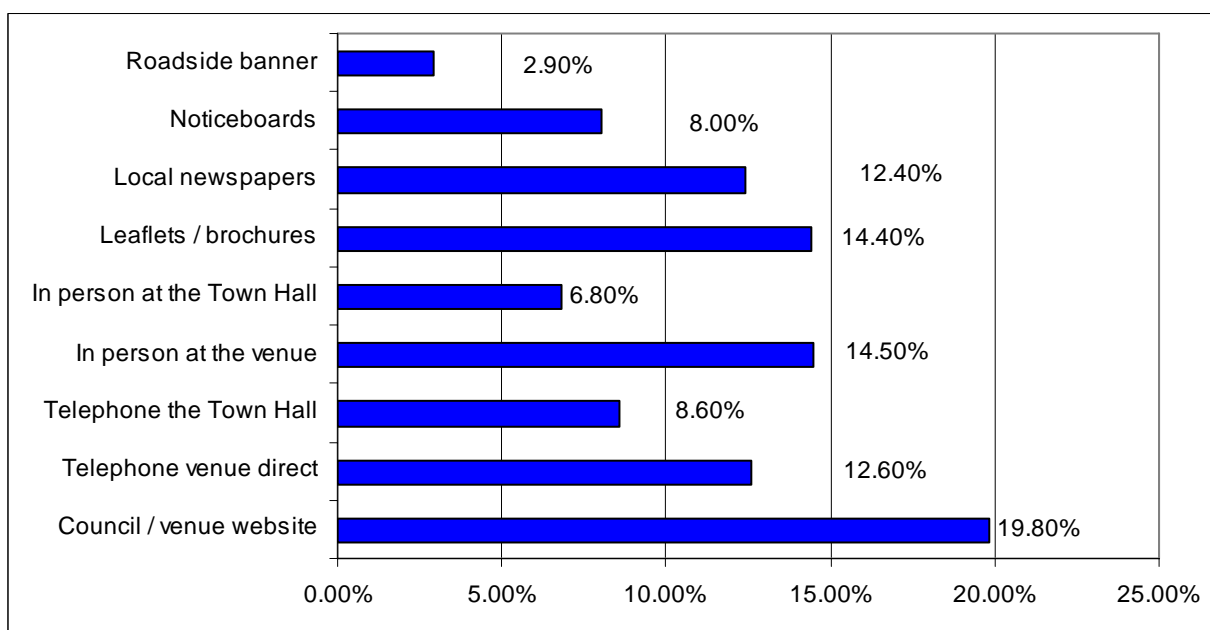
Question 14. Are you aware of the meeting and activity rooms available for hire at the following venues?



Base Bourne Hall 886
 Base The Ebbisham Centre 863
 Base Ewell Court House 857

The majority of respondents, 78.6%, are aware of the meeting and activity rooms available for hire at Bourne Hall. Around half of respondents know about them at The Ebbisham Centre and Ewell Court House.

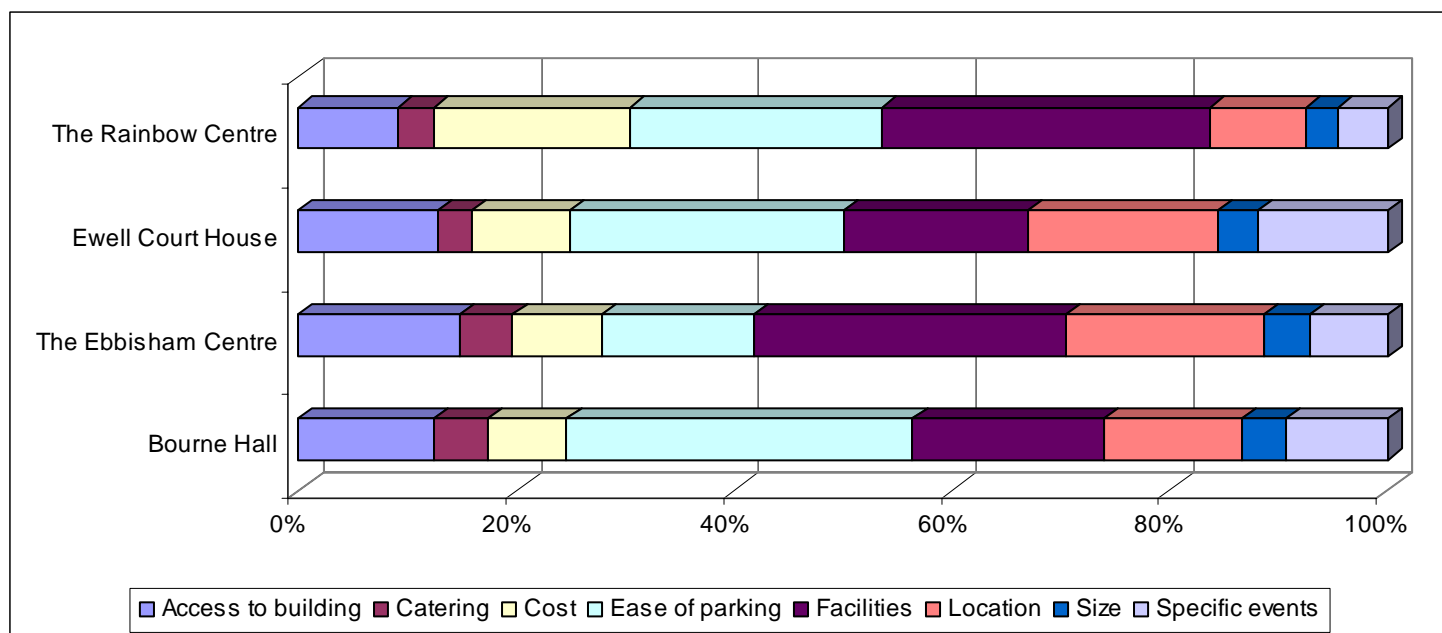
Question 15. Where would you like to find out information about the venues? (please tick all that apply)



Base 3203

The most popular method for finding out information about the venues is on the Council or venue website. In person at the venue and on a leaflet were the next most popular methods. Roadside banner was the least popular method with only 2.9% of respondents selecting it.

Question 16. What is the most important factor for you to consider when visiting the following venues? (please select one factor for each of the venues)



The above graph has had the answers for do not use removed, please see table below for full results.

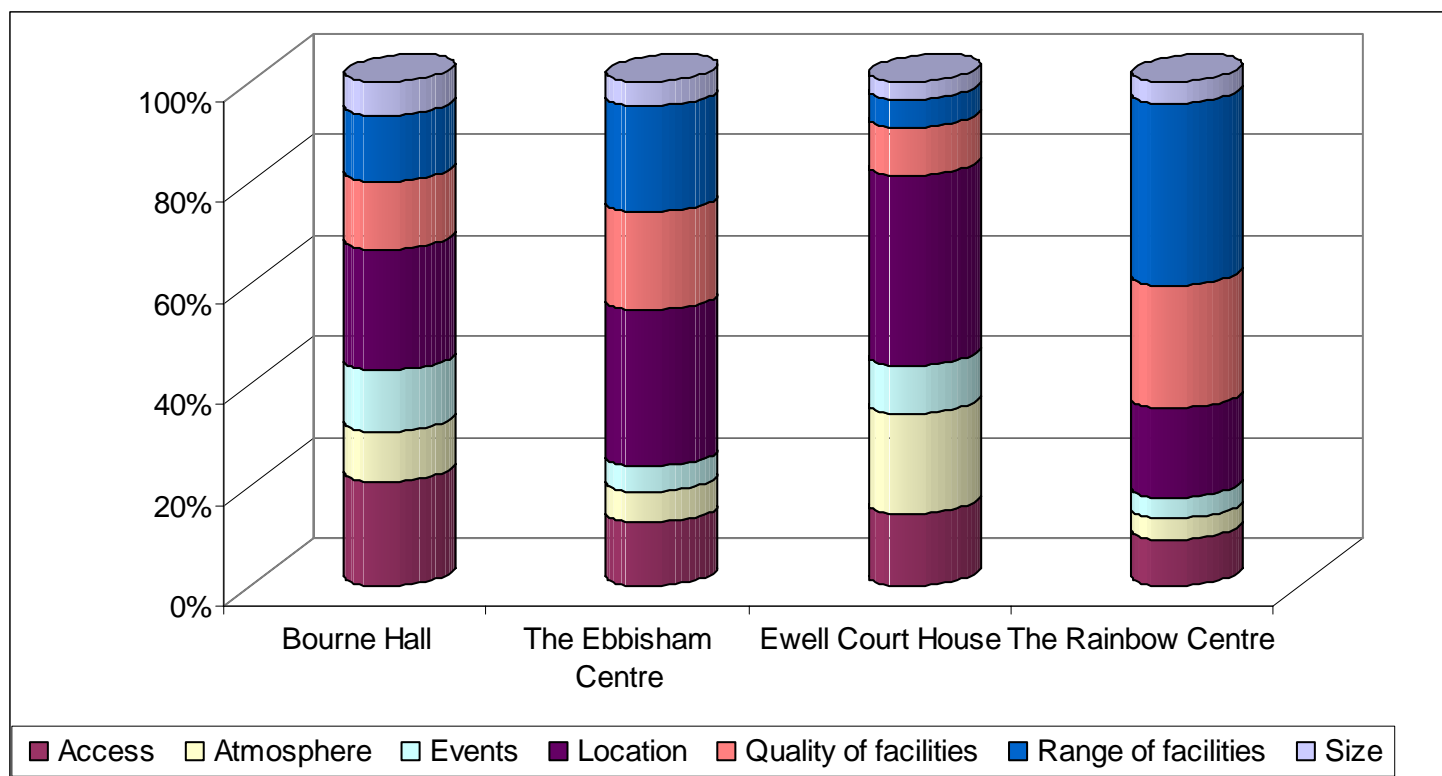
	Bourne Hall	The Ebbisham Centre	Ewell Court House	The Rainbow Centre
Base	1447	1071	979	1162
Access to building	11.50%	11.20%	7.20%	6.70%
Catering	4.60%	3.70%	1.80%	2.50%
Cost	6.70%	6.20%	5.00%	13.30%
Ease of parking	29.40%	10.60%	14.20%	17.20%
Facilities	16.30%	21.70%	9.50%	22.30%
Location	11.60%	13.70%	9.80%	6.50%
Size	3.80%	3.20%	2.10%	2.10%
Specific events	8.60%	5.40%	6.70%	3.40%
Do not use	7.50%	24.40%	43.60%	25.90%

The most important factor respondents consider when visiting Bourne Hall is the ease of parking, with 29.4% of respondents selecting this option. The next most important factor is the facilities. The least important factor is the size. The most important factor respondents consider when visiting The Ebbisham Centre is the facilities; the next important factor respondents chose was location. The least important factor respondents consider is important is the size.

At Ewell Court House the most important factor for respondents is the ease of parking with 14.2% of respondents selecting this option. The least important factor is the catering.

The most important factor for respondents at the Rainbow Centre is the facilities followed by the ease of parking. The least important factor is the size.

Question 17. What would you consider to be the best feature of each of the following venues (please select one factor for each venue)



The above graph has had the answers for do not use removed. Please see the table below for full results.

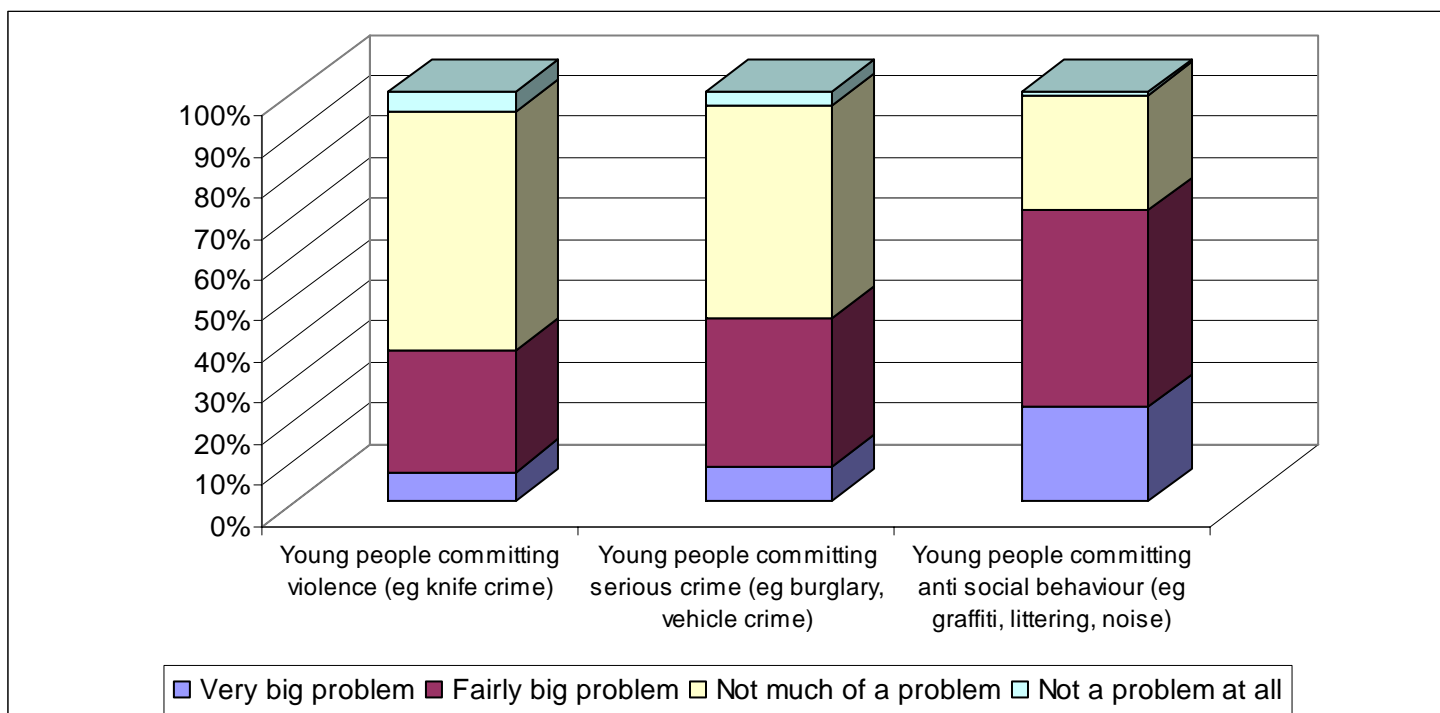
	Bourne Hall	The Ebbisham Centre	Ewell Court House	The Rainbow Centre
Base	1163	960	854	946
Access	18.40%	8.40%	6.30%	5.70%
Atmosphere	8.90%	4.20%	9.00%	2.70%
Events	11.00%	3.30%	4.20%	2.70%
Location	21.70%	20.90%	16.90%	11.20%
Quality of facilities	12.00%	13.10%	4.20%	15.40%
Range of facilities	11.90%	14.20%	2.50%	22.90%
Size	6.00%	3.40%	1.60%	2.90%
Do not use	10.10%	32.40%	55.30%	36.40%

Respondents consider the best feature of Bourne Hall, its location, with 21.7% of them selecting this option. This is followed by 18.4% of respondents selecting access as its best feature.

