



Feedback to FEEDBACK

Your borough, your future, be heard!



Welcome to the fifth edition of feedback to FEEDBACK, the newsletter for members of the Epsom & Ewell Borough Council Citizens Panel. We want to give you an update on the surveys in which you have participated in over the past year.

Thank you to everyone for completing and returning the surveys. The Council uses the information you give us to continually improve the services that we provide.

FEEDBACK Survey June 2008

In June we sent you a FEEDBACK survey which asked you questions about a number of different Council services. The survey generated a good response rate of 79%.

The areas covered in the survey were Epsom Town Centre, Food Hygiene Advice, Town Hall and Bourne Hall Reception Areas, Customer Services, Perception of Crime and Waste Services.

Epsom Town Centre

Just over two thirds of you said you visit Epsom town centre at least once a week, mainly to use the towns shopping facilities, restaurants and bars.

The majority of you travel to the town centre by car.

You said that a better range of other shops and increased security would improve the town centre.

Most of you rated the range of food, clothing, and other shops and amenities as OK.

The areas you felt needed the most improvement were the Railway Station and Station Approach.

Food Hygiene Service

Just over half of you said that you would use an online service that would provide you with the official food hygiene records of restaurants, takeaways and food retailers in the local area.

The majority of you said it would influence your choice of food establishment.



Town Hall & Bourne Hall Reception Areas

Only just over half of you said you had visited the reception area at Bourne Hall or the Town Hall. Of those of you that do visit just over a third of you do so once a month.

There were high satisfaction levels about being seen in a reasonable time, being provided with the information you require and being dealt with in an effective and efficient manner.

80% of you rated the service provided as good or very good.

Customer Services

Overall satisfaction levels with all aspects of Customer Services were high.

Staff knowledge and helpfulness as well as politeness and friendliness of staff were rated highly.

Perception of Crime

The majority of you felt that the level of crime and disorder had remained the same both in the Borough and in your Neighbourhood.

Overall, during the day you felt safe in all areas of the Borough. At night Parks and open spaces were the areas in which you felt most unsafe.

Intimidating behaviour by groups were the main reasons you felt unsafe in the Borough.

Young people being disorderly, rubbish and litter and loud and fast cars were your main areas for concern.

More Police on the beat better parental control and more activities for teenagers were chosen by you as the best methods to tackle crime and disorder.



Waste Services

The majority of you currently recycle. The materials you recycle the most are paper, glass bottles and jars and food and drinks cans.

The majority of you said you would find room for the additional bins needed in the new recycling scheme.

A third of you expect your green bin to be less than half full each fortnight once you are recycling cardboard and plastic.

The majority of you would like a kitchen caddy for your food waste.



Place Survey

Some of you may have been part of the random sample of residents selected to take part in the Place Survey last autumn. It is a new survey to be carried out every two years by all local authorities. Central government has set a series of performance indicators for local areas so the survey asks people for their perceptions about the area in which they live.



Thank you to those of you who were selected and took the time to fill in the survey. The responses will assist in local service improvement planning for the Council and other authorities. The results will be available in spring 2009.

What we are doing with the results...

Epsom Town Centre

The Council is producing an 'Area Action Plan' for Epsom town centre, which will be known as 'Plan E'. As the main town centre in the Borough, the Council is keen to ensure that Epsom remains a successful place. Plan E will help map out how the town centre will evolve up until 2026.

The responses provided us with opinions on a range of town centre related issues, whilst also helping to identify potential improvements. Such feedback will be used to inform the development of the Plan.

There will be further opportunity to comment on Plan E as it evolves throughout 2009.

Food Hygiene Service

The data is helpful to the Environmental Health Section in deciding how, when and if to implement a local 'Scores on the Doors' service for residents.

Reception and Customer Services

Results are being reviewed and a proposed action plan will be established by the end of March.

Perception of crime

We have used your responses to inform the Strategic Assessment into Community Safety which will help us decide our priorities for 2009/10.

Waste Services

The results have been used to devise the rollout plan for the new Borough wide waste collection scheme.

If you would like further information about the FEEDBACK panel or would like to update your details at any time, please contact Adama Roberts on 01372 732082, or email aroberts@epsom-ewell.gov.uk

If you require a copy of this newsletter in an alternative format such as large print, please contact the Council's Customer Contact Centre on 01372 732000 who will make the necessary arrangements.

If you require a translation in your language, please contact:

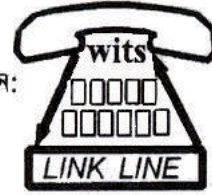
ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

જો તમને પોતાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબાની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

اگر آپ کو ترجمہ اپنی زبان میں چاہئے تو براہ کرم رابطہ کریں۔



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