The feature at The Ebbisham Centre that respondents consider the best is, location, followed by 14.9% who selected the range of facilities. 16.9% of respondents think that location is the best feature of Ewell Court House and 22.9% of respondents feel that the range of facilities is the best feature at the Rainbow Centre.

4.2.3 Community safety

Question 18. In your opinion, how much of a problem if at all, are the following issues in Surrey?



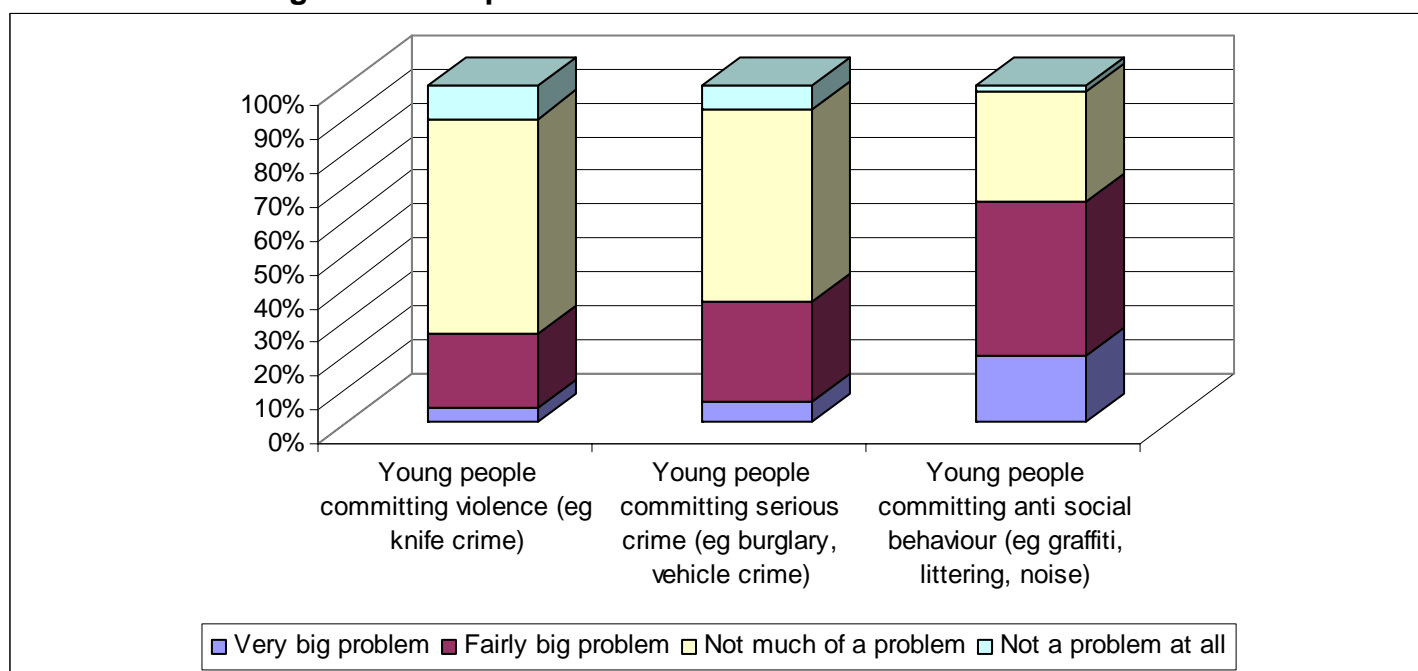
The above graph has had the answers for do not know removed. Please see the table below for full results.

	Base	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Young people committing violence (eg knife crime)	879	6.10%	25.30%	49.60%	4.30%	14.70%
Young people committing serious crime (eg burglary, vehicle crime)	879	7.10%	31.50%	44.60%	3.10%	13.80%
Young people committing anti social behaviour (eg graffiti, littering, noise)	888	21.60%	44.60%	26.40%	0.70%	6.80%

Over half, 53.9%, of respondents feel that young people committing knife crime in Surrey is not much of a problem or not a problem at all. 31.5% of respondents feel that young people committing serious crime is a fairly big problem in Surrey and 44.6% feel it is not much of a problem.

66.2% of respondents feel that young people committing antisocial behaviour in Surrey is a problem.

Question 19. In your opinion, how much of a problem if at all, are the following issues in Epsom & Ewell?



The above graph has had the answers for do not know removed. Please see the table below for full results.

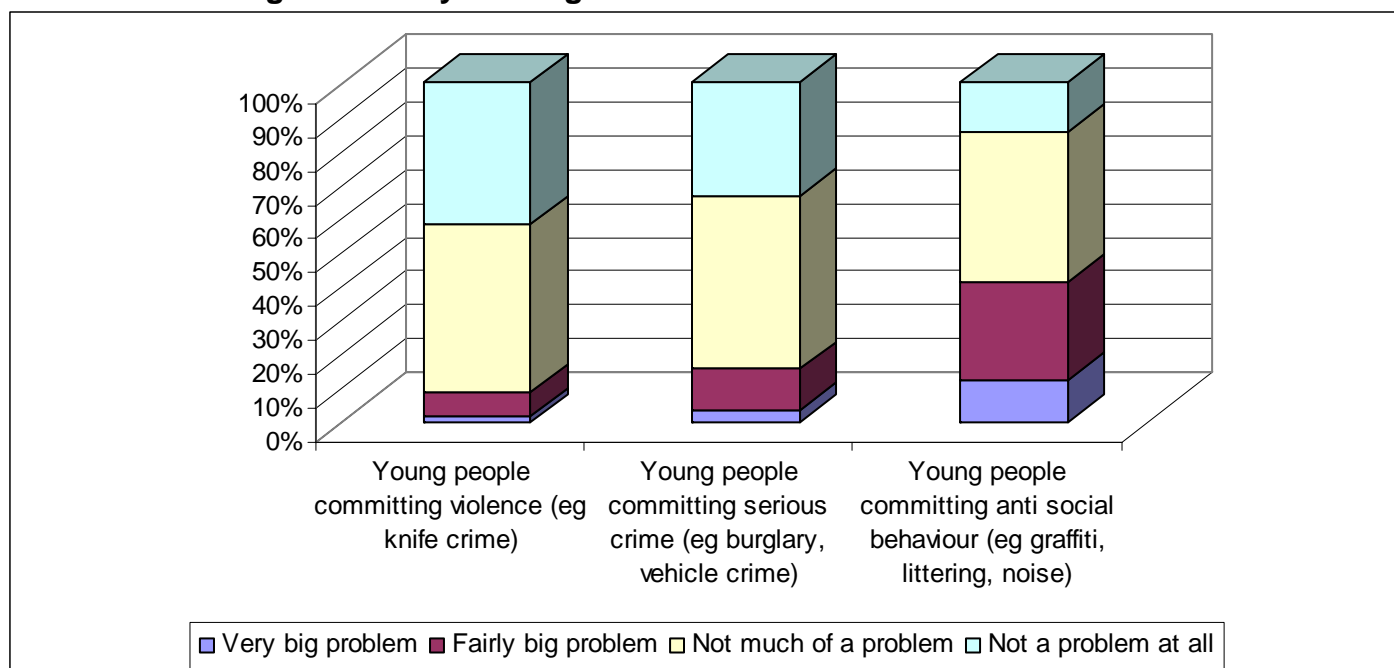
	Base	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Young people committing violence (eg knife crime)	874	3.90%	18.80%	54.80%	8.60%	14.00%
Young people committing serious crime (eg burglary, vehicle crime)	869	5.10%	25.90%	49.80%	6.30%	12.90%
Young people committing anti social behaviour (eg graffiti, littering, noise)	883	18.60%	43.70%	31.00%	1.90%	4.80%

Over half of respondents, 63.4%, do not feel that young people committing violence is a problem in Epsom & Ewell.

56.1% of respondents do not feel that young people committing serious crime is a problem in Epsom & Ewell, 25.9% feel it is a fairly big problem.

62.3% of respondents feel that young people committing antisocial behaviour is a problem in Epsom & Ewell.

Question 20. In your opinion, how much of a problem if at all, are the following issues in your neighbourhood?



The above graph has had the answers for do not know removed. Please see the table below for full results.

	Base	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Young people committing violence (eg knife crime)	873	1.60%	6.40%	45.40%	38.00%	8.60%
Young people committing serious crime (eg burglary, vehicle crime)	871	2.80%	11.30%	46.40%	30.70%	9.00%
Young people committing anti social behaviour (eg graffiti, littering, noise)	890	11.80%	28.30%	42.90%	13.90%	3.00%

83.4% of respondents do not feel young people committing violence in their neighbourhood is a problem.

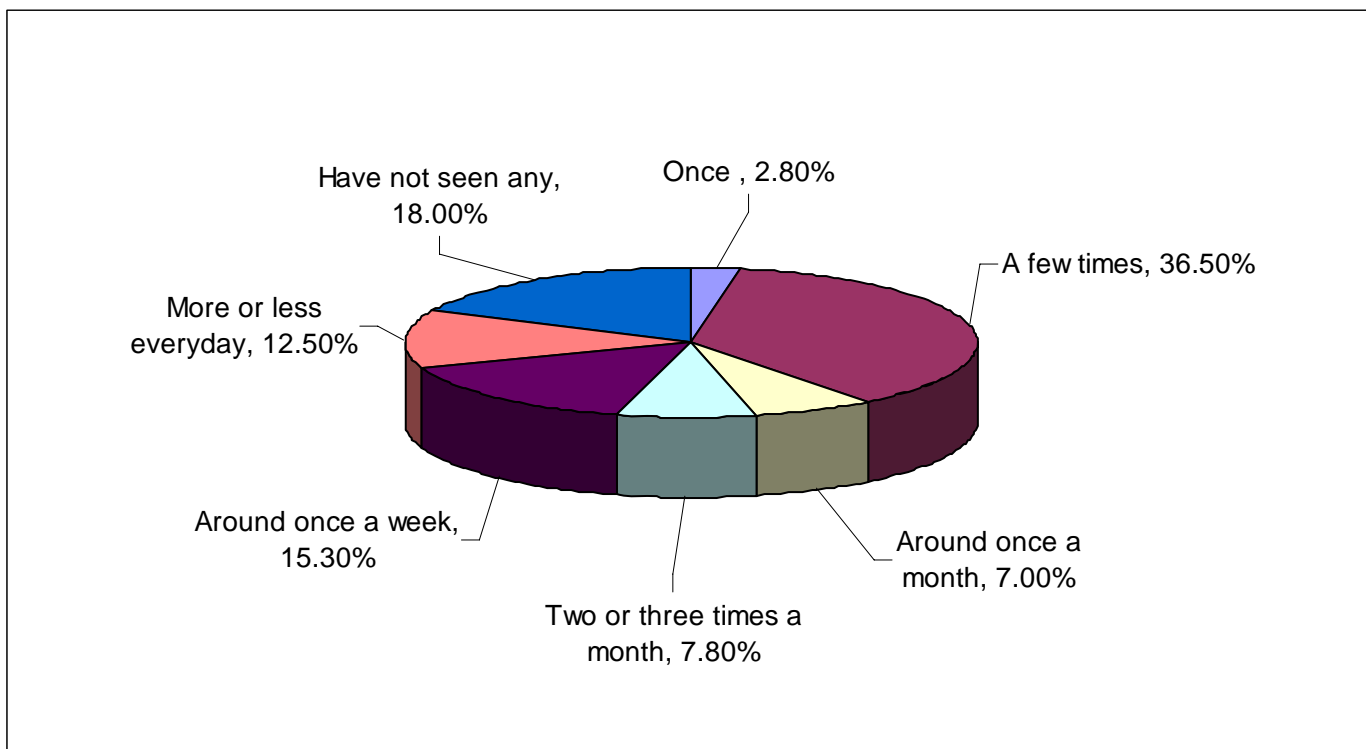
77.1% of respondents do not feel young people committing serious crime in their neighbourhood is a problem.

30.1% of respondents feel that young people committing anti social behaviour in their neighbourhood is either a very big or fairly big problem. Over the page is a breakdown of this question by ward.

Antisocial behaviour analysed by ward

	Base	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Auriol	5.5%	3.7%	7.0%	5.2%	3.0%	14.3%
College	8.0%	1.2%	2.8%	11.7%	11.9%	14.3%
Court	4.8%	8.5%	5.6%	4.9%	1.0%	0.0%
Cuddington	8.1%	8.5%	11.7%	7.4%	4.0%	0.0%
Ewell	11.1%	14.6%	11.7%	12.0%	5.9%	4.8%
Ewell Court	6.7%	7.3%	7.5%	5.2%	8.9%	9.5%
Nonsuch	8.0%	4.9%	7.0%	8.1%	13.9%	0.0%
Ruxley	5.2%	7.3%	5.1%	4.5%	4.0%	14.3%
Stamford	9.6%	9.8%	7.0%	9.4%	15.8%	9.5%
Stoneleigh	8.1%	7.3%	8.9%	8.4%	7.9%	0.0%
Town	6.7%	6.1%	8.9%	6.5%	3.0%	9.5%
West Ewell	8.1%	15.9%	11.7%	4.9%	3.0%	14.3%
Woodcote	9.9%	4.9%	5.1%	12.0%	17.8%	9.5%

Question 21. How often, if at all, in the 12 months have you seen groups of young people congregating in your neighbourhood (within 15 minutes walk from your house)?

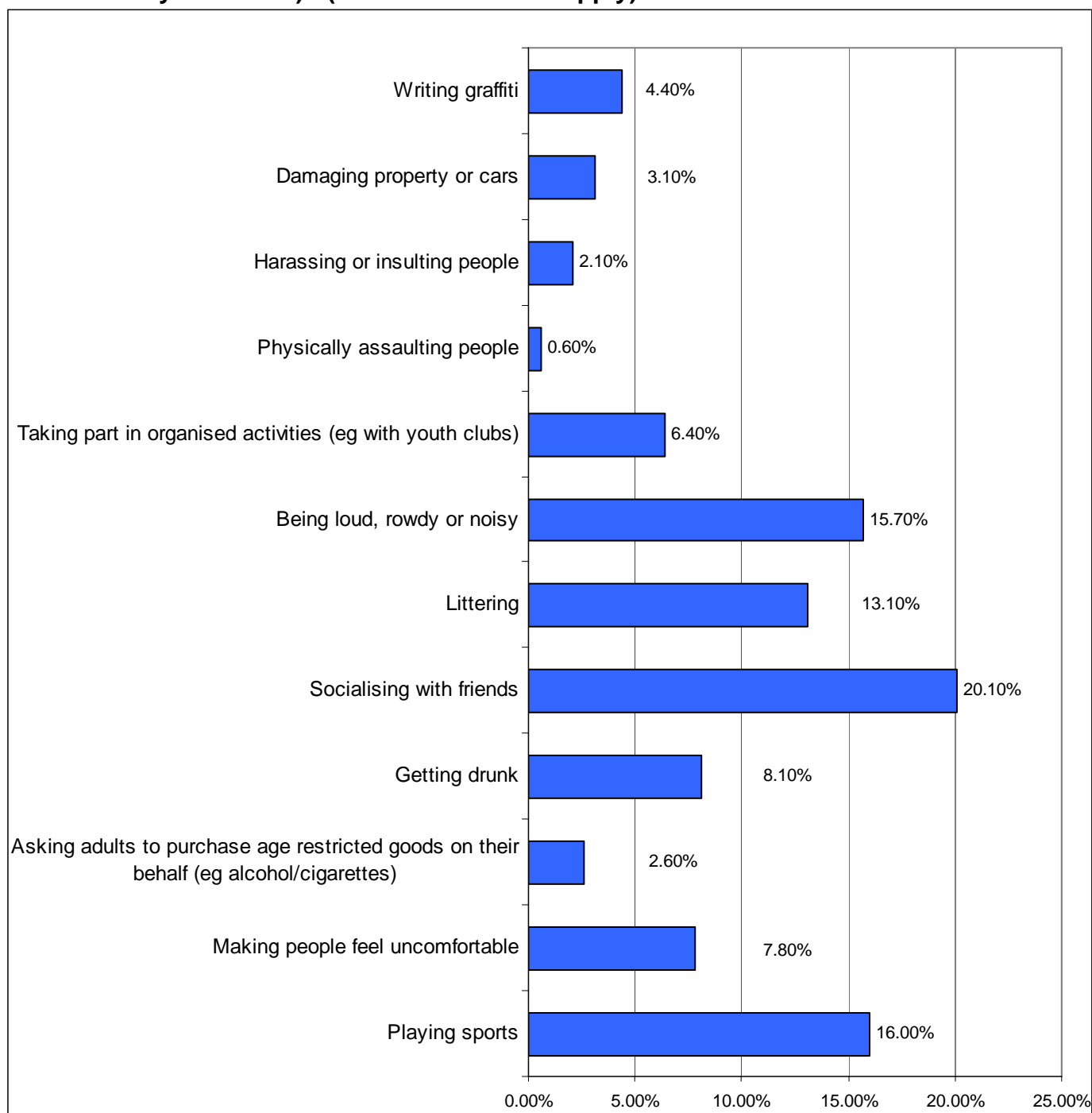


Base 894

36.5% of respondents stated that in the last 12 months they have seen young people congregating in their neighbourhood a few times and 18% state that they have not seen any. 15.3% say they have seen them about once a week and a further 12.5% say they have seen them more or less everyday. Below you will see a breakdown of responses by ward to give a clearer indication of their neighbourhoods.

	Once	A few times	Around once a month	Two or three times a month	Around once a week	More or less everyday	Have not seen any
Auriol	5.3%	8.0%	3.8%	7.8%	2.7%	4.3%	3.7%
College	21.1%	7.2%	5.7%	7.8%	5.4%	5.3%	13.2%
Court	5.3%	4.2%	5.7%	9.8%	8.1%	6.4%	0.7%
Cuddington	10.5%	9.1%	9.4%	2.0%	9.9%	6.4%	5.1%
Ewell	10.5%	12.5%	7.5%	9.8%	12.6%	12.8%	7.4%
Ewell Court	5.3%	7.2%	5.7%	7.8%	5.4%	4.3%	8.8%
Nonsuch	10.5%	9.5%	5.7%	7.8%	2.7%	1.1%	14.7%
Ruxley	5.3%	4.5%	9.4%	7.8%	2.7%	7.4%	3.7%
Stamford	-	8.3%	15.1%	7.8%	9.9%	7.4%	14.0%
Stoneleigh	5.3%	9.8%	11.3%	11.8%	6.3%	7.4%	4.4%
Town	10.5%	4.5%	7.5%	7.8%	10.8%	7.4%	6.6%
West Ewell	10.5%	6.4%	3.8%	3.9%	12.6%	14.9%	5.9%
Woodcote	-	8.7%	9.4%	7.8%	10.8%	14.9%	11.8%

Question 22. Which, if any, of the things below have you seen groups of young people do in your local neighbourhood (within 15 minutes walk from your house)? (Please tick all that apply)

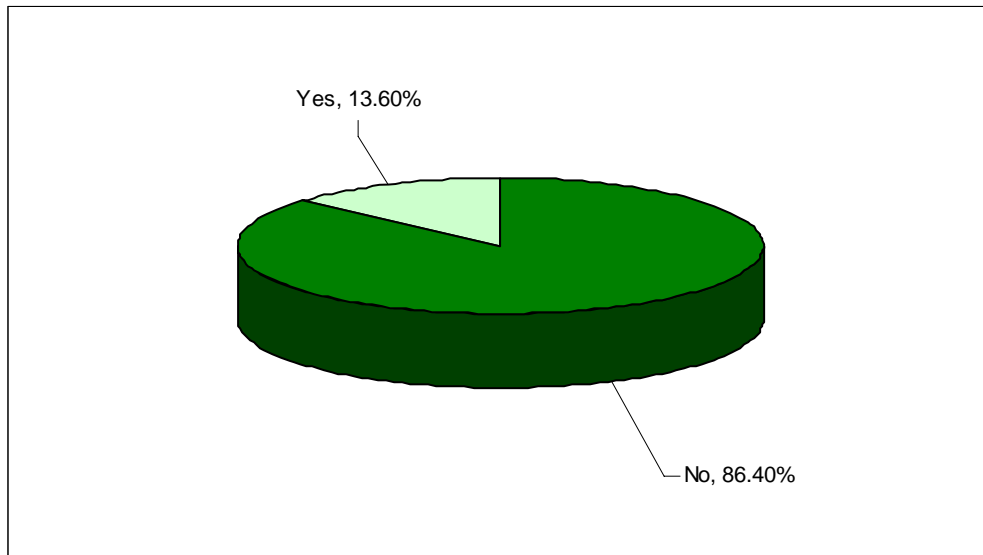


Base 2931

Socialising with friends is the activity 20.1% of respondents say they have seen groups of young people doing in their local neighbourhood. 16% say they have seen young people playing sports and 15.7% say they have seen young people being rowdy or noisy.

2.6% of respondents say they have seen young people asking adults to purchase age restricted goods for them and 0.6% say they have seen young people physically assaulting people.

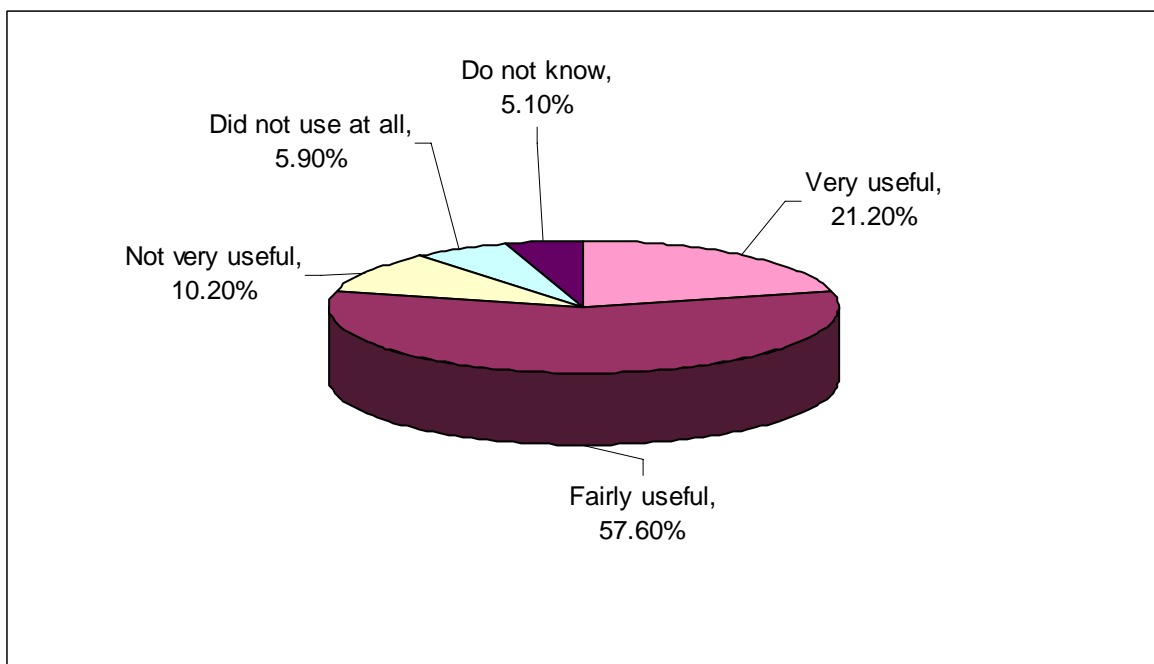
Question 23. Have you ever received a copy of the Epsom & Ewell Community Safety Handbook?



Base 880

The majority of respondents have not received a copy of the Epsom & Ewell Community Safety Handbook.

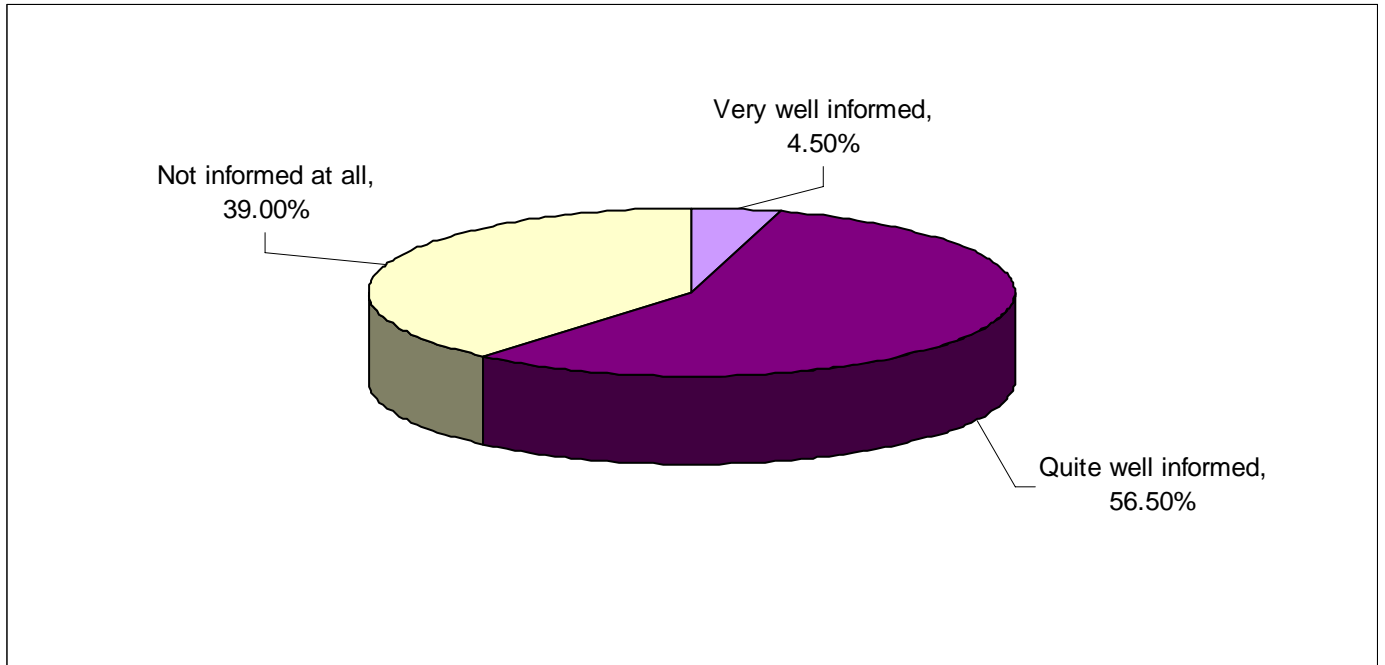
Question 24. How useful did you find it?



Base 118

Of those respondents who have received a copy, the majority, 78.8%, found it useful.

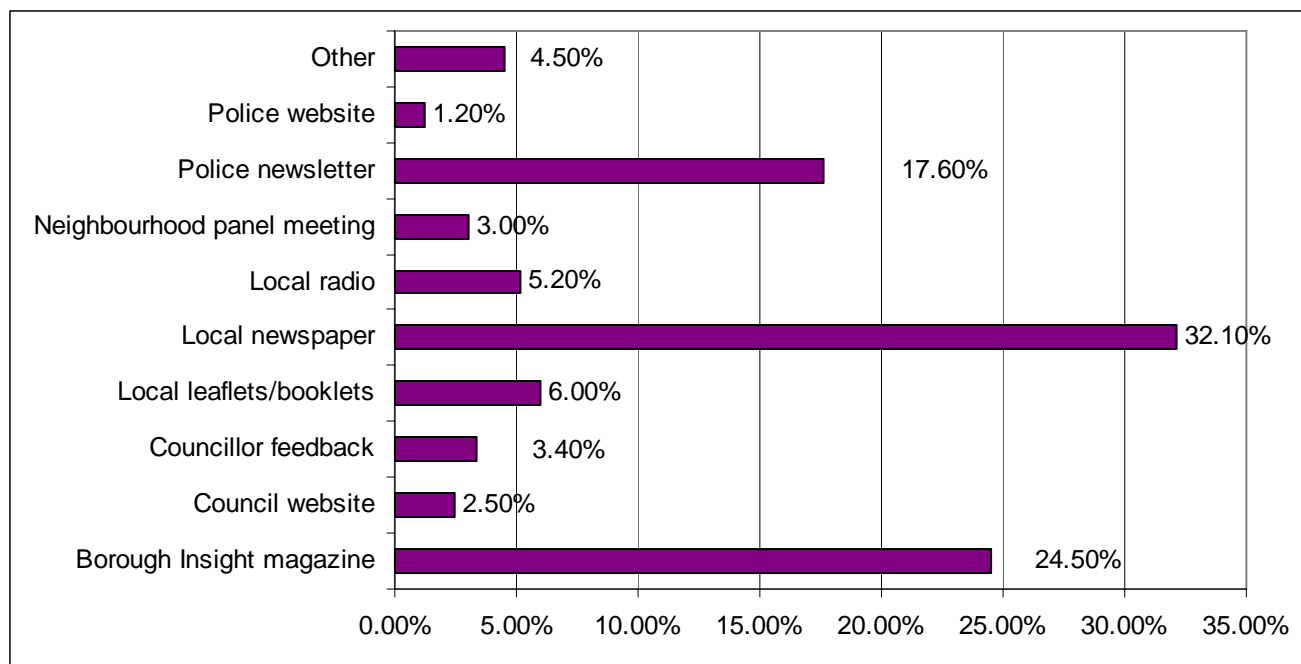
Question 25. How well informed do you feel about crime and anti social behaviour in the Borough?



Base 865

Most respondents, 61%, feel informed about crime and anti social behaviour in the Borough.

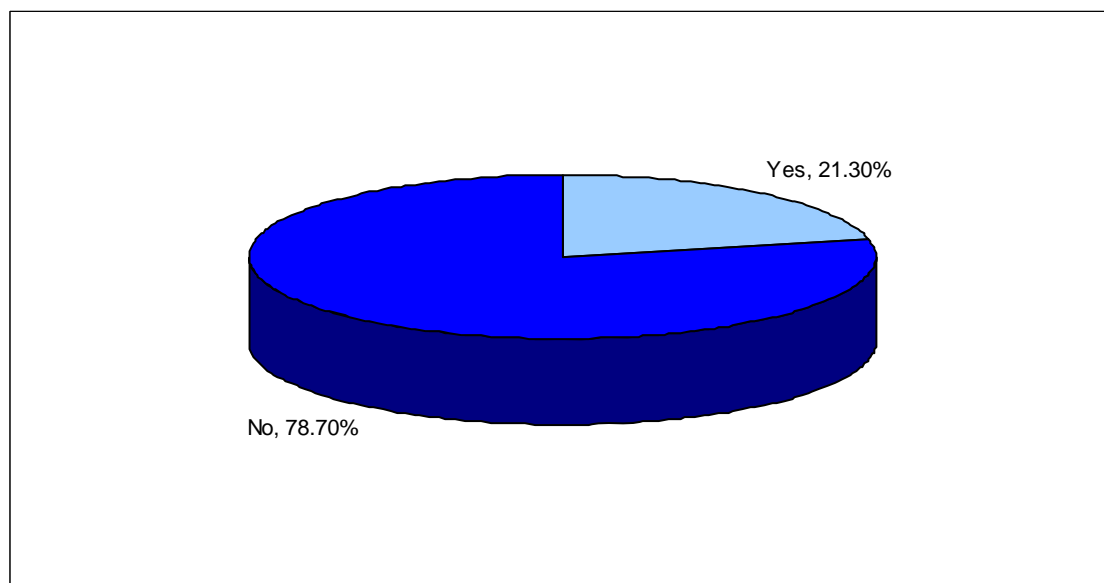
Question 26. How do you learn about what is happening with regard to crime and disorder in the Borough? (Please tick all that apply)



Base 2034

32.4% of respondents stated that they learn about what is happening with regard to crime and disorder in the Borough in local newspapers. 24.5% of respondents say they find out through Borough Insight and 17.6% say they find out through Police newsletters.

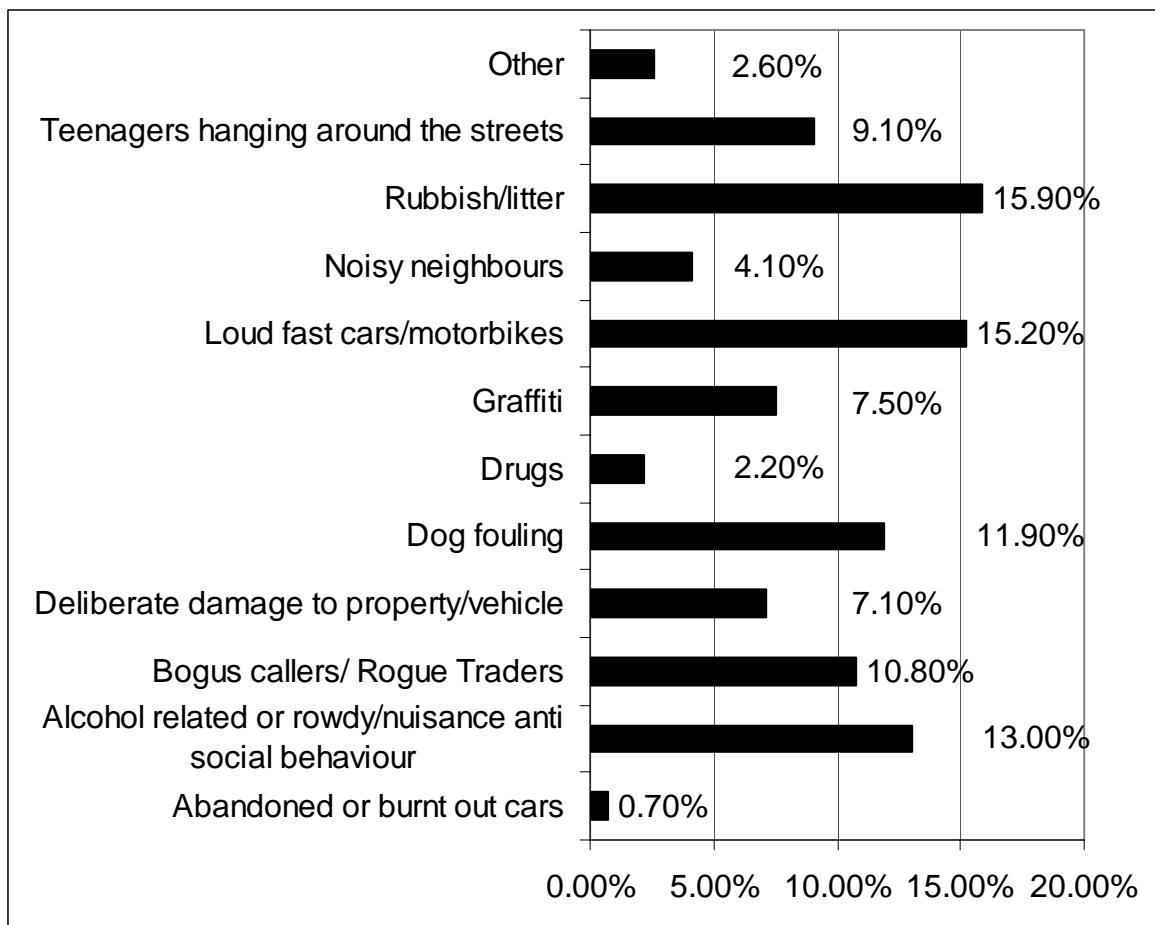
Question 27. Are you aware of the Street Pastor scheme in Epsom & Ewell?



Base 890

Most respondents are not aware of the Street Pastor scheme.

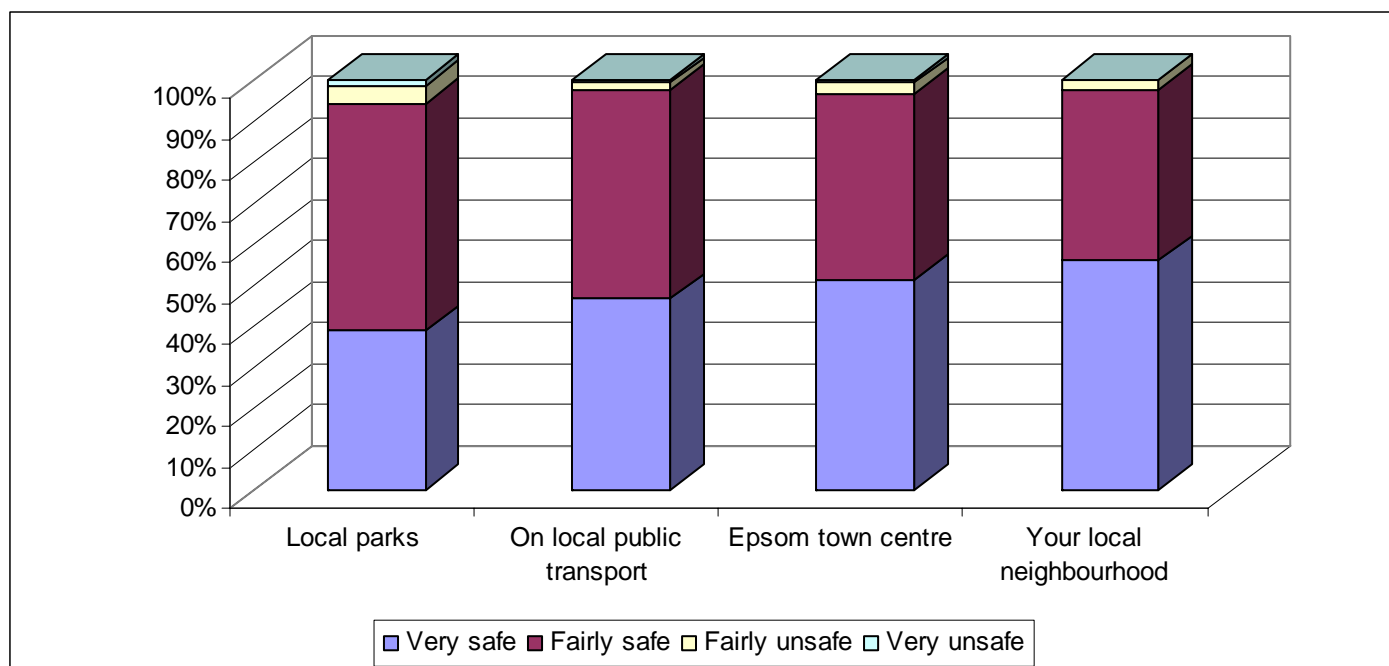
Question 28. What are your top three Community Safety concerns in your neighbourhood?



Base 2305

Overall respondents top three community safety concerns are, rubbish and litter, loud fast cars and motorbikes and alcohol related or rowdy/nuisance antisocial behaviour.

Question 29. How safe or unsafe do you feel in the following places during the day?

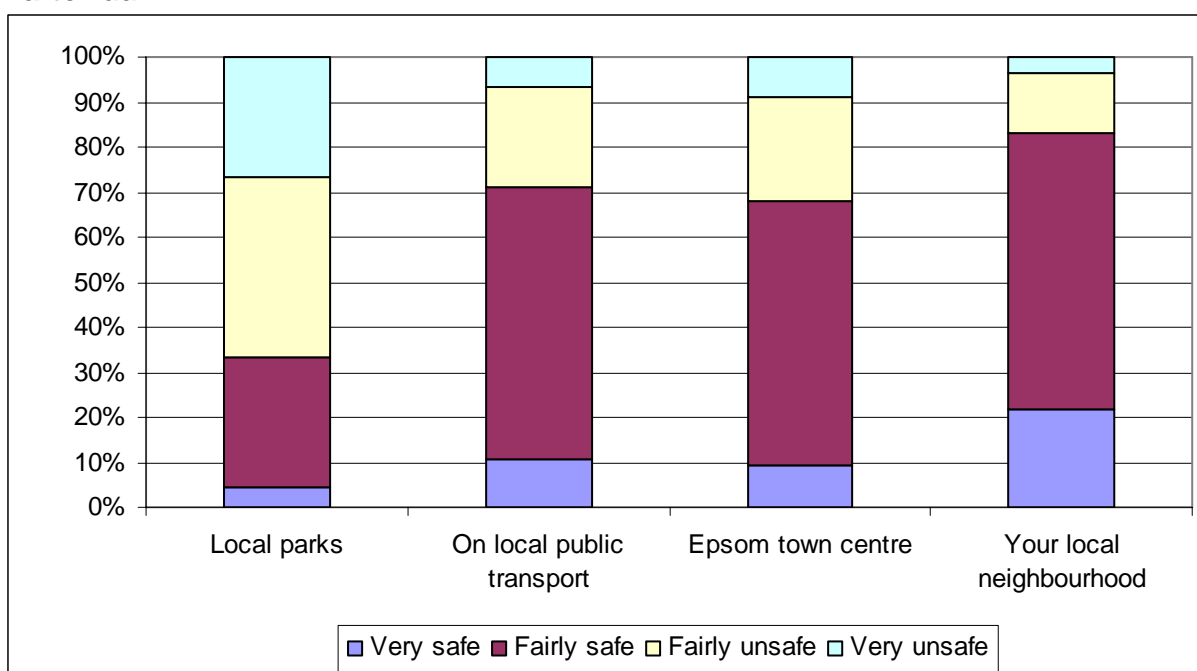


The above graph has had the answers for do not know removed. Please see the table below for full results.

	Base	Very safe	Fairly safe	Fairly unsafe	Very unsafe	Do not know
Local parks	890	37.40%	53.00%	4.20%	1.60%	3.80%
On local public transport	881	42.20%	45.90%	1.70%	0.70%	9.50%
Epsom town centre	890	50.60%	44.90%	2.50%	0.80%	1.20%
Your local neighbourhood	894	55.70%	41.50%	2.20%	0.20%	0.30%

90.4% of respondents feel safe during the day in local parks and 88.1% feel safe during the day on public transport. 95.5% of respondents feel safe in Epsom town centre during the day and 97.2% feel safe in their neighbourhood during the day.

Question. 30. How safe or unsafe do you feel in the following places after dark?

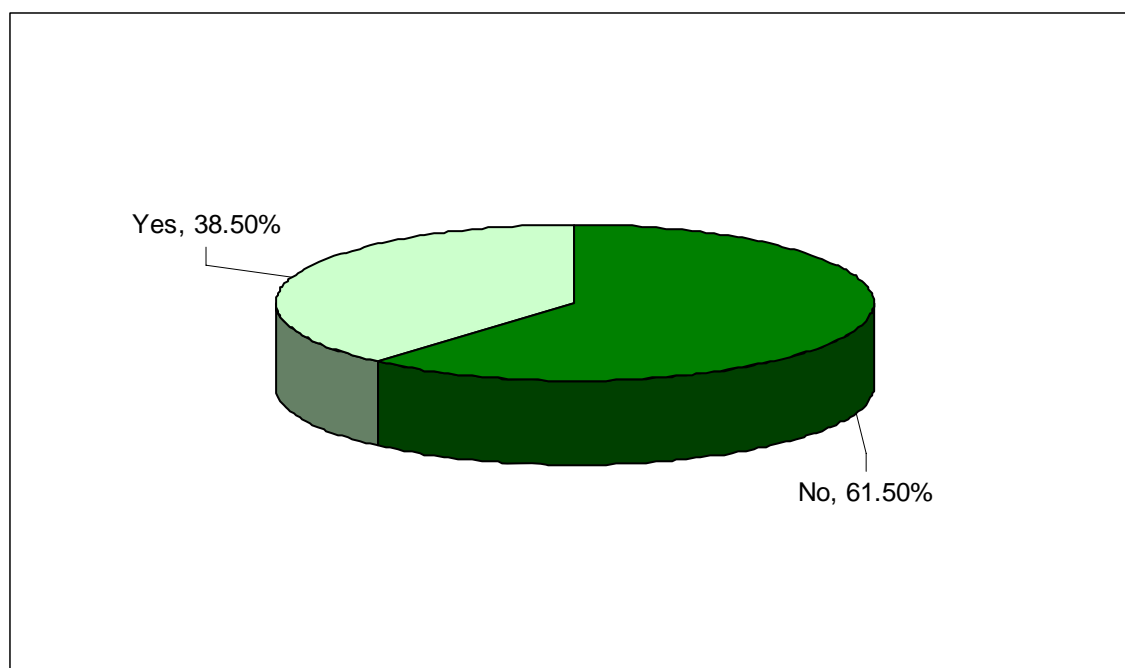


The above graph has had the answers for do not know removed. Please see the table below for full results.

	Base	Very safe	Fairly safe	Fairly unsafe	Very unsafe	Do not know
Local parks	883	3.70%	23.40%	32.80%	21.60%	18.30%
On local public transport	873	8.90%	49.70%	18.40%	5.50%	17.40%
Epsom town centre	883	8.50%	53.70%	20.80%	8.20%	8.80%
Your local neighbourhood	883	21.00%	59.00%	12.70%	3.50%	3.90%

Just over half, 54.4% of respondents say they feel unsafe in local parks after dark with 18.3% stating they do not know. 58.6% of respondents say they feel safe on public transport after dark with 23.9% stating they feel unsafe. Most respondents, 62.2%, state that they feel safe in Epsom town centre after dark and 80% of respondents say they feel safe in their neighbourhood after dark.

Question 31. Is there anywhere in the Borough where you feel unsafe?



Base 831

The majority of respondents stated that there is not anywhere in the Borough where they feel unsafe.

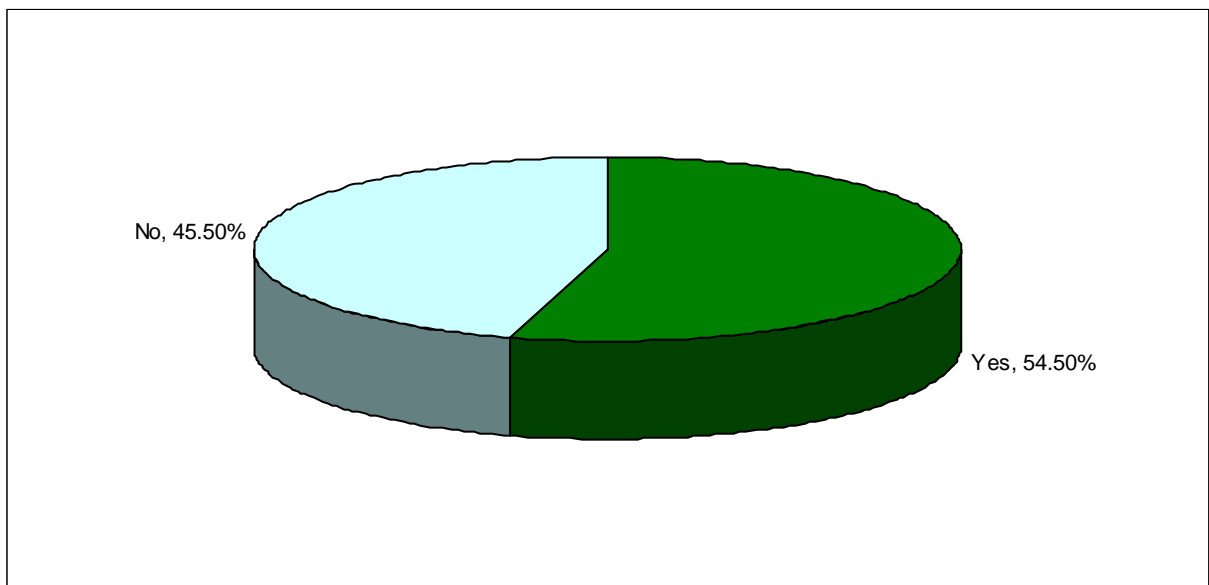
If yes, please state where

Theme	Number of comments	Examples of comments
Epsom Town Centre	67	Centre of town at night Late night in Epsom town centre
Parks and open spaces	55	Epsom Common all times Near parks
Alleyways/footpaths	38	Down alleyways Some of the alleyways around Epsom
Longmead area	36	Longmead estate Fine in the day, Longmead at night
Public transport/stations/bus stops	30	Railways stations in the evening Walking from Ewell West station after dark
After dark	30	After dark in the streets At night I would not go out alone
Shops and pubs	12	Pub by railway station Near pubs late in the evening
Poor lighting	9	Anywhere without proper street lighting Areas which are not properly lit
Council estates	5	Probably on Council estates, after dark, if I were to go there Council estates
Groups of teenagers	5	Anywhere there are groups of threatening teenagers

		Anywhere where large groups of youngsters meet up and I have walk past them alone
Car parks	5	Multi-story car parks Car parks
Ewell	3	Ewell high street after 10.30 Ewell village at night and weekends
Other areas	22	In my road Court Ward at night

4.2.4 Council's website

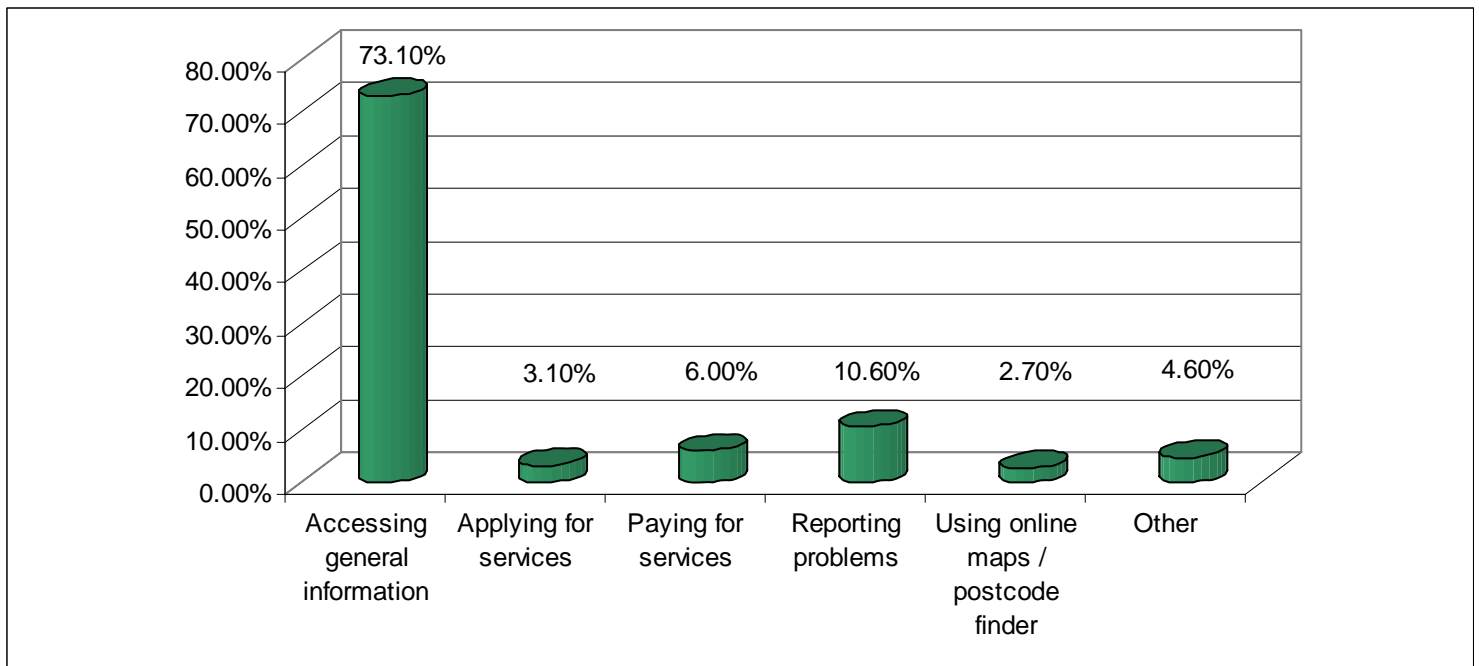
Question 32. Do you use the Council's website?



Base 888

Just over half of respondents said they use the Council's website.

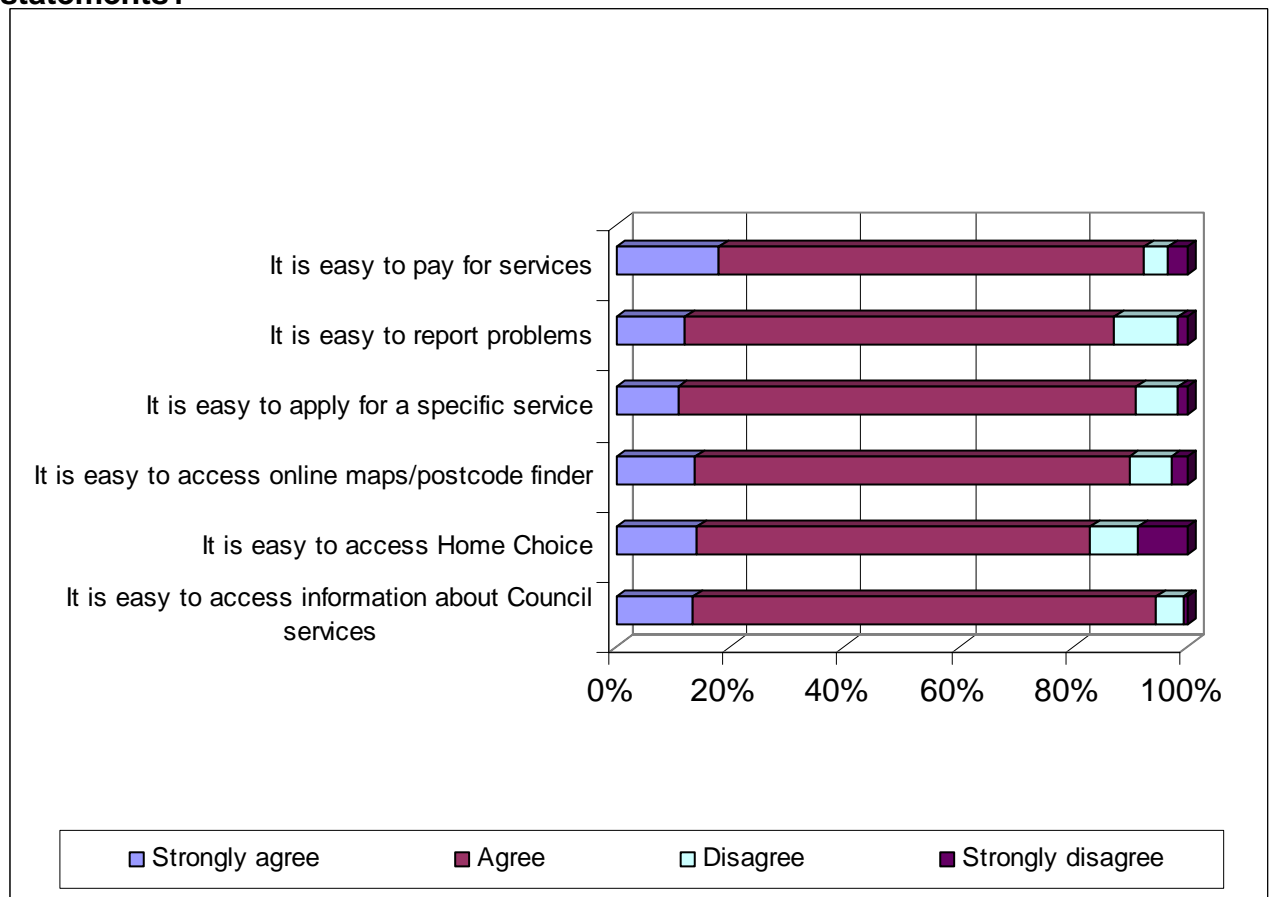
Question 33. What is your main reason for visiting the Council website?



Base 483

The main reason respondents stated they visit the Council website was to access general information. 10.6% said the main reason they visit was to report problems and a further 6% said they use it to pay for services.

Question 34. To what extent do you agree with the following statements?

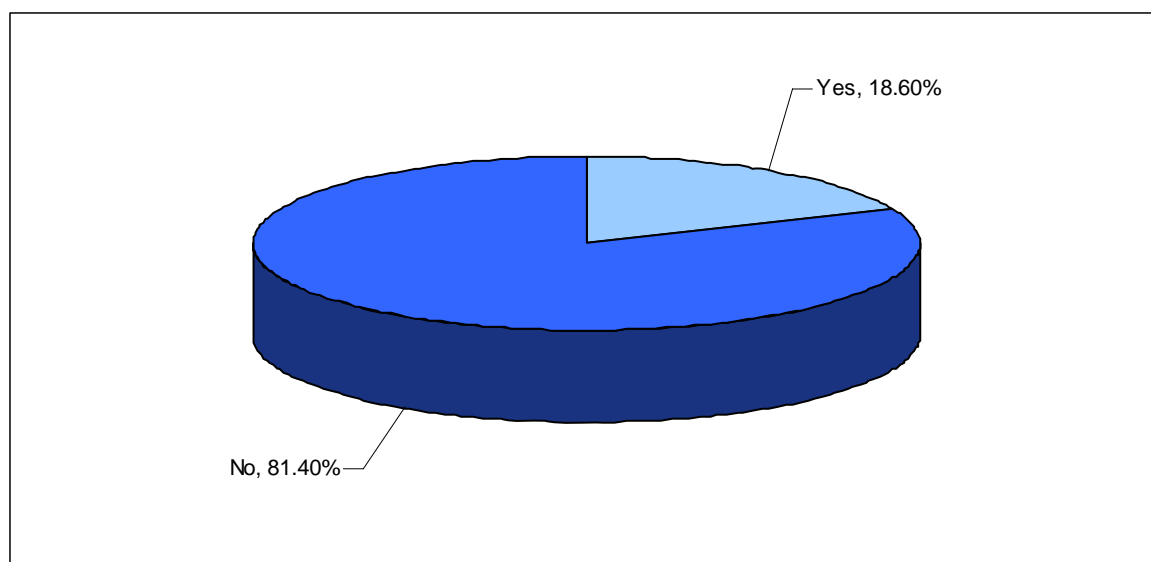


The graph on the previous page has had the answers for neither agree nor disagree removed. Please see the table below for full results.

	Base	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It is easy to access information about Council services	478	11.70%	70.30%	13.40%	4.00%	0.60%
It is easy to access Home Choice	424	3.50%	17.00%	75.20%	2.10%	2.10%
It is easy to access online maps/postcode finder	434	6.00%	32.90%	56.70%	3.20%	1.20%
It is easy to apply for a specific service	442	5.70%	42.10%	47.50%	3.80%	0.90%
It is easy to report problems	450	6.90%	42.40%	43.30%	6.40%	0.90%
It is easy to pay for services	437	7.30%	30.20%	59.50%	1.60%	1.40%

82% of respondents said they find it easy to access information about Council services on the website. 20.5% of respondents said they find it easy to access Home Choice, 75.2% neither agreed nor disagreed. 38.9% of respondents find it easy to access the online maps and postcode finder and 47.8% of respondents find it easy to apply for specific services. 49.3% of respondents say they find it easy to report problems and 37.5% of respondents finding it easy to pay for services.

Question 35. Did you know there is a news section on the Council's website where you can read recent media releases?



Base 483

Over three quarters, 81.4%, of respondents said they did not know about the news section on the Council's website.

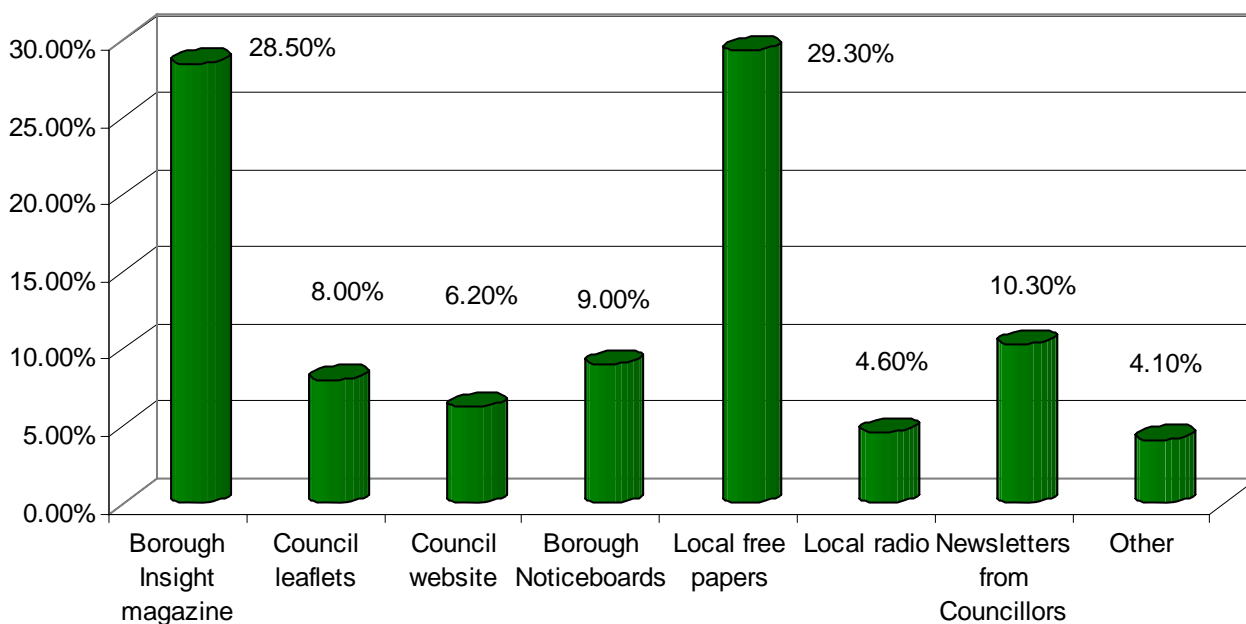
Question 36. How do you think the Council website could be improved?

Theme	Number of comments	Examples of comments
Positive	43	I find the website informative and easy to navigate I use the website occasionally and do not think it needs improving
Layout	16	Making design easier on the eye and more user friendly Lay it out in the way that your customers think about services and not in the way that your organisational design divides services
Navigation	14	The navigation is quite difficult It's information overkill at the moment with no clear index
Search	13	Make it easier to search, a better search engine Not all web pages are easy to find- signposting could be clearer
Up to date	10	Just by keeping it up to date with local information Things like information on rubbish collection/recycling over the bank holidays are not always up to date
Information	8	More info about voluntary services Make it easier to find the relevant person to make a complaint to, eg to complain about planning how do I find out online who is head of planning dept, I could not find out who he was?
Publicity	7	Needs to be publicised more Just encourage people to use it more – I don't think they are really aware of the website and what it contains
Planning	6	Make the planning section easier to search The planning applications database is not easy to use
Responding	5	Improve ability to report problems and follow up concerns with a dedicated person- not an anonymous contact centre person
Email alerts	4	Email bulletins of important announcement/updates Allow users to register for regular bulletins/updates by email allow Borough Insight, Police newsletters to be sent electronically
Links	4	More shortcuts and links to other places within the website from the homepage Quicker service. Less links
Young people	3	More interest for children and teenagers Section for children to help them learn about the community
Accessibility	3	Making text larger Font size is a bit small- ok for me but may affect other people

General comments	11	Each service should be described, short and simple Make it quicker
Specific suggestions/comments	25	It has crashed when we have tried to pay for services How do people know that the site has been improved if no one tells us? And what about the elderly who do not have internet access

4.2.5 Communication

Question 37. How do you learn about what is happening in the Borough? (please tick all that apply)



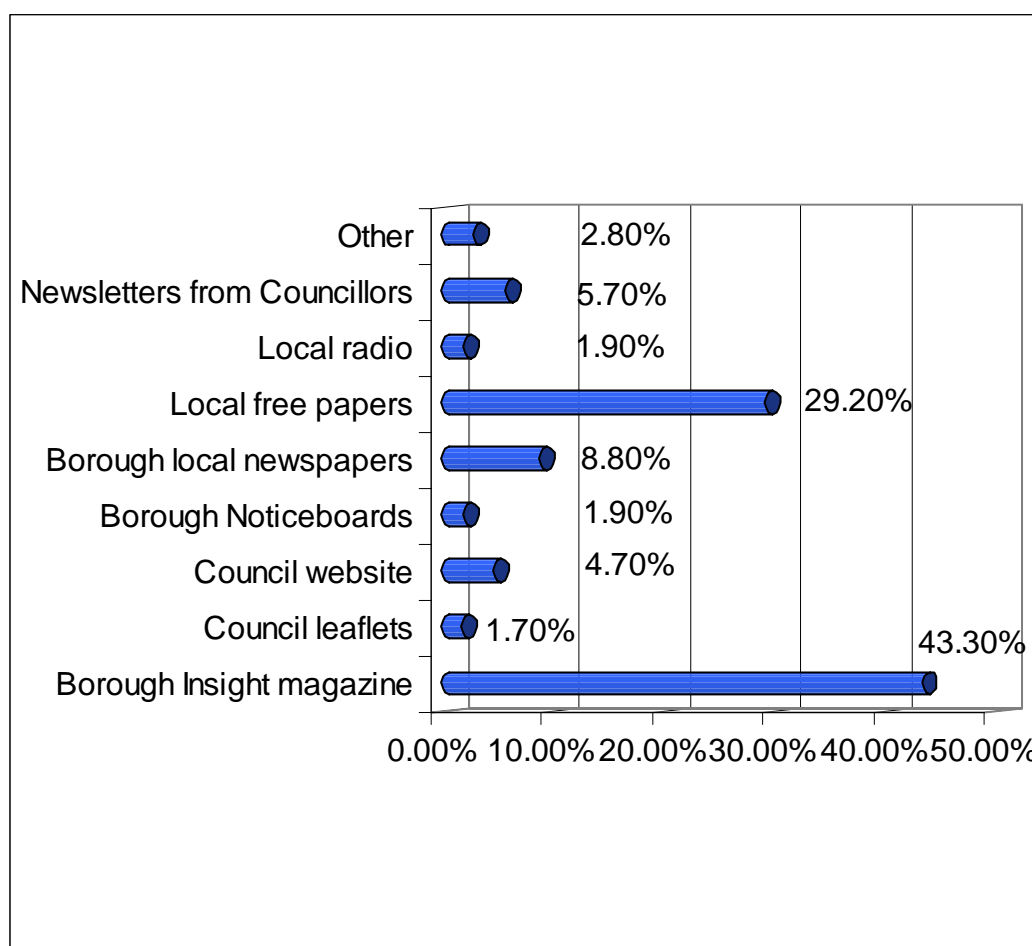
Base 2414

Almost a third of respondents, 29.3%, said they learn about what is happening in the Borough through local newspapers, a further 28.5% said they read Borough Insight to find out what is happening in the Borough.

Other, please specify

Theme	Number of comments	Examples of comments
Residents Association	34	Residents Association newsletter Residents Association publications
Word of mouth	21	Gossip Neighbours/friends
Local groups and meetings	9	Epsom Protection Society Local meetings
Library	7	Libraries
Internet	4	Various websites Internet
Other	22	Surrey Comet By walking about

Question 38. What is your main source of information about the Borough?



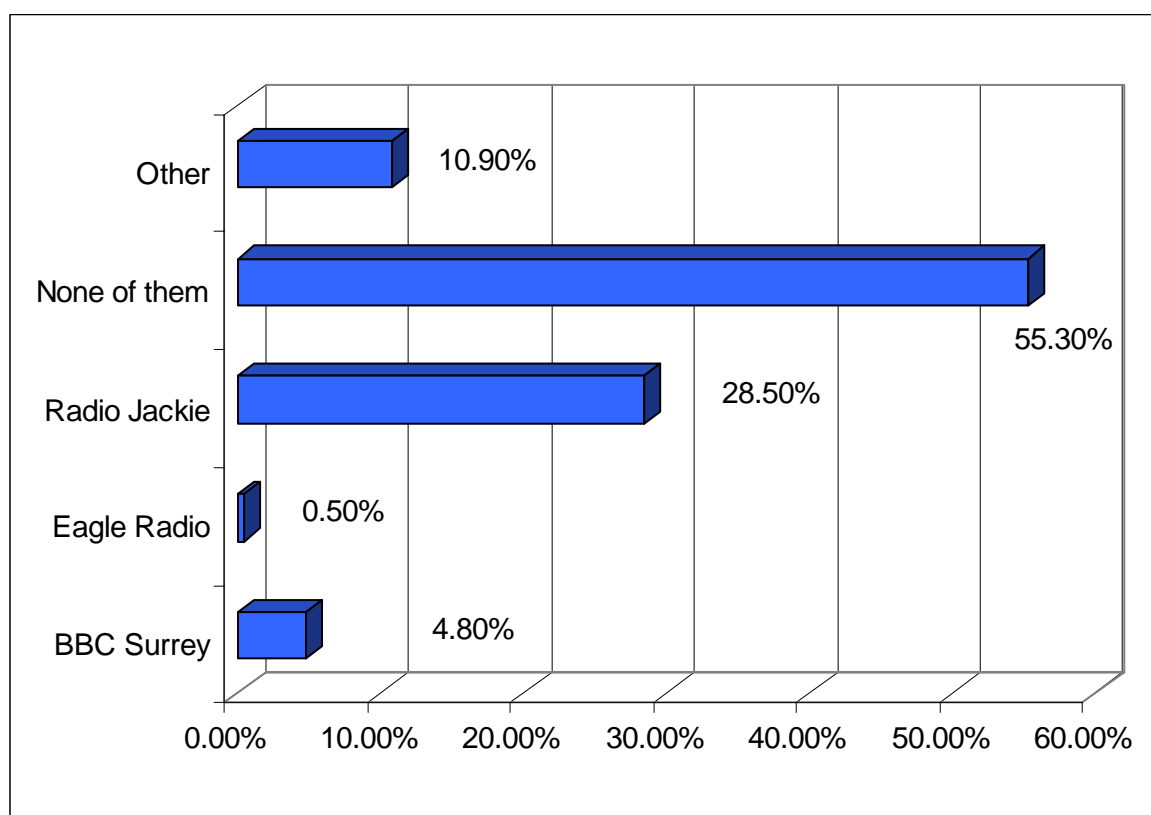
Base 894

43.3% of respondents stated that their main source of information about what is happening in the Borough is Borough Insight magazine. This followed by 29.2% of respondents who said local free papers.

Other, please specify

Theme	Number of comments	Examples of comments
Newsletter/booklet	9	Residents Association newsletter RA and Lib Dem newsletter
Friends	5	Friends Neighbours
Other	9	Internet Sure Start Centres/ Libraries

Question 39. Which local radio stations do you listen to? (Please tick all that apply)



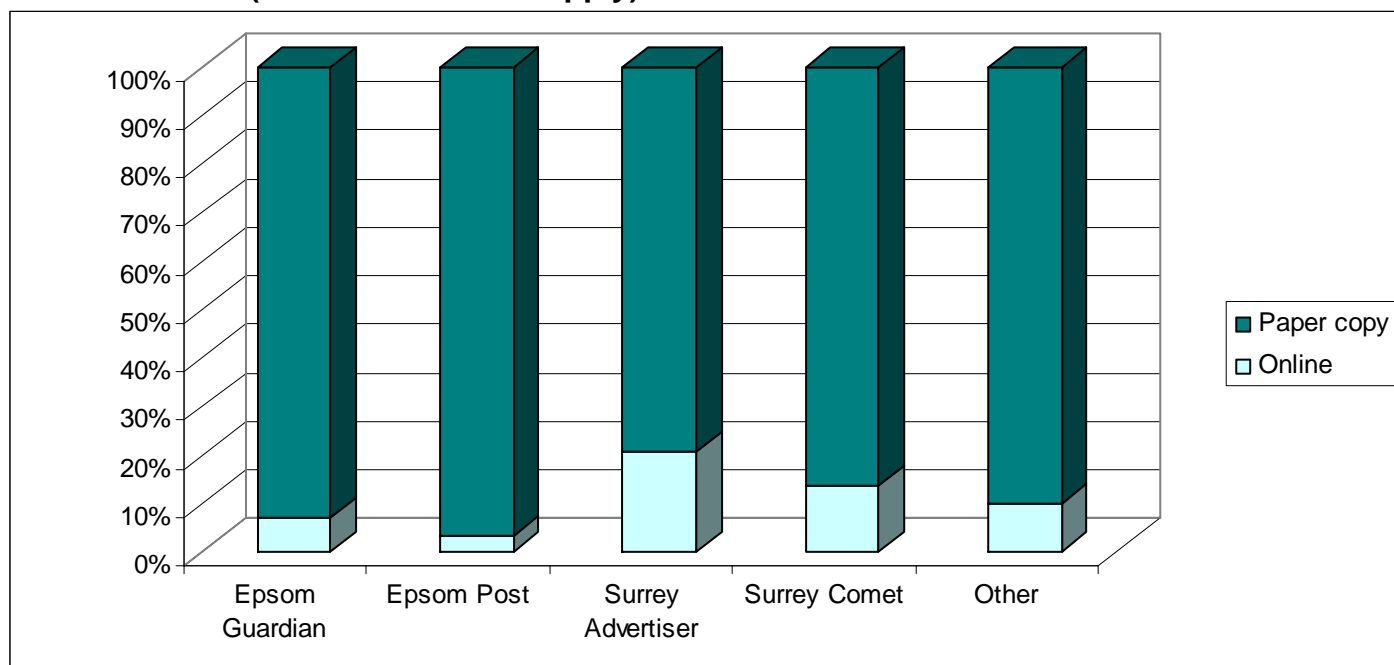
Base 938

Over half of respondents stated that they do not listen to a local radio station. Over a quarter of respondents, 28.5%, said they listen to Radio Jackie and a further 4.8% listen to BBC Surrey. 10.9% selected other.

Other, please specify

Theme	Number of comments	Examples of comments
National BBC stations	24	BBC2 Radio 4
LBC	27	LBC
Magic	11	Magic
Capital FM	4	Capital
Classic FM	4	Classic
Heart	5	Heart
Other	12	XFM Absolute

Question 40. Which local newspapers do you read and how do you read them? (Please tick all that apply)



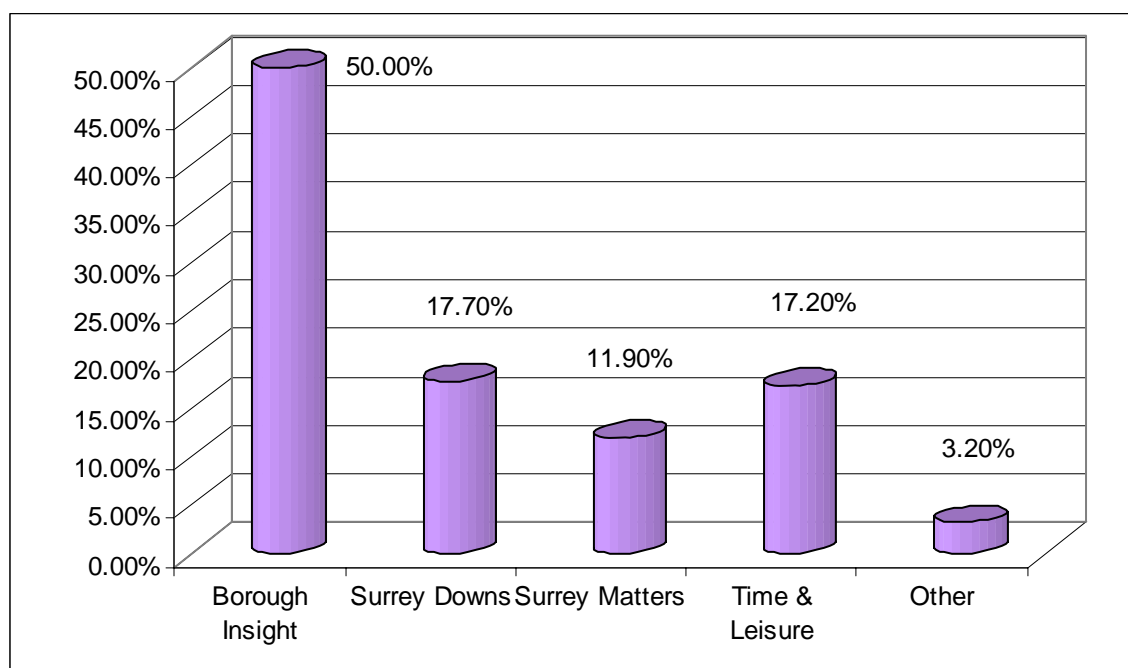
	Base	Online	Paper copy
Epsom Guardian	741	7.00%	93.00%
Epsom Post	393	3.30%	96.70%
Surrey Advertiser	29	20.70%	79.30%
Surrey Comet	59	13.60%	86.40%
Other	10	10.00%	90.00%

Most respondents read paper copies of the newspapers. The most popular newspaper is the Epsom Guardian with 741 responses. The Surrey Advertiser has the highest percentage of online readers with 20.7% of respondents stating the read an online copy.

Other, please specify

Theme	Number of comments	Examples of comments
Guardian no longer delivered	34	We no longer have the Guardian delivered Don't get them anymore
Post	4	Post only. Advertise very little news Post
Other titles	10	Leatherhead Advertiser Daily Mail

Question 41. Which local magazines do you read? (please tick all that apply)



Base 1452

Half of respondents said they read Borough Insight. 17.7% read Surrey Downs Magazine and 17.2% read Time & Leisure. 3.2% said other.

Other, please specify

Theme	Number of comments	Examples of comments
Residents Association	12	RA magazine SARA magazine
Surrey Life	5	Surrey Life
Connection	4	West Ewell Connection
Other	20	The Star Any that get delivered

5. Conclusion

The survey took place between July and August 2010. It was sent to 1,360 respondents, 36 were 'not know at this address', 905 surveys were returned completed. The survey generated a response rate of 68%. This is slightly lower than previous response rates for Citizens' Panel surveys. This could be due to it taking place over the summer holidays.

Health and social care of older people

A third of the respondents to the survey are over 65, giving a good base for both perceptions of the services from younger people and from users of the services.

Over three quarters of respondents are aware of, or have used the bus permits service and most of them rated it as good or very good. Over three quarters of those respondents who have used Community Alarm or advice services rated them as good or very good.

Over a third of respondents said they access information about services via the Council website and a similar number think it is the Council who should be providing them with the information on the services.

Mental health and physical health services are the services respondents most think should be free to users. Just over a fifth of respondents feel that users should pay for gardening services in full and just under 40% feel that transport services for older people should be subsidised.

Just under two thirds of respondents think their current housing will meet their needs when they are over 65.

Council venues

The venue most used by respondents is Bourne Hall, with well over three quarters of respondents stating they had used it.

Most respondents use the venues for their library facilities.

There is between 60% and 90% satisfaction with the service provided at the venues and between 70% and 95% satisfaction with cleanliness and the condition of the venues. Each of the satisfaction factors are broken down by venue in appendix 2 to show the results for each of the four venues.

Parking is one of the most important factors for respondents when visiting a venue, along with the facilities and location.

Community safety

Overall, young people committing violence and serious crime is not considered a problem in Surrey, the Borough or in the neighbourhoods of respondents, with the majority selecting the options not a problem at all, or not much of a problem. Over half of respondents however, feel that there is a problem with young people committing antisocial behaviour in Surrey and

Epsom & Ewell but less than half of respondents feel it is a problem in their neighbourhood specifically. This question was broken down by ward and Ewell and West Ewell have higher percentages of respondents who think it is a very big problem, however both these wards have a higher number of respondents to this survey who live in them compared to other wards. The activities most respondents see young people engaging in their neighbourhoods are socialising with friends, playing sports and being rowdy or noisy.

Almost two thirds of respondents feel informed about crime and antisocial behaviour in the Borough. With most respondents finding out information through local newspapers and Borough Insight magazine.

Just under two thirds of respondents say there is nowhere in the Borough they feel unsafe. Overall respondents top three community safety concerns are, rubbish and litter, loud fast cars and motorbikes and alcohol related or rowdy/nuisance antisocial behaviour.

Council's website

Three quarters of the respondents to this survey have access to the internet and half prefer to receive their surveys via a web link. Just over half of respondents say they use the Council's website, the main reason being to access general information. Over 90% of respondents say that it is easy to access information about Council services and over 80% say it is easy to report problems. Of the respondents that have used the website to pay for services the majority rated it as an easy to use service.

Over three quarters of respondents do not know about the Council's news section on the website. Only 6% of respondents said they find out what is happening in the Borough through the Council's website.

Various suggestions were given to improve the Council's website, popular suggestions were around layout and navigation and a quarter of comments received were positive.

Communication

Just over 40% of respondents stated that Borough Insight is their main source of information about the Borough followed by just under 30% of respondents who said local free newspapers are their main source of information.

Just under a third of respondents say they find out what is happening in the Borough through local free papers and a similar number say they find out through Borough Insight magazine. 10% find out what is happening through Councillor Newsletters and 9% through the Borough noticeboards.

Over half of respondents do not listen to local radio stations, of the respondents do the most popular is Radio Jackie.

741 respondents say they read the local guardian of which 93% read a paper copy. The Surrey Advertiser has the highest online readership with 21% of respondents who stated they read it, saying they read it online.

Of the local magazines listed Borough Insight is the most read by respondents with half of them stating they read it. Surrey Downs magazine is the next most popular with 18% of respondents stating that they read it.

Appendix 1

Copy of questionnaire



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.

Please Insert your Citizen's Panel (CP) number here

Questions about the health and social care of older people (over 65) in the Borough

1. Please could you rate your awareness of the following services... (please tick all that apply)

	Use the service	Know someone who uses the service	Aware of the service	Never heard of this service
Social Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Home Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private domestic help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals on Wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Transport Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voluntary Transport Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus permits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisted shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Luncheon clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathing service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Alarm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day/Social centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice services eg CAB, Age Concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Repair Agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you do not use any of the services listed above please go onto question 3

2. Please rate the services you use or have used...

	Very good	Good	OK	Poor	Very poor	Do not use
Social Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Home Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private domestic help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meals on Wheels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council Transport Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voluntary Transport Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assisted shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Luncheon clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bathing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Alarm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day/Social centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice services eg CAB, Age Concern etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home Repair Agency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carer Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Are there any other local services for the health and social care of older people in the Borough not mentioned in question 1 & 2 that you think are important?

4. Where would you/do you access information on local services for the health and social care of older people? (please tick all that apply)

- Epsom & Ewell Borough Council
- Surrey County Council
- The Health Service
- Voluntary Organisations eg CAB, Age Concern etc
- Other

Other, please specify _____

5. Please state how far you agree with the following statements?
Local people already have good information on the following services for older people...

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Where would you like to access information on local services for the health and social care of older people? (please tick all that apply)

- Epsom & Ewell Borough Council website
- Surrey County Council website
- Information leaflet
- GP
- Voluntary organisation eg CAB, Age Concern etc
- Other

Other, please specify _____

7. Who do you think should provide you with information on local services for the health and social care of older people? (please tick all that apply)

- Epsom & Ewell Borough Council
- Surrey County Council
- The Health Service
- Voluntary Organisations eg CAB, Age Concern etc
- Other

Other, please specify _____

8. Would you be willing to pay for the following services and at what level?

	Full payment	Subsidised	Means tested	Should be free to users
Mental health (eg Alzheimer's/ depression/dementia)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health/mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Centres/ activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal care (eg bathing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housework (eg cleaning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparing food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
House maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gardening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Overall, how satisfied are you that your current housing will meet your housing needs when you are aged 65 and over?

- Will/does meet my needs
- Will/does not meet my needs
- Do not know

Please specify any issues about your current or future housing needs

The next set of questions are about the Council's Venues

10. Have you used any of the following Council venues?

	Yes in the last 12 months	Yes but not in the last 12 months	No never
Bourne Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ewell Court House	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Ebbisham Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Rainbow Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have not used any of the venues listed above please go to question 14

11. What was the purpose of your most recent visit to either Bourne Hall/The Ebbisham Centre/Ewell Court House/The Rainbow Centre? (please tick all that apply)

- Cafe
- Class
- Exercise
- Event
- Leisure time/socialising
- Library
- Live music
- Meeting
- Medical visit
- Museum
- Party/function
- Other

Other, please state _____

12. How satisfied were you with the following aspects of the service provided during your most recent visit to either Bourne Hall/The Ebbisham Centre/Ewell Court House/The Rainbow Centre?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Availability of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of information / advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of time before you spoke to a member of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall service you received from staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polliteness and friendliness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of specialist help if required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolution of the issue you contacted the venue about	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge and helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How satisfied were you with the following on your most recent visit to either Bourne Hall/The Ebbisham Centre/Ewell Court House/The Rainbow Centre?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Cleanliness of the entrance area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of the catering facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of the toilet facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of the rooms you visited	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The condition of the building in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of the equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of walls, carpets and floors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Are you aware of the meeting and activity rooms available for hire at the following venues?

	Yes	No
Bourne Hall	<input type="radio"/>	<input type="radio"/>
The Ebbisham Centre	<input type="radio"/>	<input type="radio"/>
Ewell Court House	<input type="radio"/>	<input type="radio"/>

15. Where would you like to find out information about the venues? (please tick all that apply)

- Council / venue website
- Telephone venue direct
- Telephone the Town Hall
- In person at the venue
- In person at the Town Hall
- Leaflets / brochures
- Local newspapers
- Noticeboards
- Roadside banner

16. What is the most important factor for you to consider when visiting the following venues? (please select one factor for each of the venues)

	Bourne Hall	The Ebbisham Centre	Ewell Court House	The Rainbow Centre
Access to building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. What would you consider to be the best feature of each of the following venues? (please select one factor for each of the venues)

	Bourne Hall	The Ebbisham Centre	Ewell Court House	The Rainbow Centre
Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next set of questions are about Community Safety

18. In your opinion, how much of a problem if at all, are the following issues in Surrey?

	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Young people committing violence (eg knife crime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people committing serious crime (eg burglary, vehicle crime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people committing anti social behaviour (eg graffiti, littering, noise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. In your opinion, how much of a problem if at all, are the following issues in Epsom & Ewell?

	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Young people committing violence (eg knife crime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people committing serious crime (eg burglary, vehicle crime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people committing anti social behaviour (eg graffiti, littering, noise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. In your opinion, how much of a problem if at all, are the following issues in your neighbourhood?

	Very big problem	Fairly big problem	Not much of a problem	Not a problem at all	Do not know
Young people committing violence (eg knife crime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people committing serious crime (eg burglary, vehicle crime)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young people committing anti social behaviour (eg graffiti, littering, noise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. How often, if at all, in the last 12 months have you seen groups of young people congregating in your neighbourhood (within 15minutes walk from your house)?

- Once
- A few times
- Around once a month
- Two or three times a month
- Around once a week
- More or less everyday
- Have not seen any

22. Which, if any, of the things below have you seen groups of young people do in your local neighbourhood (within 15minutes walk from your house)? (please tick all that apply)

- Playing sports
- Making people feel uncomfortable
- Asking adults to purchase age restricted goods on their behalf (eg alcohol/cigarettes)
- Getting drunk
- Socialising with friends
- Littering
- Being loud, rowdy or noisy
- Taking part in organised activities (eg with youth clubs)
- Physically assaulting people
- Harassing or insulting people
- Damaging property or cars
- Writing graffiti

23. Have you ever received a copy of the Epsom & Ewell Community Safety handbook?

- No, please go to question 25
- Yes

24. How useful did you find it?

- Very useful
- Fairly useful
- Not very useful
- Did not use at all
- Do not know

25. How well informed do you feel about crime and anti social behaviour in the Borough?

- Very well informed
- Quite well informed
- Not informed at all

26. How do you learn about what is happening with regard to crime and disorder in the Borough? (please tick all that apply)

- Borough insight magazine
- Council website
- Councillor feedback
- Local leaflets/booklets
- Local newspaper
- Local radio
- Neighbourhood panel meeting
- Police newsletter
- Police website
- Other

Other, please specify _____

27. Are you aware of the Street Pastor scheme in Epsom & Ewell?

- Yes
- No

28. What are your top three Community Safety concerns in your neighbourhood? (please select three boxes)

- Abandoned or burnt out cars
- Alcohol related or rowdy/nuisance anti social behaviour
- Bogus callers/ Rogue Traders
- Deliberate damage to property/vehicle
- Dog fouling
- Drugs
- Graffiti
- Loud fast cars/motorbikes
- Nasty neighbours
- Rubbish/litter
- Teenagers hanging around the streets
- Other

Other, please specify _____

29. How safe or unsafe do you feel in the following places during the day?

	Very safe	Fairly safe	Fairly unsafe	Very unsafe	Do not know
Local parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On local public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Epsom town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. How safe or unsafe do you feel in the following places after dark?

	Very safe	Fairly safe	Fairly unsafe	Very unsafe	Do not know
Local parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On local public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Epsom town centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Is there anywhere in the Borough where you feel unsafe?

- No
- Yes

If yes, please state where...

The next set of questions are about the Council's website

32. Do you use the Council's website?

- Yes
- No, please go to question 37

33. What was your main reason for visiting the Council website?

- Accessing general information
- Applying for services
- Paying for services
- Reporting problems
- Using online maps / postcode finder
- Other

34. To what extent do you agree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It is easy to access information about Council services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to access Home Choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to access online maps/postcode finder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to apply for a specific service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to report problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to pay for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Did you know there is a news section on the Council's website where you can read recent media releases?

- Yes
- No

36. How do you think the Council website could be improved?

The next set of questions are about communication

37. How do you learn about what is happening in the Borough? (please tick all that apply)

- Borough Insight magazine
- Council leaflets
- Council website
- Borough Noticeboards
- Local free papers
- Local radio
- Newsletters from Councillors
- Other

Other, please specify _____

38. What is your main source of information about the Borough?

- Borough Insight magazine
- Council leaflets
- Council website
- Borough Noticeboards
- Borough local newspapers
- Local free papers
- Local radio
- Newsletters from Councillors
- Other

Other, please specify _____

39. Which local radio stations do you listen to? (please tick all that apply)

- BBC Surrey
- Eagle Radio
- Radio Jackie
- None of them
- Other

Other, please specify _____

40. Which local newspapers do you read and how do you read them? (please tick all that apply)

	Online	Paper copy
Epsom Guardian	<input type="checkbox"/>	<input type="checkbox"/>
Epsom Post	<input type="checkbox"/>	<input type="checkbox"/>
Surrey Advertiser	<input type="checkbox"/>	<input type="checkbox"/>
Surrey Comet	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify _____

41. Which local magazines do you read? (please tick all that apply)

- Borough insight*
- Surrey Downs*
- Surrey Matters*
- Time & Leisure*
- Other*

Other, please specify _____

Thank you for completing this survey

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.